



## Communication on Progress

Year: 2010-2011

### STATEMENT OF CONTINUED SUPPORT

Hashwani Hotels Limited, being a forerunner in the hospitality sector in the country, is fully knowledgeable of how elemental the principles set out in the United Nations' Global Compact are, towards not only doing business ethically, but also creating a better society. Ensuing lines briefly hint at how we commit ourselves to the Global Compact principles.

We rest our business strategy on excellence, dynamism, prudence and ethics which we believe have the principles of respecting human rights, imparting labour best practices, promoting a healthier environment and eliminating corruption in all sorts and forms, as their foundation.

Transforming these guiding principles into reality though an effective strategy is seen as the key driver to mould mindsets and work practices in a manner that allows for reaping the true benefits of conducting business in this more purposeful manner. This has always been endeavoured to be done through setting a tone at the highest level in the organization, translated through behaviour and implemented through policy. Over the years, measures have constantly been put in place to step towards providing an ever evolving environment to nurture the company's social responsibilities as a corporate citizen, which has been vetted by the trust of stakeholders that has been bestowed upon us on every occasion. As a result, we find ourselves more firmly positioned to refine our organizational culture to embrace the principals of the Compact in every facet of our progression.

With the context in mind hitherto enumerated, we re-assure our commitment to further the principles the compact demands us to adopt and to make it prevalent in our culture, our values and our stretch. We believe that by doing so, not only will we be doing ourselves good, but will also be lending a hand in evolution of an ethical culture in the business communities.

March 12, 2012; Muhammad Akhtar Bawany  
Executive Director

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**Brief description of nature of business**

Hashwani Hotels Limited is primarily engaged in providing hospitality services in the country through its two hotels under franchise of the "Marriott" chain and one hotel under the "Pearl Continental Hotels" trade mark. It has also got an industrial unit engaged in ceramics manufacturing.

<b>PRINCIPLE 1</b>		<b>BUSINESS SHOULD SUPPORT AND RESPECT THE PROTECTION OF INTERNATIONALLY PROCLAIMED HUMAN RIGHTS</b>
<b>Actions</b>	<b>Actions taken</b>	
		<p>Human rights, embedded in the organisation's culture, have always been attempted to be promoted through the means of policy, practise, and polishing.</p> <p>Within the organisation, an environment is persevered to be created that accommodates and promotes freedom to speak candidly and openly, discretion to think independently, liberty to engage and practise religion of choice, openness to seek advancement in economic capacity, allowance to engage in and extend social relationships and associations, opportunity to practise culture, opportunities of growth and advancement, and right to a safe environment. Results are kept being gauged at different hierarchical levels in the organisation, with exceptions identified and addressed.</p> <p>The same approach is adopted while dealing with other stakeholders, i.e. suppliers, customers and third parties, to give a message to observe and promote human rights in all sorts and forms.</p>
	<b>Measurement of (expected) outcomes and value added for our company</b>	
<b>Outcomes</b>		<p>Measures put in place are observed to yield higher satisfaction and motivation among employees, translating into a cordial and collaborative work environment and increased commitment on part of staff, which in inference can be associated with better results, Similarly, transformation of the approach into an image of a socially responsible corporate citizen is considered a welcoming outcome, imparting ability to lead through example. Likely, this gives us the confidence and satisfaction we are a part of this effort to prevail human rights.</p>



PRINCIPLE 2		BUSINESS SHOULD ENSURE THAT THEY ARE NOT COMPLICIT IN HUMAN RIGHTS ABUSES	
Actions	Actions taken		
	The matter is seen twofold, i.e. within and outside the organisation. Within the company, the human resource function has the mandate to ensure adherence to best practices of human rights recognition and reinforcement. So is the case when dealing with third parties. Suppliers commonly known for human resource malpractices are not engaged. Human rights legislation is observed in letter and spirit. Environmental safety is kept foremost (as explained later). Special focus on containing practices deemed corrupt is made.		
Outcomes	Measurement of (expected) outcomes and value added for our company		
	Human rights recognition is believed to yield high employee satisfaction and a better image of the company, translating into benefits both financial and non-financial.		



PRINCIPLE 3		BUSINESS SHOULD UPHOLD THE FREEDOM OF ASSOCIATION AND THE EFFECTIVE RECOGNITION OF THE RIGHT TO COLLECTIVE BARGAINING	
Actions	Actions taken		
	The company recognises the right of its employees to associate and bargain collectively. Union activities are supported and encouraged. Collective bargaining agreements have been entered into with these unions. Regular meetings with them are held. Likely, unions are involved in every decision deemed to concern or affect them in any way.		
Outcomes	Measurement of (expected) outcomes and value added for our company		
	Actions taken are believed to pass a message of respect to employees, resulting in greater employee satisfaction and motivation. This, coupled with an image as a responsible employer will favourably affect company's output and business for sure.		



PRINCIPLE 4		BUSINESS SHOULD SUPPORT THE ELIMINATION OF ALL FORMS OF FORCED AND COMPULSORY LABOUR
Actions	<b>Actions taken</b>	
		The company has a proper hiring mechanism with proper hiring criteria, which nullifies any possibility of forced or compulsory labour. Not only are we committed to eliminate such practices among ourselves, relationships with third parties that have such reputation are revisited and discouraged. Similarly, awareness programmes to this effect are fully supported.
Outcomes	<b>Measurement of (expected) outcomes and value added for our company</b>	
		The policy enables us to have our fair share of contribution to abolish forced and compulsory labour from the society. This also presents us as a responsible component of society and adds to our better image. Sticking to the principal is also deemed to be an important component of getting ourselves a proper and quality workforce.



PRINCIPLE 5		BUSINESS SHOULD SUPPORT THE EFFECTIVE ABOLITION OF CHILD LABOUR	
Actions	Actions taken		
	Abolition of child labour from within the organisation is ensured by the HR department through a proper hiring mechanism. Likely, child labour is strictly discouraged as a policy matter. Organisational awareness is conducted to this effect. Similarly, the same concept is considered when making business associations, to ensure no such activities are indirectly or unintentionally encouraged.		
Outcomes	Measurement of (expected) outcomes and value added for our company		
	Complying with the principal is seen as a message of respect and responsibility as to the company's social responsibilities. This is also seen as a step towards collective improvement and betterment, not to mention that this increases the confidence and trust of employees on the company, boosting their moral and performance.		



PRINCIPLE 6		BUSINESS SHOULD SUPPORT THE ELIMINATION OF DISCRIMINATION IN RESPECT OF EMPLOYMENT AND OCCUPATION	
Actions	Actions taken		
	The company is an equal opportunity provider, with its staff base encompassing people from all walks of life, with different religions, faiths, cultures, belief and gender. As discussed in the preceding points, the HR function of the company is there with ensuring compliance to the principal as its responsibility. Merit is kept foremost in all the hiring decisions, and as such a message is passed onto the stakeholders in general as to this aspect of employers' responsibility.		
Outcomes	Measurement of (expected) outcomes and value added for our company		
	An important benefit to be reaped and the value perceived to be added is a better human resource for the company, with its multidimensional favourable implications on the company's business. In furtherance, an image of a just and meritorious employer will also to be the company's favour.		



PRINCIPLE 7		BUSINESS SHOULD SUPPORT A PRECAUTIONARY APPROACH TO ENVIRONMENTAL CHALLENGES	
Actions	Actions taken		
	The company remains fully committed to ensuring conformity of its operations to its responsibility towards environmental protection. Measures are constantly put in place to execute the responsibility. These include environmental preservation through plantation, waste management, energy conservation and reducing pollution in all forms. Meetings of staff are held on regular basis to create consciousness of the issues among the staff.		
Outcome	Measurement of (expected) outcomes and value added for our company		
	All the above referred points are believed to generate cost savings in the short and long term. Additionally, these are also believed to promote the company's image as an active and aware member of the society, gaining more trust of the stakeholders.		



PRINCIPLE 8		BUSINESS SHOULD UNDERTAKE INITIATIVES TO PROMOTE GREATER ENVIRONMENTAL RESPONSIBILITY	
Actions	Actions taken		
	The company undertakes measures towards environmental responsibility as a matter of policy. The company's "Think Green" initiative aimed at preserving resources by community work stems from the same policy. These examples set are believed to promote the concept of environmental responsibility. In addition, active participation in various environmental initiatives is ensured to further the objective of promoting a responsible attitude towards environment.		
Outcomes	Measurement of (expected) outcomes and value added for our company		
	Cost saving in short and long term and being contemplated as an aware corporate citizen are marked the key value additions to the company. Similarly, greater trust of stakeholders will be available to us.		



PRINCIPLE 9		BUSINESS SHOULD ENCOURAGE THE DEVELOPMENT AND DIFFUSION OF ENVIRONMENTALLY FRIENDLY TECHNOLOGIES	
Actions	<b>Actions taken</b>		
	Technological aspect of environmental responsibilities has been addressed by the following: <ul style="list-style-type: none"><li>• Reduction in noise pollution by use of latest machinery and generators.</li><li>• Conservation of energy like reduction in illumination on the outside of buildings, negotiations with an electric appliances company for energy efficient LEDs, installation of energy saving meters at various areas to monitor the upshot of energy saving efforts, replacement of conventional lamps with energy saver bulbs in most of the areas to reduce usage and usage of heavy electrical equipment only on need basis are applied.</li><li>• Promoting plantation in the workplaces</li><li>• Using advanced sewerage treatment methodologies</li></ul>		
Outcomes	<b>Measurement of (expected) outcomes and value added for our company</b>		
	The measures will ensure cost saving and contribute to stepping towards improved business practices and stake holders' credence. The initiatives at the company level are also believed to drive individuals in general and the employees in particular to adopt the approach of environmental protection, multiplying its effect.		



PRINCIPLE 10		BUSINESS SHOULD WORK AGAINST CORRUPTION IN ALL ITS FORMS, INCLUDING EXTORTION AND BRIBERY
Actions	<b>Actions taken</b>	
		The company observes ethical principles and moral practices in conduct of its operations with great zeal and zest. Interest of all stakeholders, immediate or remote, are considered as drivers of key business decisions. Fair reporting of results and safeguarding company's assets, trainings and development of employees, high quality of products and services to customers, intactness of privities of contracts with suppliers and observance of applicable laws and regulations are the key facets of the company's observance of ethical practices. Procedures are designed with the objective of ensuring maximum restriction to corrupt practices, so that transparency of the business remains obvious and visible.
Outcomes	<b>Measurement of (expected) outcomes and value added for our company</b>	
		It cannot be stressed enough how elementary transparent business practices are towards virtually all the facets of a company's growth. Additionally, applying business best practices will cause avoidance of any un-towards legal repercussions and boost stakeholder's confidence in every way, enhancing the company's results for sure.

**How do you intend to make this COP available to your stakeholders?**

We intend to publicise our commitment by putting it on our website.