

Assignment Policy for generic and nominative Email Accounts

Objective and Scope

This document outlines and regulates the policy for assigning nominative and generic email accounts based on positions, for Hotel and Central Services employees.

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1 General Principles

Following an in-depth revision, Human resources and Operations defined a range of different positions which will automatically be assigned a nominative email address.

Nominative email accounts will be created only for those positions mentioned in this policy. No exceptions can be made*.

The alternative for those positions not included in this policy, which proved the necessity of an email account, will always be a generic email address.

2 Requesting process for approved positions that do not have an Email Account after the Policy becomes effective

This policy doesn't have a retroactive effect. Therefore, all employees who are entitled to a nominative email address by this policy, but currently don't have one assigned, will be able to request it through our "NH Service Desk" portal.

In this case, all the requests for a nominative email address will be evaluated to define the necessity of a new account for that department. (i.e. A head of department without a team won't be assigned a nominative email address, if he/she already has a generic email address.) These type of requests must be made through our "NH Service Desk" portal, choosing the option "Office 365", followed by "Email & Outlook" within this group.

Requests must be processed in line with the established incidence management policy.

* take into account the info included in the paragraph 6 related to E-mail accounts for Management / Franchise hotels

3 Nominative Email Accounts automatically assigned based on the position

The approved positions that will automatically be assigned a nominative email address are listed below. These include GMs and deputy managers, heads of departments, sales staff, organizers and a variety of other positions that requires an email address due to their responsibilities (dealing with providers, internal HR positions, etc.)

WORK CENTER	DEPARTMENT	POSITION
CS	HQ	ALL EMPLOYEES
	CS	ALL EMPLOYEES
HOTEL	H-ADMINISTRATION	ADMINISTRATION_MANAGER
		ADMINISTRATION_STAFF
		CONTROLLER
	H-HUMAN RESOURCES	HR_MANAGER
		QUALITY_AND_TRAINING_MANAGER
		HR_STAFF
	H-F&B	F&B_MANAGER
		F&B_ASSISTANT
		ORGANIZER_MANAGER
		ORGANIZER
	H-F&B / BANQUET RESTAURANT	BANQUET_MAITRE
	H-F&B/BANQUET KITCHEN	BANQUET_EXECUTIVE_CHEF
	H-F&B / KITCHEN	EXECUTIVE_CHEF
	H-F&B / RESTAURANT	MAITRE
		SOMMELIER
	H-F&B/BAR	HEAD_OF_BAR
	H-HEALTH & BEAUTY	SPA_MANAGER
	H-MAINTENANCE	MAINTENANCE_MANAGER
	H-MANAGEMENT	HOTEL_DIRECTOR
		DEPUTY_HOTEL_DIRECTOR
		OPERATIONS_MANAGER
		PROCUREMENT_MANAGER
		ASSISTANT
		TASK_FORCE_MEMBER
		STOREKEEPER
	H-ROOMS	ROOMS_DIVISION_MANAGER
		GUEST_RELATIONS_MANAGER
		GUEST_RELATIONS
		RESERVATION_MANAGER
		RESERVATION_STAFF

WORK CENTER	DEPARTMENT	POSITION
HOTEL	H-ROOMS/FRONT OFFICE	FRONT_OFFICE_MANAGER
		ASSISTANT_FRONT_OFFICE_MANAGER
		CONCIERGE_MANAGER
		CONCIERGE
		FO_BACKOFFICE_ADMINISTRATION
	H-ROOMS/HOUSEKEEPING	HOUSEKEEPING_MANAGER
	H-SALES	SALES_DIRECTOR
		INHOUSE_SALES_MANAGER
		INHOUSE_SALES_EXECUTIVES
		PROPERTY_&_REGIONAL_SALES_MANAGER
		PROPERTY_&_REGIONAL_SALES_EXECUTIVE
	H-REVENUE	REVENUE_MANAGER
		REVENUE_MANAGEMENT_STAFF
	H-ENTERTAINMENT	ENTERTAINMENT_MANAGER
	H-IT	STAFF
	H-MARKETING	MARKETING_MANAGER
		SOCIAL_NETWORK&COMMUNICATION_STAFF
	H-GOLF SERVICES	GOLF_MANAGER

4 Analysis and removal of unused Email Accounts

An assessment of all email accounts will be carried out every three months to identify unused accounts and consequently remove them.

This assessment will involve **all** email accounts, regardless if they are Hotel or Central Services accounts.

In order to avoid errors during this process, the work status of the employee in question will be checked with HR before removing the account.

HR must inform the IT department of all temporary leaves, in order to guarantee that those accounts with justified inactivity will be maintained.

5 Requests for creation generic Email Accounts in Hotels

As an alternative to nominative email address for those profiles not included in this policy, were created the following generic email accounts, covering the needs of different Hotel departments:

AREA	PREFIX	EMAIL EXAMPLE	EXAMPLE DESCRIPTION
Management	duty	duty.nhcollectioneurobuilding@nh-hotels.com	NH COLLECTION EUROBUILDING duty manager
Management	mg	mg.nhcollectioneurobuilding@nh-hotels.com	NH COLLECTION EUROBUILDING management
Front office	bo	bo.nhcollectioneurobuilding@nh-hotels.com	NH COLLECTION EUROBUILDING BACKOFFICE
Front office	cg	cg.nhcollectioneurobuilding@nh-hotels.com	NH COLLECTION EUROBUILDING concierge
Front office	cro	cro.nhcollectioneurobuilding@nh-hotels.com	NH COLLECTION EUROBUILDING CRO
Front office	fo	fo.nhcollectioneurobuilding@nh-hotels.com	NH COLLECTION EUROBUILDING Front Office
Front office	gr	gr.nhcollectioneurobuilding@nh-hotels.com	NH COLLECTION EUROBUILDING Guest Relations
Front office	night	night.nhcollectioneurobuilding@nh-hotels.com	NH COLLECTION EUROBUILDING NIGHT FO

AREA	PREFIX	EMAIL EXAMPLE	EXAMPLE DESCRIPTION
Front office	rsv	rsv.nhcollectioneurobuilding@nh-hotels.com	NH COLLECTION EUROBUILDING reservations
Front office	vip	vip.nhcollectioneurobuilding@nh-hotels.com	NH COLLECTION EUROBUILDING Vip Lounge
Housekeeping	hk	hk.nhcollectioneurobuilding@nh-hotels.com	NH COLLECTION EUROBUILDING housekeeping
F&B	bar	bar.nhcollectioneurobuilding@nh-hotels.com	NH COLLECTION EUROBUILDING Bar
F&B	fb	fb.nhcollectioneurobuilding@nh-hotels.com	NH COLLECTION EUROBUILDING F&B
F&B	kt	kt.nhcollectioneurobuilding@nh-hotels.com	NH COLLECTION EUROBUILDING kitchen
F&B	rt	rt.nhcollectioneurobuilding@nh-hotels.com	NH COLLECTION EUROBUILDING restaurant
Sales	bqt	bqt.nhcollectioneurobuilding@nh-hotels.com	NH COLLECTION EUROBUILDING BANQUETING
Sales	sales	sales.nhcollectioneurobuilding@nh-hotels.com	NH COLLECTION EUROBUILDING sales
Sales	groups	groups.nhcollectioneurobuilding@nh-hotels.com	NH COLLECTION EUROBUILDING Groups
Sales	mtg	mtg.nhcollectioneurobuilding@nh-hotels.com	NH COLLECTION EUROBUILDING meetings rooms
Sales	rfp	rfp.nhcollectioneurobuilding@nh-hotels.com	NH COLLECTION EUROBUILDING rfp
Maintenance	mt	mt.nhcollectioneurobuilding@nh-hotels.com	NH COLLECTION EUROBUILDING maintenance
Health & Beauty	spa	spa.nhcollectioneurobuilding@nh-hotels.com	NH COLLECTION EUROBUILDING spa
Health & Beauty	wellness	wellness.nhcollectioneurobuilding@nh-hotels.com	NH COLLECTION EUROBUILDING WELLNESS
Human resources	hr	hr.nhcollectioneurobuilding@nh-hotels.com	NH COLLECTION EUROBUILDING Human Resources
IT	it	it.nhcollectioneurobuilding@nh-hotels.com	NH COLLECTION EUROBUILDING IT
Purchasing	pch	pch.nhcollectioneurobuilding@nh-hotels.com	NH COLLECTION EUROBUILDING Purchasing
Purchasing	sogg	sogg.nhcollectioneurobuilding@nh-hotels.com	NH COLLECTION EUROBUILDING General Services
Purchasing	stg	stg.nhcollectioneurobuilding@nh-hotels.com	NH COLLECTION EUROBUILDING storage
Administration	adm	adm.nhcollectioneurobuilding@nh-hotels.com	NH COLLECTION EUROBUILDING Administration
Trainee	trainee	trainee.nhcollectioneurobuilding@nh-hotels.com	NH COLLECTION EUROBUILDING trainee
Others	cmn	cmn.nhcollectioneurobuilding@nh-hotels.com	NH COLLECTION EUROBUILDING communication
Others	sec	sec.nhcollectioneurobuilding@nh-hotels.com	NH COLLECTION EUROBUILDING security

If a Hotel needs to request the creation of a generic email account included in this table, will be the Hotel Manager who makes the request through “NH Service Desk Portal”.

Requests for generic mail accounts for Hotels not included in the list attached must be made through “NH Service Desk” portal. Before creation, the necessity of this account will be assessed. In every request **must** be attached an email with the approval of the Operations Director of the BU.

6 Request for creation generic Email Accounts in CCSS and HQ

All the requests about creation for generic mail accounts in Central Services and Headquarters will have to be managed through NH Service Desk. In every request **must** be attached an email with the approval of the **area Director of the requesting department** for BU Central Services and with the approval of **the VP of the requesting area for Headquarters.**

7 E-Mail accounts for Management / Franchise hotels and external workers in NH Hotel Group

- **Hotel Staff (Management or Franchise Hotels):**

In order to be assigned a nominative email account it is essential to be registered in the SAP HR module as an employee and the requester has to be part of the staff of a workcenter which NH Hotel Group is responsible for the elaboration of payroll payment.

Nominative mail accounts will not be assigned to management or franchise employees except in cases when NH Hotel Group is responsible of the management of the payroll payment. Instead, generic mail accounts will be enabled.

- **External workers associated with other HQ or Central Services departments:**

For these cases, only generic and external email accounts will be available. The external email address will have the “.externalnh” suffix after the nominative user. The requests must be made through “NH Service Desk” portal.