



Annual Report 2017-2018



*Oberoi Hotels & Resorts*

VOTED THE BEST HOTEL GROUP 2017

by the readers of The Telegraph, UK.

VOTED THE WORLD'S BEST HOTEL BRAND

by the readers of Travel + Leisure, USA in the 2015 and 2016  
World's Best 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 2017 Oberoi Hotels & Resorts was voted the Best Hotel Group by the readers of The Telegraph, UK. 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 authentic artwork, novel design features and beautiful views that makes each Oberoi hotel lobby 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 & Chief Executive Officer*

Mr. Arjun Oberoi

*Managing Director – Development*

Mrs. Nita M. Ambani

*Director*

Mr. Manoj Harjivandas Modi

*Director*

Mr. Anil Nehru

*Independent Director*

Mr. L.Ganesh

*Independent Director*

Mr. S.K. Dasgupta

*Independent Director*

Mr. Sudipto Sarkar

*Independent Director*

Mr. Rajiv Gupta

*Independent Director*

Mrs. Renu Sud Karnad

*Independent Director – (upto 1st August 2017)*

Dr. Chhavi Rajawat

*Independent Director – (w.e.f 30th October 2017)*

#### COMPANY SECRETARY & COMPLIANCE OFFICER

Mr. S.N. Sridhar

#### AUDITORS

Deloitte Haskins & Sells LLP, Chartered Accountants

7th Floor, Building 10, Tower B

DLF Cyber City Complex

DLF City Phase – II

Gurugram – 122002

Haryana

#### REGISTERED OFFICE

4, Mangoe Lane

Kolkata 700001

#### CORPORATE OFFICE

7, Shamnath Marg

Delhi 110054





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.