

ANIMAL WELFARE CONSCIOUSNESS AT FIVE



FIVE is aware of the importance of promoting and adopting animal welfare regulations and standards and is committed to implementing high standards of animal welfare management across the whole value chain by strengthening practices on management and humane treatment of animals. According to the Terrestrial Code, animal welfare means 'the physical and mental state of an animal in relation to the conditions in which it lives and dies.'

At FIVE, we are deeply committed to promoting animal welfare and incorporating conscious practices throughout our hotel operations. We strive to provide a compassionate and sustainable environment for both our guests and the animal kingdom. FIVE has implemented a comprehensive animal welfare policy with an extension to poultry, seafood, and livestock to ensure high standards are adhered to from animal welfare perspective and are extended through the value chain. Through our Animal Welfare Policies, we publish commitments to improving the welfare of the animals within our supply chain. To ensure we are making progress on these commitments, we review these on an annual basis and publicly report on our achievements to our consumers through our Animal Welfare Measures Report.

With implementing high animal welfare standards, we lay our emphasis on the SDG 14 and 15 which are seen as relevant to animal welfare –



We believe our interaction with animals, safeguarding them and following laid out animal welfare standards is subject to the following in the value chain:

Our Environment

Based on our biodiversity assessment performed by AFRY in March-2023 – in case of our *Dubai* properties and construction sites, our properties do not pose any direct negative impact negative impacts on regional nature reserves and key biodiversity areas due to the distance from the areas. In case of *Zurich*, while situated in a suburban, almost rural landscape, the hotel does not have any direct impacts on regional nature reserves and key biodiversity areas. Satellite data indicates a mosaic landscape of green spaces within 200 m radius of the hotel, in addition to linear structures such as rows of trees and shrubs. The pastures appear to be used for livestock grazing by a neighbouring farm. However, indirect effects may occur through hotel guests visiting and unintentionally disturbing the areas.



Our Supplies

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Being a large hotel chain in UAE in Zurich, we rely on our suppliers to provide us with sustainable and good quality supply of meat, poultry and seafood products following appropriate animal welfare standards. With the growing importance over authenticity of the food being consumed, more consumers (guests) want to be aware of the origin and quality of the raw materials and products being used. Transparent labelling, marketing enable FIVE and its guests to be assured of the sustainable sourcing standards being adhered to.

By identifying our key suppliers through the extended supply chain, we want to bring thorough transparency in the products being consumed by our guests (from source to consumption)

Through the implementation of animal welfare policies, supplier code of conduct advocating the adherence to animal welfare and performing periodic supplier due diligence, we at FIVE, strive to associate with suppliers who value animal welfare in their practices.

Our Commitment

We propagate the approach of adopting animal welfare on the Freedoms of the Farm Animal Welfare Council (FAWC) formulated in 1965 that have been widely accepted as a statement of fundamental principles of animal welfare which are:

- freedom from thirst, hunger, and malnutrition by ready access to fresh water and a diet designed to maintain full health and vigour
- freedom from fear and distress by the assurance of conditions that avoid mental suffering
- freedom from heat stress or physical discomfort by the provision of an appropriate environment including shelter and a comfortable resting area
- freedom from pain, injury, and disease by prevention or through rapid diagnosis and treatment and
- freedom to express normal behaviour by the provision of sufficient space, proper facilities and company of the animal's own kind

FIVE has a comprehensive commitment to not alter the living environment for animals in the wild. Further, FIVE is not in proximity of regions or wild forests housing animals or varied range of species. No animals are held captive, or no such activities are performed by FIVE which involves the use of animals. FIVE does not have any live animals on display or in use as entertainment attractions across all its properties. We always respect animals' natural habitat and behaviour.

Key Animal Welfare Standards

No genetic engineering or cloning of animals in FIVE products

FIVE has established stringent guidelines within our comprehensive Animal Welfare policies and species-specific policies, which prohibit the use of genetic engineering or cloning in animals. Consequently, we require 100% of all animals within our supply chain to be completely free from any genetic engineering or cloning.

Non-use of illegal animal welfare/ husbandry systems

Apart from being a part of our detailed policy and supplier code of conduct to follow legal systems and processes, FIVE has made the validation of animal welfare measures followed by the suppliers as a key requirement of our supplier due diligence processes. During our assessments conducted in FY2023 for our existing meat, poultry suppliers, we did not observe any non-conformity with regards to 100% of our suppliers.

Avoidance of closed confinement systems

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As a best practice and animal welfare standard, FIVE promotes all its suppliers and the extended supply chains (including processing and poultry farms) to avoid close confinement systems where possible and where currently present, encourages suppliers to phase out these systems. We understand that this closely impacts welfare and that it should be restricted only to veterinary investigation or treatment.

In one of our visits and assessment of one of our key meat suppliers in Zurich, REGIOFARM, a regional meat and meat product supplier of our hotel illustrated its practices through a detailed traceability exercise and demonstrated its livestock housing practices at neighbouring associated farms.



Figure 1: Animal grazing in associated farms for animal supply



Figure 2: Animals in free environment in the fields



Figure 3: Open space to allow movement for animals



Figure 4: External environment and space with limited confinement

The products from this farm are IP-SUISSE labelled i.e., produced naturally and under appropriate conditions, at farms in Switzerland. No growth agents are fed, only naturally produced feed is fed to these animals which is not genetically modified. Natural husbandry ensures that the animals grow slowly and develop in a species-appropriate manner – the quality and taste of the meat makes this noticeable.

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The regionality enables short distances from the farmer to the slaughterhouse and thus an animal welfare-friendly and gentle transport. All products marketed under the REGIOFARM® brand, represent the region in which they are produced.

Providing proper veterinary care

We prioritize the well-being of animals and ensure they receive proper veterinary care whenever necessary. However, the use of medicines, including antibiotics, is limited to cases where it is essential for maintaining their good health and welfare. Our species policies define our approach to antibiotic usage based on the specific needs of each animal. We are dedicated to minimizing the use of Highest Priority Critically Important Antimicrobials (HP-CIA) and avoiding prophylactic use of all antimicrobials, unless there is clear clinical evidence demonstrating their benefit in protecting the health and welfare of the animals, and they are administered under veterinary supervision.

Through our supplier due diligence, we try to understand the use of chemicals by our supplier and encourage best practices to our suppliers.

Non-usage of growth hormones

FIVE restricts its suppliers on usage of any form of growth hormones or the import of any animals treated with growth promoting hormones. In alignment with these regulations, we have incorporated this restriction into all our published policies. We require that all animals within our supply chain, without exception, have not been subjected to growth promoting hormones. This measure is implemented to safeguard both animal welfare and human health, recognizing the potential risks associated with such hormones.

Refer to the *Animal Welfare Policies* hosted on the website of FIVE for more details.

Humane slaughtering

FIVE promotes following humane slaughtering standards for the animals sourced as per Animal Welfare Act. We encourage all our suppliers (directly supplying/ sourcing) to follow formal standards to minimize pain inflicted to animals during the slaughtering process by premature stunning and anaesthesia. All such suppliers are required to have an animal welfare officer to perform inspection activities for adherence to animal welfare standards.

Awareness and transparency

FIVE publishes its approach to animal welfare on the website to promote transparency and to communicate our animal welfare standards to our customers and suppliers. We are dedicated to maintaining transparency and keeping our consumers well-informed about our Animal Welfare commitments and the progress we have made so far. We will continue to publish our standards and share updates to ensure that our customers are aware of our efforts.

To achieve this, we have an ongoing plan in place that involves the active participation and dedication of various departments within our organization. As part of this plan, we are continuously developing species-specific policies that align with our commitment to animal welfare. This process requires time, effort, and collaboration across different areas of our business.

Responsible Sourcing – Animal Welfare Measures

FIVE is a strong advocate of practicing and advocating animal welfare guidelines in its procurement practices. For the implementation of animal welfare standards, FIVE implemented following measures during the year –

Training to employees

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Through the Supplier Code of Conduct training provided to purchasing team members and the Code of Conduct townhall held for all employees, FIVE provided training to its employees and relevant personnel to have a better understanding of the animal welfare standards and portray socially acceptable behaviour should they meet animals at the property/ facilities.

It emphasizes on the importance of animal welfare and how supplier standards read with the animal welfare policy need to be understood by the employees for conscious selection of suppliers.

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ENVIRONMENT FRIENDLY BEHAVIOUR – ISO 14001

- Comprehensive healthcare facilities are provided to safeguard the health and safety of employees (including medical facilities, medical insurance, well-being initiatives, etc.)
- As a FIVE employee you must –
 - Be conscious of the environment and conserve the environment through the following initiatives-
 - Save water and report any water leaks in the facility
 - Encourage animal welfare by fair treatment of animals. Ensure responsible sourcing with best animal welfare practices adopted by the suppliers
 - Do not litter and segregate waste as per the available waste segregated bins
 - Participate in the Reduce, Recycle, Reuse Reward Program and submit your ideas on how FIVE can reduce waste and/ or consumption



Figure 1: Extract of the training deck presented in the CoC townhall

Employees are made aware on the animal welfare policies including the species-specific policies on seafood, poultry, and meat (livestock). Purchasing team and F&B team are provided specific guidelines for the purpose of understanding the relevance, the certifications and quality standards which may be considered prior to selection of the supplier.

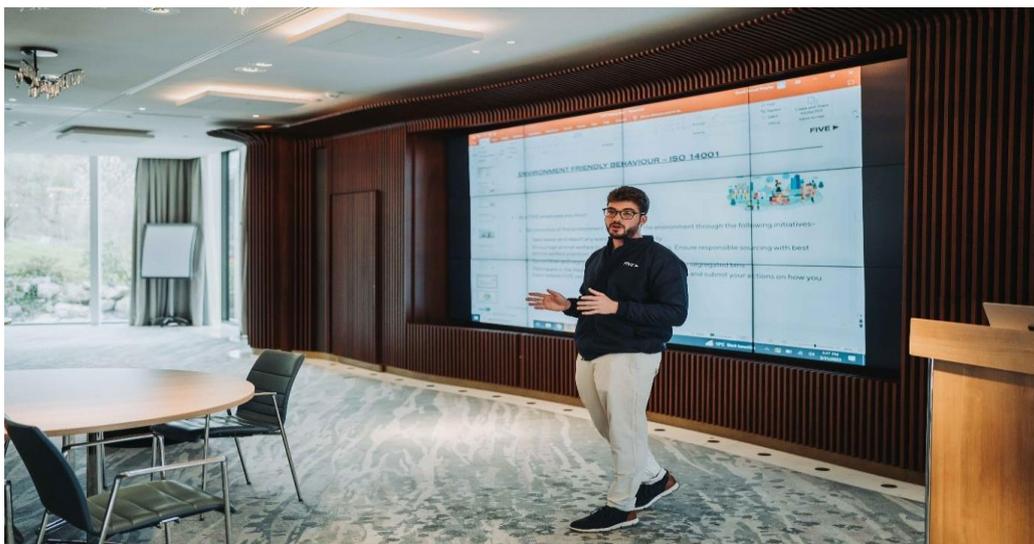


Figure 2: Director of Sustainability training on aspects in the townhall including animal welfare



Further, our hotel in Zurich is pet-friendly and has dedicated area available for animals to be free and access basic amenities.

Our employees are made conscious of dealing with animals should they encounter any in the vicinity or premises. Animals shall be treated with due care by our employees.

Sustainable Sourcing

Currently in Dubai, > 80 % purchases of meat, poultry and seafood are imported from several countries such as Europe, Asia, and Australia and sourced through local suppliers in Dubai. All major suppliers provide related quality certificates including certifications from respective authorities. We do not deal with suppliers directly involved in process of slaughtering or breeding animals. However, we advocate all our suppliers through the supplier code of conduct to extend these guidelines and best practices to their supplier as well.

In case of Zurich, we have selected suppliers which are traders or processors who deal with animal breeding farms and slaughterhouses which are IP-Suisse certified ensuring animal welfare at all times.

Some examples are illustrated as follows:

Whether sourcing local truffles, butchery, or herbs in Zurich to utilizing Balfego-certified Blue Fin Tuna, Kigoshimo Japanese Beef, or ISO 22000 certified mushrooms, FIVE continues to promote biodiversity through sustainable procurement practices.

BLUEFIN TUNA BALFEGO
ENVIRONMENTAL SUSTAINABILITY
TRACEABILITY
AUTHENTICITY
GOOD HANDLING PRACTICES FOR ANISAKIS

CERTIFIED BY AENOR

Balfegó receives the certification of conformity for environmental sustainability, traceability, authenticity and good handling practices related to Anisakis from AENOR, a leading entity in certification of management systems, products and services.

What has been certified?

ENVIRONMENTAL SUSTAINABILITY
 The extractive fishing, the feeding phase, the commercialization phase and the environmental surveillance on aquaculture activities have been verified and audited.

TRACEABILITY
 The identification procedure and traceability of the product have been audited from the entry of the fish into the aquaculture pools to the end customer. The individual fish traceability and the lot traceability data publication system, including the ESCO and the corresponding analytical tests have been verified too. Furthermore, the origin of the feed supplied to the tuna has also been checked, verifying the type of feed which consist exclusively of wild caught blue fish without additives of any kind.

AUTHENTICITY
 DNA tests have been carried out to verify the authenticity of the bluefin tuna, in a sector in which there is fraud cases within the marketing chain of bluefin tuna.

GOOD HANDLING PRACTICES RELATED TO ANISAKIS
 Good practices to avoid the presence of the parasite have been verified and no anisakis has been found in the meat thanks to the good handling practices during the chilling and gutting process of the fish.

AENOR
 COVID-19 PROTOCOL
 #BALFEGO

In addition, we are also the first company in the Spanish fishing sector to have the Aenor certification for the application of protocols and measures against Covid-19



MSC - FISHERY CERTIFICATE

Certificate No.: MSC-F-61406 Initial date: 08 September 2022 Valid until: 08 September 2022 - 07 September 2025

This is to certify that the Fishery operations of

JC Mackintosh greenstick, headline and fishing rod bluefin tuna fishery

Client: ATUN ROJO DEL ESTRECHO
Address: Muelle Pesquero 18,11380, Tarifa, Cádiz, Spain

has been found to comply with the requirements of **MSC Fisheries Standard and Guidance v2.01**

Procurement of sustainable seafood from suppliers certified to the Marine Stewardship Council with ecolabel on certified products.

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Figure 4: Sample ASC certification of seafood supplies for a vendor in Dubai

Certificate

**Mitras International Trading
LLC**

Warehouse No : D-08, Dubai Industrial City
12450 Dubai
United Arab Emirates

This is to certify that the MSC processes of the above mentioned organisation have been verified to comply with the requirements of the standard:

MSC Chain of Custody

Default Version 4.0, 20 February 2015

The scope of certification is listed on the MSC website at <http://cert.msc.org/supplierdirectory>. The organisation may apply the MSC ecolabel on certified products after approval by MSC for the products in the scope of certification.

This certificate is valid from 05 November 2018 until 04 November 2021
Certified with SGS since 05 November 2018

Authorized by
G.W. Briss
Certification Manager



MSC Registration numb
MSC-C-57045



Supplier Due Diligence and Audits

FIVE has included animal welfare standard assessment as a part of supplier due diligence by incorporating these parameters in the supplier assessment checklist. In addition to this, FIVE has performed standalone assessment for animal welfare by sharing questionnaires with suppliers to understand the measures taken by them to meet the animal welfare standards. We shared the following points with our key suppliers of meat, poultry, and seafood –

- ▶ No genetic engineering or cloning of animals used in products
- ▶ No illegal animal welfare or husbandry systems are in use throughout supply chain
- ▶ Close confinement systems are actively avoided and where present these shall be phased out and should not be used as a routine management practice for livestock
- ▶ Animals are always provided with the appropriate veterinary care when needed, but medicines including antibiotics will only be used where it is necessary to ensure good health and welfare
- ▶ Substances such as growth promoter hormones will never be used
- ▶ Permissible routine activities such as tail docking, teeth clipping, castration of pigs and beak trimming on poultry are to be avoided wherever possible
- ▶ All live animal transport across all species is kept at a minimum. Our aim is that this should not exceed a target of 8 hours and will be recorded for each delivery

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- ▶ All meat and poultry used in FIVE’s product is humanely slaughtered, specifically requiring pre-slaughter stunning
- ▶ The welfare condition of all animals is assessed by an animal welfare officer or equivalent on arrival at slaughter

We received responses from our suppliers along with Food Safety certification documents (ISO 22000), product certifications for the diverse breeds available. Illustration of the responses received are as follows –



Figure 5: Extract of response received from Deep Seafood, UAE (seafood supplier)

| | | | | |
|-----|---|--|--|--|
| 43. | Does the company take any steps for animal welfare and sustainable sourcing of animals not causing harm to animals through industry best practices? | | <ul style="list-style-type: none"> • Animal welfare policy • Certifications obtained related to animal welfare | |
| 44. | Does the company take any measures to reduce its environmental impact to wildlife, marine life? | | <ul style="list-style-type: none"> • List of initiatives taken by the company • Evidence of initiatives (pictures, sustainability reports, website evidence) | |

Figure 6: Extract of EHSQ - Supplier Assessment checklist



In addition to supplier audits performed for our direct suppliers, we obtain information of our extended supply chain through quality certificates and assessments. We also performed an extended supply chain audit in collaboration with our poultry supplier for egg farms based out in the UAE in FY 2022. We found no anomalies in our assessment of Khaleej egg farm as they reported high standards of food safety.

| | | | |
|--------------|------------------------|--|--------------------|
| | | Title: Supplier Audit Check List <u>Ref : FPJD-FRM-010</u> | |
| Issue No: 01 | Issue Date: 09/03/2021 | Revision No: 00 | Revision Date: N/A |

Rating System

Score

- 3 Systems & Procedures Comply with Required Standard
- 2 Systems are in place but show weaknesses & need improvement
- 1 Systems are weak and need improvement
- 0 Systems are absent and may cause serious problems

Date: 26/09/2022 Suppliers Name: Al Khaleej eggs
 Auditors Name: Amritha Products Supplied: raw egg
 Nature of Audit: Supplier Certification/New Supplier/**Routine Audit**/Problem Investigation
 Date of Last Audit: First Audit

Calculation of Results

No. of Excellent Observations : (65) X 3 = (195)
 No. of Adequate Observations : (7) X 2 = (14)
 No. of Poor Observations : (5) X 1 = (05)
 No. of Inadequate Observations : (0) X 0 = (0)

| A. HYGIENE & CLEANLINESS | Score (0-3) |
|--|-------------|
| 1. Outside Environment Outside buildings / Storage Areas / Yards / Perimeters – Satisfactory? | 3 |
| 1.1 Are they clean? | 3 |
| 1.2 Stored Waste removed regularly? | 2 |
| 1.3 Adequate Drainage? | 2 |
| 1.4 Are drains covered? | 2 |

Totals 214/222 = Overall Rating = **96.39 %**

RATING

80 % And above : Approved Supplier
 60% and above: Pre-Qualified Suppliers
 Below 59 : Rejected Supplier

Figure 7: Extract of Supplier Assessment of Egg Farm for current egg supplier - Khaleej in Dubai, UAE

In case any supplier is found in non-compliance to the animal welfare standards with a score of < 60%, then the supplier shall be rejected/ offboarded with a warning. In case there are recommendatory standards which can be addressed by the supplier with scores between 60% to 80% then, the supplier shall be provided a non-conformity report with recommendations and timelines for implementation of industry best practices in line with the guiding principles of Animal Welfare.

Refer the detailed *Supplier Assessment Policy, Animal Welfare* policy and supplier documents on animal welfare for further insight.

Customer Awareness on Animal Welfare

From the aspect of customers, FIVE has implemented awareness flyers providing guidelines on socially acceptable and environment-friendly behaviour including sensitivity towards dealing with animals. These guidelines have also been extended to be exhibited on IPTVs available in guest rooms.

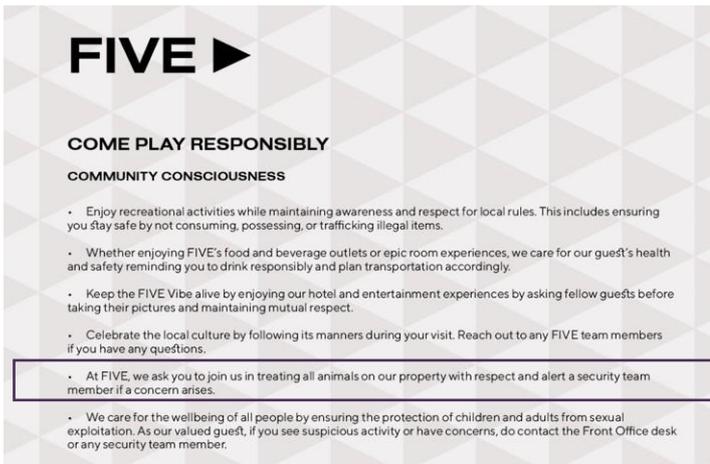


Figure 9: Extract of customer flyer

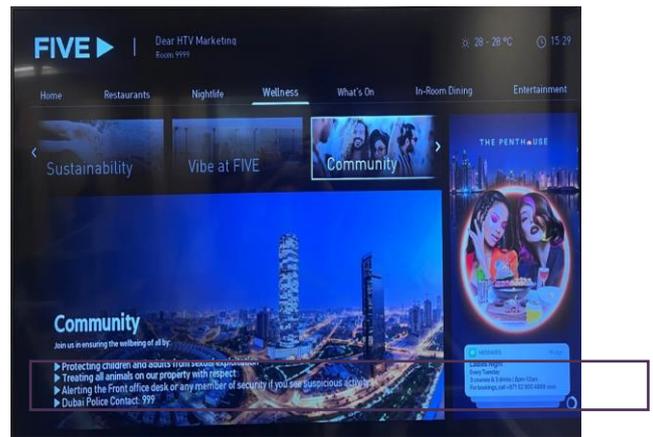


Figure 8: IPTV screen in guestroom for customer awareness

Refer to *Customer Awareness Measures* and *Animal Welfare policies* hosted on the website for further details.

Our Next Steps – The Way Forward

In continuation to our current measures, going forward we target to fulfil the following metrics –

- Perform animal welfare audits and due diligence for 100% of our animal product suppliers
- Computation of KPIs by obtaining transaction wise evidence from our suppliers
- Obtaining detailed health information for all animals through extended supply chain audits and documents from our suppliers

FIVE shall continue to implement high standards of animal welfare measures through the supply chain to minimize its environmental impact and support the cause effectively.