

Communication on Progress (COP) Report



Introduction

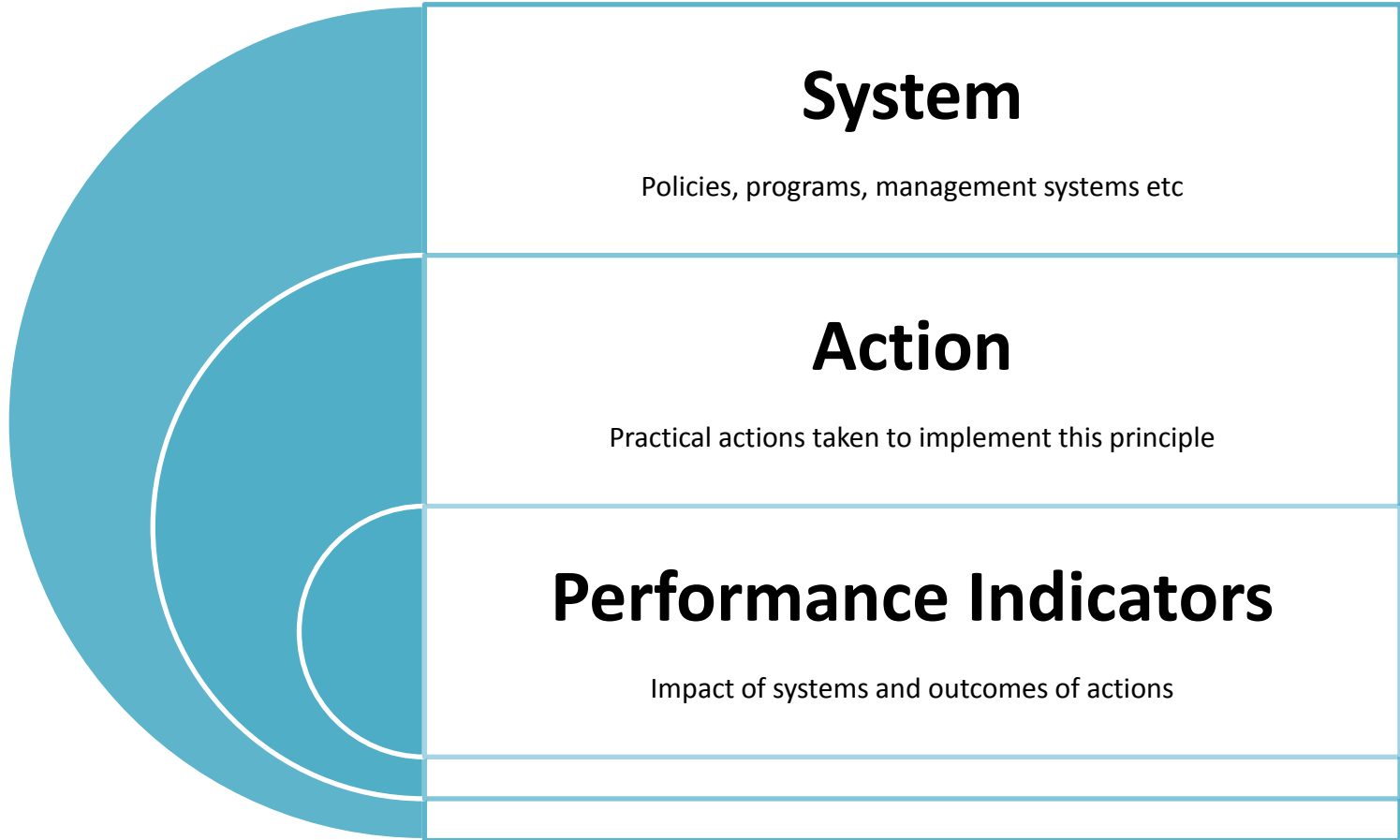
- Landmark* is a signatory to the United Nations Global Compact, a platform for encouraging and promoting good corporate principles and learning experiences in the areas of human rights, labour, environment and anti-corruption. This Communication on Progress provides an overview of activities during 2009-2010 in support of the Global Compact's objectives.

* Trademark owned by Jordan Holiday Hotels Company

Statement of Continued Support

- Landmark has been a signatory of the UN Global Compact since September 2008 and is a supporter of all of the embedded principles. Landmark is committed to improving its performance and impact throughout its workforce, community and sector. It is committed to being innovative and proactive to effectively improve its environment and sector.
- Landmark can reflect on its commitment through its Communication on Progress (COP) Report based on the UN Global Compact requirements.
- Such commitment is integrated throughout Landmark and managed and monitored from the highest authority within the organization.

Structure for Reporting on the Principles



**Some companies perform extraordinary feats
with ordinary people**

Principles 1 & 2:

Businesses should support and respect the protection of internationally proclaimed human rights and ensure that they are not complicit in human rights abuses.

System

Landmark has integrated policies and strategies committed to support and respect the protection of internationally proclaimed human rights.

Such policies are available within the Human Resources Department and Health and Safety Units.

Rigid monitoring of such policies and their actual effective implementation is undertaken by senior and middle management on a regular basis.

Reviews of policies, strategies and monitoring mechanisms are undertaken on an annual basis.

Principles 1 & 2:

Businesses should support and respect the protection of internationally proclaimed human rights and ensure that they are not complicit in human rights abuses.

Actions

Landmark provides safe and healthy working conditions and reviews such conditions regularly to meet the demands of the business and changing environment.

Landmark actively promotes, supports and advocates the protection of internationally proclaimed human rights.

Landmark sponsored a case study by a human right's specialist to analyze how Landmark manages its human rights issues and made recommendations for improvement.

Principles 1 & 2:

Businesses should support and respect the protection of internationally proclaimed human rights and ensure that they are not complicit in human rights abuses.

Performance Indicators

Internal Indicator

As an active agent of change, Landmark has effectively pursued positive discrimination to create change in the workforce demographics in favor of women, disadvantaged persons etc.

The monitoring system to ensure the respect of internationally proclaimed human rights has shown no violations

GRI Indicators

(GRI HR4)

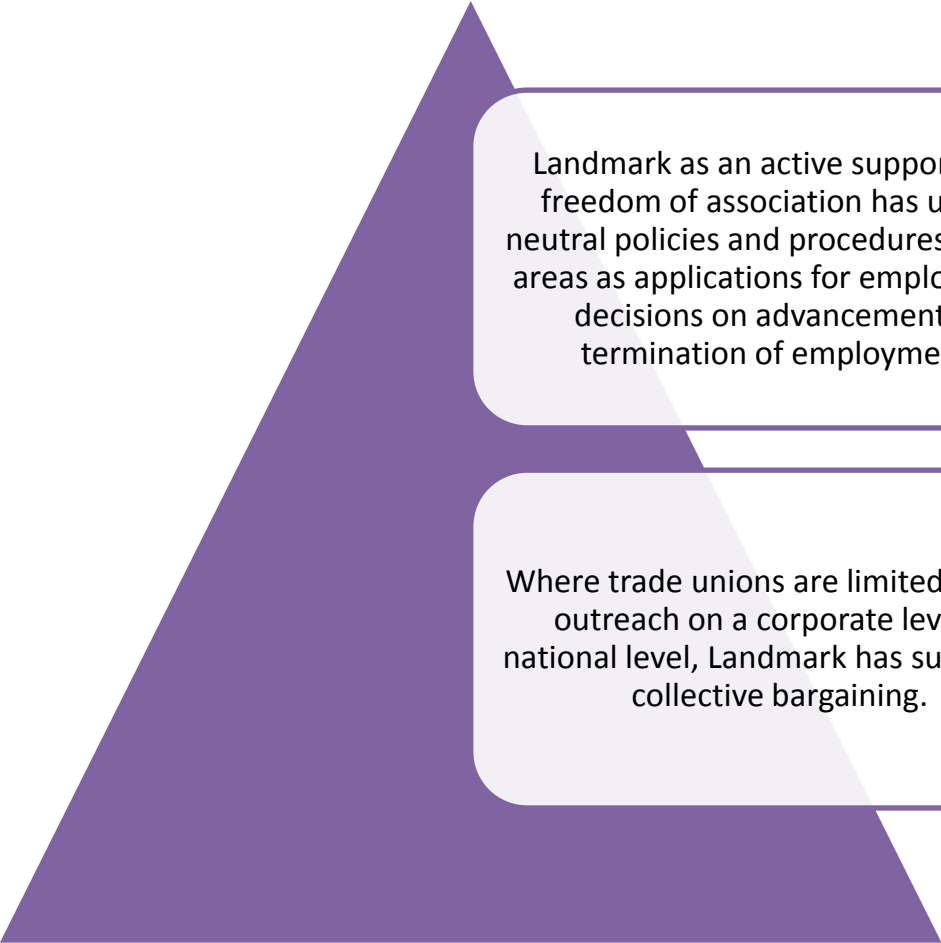
There have been 0 incidents of discrimination reported.*

* Incidents of discrimination are normally raised to the immediate supervisor and are only recorded if it is a serious case of discrimination or serious changes are required to remediate the discrimination. Employees are able to report incidents to senior personnel upto senior management.

Principle 3:

Businesses should uphold the freedom of association and the effective recognition of the right to collective bargaining.

System




Landmark as an active supporter of freedom of association has union-neutral policies and procedures in such areas as applications for employment, decisions on advancement or termination of employment.

Where trade unions are limited in their outreach on a corporate level or national level, Landmark has supported collective bargaining.

Principle 3:

Businesses should uphold the freedom of association and the effective recognition of the right to collective bargaining.

Actions



Landmark provides safe environment ensuring that all workers are able to join a trade union without fear of intimidation or reprisal.

Landmark uses collective bargaining as a constructive forum for addressing working conditions and terms of employment and relations between employers and employees.

Principle 3:

Businesses should uphold the freedom of association and the effective recognition of the right to collective bargaining.

Performance Indicators

GRI Indicators



(GRI LA5)

Employees are provided adequate notice on all operational changes through official documentation – usually by email and on bulletin boards. This is followed up by communication with Heads of Departments who communicate the message again to their department in departmental meetings. Minimum notice on operational changes is 5 working days with the exceptions of matters regulated on for immediate compliance such as security.

Principle 4:

Businesses should support the elimination of all forms of forced and compulsory labor.

System

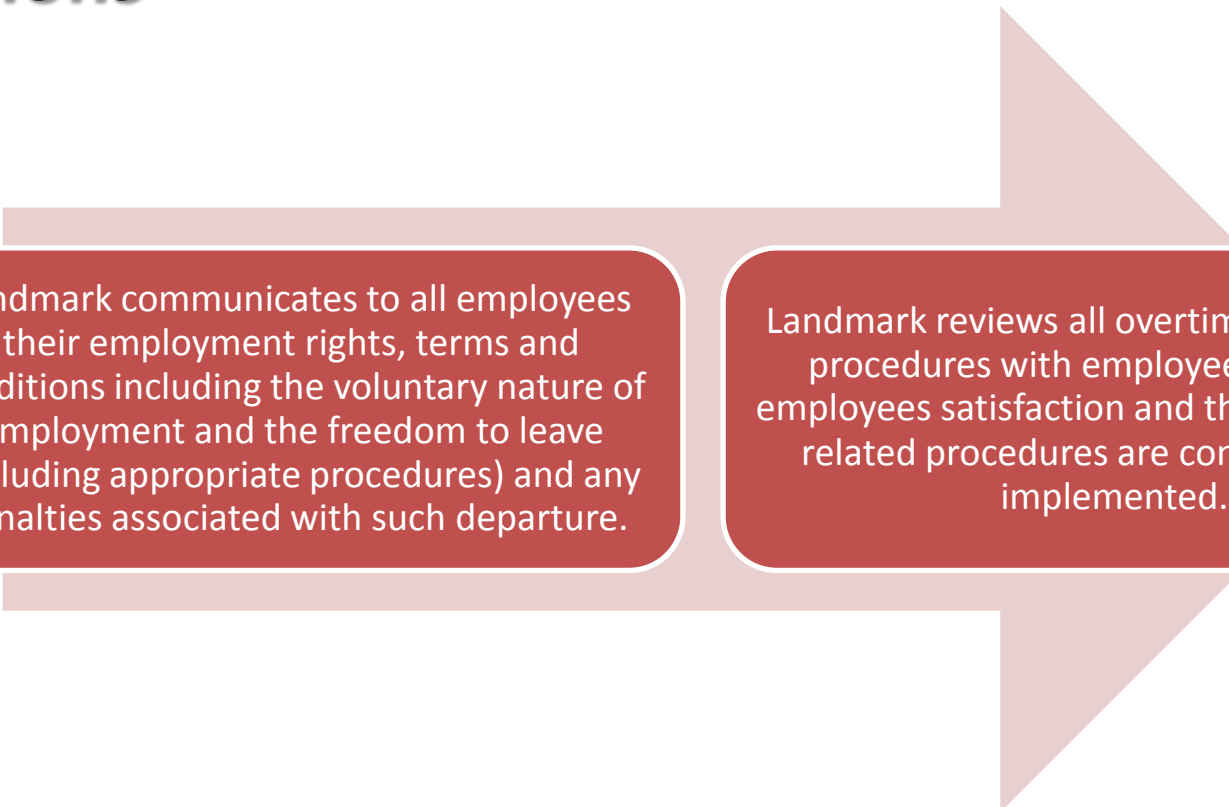
Landmark is committed to prohibit all forms of forced labor that it is aware of whether that is within its organization or suppliers

Landmark has strict policies and procedures prohibiting any activity or practice such as lodging financial deposits, withholding travel documentation or otherwise.

Principle 4:

Businesses should support the elimination of all forms of forced and compulsory labor.

Actions



Landmark communicates to all employees their employment rights, terms and conditions including the voluntary nature of employment and the freedom to leave (including appropriate procedures) and any penalties associated with such departure.

Landmark reviews all overtime policies and procedures with employees to ensure employees satisfaction and that all overtime related procedures are considered and implemented.

Principle 4:

Businesses should support the elimination of all forms of forced and compulsory labor.

Performance Indicators

Internal Indicator

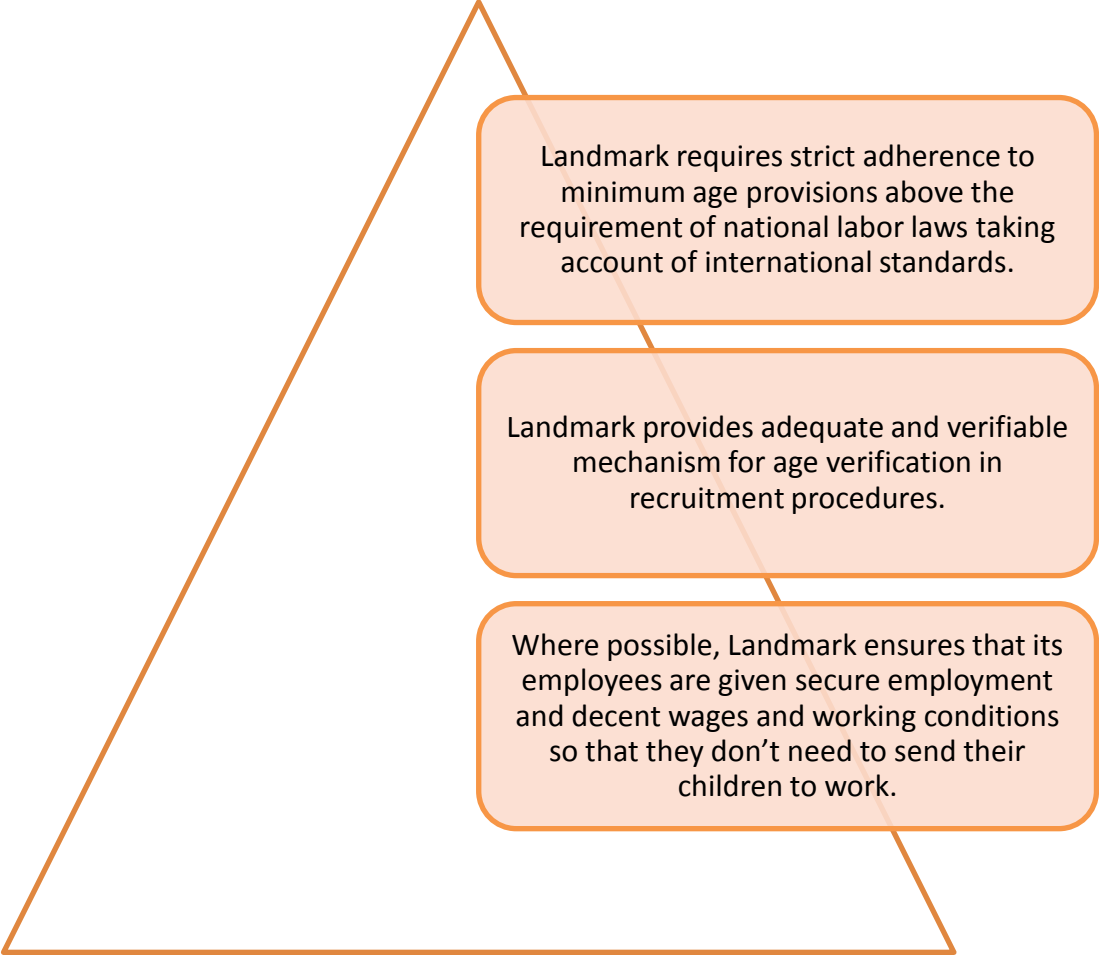


Based on reports and audits undertaken regularly throughout Landmark, it has been confirmed and affirmed that there is no forced labor at the organization.

Principle 5:

Businesses should support the effective abolition of child labor.

System



Landmark requires strict adherence to minimum age provisions above the requirement of national labor laws taking account of international standards.

Landmark provides adequate and verifiable mechanism for age verification in recruitment procedures.

Where possible, Landmark ensures that its employees are given secure employment and decent wages and working conditions so that they don't need to send their children to work.

Principle 5:

Businesses should support the effective abolition of child labor.

Actions

Landmark invests in raising the awareness of its suppliers to prohibit child labor by using preferential relationships to encourage such change in behavior.

Landmark has a minimum age bar of 18 years old. Verification is required through official documentation submitted to personnel files.

Landmark offers and provides training, learning opportunities and sponsorship for both its employees and their children to eliminate child labor.

Principle 5:

Businesses should support the effective abolition of child labor.

Performance Indicators

Internal Indicator

An annual report is submitted regarding the youngest employee within the organization. To date that has been 18

Based on reports and audits undertaken regularly throughout Landmark, it has been confirmed and affirmed that there is no forced labor at the organization.

GRI Indicators

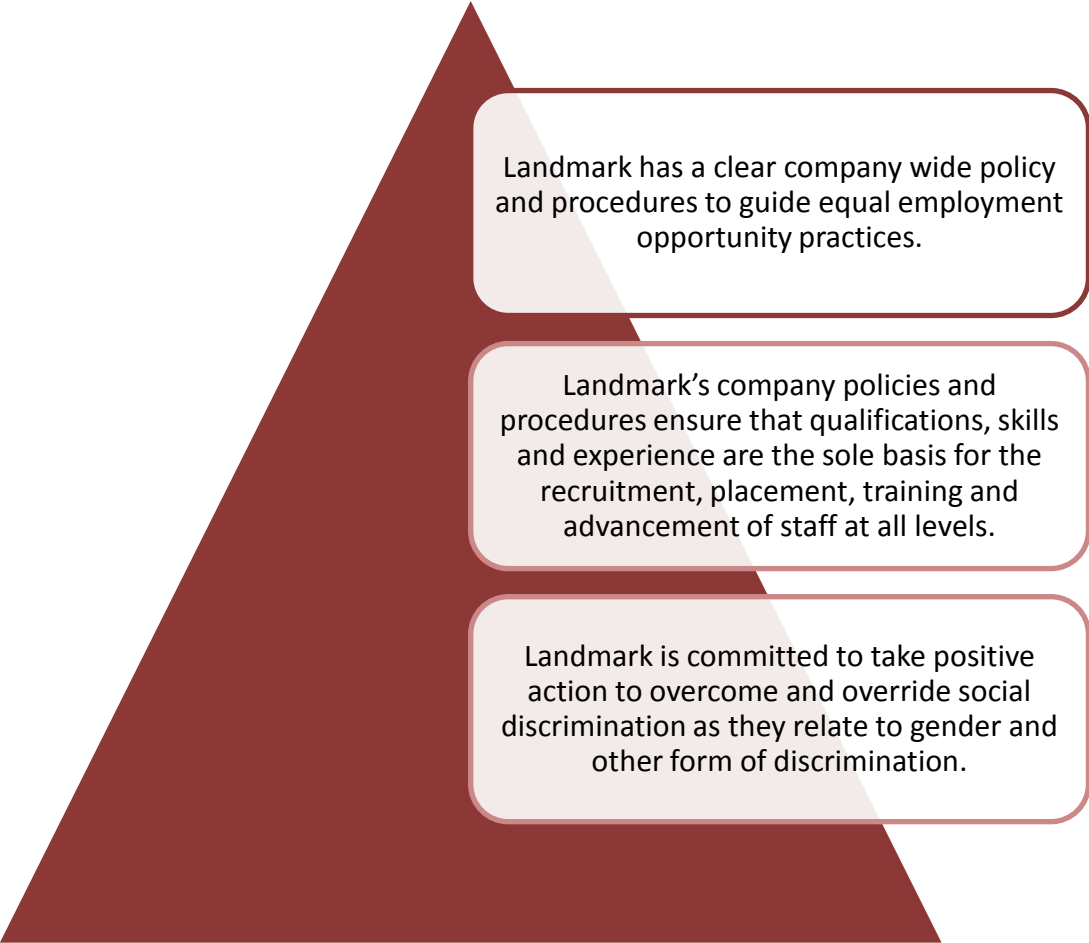
(GRI HR6)

Strict recruitment policy prohibiting employment of children

Principle 6:

Businesses should support the elimination of discrimination in respect of employment and occupation.

System



Landmark has a clear company wide policy and procedures to guide equal employment opportunity practices.

Landmark's company policies and procedures ensure that qualifications, skills and experience are the sole basis for the recruitment, placement, training and advancement of staff at all levels.

Landmark is committed to take positive action to overcome and override social discrimination as they relate to gender and other form of discrimination.

Principle 6:

Businesses should support the elimination of discrimination in respect of employment and occupation.

Actions

Landmark has continued to demonstrate its commitment to development and transformation of its employees. To date it has invested Jordanian Dinars of Fifty Thousand (JD 50,000) in training and building capacity of its junior and mid level employees

Landmark supports diversity in the workplace and this is an integrated value throughout the organization.

Principle 6:

Businesses should support the elimination of discrimination in respect of employment and occupation.

Performance Indicators

Internal Indicator

There is a large number of employees for population groups that have been traditionally discriminated against.

Breakdown of employees per category:

- Junior Posts 89.2% male and 10.8% female
- Middle Management: 95.1% male and 4.9% female
- Senior management and strategic decision making: 90.9% male and 9.1% female

GRI Indicators

(GRI LA2)

Average overall turnover rate is 3.5% of that 16% is women.

(GRI LA 13)

10% of employees are female.
Additional 8% from other minority groups.

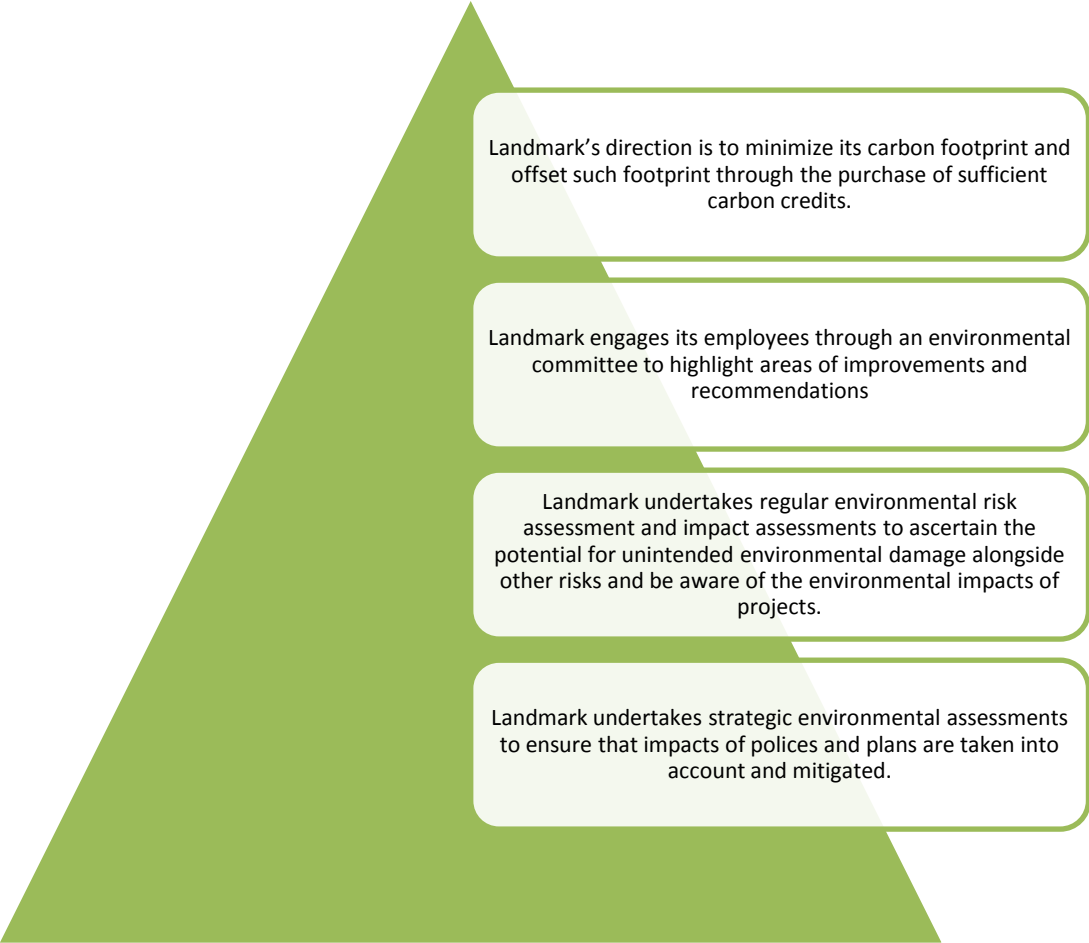
(GRI LA 14)

Women remain a minority in the organization however, in each level of employment the ratio of salary for men and women is 1:1.

Principle 7:

Businesses should support a precautionary approach to environmental challenges.

System



Landmark's direction is to minimize its carbon footprint and offset such footprint through the purchase of sufficient carbon credits.

Landmark engages its employees through an environmental committee to highlight areas of improvements and recommendations

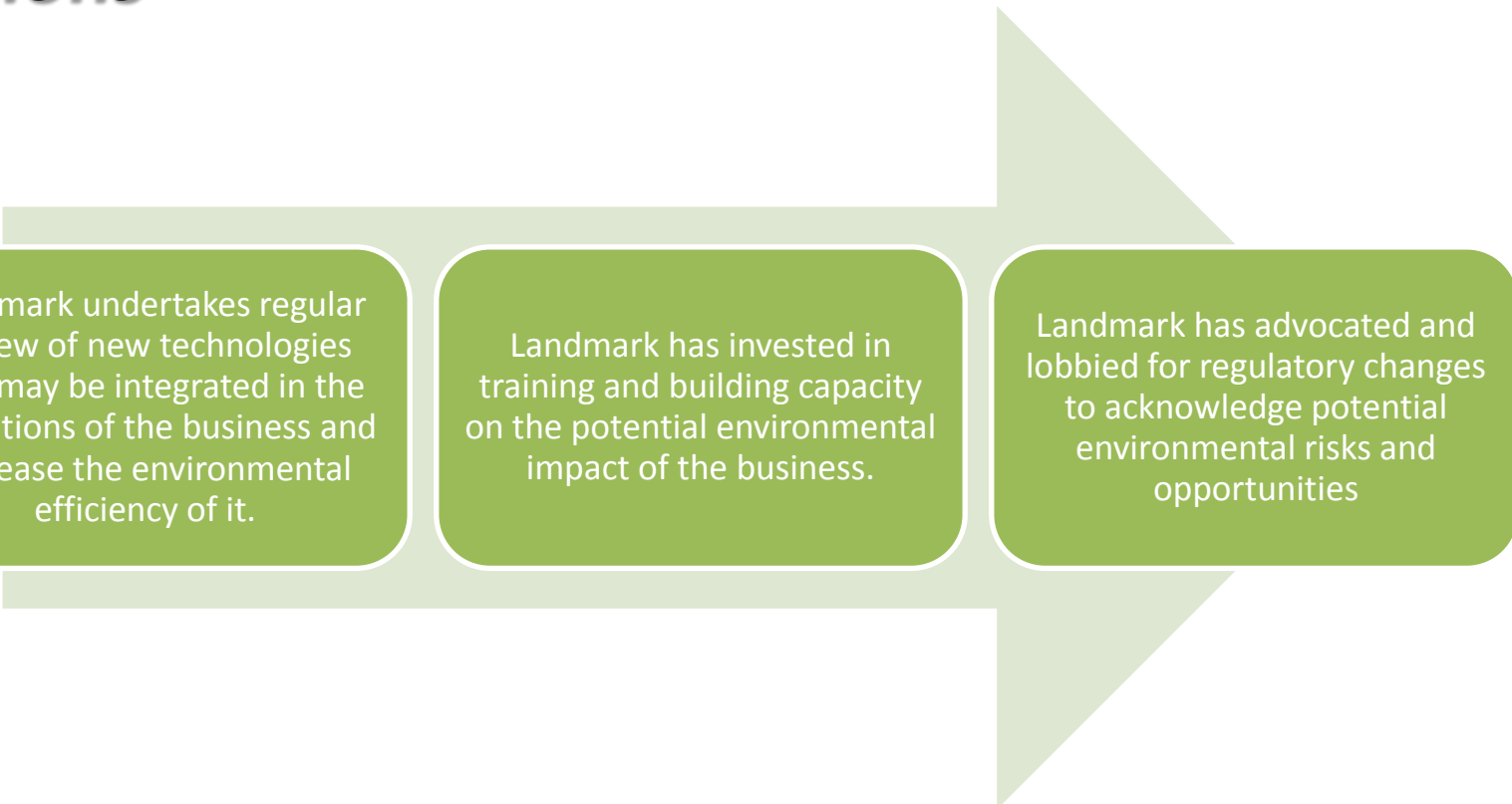
Landmark undertakes regular environmental risk assessment and impact assessments to ascertain the potential for unintended environmental damage alongside other risks and be aware of the environmental impacts of projects.

Landmark undertakes strategic environmental assessments to ensure that impacts of policies and plans are taken into account and mitigated.

Principle 7:

Businesses should support a precautionary approach to environmental challenges.

Actions



Landmark undertakes regular review of new technologies that may be integrated in the operations of the business and increase the environmental efficiency of it.

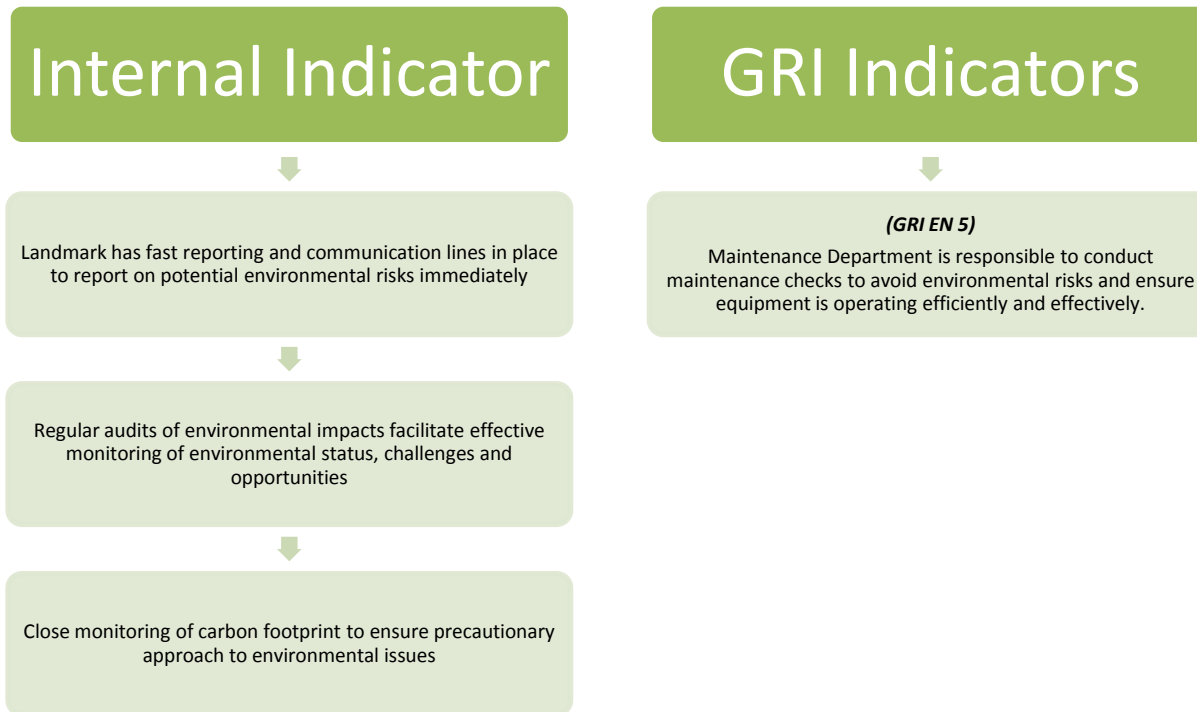
Landmark has invested in training and building capacity on the potential environmental impact of the business.

Landmark has advocated and lobbied for regulatory changes to acknowledge potential environmental risks and opportunities

Principle 7:

Businesses should support a precautionary approach to environmental challenges.

Performance Indicators



Principles 8 & 9:

Businesses should undertake initiatives to promote greater environmental responsibility and encourage the development and diffusion of environmentally friendly technologies.

System



Principles 8 & 9:

Businesses should undertake initiatives to promote greater environmental responsibility and encourage the development and diffusion of environmentally friendly technologies.

Actions

Landmark has worked actively since **2005** to reduce power consumption in its building. The focus has been on enhancing the expertise of its property staff (top to bottom), making more efficient use of energy - lighting and heating, and water

Landmark has developed training activities and initiatives to advance environmental awareness in company locations.

Landmark has developed capacity to increase the recycling capabilities of its operations and reduce waste.

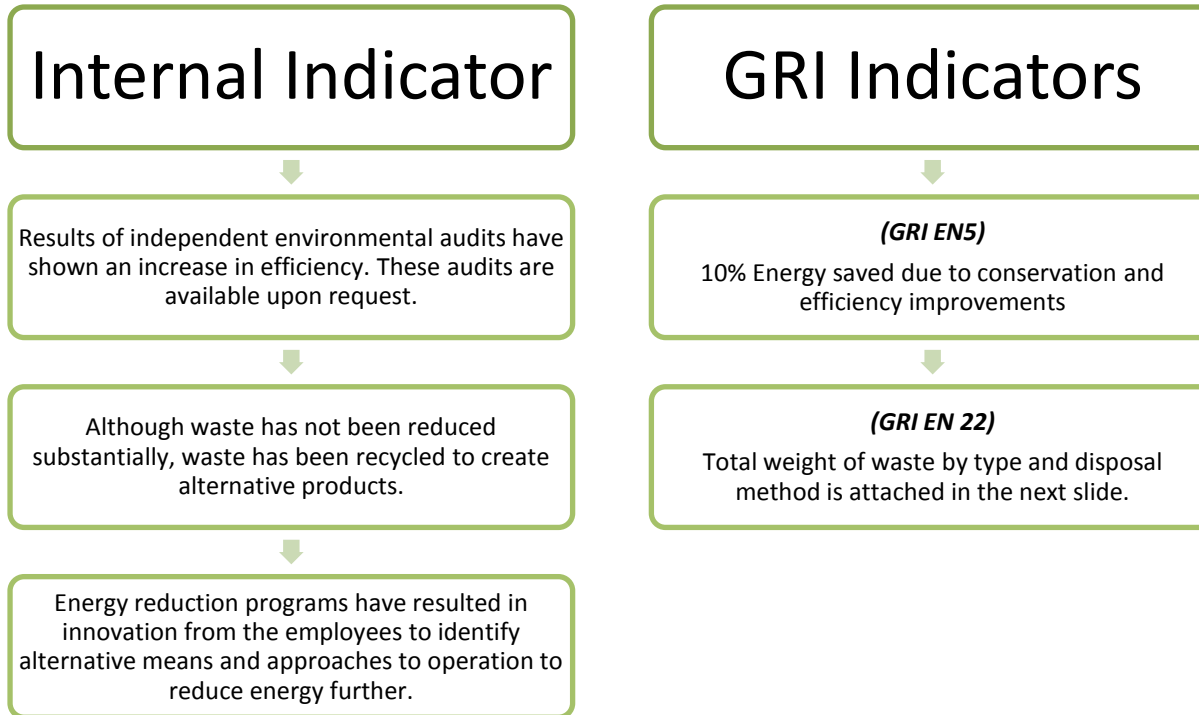
Landmark has an investment policy to ensure that its investments promote environmental responsibility.

Landmark cooperates with industry partners to ensure that the 'best available technology' is available to other organizations.

Principles 8 & 9:

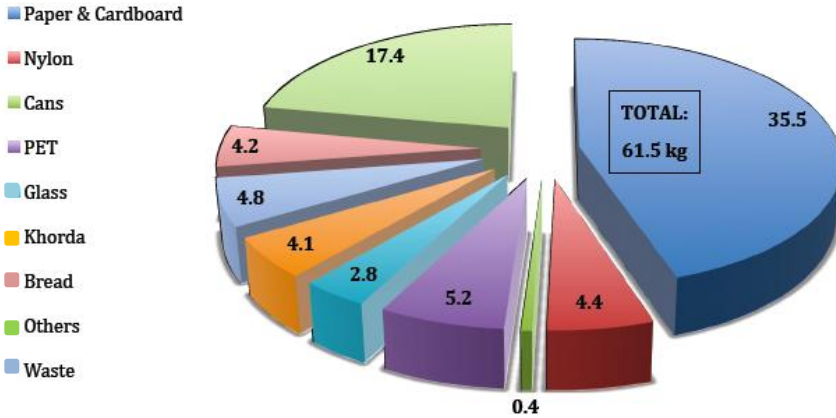
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Performance Indicators

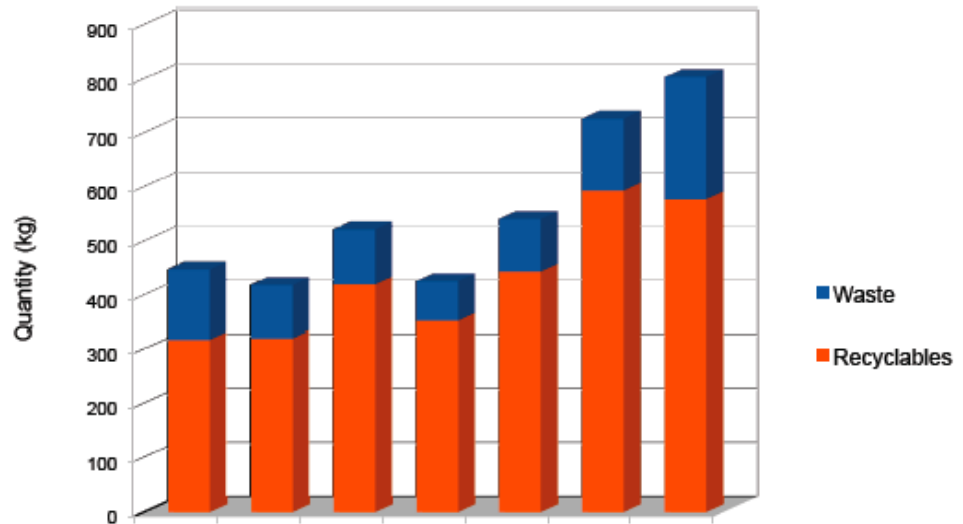


Total Waste and Recycled

Daily averages - pie chart (kg)



Total quantities of materials removed - weekly - waste vs. recyclables



Principles 10:

Businesses should work against corruption in all its forms, including extortion and bribery.

System

Landmark has zero tolerance for corruption

Landmark provides the resources and management guidance to support the ethical behavior of employees.

Landmark has a rigid corporate governance structure with a whistleblowing scheme acknowledged by all the employees.

Based on Landmark's governance structure, there is a visible reporting cycle with increased accountability and transparency resulting in regular and continuous improvements

Principles 10:

Businesses should work against corruption in all its forms, including extortion and bribery.

Actions

Landmark has comprehensive internal and external communication guidelines addressing anti-corruption and other governance related matters.

Landmark has strict policies in dealing with agents and business partners taking into consideration the operating environment but with zero tolerance to corruption.

Landmark has not had to date any corruption related incidents but in the event any such incident is to occur, the matter will be dealt with immediately.

Landmark has invested in training key employees on countering bribery.

Principles 10:

Businesses should work against corruption in all its forms, including extortion and bribery.

Performance Indicators

