



## Communication on Progress

Year: 2013-2014

### STATEMENT OF CONTINUED SUPPORT

Hashwani Hotels Limited is one of the leading corporate entities in the Hospitality business in Pakistan and operators of Marriott Hotels. Imparting responsible business practices and maintaining international standards is believed to be a key ingredient in the Company's success as a corporate player.

We, at Hashwani Hotels Limited, believe in duly recognising and practicing the ten guiding principles of United Nations "Global Compact principles" in its true spirit. Our business strategy is based on the various elements of the Compact, including responsibility to respect human rights, labour best practices, healthier working and pollution free environment with no compromise on quality standards and corruption.

Hashwani Hotels Limited being a socially responsible person assumes all these principles of Global Compact, and accordingly, vows to implement and consistently follow guidelines as are evident from our excellent working relationships with our stakeholders and society at large.

We feel pleasure to take this opportunity to reassure our firm commitment to extend the outcomes of the ten core principles through our businesses to our society and culture. This is believed to be a yardstick to see how we measure up to the expectation we set for ourselves to bring positive changes in our sphere of reach, through our objectives and the strategies to implement them.

March 06, 2014; Muhammad Akhtar Bawany  
Executive Director  
Hashoo Group

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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 "Zaver 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>Assessment, policy, goals and Implementation</b>	
	<p>The company respects human rights responsibly in terms of equality, life and security, personal freedom and economic, social and cultural freedoms. Accordingly, all employees are being given due dignity and respect, a secure and hygiene working environment, freedom of speech and choice, in-discriminatory pay packages irrespective of sex, race, religion etc. As an extension of this concept, it is tried to provide the employees with a congenial work environment. Health and life insurance facilities are also offered for employees' well-being.</p> <p>Our company has collaborated with various organization in respect of their different initiatives aimed at community welfare especially for human population below the poverty line. The Company's operational mechanisms are utilized to arrange finances for these organizations to run these activities.</p>	
<b>Outcomes</b>	<b>Measurement of (expected) outcomes and value added for our company</b>	
	<p>Employee's satisfaction, motivation and commitment is a key to the growth of business. The outcomes of these attributes contribute to the success of business in the form of profit maximization and a reputation as a trust worthy and coveted employer. This also serves to send a message across to the masses by setting good examples, inviting others to follow the lead, hence multiplying the positive effects.</p>	



PRINCIPLE 2		BUSINESS SHOULD ENSURE THAT THEY ARE NOT COMPLICIT IN HUMAN RIGHTS ABUSES
Actions	<b>Assessment, policy, goals and Implementation</b>	
	<p>The Company continues to be an advocate of the proclaimed Human Rights through its policies within the entity and its actions, gestures and measures outside, it emphasizes the notable rights of freedom of thought, speech and information, equality, non-discrimination, fare treatment, privacy, freedom of movement, the rights of women and workers etc. An ongoing monitoring of action continues that neither the Company, nor any of its affiliates etc. engages in any practice that can be stretched as a human rights violation.</p>	
Outcomes	<b>Measurement of (expected) outcomes and value added for our company</b>	
	<p>Endeavouring to uphold the best practices of Human Rights earns the Company and its affiliates the confidence of a meritorious and responsible business conduct. This confidence translates into a better level of service, yielding to a better image and employee satisfaction. In turn, it also translates into monetary benefits and goodwill. This also serves as a tool to drive change at both micro and macro levels, thus contributing the Company's part to strengthen responsible attitudes among the society.</p>	

PRINCIPLE 3		BUSINESS SHOULD UPHOLD THE FREEDOM OF ASSOCIATION AND THE EFFECTIVE RECOGNITION OF THE RIGHT TO COLLECTIVE BARGAINING
Actions	<b>Assessment, policy, goals and Implementation</b>	
	The company recognizes the freedom of voice and choice of employees' unions. Employees have been given with complete freedom to associate and bargain collectively on any issue. Collective bargaining agreements between management and union representative are in place and being followed in letter and spirit.	
Outcomes	<b>Measurement of (expected) outcomes and value added for our company</b>	
	Satisfied, motivated and committed staff is the outcome of employees "say" in the company affairs. Accordingly, they feel themselves part of the business and become human capital of the company and contribute towards growth in productivity and profitability of the business. The agreements also offer incentives in the shape of bonuses and are being paid to employees against higher productivity achievements. Therefore, win-win situation for both employer and employees is achieved.	

PRINCIPLE 4		BUSINESS SHOULD SUPPORT THE ELIMINATION OF ALL FORMS OF FORCED AND COMPULSORY LABOUR
Actions	<b>Assessment, policy, goals and Implementation</b>	
	<p>The company has fair and transparent human resource policy in place where there is no room for forced and compulsory labour. So much so, we discourage and refrain from dealings with businesses having negative image in this respect. All awareness programs arranged time to time by human rights organization against forced and compulsory labour have full support from our company.</p>	
Outcomes	<b>Measurement of (expected) outcomes and value added for our company</b>	
	<p>We as a company feel proud to be a responsible corporate citizen by playing our role to discourage such practices in our society. Under the umbrella of the Company's hiring policy and the tone set at the highest level to engage high quality labour and restriction on forced labour, we not only feel satisfied but also get respect from our stakeholders enabling us to build our positive corporate image. Compulsory labour is also believed to be against the company's vision and objectives. Aside from the human element, it is believed to reduce productivity and morale of the workforce, reflecting poorly on the Company's service level and profitability. Hence, by avoiding it, the Company obtains monetary benefits as well.</p>	



PRINCIPLE 5		BUSINESS SHOULD SUPPORT THE EFFECTIVE ABOLITION OF CHILD LABOUR	
Actions	Assessment, policy, goals and Implementation		
	The company has fair and formal human resource department which strictly follows the company policy in terms of recruitment and selection of eligible candidates. Therefore, child labour is out of question in our organization. We even discourage and refrain from dealing and offering business opportunities to those suppliers and third parties having negative reputation in this regard.		
Outcomes	Measurement of (expected) outcomes and value added for our company		
	The company is fulfilling its corporate social responsibility by complying with the principle of global compact. In turn our corporate image has been improved. We support human right activists who arrange awareness campaigns against child labour and give financial and moral support to parents of poor children for education and health. Elimination of child labour is also believed to be financially beneficial for the Company as well, since hiring well-skilled and competent labour that fulfils the set criteria ensures that productivity of workforce would be maximum, and providing them livelihood means they can get their children educated instead of engaging in child labour. This snow-ball effect of collective responsibility is believed to take the cause big leaps towards the objective.		

PRINCIPLE 6		BUSINESS SHOULD SUPPORT THE ELIMINATION OF DISCRIMINATION IN RESPECT OF EMPLOYMENT AND OCCUPATION	
Actions	Assessment, policy, goals and Implementation		
	The company is an equal opportunity employer and give full support to recruitment and selection on merit irrespective of any discrimination in terms of sex, race, religion, culture etc. Our human resource function strictly adheres to the human resource policy and the screening process of right candidates is transparent. Labour and employment laws are being followed in letter and spirit.		
Outcomes	Measurement of (expected) outcomes and value added for our company		
	Employees are selected based on qualifications, experience and competencies and being given chances for growth within organization based on ongoing appraisal system in place. This human capital in turn improves the productivity, profitability and corporate image of the company. Hiring staff from all races, ethnicities and genders ensures we have a pool of diversified high quality human resource that is not only the key resource a company can have, but we also believe this contributes to the uplift of different under-privileged sections of the society. Thus, two-fold benefits are achieved by complying with this principle of the Compact.		

PRINCIPLE 7		BUSINESS SHOULD SUPPORT A PRECAUTIONARY APPROACH TO ENVIRONMENTAL CHALLENGES	
Actions	Assessment, policy, goals and Implementation		
	Environmental protection is one of the main objectives of our company, accordingly, company is committed to preserve environment through, regular plantation, waste management and reducing pollution of all kind through anti-pollution devices. Energy Conservation Committees have been formed in which all the Heads of Departments are present and different ideas and initiatives are discussed to conserve energy. Regular meetings are conducted to create awareness and improvement in environmental protection.		
Outcomes	Measurement of (expected) outcomes and value added for our company		
	Company has achieved a good reputation in terms of environmental protection in among our stakeholders. This image has helped us by having more guests/customers from all over the world. Company acceptance as a social responsible person has also been increased. A healthier a more protected environment adds to the beauty of places and their ambience, which is a key element in generating business in the hospitality industry. It is also believed that by being environmentally responsible, we can save considerable cost but eliminating wastages of resources like energy and water, and also reducing the longer run costs of air-conditioning and environmental pollution reduction.		



PRINCIPLE 8		BUSINESS SHOULD UNDERTAKE INITIATIVES TO PROMOTE GREATER ENVIRONMENTAL RESPONSIBILITY
Actions	<b>Assessment, policy, goals and Implementation</b>	
	<p>The company has its policy in place to undertake steps to preserve environment in socially responsible manner. The company's "think green", earth day and earth hour are initiatives taken to play our role as corporate responsible person. Earth day and earth hour has been recognized by our company by celebrating it every year. Further, new brand standard is being followed to reduce water and energy consumption associated with daily laundering. We are active participant and supporter of awareness campaigns conducted by various organizations.</p>	
Outcomes	<b>Measurement of (expected) outcomes and value added for our company</b>	
	<p>As already enumerated, the Company believes being environmentally responsible and promoting environmental awareness is a long term cost saving and revenue enhancing strategy. Cost savings by conserving energy and better business prospects by creating a positive image of our organization through fulfilling environmental responsibility are the benefits reaped from a safer environment. In addition to the monetary element, the Company being holding an influential position in the society holds on to utilising its position to influence peoples' and organisations' minds to exhibit better and better environmental responsibility. This way, a collectively accelerated efforts bearing bigger and better results are expected.</p>	

PRINCIPLE 9		BUSINESS SHOULD ENCOURAGE THE DEVELOPMENT AND DIFFUSION OF ENVIRONMENTALLY FRIENDLY TECHNOLOGIES	
Actions	Assessment, policy, goals and Implementation		
	Steps continue to take place on behalf of the Company towards this objective. Noise pollution has been controlled by the introduction of anti-noise pollution machines. Energy efficient LED’s are being used on an increased scale and resultant saving in consumption of electricity and gas are actively monitored for results. Other relative measures are also being taken on an ongoing basis.		
Outcomes	Measurement of (expected) outcomes and value added for our company		
	Cost savings in the long run is achieved. Moreover, pollution free environment for customers is ensured. This energy saving habit is not only helpful for company but employees also play their roles by taking initiatives to save energy and make it a corporate culture. Energy efficient technologies have proved to bring better results both operationally and financially and hence they are aimed to be utilised more and more to have maximum benefits towards different ends.		

PRINCIPLE 10		BUSINESS SHOULD WORK AGAINST CORRUPTION IN ALL ITS FORMS, INCLUDING EXTORTION AND BRIBERY
Actions	<b>Assessment, policy, goals and Implementation</b>	
	The company is committed to fair trade practices. Business ethics are being observed in its true sense while operating and making all types of business decisions. True and fair financial reporting and compliance with tax and business laws is the motto of our company. Company has taken necessary steps to train and develop employees, provide quality goods and services to its customers without compromising any unfair trade practice. Defined procedures are in place to prevent any type of corruption within and from outside through third parties dealing.	
Outcomes	<b>Measurement of (expected) outcomes and value added for our company</b>	
	Fair trade practices and observance of business ethics help our business attract customers from all over the world. Satisfied customers means a sense of achievement which we feel by implementing strict control to eliminate corrupt elements within and from outside the business. This also boosts the confidence of other stakeholders.	

How do you intend to make this COP available to your stakeholders?
We intend to publicise our commitment by putting it on our website.