



# Communication on Progress (COP)

LANDMARK AMMAN HOTEL AND CONFERENCE CENTER

Sustainability Report | 2022

## Introduction

At Landmark Amman Hotel, we are committed to issuing a sustainability report annually that follows the (GRI) the Global Reporting Initiative standards and we deliver it as part of our sustainability strategy.

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 2017-2022 until November 15<sup>th</sup> 2022 in support of the Global Compact's objectives. Covering social, environmental and governance achievements and commitments and highlighting projects, activities, strategy, community needs, data and sector specifications. Emphasizing on our active role towards the community on social impact work and operations at Landmark Amman Hotel.

\* Trademark owned by Jordan Holiday Hotels Company

As the first Jordanian hotel to sign up to the UN Global Compact, we take this mission seriously. The Global Compact is a United Nations initiative designed to encourage businesses worldwide to adopt sustainable and socially responsible policies and to report on their implementation.

As part of our commitment to social, economic, and environmental development, we strive to contribute to the United Nations Sustainable Development Goals by integrating them in our strategic project planning programs and referring to them as well as using them as guidelines in the planning and evaluation processes. The 17 goals were designed to guide the role of public, non-profit, for-profit, and voluntary sectors in global development and we believe that working towards them will have a transformative impact on millions of lives around the world.

We are happy to announce our 11<sup>th</sup> year of commitment to the United Nations Global Compact; 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.

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## STATEMENT OF COMMITMENT



November 15, 2022

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*

*Founder of Landmark Hotels*

*& Founding Partner, MENA of 17 Asset Management*

## ABOUT LANDMARK AMMAN HOTEL

Welcome to the Landmark Amman Hotel & Conference Center, where you will experience life at the very heart of Amman. One of the city's most renowned hotels, we take great pride in our reputation as a true local landmark in more ways than one. During your stay, you will discover a distinct blend of warm Jordanian hospitality, inspiring local influences, and contemporary cosmopolitan elegance. With first-class meeting facilities and state-of-the-art business support, the five-star Amman hotel has become a popular favorite amongst discerning corporate travelers looking for a stylish city center retreat. Seventeen flexible event spaces cater to everything from small intimate meetings to large-scale exhibitions, and we are experts in creating exceptional conferences and memorable special occasions.

Our 258 rooms and suites are amongst the largest hotel accommodation in Jordan, providing a valued sense of indoor space alongside sweeping panoramic views of the historic capital. Many of the rooms and communal areas have been recently redesigned to modernize the iconic property and capture the beauty of our surroundings.

Six restaurants and lounges serve a delicious range of dining options. Sample the finest Japanese delights at Skyline Sushi, a creative concept where you can learn the art of origami. Or enjoy fresh local cuisine and international dishes at Colours all day dining restaurant. Later, you can soak up the atmosphere after dark from Ghoroub, the city's longest outdoor bar.

Landmark Amman is conveniently located a short walk away from the old city Jabal Al Lweibdeh, as well as the new downtown area of Abdali. Driving distance to Queen Alia International Airport is 30 minutes and our hotel and conference guests have complimentary access to ample parking on site.

### Message from the Founders

We are extremely proud of our status as a homegrown brand and the only Jordanian run five-star hotel in the Kingdom. As our identity has evolved in recent years, the goal was to celebrate everything Jordanian, whilst continuing to maintain world-class standards and exceed expectations. As a result, we're known for the spirit of genuine hospitality that's famous throughout the region and appeals to both local and international guests.

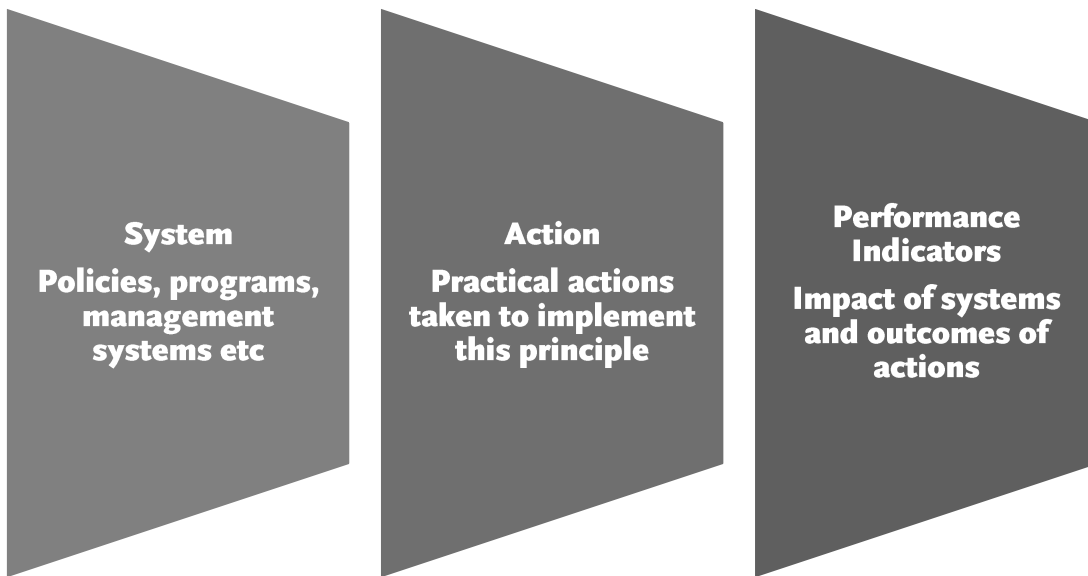
Corporate, social and environmental responsibility are central to our philosophy and we're passionate about creating an ethical platform that enriches communities. Throughout the property there are a range of cultural influences that reflect the beauty of our country and highlight some of the region's most pressing issues. We work as a family and the wellbeing of our staff is a number one priority. It's thanks to their dedication and commitment that guests continue to feel at home. For many decades, the hotel has been an important part of Amman's history and it's our pleasure to be involved in shaping its future.

## **SUSTAINABILITY AT LANDMARK**

At Landmark Amman our values go beyond being a set of ordinary principles, we make sure they have a tangible impact for our guests, employees, and the local community. As the first Jordanian hotel to sign up to the UN Global Compact, we take this mission seriously. The Global Compact is a United Nations initiative designed to encourage businesses worldwide to adopt sustainable and socially responsible policies, and to report on their implementation; we are integrating the 10 principles into our strategies, policies and procedures, and are establishing a culture of integrity within the hotel.

As part of our commitment to social, economic, and environmental development, we strive to contribute to the United Nations Sustainable Development Goals by integrating them in our strategic project planning programs and referring to them as well as using them as guidelines in the planning and evaluation processes. The 17 goals were designed to guide the role of public, non-profit, for-profit, and voluntary sectors in global development and we believe that working towards them will have a transformative impact on millions of lives around the world.

### **STRUCTURE FOR REPORTING ON THE PRINCIPLES**



## HUMAN RIGHTS

**Principle 1:** Businesses should support and respect the protection of internationally proclaimed human rights.

**Principle 2:** make sure that they are not complicit in human rights abuses. PRINCIPLES 1&2 - GRI INDICATOR (GRI HR4)

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 Amman Hotel operates within the Jordanian Labor law and the hotel internal policy which thoroughly covers areas related to human rights.

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At landmark Amman hotel we have adopted a zero tolerance policy towards discrimination and harassment; this policy is designed to express our commitment to maintain a workplace that is free of any kind of discrimination or harassment, so our employees can feel safe and happy. We will not tolerate anyone intimidating, humiliating or sabotaging others in our workplace. We also prohibit discrimination based on: age, sexual orientation, ethnicity, racial, religion, pregnancy, breastfeeding or disability.

Landmark Amman Hotel's goal is to create and maintain a family friendly business environment by committing to providing a safe, flexible and respectful setting for staff, guests and clients free from all forms of discrimination, bullying and sexual harassment.

All Landmark Amman Hotel staff are required to treat others with dignity, courtesy and respect at any given time.

By effectively implementing our Workplace discrimination and harassment policy we will attract and retain talented staff and create a positive environment in the workplace.

### Related Internal Procedures:

- Part time work- Management has approved the procedure of women working in part time as to support the human rights and gender equality in the organization.
- Un-paid Saturdays off- Management has approved the procedure of optional un-paid Saturdays off to support the human rights and work-life balance of its employees.

- Working conditions- Landmark provides safe and healthy working conditions and reviews such conditions regularly to meet the demands of the business and changing environment.
  - Providing a clinic to fulfill the daily needs of employees.
  - Establishing a nursery for the children of male and female employees who need to keep their newborn babies and preschool children close to them while working
  - A full renovation plan of lockers, employee toilets, and rest areas has been implemented in partnership with GIZ.
- Internationally proclaimed human rights- Landmark actively promotes, supports and advocates the protection of internationally proclaimed human rights.
- Awareness workshops- Landmark organized multiple awareness workshops for its employees on their labor and social security rights as well as their right to association as well as personal wellbeing.
- GIZ partnership- Completed the gender diversity project with GIZ that helped in building new policies to ensure human rights and established new procedures to ensure the wellbeing of employees and their families.
- MOUs and other Agreements- 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.
  - Princess Sumayya University agreement for training and hiring female employees.
  - Luminus Education job fair participation to open doors for new graduates.
  - Bank al Etihad's job fair Shorouq Comeback Program participation to open doors for new graduates on November 29 by UN Women.
  - Sana for Special Needs, for the training and hiring of people with disabilities.
  - Orient Spirit, for the training and hiring of people with disabilities.
  - The signed of the statement to Women's Empowerment Principles (Landmark's WEPs)
  - The signed of the statement to FabricAID.
  - The signed of the statement to green future company for sustainable solutions / Recycling
  - Landmark 2.0, an innovation hub that aims to forge value-driven long-lasting partnerships with Jordanian startups, established companies and entrepreneurial individuals who can disrupt and leverage the hotel's 'Local, Authentic, Sustainable, and Inclusive' experience.
  - The hotel contracted with a marketing company owned by a woman / Where she was replaced by hiring a woman for this position.



## PERFORMANCE INDICATORS TO GRI PRINCIPLES 1 & 2

### 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.\*

## Our Performance Measurements

### Empowering Employees/ Average

At Landmark Amman Hotel we strive to empower and develop our employees by creating a family friendly business environment.

Year	Total number of employees	Female participants in workplace %	Average training hours
2015	260.8333	17.25%	N/A
2016	262.1666	23.65%	N/A
2017	266.1666	20.29%	4200/ number of employees in 2017
2018	271.3	22.22%	5045/ number of employees in 2018
2019	290.42	16%	5290/ number of employees in 2019
2020	236	8%	( 0 ) / Covid-19 / Hotel Closure
2021	174.18	10%	( 500 ) Re-opened July 2021
2022	212.72	16%	6635 / number of employees in 2022

## Community Cooperation

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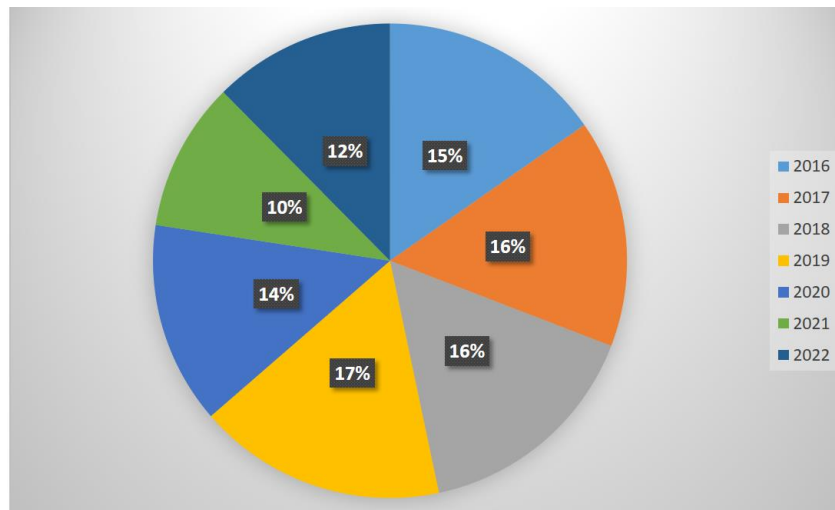
### Volunteering hours and social committee hours

Year	Hours
2014	1025
2015	1123
2016	1190
2017	1344
2018	1580
2019	1935
2020	( 0 ) / Covid-19 / Hotel Closure
2021	( 45 ) Re-opened July 2021
2022	1337

### Total Number of Employees

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Year	Number of Employees
2015	260.8333
2016	262.1666
2017	266.1666
2018	271.3
2019	290.42
2020	236
2021	174.18
2022	212.72



## Gender Equity

At Landmark Amman Hotel we strive to empower and develop our employees by creating a family friendly business environment.

Diversity and inclusion are embedded within our core values; we believe that if our employees feel contented in the workplace, we are inviting them to bring their whole selves to work which will allow them to reach their full potential, engage and become more innovative and committed. We are aiming to eliminate any obstacles or challenges by adopting and implementing diversity and inclusion strategies throughout the hotel to help make the experience of our female employees more successful.

By providing a free on-site nursery for hotel employees, Daycare by Landmark, we are encouraging more Jordanian women to join the hospitality industry and are assisting our female employees to continue to work and develop in their careers even after having children. The comfortable breastfeeding space at the Daycare, inspires female employees to continue to breastfeed their children and promotes exclusive breastfeeding. We are also encouraging male employees to fulfill their roles as fathers and parents by inviting them to bring their children to work with them, which allows mothers to get back to their careers more quickly.

Our partnership with GIZ EconoWin and UN Women “WEPs” Programs aims to promote the importance of gender diversity and empower women to work and contribute to the Jordanian economy (When Women Work, Economies Win). The renovation project opened new doors for women to train in areas that are normally male dominated like plumbing, electricity and construction.

We are always working on improving the workspace and have recently executed a number of policies and systems that highlight gender diversity strategies and ensures an inviting environment for female employees. One of the methodologies we are using to increase the number of women in the organization is the “Bonus Referral System” which encourages employees to refer possible women candidates from their social networks to open vacancies in the hotel. The assignment of a focal point of contact for female employees allows them to raise concerns and discuss female sensitive issues freely and comfortably and helps them be a part of the problem solving process.

We have adopted a zero tolerance policy to discrimination and harassment that eliminates any possibility of harassment and bias treatment within our work environment; a special compulsory training program was designed on the new discrimination and harassment policy for it to be effective.

The creation of focus group sessions for HODs to raise issues related to the perceptions on the presence of females within the team emphasizes our commitment to support the GIZ project goals.

Scheduling planned on-going series of female meeting sessions to discuss gender diversity issues allows us to continue to develop our environment based on the needs and concerns of our female employees. Applying the equal pay and performance based procedures allows both female and male employees equal opportunities of career advancements.

We have incorporated gender diversity sensitization issues in our performance appraisals and have added them to the criteria of selection of manager of the year. The implemented of flexible working arrangements like the “optional un-paid 2 Saturdays off system” gives our employees more flexibility to attend to their social and family commitments.

Research constructed gender sensitization sessions have been conducted by professional consultants after a questionnaire based study that took place which will contribute to providing good working conditions for our female staff.

### Diversity- 2022 Workforce Distribution by Gender and Governorate

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Region	Female	Male	Total
Amman	21	178	199
Zarqa'a	3	35	38
AlSalt	0	3	3
Irbid	0	1	1
Madaba	0	2	2
Jarash	0	4	4
AlBaqa'a	0	1	1

### Equal Opportunities

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We are always working on taking several approaches to improve the inclusion of both younger and older workers and professionals by providing equal training, transfer and promotion opportunities based on performance and commitment to work and not based on age differences. We have been participants in the National Initiative for Youth Volunteering at INJAZ and are working on supporting youth through our active role at my startup incubator as mentors and committee members. We believe in the importance of the active role of youth in the development and growth of our community.

### Total Workforce by Age Group

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Age	2022	%
18-25	61	25%
25-35	97	39%
35-40	30	12%
40-45	26	10%
45-55	27	11%
55-60	5	2%
60 above	2	1%

## Hiring and promotions

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Landmark Amman Hotel is an equal opportunity employer and employees are protected from all kinds of discrimination in all recruitment and job selection stages and employment decisions will be based on merit – the skills and abilities of the candidate as measured against the inherent requirements of the position – regardless of personal characteristics. Our hiring and promotions procedures are non-bias and are entirely based on employee experience and performance.

Year	Number of Employees	Promotion	%
2015	260.8333	63	24%
2016	262.1666	38	14%
2017	266.1666	48	18%
2018	271.3	58	21%
2019	290.42	65	22%
2020	236	9 (Covid-19 / Hotel Closure )	4%
2021	174.18	5 (Re-opened July 2021 )	3%
2022	212.72	42	20%

## Race and Ethnicity

We consider race and ethnicity in our diversity and inclusion strategies and have lately adopted a zero tolerance policy to discrimination and harassment that eliminates any possibility of bias treatment in our employment process and within our work environment. We are happy to be considered as equal opportunity employers who have team members for different continents of the world like Africa, Asia, South America and Europe.

### New Hires Indicators

Year	2016	2017	2018	2019	2020 (Covid-19 / Hotel Closure )	2021 (Re-opened July 2021 )	2022
<b>Total Number of New Hires</b>	<b>179</b>	<b>156</b>	<b>124</b>	<b>170</b>	<b>14</b>	<b>80</b>	<b>215</b>
<b>Empowering Employees (Manpower)</b>	<b>262.16</b>	<b>266.16</b>	<b>271.3</b>	<b>290.42</b>	<b>236</b>	<b>174.18</b>	<b>212.72</b>
<b>Female New Hires</b>	<b>29(11%)</b>	<b>23(9%)</b>	<b>28(10%)</b>	<b>28(10%)</b>	<b>7(30%)</b>	<b>8(5%)</b>	<b>26(12%)</b>
<b>Male New Hires</b>	<b>150(57%)</b>	<b>133(50%)</b>	<b>96(35%)</b>	<b>142(49%)</b>	<b>7(3%)</b>	<b>72(41%)</b>	<b>189(89%)</b>

## Daycare by Landmark

Our goal is to create a family friendly business environment. By providing a free on-site nursery for hotel employees, Daycare by Landmark, we are encouraging more Jordanian women to join the hospitality industry. By providing a free on-site nursery for hotel employees, Daycare by Landmark, we are not only, encouraging more Jordanian women to join the hospitality industry and are assisting our female employees to continue to work and develop in their careers even after having children. The comfortable breastfeeding space at the Daycare, inspires female employees to continue to breastfeed their children and promotes exclusive breastfeeding. We are also encouraging male employees to fulfill their roles as fathers and parents by inviting them to bring their children to work with them, which allows mothers to get back to their careers more quickly. We are also providing a warm and welcoming environment to the children where they are invited and encouraged to experiences through an inclusive and comprehensive bilingual educational system that covers the 7 areas of learning and caters for the different types of learners with early interventions; whilst, highlighting the importance of extracurricular activities, sensory play as well as, life skills through Montessori planned activities.

Indicator	2019 Figures	2020 Figures	2021 Figures
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	2018 Figures				2022 Figures
Number of Females on Maternity Leaves	2	2	0 / (Covid-19 / Hotel Closure )	0 / (Re-opened July 2021 )	It will be reopened in 2023
Returned Females after Maternity Leaves	2	2			
Females who left employment after Maternity Leaves	0	0			
Females still on Maternity Leaves	2	0			

### Employees benefiting from Daycare by landmark in 2018

Year	Females	Males	Total Number of Children
2018	7	5	14
2019	7	6	15
2020	Covid-19 / Hotel Closure		
2021	(Re-opened July 2021 ) / (It has been suspended due to the Corona virus for the safety of our kids)		
2022	It will be reopened in 2023		

### Equality & Inclusion

We are passionate about being an equal opportunities employer and have partnered with several local non-governmental organizations who support individuals with all abilities from vision, hearing, physical, thinking to learning and mental...etc. We are proud to have trained and hired several individuals (female and male) with challenges throughout our operation and believe that it is only a matter of proper placement. We have added the inclusion system to our orientation and have had sessions by professionals in the field to raise awareness on how to accept and work with people with disabilities. We believe in the holistic approach and believe that if we want positive change and impact everyone has to be included. We are also happy to be recognized as an accessible hotel by Accessible Jordan. With accessible outlets and accessible hotel rooms, we aim to make our guests experience a more comfortable and memorable one.

### Number of Employees with Disabilities

Disabilities	2016	2017	2018	2019	2020	2021	2022
Total	2	7	9	9	4	4	5

### Workforce Turnover 2020

Turnover							
Head Count	2016	2017	2018	2019	2020	2021	2022
Turnover	56.90%	48.32%	35.32%	32.44%	55.08%	39.62%	40.06%

### Total Workforce Turnover by Gender (%) 2020

Year	Employee Gender	Number	%
2018	Female Employees	21	7.74%
	Male Employees	94	34.65%
2019	Female Employees	11	3.92%
	Male Employees	80	28.52%
2020	Female Employees	32	14%
	Male Employees	98	42%
2022	Female Employees	14	7%
	Male Employees	99	47%

### Employee Training and Development

Our employees are our assets and we believe that when we empower them by investing in their training and development we are investing, not only, in the sustainability of our hotel, but also, in the development of our community. Our training courses are designed both internally in our training department and externally when specialists, consultants and vendors are required. The training programs at Landmark Amman Hotel include both internal (on the job) and external (off the job) opportunities to help employees develop and grow in their careers as well as personal development and awareness trainings related to health, fitness and community awareness. We always welcome learning opportunities and are open and are continuously working on developing our diversity and inclusion program and policies to the benefit of our employees, our guests and the hotel as a whole.

### Total Training Hours Provided

2017	2018	2019	2020	2021	2022
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3937 OJT (On Job Training) / 492 OFJT (Off Job Training)	4721 OJT / 719 OFJT	2003 OJT/2234 OFJT	Covid-19 / Hotel Closure	(500) Re-opened July 2021	6120 OJT / 515 OFJT
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### Increase of Average Training Hour per Employee Compared to Last Year (%)

2017	2018	2019	2020	2021	2022
4200	5045	4237	Covid-19 / Hotel Closure	Re-opened July 2021	6635
4200/266= 15 hour per employee	5045/271= 18 hour per employee	4237/280= 15 hour per employee			6635/212.72 = 31 hour per employee

### Training hours provided by gender

Year	Females	Males	Total
2018	758	4269	5045
2019	760	3477	4237
2020	Covid-19 / Hotel Closure	Covid-19 / Hotel Closure	Covid-19 / Hotel Closure
2022	1372	5263	6635

### Training Hours provided by employment level

Year	2018	2019	2020	2022
Senior Level Employees	606	650	Covid-19 / Hotel Closure	1693
Middle Management Employees	1500	1000		2370
Non-Management Employees	3000	2587		2572
<b>Total</b>	<b>5045</b>	<b>4237</b>		<b>6635</b>

### Number of Employees Attending the Induction Training

2017	2018	2019	2020	2021	2022
60	58	78	14	80	All new Comers /179

## Number of Training Hours Conducted on Awareness Sessions and Personal Skills

We have organized various awareness and training sessions throughout the year to benefit our employees such as: parenting, gender sensitivity, working with people with disabilities, rights awareness trainings, healthy eating, breast cancer awareness, functional fitness trainings, English language and many others.

2017	2018	2019	2020	2022
800	1600	1591	Covid-19 / Hotel Closure	1750

## LABOUR

**Principle 3:** Businesses should uphold the freedom of association and the effective recognition of the right to collective bargaining; PRINCIPLE 3 - GRI INDICATOR (GRI LA5)

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.

Acceptance of our differences allows our employees to show their potential and bring their unique prospective to work which gives them room to advance and express their innovation and critical thinking within a respectful and friendly work environment, when employees have the freedom to express their concerns they will feel a sense of belonging.

## Actions

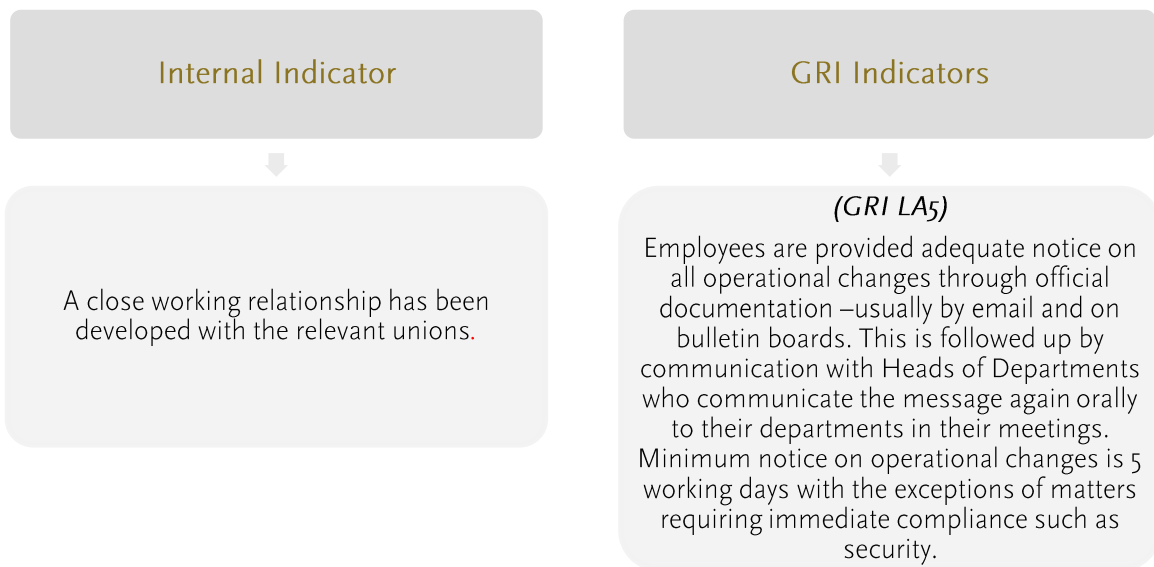
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- Landmark provides a safe environment ensuring that all workers are able to join a trade union without fear of intimidation or reprisal

- 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.
- Landmark uses collective bargaining as a constructive forum for addressing working conditions and terms of employment and relations between employers and employees.
- As part of Landmark agreement with GIZ (Gender Diversity) employee representatives have been elected from each department to represent employees when dealing with hotel management.
- Board participations.
- The signing of the statement is in progress to Women’s Empowerment Principles (Landmark’s WEPs)
- Landmark 2.0, an innovation hub that aims to forge value-driven long-lasting partnerships with Jordanian startups, established companies and entrepreneurial individuals who can disrupt and leverage the hotel’s ‘Local, Authentic, Sustainable, and Inclusive’ experience.

## Performance Indicators

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**Principle 4:** the elimination of all forms of forced and compulsory labour; **PRINCIPLE 4 - INTERNAL INDICATOR (ISO 22000)**

Landmark is committed to prohibiting all forms of forced and compulsory labour that and 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.

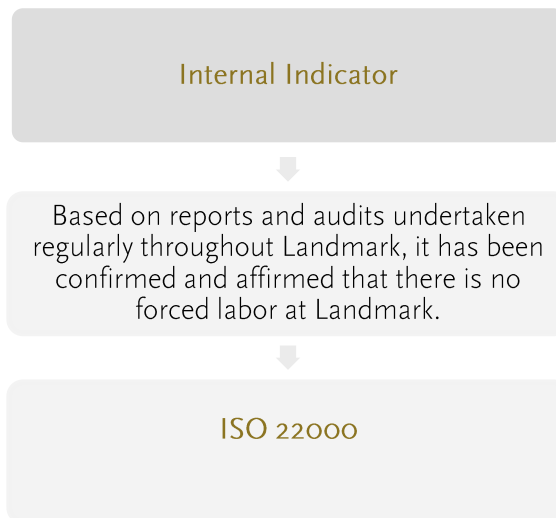
### **Actions**

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- Landmark communicates employment rights to all employees 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.
- All laws and regulations are communicated clearly for all employees through the organization.

### **Performance Indicators**

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### **Principle 5: the effective abolition of child labour; PRINCIPLE 5 – GRI INDICATOR (GRI HR6)**

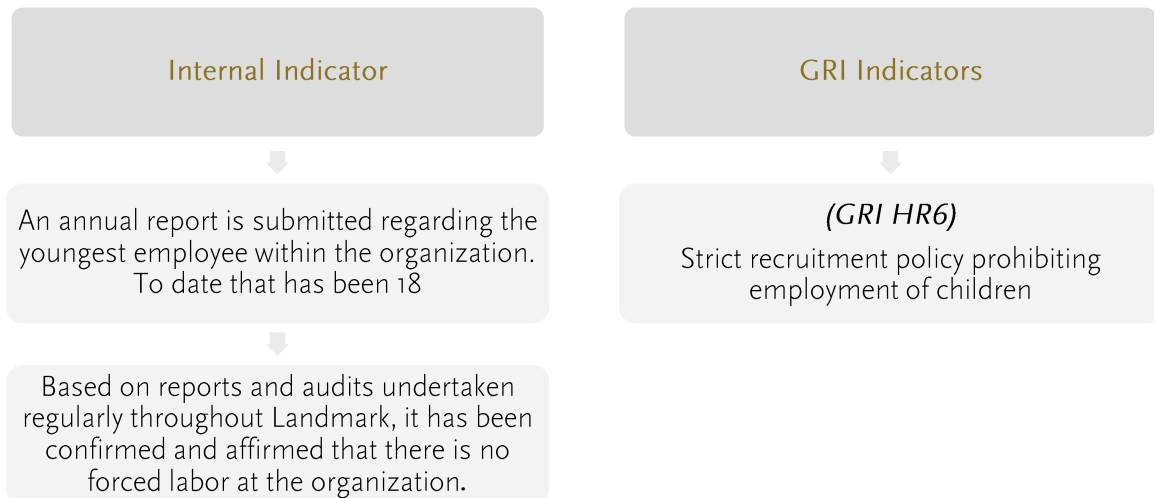
- Landmark requires strict adherence to minimum age provisions above the requirements of national labor laws taking account international standards.

- Landmark provides adequate and verifiable mechanisms for age verification in recruitment procedures.
- When 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, like our meals incentive program and other programs that support the basic needs of employees.

## 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 employment 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.

## Performance Indicators



**Principle 6:** the elimination of discrimination in respect of employment and occupation. PRINCIPLE 6 – GRI INDICATOR (GRI LA2, LA13, LA14)

Landmark Amman Hotel is an equal opportunity employer and employees are protected from all kinds of discrimination in all recruitment and job selection stages and employment decisions will be based on merit – the skills and abilities of the candidate as measured against the inherent requirements of

the position – regardless of personal characteristics. Our hiring and promotions procedures are non-bias and are entirely based on employee experience and performance. Landmark has clear companywide policies 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.

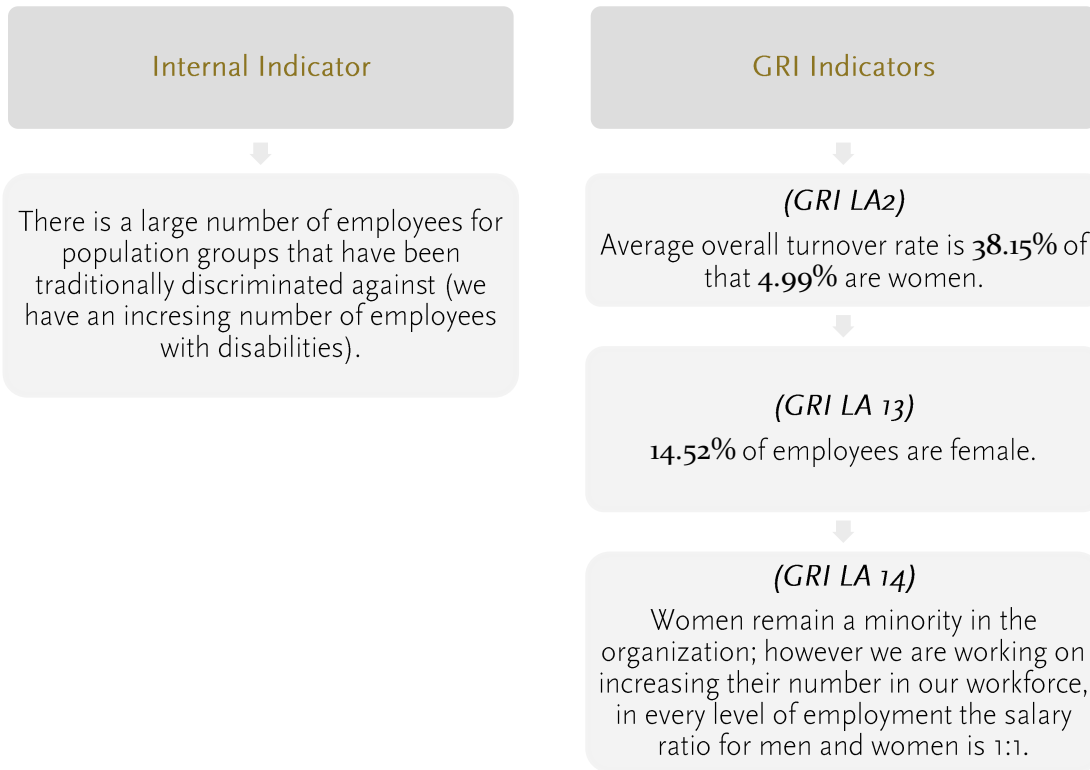
## **Actions**

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- Landmark has continued to demonstrate its commitment to the development and betterment of its employees. To date it has invested more than 35 thousand Jordanian Dinars in training and capacity building of its junior and mid-level employees.
- 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 (one of our staff members with disability that has won a medal in Special Olympics two years in a row).
- Landmark supports diversity in the workplace and this is an integrated value throughout the organization.
- Landmark engages in CSR activities by supporting vulnerable 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 crane. For every 100 origami cranes made by guests, Landmark fulfills the wish of a person in need, including continuing education, exhibitions, book launches and many more

## **Performance Indicators**

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### Number of Employees with Disabilities

Disabilities	2016	2017	2018	2019	2020	2021	2022
<b>Total</b>	2	7	9	9	4	4	5

## ENVIRONMENT

**Principle 7:** Businesses should support a precautionary approach to environmental challenges;  
PRINCIPLE 7 – GRI INDICATOR (GRI EN5)

- 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.

## Actions

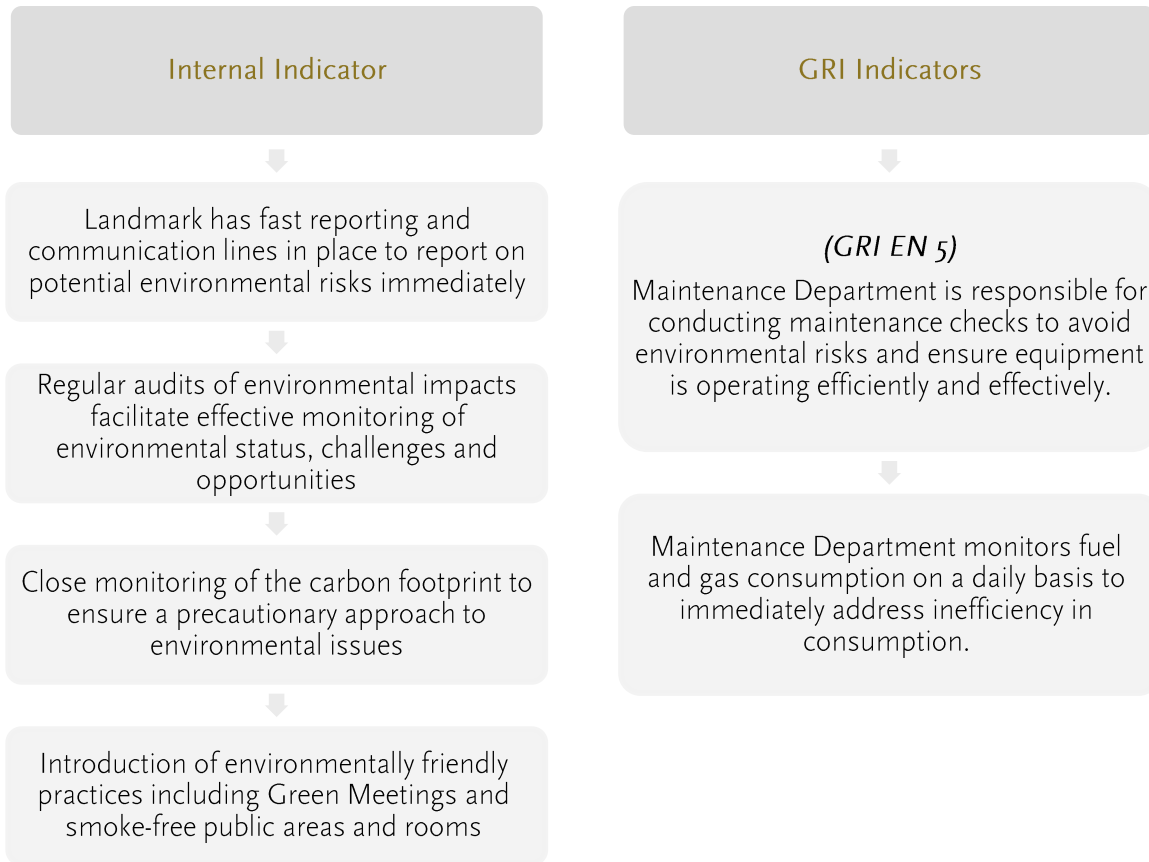
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- Landmark undertakes regular review of new technologies that may be integrated in the operations of the business and increase its environmental efficiency.
- Landmark uses solar power to generate electricity. It has gas boilers which emit less pollution, room key controls for electricity saving, and recycling in various areas including cardboard, paper, and oil.
- Landmark is currently in the studying phase of a recycling initiative.
- Landmark encourages and welcomes green events and green event planning.
- 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
- Landmark supports green startups, through mentoring and judging activities with different incubators like INJAZ and Cewas.
- Landmark is a member of the Green Committee at INJAZ
- Our aquaponics dome, The Green Hub by Landmark, provides healthy farm to table vegetables for the restaurants, as well as raising fish, promoting soilless technology and saving water. The Green Hub welcomes workshops, tours, and education initiatives. (Please refer to the environmental sustainability section below for pictures) - It has been suspended during the Corona pandemic and It will be reworked soon
- Elsewhere in the hotel, we offer various smoke-free outlets and incorporate recycling systems, photovoltaic solar cells, water saving nozzles, energy saving technology and the use of traditional earth structures.

## Performance Indicators

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**Principle 8:** undertake initiatives to promote greater environmental responsibility;

**Principle 9:** encourage the development and diffusion of environmentally friendly technologies.

PRINCIPLE 8&9- GRI INDICATOR (GRI EN5, EN22)

- 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 and is currently studying the start of a recycling initiative - One of the winners of the Landmark 2.0 recycling competition will be contracted
- 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).
- Startup support thought mentoring and networking.
- Landmark is on the Green Committee at "my startup" in INJAZ.

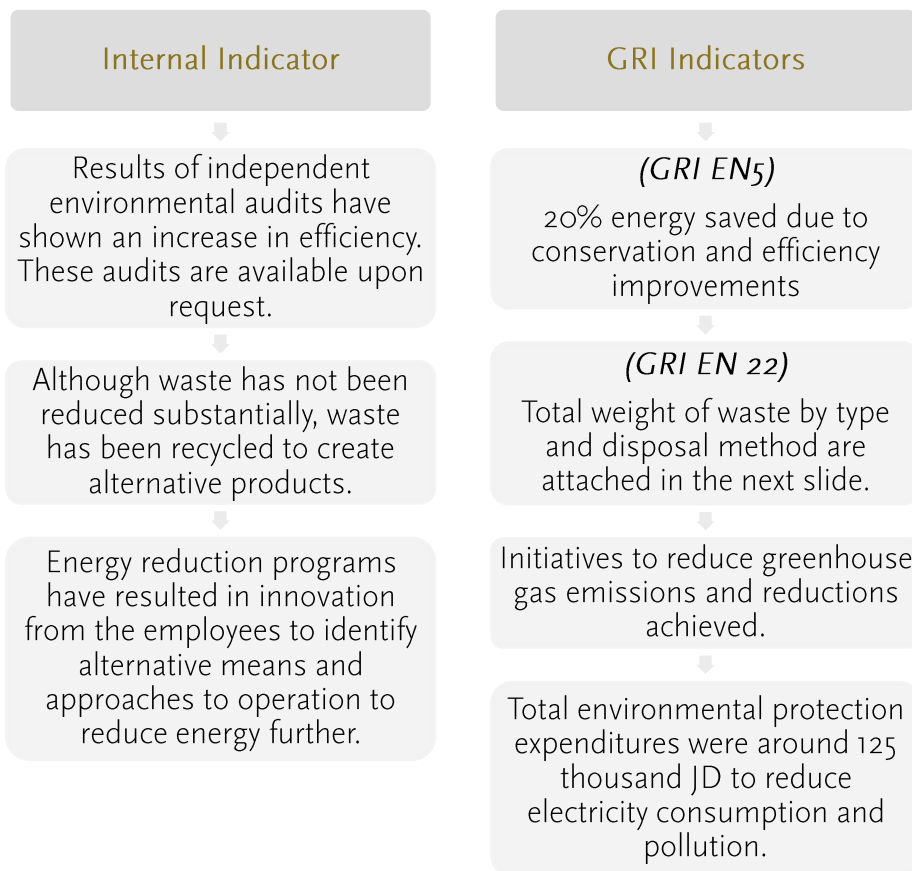
## Actions

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- 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).

## Performance Indicators

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## Performance Indicators for Energy Consumption

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At Landmark Amman Hotel we are always working towards lowering our consumption of all types of energy and are aware of our responsibility in reducing consumption levels. Below you will see real measurements of our reduced consumption of electricity, fuel, water, gas

Year	2014	2015	2016	2017	2018	2019	2020	2021	2022
<b>Electricity Consumption per Year (kWh)</b>	4191380	3986919	3951387	3747508	2861576	297419	145981	176752	256512

Year	2014	2015	2016	2017	2018	2019	2020	2021	2022
<b>Fuel Consumption per Year (L)</b>	153883	149369	98500	133738	64504	73550	19446	21590	50961

Year	2014	2015	2016	2017	2018	2019	2020	2021	2022
<b>Water Consumption per Year (M)</b>	50825	44875	39264	38506	26830	69978	39427	31805	51851

Year	2014	2015	2016	2017	2018	2019	2020	2021	2022
<b>Steam Boiler Consumption per Year (K)</b>	90331	124811	166758	153687	115443	22000	37027	49580	24680

Year	2014	2015	2016	2017	2018	2019	2020	2021	2022

Kitchen Gas Consumption per Year	55189	41367	48366	42046	35152	21703	15430	24540	23860
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## Sustainable Procurement

At Landmark Amman Hotel, we realize that procurement practices have various impacts such as economic and environmental; to empower local communities we try to engage with a number of local suppliers in order to reflect on support the local Jordanian economy.

Indicator	2018	2019	2020	2021	2022
Percentage of Local Procurement Spending	1920000	2105000	943364	818298	100%
Total Number of Suppliers	270	290	159	160	200
Total Number of Local Suppliers	269	286	159	160	200

## ANTI-CORRUPTION

**Principle 10:** Businesses should work against corruption in all its forms, including extortion and bribery. PRINCIPLE 10 – GRI INDICATOR (GRI SO<sub>2</sub>, GRI SO<sub>6</sub>, GRI SO<sub>3</sub>)

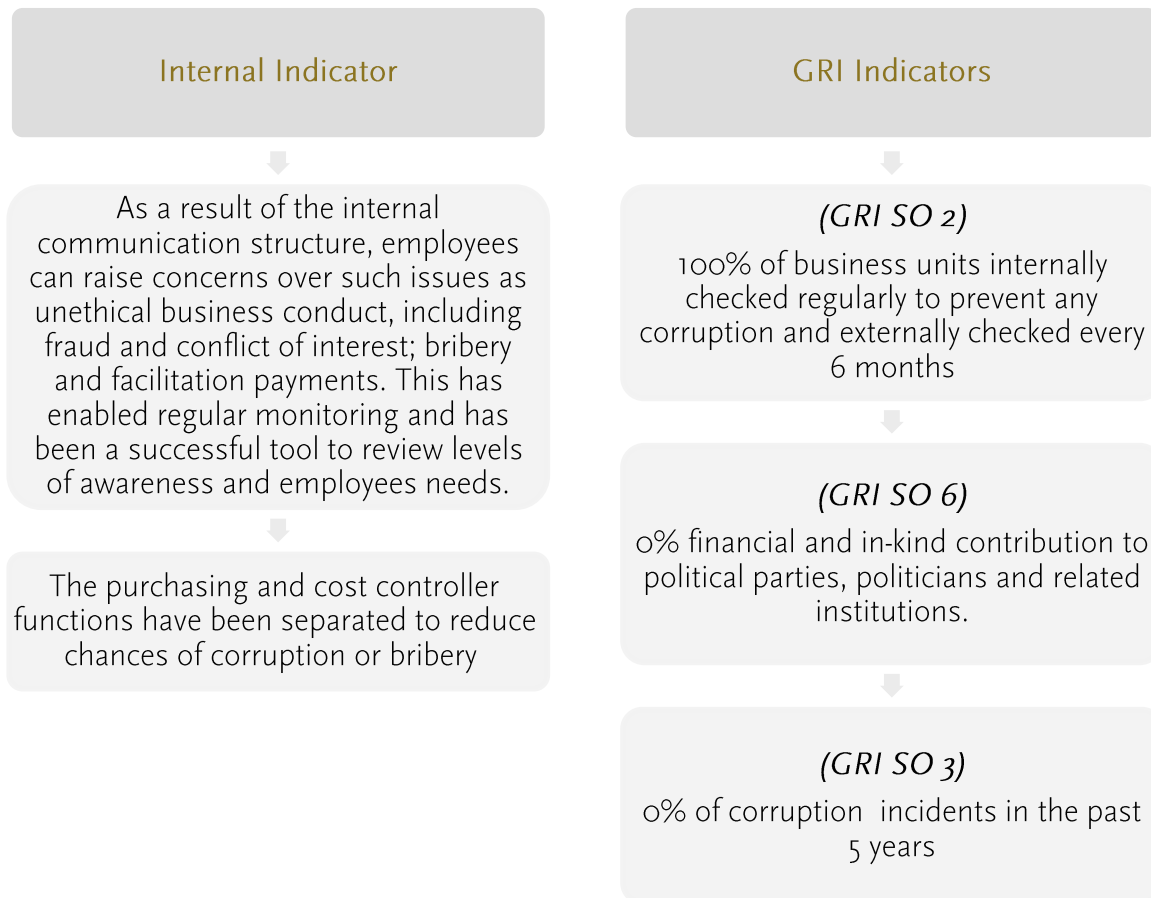
At Landmark Amman Hotel we aim to provide comprehensive and transparent communication on governance and operations

- 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

## 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 shall occur, the matter will be dealt with immediately.
- Landmark has invested in training key employees on countering bribery.

### Performance Indicators



### ALIGNMENT TO SDGS

The United Nations Sustainable Development Goals (SDGs) set the global agenda for action on improving the wellbeing of present and future generations. As part of our commitment to social, economic, and environmental development, we strive to contribute to the United Nations Sustainable Development Goals by integrating them in our strategic project planning programs and referring to them as well as using them as guidelines in the planning and evaluation processes. The 17 goals were designed to guide the role of public, non-profit, for-profit, and voluntary sectors in global development and we believe that working towards them will have a transformative impact on millions of lives around the world.

Founder of Landmark Hotels, Mary Nazzal-Batayneh, cofounded 17 Asset Management (17AM). The mission of 17AM is to align clients' financial objectives with the advancement of the United Nations' Sustainable Development Goals (SDGs) through channeling private capital towards SDG investment opportunities.

17AM believes that achieving these Global Goals will result in superior long-term returns, while also contributing to a world that is economically prosperous, environmentally secure, and more inclusive.

 **SUSTAINABLE DEVELOPMENT GOALS**



## Gender Equity



### Daycare

Our goal is to create a family friendly business environment. By providing a free on-site nursery for hotel employees, Daycare by Landmark, we are encouraging more Jordanian women to join the hospitality industry.

At Daycare by Landmark we are ensuring an inclusive and equitable quality education and are promoting various learning opportunities and experiences for all registered children by adopting the EYFS and Montessori policies in our rich program and are enhancing our little learners experiences daily with sensory tubs and extracurricular activities like: music, cooking, messy art, library, P.E., science and pretend play.



## Gender Equity



## GIZ

Our partnership with GIZ EconoWin Program aims to promote the importance of gender diversity and empower women to work and contribute to the Jordanian economy (When Women Work, Economies Win). Through our training opportunities we have encouraged women to participate in normally male dominated areas like plumbing, electricity and building.



Economic Empowerment





We have a long-term partnership with SEP, the Social Enterprise Project which creates hand-embroidered lifestyle accessories crafted by female refugees from the “Gaza” Jerash camp in Jordan providing them with economic and emotional independence. Our SEP shop on the lobby level sells a range of beautiful products that blend local craftsmanship with contemporary Italian style. Our collaboration enables the hotel to offer an additional product to our guests, inviting them to shop beautiful items and simultaneously impact the lives of refugees with their purchases.

We are proud that each room on the 10<sup>th</sup> floor displays a piece of wall art crafted by an artist from the camp. Brochures in the rooms tell the story of the individual artist. The communal area on the 10<sup>th</sup> floor hosts a permanent photography exhibition designed to give viewers an insight into life in the refugee camp. [www.sepjordan.com](http://www.sepjordan.com)





Equality & Inclusion



We are passionate about being an equal opportunities employer and have partnered with several local non-governmental organizations who support individuals with physical and mental challenges. We are proud to have trained and hired several individuals with challenges throughout our operation.



FabricAID X Landmark Amman



The FabricAid box at Landmark Amman Hotel, encouraging people to donate anonymously.

The Landmark Amman Hotel seeks to provide opportunities for pioneering projects that aim to enhance the concept of social solidarity through cooperation with FabricAid to collect donations of used clothes, which in turn aims to provide these clothes in decent and dignified ways at nominal prices for the less fortunate communities.



### Environmental Sustainability



Our aquaponics dome, The Green Hub by Landmark, provides healthy farm to table vegetables for the restaurants, as well as raising fish, promoting soilless technology and saving water. The Green Hub welcomes workshops, tours, and education initiatives.

Elsewhere in the hotel, we offer various smoke-free outlets and incorporate recycling systems, photovoltaic solar cells, water saving nozzles, energy saving technology and the use of traditional earth structures.



### Skyline Sushi & Thai Restaurant



Sushi for a cause, inspired by the ancient Japanese legend of a thousand origami cranes (*Senbazuru*). Our guests are invited to explore the art of origami and for every 100 cranes made in the restaurant, we will make a wish come true.



## Partnerships for the Goals- Responding to Goal 17 of the SDGs

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### 17 Asset Management

Founder of Landmark Hotels, Mary Nazzal-Batayneh, cofounded 17 Asset Management (17AM). The mission of 17AM is to align clients' financial objectives with the advancement of the United Nations' Sustainable Development Goals (SDGs) through channeling private capital towards SDG investment opportunities.

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17 Asset Management

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### WFP

Landmark Amman Hotel signed a cooperation agreement with the WFP in 2012.

The United Nations World Food Programme (WFP) started its operations in the year 1964 with the aim of reducing hunger and alleviating poverty. WFP is currently distributing healthy meals to 400,000 students through School Meals Project in public schools and in collaboration with the Ministry of Education. WFP is also supporting the vulnerable Jordanians and Syrians affected by the economic crises in poverty pockets by introducing cash for training and cash for work support.



**World Food Programme**

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### UNRWA

Landmark Hotel Amman is a proud supporter of the United Nations Relief and Works Agency for Palestine Refugees (UNRWA).

Millions of Palestine refugees rely on the agency for free education, free health care, and food and cash assistance.

Join us and stand #ForPalestineRefugees.

[www.unrwa.org](http://www.unrwa.org)



GIZ

**giz** Deutsche Gesellschaft  
für Internationale  
Zusammenarbeit (GIZ) GmbH

Our partnership with GIZ EconoWin Program aims to promote the importance of gender diversity and empower women to work and contribute to the Jordanian economy (When Women Work, Economies Win).

UN Women WEPs



The Women's Empowerment Principles (WEPs) are a set of Principles offering guidance to business on how to promote gender equality and women's empowerment in the workplace, marketplace and community. Established by UN Global Compact and UN Women, the WEPs are informed by international labour and human rights standards and grounded in the recognition that businesses have a stake in, and a responsibility for, gender equality and women's empowerment.



## INJAZ



As a part of our commitment to supporting youth and education, we are board members at the INJAZ non-profit organization. INJAZ works towards better educational standards in public and UNRWA schools and have various initiatives related to youth empowerment, education, and training and company startups.

### Other Partnerships



We are always working towards empowering our community and partnering for the goals, Landmark Amman Hotel has various other partnerships that are focused around building and developing our community.

On June 13<sup>th</sup> 2018 Landmark Amman Hotel announced its participation in the National Initiative for Youth Volunteering that is organized by INJAZ and UNICEF. We believe in the importance of the active role of youth in the development and growth of our community.

## Green Future for Sustainable Solutions



GFSS develops waste management programmes to improve the environment and build social cohesion.

Green Future for Sustainable Solutions (GFSS) is a Jordanian social venture founded as a company in 2010. In addition to its primary mission to raise awareness, demonstrate and support solid waste initiatives, it is also a social enterprise designed to enhance social cohesion and resilience by generating income for people who face access barriers. It creates work for marginalized employees through the income generated for the services it provides to its network of clients and the sale of recycling commodities.