

# Hotels Audit Follow Up Procedure

## PROCEDURE VALIDATION

Version	Corporate Area	Name	Action	Date
1	Internal Audit Manager	L. Petracca	Creation	20/12/2023
	SVP Internal Audit	R. Dvorak	Approval	

Always find the latest version of this document and all the related ones in the **Business Processes** section of the *NH Digital Knowledge Workplace* <https://nhorganization.nh-hotels.com>

## OBJECTIVE AND SCOPE

This internal procedure provides a detailed framework to ensure that the agreed action plan submitted by the GM have been properly implemented.

Upon determination, based on Internal Audit Department assessment, that the audit findings have been sufficiently addressed, within an appropriate time frame, the audit is considered closed. Otherwise, new action plans are necessary, and a new follow-up activity should be planned.

## WORKFLOW

#	Description	Deliverable	In Charge	Receiver	Deadline
0.1	[PRECONDITION] After the audit assignment fieldwork is completed, an official Internal Audit Report is issued	Audit Report is officially issued to I) Hotel GM; II) Regional Director; III) Operations Director; IV) BU Managing Director; V) BU Finance Director	Internal Audit	BU Operations and Finance	<20 days from audit fieldwork conclusion
0.2	[PRECONDITION] Once the hotel has received the official audit report the GM, in cooperation with his Heads of Department, shall define proper actions to solve the issues identified and mitigate the related risks	Detailed action plan drafted by the Auditee with measures to be adopted, timing and person in charge	Hotel GM	Internal Audit	<20 days from audit report issuance
1	After 6 months from the date of the audit fieldwork conclusion, the hotel's GM must send a detailed status of implementation of the action plan	Action Plan implementation status	Hotel GM	Internal Audit	6 months from audit fieldwork conclusions
2	Internal Audit review the updated status and ask for evidences, if applicable, and compare the evolutions with the Goldeneye results.	Internal Audit request of evidences and issuing an opinion.	Internal Audit	Hotel GM	<1 month after receiving action plan status

3	<b>[EVENTUAL]</b> Based on the opinion stated at the previous point, IAD decides whether to organize an on-site visit or a video-meeting involving all the audit affected parties	Invitation to an on-site or video meeting with a duration of approx. 2h (to evaluate status of action plan and checking the improvements on Goldeneye audit tool)	Internal Audit	Operations	<1 week before follow-up meeting
				Internal Control Organiz. Support & Training Finance	
4	After a proper verification, supported by data coming from Goldeneye remote audit tool, IAD express an opinion over the status of the action plan using the following rating: implemented; in progress; not implemented; not due.	Follow-up opinion issued by Internal Audit Dept.	Internal Audit	Operations	<15 days from follow-up meeting
5	When all the measures agreed have been implemented and the hotels shows improved and satisfactory results in Goldeneye audit tool, the audit assignment is closed and filed	Communication of audit assignment conclusion to the involved parties	Internal Audit	Operations	<4 months after follow-up meeting
6	The list of all the audit performed follow-up status and timing and assignment conclusion date is updated and kept within the Internal Audit Dept	Hotel Audits Follow-up's control list	Internal Audit	-	Ad hoc
7	The Overall status and evolution of the Audit Follow of the previous 6 months up is reported to the Audit Committee	Follow-ups Summary reporting to the Audit Committee	Internal Audit	Audit Committee	Every 6 months