



Hashwani Hotels Ltd.

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United Nations Global Compact Communication on Progress 2014-15

March 2014 to March 2015



This is our **Communication on Progress**
in implementing the principles of the
United Nations Global Compact.

We welcome feedback on its contents.



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Communication on Progress Year: 2014-15

Statement of Continued Support

Hashwani Hotels Limited (HHL) being the owners and operators of Marriott Hotels in Pakistan is a big name in the Hospitality Industry. The Company is fully conversant of its responsibility towards ethical and internationally acceptable operational and business practices that set it apart from its peers.

We strive to make the Global Compact and its principles part of the strategy, culture, and daily operations of our Company, and to engage in collaborative efforts that advance the broader goals of the United Nations. We believe in carrying out our business in a responsible manner and actively work to mitigate the impact of our business on the environment in accordance with all applicable laws and regulations. In this annual Communication on Progress, we describe our gradual integration of the Global Compact and its principles into the everyday culture and mission of our Company.

I am pleased to re-affirm our commitment to the ten principles of Global Compact in the areas of human rights, labor rights, environmental responsibility, and anti-corruption. These principles are integrated in our Company culture and policy and act as a defining base for our professional services. With this communiqué, I present our Communication on Progress for 2014-15 which outlines the activities associated with making the Global Compact and its principles an important part of our corporate responsibility strategy. We will continue our support of public accountability and transparency, and therefore, commit to report on this information to our stakeholders.

Sincerely,

Muhammad Akhtar Bawany

Vice Chairman – Hashoo Group

March 11, 2015

Company Background

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 also has an industrial unit engaged in ceramics manufacturing.

Human Rights Principles

PRINCIPLE 1	BUSINESS SHOULD SUPPORT AND RESPECT THE PROTECTION OF INTERNATIONALLY PROCLAIMED HUMAN RIGHTS
Actions	<p>Assessment, policy, goals and Implementation</p> <p>As stated in our documented Code of Conduct, HHL respects and supports fundamental human rights and we work to guard against complicity in human rights abuses. The code requires all employees to treat co-workers, customers, and themselves with dignity and respect. The Company relies upon each employee to incorporate these values into their everyday actions while employed by HHL.</p> <p>Our company policies capture the essence of our approach to human rights and to building a culture of respect and inclusion –irrespective of sex, race, cast or religion etc. Human rights and occupational health and safety policies are incorporated in daily practices at our Hotels. We strive to provide an environment exhibiting right to equal opportunity, personal security and freedom of expression for our employees and customers alike.</p> <p>In-discriminatory and market driven pay packages, timely and accurate payment of wages, provision of different types of employment leaves and medical benefits, employee health and life insurance, are a few small examples that depict our seriousness to uphold Human rights in our operations. Regular arrangement of seminars, workshops or other social activities aimed at raising awareness of Human Rights exhibits our consciousness to our responsibility to advocate awareness towards this cause.</p>
Outcomes	<p>Measurement of (expected) outcomes and value added for our company</p> <p>We have the firm belief that a happy and satisfied employee is the backbone of a successful enterprise. Employee contentment, by working in an environment where they feel their rights, safety and security is given utmost importance, ultimately transforms into increased productivity and in turn growth maximization. Our commitment to upholding Human rights in every avenue has earned us the name of a coveted employer and a responsible social citizen.</p>

PRINCIPLE 2	BUSINESS SHOULD ENSURE THAT THEY ARE NOT COMPLICIT IN HUMAN RIGHTS ABUSES
Actions	Assessment, policy, goals and Implementation
	<p>HHL employs a large labour force, and we highly value each employee's safety and rights as a labourer. The Human Resource Department of the Company strives to inculcate the Company policies of indiscrimination and freedom and strictly monitors its compliance. Grievance mechanism is devised allowing the employees to report any violations on which prompt actions are taken.</p> <p>As part of our mission, we will not knowingly or intentionally carry out business with any supplier, regime, or business that is known to abuse or violate human rights.</p>
Outcomes	Measurement of (expected) outcomes and value added for our company
	<p>Our hotels have earned the name of being champions of human rights advocacy by making the respect of human life a part of our belief system. By showing zero tolerance to discrimination and human rights abuse, we have given our employees, customers and suppliers an environment to perform to the best of their abilities which results into monetary benefits as well as earns goodwill for the Company.</p>

PRINCIPLE 3	BUSINESS SHOULD UPHOLD THE FREEDOM OF ASSOCIATION AND THE EFFECTIVE RECOGNITION OF THE RIGHT TO COLLECTIVE BARGAINING
Actions	Assessment, policy, goals and Implementation
	<p>We recognize that all our people have the right to form and join organizations of their own choice, subject to local laws and regulations, as long as this activity does not contravene the human rights of other associates.</p> <p>It is our belief and policy that conflicts between employees and management can be satisfactorily resolved through honest and frank discussions in an atmosphere of mutual trust, respect, and cooperation. Employee unions are regulated through collective bargaining, and their voices are heard for every decision that affects them.</p>
Outcomes	Measurement of (expected) outcomes and value added for our company
	<p>Our employees are aware that the management lends an ear to their voices, that their interests are being looked after and that they will never be crippled by any decision that does not look after their well-being. This gives them the confidence and drive to excel, creating a win-win situation for both the Company and its employees.</p>

PRINCIPLE 4	BUSINESS SHOULD SUPPORT THE ELIMINATION OF ALL FORMS OF FORCED AND COMPULSORY LABOUR
Actions	Assessment, policy, goals and Implementation
	<p>The Company is committed to providing a safe and healthy workplace to every employee and ensuring compliance with each and every labour law. Our induction policies and process takes care of employing labour that is free and highly willing to join our esteemed organization. This ensures that we do not use involuntary labour of any kind, such as prison, bonded or forced labour.</p> <p>Our employees work in an environment that is both safe and healthy, in line with international health and safety policies, and in compliance with applicable laws and regulations regarding working conditions, therefore the question of compulsion does not arise. We do not deal with such suppliers or other external parties that employee forced or bonded labour and support all activates to eradicate this menace from our society.</p>
Outcomes	Measurement of (expected) outcomes and value added for our company
	<p>The Company declares with immense pleasure that it is free of forced or bonded labour, thanks to our transparent induction process and adherence to human rights advocacy. We believe that bonded or forced labour can only be a burden on an organization, as an imprisoned mind or body can not even come close to the performance levels of a happy and free employee. By freeing ourselves of forced labour, we have enhanced employee motivation and productivity which in turn decreases operational costs and enhances profit.</p>

PRINCIPLE 5	BUSINESS SHOULD SUPPORT THE EFFECTIVE ABOLITION OF CHILD LABOUR
Actions	Assessment, policy, goals and Implementation
	<p>Our recruitment policies ensure that we only employ workers who meet the applicable minimum legal age requirements and comply with all other applicable child labour laws. We discourage such practices and consciously avoid doing business with any parties that directly or indirectly support child or forced labour.</p> <p>We actively take part in and extend full support to social activities and awareness campaigns aimed at eradicating child labour. To ensure that parents do not force their children to work due to hunger, both financial and moral support is extended to the poverty stricken population of our society. Our hotels have a policy to distribute left over food among the needy. Free community lunches are arranged and lunch boxes are distributed to local schools or street children as an effort to elevate their conditions.</p>
Outcomes	Measurement of (expected) outcomes and value added for our company
	<p>The Company's efforts against child labour enable it to meet its corporate social responsibility goals and to earn a name as an ethical and responsible social citizen that strives to improve and give back to the community in which it operates. This has raised the trust and confidence that our stakeholders place in us.</p>

PRINCIPLE 6	BUSINESS SHOULD SUPPORT THE ELIMINATION OF DISCRIMINATION IN RESPECT OF EMPLOYMENT AND OCCUPATION
Actions	Assessment, policy, goals and Implementation
	<p>HHL supports the right of all employees to work in an environment free of discrimination and harassment. Discrimination or harassment on the basis of age, race, colour, religion, disability, gender, financial status or national origin is strictly prohibited. We strictly resist any kind of human rights abuses.</p> <p>The Human Resource department of the Company has the necessary mandate to strengthen company policies regarding equality and freedom from discrimination and to take necessary action in case of any non-compliance. All hiring decisions are merit based and free from any kind of bias. Regular trainings are held to improve employee behavior and to give them knowledge about the various company policies and procedures that are in place which they can use if ever they feel the need to raise their voice against any abuse or discrimination.</p>
Outcomes	Measurement of (expected) outcomes and value added for our company
	<p>The reason of the growth and productivity observed in our hotels is our human capital which is strengthened by our policies and work practices that have a zero tolerance for discrimination. Our stakeholders are aware that we believe in equal opportunity for all therefore the question of discrimination does not arise. It encourages investor trust that decisions at all levels are based on merit only. Compliance with this principle of global compact raises us in the eyes of every stakeholder.</p>

PRINCIPLE 7	BUSINESS SHOULD SUPPORT A PRECAUTIONARY APPROACH TO ENVIRONMENTAL CHALLENGES
Actions	Assessment, policy, goals and Implementation
	<p>The Company is conscious of the fact that our operations have an impact on the environment, and we are focused on minimizing our environmental footprint as much as reasonably possible. We support domestic and international efforts to conserve energy and natural resources while pursuing appropriate economic development.</p> <p>The Company has established responsible environmental policies for our operations and we comply with all relevant environmental laws and regulations, The Company works with its people, community partners, suppliers, landlords and other stakeholders to promote improved environmental performance. We follow an annual training calendar to instruct and review a range of topics on environment protection so employees are more informed and better aware to deal with potential environment related risks. Our workplaces are safe and clean as there are no hazardous chemicals or by products involved.</p>
Outcomes	Measurement of (expected) outcomes and value added for our company
	<p>With initiatives and programs such as campaign to reduce waste materials, monitoring consumption of resources, observing Earth Day and plantation week etc. the Company aims to preserve the environment for future generations to come and to play its part as a conscious user of these resources. As a policy the Company partakes in activities to raise awareness for environmental protection which demonstrates our commitment to care for the well-being of our society, which directly and indirectly places us at a higher pedestal in the eyes of our employees, suppliers, owners and stakeholders.</p>

PRINCIPLE 8	BUSINESS SHOULD UNDERTAKE INITIATIVES TO PROMOTE GREATER ENVIRONMENTAL RESPONSIBILITY
Actions	<p>Assessment, policy, goals and Implementation</p> <p>Being a responsible social citizen, the Company actively and consciously takes initiative towards environmental protection. For this, the management recognizes the need to set the tone at the top and has made the following commitments:</p> <ol style="list-style-type: none"> 1. Continuously improve our performance and aspire to integrate environmental management good practices in business operations 2. Use resources efficiently and minimize the generation of waste 3. Consider environmental and social issues in the procurement of goods and services 4. Consider environmental issues and energy performance in the acquisition, design, refurbishment, location, management and use of buildings 5. Consider how to reduce the environmental impact of business travel 6. Engage our people on environmental issues to increase awareness and embed environmental responsibility 7. Use and diffusion of environmental friendly technologies 8. Raising awareness among suppliers by asking for the environmental footprint of their products or services <p>In addition, numerous social events such as “Clean as you go day”, “Think Green”, “Plantation Week”, “Earth Day” etc. are observed in which senior management themselves participate to inculcate awareness among our work force and guests towards environmental protection.</p>
Outcomes	<p>Measurement of (expected) outcomes and value added for our company</p> <p>The various initiatives listed above work two ways: one is the obvious outcome that the Company consciously needs to act and raise awareness for environmental protection to discharge its responsibility as a responsible citizen; the other factor is that many of the above initiatives lead to cost reduction such as water preservation, strict monitoring of electricity, gas and fuel consumption, recycling waste paper, shifting over to low cost alternative energy sources, and ultimately lead to higher profitability.</p>

PRINCIPLE 9	BUSINESS SHOULD ENCOURAGE THE DEVELOPMENT AND DIFFUSION OF ENVIRONMENTALLY FRIENDLY TECHNOLOGIES
Actions	Assessment, policy, goals and Implementation
	<p>As we expand our operations, our goal is to continue to utilize cleaner and more environmental friendly techniques, policies, and procedures. We recognize the promise, usefulness, and need for environmental friendly technologies. The Company is committed to shifting over to environment friendly options when economically viable, and communicating their utility and environmental benefits to its various stakeholders</p> <p>Recently we have implemented motion sensitive lighting in several parts of our hotel premises as part of our commitment to reduce energy use in our facilities. HHL also has begun the process of changing over to LED light bulbs in our facilities in order to consume less energy and increase the lifespan of the light bulbs we use. All replaced light bulbs are recycled responsibly. New high efficiency water heaters have replaced older models where applicable, and foam insulation has been installed in our hotels to reduce energy consumption. We strive to reduce the printing of unnecessary paper copies where possible. In-house cleaning personnel have been trained to use environmental friendly methods of cleaning and pest control in the Company's premises.</p>
Outcomes	Measurement of (expected) outcomes and value added for our company
	<p>The various measures undertaken by the Company for being more environmental friendly have led to reduction in costs and maximization of contribution. Energy efficient technologies have proven to be both financially viable in the long term and better in operation, coupled with the fact that they aim to preserve the environment for our future nation.</p>

PRINCIPLE 10		BUSINESS SHOULD WORK AGAINST CORRUPTION IN ALL ITS FORMS, INCLUDING EXTORTION AND BRIBERY	
Actions	Assessment, policy, goals and Implementation		
	<p>The Company has zero tolerance policy for corruption, bribery and extortion. Our Code of Conduct nurtures a culture that supports and encourages its people to behave appropriately and ethically, especially when they have to make tough decisions. We're focused on the issues of ethics, integrity and building trust in everything we do and also by working to generate the greatest impact we can on these issues which are at the heart of our business.</p> <p>Internally, we have maintained an excellent check and balance system over our transactions. Proper records are maintained which document where each and every penny goes and what purpose it serves. The financial records are examined annually by external auditors and are also open throughout the year for review by internal audit department.</p> <p>As a policy we require business partners and suppliers to adhere to anti-corruption principles. In order to raise awareness towards this issue training of employees is regularly conducted. We encourage our employees to report corrupt actions anonymously via complaint boxes and anonymous calls/e-mails. Our goal for the coming year is our continued strict compliance with all applicable domestic and international anti-corruption laws.</p>		
	Measurement of (expected) outcomes and value added for our company		
Outcomes	<p>Adherence to this principle of the Global Compact requires the Company to strengthen its controls against corruption and pilferages and also to be more proactive in preventing any unethical incidents which has many far reaching effects. On one hand it saves the Company from potential financial or monetary losses and on the other establishment of anti-corruption controls and creating an ethical and moral environment of fair trade practices enhances confidence and trust of our customers, suppliers, owners, investors and other stakeholders alike.</p>		
How do you intend to make this COP available to your stakeholders?			
We intend to publicize our commitment by putting it on our website.			

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