



Policies

Creative Hospitality has a set of policies in place to ensure the smooth operation of our business and to provide a positive and safe environment for our employees.

Some of our key policies include:

1. **Code of Conduct:** We have a code of conduct that outlines the ethical standards and behavior expected from all employees. It covers areas such as honesty, integrity, respect, and professionalism.
2. **Equal Employment Opportunity:** We are committed to providing equal employment opportunities to all individuals without discrimination based on race, color, religion, sex, national origin, age, disability, or any other protected characteristic.
3. **Health and Safety:** We prioritize the health and safety of our employees, guests, and partners. We have policies and procedures in place to maintain a safe working environment, prevent accidents, and address any potential hazards.
4. **Diversity and Inclusion:** We value diversity and strive to create an inclusive workplace where all employees feel welcomed and respected. We promote diversity in hiring and provide equal opportunities for career growth and development.
5. **Confidentiality and Data Protection:** We have policies in place to protect the confidentiality of sensitive information and ensure compliance with data protection regulations. Employees are expected to handle confidential information with utmost care and only access it on a need-to-know basis.
6. **Anti-Harassment and Anti-Discrimination:** We have zero tolerance for harassment or discrimination of any kind. We maintain policies that prohibit any form of harassment or discrimination and provide channels for reporting and addressing such incidents.
7. **Work-Life Balance:** We recognize the importance of work-life balance and strive to provide flexible work arrangements where possible. We encourage employees to prioritize their well-being and maintain a healthy balance between work and personal life.

2. We are committed to promoting **equal employment opportunities** while upholding Saudization policies. Our approach integrates both principles to ensure a fair and inclusive workplace that supports the national workforce.

2.1 Saudization Compliance: We fully adhere to Saudization laws and regulations, actively working to meet the required quotas in sectors and positions designated for Saudi nationals. We prioritize the recruitment, hiring, and development of Saudi talent to contribute to the nation's economic growth and development.

2.2 Non-Discrimination: We provide equal employment opportunities to all individuals, irrespective of their nationality, in accordance with the principles of equality and fairness. We do not discriminate against employees or job applicants based on race, color, religion, gender, national origin, age, disability, or any other protected status.

2.3 Recruitment and Hiring: Our recruitment processes are designed to attract and consider candidates from diverse backgrounds, including Saudi nationals. We assess candidates based on their qualifications, skills, and experience, ensuring fair and unbiased selection procedures.

2.4 Training and Development: We offer training and development programs to enhance the skills and capabilities of all employees, including Saudi nationals. We provide opportunities for professional growth, enabling them to excel in their roles and progress in their careers within the organization.

2.5 Career Advancement: We foster a supportive environment that promotes career advancement for all employees, including Saudi nationals. We provide mentoring, coaching, and career progression initiatives to support their professional aspirations and contribute to their long-term success.

2.6 Performance Evaluation: Our performance evaluation processes are objective, transparent, and based on predetermined criteria. We evaluate the performance of employees, including Saudi nationals, in a fair and consistent manner to ensure equal opportunities for recognition and advancement.

2.7 Compliance Monitoring: We regularly monitor our Saudization compliance to meet the mandated quotas. We maintain accurate records and documentation to



demonstrate our commitment to Saudization and to ensure transparency and accountability in our hiring practices.

3. At Creative Hospitality, the **health and safety** of our employees is of utmost importance. We are committed to creating a safe and healthy work environment for everyone. Here are some key aspects of our health and safety policy:

3.1 Compliance with Regulations: We strictly adhere to all applicable health and safety regulations and standards. We ensure that our operations, facilities, and procedures meet or exceed the required safety guidelines.

3.2 Risk Assessment and Prevention: We conduct regular risk assessments to identify potential hazards in the workplace. Based on these assessments, we implement preventive measures and controls to minimize risks and create a safe working environment.

3.3 Training and Education: We provide comprehensive health and safety training to all employees. This includes general safety guidelines, emergency procedures, proper use of equipment and machinery, and specific protocols for different job roles. We encourage continuous learning and awareness to promote a safety-conscious culture.

3.4 Incident Reporting and Investigation: We have a robust incident reporting system in place. Employees are encouraged to report any safety concerns, near misses, or accidents promptly. We investigate all incidents to determine their root causes and implement corrective actions to prevent future occurrences.

3.5 Personal Protective Equipment (PPE): We provide appropriate personal protective equipment to employees based on job requirements. This includes items such as safety goggles, helmets, gloves, and protective clothing. We ensure that employees are trained on the correct usage and maintenance of PPE.

3.6 Health and Wellness Programs: We promote employee well-being through various health and wellness initiatives. These may include health screenings, fitness programs, stress management workshops, and access to counseling services. We believe that a healthy workforce is a productive and engaged workforce.

3.7 Continuous Improvement: We regularly review and update our health and safety policies and procedures to incorporate best practices and emerging trends. We actively seek feedback from employees and encourage their participation in



improving health and safety standards.

CH Medical Insurance Plan Distribution:

1. Executive Level:

- Medical Insurance Plan: A Gold

2. Management Level:

- Medical Insurance Plan: A

3. Professional Level:

- Medical Insurance Plan: B

4. Support Level:

- Medical Insurance Plan: B

CH has determined the distribution of medical insurance plans based on the hierarchy within the company. The executive level employees will be provided with A Gold plan, the management level with A plan, and both the professional and support levels with B plans. This distribution ensures that employees at different levels receive appropriate medical coverage that aligns with their positions and responsibilities.



4. At Creative Hospitality, we are deeply committed to fostering a culture of **diversity and inclusion**. We believe that embracing diverse perspectives, backgrounds, and experiences leads to innovation, creativity, and a more vibrant work environment. Here's how we promote diversity and inclusion in our organization:

4.1 Equal Opportunity Employment: We provide equal employment opportunities to all individuals, regardless of their race, ethnicity, gender, sexual orientation, religion, age, disability, or any other protected status. We believe in fair and merit-based hiring practices, ensuring that all candidates are evaluated based on their qualifications, skills, and potential.

4.2 Inclusive Work Environment: We strive to create an inclusive work environment where everyone feels valued, respected, and empowered to contribute their unique perspectives. We promote open communication, collaboration, and teamwork, ensuring that diverse voices are heard and appreciated.

4.3 Diverse Talent Acquisition: We actively seek to attract and recruit diverse talent from different backgrounds and communities. We implement outreach programs, partnerships, and networking initiatives to expand our talent pool and ensure a diverse candidate pool for every position.

4.4 Employee Resource Groups (ERGs): We support the formation of Employee Resource Groups, which are voluntary, employee-led groups that celebrate and support various dimensions of diversity, such as gender, ethnicity, LGBTQ+, and more. ERGs provide a platform for networking, mentorship, and advocacy, fostering an inclusive and supportive community within our organization.

4.5 Training and Development: We provide ongoing training and development programs that promote cultural competence, unconscious bias awareness, and inclusive leadership skills. These programs enhance employees' understanding of diverse perspectives, improve communication, and enable them to work effectively in a multicultural and inclusive environment.

4.6 Diversity in Leadership: We are committed to increasing diversity at all levels of leadership within our organization. We strive to create pathways for career advancement and leadership opportunities for individuals from underrepresented groups. By having diverse leaders, we ensure that diverse perspectives are



incorporated into decision-making processes and that our organization reflects the communities we serve.

4.7 Supplier Diversity: We actively seek to partner with diverse suppliers and vendors, recognizing the importance of supporting a diverse business ecosystem. We encourage the inclusion of minority-owned, women-owned, and small businesses in our supply chain.

We believe that by embracing diversity and inclusion, we create a stronger, more innovative, and resilient organization. Our commitment to diversity and inclusion extends beyond our internal operations to our interactions with clients, partners, and the communities we serve. Together, we can create an inclusive and equitable future for all.



5. At Creative Hospitality, we place the utmost importance on **confidentiality and data protection**. We recognize the sensitive nature of the information we handle and are committed to safeguarding the privacy and security of both our clients and employees. Here's how we ensure confidentiality and data protection:

5.1 Confidentiality Agreements: We require all employees to sign confidentiality agreements that outline their responsibilities in maintaining the confidentiality of sensitive information. This includes client data, proprietary information, trade secrets, and any other confidential information they may come across during their employment.

5.2 Data Protection Policies: We have robust data protection policies and procedures in place to ensure compliance with applicable data protection laws and regulations. These policies cover the collection, storage, processing, and sharing of personal and sensitive data, and outline the security measures implemented to protect this information.

5.3 Access Control: We enforce strict access controls to limit access to confidential and sensitive data only to authorized personnel who require it for their job responsibilities. This includes implementing role-based access controls, strong authentication measures, and regular access reviews.

5.4 Data Encryption: We utilize encryption technologies to secure data both in transit and at rest. This helps protect sensitive information from unauthorized access or interception.

5.5 Training and Awareness: We provide regular training and awareness programs to educate employees about the importance of confidentiality and data protection. This includes best practices for handling sensitive information, recognizing and reporting data breaches, and maintaining data security in their day-to-day work.

5.6 Incident Response and Reporting: In the event of a data breach or security incident, we have established procedures for incident response, containment, investigation, and notification. We promptly investigate and take appropriate action to mitigate the impact and prevent future occurrences.

5.7 Vendor and Third-Party Management: When engaging with vendors or third-party service providers who may have access to confidential or sensitive data, we conduct due diligence to ensure they have adequate data protection measures in



place. We enter into appropriate contractual agreements to maintain the confidentiality and security of the shared information.

5.8 Compliance with Laws and Regulations: We strictly adhere to all applicable laws and regulations related to confidentiality and data protection. This includes compliance with data protection laws, industry-specific regulations, and any contractual obligations regarding data security and privacy.

Maintaining confidentiality and protecting data is a responsibility shared by all our employees. We foster a culture of awareness and accountability, emphasizing the importance of respecting and safeguarding sensitive information. By upholding the principles of confidentiality and data protection, we maintain the trust and confidence of our clients, employees, and stakeholders.



6. At Creative Hospitality, we are committed to providing a work environment that is **free from harassment and discrimination**. We uphold the principles of equality, respect, and dignity for all individuals, and we have implemented comprehensive policies and procedures to address and prevent harassment and discrimination. Here's how we promote an anti-harassment and anti-discrimination culture:

6.1 Policy and Awareness: We have a clear and robust anti-harassment and anti-discrimination policy that outlines our commitment to maintaining a respectful and inclusive workplace. This policy is communicated to all employees, and we provide regular training and awareness programs to ensure everyone understands their rights and responsibilities.

6.2 Prohibited Conduct: Our policy explicitly prohibits all forms of harassment and discrimination, including but not limited to, harassment based on race, color, religion, gender, sexual orientation, national origin, age, disability, or any other protected characteristic. This encompasses verbal, physical, or written actions that create an intimidating, hostile, or offensive work environment.

6.3 Reporting Mechanisms: We provide multiple channels for employees to report incidents of harassment or discrimination. We encourage open communication and ensure that all reports are treated with confidentiality and sensitivity. Employees have the option to report to their immediate supervisor, HR department, or a designated contact person.

6.4 Investigation and Resolution: Upon receiving a report, we promptly initiate an impartial and thorough investigation. We take all allegations seriously and ensure that investigations are conducted in a fair and objective manner. If a violation is substantiated, appropriate disciplinary actions are taken, ranging from education and counseling to disciplinary measures, up to and including termination of employment, depending on the severity of the offense.

6.5 Support and Protection: We provide support and protection to employees who report incidents of harassment or discrimination. We ensure that victims or witnesses of such behavior are not subject to retaliation, and we encourage a culture where individuals feel safe and comfortable coming forward with their concerns.

6.6 Training and Education: We conduct regular training sessions to educate employees about their rights and responsibilities, as well as the importance of maintaining a respectful and inclusive workplace. This includes training on



recognizing and preventing harassment and discrimination, promoting bystander intervention, and fostering a culture of respect and dignity.

6.7 Continuous Improvement: We regularly review and update our policies and procedures to ensure they align with best practices and evolving legal requirements. We actively seek feedback from employees and create opportunities for dialogue and engagement to address any concerns or suggestions related to preventing harassment and discrimination.

At Creative Hospitality, we firmly believe in promoting a work environment where every individual is treated with dignity and respect. We are committed to taking immediate action to address any instances of harassment or discrimination and fostering an inclusive culture that celebrates diversity.



7. At Creative Hospitality, we recognize the importance of **work-life balance** in promoting the overall well-being and satisfaction of our employees. We are committed to fostering an environment that supports and encourages a healthy integration of work and personal life. Our policies and practices related to work-life balance include:

7.1 Flexible Work Arrangements:

- We offer flexible work arrangements, such as flexible working hours and remote work options, where applicable and feasible. This allows employees to better manage their personal commitments while meeting their work responsibilities.

7.2 Leave Benefits:

- We provide a range of leave benefits to support work-life balance, including annual paid vacation, sick leave, maternity and paternity leave, and compassionate leave. These benefits are designed to help employees take time off and recharge, attend to personal matters, and maintain a healthy work-life balance.

7.3 Wellness Programs:

- We promote employee well-being through wellness programs and initiatives. These may include health and fitness programs, mental health support, stress management resources, and educational workshops on topics related to work-life balance and personal well-being.

7.4 Recognition of Personal Time:

- We respect and recognize the importance of personal time for our employees. We encourage them to disconnect from work during non-working hours, weekends, and vacation periods, allowing them to recharge and engage in activities that are meaningful to them.

7.5 Clear Communication and Expectations:

- We strive to maintain clear communication and set realistic expectations regarding workloads, deadlines, and work-related responsibilities. This helps employees plan and manage their time effectively, reducing unnecessary work-related stress and promoting a better work-life balance.

7.6 Supportive Work Environment:

- We foster a supportive work environment where open communication, collaboration, and teamwork are encouraged. This enables employees to seek



assistance, delegate tasks, and share workloads when needed, promoting a more balanced approach to work.

By prioritizing work-life balance, we aim to create a positive and productive work environment that allows our employees to thrive both personally and professionally.

Employment Policies :

1. Housing:

- Employees have the option to choose between two housing options:
 - Option 1: A live-out allowance equivalent to 25% of the employee's basic monthly salary.
 - Option 2: Company-provided housing.

2. Transportation:

- Employees have the option to choose between two transportation options:
 - Option 1: A monthly transportation allowance equivalent to 10% of the employee's basic monthly salary.
 - Option 2: Company-provided transportation.

3. Home Leave:

- Executives are entitled to one home leave per year with business class airfare.
- Employees below management level are entitled to one home leave every two years with economy class airfare.
- Employees may request a different location for their home leave, subject to pre-approval, as long as the costs associated with the alternate location are similar to those of the designated home leave location.

4. Vacation:

- Employees are entitled to 24 days of annual paid vacation, excluding Saudi National Holidays. The entitlement may be subject to revision if there are any changes to the standard work week affecting vacation accrual calculations.

5. Medical Cover:

- Executive-level employees are provided with a Gold medical insurance plan.
- Managerial-level employees are provided with a medical insurance plan.
- The rest of the company is provided with a B medical insurance plan.

6. Relocation:

- The company provides one month's salary as relocation assistance to employees.

7. Working Hours:

- The maximum working hours per day are nine hours or forty-five hours per week. During the month of Ramadan, working hours for Muslim employees are reduced to a maximum of seven hours per day or thirty-five hours per week.



8. Bonus Scheme:

- A bonus of 10% of the annual salary is provided to eligible employees.
- Key Performance Indicators (KPIs) are set by the General Manager to determine bonus eligibility.

9. Personal Development:

- Creative Hospitality provides personal development opportunities as per company policy.

Please note that these policies are subject to change and may be updated from time to time.