



Annual Report 2019-2020



Oberoi Hotels & Resorts has been voted the Best Hotel Group for the third consecutive year by Telegraph Travel Awards, UK – 2019, 2018 and 2017.

Oberoi Hotels & Resorts was voted Best Indian Hotel Group in the Travel + Leisure, India & South Asia India's Best Awards, 2019.

Oberoi Hotels & Resorts was voted the Best Luxury Hotel Brand by Business Traveller UK Awards, 2019.

Oberoi Hotels & Resorts was ranked second amongst the Best Hotel Brand in the World by Travel + Leisure, US, World's Best Awards, 2019.

Our endeavour is to create memories for our guests that last a lifetime. We are unrelenting in our quest for perfection in everything 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 2019, Oberoi Hotels & Resorts was voted the Best Hotel Group by The Telegraph Travel Awards, UK for the third consecutive year. The Oberoi Group has also been recognized as one of the Best Employers in the 'Aon Best Employers India – 2019' survey.

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.



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

## BOARD OF DIRECTORS

Mr. Prithvi Raj Singh Oberoi  
*Executive Chairman*

Mr. Shib Sanker Mukherji  
*Executive Vice Chairman*

Mr. Vikramjit Singh Oberoi  
*Managing Director & Chief Executive Officer*

Mr. Arjun Singh Oberoi  
*Managing Director – Development*

Mrs. Nita Mukesh Ambani  
*Director*

Mr. Manoj Harjivandas Modi  
*Director*

Mr. Anil Kumar Nehru  
*Independent Director*

Mr. Lakshminarayan Ganesh  
*Independent Director*

Mr. Sudipto Sarkar  
*Independent Director*

Mr. Rajeev Gupta  
*Independent Director*

Dr. Chhavi Rajawat  
*Independent Director*

Mr. Sanjay Gopal Bhatnagar (*w.e.f. 27<sup>th</sup> August 2019*)  
*Independent Director*

## CHIEF FINANCIAL OFFICER

Mr. Kallol Kundu

## 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.