

Annual Report 2013 - 2014



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Oberoi Hotels & Resorts VOTED THE WORLD'S LEADING LUXURY HOTEL BRAND 2013 World Travel Awards

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The Late Rai Bahadur M.S. Oberoi Founder of The Oberoi Group 1898-2002

BOARD

Mr. P. R. S. Oberoi Executive Chairman

Mr. S. S. Mukherji Vice Chairman and Chief Executive Officer

Mr. Vikram Oberoi Chief Operating Officer and Joint Managing Director

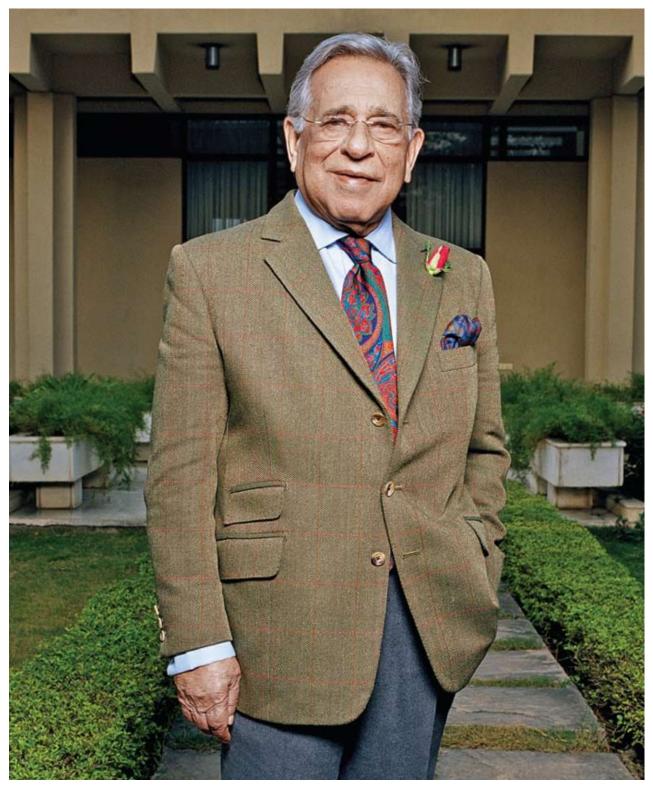
Mr. Arjun Oberoi Chief Planning Officer and Joint Managing Director

Mr. S. K. Dasgupta Mr. Rajan Raheja (*Ceased w.e.f. 20th May, 2014*) Mr. Anil Nehru Mr. L. Ganesh Mrs. Nita Mukesh Ambani Mrs. Renu Sud Karnad Mr. Manoj Harjivandas Modi Mr. Rajeev Gupta

COMPANY SECRETARY & COMPLIANCE OFFICER Mr. S. N. Sridhar

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

REGISTERED OFFICE 4, Mangoe Lane Kolkata 700 001



P.R.S. Oberoi, Executive Chairman

The Oberoi Dharma

We, as members of The Oberoi Group 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 relationships.
- 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 achievement as well as individual development.
- Conduct which at all times safeguards the safety, security, health and environment of guests, 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 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 the Asia-Pacific.

Our Shareholders

As a result, we will create extraordinary value for our shareholders.