



A member of  *The Oberoi Group*

Annual Report 2016-2017



Oberoi Hotels & Resorts

VOTED THE WORLD'S BEST HOTEL BRAND
by the readers of Travel + Leisure, USA in the 2015 and 2016
World's Best Awards

VOTED THE WORLD'S LEADING LUXURY HOTEL BRAND
from 2012 to 2016 by World Travel Awards

Our endeavour is to create memories for our guest that last a lifetime. We are unrelenting in our quest for perfection in every thing we do – from hotel design and décor to creating an environment for our team that encourages them to provide our guests with warm and intuitive service.

Our commitment to excellence, attention to detail and personalised service has once again been appreciated and recognised by our guests. In 2016, Oberoi Hotels & Resorts was recognised as the World's Leading Luxury Hotel Brand at the World Travel Awards, for the fifth consecutive year. Also in 2016, at the World's Best Awards, readers of Travel + Leisure, USA voted Oberoi Hotels & Resorts the World's Best Hotel Brand for the second consecutive year.

The recognition that we continue to receive is a testament to the vision of our founder, Rai Bahadur M. S. Oberoi. Taking his legacy forward, our Executive Chairman, Mr. P. R. S. Oberoi continues to inspire our employees to set global benchmarks in service excellence.

The images in the Annual Report showcase the attention to design detail and traditional and authentic craftsmanship that makes each Oberoi hotel special and unique.

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

BOARD OF DIRECTORS

Mr. P.R.S. Oberoi
Executive Chairman

Mr. S.S. Mukherji
Executive Vice Chairman

Mr. Vikram Oberoi
Managing Director and Chief Executive Officer

Mr. Arjun Oberoi
Managing Director- Development

Mrs. Nita M. Ambani
Director

Mrs. Renu Sud Karnad
Independent Director

Mr. Manoj Harjivandas Modi
Director

Mr. Rajeev Gupta
Independent Director

Mr. S.K. Dasgupta
Independent Director

Mr. Anil K. Nehru
Independent Director

Mr. Sudipto Sarkar
Independent Director

Mr. L. Ganesh
Independent Director

COMPANY SECRETARY & COMPLIANCE OFFICER

Mr. S. N. Sridhar

AUDITORS

Ray & Ray, Chartered Accountants
Webel Bhavan, Ground Floor, Block EP & GP
Sector V, Bidhan Nagar, Salt Lake
Kolkata-700 091

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.