

## COMMUNICATION ON PROGRESS

Year: 2013

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 Blu Plaza Delhi, New Delhi offers easy access to shopping and business districts of both Delhi and Gurgaon. Designed for travelers who want to be in a central location, Radisson Blu Plaza Delhi has 261 beautifully appointed guest rooms, including 21 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, R-The Lounge, Neung Roi and Savannah Bar. The hotel also offers a 20,000 sq. feet, R- The SPA, which is a perfect wellness retreat.

Our Mission : Worldwide World-class Hospitality

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

Our Values :

- Integrity
- Customer focus
- Innovation
- C-factor
- Accountability
- Responsibility
- Empowerment

Our Purpose : At Carlson we work with a clear and noble purpose. We seek to:

- Serve millions of guests and travelers in a way that makes a positive difference to their lives.
- Provide tens of thousands of jobs and help our employees grow and achieve their potential
- Contribute to the common good through our commitment to social responsibility
- Generate attractive financial returns for our shareholders and business partners.

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 GM

The principles outlined as a part of the U.N. Global Compact are consistent with the focus of Radisson Blu Plaza Delhi's corporate responsibility strategy, including its anchoring 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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**August 23<sup>rd</sup> 2014**

**Vishvapreet Singh Cheema  
General Manager**

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Sl. No.	Global compact principle	Commitment / policies, action taken and impact achieved and / or plans for the upcoming year
1	Businesses should support and respect the protection of internationally proclaimed human rights;	<p>Carlson has HR philosophy of “Catch Me”, “Grow Me” and “Keep Me” which is very people focused.</p> <p>Our “Values”, “Purpose” and “Credo” give a direction and articulate the way we do our business and support universal human rights for people, be it our employees or the local communities that we operate in.</p> <p>We, at Radisson Blu Plaza Delhi (RBPD), strongly believe that an organization can play a very positive role in contributing to safeguarding human rights. Our principles prohibit child labour, forced labour and discriminatory behavior as well as recognize the right to freedom of association and representation.</p> <p>Carlson has clear Responsible Business initiative whereby we take care of People, Community and Environment.</p> <p><b>ACTION TAKEN:</b></p> <ul style="list-style-type: none"> <li>➤ At RBPD, we provide safe and healthy working conditions for all employees.</li> <li>➤ We organize trainings &amp; activities religiously to ensure employee awareness and well-being.</li> <li>➤ Food handlers have compulsory medical examination to ensure food safety &amp; health of our guests and employees.</li> <li>➤ Hotel has NABH, HACCP and EarthCheck silver certifications to support this clause.</li> <li>➤ Our endeavor is to accommodate religious observance and practices of all employees in a reasonable manner.</li> <li>➤ To provide our employees with access to basic health services, we organize weekly medical camp on-site through ESI Department of Government Of India wherein they also distribute free medicines to our employees.</li> <li>➤ We inform and educate our employees on our social &amp; environmental accountability.</li> <li>➤ All employees are given equitable treatment and there is no discrimination on the ground of sex, religion, place of origin etc.</li> <li>➤ We support the cause of elementary education for the underprivileged children by organizing periodic initiatives with “Nai Disha”, a non-profit organization.</li> <li>➤ We ensure strict compliance to the local laws.</li> </ul> <p><b>OUTCOME</b></p> <ul style="list-style-type: none"> <li>➤ At RBPD no case of human rights violation has been reported till date.</li> </ul>

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2	and make sure that they are not complicit in human rights abuses	<p>At RBPD we have a clearly laid down policy on harassment.</p> <p><b>ACTION TAKEN:-</b></p> <ul style="list-style-type: none"> <li>➤ RBPD ensures strict compliance to labour laws enacted by the government of India/ state, to protect the interests of its workers.</li> <li>➤ Hotel places highest importance to Human Rights and ensures that at no point these rights are abused, in principle and in practice. These rights are ensured in all forms of manpower employment.</li> <li>➤ Grievance mechanism – Hotel ensures prompt handling of grievances of employees and customers following a well established grievance redressal system.</li> <li>➤ For sexual harassment, a complaint committee exists for redressal of complaints. Also, hotel has appointed a female confidential counselor and even the complaints committee is headed by a lady who is a senior management team member.</li> <li>➤ Hotel ensures that the contractors working for it take appropriate steps for the safety and welfare of their workers including insurance.</li> </ul> <p><b>OUTCOME:</b></p> <ul style="list-style-type: none"> <li>➤ At RBPD no case of human right violation has been reported till date.</li> </ul>
3	Businesses should uphold the freedom of association and the effective recognition of the right to collective bargaining:	<p>We recognize the freedom of association at RBPD. However, we do not have any employee association; we follow the model standing orders laid by the Government of India. We are under the jurisdiction of labour office of Delhi Government and subject to regular inspections by them,</p> <p><b>ACTION TAKEN:</b></p> <ul style="list-style-type: none"> <li>➤ Management ensures that it maintains two-way communication with employees at all times and resolves their grievances, if any, on priority.</li> <li>➤ Employees are provided with regular training opportunities to keep them up to date and expose them to the working environment of other organizations.</li> <li>➤ There are work groups and committees wherein employees from different departments at various levels are members.</li> </ul> <p><b>OUTCOME:</b></p> <ul style="list-style-type: none"> <li>➤ Participation of employees has been ensured in staff welfare activities.</li> </ul>

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4	The elimination of all forms of forced and compulsory labour	<p><b>ACTION TAKEN:-</b></p> <ul style="list-style-type: none"> <li>➤ We ensure strict adherence to local laws.</li> <li>➤ There is no forced or compulsory labour since staff is governed by hours of work as per Delhi Shop &amp; Establishment Act 1954.</li> <li>➤ Further, labour officials, who are the enforcing authority, inspect our establishment regularly and no incidence of forced or compulsory labour has been reported at RBPD so far.</li> <li>➤ 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 it is ensured that minimum wages, provident fund, and all the statutory requirements are met by the contractor.</li> <li>➤ Service conditions are explicitly explained to the employees upon their joining.</li> </ul> <p><b>OUTCOME</b></p> <ul style="list-style-type: none"> <li>➤ No case of forced labour has been reported so far</li> </ul>
5	The effective abolition of child labour;	<p><b>ACTION TAKEN:</b></p> <ul style="list-style-type: none"> <li>➤ Strict adherence to the child labour (Prohibition and 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, RBPD has prescribed the minimum age limit for employment as 18 years. No person below this age can be employed in RBPD, thereby ensuring that child labour is not employed.</li> <li>➤ Adequate procedures for age verification in recruitment procedures are used.</li> <li>➤ 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 RBPD and enforcing authorities.</li> <li>➤ Regular trainings are conducted to increase employee awareness on such issues</li> </ul> <p><b>OUTCOME:</b></p> <ul style="list-style-type: none"> <li>➤ No case of child labour has been reported so far.</li> </ul>

6	; and the elimination of discrimination in respect of employment & occupation	<p><b>ACTION TAKEN:-</b></p> <ul style="list-style-type: none"> <li>➤ We do not believe in any kind of discrimination based on caste, colour, gender, religion or region. There is a firm belief of inclusivity and we strongly oppose discrimination in hiring, remuneration, access to training, promotion etc. at work place.</li> <li>➤ At RBPD there are 80 executives out of whom 16 are female executives and 340 staff, out of which 38 are female employees. There is no discrimination in terms of employment, place of posting, nature of work, duty hours, training, promotions, emoluments etc.,</li> <li>➤ RBPD does not allow any kind of behavior 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.</li> <li>➤ In lines with the Constitution of India being a Secular state, RBPD offers a list of restricted holidays as per festivals of various religions; employees can choose any four as per their choice.</li> <li>➤ We conduct trainings to sensitize our employees to the discrimination of various forms and implications thereof.</li> <li>➤ As per the guidelines laid down by the hon'ble Supreme Court of India, RBPD has appointed a special counselor and also constituted complaints committee for each Region to address any such grievances.</li> <li>➤ There is no discrimination at RBPD in the process of recruitment, placement, training and advancement of employees.</li> <li>➤ Hotel is engaged in different activities with 'non-profit making/ non government organization' for orphaned &amp; underprivileged people. Due importance is given for recruitment of people from these areas at appropriate positions in our hotel.</li> </ul> <p><b>OUTCOME</b></p> <ul style="list-style-type: none"> <li>➤ No such case has been reported so far.</li> </ul>
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7	Businesses should support a precautionary approach to environmental challenges:-	<p><b>COMMITMENT / POLICIES</b></p> <p>The environment &amp; social sustainability policy of the hotel as declared by the GM is given below:</p> <p>Radisson Blu Plaza Delhi considers the importance of environmental and social sustainability and is committed to strive to achieve the same within the hotel and in its immediate vicinity.</p> <p>The Radisson Blu Plaza Delhi features 261 spacious guest rooms, including 144 Superior Rooms, 54 Premium Rooms, 41 Business Class Rooms, 21 Suites and one Presidential Suite, each appointed to meet the needs of the business traveler. Our hotel offers a range of business amenities and dining options such as NYC, The Great Kabab Factory, R The Lounge, Neung Roi, Savannah Bar, Wi-Fi and complimentary airport transfers. To ensure a comfortable stay, rooms at our hotel in Delhi feature silk designer upholstery and linens, luxury beds, rain showers and mist-free mirrors.</p> <p>The hotel is close to Indira Gandhi International Airport and is located near urban village, Mahipalpur.</p> <p>Radisson Blu Plaza Delhi commits to continually improve the environmental and social sustainability performance and annual benchmarking.</p> <p>Radisson Blu Plaza Delhi has implemented an Environmental Management System and meets the requirements of the Earth Check company standard.</p> <p>Radisson Blu Plaza Delhi will comply with all relevant legislation and regulations, and strive to achieve international best practice.</p> <p>We have appointed the Earth Check Coordinator, who has responsibility and skills for ensuring ongoing environmental performance, identification of environmental risks, recording and monitoring of impacts and implementing environmental and social sustainability measures.</p> <p>Special consideration will be given to employing local employees, and wherever possible environmentally sustainable, products and services will be sourced locally.</p> <p>We encourage employees to present our commitment to environmental and social sustainability and our benchmarked / certified status under the Earth Check Program to our guests, suppliers, contractors, agents and wholesalers.</p>



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7	Contd.	<p><b>ACTION TAKEN</b></p> <p>The following actions have been taken:</p> <ul style="list-style-type: none"> <li>➤ Replacement of incandescent lamp with energy efficient CFL Lamps approximate 800 Nos. in all guest room picture lights and corridor chandeliers.</li> <li>➤ Replaced the Halogen focus lights of swimming pool trickling water fall with powerful LED lights (52 Nos.).</li> <li>➤ Solid biodegradable / non biodegradable waste is collected in color coded bins and segregated, recycled / disposed off to authorized agencies for recycling.</li> <li>➤ Using recycled/ biodegradable products like papers, chemicals etc.</li> <li>➤ Installation of Solar Water Heating System for water heating.</li> <li>➤ Installation of Organic Waste Converter for conversion of Organic solid waste to compost/manure.</li> <li>➤ Entire roof of the hotel has been coated by weatherproof solutions to reduce the solar heat gain from the roof terrace</li> <li>➤ Disposing the waste product to the municipal authorised landfill.</li> <li>➤ Hazardous waste is stored separated in designated store and collected by Delhi Pollution Control Committee authorised vendor i.e., M/s Bharat Oil Company.</li> <li>➤ We provide biodegradable bags for collecting and delivering laundry to guests.</li> <li>➤ Environment training is an essential part of the induction programme.</li> <li>➤ Use of natural lighting in foyer areas.</li> <li>➤ Preventive Maintenance of Equipments.</li> <li>➤ Monitoring of daily consumption of Energy.</li> <li>➤ Training to staff on conservation of Energy.</li> <li>➤ Creating awareness among staff, guests and stakeholders through observing eco events like “Earth Hour”, “World environment day” etc.</li> <li>➤ Hotel undertakes rain water harvesting to help protect the ground water levels.</li> <li>➤ Pollution control check of the hotel vehicles is regularly done and records maintained</li> <li>➤ Eco friendly chemicals are used in the laundry &amp; kitchen for cleaning / washing.</li> <li>➤ To conserve our natural resources we have instructed all departments regarding switching off lights, air conditioning and computers when not required.</li> <li>➤ Installed LED lighting in Banquets, public areas and guest floors.</li> <li>➤ Banquet AHU’s are installed with VFD’s and motorized valve for energy optimization.</li> <li>➤ We have provided buckets in place of showers in the staff lockers for water conservation</li> <li>➤ Replacement of 480 nos. cold cathode cove lights with energy efficient T5 lights.</li> <li>➤ Replaced cove lights (24 Nos.) with T5 lights at corridor of private collection shop corridor.</li> </ul>

		<ul style="list-style-type: none"> <li>➤ Installed and replaced the 67 nos. halogen focus lights with LED Blue color lights at the Highway water body.</li> <li>➤ Recycled water is used for- <ul style="list-style-type: none"> <li>(i) Cooling Towers</li> <li>(ii) W.C. Flushing System in the staff toilets.</li> <li>(iii) Watering the landscaped areas inside and outside the Hotel.</li> <li>(iv) Cleaning / Washing of outer areas.</li> </ul> </li> </ul> <p><b>OUTCOMES</b></p> <ul style="list-style-type: none"> <li>➤ Resulted in saving of energy.</li> <li>➤ Resulted in usage of maximum recycled water in hotel premises</li> <li>➤ Resulted in maximum recycling of solid waste.</li> </ul> <p><b>PLANS FOR THE UPCOMING YEAR</b></p> <ul style="list-style-type: none"> <li>➤ Generating ideas from team and implementing possible ones to enable further savings on energy.</li> <li>➤ Preventive maintenance for all plant and machineries, keys equipments &amp; machineries, chilled water &amp; condenser water circulation pumps etc.</li> <li>➤ Cleaning of Rain water harvesting system.</li> <li>➤ Replacement of inefficient AHU of R The Lounge.</li> </ul>
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8	Undertake initiatives to promote greater environmental responsibility	<p>COMMITMENT / POLICIES</p> <p>The hotel is committed to continual improvement in the environmental performance through prevention of pollution and compliance to local and national environmental legislative regulatory requirements.</p> <p>ACTION TAKEN</p> <p>The following actions have been taken:-</p> <ul style="list-style-type: none"> <li>➤ Energy audit.</li> <li>➤ Overhauled the steam boiler no. 1, 2 &amp; 3.</li> <li>➤ Overhauled the steam traps of Laundry.</li> <li>➤ Carried out the tuning of all steam boilers for air fuel ratio.</li> <li>➤ AHU Coils (03 Nos.) have been changed at service floor.</li> <li>➤ Overhauled the economizer of steam boiler no. 2 &amp; 3.</li> <li>➤ Installation of energy efficient Steam generator for Ladies and Gents Steam rooms.</li> <li>➤ D.G. Synchronized with CRDI technology and are working on Auto Mode through programme logic control.</li> <li>➤ Replacement of energy efficient pumps.</li> <li>➤ Hotel participates in Earth Hour annually and motivates the stake holders to participate through communication to them</li> <li>➤ One of the first corporate partner of a Citizen led movement called “Let’s do it! Delhi” which is backed by Municipal Corporation, &amp; Delhi Government for clean environment in various localities of the city.</li> <li>➤ Hotel encourages and provides cleanliness drive along with neighborhood and local authority for cleaning of the areas around hotel premises / immediate vicinity.</li> <li>➤ Plantation done at local school and other possible soil areas in nearby vicinity for Earth Day and World Environment Day.</li> </ul>

		<ul style="list-style-type: none"><li>➤ Cleaning operation done at local school and nearby park on World Earth Day, World Cleanup Day, World Environment Day, and World Tourism Day.</li><li>➤ Leftover food is being given to Sanjay Gandhi Animal Hospital and Friendicoes.</li><li>➤ Old linen and uniforms are being recycled through conversion into dusters and being given away to NGOs, respectively.</li></ul> <p><b>OUTCOMES</b></p> <ul style="list-style-type: none"><li>➤ Green and healthy environment for staff and community.</li></ul>
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9	And encourage the development and diffusion of environmentally friendly technologies.	<p>Awareness of environmental management system among all employees, associates and key stakeholders.</p> <p><b>ACTION TAKEN</b>  The following actions have been taken:-</p> <ul style="list-style-type: none"> <li>➤ Cleaning of Exhaust of all kitchens and kitchen corridors as per schedule.</li> <li>➤ Cleaning of Fresh Air ducts of all kitchens and kitchen corridors as per schedule.</li> </ul> <p><b>OUTCOMES</b></p> <p>Green and healthy environment for staff and community.</p>

<b>Sl. No.</b>	<b>Global compact principle</b>	<b>Commitment / policies, action taken and impact achieved and / or plans for the upcoming year</b>
10	Business should work against all forms of corruption, including extortion and bribery.	<p><b>Commitment / Policies:</b>            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><b>Action Taken:</b>            Initiatives have been taken through committee 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><b>Outcomes:</b>            There have been no report from operations teams of any cases of unauthorized payments to external agencies. Further no complaint about solicitation of unauthorized payments were received.</p> <p><b>Plans for the upcoming year:</b>            Vendor management team and operations teams maintain transparency in business dealings and do not recommend any unauthorized payments.</p>