



MESSAGE FROM THE CHAIRPERSON



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Mrs. Salina Ali
Chairperson

Dear Valued Shareholders,

Assalamu Alaikum

It is with great pleasure that I present before you our Annual Report 2022-23 and the Audited Financial Statements for the year ended 30 June 2023 and welcome you all to the 22nd Annual General Meeting at Digital Platform of Unique Hotel & Resorts PLC. UHR aims at delivering results that will ensure sustainable growth for the business and at the same time will deliver long term value to the shareholders and other stakeholders. As the industry leader, Unique Hotel & Resorts PLC looks towards continuous improvement of standards of corporate governance by incorporating global best practices.

OVERVIEW

Having entered into FY2022-2023 on the back of the toughest time the hospitality industry has ever known, this year has been one of hope, recovery, new challenges and opportunity. Unique Hotel & Resorts PLC global scale means we have experienced and learned from the evolving nature of the pandemic on a daily basis, market by market, and with clarity and flexibility we have stayed focused on the strategic business needs required to deliver long-term success for all stakeholders.

Despite tough competition and uncertainty, Unique Hotel and resorts PLC continued to perform well during the financial year 2022-2023. The company has been able to keep up strong position in all key areas covering good asset quality, sound management, good earnings and market leadership. It has also been the number one Institution in hospitality management and tourism sector with the highest level of reputation in the country. This result was achieved due to the hard work of our people, guidance of the Board of Directors, dedication of Various Committee members and leadership of our Managing Director who led the business to deliver such results. Your support in this respect has been the source of inspiration for the team.

With a focus on maintaining our industry lead in terms of customers' satisfaction and uncompromising service quality, we have further enhanced our service quality along with introduction of new quality products and services. we started the operation of another new hotel named "Sheraton Dhaka" at Banani and this property is doing well.

During the year, important progress was made on several fronts, including investments in new training and programs that support a diverse and inclusive culture, thoughtful guidance around in business operations, close collaboration

with charities responding to competition & challenges, and the formulation of a strategy to meet an upgraded science-based carbon reduction target across our hotel estate.

PROSPECTS

As much as the aftershocks of the pandemic and now the unfortunate war in Ukraine with Russia continued to impact the operating landscape in 2023, Unique Hotel & Resorts PLC maintained flexibility in business adaptation for continued value creation. During the year we further reinforced our commitment to sustainability by focusing on reducing the health impact of the business and promoting environmental, social, and governance excellence.

Our purpose of True Hospitality for good recognizes the importance of using our business to not only care for those we interact with, but also to make a positive difference to our communities and the world around us. Our strategy, still very much centered on achieving industry-leading net rooms growth, places a sharper focus on our brands and digital investments, our guests and owner offer, and ensuring we grow in the right way for our people, communities and planet. Taking all, we have learnt as a company from the pandemic, our behaviors support the ways of working we believe are vital to successful operations, reputation and culture. Suffice to say that given our long-term planning and focus on quality products and services, we remain optimistic that Unique Hotel & Resorts shall continue to do well in the future.

We continue to remain cautiously optimistic about the future as the Russia-Ukraine war and the severe crisis of the dollar in Bangladesh are yet to be conclusively overcome. With rising safety awareness and a preference for smart guest service, the business is positioned to emerge as a strong channel in years to come. This will help to ensure that we have the best services and capabilities to win customer/guest preference and retain our trend.

Unique Hotel & Resorts PLC always concern and believe on the sustainable development of the Company. Upon the prudent guidance of the Board of Directors, the Management of the Company continuously carries out research and development (R&D) to keep pace with the customer choices and fashions. It is emphasizing on volume-based strategy for increasing room occupancy as well as enhancing the quality and portfolio of food and beverage that will attract the customers and grab the market share at large. In addition, The Westin Dhaka and Hansa – A Premium Residence by UHR are leading as an elevated distinct up-scale hotel brand in Bangladesh by creating memorable hotel stays, exceptional Food and

Beverage program and curated guest experience. Unique Hotel & Resorts PLC is practicing succession planning and talent employee retention policy.

SOUND GOVERNANCE

Unique Hotel & Resorts PLC is committed to maintaining the highest standard of Corporate Governance and adhering to the Corporate Governance requirements which facilitate effective management and enable the company to maintain a high level of business ethics and optimize the value for all its stakeholders. Safety is our number one priority. Our policies and rigorous safety management systems ensure that safety principles and practices are hard-coded into our business and operations. The Company's culture of corporate governance embeds a high level of transparency, accountability and equity by employees and management in all facets of its operations and interactions with its stakeholders. Our philosophy on Corporate Governance envisages best management practices, compliance with the law and adherence to these ethical standards has set a culture in the Company wherein good Corporate Governance underlines interface with all stakeholders.

At UHR PLC, resilience and sustainability go hand in-hand. Our sustainability values reflect the way in which we steward the organization towards not only fostering a culture of contribution to socio-economic growth but also planting a path to cultivating societal resilience. This need is acute in Bangladesh to bolster growth buoyancy in the face of continued global and domestic challenges that buffet the national economy. In this effort, we align our progress on and

contribution to the Sustainable Development Goals (SDGs) that express Bangladesh's 2030 objectives. With the SDGs as our guiding light, enhancing our commitment to broader societal investment is a vital component of our sustainability approach and key to a better tomorrow.

ACKNOWLEDGMENT

I would like to take this opportunity to thank our stakeholders for their continued support and trust in the company and management. I am also grateful to our valued customers, honorable shareholders, clients, well-wishers and the regulators, especially Bangladesh Securities and Exchange Commission, Dhaka Stock Exchange Limited, Chittagong Stock Exchange Limited, Registrar of Joint Stock Companies & Firms, Bangladesh Investment Development Authority (BIDA), Financial Reporting Council Bangladesh and Central Depository of Bangladesh Limited and other regulatory authorities and institutions for their prudent guidance and support. My heartfelt appreciation also extends to our people, Hotels, offices and reservation centers who have been a part of it for their dedication and perseverance, for outlasting such a challenging time and helping us emerge from it an even better, leaner and stronger company. I am very excited for a promising 2023. There will be more challenges and uncertainties, but we have passed the worst, and are now working toward a profitable 2024.



Salina Ali

Chairperson