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OBJECTIVE:目的:

- To clarify the rights and responsibilities of employer and employee with regard to disciplinary action.
澄清雇主和员工关于纪律处分的权利和责任。
- To ensure rules are enforced as per labor laws and there is sufficient deterrent to poor performance.
确保根据劳动法执行规则，并有对表现不佳有足够的威慑效果。

APPLICATION:应用:

The Personnel Manager must be consulted at all stages of the disciplinary procedure. The Personnel Manager, in the presence of the Department Head responsible, will issue disciplinary action.
在纪律处分程序的各个阶段必须征询人事部经理的意见。人事部经理，将在部门主管在场情况下，公布纪律处分。

Before a decision is taken to issue a disciplinary action the employee must be informed in advance of the disciplinary hearing.
在作出纪律处分决定之前，必须提前将纪律审查听证会通知员工。

Disciplinary hearings must be carried out within 24 hours, if possible, unless where investigation is required, in which case the employee may be suspended pending investigation.
除非需要调查，纪律审查听证会必须在24小时内进行（如可能的话），在这种情况下，员工可能被停职，等待调查。

No disciplinary action is to be issued without first listening to the case of the employee. If necessary the meeting can be adjourned to discuss or investigate new information.
不得未经聆听员工情况就公布纪律行动。如有必要，可以将会议延期，讨论或研究新信息。


Disciplinary action can not be carried out on hearsay and impressions. A black and white approach must be taken. This involves having indisputable facts and figures from reliable sources. The Personnel Manager is responsible for coordinating the investigation and for keeping close communication with the Department Head.
不能凭传闻和印象进行纪律处分。必须采取黑白分明的方法。这涉及到拥有无可争辩的事实和来自可靠来源的数字。人事部经理负责协调调查，并与部门主管保持密切沟通。

Disciplinary action can still be taken even if the employee does not agree with the decision, provided the managers concerned are sure that the employee has breached the disciplinary code e.g. a security video, manager witnessing a breach of conduct etc.
只要有关管理人员确信员工已违反了纪律守则，如监控录像、经理目睹了违规行为等，即使员工不同意的决定，也可以采取纪律处分。

STATEMENT OF POLICY

政策声明

1. The hotel expects the highest standards of discipline from its employees together with satisfactory standards of work. These expectations are clearly and specifically communicated through the House Rules.
际酒店期望其员工遵守最高的纪律标准，以及令人满意的工作标准。通过“内务守则”明确、具体地传达了这些期望。

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2. If the standard of work or conduct remains below that required – then disciplinary action will be taken which may result in dismissal.

如果员工工作或行为标准低于该规定，那么将对其采取纪律处分，甚至可能会被解雇。

3. The disciplinary procedure aims to give the offending employee an opportunity to rectify the situation. Therefore, except in cases of Gross misconduct, the following disciplinary order will apply:

纪律处分程序的目的是给违纪员工提供纠正这种情况的机会。因此，除严重失职的情况外，一般采用下面的纪律制裁命令：

1. Verbal Warning 口头警告
2. First Written warning 第一次书面警告
3. Second Written Warning 第二次书面警告
4. Final Written Warning 最后书面警告
5. Dismissal 辞退

4. Verbal Warning 口头警告

A formal verbal warning will be given for minor breaches of discipline or failure to achieve satisfactory standards of conduct as outlined in the house rules. An example of such an offence may be – being late for work on more than one occasion for no good reason, making a personal telephone call from a hotel telephone.

轻度违纪或未能达到内务守则中规定的令人满意的行为标准的，将给予正式口头警告。此类违纪可能包括：无充分理由多次上班迟到、用酒店电话打私人电话。

5. First Written Warning 第一次书面警告

A warning will be given in writing in the event of no improvement being made within the prescribed time stated in the verbal warning, or a more serious offenses being committed. An example of a more serious offence could be smoking in a non-smoking area.

This is considered as stage two of the disciplinary process and recorded on the personal file.

倘若员工没有在口头警告规定时间内进行改善，或有更严重的违规行为(比如在无烟区吸烟)，将发出书面警告。

这被视为纪律处分程序的第二阶段，并记录在个人档案上。

6. Second Written Warning 第二次书面警告

A second written warning will be issued if there has been no improvement since the last stage. This is considered as stage three of the disciplinary process.

如果自上一个阶段以来员工一直没有改善，将发出第二次书面警告警告。这被视为纪律处分程序的第三阶段。

7. Final written Warning 最后书面警告


A final written warning will be issued if there has been no improvement since the last stage. It may also be used in the case of a person who has no current warnings on file – but whose offence is sufficiently serious to warrant skipping the previous two stages but is not in the Gross Misconduct category to warrant dismissal. For example, being rude to a guest, inappropriately socializing with guests, not following reasonable instructions from a superior, willful damage to hotel property etc..

This is considered as stage four of the disciplinary process.

The warning is placed on file and would clearly state that the next stage is dismissal.

如果自上一个阶段以来员工一直没有改善，将发出最后书面警告。这也适用于以下情况：虽然某人的档案上目前并无警告，但其违纪行为严重到足以需要跳过前两个阶段，且不属于可以解雇的严重失职类。例如，粗鲁地对待客人、应酬客人不当、不遵循上级的理指示、故意损坏酒店财产等。

这视为纪律处分程序的第四阶段。

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该警告将存档被，并明确地指出，下一阶段就是辞退。

8. Dismissal辞退

Failure to comply with the conditions of a final warning will lead to dismissal. The final notice as per the employment contract or payment in lieu must always be given, except in cases of Gross Misconduct. Obviously the labour law must be applied in all such cases.

不符合最后警告条件的，将予以辞退。除了严重失职外，必须始终按照雇佣合同发出最后通知或给予代通知金。显然，劳动法必须适用于所有此类情况。

9. Gross Misconduct Dismissal严重失职解雇

Summary dismissal without notice will take place if an act of gross misconduct is committed. Gross Misconduct is any deliberate act, or negligent failure to act, that is detrimental to the business or its employees. The following are some examples:

如有严重失职行为，将立即解雇，恕不另行通知。严重失职行为是指任何故意行为或不利于企业或其员工的疏忽行为。例如：

- Theft from the company, its employees or guest.
- Fighting, threatening or striking another employee or guest.
- Forgery, misrepresentation, falsification of records.
- Refusing to carry out reasonable instructions from a superior.
- Being under the influence of alcohol or drugs on duty.
- Willful damage to company property.
- Gross negligence (with regard to key or cash security).
- Failing to attend work for seven consecutive days or twenty non-consecutive days without a justifiable reason (subject to Labor Laws)
- Actions constituting a criminal offence.
- Divulging confidential company information.
- Engaging in outside business activities in conflict with the Hotel's interests.
- 盗窃公司、其员工或客人的财物。
- 打架、威胁或攻击另一名员工或客人。
- 伪造、误报、篡改记录。
- 拒绝执行上级的合理指示。
- 酒后或服用毒品后值班。
- 故意损坏公司财产。
- 重大过失（与钥匙或现金安全有关）。
- 无正当理由连续七天或不连续20天不参加工作（依据劳动法规定）
- 构成刑事犯罪的行为。
- 泄露公司机密信息。
- 在外面从事与实际酒店集团利益冲突的业务活动。