



# **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 2015-2016 in support of the Global Compact's objectives.

\* Trademark owned by Jordan Holiday Hotels Company

## Statement of Continued Support

September 28, 2017

Dear Sir / Madam.

I am pleased to confirm that Landmark Hotels Company reaffirms its support of the Ten Principles of the United Nations Global Compact in the areas of Human Rights, Labour, Environment and Anti-Corruption.

In our annual Communication on Progress, we describe our actions to integrate the Global Company and its principles into our business. Inspired by the Principles, the changes we are making have an impact on our Landmark team, our suppliers, and our clients. We have also made significant progress on environmental issues. We are striving to improve on all areas for the safety and wellbeing of our people and our planet.

Yours sincerely,

*Mary Nazzal*  
*Chairman, Landmark 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

### **System**

Policies, programs, management systems etc

### **Action**

Practical actions taken to implement this principle

### **Performance Indicators**

Impact of systems and outcomes of actions

**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.

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.

Landmark operates within the Jordanian Labor law which thoroughly covers areas related to human rights

Management has recently approved the procedure of women working in part time as to support the human rights and gender equality in the organization

Management has recently approved the procedure of un-paid Saturdays off to support the human rights and work-life balance of its employees



## 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

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 organized awareness workshops for its employees on their labor and social security rights as well as their right to association.

- Providing a clinic to fulfill the needs of employees
- Establishing a nursery for female employees who need to keep their newborn babies close to them while working
- A full renovation plan of lockers, employee toilets, and rest areas is approved and scheduled for late 2017

- Meeting with GIZ on monthly basis to brainstorm new ideas and ways to ensure human rights and establish new procedures to ensure the wellbeing of employees
- An awareness workshop was held for female employees at the Landmark Hotel in cooperation with the Danish Refugee Council and 14 potential female employees were interviewed.
- Landmark has signed an MoU with the Danish Refugee Council to recruit and employ females from the less fortunate Amman suburbs

**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, persons with disabilities, etc.

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

### GRI Indicators

Are employees trained on human rights? If yes how many hours and how many employees?  
The awareness trainings included all hotel employees with each workshop lasting 2 hours.

**(GRI HR4)**  
There have been no incidents of discrimination reported.\*

**Principle 3:**

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

Landmark is an active supporter of freedom of association and 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 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 a 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.

An agreement was signed with the Danish Refugee Council to create new opportunities for refugees who are entitled to work in Jordan and for Jordanian nationals as well to increase their chances of employment.

As part of Landmark agreement with GIZ (Gender Diversity) employee representatives will be elected from each department to represent employees when dealing with hotel management

**Principle 3:**

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

## Performance Indicators

### Internal Indicator



A close working relationship has been developed with the relevant unions.

### 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 orally to their departments in their meetings. Minimum notice on operational changes is 5 working days with the exceptions of matters requiring 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 prohibiting 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 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 as per the Jordanian Labor Law, 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.

Management have approved the procedure of women working in part time as to support the human rights and gender equality in the organization

**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 Landmark.

ISO 22000



**Principle 5:**  
Businesses should support the effective abolition of child labor.

## System

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

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

Where possible, Landmark ensures that its employees are given secure employment, 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 changes in behavior.

Landmark has a minimum age limit of 18 years. Verification is required through official documentation submitted for 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

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

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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

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**(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 clear company wide policy and procedures to guide equal employment opportunity practices. This includes job ads, job applications and interviewing and hiring procedures

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 taking positive action to overcome and override social discrimination as relevant to gender and other forms 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 the development and betterment of its employees. To date it has invested 70 thousand Jordanian Dinars in training and capacity building of its junior and mid level employees

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

Landmark supports qualified staff members with disabilities through assigning them in positions that are suitable for their condition and even engaging them in activities on national and international scales (below is a press release of one of our staff members with disability that has won a medal in Special Olympics

Landmark engages in CSR activities by supporting less fortunate people. Landmark has opened a first of its kind sushi restaurant, Skyline, that aims to support a humanitarian case, through the guest's contribution of making an origami bird. For every 100 origami made by guests, Landmark fulfills the wish of a person in need, including continuing education or treating a sick person

## SNOWSHOEING Special Olympics

**Mr. Mamoon Dodeen Have won the gold medal in Austria in the event of Snowshoeing representing Jordan and Landmark Amman Hotel & Conference Center**



### 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 (including 3% persons with disabilities).

### GRI Indicators

*(GRI LA2)*

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

*(GRI LA 13)*

13% of employees are female.  
An additional 8% are from other minority groups.

*(GRI LA 14)*

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

**Principle 7:**  
Businesses should support a precautionary approach to environmental challenges.

## System

Landmark's vision is to minimize its carbon footprint and offset such a 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 assessments and impact assessments to ascertain the potential for unintended environmental damage alongside other risks and be aware of the environmental impacts of its 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 its environmental efficiency.

Landmark uses solar power to generate electricity. It has gas boilers which emit less pollution, room key controls for electricity saving, and recycling in various areas including cardboard, paper, and oil

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

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

### **The Aquaponics Dome**

At the initiative of Landmark's owners, the hotel is currently piloting a project for agriculture, using fertilizers and water to grow vegetables. The project does not use any soil, which may be useful for Jordan in view of its desert terrain. Slide 26 includes pictures of the dome





*Badr Adduja*  
*splendid twist of crafts*



Landmark has dedicated the 11th and 12th floors to the revival of Arabian heritage, featuring the work of May Khoury - a UNESCO recognized designer.

Throughout the floors, pieces can be found from Badr Adduja gallery, which houses creations that are produced by over 50 craftspeople.

Badr Adduja develops traditional crafts through up-cycling while ensuring a stability of income for the artisans.

Landmark believes in the dual pillars of cultivating local talent while supporting economic empowerment.

**S E P**

J O R D A N

The Landmark Amman Hotel and Conference Center launched the first SEP Store in Jordan. The store, located on the lobby floor, was designed in collaboration with SEP Jordan; a lifestyle and fashion accessories company that also designed and implemented a bespoke hand-embroidered Wall Art Collaboration under the theme: Ethical Fashion Meets Business and Philanthropy. The wall art was also revealed to guests and media in attendance.

The Social Enterprise Project (SEP) enables talented artists, who are refugees residing in Jerash Camp, to create hand embroidery masterpieces. Each artist patiently handcrafts every piece to make up the brand's collection of clutches, shawls and lifestyle accessories. Created in 2013, SEP now exports their unique accessories worldwide and plans to deploy profits within the camp, in the form of performance bonuses to artists, educational programs, cultural activities as well as interest-free loans to the camp's population.

**Principle 7:**  
Businesses should support a precautionary approach to environmental challenges.

## Performance Indicators

### Internal Indicator

Landmark has fast reporting and communication lines in place to report on potential environmental risks immediately

Regular audits of environmental impacts facilitate effective monitoring of environmental status, challenges and opportunities

Close monitoring of the carbon footprint to ensure a precautionary approach to environmental issues

Introduction of environmentally friendly practices including Green Meetings and smoke-free public areas and rooms

### GRI Indicators

*(GRI EN 5)*

Maintenance Department is responsible for conducting maintenance checks to avoid environmental risks and ensure equipment is operating efficiently and effectively.

Maintenance Department monitors fuel and gas consumption on a daily basis to immediately address inefficiency in consumption.

## Principles 8 & 9:

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

# System

Landmark has encouraged the integration of voluntary charters, codes of conduct and codes of practice in all its initiatives internally and externally

Landmark has expanded recycling activities throughout its operations to encourage recycling by its guests and employees.

Landmark has put into place strategies and policies to include the "triple bottom line" of sustainable development - economic prosperity, environmental quality, and social equity.

Landmark is committed to its corporate policy on the use of environmentally sound technologies (ESTs).

## 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 capacities 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.

Introducing, certifying, and continually improving environmental management systems (e.g. ISO 22000).



## Principles 8 & 9:

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

# Performance Indicators

## Internal Indicator

Results of independent environmental audits have shown an increase in efficiency. These audits are available upon request.

Although waste has not been reduced substantially, waste has been recycled to create alternative products.

Energy reduction programs have resulted in innovation from the employees to identify alternative means and approaches to operation to reduce energy further.

## GRI Indicators

### *(GRI EN5)*

20% energy saved due to conservation and efficiency improvements

### *(GRI EN 22)*

Total weight of waste by type and disposal method are attached in the next slide.

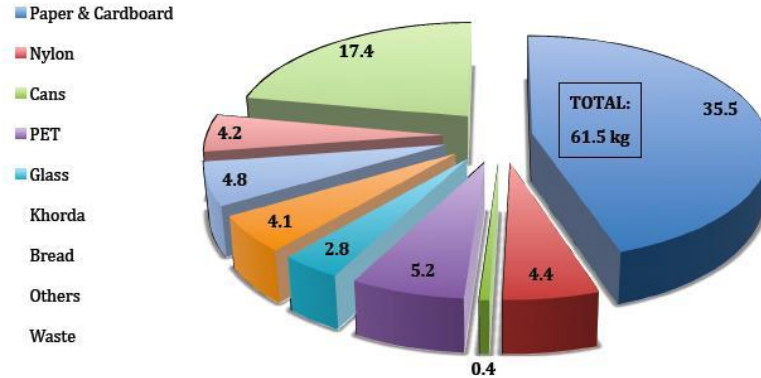
Initiatives to reduce greenhouse gas emissions and reductions achieved.

Total environmental protection expenditures were around 125 thousand JD to reduce electricity consumption and pollution.

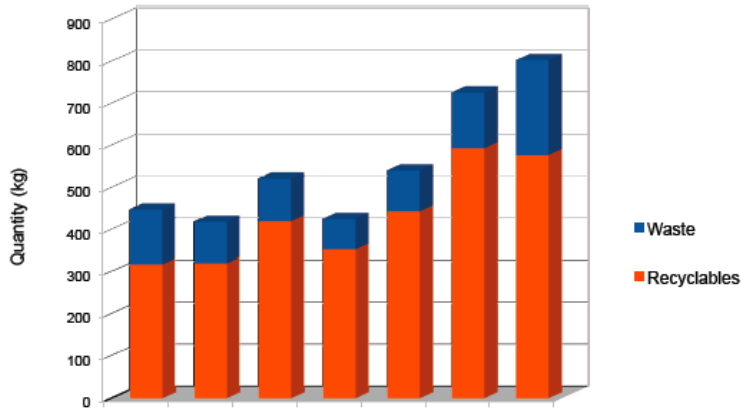


# Total Waste and Recycled Waste

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 a zero tolerance policy 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 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 for corruption.

Landmark has not had to date any corruption related incidents but in the event any such incident does 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

### Internal Indicator

As a result of the internal communication structure, employees can raise concerns over such issues as unethical business conduct, including fraud and conflict of interest; bribery and facilitation payments. This has enabled regular monitoring and has been a successful tool to review levels of awareness and employees needs.

The purchasing and cost controller functions have been separated to reduce chances of corruption or bribery

### GRI Indicators

*(GRI SO 2)*

100% of business units internally checked regularly to prevent any corruption and externally checked every 6 months

*(GRI SO 6)*

0% financial and in-kind contribution to political parties, politicians and related institutions.

*(GRI SO 3)*

0% of corruption incidents in the past 4 years