

FIH LIMITED

A member of  *The Oberoi Group*



Annual Report 2004 - 2005

Cover:

A view of

*The Oberoi Udaivilās, Udaipur
from Lake Pichola*

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Annual Report 2004-2005

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BOARD

Mr. P. R. S. Oberoi
Chairman & Chief Executive

Mr. S. S. Mukherji
Vice Chairman & Managing Director

Mr. Vikram Oberoi
Deputy Managing Director - Operations

Mr. Arjun Oberoi
Deputy Managing Director - Development

Mr. S. K. Dasgupta
Mr. Ashwani Kumar
Mr. Anil Nehru
Mr. Rajan Raheja
Mr. Christopher Reeves

COMPANY SECRETARY

Mr. G. Ganguli

AUDITORS

Ray & Ray, Chartered Accountants
6, Church Lane, Kolkata 700 001

BANKERS

United Bank of India
The Hongkong and Shanghai Banking
Corporation Ltd
State Bank of India
Citibank, N.A.

REGISTERED OFFICE

4, Mangoe Lane
Kolkata 700 001



P.R.S. Oberoi, *Chairman*

The Oberoi Dharma

FUNDAMENTAL CODE OF CONDUCT

We, as members of OBEROI Organisation are committed to display through our behaviour and actions the following CONDUCT which applies to all aspects of our Business :

CONDUCT which is of the highest ethical standards—intellectual, financial and moral and reflects the highest levels of courtesy and consideration to others.

CONDUCT which builds and maintains Team work, with mutual trust as the basis of all working relationship.

CONDUCT which puts the customer first, the Company second and the self last.

CONDUCT which exemplifies care for the customer through anticipation of need, attention to detail, excellence, aesthetics and style and respect for privacy along with warmth and concern.

CONDUCT which demonstrates two-way communication accepting constructive debate and dissent whilst acting fearlessly with conviction.

CONDUCT which demonstrates that people are our key asset, through respect for every employee, and leading from the front regarding performance achievements as well as individual development.

CONDUCT which at all times safeguards the safety, security, health and environment of customers, employees and the assets of the Company.

CONDUCT which eschews the short-term quick-fix for the long-term establishment of healthy precedent.

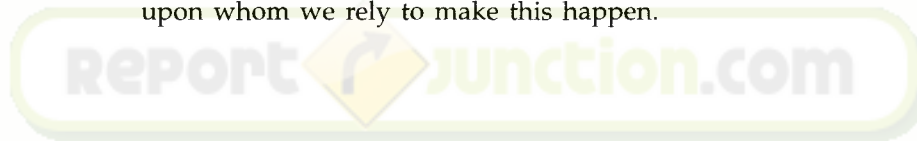
The Oberoi Group Mission

OUR GUESTS

We are committed to meeting and exceeding the expectations of our guests through our unremitting dedication to perfection, in every aspect of service.

OUR PEOPLE

We are committed to the growth, development and welfare of our people upon whom we rely to make this happen.

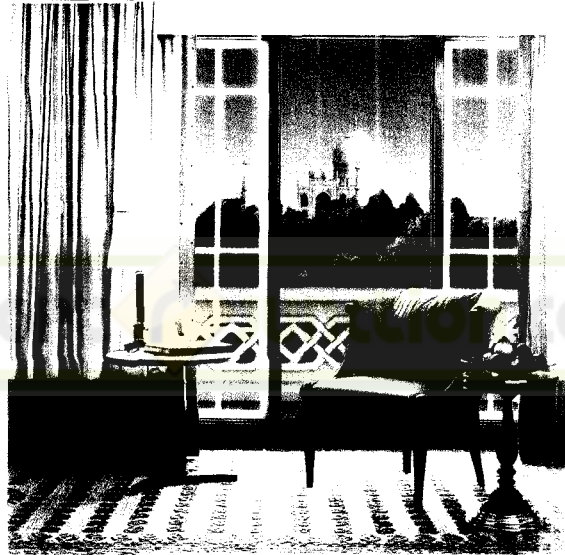


OUR DISTINCTIVENESS

Together we shall continue the Oberoi tradition of pioneering in the hospitality industry, striving for unsurpassed excellence in high potential locations all the way from the Middle East to Asia Pacific.

OUR SHAREHOLDERS

As a result we will create extraordinary value for our stakeholders.



Oberoi Hotels & Resorts has always stood for quality. Our constant endeavor to offer the finest guest experience has won us recognitions – year after year.

Reproduced in this Annual Report is a selection of the comments received from discerning guests which highlights our attention to individual customer satisfaction. This reinforces our commitment to exceed expectations.

