

MIGA PERFORMANCE STANDARDS

1. SOCIAL AND ENVIRONMENTAL ASSESSMENT AND MANAGEMENT SYSTEMS

Four Seasons Hotel Amman is committed to operating the finest urban hotel in a manner that protects and conserves the natural resources and environment that we are fortunate to live, play and work in. Our hotel recognizes that we have a social responsibility to our community and we strive to be an industry leader sharing best practices with local partners and by staying informed of the current and changing realities.

In order to stay true to our pledge, we participate in a variety of CSR activities which include:

- **Cancer Care** – JD 1 from every room and meal check in some of our specialty restaurants is donated to King Hussein Cancer Foundation.
- **Environment** – Work closely with Shajara, a local NGO dedicated to the reforestation of Jordan. To date, Four Seasons Hotel Amman has planted 700 trees in the north of Jordan with another 500 trees to be planted by the end of 2011.
- **Youth Development** – Work closely with the Vocational Training Center (VTC) and Youth Career Initiative (YCI) to teach training skills over the course of one year to local youngsters that would not otherwise have an opportunity to work or learn. We have recently hired our first trainee full time. YCI is also USAID supported.

2. LABOR AND WORKING CONDITIONS

Human Resources Policy

HR Policies and Procedures are available & outline all aspects of HR.

- a. Employee is given an employment contract.
- b. Employee is given an employee handbook outlining his rights, benefits and obligations.
- c. Employee attends a two days orientation program – Four Seasons Introductory Training Program – FSITP.

Working Relationship

Employee is given an employment contract.

Working conditions

We are in compliance with the local labor law, in addition the hotel perform the following:

Exit Interviews (Policy HR-12.2)

Four Seasons believes that employees who leave the Company can provide an excellent source of information on perceptions of the Company and its policies. Exit Interviews should be conducted with all departing staff where insightful information regarding the cause of their departure may be gained.

The exit interview should take place as soon as the employee announces their intent to leave, so that any opportunity for retaining the employee will not be missed due to delay. Often the exit interview may reveal that the employee's reason for departure is a problem that can be resolved through schedule changes, a transfer, or the opportunity for future growth.

The Director of Human Resources will summarize the trends revealed in exit interviews and termination patterns for the Planning Committee on a quarterly basis.

Worker's organization

The Four Seasons Hotel Amman does not have any worker's organization or any collective agreement.

Equal Opportunity

The Four Seasons Hotel Amman follows the Equal Opportunity Employment (Policy HR-B2)

The sole basis of judgment in decisions regarding recruitment, employment, training, transfers, promotions, scheduling, discipline, compensation, benefits, separation or any other term of employment will be job-related criteria. Decisions will be made on the basis of individual qualifications and regardless of any protected group status under the law. This policy must be implemented and adhered to at all levels and at all locations.

Four Seasons will maintain compliance with all applicable laws relative to equal employment and fair employment practices in all regions wherein we operate.

Retrenchment

Employment Decisions Based on Length of Service (Policy HR-E11)

Employment decisions based on length of service will be based on an employee's Continuous Service Date which is typically their original date of hire as either a part-time or full-time, regular employee with Four Seasons. Service as an "on call" or "casual" employee is not included when determining an employee's Continuous Service Date.

Redeployment and Layoff:

Involuntary redeployment and layoff will be based on length of service. An exception may be made if an employee possesses unique or specific skills which are essential to the operating requirements of the hotel and where the more senior employees within that job classification cannot provide those unique or specific skills.

Permanent Redeployment of Staff (Policy HR-E12.3)

In the event of the sale of a hotel or a change in ownership resulting from the loss of or change (partial or otherwise) in Four Seasons' Management Agreement, including but not limited to the relinquishment or loss of control of any portion of the hotel's operations, the hotel may offer to permanently redeploy an employee or group of employees to either:

Another job classification within the hotel, or
Transfer the employee(s) to another Four Seasons hotel.

If the job offered to an affected employee is comparable, either within the hotel or at another hotel, no further consideration will be given (such as "No Fault Separation Pay" under EmPact or severance pay). Comparable employment is defined to mean similar, but not necessarily identical, terms and conditions of continuing employment. The hotel should consider the following when determining permanent redeployment:

- ✓ Compensation
- ✓ Location
- ✓ Job content and reporting level
- ✓ Personal restrictions, and
- ✓ Past job and relocation history

If the replacement position offered to the affected employee is not comparable, but the employee chooses to accept the position, no further compensation will be given. Should the replacement position not be comparable, the employee may opt to accept a permanent layoff and would be entitled to the provisions of "No-Fault Separation Pay" under EmPact or severance pay (if applicable).

All local labor laws will take precedence over this Redeployment policy.

Permanent Employee Layoffs/Redundancies (Policy HR-E12.5)

If a hotel makes the initial determination (or at any time during the temporary layoff) that the layoff will be permanent, the affected employee(s) must be offered severance or separation pay that they are entitled to under the Severance policy, HR-15.

The layoff is deemed to be permanent if the position is not expected to be reactivated within a one-year period or a designated time frame according to local labor law. A hotel may not eliminate a position in order to lay off an undesirable employee.

An employee's rehire status (but not the decision to lay off) should be based on the employee's past performance, as noted on written performance evaluations, employee counseling notices, etc. Please refer Rehiring of Former Employees, HR-B3.12 for specific rehire criteria.

Grievance Mechanism

Problem Solving and Grievance Procedures HR-F5.1

Four Seasons will take a broad, problem solving approach to provide accessibility to all employees through a number of avenues for resolving conflicts.

Each hotel will have a traditional grievance procedure format which guarantees the employee a review at three levels of the organization. Where not otherwise dictated by local labor laws, following are the guidelines each hotel should follow as it pertains to the employee problem solving process:

Each employee is guaranteed a progressive three tier review process. Under normal circumstances, this will be their immediate supervisor, the Director of Human Resources and the General Manager as outlined below. If the employee expressing the concern is a Planning Committee member or in a management position in Human Resources, then the three tiers will include the Regional Vice President and the Area Director/Vice President of Human Resources.

Child Labor

Hotel Four Seasons Amman does not employ children below 18 years of age

Forced Labor

Hotel Four Seasons Amman does not have forced labor

Occupational Health and safety

HR Policy HR-E7.1

Safety meeting

Monthly topics should be established to emphasize particular areas of concern. Some suggestions include:

*safe lifting
slips and falls
avoiding cuts and lacerations
using chemical products
first aid
CPR and the Heimlich maneuver
fire protection
heat exhaustion and sunstroke
stress reduction*

Occupational, Health, Safety and Legal Training HR-H3.5

Each hotel is responsible for training all employees in safe work practices during RAMP and when required by need, law or new procedure. At a minimum this should include manual handling, accident prevention, first aid and fire and emergency training. Hotels must also provide certification and legally required training such as responsible service of alcohol, based on the local laws in the location in which they operate.

Also refer to

Baseline Corporate Security Policies and Procedures,

Policy 2:13-030 (first Aid)

Policy 2:1-040 (Security team roles and responsibilities and training requirements)

Policy 4:1-100-L (Local crisis Plan and Risk Based Summary)

Engineering Core Standards :

- I. Answer the telephone before the fourth ring; don't place guests on hold longer than 15 seconds; if longer, offer a call-back at an agreed-upon time
- II. Repair and Maintenance Department staff will sound calm and organized on the telephone, giving the guest an unhurried impression
- III. If maintenance is requested, staff will verbally apologize for the inconvenience, inquire about a convenient time to make the repair, and complete the repair in a timely manner
- IV. Updated Material Safety Data Sheet books are readily available

All necessary safety precautions to be taken during function of job; Use of chemicals (protective equipment), lifting (weight belts) and mopping (proper signage)

3. POLLUTIONS PREVENTION AND ABATEMENT

General requirement

Green globe initiative. The hotel Four Seasons Amman is giving the choice to its guest to actively participate into water, chemical, and power reduction offering to change the linen upon request.

All windows glasses are doubled glazed and coated to reduce sun radiation increasing energy efficiency

Building is also insulated, roof is double insulated.

Ecolab is our preferred partner in term of cleaning supplies and chemicals.

Building management system, (BMS) enable us to efficiently operate the property and control infrastructure to streamline energy consumption.

Pollution prevention

Wastes

Water, *The hotel Four Seasons Amman complies with the City waste water loss. Hotel is connected to 2 water networks.*

- 1) One dedicated to collect rain drainage and distributed into the city network for irrigation.*
- 2) Second, dedicated sewage drainage connected to the Municipality network without treatment on site*

Toxic liquid waste, *Dry clean machine's waste is collected in suitable sealed container by chemical supplier and handled as hazardous waste*

Solid waste, *pre sorting on property by waste removal contractor.*

Gas waste

3 sources,

Filtered kitchen extraction hood

Laundry extraction, Filtered (lint)

Boilers are, maintained periodically for their emissions to comply bylaw.

Hazardous material

As mention above

Emergency Preparedness and Response

As per Four Seasons Corporate Crisis Guidance and Local Crisis Plan and Risk Based Procedures.

Technical Guidance

Not applicable

Ambient Considerations

Not applicable

Green House Gas emission

Not Applicable

Pesticide Use and Management

Pest control is outsourced therefore no storage and potential risks on property.

All chemical are approved and certified toward their targeted pests.

Traps for cats and rodent

UV traps and air curtains in kitchen and receiving area to control flying insects

4. COMMUNITY HEALTH SAFETY AND SECURITY

General Requirements

Infrastructure and equipment safety

Not Applicable

Hazardous Material Safety

Not Applicable

Environmental and Natural Resources Issues

Not Applicable

Community Exposure to Disease

Imported labor as per Jordanian labor law must pass work permit pre requisite medical test

The Hotel Four Season's employees in contact with food preparation are international certified food handler

Emergency preparedness and Response

The hotel Four Seasons Amman has its own Emergency response plan, which has been closely elaborated with the local government agencies.

The hotel Four Seasons has its own security personal and the hotel's Emergency response plan has been developed together with the local authorities.

All periodic trainings are planned implemented and supervised by local entities.