



ENVIRONMENT, SOCIAL AND GOVERNANCE (ESG) REPORT

MAKING THE FUTURE THE CAUSE OF PRESENT

As one of the leading hospitality industries to commit to vision 2030, Unique Hotel & Resorts PLC promotes sustainability by developing and reducing environmental impact and promoting socio-economic development. Additionally, Unique Hotel & Resorts PLC is putting effort to integrate environmental, social, and governance (ESG) criteria into our business decisions to align with sustainable development goals.

Unique Hotel is committed to do business in a responsible manner; creating value for the people, shareholders and society, as well as empowering and sustaining the nation for the future generations. During financial year 2022-23, Unique Hotel's operations have focused on service excellency ensuring hygiene, safety & security with fair and sustainable business practices. One of the top priorities throughout the year has been building on and reinforcing existing governing processes. Throughout 2022, the Company has engaged heavily to broaden its ESG outlook towards meeting bigger environmental, social, and governance excellence. Moreover, the Company has reprioritized its efforts in order to balance business development with the expectations of the stakeholders.





ENVIRONMENT

As a major Hospitality entity, Unique Hotel & Resorts PLC is aware of the ecological impact of its activities. It is continually striving to lower the environmental effect of both its operations and offerings. UHR is gradually replacing its traditional manual approach to conducting business.

ENVIRONMENTAL RELATED INITIATIVE

Environmental Certifications

Unique Hotel and Resorts PLC every year renew the environmental clearance certification. We got recognition for minimizing the environmental affect and taking various initiative to save the earth.

Energy Savings initiative

Renewable energy adoption creates impacts at two levels – one, for rural electrification through off-grid solutions and two, for grid-tied systems to reduce stress on conventional energy sources. ASSIST's interventions cover both aspects primarily through solar roof-top implementation and solar home systems for off-grid areas promoting productive energy use and improving the quality of life in rural areas. Our interventions have helped SMEs from the tourism industry in the Philippines, Bhutan and Nepal gain significant advantage through off-grid and resource efficient designs apart from production facilities and communities in Bangladesh, India and Vietnam.

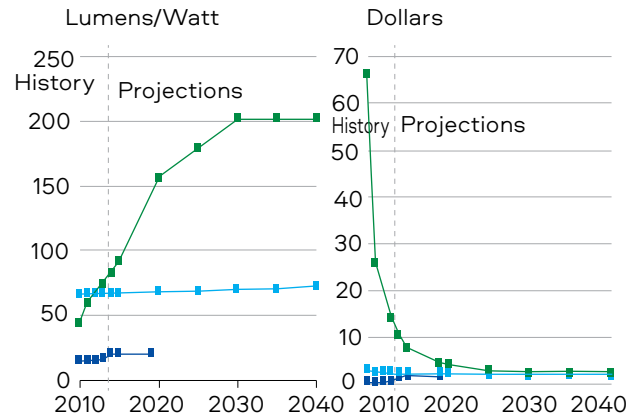
Our initiatives which we taken to save mother earth by saving energy-

- **LED Light** - From the begging, we used Halogen light. Halogen bulbs emit much heat. It can be very uncomfortable to sit under halogen bulbs in a kitchen, workspace, or elevator. They can be dangerous to touch when turned on. Another problem that to worry about with halogen bulbs is that they could potentially cause a fire in some cases.

Then we chose CFL light. CFL lamp is primarily dangerous due to the Mercury used to make the lamp. They are cold temperature-sensitive, not recommended for enclosed fixtures, can have a higher initial cost than incandescent.

Then we replaced from CFL light to Energy Savings Light. These lights are also cold temperature-sensitive, not recommended for enclosed fixtures. That's why we choose LED light.

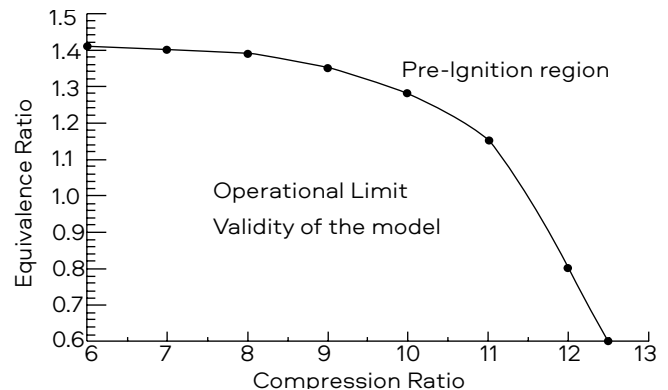
Average lighting efficacy (light output per unit of energy consumed) and cost per bulb



Light-emitting diode (LED) Compact fluorescent lamp (CFL) Incandescent/Halogen

LED lights are up to 80% more efficient than traditional lightings, such as fluorescent and incandescent lights. 95% of the energy in LEDs is converted into light, and only 5% is wasted as heat. Energy use reduces the demand from power plants and decreases greenhouse gas emissions.

- **Air Conditioning System** – Air conditioning is the process of removing heat and moisture. Previously we used R22 air conditioning system gas, which was not environment-friendly. Then we replaced from R22 to 134A and again we replaced this air conditioning system gas from 134A to 606A and this is environment-friendly.
- **Pre – Ignition pilot burner** we used for all kitchen gas burner to avoid excess gas use.



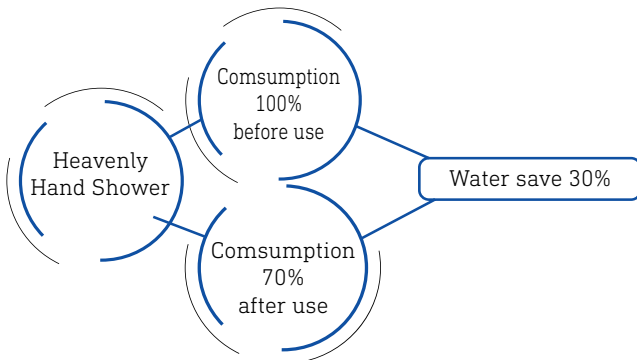
- Central AC system gas burner replaced with high-capacity low flow/ consumption/ pressure burner for saving electricity.
- We use an onsite solar panel to reduce electricity. Also, we use hot water solar generators for water heat purposes.
- ICDDRBR tested our portable heater system by monthly & Legionella text bimonthly.

Water Saving Initiatives

Water as a singular resource with its significant footprint across agriculture, health, infrastructure and industry development presents significant challenges to development. Our interventions span the water management spectrum, from supply of clean water to waste water disposal in various settings, to effective input management in industrial and agricultural applications, through a combination of sustainable and new age technologies. Through constant engagement with agencies and communities, our interventions aim to contribute to the implementation of an integrated water resource management.

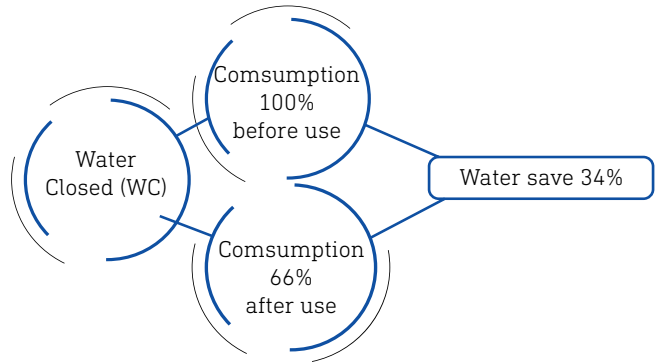
Our initiatives which we taken to save mother earth by saving water-

- **Shower Head:** Before use heavenly hand shower we used normal hand shower. Normal hand shower consumes more water than heavenly hand shower. Now we use heavenly showerhead, which energizes each day as large droplets cascade down your body, creating the effect of warm and gentle rain. The shower head rain redefines the experience and its stainless steel with a graphite finish. Aerators add air to the water spray to increase pressure while using less water. We save 2 GPM (gallons per minute) or less to save 2,300 gallons of water a year.



- **Water Closed System:** Water Closed (WC) - In a closed system, water circulates in a closed cycle. It is subjected

to other cooling and heating without air contact. Closed systems are also widely used in air conditioning chilled water systems to transfer the refrigerant cooling to air washers, in which the air is chilled. This system save water around 2/3 per flush. Before use water closed, we consume 100% and after use, this product consumes rate is 66%.



- **Water Treatment Plant:** We are going to implement the water recycling process (WTP) at our upcoming project to save water.
- **Water Footprint:** 1660.92 liters per room night at Westin Dhaka

Waste Management

With the amount of waste generated due to inefficiency, scale of production and ballooned consumption, waste as a secondary source of raw material from waste disposal infrastructures has become of mainstream interest.

Our initiatives which we taken to save mother earth by saving the planet-

We replaced mineral water bottles to fixed installed treated water system because BPA and other plastic toxins can then make their way into your bloodstream, which can cause a host of problems, including various cancers as well as liver and kidney damage.



ETP: We used the Bangladesh government approved ETP system, which is environment-friendly.

Solar Panel: To align with the SDGs, Unique Hotel and Resorts PLC uses the alternative source of energy. To reduce the use of electricity, lots of initiatives has been taken and as a part of using alternative source of energy, UHR PLC has set 'Solar Panel' at the corporate office, Westin Dhaka, Hansa Residence and other projects.



CLIMATE CHANGE

Unique Hotels and Resorts PLC always promised to bring the planet greener and more liveable for the generations to come optimizing energy consumption. UHR's priority is to take responsibility for excess CO2 emissions generated by its own operations and assist works with industry clusters in reducing GHG emissions; building capacity of local and regional agencies in incorporating greening policies; and managing campaigns to create broad-scale impact among communities.

In FY: 2022-23, The Westin Dhaka gas consumption was 1317385 m3 and CO2 emissions 2385 mt approximately.

Unique Hotel and Resorts PLC has taken several energy savings initiatives at the workplace such as load optimisation, HVAC optimisation, light & elevator optimisation etc. From those initiatives, there has been a 20% energy usage reduction and encourages and promotes various internal awareness programmes.

Footprint at Westin Dhaka:

Carbon Footprint: 102.53 kg per room night

GO GREEN INITIATIVES

GREEN EARTH FOR BETTER TOMORROW

Tree Plantation

Planting a tree is a lifelong investment. How well this investment grows depends on the type of tree selected and the planting location, the care provided during planting, and the follow up care after plantation. Getting your new tree off

to a healthy start will help the tree mature to its full size and ensure it will provide environmental, economic and social benefits throughout its lifetime.

Tree plantation helps in increasing the green cover. Trees help in holding the soil against erosion during the rainy season and flood. Trees are important for the planet, and for all the life forms that inhabit it. To further reduce the carbon footprint, we have a planned afforestation program whereby trees are being planted regularly at our hotel premises and corporate office premises.



Going Paperless:

The objective of UHR's paperless initiative is to greatly reduce or eliminate the use of paper in the workplace and gradually transition away from a paper-based organizational culture.

This virtual document storage and file sharing system across the organization will eliminate the need for maintaining numerous client files and paper documents. UHR believes that going paperless not only helps the environment, but also saves money, increases productivity, conserves space, facilitates the sharing of information and documents, and ensures the protection of personal data.

UHR PLC will take the following steps to decrease paper usage through the following actions:

- Setting the default settings of printers to double-sided printing and utilizing both sides of paper for photocopying.
- Previewing documents before printing to prevent errors and minimize the need for reprinting.
- Using smaller fonts when printing to reduce the number of pages, if possible.
- Circulating handouts or meeting minutes via email prior to training or meetings to eliminate the need for printed materials for each participant.

- Placing a “recycled paper” box near printers or desks to encourage employees to use it for draft purposes.
- Reusing mail envelopes for internal and/or unofficial use.
- Utilizing electronic notepads on laptops or smartphones instead of paper notebooks for personal notes.

Online Meeting

“Virtual meetings have power to lower carbon emissions”

Unique Hotel & Resorts PLC conducts its most of the Meeting of the Company through online platform due to flexibility, cost savings, improved accessibility, and the ability to communicate with individuals and teams. It enhances productivity, collaboration, and communication in a Company.

Benefits of online meeting:

1. Eliminates Paper Waste

Meetings can use up a lot of paper. Handouts and agendas are printed for every participant so they can read over materials, but later they’re often thrown away and never used again. Most paper is made from trees, and the increase in paper use means that paper production is contributing to deforestation. Paper mills also pollute the air and water by releasing high levels of carbon dioxide and other chemicals. Holding a virtual meeting saves paper and trees and cuts back on air and water pollution by eliminating the need to make printed copies of shared documents. All documents needed for the meeting can be shared on-screen.

2. Reduces Gas Consumption

Oil used to make petroleum gas is a precious resource that won’t be around forever. A recent report shows that at current rates of extraction, available crude oil on Earth will last about another 50 years. That’s assuming that the same number of drivers is on the road throughout those decades, but that number will likely increase. The fewer cars on the road, the more gas is saved and the longer oil reserves will last. A virtual meeting allows all participants to stay in their homes or offices without having to travel and use up gas.

3. Keeps CO2 Emissions at Bay

Greenhouse gases like CO2 contribute to the deterioration of the Ozone (or trioxygen) later, which in turn contributes to global warming. Globally, personal vehicles contribute to about 10 percent of CO2 emissions from fossil fuels. That may not sound like a lot, but considering that the average car produces six tons of CO2 per year, it adds up to a significant impact. Virtual meetings can help curb the contribution of car emissions to overall greenhouse gases in the atmosphere. A recent study showed that when one group of employees held all of their meetings virtually, the team members reduced their overall greenhouse gas emissions from transport by 66 percent.

SOCIAL



Unique Hotel & Resorts PLC is committed to reducing inequalities and empowering societies by ensuring access to connectivity as well as addressing the critical needs of the society at times of crisis and disaster. The ambition is to empower societies by reducing inequalities (SDG10), empowering women and girls (SDG5), and helping enable quality education (SDG4) through our services, social impact initiatives, and responsible business practices. UHR is committed to maintaining responsible business practices throughout its entire supply chain, ensuring that its partners maintain the same standards and respect human rights.

Social Activities Round the Year

Unique Hotel & Resorts PLC has conducted various programs and contributed in the various capacity of the society. Some activities round the financial year are:

- Donated BDT 100,000/- to the Bangladesh Udichi Shilpogushti
- Donated BDT 20,000/- to the Tanjimul Ummah Madrasha
- Donated BDT 500,000/-to the Bangladesh Quantum Foundation as Zakat Fund Contribution
- Donated BDT 20,000/- to the Shirajdi Khan Madrasha

National Mourning Day

National Mourning Day of Bangladesh is celebrated as a national day in Bangladesh. On 15 August '22, The Westin Dhaka hotel associates came together to feed the underprivileged in remembrance of Bangabandhu Sheikh Mujibur Rahman. Food was distributed amongst the needy around the hotel surroundings to commemorate Bangabandhu’s - the Father of the Nation’s 47th martyrdom anniversary.

The food distribution drive was led by Daniel Muhor (Cluster General Manager, The Westin Dhaka & Sheraton Dhaka), Md.

Al Amin (Hotel Manager, The Westin Dhaka), Head of the departments and associates from both the 5-star hotels.



Blood Donation

Donate blood and be the reason for the smile on many faces.”

The Westin Dhaka #BDRCS #BloodDonation

Recently The Westin Dhaka family and Bangladesh Red Crescent Society(BDRCS) hosted a Blood Donation Drive at The Westin Dhaka premises where 25+ associates donated their blood for saving lives. We would like to thank Bangladesh Red Crescent Society (BDRCS) and our associates for being part of the noble cause.



Community welfare initiative towards employee and their immediate family

“Success isn't just about what you accomplish in your life; it's about what you inspire others to do.” UHR PLC volunteer some activities for the community welfare:

- Distribution of Sewing machine
- Distribution of Milk cow
- Monetary help
- Cleaning activities
- Feeding the marginal people
- Road carpeting and security gate installation near Hansa

Hotel at Uttara and beatification of many places located at Dhaka City.

EQUAL EMPLOYMENT OPPORTUNITY

Gender equality is more than a goal in itself; it is a precondition for meeting the challenge of reducing poverty, building good governance, and promoting sustainable development.” Unique Hotel and Resorts PLC is an equal opportunity employer and does not unlawfully discriminate against employees or applicants for employment on the basis of an individual's race, color, religion, creed, gender, national origin, age, disability, marital status, veteran status or any other status protected by applicable law. This policy applies to all terms, conditions and privileges of employment, including recruitment, hiring, placement, compensation, promotion, discipline and termination. Whenever possible we make reasonable accommodations for qualified individuals with disabilities to the extent required by law.

UHR is an equal opportunity employer and does not unlawfully discriminate against employees or applicants for employment on the basis of an individual's race, color, religion, creed, gender, national origin, age, disability, marital status, veteran status or any other status protected by applicable law. This policy applies to all terms, conditions and privileges of employment, including recruitment, hiring, placement, compensation, promotion, discipline & termination. Whenever possible, we make reasonable accommodations for qualified individuals with disabilities to the extent required by law.

TRAINING AND DEVELOPMENT

To achieve organizational goals, each organization must have an exhaustive training policy for its staff members, irrespective of their positions.

The training component comprise (a) professional development, and (b) personal development. Professional training will focus on acquiring the professional knowledge and its application, while personal development will emphasize on the best practices and habits of individual employees, such as, punctuality, honesty, sincerity, discipline, (positive) attitude, truthfulness, etc., and related issues like, ownership /motivation, decision making, determination / willpower, emotional intelligence, new IDEA generation, innovation team spirit, leadership, etc. The other aspects of an effective training program would be, segmentation of trainees based on the training needs and the receptive/ grasping power, and the frequency and the follow-up actions.

Unique Hotel and Resorts PLC has designed training program for its employee to develop and improve technical skills and

knowledge to do a specific job in a more efficient, successful, or safer manner. Each training class or course supports the progression of the employee through their development plan. UHR PLC recognizes the important contribution which training makes to its continuing efficiency and profitability. It further recognizes that the prime responsibility for training rests with respective Division Head. The HR Department is responsible for advising and assisting all managers to find appropriate training. Each year at the year end, HRD conduct the Training Need Assessment (TNA) of the employees with the assistance of the respective Divisional / Functional Head. On the basis of the assessment Company offers its employees On the Job and Off the Job Training.

The following Off the Job Trainings offered to the employees of the Company:

- **Local Training:** Based on the assessment, Company sent its employees formal training sessions offered by the local training firms. Sometimes Company hired the resource person for training program at the company's premises.
- **In house Training:** Unique Hotel and Resorts PLC conducted series of in-house training programs for the employees round the year to develop the skills of the employee. In house training does not have to take place within the physical premises of the organization and can take place at a training Centre or conference room which enables a cost efficient and time flexible training framework. involve the use of company's own resources and expertise to develop and deliver the specific type of training. It is informal and brings improvement in the existing training and employee communication. Basic training contents based on:

★ Leadership ★ Compliance ★ Time management
 ★ Motivational Training ★ Operational Excellence ★ Training on decision making process ★ Employee behavior and Tax awareness



Managerial Effectiveness, Trainer – key Facilitator: Shiladitya Bhattacharya, Managing partner, positive strokes, Kolkata and Joint Facilitator: Rtn. Mohammad Mashequr Rahman Khan, PHF, MD & Chief Consultant, PTDCA.



Some of the programs are conducted by our in-house trainer through virtual platform:

- Effective Communication, Trainer – Khaled Bin Kamal, GM-Internal Control, Compliance, Processing Engineering
- Leadership, Trainer – Major Nasimul Huque, Senior GM-HR & Admin, Head of Social Venture.
- Accounting Practices, Trainer – Md. Gazi Shakhawat Hossain, CEO-Estate, Finance & procurement
- Safe Usages of Technology, Trainer – Mr. Kowsiq Ahmed, GM- IT & SAP
- Emotional Intelligence, Trainer –Major Nasimul Huque, Senior GM- HR & Admin, Head of Social Venture
- Architectural Theory and Professional Practice, Trainer –Mr. Nahid Faisal Robin, GM-Design & Development, Interior Design & Branding
- Capital Market -Investment Opportunity, Trainer- Md. Naimul Hossain, AGM- Unique Share Management Ltd.

Leadership Excellence Program (LEP)

An initiative towards establishing the future leaders of the Hospitality Industry. This will not only create the perfect succession plan for the existing members of the industry but also encourage the next generation to set foot in the industry.

On 4th February 2023, in the representation of Unique Hotel and Resorts PLC, conducted the first session under this platform on Cost Optimization. Leaders from Unique Group, The Westin Dhaka, Sheraton Dhaka & HANSA - a Premium Residence were present during this session.

This platform focuses on:

- Entrepreneurial Mindset
- Effective Administration
- Service Excellence in Sustainable Business Growth

- Improving Emotional Intelligence
- Accelerating Efficiency
- Incremental Revenue
- Mastery of Expenses
- Operational Success



Workshop & Seminar: Unique Hotel and Resorts PLC usually arrange workshop & seminar for groups of 10 to 50 individuals and frequently takes place at the hotel meeting room and / or within the corporate office conference room. Some common types of seminars in business focus on personal development or business strategies. One Daylong Workshop conducted on Building High Performance Organization through Effective Leadership. One workshop was conducted on 13 October 2022 at Corporate Office and other Town hall was conducted on 24 June 2023 at Sheraton Dhaka.



A token of honor & gratitude to Business icon Mr. Mohd. Noor Ali from Progressive Training Development & Consultants Associates (PTDCA) for his outstanding contribution towards Human Resources Development. Unique Group is one of the most valued learning partners of PTDCA. On 27 May Sunday 2023 Unique Hotel & Resorts PLC conducted a day long Workshop on Managerial Effectiveness for the high potential Managers and Leaders of Unique Group.

EMPLOYEE ENGAGEMENT ACTIVITIES:

We, the Unique Hotel and Resorts PLC are working persistently to ensure employee safety, welfare and wellbeing through various well-structured programs and activities

UNIQUE HOTEL has been striving of being a responsible and law-abiding organization through introducing and implementing a number of unique employee engagement initiatives and practices. we have continued the regular employee engagement activities round the year but we have performed some activities in a limited manner due to maintaining the health, safety and security and hygiene.

We have communicated in our annual report that the total employee of Unique Hotel is around 687 who worked directly and about 11,000 indirect people associated with it, including family members of the employee, local and foreign suppliers. Unique Hotel has been gradually recognizing as one of the most preferred employers in the country. The organization is committed to ensure best practices in employee welfare, which has result in a culture where every employee passionately contributes to the betterment of the company, their community and the country. Indeed, Unique Hotel is focusing of social development, which has achieved through continuously raising the standards of efficiency in utilizing its competent human resources.

To ensure healthy employee, some of the welfare and employee engagement initiatives of the Company are discussed below:

CENTRAL DINNING

Corporate Office: Unique Hotel and Resorts Limited has arranged a central dinning at the top floor of the corporate office where all employees take their meal. The rooftop central dinning-maintained safety and hygiene always by providing them in-house service associates.

Sheraton Dhaka: Sheraton Dhaka situated at the heart of Banani has their own canteen where employees enjoyed their healthy and nutritious food during duty time at free of cost.

The Westin Dhaka: The Westin Dhaka situated at the heart of the Gulshan 2 has their own canteen where employees enjoyed their healthy and nutritious food during duty time at free of cost.

Hansa Residence: Hansa Residence situated at Uttara sector 09 has their own canteen where employees enjoyed their work healthy and nutritious food during duty time at free of cost.

MEDICAL CONSULTATION

For health services, Westin Dhaka has a dedicated MBBS doctor and a dispensary where they providing 24/7 round-the-year medical consultation service for all employees. The services offered in the dispensary include doctor consultation and medicine dispensing. All employees take the doctor's consultation and medicine available in the dispensary at free of cost. This year we have continued the service and served through video calling and over phone consultancy.

UNIQUE GROUP CHAMPIONS LEAGUE 2023

Unique Hotel and Resorts PLC is the title sponsor of the tournament. The two-day-long tournament, powered by Noor Ali Family Trust, was inaugurated by Gazi Md Shakhawat Hossain, CEO of estate, finance and procurement at Unique Group.

The Sheraton Legends clinched the title of the Unique Group Champions League 2023. A total of eight teams – UTTORON, Dynamic Warriors, Unique Gladiators, Westin Trailblazers, Valiant Seventeen, HANSA Geniuses, Sheraton Legends and Unique Emperors – comprising the employees and staff of the group will contest the tournament.



Sheraton Legends Captain Moniruzzaman received the champion trophy from the chief guest while Shafiqur Rahman, the captain of UTTORON, received the runner-up trophy. Ahmed (07) received the "best player of the tournament" crest from the chief guest while Sujan (08) of the champion team the trophy of the "highest goal scorer". Meanwhile, Shakawath Hossain, CEO of Unique Hotel & Resorts PLC, received the "crest of the title sponsor" from the chief guest while Syed Sanowarul Hoque, CEO, Trust, Unique Group and chairman of the tournament committee received the crest to organize the tournament of behalf of the Noor Ali Family Trust.

CELEBRATION OF WOMEN'S DAY

March 8th is commemorated all over the world as International Women's Day to celebrate the social, economic, cultural and

political achievements of women. This day also marks a call to action for accelerating women's equality.

The beginnings of International Women's Day trace back to the early 20th century, emerging from the activities of labor movements in North America and Europe and reflecting a growing call for women to participate equally in society. The first International Women's Day was observed on March 19, 1911. In the years that followed, other countries began to observe and celebrate this day. Women play a major role in our society as mothers, housewives, doctors, nurses, teachers, social workers, lawyers, engineers to name a few.

Sheraton Dhaka and The Westin Dhaka celebrated International Women's Day 2023 by hosting a memorable event for the female associates – the MI Trailblazers. The event focused on women achievements and progress towards women equality throughout, raising awareness and uplifting women. The celebrations were for the trailblazers in our midst, who are paving the way for female talent to join the industry. The aim was to highlight our commitment to women's equality and support for women's achievements, while inviting female talent to join us – a company that values and supports women in personal and professional growth.

Samshad Nowreen (Associate Professor, Department of Tourism and Hospitality Management, University of Dhaka), Mereena Khandkar (Director, Industry Skill Council (ISC) Bangladesh) and Ismat Jerin Khan (Managing Director, Jermartz Limited & Chairman, Women Entrepreneurship Development at FBCCI) graced the event as special guests and shared their success stories to provide inspiration for all present. Md. Shakawath Hossain (CEO, Unique Hotel & Resorts PLC) and Stephane Masse (General Manager, The Westin Dhaka) also praised the contribution of women in the workforce and in the society. Md. Abdul Motaleb (Director of Human Resources, The Westin Dhaka), Saidur Rahman (Asst. Director of Human Resources, Sheraton Dhaka), high officials and associates of the hotels took part in the celebrations to collectively.



This year Unique Hotel and Resorts PLC celebrated women's day at corporate office premise and also "The Westin Dhaka". All employee of the company whole heartedly participated in the program. Food, gift was distributing among all women employee of the company.

Global Customer Appreciation Week 2022

The Westin Dhaka celebrated Global Customer Appreciation Week 2022 from 13 till 17 November, 2022 with their valued guests and associates. Md. Shakawath Hossain (CEO, Unique Hotel & Resorts PLC), Stephane Masse (General Manager), Mamunur Rahman Shumon (Director of Sales), Head of Departments and all associates took the time to thank the customers who give support to the property and enjoy the hotel services throughout the year!

Global Customer Appreciation Week is a cultural pillar of Marriott International's global sales team and this year's slogan was "Celebrating Together". During the entire week, senior leaders along with all hotel associates met guests at their offices, hosted get-togethers and participated in many fun activities with guests as token of appreciation.



Christmas Kids Carnival

On 25th December, Sheraton Dhaka hosted its first Christmas Kids Carnival at the Grand Ballroom where children, families and associates were all part of the exciting festivities!

Here is a glimpse of the fun we all had in participating and hosting the event this year!



From 13 till 17 November '22 Sheraton Dhaka celebrated Global Customer Appreciation Week with their star guests and associates. Md. Shakawath Hossain (CEO, Unique Hotel & Resorts PLC), Giridhar Hubli Sai (Acting General Manager), Mamunur Rahman Shumon (Director of Sales), Head of Departments and all associates met guests to thank them for supporting the property and for availing the hotel facilities throughout the year!

Global Customer Appreciation Week is a cultural pillar of Marriott International's global sales team and this year's slogan was "Celebrating Together". During the entire week, senior leaders along with associates visited guests' offices, hosted parties and took part in fun activities as a token of appreciation.

There were plenty of celebrations and here is a glimpse of all the memorable moments!



International Chefs Day

On 20th October, Sheraton Dhaka family celebrated International Chefs Day with all the Chefs and hotel associates!

It was a day of fun games, recognition and grand celebrations!

Shakawath Hossain (CEO, Unique Hotel & Resorts PLC) was present as the Chief Guest along with Giridhar Hubli Sai (Acting General Manager, Sheraton Dhaka), Stephane Masse (General Manager, The Westin Dhaka) and other high officials.



Food Festival

Sheraton Dhaka along with BRAC Bank Limited and VISA are hosting Mediterranean Food Safari to showcase the Diverse flavors of Mediterranean cuisine for the food lovers in Dhaka. The Mediterranean Food Festival starts from 8th and ends on 18th June at The Garden Kitchen restaurant of the 5 Star Hotel in Banani – Sheraton Dhaka.

The inaugural ceremony of the festival was held on 7th June, 2023 at The Garden Kitchen where High officials from the Embassy of United Arab Emirates, BRAC Bank Ltd., VISA, Transcom Beverages Ltd., NOVOAIR, Grameenphone Ltd., Food Bloggers and media were present. H.E. Abdulla Ali Abdulla Khaseif AlHmoudi (Ambassador of United Arab Emirates to Bangladesh) was the Chief Guest along with Md. Shakawath Hossain (Chief Executive Officer, Unique Hotel & Resorts PLC), Stephane Masse (General Manager, The Westin Dhaka), Md. Ashrafal Alam (Head of Alliance Products Retail Banking, BRAC Bank Limited), Expatriate Chefs specialized in Mediterranean Cuisine and Sheraton officials cut the ribbon to inaugurate the ceremony. A food tasting session by the Mediterranean Specialist Chefs took place after the inauguration where guests sampled the exotic signature dishes which will be on offer during the food festival.



New Year 2023 Celebration

Unique Hotel and Resorts PLC has celebrated New Year 2023 at the corporate office premise.



MARRIGE ANNIVERSARY

Unique Hotel and Resorts PLC has celebrated the Happy Marriage Anniversary 2023 of Managing Director Mr. Md Mohd. Noor Ali and Honorable Chairperson Mrs. Salina Ali at the corporate office premise.

All high officials of Unique Group and employees of the company was present in the program. Honorable Chairperson and Managing Director had cut the Anniversary cake. In the program all officials were maintained all safety and health measures.

Both of them are true visionary to turn the dream in reality! Hence, we get rooms to show our capabilities! As a team we are always grateful to such generous couple and their family!

May Allah live long both of them with sound health and happiness!



HEALTH, SAFETY AND SECURITY

The Company promotes health and safety awareness by educating employees about the benefits of maintaining good health, a proper diet and practicing workplace safety.

On the security front, the Company has world class modern Building Management System where all modern safety and security features has been included. This includes; fire safety alarms, fire extinguishers and emergency exit at all its premises in order to protect employees in case of emergencies. Furthermore, to create a healthy work environment, the Company has prioritized congenial workplace temperatures through central air-conditioning, ambient lighting systems, canteen facility, prayer room for the employees and sufficient sanitary facilities, etc.

Health & Safety excellence is mandatory for long-term success. Health & Safety excellence requires the commitment and personal involvement of all levels of employees. Employees have the obligation and the ability to prevent accidents. All employees are responsible and accountable for understanding

and complying with all regulations, company requirements and procedures relating to their job performance.



Supply Chain Sustainability

Unique Hotel and Resorts PLC is successfully running its parent Company and Subsidiary Companies. Apart from the corporate office, it is running its two 5-Star hotel (The Westin Dhaka & Sheraton Dhaka) and one Premium Residence (Hansa Residence) and one Subsidiary Company (Unique Meghnaghat Power Limited, a 600 MW Combined cycle power project) with established sustainable Supply Chain Management Policy. Most of the transactions made by the Company with International supplier. So, UHR PLC always maintain the proper due diligence and process as per the policy.

The Supplier Conduct Principles are based on internationally recognised standards, including requirements on the respect for human rights, health and safety, labour rights, working conditions, conflict and other unsustainably mined minerals, environment, privacy and freedom of expression, and prohibited business practices. Effective risk management in UHR's supply chain is the way the Company conduct business. UHR PLC will continue to strive for its supply chain sustainability efforts to have a positive impact on the business as a whole, and in the societies in which it operates.



GOVERNANCE



Create and maintain sustainable shareholders' value, safeguard stakeholders' interest and investor's trust by maintaining the highest standards of governance and business conduct. Unique Hotel & Resorts PLC values of impartiality, openness, obligation, and answerability are at the center of its corporate governance system. To ensure compliance, the company adheres to the rules, regulations, and directives of regulatory authorities such as the Securities and Exchange Commission and Bangladesh Bank. The Board of Directors, which comprises 09 members, including three independent directors, is responsible for ensuring that UHR PLC conducts all its activities with the highest ethical standards and in the best interests of all relevant parties. Various committees, such as the Board Audit Committee, CSR Committee, Investment Committee and Management Committee, are involved in achieving this goal. The internal auditor reports directly to the Audit Committee and is not related to management.

Code of Conduct

Unique Hotel and Resorts PLC Code of Conduct provides a broad guidance on ethical standards and business conduct. All the persons joining the Company must have to receive, read and understand the guidelines of Code of Conduct and Conflict of Interest guidelines. Major issues or guidelines contain in the Code of Conduct are:

- Ethical Standards
- Conflict of Interest
- Fair Dealing
- Prohibition on Insider Trading

- Confidentiality
- Protection and Proper use of Company Property
- Compliance with Laws, Rules and Regulations
- Timely and Truthful Public Disclosure
- Accountability for Violation of Code
- Compliance Procedure

EQUAL EMPLOYMENT OPPORTUNITY

Gender equality is more than a goal in itself; it is a precondition for meeting the challenge of reducing poverty, building good governance, and promoting sustainable development."

Unique Hotel and Resorts is an equal opportunity employer and does not unlawfully discriminate against employees or applicants for employment on the basis of an individual's race, color, religion, creed, gender, national origin, age, disability, marital status, veteran status or any other status protected by applicable law. This policy applies to all terms, conditions and privileges of employment, including recruitment, hiring, placement, compensation, promotion, discipline and termination. Whenever possible we make reasonable accommodations for qualified individuals with disabilities to the extent required by law.

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SEXUAL HARASSMENT

UHR PLC affirm that no employee will experience harassment physical or verbal or emotional or in a combination of these carried out by an individual or a group of people. Under the terms of this policy, it shall be considered as an act of gross misconduct for any employee to engage in harassment of another employee.

We affirm that all employees have the right to be treated with dignity and respect. Forms of harassment may include:

- Verbal or written harassment in the form of offensive language, slander, sectarian songs, letters, jokes etc.
- Unwanted physical contact, ranging from touching to serious physical assault.
- Coercion, including pressure for sexual favors, or pressure to participate in political/religious groups.
- Intrusion by pestering or stalking.
- Conduct of a racial nature or other conduct based on racial grounds affecting the dignity of men and women at work.
- Offensive or intimidating behavior (unwanted verbal, non-verbal or physical conduct) relating to a person's disability. These guidelines and code of conducts are designed to

make sure that we carry out our responsibilities, ethically and honestly.

We lay great emphasis on these guidelines and believe that these are critical in ensuring a constructive and positive work environment along with portraying a good image of UHR to outside world.

Each recruit shall sign the standard Code of Conduct and Conflict of Interest declaration forms and Refusal to sign shall not absolve the employee of the obligations, but shall be recorded in the employee's Personnel file, as deviation.

GRIEVANCE MANAGEMENT

Unique Hotel and Resorts PLC will assist the employee in raising their grievance with the facility of Grievance Box or Grievance Log, over phone or Email and also verbal Grievances will accept.

Unique Hotel is committed to provide the best possible working conditions for its employees and associated members. UHR PLC strives to ensure fair and honest treatment for all employees. Head of the Divisions, Managers, Supervisors and Employees are expected to treat each other with mutual respect. Part of this commitment, UHR PLC does encourage an open and frank atmosphere in which any grievance may be shared with management to get it resolved. UHR PLC does believe that most of the work related problems can be resolved through mutual understanding and discussion without initiating formal grievance procedure. Nonetheless, employees do get dissatisfied with various aspects of employment at workplace that may not be resolved through informal procedure. Hence, this policy is framed to ensure that employees can seek redress for any work-related grievances from superior authority.

Hence, Unique Hotel and Resorts PLC Grievance policy is framed to ensure that employees can seek Redress Mechanism for any work-related grievances from superior authority which based on / related some key principles.

- The mechanism is accessibility to all project impacts households, and surrounding community at no cost and to ensure it Unique Hotel and Resorts PLC will clearly communicate the grievance process.
- The company will practice no retaliation, ensure confidentiality and protection of complainants, safeguarding personal data and submit anonymous grievances where necessary and also stakeholders can seek recourse to available mechanism including the courts.

WHISTLE BLOWING POLICY

Whistle Blower policy has been formulated with a view to provide a mechanism for employees of the company to raise concerns of suspected frauds, any violations of legal or regulatory requirements or code of conduct of the company.

The policy aims to provide an avenue for employees and directors to raise concerns and reassure them that they will be protected from reprisals or victimization for whistle Blowing in good faith.

UHR PLC welcomes whistle-blower reports and encourages the staff and third parties to draw its attention to the instances of corporate wrong-doing within the UHR; provided that any deliberate victimization shall be strictly dealt with. It will be appropriately investigated and acted upon once such disclosures are received. Provided that any deliberate victimization shall be strictly dealt with. It will be appropriately investigated and acted upon once such disclosures are received. Unique Hotel and Resorts regards the attempts to victimize or discriminate against a Whistle-blower as potentially gross misconduct.

A nominated Director is responsible for overseeing the application and for reviewing all Disclosures and will seek appropriate internal external advice and assistance in investigating the facts set out in the disclosures. Following the completion of the review, the Responsible person will provide a short report to Unique Hotel and Resorts Board of Directors recommending appropriate further action-if any. Then the chairman of the Audit committee or Chairman of the BOD, will conduct the review and will report to the BOD.

HEALTH AND SAFETY POLICY

Health & Safety excellence is mandatory for long-term success. Health & Safety excellence requires the commitment and personal involvement of all levels of employees. Employees have the obligation and the ability to prevent accidents. All employees are responsible and accountable for understanding and complying with all regulations, company requirements and procedures relating to their job performance.

OPEN DOOR POLICY

An open-door policy means, literally, that every manager's door is open to every employee. The purpose of an open-door policy is to encourage open communication, feedback, and discussion about any matter of importance to an employee.

Unique Hotel and Resorts PLC adopts an open-door policy to develop employee trust and to make certain that important information and feedback reach managers who can utilize the information to make changes in the workplace.

STANDARDS OF BUSINESS CONDUCT (SOBC)

Unique Hotel and Resorts Limited has incorporated a set of standards of conduct the hotel Business. The Company's standards of Business Conduct (SOBC), a policy amalgamating the best global and local practices. Our fundamental purpose of existence is expressed through SOBC as compliance to SOBC to maintain integrity of our operational excellence. SOBC reflects the Governance of the essential ESG functionality that is embedded in the company. All members in the company, i.e. from the Board of Directors to all other employees, outsourcing firms, must abide by the policy, complying with all applicable laws and regulations that govern our business operations. Our SOBC comprises the following broad tenets that we must embrace and abide by:



- All transaction of the UHR PLC be recorded in software with supporting documents and management accounts presented properly.
- Daily monitoring of the status of revenue and reconciling other income with the Daily Flash report.
- Use of requisition and payment vouchers. Approval and Budgetary control in place for expenditures.
- Enlisted vendors to be used for all purchase in the hotel
- All goods coming into the hotel should be jointly inspected and witness by the head of the respective department / Chef or show Chef and purchase officer.
- All cash expenses in the hotel are centrally managed and appropriate levels of approval in place before disbursement.

The Broad areas covered by the standards include the following:

- Fully monitor all compliance by the yearly audit calendar.
- Checking the Conflicts of interest.
- Bribery and corruption
- Human rights and our operations
- Charitable contributions
- Accurate accounting and record-Keeping
- Protection of corporate assets
- Confidentiality and information security
- Money laundering

All policy has been revamped to cater the local stakeholders while anti-bribery and anti-corruption still continues to be an important part to the compliance check.

Ethics and Compliance

Compliance with the SOBC is monitored regularly by the Committee of the Board of Directors of the company. On an annual basis the Board of Directors must get reports from the respective Department/Company Secretary regarding the compliance of these standards by UHR and its employees through the Audit Committee. Employees must proactively report any wrong doing at work or incidences of non-compliance, as it is a part of their duty as well. The company is committed in providing a safe and secure working environment for its employees. The Human Resource department conduct training session in different regions and in the Head office to ensure that employees have an accurate understanding of the company's principles and standards covering all the sections of the SOBC.

To safeguard the interests of stakeholders, Unique Hotel & Resorts PLC has adopted the following core values:

- Attending to clients' needs quickly, objectively, and with the utmost importance.
- Maintaining the potential and abilities of personnel at all organizational levels by rewarding exceptional performance and promoting from within to foster an environment of high expectations and success.
- Maintaining a focus on quality and a commitment to sustaining the business culture.

- Continuing to participate personally and professionally in initiatives that advance society and the country.
- Upholding local community values.
- Making a commitment to watch for economic developments that have an impact on the businesses and to adapt to rapidly shifting consumer expectations.
- Carrying out ongoing planning, balanced diversification, and orderly expansion to address all obstacles.
- Committed to setting a good example for others to follow and takes its responsibilities to the shareholders very seriously

The Board of Unique Hotel & Resorts PLC acknowledges its responsibility for ensuring that the Company's business activities are conducted in accordance with the highest standards of ethics and compliance.

The Board views adherence to ethical standards and compliance as an integral part of the broader corporate governance framework and seeks to adopt a holistic approach in ensuring its implementation. As part of this, it has instituted several approaches to underline its commitment to high standards of ethical behavior:

- Setting down standards of expected behavior through the formulation and communication of a Code of Conduct.
- Installing a system of internal controls, which is reviewed, evaluated, and updated on an ongoing basis.
- Positioning Company policies and procedures on ethical foundations to ensure that ethical considerations are integrated in the day-to-day decision-making, activities, and processes.
- Establishing a clearly defined organizational structure that assigns responsibility and authority for the conduct of organizational functions while at the same time ensuring accountability for individual actions.
- Establishing a variety of monitoring mechanisms including the creation and empowerment of an operationally independent internal audit team with reporting responsibilities to the audit committee.

ESG Activities Metrics

Metrics		Q1 (Jul-Sep'22)	Q2 (Oct-Dec'22)	Q3 (Jan-Mar'23)	Q4 (Apr-Jun'23)
Environmental Metrics	CO2 emissions:	CO2 emissions 2385 MT			
	Total energy consumptions:	Natural Gas	1317385 m3 Round the year		
		Electricity (Kwh)	4161401kwh	2607811kwh	2140291.5kwh
	Deforestation	0%	0%	0%	0%
	Recycling and waste management	100%	100%	100%	100%
	Water Footprint	1660.92 liters per room night			
	Carbon footprint	102.53 kg per room night			
	Number of solar stations	04	04	04	04
Municipal waste recycled (%)	100%	100%	100%	100%	

Metrics		Q1 (Jul-Sep'22)	Q2 (Oct-Dec'22)	Q3 (Jan-Mar'23)	Q4 (Apr-Jun'23)
Social Metrics	Incidents of Child Labor found (below 15 years)	0	0	0	0
	Maintain Secrecy, data protection and security	100%	100%	100%	100%
	Capacity building of suppliers (man-hours)	5184	5328	6264	5976
	Suppliers in scope for SBC	187	195	201	226
	SBC agreement signed by suppliers %	99%	98.5%	100%	100%
	Sustainability inspections and audits carried out	19	17	20	22

Metrics		Q1 (Jul-Sep'22)	Q2 (Oct-Dec'22)	Q3 (Jan-Mar'23)	Q4 (Apr-Jun'23)
Governance Metrics	Board composition	10 nos.	10 nos.	10 nos.	10 nos.
	Men in the Board (%)	90	90	90	90
	Women in the Board (%)	10	10	10	10
	No. of Men in total workforce	582	613	571	573
	Men in total workforce (%)	86.48	86.22	85.22	83.41
	Women in total workforce (%)	13.52	13.78	14.78	16.59
	Men in Extended Management positions (%)	92.44	93.28	93	90.72
	Women in Extended Management positions (%)	7.56	6.72	7	9.28