

Communication on Progress

Year: 2009-2010

Please give a brief executive summary of your company and its mission and objectives, its subsidiaries and financial performance.

Located within the close proximity of the International Airport, Radisson Hotel, Delhi, offers easy access to shopping and business districts of both Delhi and Gurgaon. Designed for travellers who want to be in a central location, Radisson Hotel, Delhi has 256 beautifully appointed guest rooms, including 20 suites and one Presidential Suite. Contemporary and modern in setting, all rooms offer elegant décor and luxurious amenities. Guests can savour critically acclaimed cuisine with top-of-the-line service at award winning restaurants The Great Kabab Factory, NYC, The Med, R the lounge and Savannah bar. The hotel also offers a 20,000 sq feet R – The Spa which is a perfect wellness retreat.

Our Mission: Great Hospitality built on Trusted Relationships

Our Vision: To be the most admired Hotel Company in the Asia Pacific

Our Guiding Principles:

1. We grow intelligently
2. We provide excellent business delivery
3. We optimize our resources
4. We attract, develop and retain top talent
5. We build lasting relationship
6. We lead in social responsibility

Carlson Credo

Whatever you do, do with Integrity
Wherever you go, go as a Leader
Whomever you serve, serve with Caring
Whenever you dream, dream with your All
And never, ever give UP


Commitment Statement by VP&GM:

The principles outlined as a part of the U.N. Global Compact are consistent with the focus of Radisson Hotel Delhi's corporate responsibility strategy, including its anchoring in the Carlson Credo and our key values, its focus on our relationship with and impact on all of our stakeholders (including our people, our guests, our customers, our business partners, our suppliers, the environment, government and statutory bodies, and the communities in which we live and operate), and our sense that we are here to make an impact for the common good.

By signing the Compact, we are building on our rich legacy of commitments to the common good. Concretely, we have committed to support the Compact's ten principles by:

- Making them an integral part of our business strategy, day-to-day operations and organization culture
- Incorporating these principles in our decision-making processes
- Communicating our progress.

We are also committing to engage in partnerships to advance broader development objectives, such as the U.N.'s Millennium Development Goals



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Javed Ali

Vice President & General Manager

Contact: Mr. Javed Ali

Email: javedali@radissondel.com

Phone: 01126779051

Fax: 01126779009

Global Compact Principle	Commitment/ Policies, Action Taken & Impact Achieved and/or Plans for the upcoming Year
<input checked="" type="checkbox"/> <p>1: Businesses should support and respect the protection of internationally proclaimed human rights;</p>	<p>Our Human Rights Statement, through our 'Mission' articulates our values and informs how we conduct our business. Guided by our values, we support universal human rights for our employees and in the communities where we operate.</p> <p>Radisson Hotel Delhi believes companies can play a positive role in contributing to safeguard human rights, their protection and promotion. Our principles prohibit child labour, forced labour and discriminatory behaviour as well as recognize the right to freedom of association and collective bargaining.</p> <p>We continue to inform and educate our employees about our commitment to the society and social accountability.</p> <p>There is no discrimination on the grounds of sex, religion, place of origin etc. in the organisation as all employees are treated equally.</p>
<input type="checkbox"/> <p>2: and make sure that they are not complicit in human rights abuses.</p>	<p>Radisson Hotel Delhi (RHD) ensures strict adherence to labour laws enacted by the Government of India, to protect the interests of the workers.</p> <p>RHD ensures prompt handling of grievances of employees and customers to uphold human rights, for which there is a well established grievance redressal machinery.</p> <p>RHD in principle and in action places highest importance towards Human Rights and ensures that at no point these rights are abused. Such rights are not only ensured in the regular employment but are also ensured in contractual employment and other works as well.</p> <p>For the work being executed by the contractors, it is ensured that appropriate steps are taken by the Contractors for safety and welfare of the workers including insurance.</p> <p>A woman officer is specifically nominated in RHD for dealing with cases of sexual harassment, if any, to the working women in RHD.</p>

	At RHD no case of human right violation has been reported till date.
<input type="checkbox"/> 3: Businesses should uphold the freedom of association and the effective recognition of the right to collective bargaining;	<p>At Radisson Hotel Delhi we do not have any Employee association, we follow the model standing orders specified as per the Appropriate govt. Our functioning is subject regular inspections by Labour office of Delhi.</p> <p>The Management maintains contact with employees and resolves grievances immediately.</p> <p>Constant in-house Training and Cross Training Programmes are organized to keep the team members up to date and expose them to the working environment of other organizations.</p> <p>Participation of employees has been ensured in staff welfare activities.</p>
<input type="checkbox"/> 4: the elimination of all forms of forced and compulsory labour;	<p>There is no forced or compulsory labour as all staff are governed by Hours of work as per Delhi Shop and Establishment Act 1954</p> <p>Further, labour official, who are enforcing authority inspects the establishment regularly and no incidence of forced or compulsory labour has been reported at RHD. Wherever employment of contract labour in non-core areas are made, it is done in accordance to Contract Labour (Regulation and Abolition) Act, 1970 and is ensured that minimum wages, provident fund, and all the statutory requirements are met by the Contractor.</p>
<input type="checkbox"/> 5: the effective abolition of child labour;	<p>RHD ensures strict adherence of the Child Labour (Prohibition & Regulation) Act, 1986, which prohibits the engagement of children in certain employments and to regulate the conditions of work of children in certain other employments. However, RHD has prescribed the minimum age limit for employment as 18 years. No person below this age can be employed in RHD, thereby ensuring that child labour is not employed.</p> <p>Our contractors and vendors are required to scrupulously follow the laws/rules and regulations in respect of engagement of Child Labour. This is addressed and ensured through our contract agreement and inspection by RHD and enforcing authorities.</p>
<input type="checkbox"/> 6: and the elimination of discrimination in respect of employment and occupation.	<p>RHD does not believe in any kind of discrimination based on caste, colour, gender, religion or region. We firmly believe in inclusivity and strongly oppose discrimination in hiring, remuneration, access to training, promotion etc. at work place.</p> <p>At RHD there are 88 executives out of whom 22 are female executives and 400 staff, out of which 65 are female. There is no discrimination in terms of employment, place of posting, nature of work,</p>

	<p>duty hours, training, promotions, emoluments etc.,</p> <p>RHD does not allow any kind of behaviour that is threatening, abusive, exploitative or sexually coercive, including gestures, language and physical contact at the workplace. Our system is well equipped to deal with such situations, as we have a very well defined and laid out process in our Standing Orders.</p> <p>As per the guidelines laid down by the Hon'ble Supreme Court of India, RHD has appointed a Special Counselor and also constituted Complaints Committee for each Region to address any such grievances.</p>
<p>7: Businesses should support a precautionary approach to environmental challenges;</p>	<p><u>Commitment/ Policies</u></p> <p>The environmental policy of the hotel as declared by the GM is given below: Radisson Hotel recognizes environmental Management as among the highest priorities and as a key determinant to sustainable development. The hotel is committed to continual improvement in the Environmental performance through prevention of pollution and compliance to Local and National Environmental legislative and regulatory requirements. These objectives shall be achieved through: Continual up-gradation of technology in line with International practices. Awareness of Environmental Management systems among all employees and associates. Conservation of natural resources. Waste Management</p> <p><u>Action Taken</u></p> <p><u>The following actions have been taken:</u></p> <ul style="list-style-type: none"> ➤ Solid biodegradable / non-biodegradable waste is collected in color coded bins & segregated, recycled / disposed off to authorized agencies. ➤ Wet garbage is collected and stored in Air-conditioned stores and given to authorized vendor. ➤ Hazardous waste is stored separated in designated store and collected by M/s Bharat Coil, who are authorized to collect & handle such waste by DPCC. ➤ We are now providing jute / biodegradable bags to our customers as well as to our staff for collecting and delivering laundry to Guests. ➤ Environment training is an essential part of the Induction programme in which every new recruit has to pass before confirmation. <p><u>Outcomes</u></p> <p>Green & Healthy Environment for Staff & Community.</p>

	<p><u>Plans for the Upcoming Year :</u></p> <ul style="list-style-type: none"> ➤ Installation of Minxon Control System in proposed Guest Rooms for renovation. <p>Installation of double Glazed Energy Saving Acoustic insulated windows – 150 Rooms</p>
<p>8: undertake initiatives to promote greater environmental responsibility;</p>	<p>Commitment/ Policies The hotel is committed to continual improvement in the Environmental performance through prevention of pollution and compliance to Local and National Environmental legislative and regulatory requirements.</p> <p>ACTION TAKEN The following actions have been taken:-</p> <ul style="list-style-type: none"> ➤ Area adjoining the hotel has been developed properly in consultation with local authorities and neighbours and water connection was given for watering the landscaped areas. ➤ Drip irrigation system will be installed for garden areas to reduce consumption of water. ➤ Four rain water harvesting structures have been installed in the hotel premises for harvesting the rain water from the roof top and the landscaped / hard scaped areas around the building. ➤ Equipment selection is done on the basis of life cycle and environment performance. ➤ Environment training is an essential part of the Induction programme in which every new recruit has to pass before confirmation. ➤ Usage of Asbestos is totally banned. ➤ Pollution control check is regularly done and records maintained of the Hotel Vehicle. ➤ Eco friendly chemicals are used in the Laundry & in kitchen for cleaning / washing. ➤ Herbal Toiletries are used in Guest Rooms. ➤ To conserve our natural resources we have posted instructions in all departments regarding switching off lights, air-conditioning and computers when not required. General wastes like paper, glass, bottles, plastic are being given to recyclers who are recycling them. ➤ We have prohibited use of plastic bags, plastic cups etc. <p>Outcomes Resulted in usage of 100% recycled water in Hotel Premises.</p>

	<p>Plans for the Upcoming Year</p> <ul style="list-style-type: none"> ➤ Replacement of old DG Sets & LT Panels with Energy Efficient Synchronization LT Panels. ➤ Installation of double Glazed Energy Saving Acoustic insulated windows – 150 Rooms
<p>9: and encourage the development and diffusion of environmentally friendly technologies.</p>	<p>Awareness of Environmental Management systems among all employees and associates.</p> <p><u>ACTION TAKEN</u></p> <p>The following actions have been taken:-</p> <ul style="list-style-type: none"> ➤ 19 nos. Variable Frequency Drives have been installed on AHUs, Chilled & Condenser water pumps, Cooling Towers, Supply and Exhaust fans Heat Shield Coating for Thermal Treatment of the Hotel Roof. ➤ Entire Roof of the hotel has been coated by weatherproof solutions to reduce the solar heat gain from the Roof Terrace. ➤ Lobby, R – Lounge and Main Porch Xenon bulbs has been replaced with Cold Cathode Tubes Existing 40 watt fluorescent tube lights are changed to T5 energy efficient 28 watt lights. Till date approximate 1500 tube lights has been changed ➤ Capacitor banks were augmented to 1400 KVAR to improve power factor. ➤ Existing 80 watts garden lights are being replaced by 23 watts CFLs ➤ Timely preventive maintenance of all machineries. ➤ Installation of Steam traps for efficient condensate recovery. ➤ Installation of auto sensor taps in lockers and Kitchen areas. ➤ Installed IR sensors operated taps in the hand wash area of kitchens. ➤ To reduce water consumption the entire staff locker taps are changed to auto sensor taps. Also for urinal flushing urinal sensors has been installed. ➤ The network of storm water drains have been so laid that the entire water from the hotel premises is led to the RWH structures. ➤ Banned usage of plastics in all forms in the Hotel. We are now providing jute / biodegradable bags to our customers as well as to our staff for collecting and delivering laundry to Guests. <p><u>Outcomes</u></p> <p>Green & Healthy Environment for Staff & Community.</p>

	<p><u>Plans for the Upcoming Year :</u></p> <ul style="list-style-type: none"> ➤ Installation of Minxon Control System in proposed Guest Rooms for renovation. ➤ Installation of double Glazed Energy Saving Acoustic insulated windows
<p>10: Businesses should work against all forms of corruption, including extortion and bribery.</p>	<p><u>Commitment / Policies :</u> Ensure open channel of communication for vendors and employees to report instances of malpractice, solicitation of bribes/kickbacks. Ensure operations team makes no recommendation for unauthorized payments to external agencies.</p> <p><u>Action Taken :</u> Initiatives have been taken through Committees and forums during negotiation with vendors/agencies to ensure instances of malpractices are not tolerated and practical best practice codes in various disciplines are followed by all.</p> <p><u>Outcomes :</u> There have been no recommendations for operations teams of cases of unauthorized payments to external agencies. Further no complaint about solicitation of unauthorized payments was received.</p> <p><u>Plans for the Upcoming Year :</u> Vendors Management teams and operations teams maintain transparency in business dealings and do not recommend unauthorized payments.</p>