

# ROBINSON® CLUB SOMA BAY

## Human Resource Management Policy Statement

It is the shared commitment of the management and owners of Hotel ROBINSON Club Soma Bay to ensure that all our employees are afforded excellent possible working conditions at all times. We believe our employees are our greatest assets, and recognize our ethical as well as legal responsibilities to take care of them. We believe that by treating our employees well, they in turn will continue to take the very best care of our customers.

The primary goals therefore related to our human resource management are as follows:

### 1. Certification

In order to satisfy broader human resource management criteria, Travelife Gold award standard will be achieved by ROBINSON Club Soma Bay 2010.

### 2. Recruitment

Hotel ROBINSON Club Soma Bay will ensure that a fair system is in place so that all applicants for available positions are fairly considered. Hotel ROBINSON Club Soma Bay will not discriminate in any way and welcomes applications from all candidates regardless of their race, age, sex, nationality, disability or religion.

### 3. Contract

Throughout the period of employment, all Hotel ROBINSON Club Soma Bay will have a contract that meets as a minimum the regulations as stipulated by national law

### 4. Induction and Training

Hotel ROBINSON Club Soma Bay will ensure that all new employees are provided with appropriate induction and training. This will cover such areas as company philosophy and culture, product knowledge, employee welfare and benefits, health and safety, performance management, etc.

### 5. Development and Promotion

All employees of Hotel ROBINSON Club Soma Bay will be encouraged to further develop their skills and opportunities for promotion will be provided wherever possible. All employees will have individual objectives, and individual development plans will be agreed with managers/supervisors to review objectives and agree new targets.

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## 6. Compliance

All employees of Hotel ROBINSON Club Soma Bay got trainings from our crew training manager in charge for compliance. Further we have monthly communication meetings by Mr. Remon and a communication box which is checked on a regular base. Also a TUI-brochure concerning compliance exists.

## 7. Career

Open positions are offered primary to the in-house employees. All of the staff is qualified for the position is offered outhouse or via the head office in Hannover. All staff got on a regular base training for improvement so that they have the chance to get a higher position.

Dr. Olli Oltrogge  
General Manager