HEALTH AND SAFETY
POLICY

FIVE ▶

PURPOSE

FIVE is committed to laying out high health and safety standards across the value chain to ensure high standards of health, safety, security and well-being for its employees, suppliers, contractors, guests and any other third parties which may be impacted by its operations.

This policy has been designed and implemented on occupational health and safety To offer our guests and colleagues a safe & healthy environment, our facilities strictly follow national health & safety regulations. It is our duty, stated also within our operating standards, to communicate this policy to all colleagues and all persons working for or with FIVE.

FIVE is certified to the ISO 45001 standards on Health and Safety Management Systems which reflect its commitment towards building and ensuring a robust health and safety framework for all stakeholders

OBJECTIVES

FIVE endeavors to incorporate best practices of Health and Safety to meet the local laws and regulations alongside the global standards laid out by UNGC, ILO, and (Environmental Health and Safety) EHS standards through the following principles

- Communicating our health and safety policy to all
- Requiring our suppliers to effectively manage their working conditions and meeting health and safety standards effectively through the supplier code of conduct
- Complying with the requirements for relevant environmental regulations and industry-related international standards in its drive to an environmentally responsible and conscious organization
- Reviewing on an annual basis the policies, procedures, activities, products, and services and its interaction with the environment
- Performing periodic audits to monitor compliance on health and safety requirements (internal and external audits) to identify gaps and promote a culture of improvement and innovation through the value chain of FIVE
- Creating and maintaining a safe and healthy environment
- Protect labour rights and promote safe and secure working environments of all workers, including migrant workers, particularly women migrants, and those in precarious employment
- Planning and execution of all operations giving priority and importance to health & safety of colleagues, partners, and customers to conduct all activities with no accidents
- Ensuring compliance to relevant laws and legislations and requirements as per ISO standards
- Continuous training, development, and evaluation of the adequacy of staff in the use of machinery and equipment, chemical handling procedures, and continuous awareness of health and safety at work
- Conduct risk assessment studies
- Distribution to all staff of all necessary equipment, information, and training on the job to prevent accidents
- Availability of emergency response team ready to act in case of emergencies (e.g. fire, flood, earthquake etc.) at all facilities including hotels and construction sites
- Every property has a doctor (external associate), one internal nurse and certified first aiders available throughout the day in case of emergencies – this is available at all operational and construction sites
- Our colleagues are trained to act in case of fire emergencies (the usage of fire extinguisher, evacuation process etc.)
- All areas with restricted entrance are sign posted or locked
- We carry out preventive maintenance for our equipment and co-operate with external co-operators (including local inspection authorities) for safety and security
- We constantly upgrade and improve methods of operation to eliminate accidents and injuries. We have implemented a separate policy on injury illness prevention to safeguard FIVE and all related stakeholders from any occupational health and safety hazards
- All colleagues have access to medical care
- All colleagues must carry out their responsibilities about health & safety as set out in the hotels' policies

- Influencing our suppliers and concessionaries to effectively management their occupational health and safety performance
- The hotel policy is available to all interested parties and continuously monitored so that it remains relevant and appropriate to the business
- FIVE has an internal policy to always maintain a hazard free workplace, handling of chemicals, assess the associated risks, and implement conventional or innovative actions to minimize any negative impact on workers' health and safety

FIVE adopts guidelines set out by the information in the Conventions issued by the International Labour Organization (ILO) and the Ten Principles of the UN Global Compact, in addition to the contents of the UN Guiding Principles on Business and Human Rights and the OECD Guidelines for Multinational Enterprises, to build a comprehensive view of implementing a policy on health and safety.

APPLICABILITY

This policy applies to all colleagues, suppliers, partners and third parties of FIVE Holdings and its related group entities.

This policy statement and/or the procedures for its implementation may be altered at any time as the requirements may change. Any such changes made will be communicated to all colleagues.

STRUCTURE, ROLES, AND RESPONSIBILITIES

The organization is structured through building of several operational streams supported by cross-functional and support teams viz. Engineering, Food Safety, Security, Development, Emergency response team, which supplement the organizational processes. These teams are in essence responsible for meeting organizational standards and guidelines

1. **ENGINEERING MANAGER**: The engineering manager is responsible to perform preventive maintenance activities for all areas which may be prone to incidents and injuries.

2. **FOOD SAFETY MANAGER**: All compliances and incidents with respect to Food Safety are managed by the Food Safety Manager. Reporting of food safety requirements as per ISO 45001 framework in line with the labour health and safety are managed. Compliance to this policy requirements, ensuring safety of food and maintenance of quality through verification of quality of goods and services,

3. **SECURITY MANAGER**: The emergency management team is responsible for notification of accidents, occupational diseases and dangerous occurrences that occur in the workplace. All such incidents are maintained within a log and necessary mitigation plans/ revised processes are implemented

4. **DEVELOPMENT TEAM**: The development team plays a major role in assessing and handling construction related aspects. The team is responsible to ensure that all standards for occupational health and safety of all colleagues, workers and individuals near the site are met. This is done through performance of periodic health and safety audits, developing emergency response teams on the site, implement environmental safety standards, provide the team with appropriate training to safeguard against any possible hazards.

5. **EMERGENCY RESPONSE TEAM (PARAMEDICS):** FIVE has incorporated a team of paramedical staff (nurse and doctors) which is always available at the hotel and construction sites to respond to any emergency situations which may arise to ensure timely steps are taken to save lives and provide medical care required by any individual on the property.

Our Health and Safety procedures includes the following guidelines:

Improvement of labour working conditions along with Health and Safety norms

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For ensuring high labour health and safety standards within its operations (hotels), construction sites and through its supply chain, FIVE has created a comprehensive guideline for warranting the labour health and safety standards are duly met in line with the ten conventions of ILO, and the UNGC guidelines.

FIVE undertakes the following steps for the continuous maintenance of its health and safety standards across the organization and the supply chain for the purpose of ensuring good health and safety practices in their working environments:

A. **EMPLOYEE TRAINING**: FIVE provides and encourages its suppliers to provide appropriate training to all their colleagues (including site and facility workers) on the key health and safety aspects, prevention of occupational hazards, site specific – rules, hazards and risks and welfare arrangements, and job or role-specific understanding for hazards and risks, and specific responsibilities. FIVE maintains documentation for colleague trainings and encourages its suppliers to maintain documentation proof of trainings and assessments.

B. **AVAILABILITY OF PPE AND SAFETY GEAR**: FIVE provides PPE and safety gear appropriate to work activity, risk assessment and contractor requirements at all its sites (construction sites – workers dealing with chemicals, usage of hazardous materials, handling of construction equipment and materials, etc. PPE will be in accordance with the Personal Protective Equipment at Work Regulations and Guidance Note (reference HSE L25). All contractors should comply with specific industry requirements (e.g. rail/highways/construction), and relevant BS EN or similar standards to comply with regulatory requirements. Where work is carried out on another party's infrastructure, FIVE encourages the contractors to determine PPE requirements and enforce compliance.

C. **DEVELOPMENT OF AN HEALTH AND SAFETY PLAN FOR CONSTRUCTION SITES:** FIVE has a detailed Health and Safety Plan in place which describes the processes for identifying health and safety risks and hazards that could harm workers, procedures to prevent accidents and steps to be taken when accidents occur. It contains measures to safeguard workers from any occupational health and safety hazards due to release of residual energy in the environment, lifting management procedures, heat stress prevention which ensure the safety and health of colleagues at the construction sites.

D. **EMERGENCY MANAGEMENT PROCEDURE**: FIVE has formulated an emergency management plan (for hotels and construction sites) consisting of procedures to identify potential emergency situations and describe the emergency preparedness measures and its related contractors to respond to emergency situations (Crisis management plan, crisis communication protocol are extended to the preparedness plan of FIVE)

E. **ENVIRONMENTAL ASSESSMENTS FOR HEALTH AND SAFETY**: FIVE performs periodic environmental assessments including indoor air quality (preventive measures and design to protect the health and safety of FIVE building occupants and decrease exposure to indoor air contaminants), potable water assessments (Risk assessment report on hot and cold water systems to assess risk possessed by legionella bacteria in a wide range of situations, including standard survey protocols enabling the assessor to make recommendations reducing risk), smart building assessments, in order to ensure environmental health and safety for all.

F. **PROPER COMMUNICATION**: Communication is key especially to emergency readiness, response, command, and control. FIVE and its extended supply chain ensure that:
   - appropriate methods are used to communicate the emergency to colleagues who do not speak English as their first language;
   - there are reasonable and practical arrangements in place to address the needs of these colleagues;
   - they assess the ability of colleagues to communicate in and understand English, especially in safety-critical and emergency situations;
   - coaching and training are considered, where required; and

- records are kept for attendance at and understanding of all health and safety-related communications

D. **COMMUNITY SAFETY**: As part of community engagement plans contractors will need to promote safety awareness and incorporate safety measures into their plans. FIVE expects its contractors to have a quality management plan for vehicles working on construction projects and its influence on the community. Awareness through signboards, emergency signs should be displayed near the construction sites to safeguard against any hazard risks.

E. **HEALTH AND SAFETY FRAMEWORK AND DOCUMENTATION**: FIVE expects its suppliers to have a formal and structured health and safety management system that is clearly documented. Arrangements will include:
- effective management of sub-contractors and their supply chains to meet our requirements; and
- arrangements for gaining assurance from them on their effectiveness

F. **PROMOTION OF WELL-BEING AT WORK**: FIVE is invested in promoting health and well-being at work within their organizations and communities through preventive and assistance programs. Measures are taken in the form of policies to discourage any form of violence, harassment, or abuse at the workplace by proper training and communication with colleagues.

G. **INCIDENT MONITORING:** FIVE records details of health, safety, security, environmental and reputational incidents which occur in connection with the hotel and construction sites and extends this requirement through its supply chain as well. The emphasis is to encourage our supply chain to conduct their own monitoring, auditing, investigation and providing assurance to FIVE through supplier code of standards that standards applied are consistent with our own and that management information is valid and verifiable. Data is compiled internally and externally (through site assessments) to have a view of key health and safety risks prevalent to the hotels and construction sites.

H. **REPORTING**: FIVE monitors the health and safety performance of its organization and its supply chain through periodic internal audits and suppliers' on-site assessments of safety requirements, performing supplier assessments for suppliers, on-site visits at construction sites, interviews with suppliers, contractors covering major facets of the health and safety domain and identify any non-conformities. FIVE and its extended supply chain is expected to establish systems for capturing data and reporting these to us and relevant regulatory authorities where required as per regulations. By building a comprehensive understanding of its incidents, the company focuses to apply these learnings and implement remediation plans to prevent occurrences of similar instances.

I. **KNOWLEDGE SHARING**: FIVE encourages knowledge and capacity sharing including experience acquired thereby promoting a comprehensive health and safety framework, encouraged to share knowledge of good practices and innovative approaches

J. **PROMOTE WORKERS' PARTICIPATION**: FIVE adheres to the UNGC guidelines on health and safety where it encourages its employees and organizations within its supply chain to promote a culture of understanding workers interests, inputs, and suggestions on improving the health and safety framework. Suggestions and inputs obtained (example: ideas obtained through the 3R – Reduce, Reuse, Recycle Program) should be reviewed by the Sustainability Committee periodically to take measures for implementation of such suggestions.

Environmental and operational safety (Hotels and Construction sites)

1. **Swimming Pool Safety and Warning Signage**: Conducting Inspection of Swimming Pool Signage and warning signage bi-weekly [Ref. 1.6.A Swimming Pool Signage Weekly Checklist]
2. **Elevator and Intercom**: Testing and Inspection of the Elevator and Intercom verified by Security and Engineering bi-weekly

Elevator Preventive Maintenance Inspection by approved third party vendors monthly with all the elevators in the Premises. CCTV which are installed in the Elevators - tested and maintained by the third-party vendor. [Ref. KONE Monthly Reports]

Elevator Inspection and Certification: Elevator Inspection and Certification by 3rd Party Annually. [Ref. TUV - Elevator's 3rd Party Inspection]

3. **Central Battery System Panel**: Testing and Inspection of the Central Battery System Panel condition and status by Monthly verified by FLS Technician and Duty Engineer [Ref.1.6.C CBS Monthly Checklist];

    Central Battery System Preventive Maintenance: Central Battery System Servicing, Panel, Battery, and Power Supply Unit Testing with 2ndParty by Quarterly. [Ref. CIGNETIX - Central Battery System Maintenance]

4. **Emergency exit light and Fire escape route**:
    o Availability of emergency exit light and accessible fire escape route
    o Testing and Inspection of Fire Exit Doors, Staircase and Fire Escape Route by the technician, verified by Security and Approved by Manager. [Ref. 1.6.D Fire Exit Route, Door, and Signage Weekly Checklist] [Ref. 1.6.V Staircase Exit Door Inspection Check List]
    o Testing and Inspection of Staircase exit door

5. **Guest Room Balustrade Glass**
    Random testing and inspection for Balustrade Glass in the Guest Rooms verified by Duty Engineer. [Ref.1.6.E Guest Room Balcony Balustrade Glass - Weekly Inspection]

6. **External Light Checklist**
    Testing and Inspection of all external lights in the premises daily by afternoon Shift in charge and verified by Duty Engineer in charge. [Ref. 1.6.F External Lights Inspection Check List]

7. **Staircase Fire Exit Route Anti-Slippery**
    Testing and Inspection of all fire exit route anti-slippery staircase. [Ref. 1.6.G Staircase and Steps Weekly Checklist]

8. **Pool Water**
    Inspection of Pool chlorine level, PH, Temperature, Cyanuric Acid and Alkalinity twice in a day by Pool Technician and verified by Duty Engineer. [Ref. 1.6.H Swimming Pool Checklist and 1.6.X Pump checklist]

    Water Sampling Analysis - Water Sampling Analysis for Microbiological Analysis, Legionella Analysis, Total Bacterial Count Analysis and Chemical Analysis as per schedule [Ref. Bureau Veritas - Water Sampling Reports]

    Water Storage Tank - All Water Storage Tank are operated by Chemical Dosing System. [Ref. EPSCO - Water Tank Cleaning and Disinfection]

9. **Ecology Unit/ Kitchen Exhaust System**
    Cleaning of filters thoroughly, cleaning of hoods and cooking surfaces, Inspection of hood washdown system for proper operation, Inspection of the entire exhaust system to determine if grease has deposited within and clean, if necessary, bi-weekly

    Service PPM including replacing of filter and cleaning and sanitizing ESP unit by Engineering, inspection and cleaning the interior of the hotel exhaust system and cleaning of all liquid grease at entrance of hood ducts. [Ref. 1.6.1 Ecology Unit Daily Checklist and 1.6.J AHU and FAHU Monthly Checklist]

    Cleaning and Degreasing of Kitchen Exhaust System by the third party vendor Quarterly and Half Yearly with Before and After Photos in the After Service Reports. [Ref. EPSCO - Cleaning and Degreasing of Kitchen Exhaust System]

10. **Traffic Signage:** Conducting Inspection of all Traffic Signage in the premises bi-weekly verified by Duty Engineer. [Ref. 1.6.K Traffic Sign Weekly Checklist]

11. **Assembly Point Signage:** Conducting Inspection of the Emergency Exit and Assembly Point Signage bi-weekly in the premises verified by Duty Engineer. [Ref. 1.6.L Emergency Exit and Assembly Point Weekly Checklist]

12. **Fire Drill**: Fire Drill conducted twice in a year. One is with the presence of the local authority personnel and other one is performed internally. Fire Drill Testing and Inspection is done at various locations bi-weekly [Plant Rooms, FOH and BOH] by FLS Technician. [Ref 1.6.M ERT Team Weekly Fire Alarm Drill]

13. **Plant Room:** Testing and Inspection of all Plant Rooms and conditions, cleanliness, and proper maintenance by weekly verified by Duty Engineer. [Ref. 1.6.N Plant Room Weekly Checklist]

14. **PPE (Personal Protective Equipment]:** Personal Protective Equipment Inspection bi-weekly with Duty Engineer and another Inspection with Stock Controller bi-monthly to ensure all equipment that is worn to protect the wearer against risk to health and safety. [Ref. 1.6.0 PPE Weekly Checklist] [Ref. 1.6.P PPE Monthly Checklist] PPE Internal Training and Awareness are carried out once in a month. [Record Available]

15. **MSDS - Material Safety Data Sheet**: Material Safety Data Sheet Monthly Verification by Stock Controller to ensure all materials used have document that contains information on the potential health effects of exposure to chemicals, or other potentially dangerous substances, and on safe working procedures when handling chemical products. [Ref. 1.6.Q MSDS Monthly Checklist]. MSDS Internal Training and Awareness are carried out once in a month [record available]

16. **Ladder Safety Inspection**: Ladder Safety Inspection carried out monthly to ensure that they are in safe condition by Stock Controller. [Ref. 1.6.R Ladder Monthly Checklist]

17. **Various third-party Inspections**: Boiler Inspection, Thermography Inspection, Water Features, Electrical Inspections, Jacuzzi Safety Inspection, Electrical Earth Electrode Safety Inspection, Genie Lift, Chain Block, Hydraulic Bottle Jack, Safety Harness, Inspection, Calorifier Inspection, Pressure Vessels Inspection, Air Compressors Inspection, Load Test Inspection and Certification for Hanging Point, Garbage Chutes Safety Inspection, Various 3rd Party Inspection carried out as per schedule to ensure all equipment is safe before use. [Records available]

18. **Panic Alarm**: Testing and Inspection of the Panic Alarm carried out bi-monthly for disabled toilet verified by FLS Technician/ Eng manager [Ref. 1.6.S Panic Alarm Monthly Inspection Report]

19. **Portable Appliance Test:** Testing and Inspection of Portable Appliance Testing for Guest Rooms, Plant Rooms and Kitchen carried out every Quarter. [Ref. 1.6.T Portable Appliance Testing [PAT] and ELCB Test Quarterly]

20. **Residual Current Devices Testing of Water Feature** Testing and Inspection of RCD carried out every Quarter and recording the trip time records and verifying with design rating. [Ref. 1.6.U Residual Current Devices Testing of Water Feature]

21. **Earth Leakage Circuit Breaker Test**: Testing and Inspection of Guest Room ELCB for all Distribution Boards carried out bi-annually

22. **Work Permit System (General Work Permit, working at Heights, Confined Spaces Permit, and Hot Work Permit):** Work Permit issued to the Contractor for liability and signed by responsible FIVE colleague with sub-work permits as per requirement - Working at Heights, Confined Spaces Permit, and Hot Work Permit ref SOP.

23. **Safety Inspection for Cold Room Push Button:** Testing and Inspection for Cold Room Push Button is conducted Monthly. [Ref.1.6. Cold Room Door Safety Operating and Lubricating)

24. **Elevator Rescue Procedure** Testing and Inspection manual rescue unit every month by the contractor and training 1s providing all engineering colleagues by every 6 months. [Records available]

25. **Accident Forms and Book:** All incidents must be appropriately logged: Any injury suffered by an employee or visitor in the course of employment or otherwise on the premises, however slight, must be recorded, together with such other particulars as are required, on an accident form maintained.

26. **Safety Clearways** - Corridors and doorways must be kept free of obstructions and properly lit

27. **Hygiene and Waste Disposal -** Facilities for the disposal of waste materials must be kept in a clean and hygienic condition. Waste must be disposed of in an appropriate manner and in accordance with any special instructions relating to the material concerned

28. **Food Hygiene - All food handlers should be:**
    Free from any symptomatic signs of illnesses or communicable diseases such as
    o   diarrhea, vomiting, fever, sore throat, abdominal pain and jaundice, etc.
    o   Not carriers of food-borne diseases e.g. typhoid, cholera, hepatitis type A, B, C, Syphilis, Tuberculosis
    o   Not suffering from discharging wounds or sores on any exposed part of their bodies; or from discharge from their ears, eyes or nose

29. **Display Screen Equipment:** FIVE recognizes its responsibility to ensure the well-being of employees who habitually use display screen equipment for a significant part of their normal work. Colleagues are advised to ensure that they take a five-minute break from the display screen equipment at least once an hour and are advised that, if they experience vision defects or another discomfort that they believe may be wholly or in part a consequence of their use of such equipment, they must inform the nurse on premise.

30. **Fire Drills:** All colleagues must know the fire procedures, position of fire appliances and escape routes. The fire alarm points, fire exits, and emergency lighting is tested monthly and logged. Security team - Fire Officer will arrange for Fire Drills and Fire Prevention Checks to be carried out at least every quarter and record the details. In addition, these Drills will be carried out at different times and on different days, so that all users/hirers know the procedures. All colleagues undergo security training at colleague orientation

31. **General:** All thoroughfares, exits and gates must be left clear at all times; Corridors and fire exits must not be blocked by furniture or equipment; Vehicles must not be parked near to the building so as to cause any obstruction or hazard; Hazards or suspected hazards or other health and safety matters should be reported to the Health and Safety Officer or the staff member on duty immediately or as soon as practicable, so that action can be taken. If the hazard is of a serious nature, immediate action must be taken to protect or clear the area to prevent injury to staff or other users

COMMUNICATION

FIVE has communicated its health and safety policy guidelines to all its colleagues (key user department POCs) through periodic email communications. All colleagues within the Group are informed to comply with the health and safety guidelines mentioned in this document.

HEALTH AND SAFETY COMMITTEE

FIVE has incorporated an internal Health and Safety Committee which includes members from the Safety, Security, Risk and Sustainability team which shall convene every quarter to discuss any key observations noted in the operational health and safety domain and establish new measures and procedures to mitigate the risks. Further the committee follows-up actions on previous remediation plans and timelines documented.

The management will appoint a Health and Safety Sub-committee, including representation both of themselves and of staff (both paid and volunteer):
o   To have a broad overview of Health and Safety matters;
o   To keep the organization's Health and Safety policy and procedures under review;
o   To conduct safety tours of the premises;
o   To ensure that risk assessments are carried out, including assessments regarding substances hazardous to health;
o   To take such action as may be required to ensure that the organization's responsibilities for Health and Safety are fulfilled;
o   To report to the Management Committee on their performance of these responsibilities.

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Contractors working in the building should report any concerns relating to their own safety or suspected unsafe working practices to the Duty representative of their team who will investigate and report the matter ahead.

Safety Tours

The Health and Safety Committee shall carry out 6-monthly tours and inspections of the premises and make a report for submission to the management. All necessary actions as a result of the tour shall, where reasonable and practicable, be implemented. The tour shall include an inspection of the accident file.

The Health and Safety Committee is constituted as follows:

Name	Designation
Faruq Sheikh	Director of Security
David Shepley	Director of Sustainability
Amritha Prasad	Food Safety Manager
Arun Bhati	Director of Engineering

Any colleague who has questions or concerns about this policy should speak with the Health and Safety Committee or the Sustainability Committee.

REVIEW

The policy is reviewed by the Committee on an annual basis to make any amendments to this document.

In case you have any questions or concerns regarding this policy, please reach out to the Human Resources team for assistance.

DETAILED CHECKLISTS FOR HEALTH AND SAFETY ASSESSMENT

1. Health and Safety Assessment (internal and suppliers) – ISO Compliance

This checklist details the aspects evaluated as a part of the health and safety standards assessment for internal facilities (operations and construction sites) and external assessment (supplier assessment to the code of conduct) to comply to the high-quality standards of environmental conditions, quality of goods and services, health and safety prompting good working conditions for all colleagues, contractors, and guests, promoting overall sustainability.

Parameter	(Score – 0/ 3)
A. HYGIENE & CLEANLINESS	
1. Outside Environment Outside buildings / Storage Areas / Yards / Perimeters – Satisfactory?	
1.1 Are they clean?	
1.2 Stored Waste removed regularly?	
1.3 Adequate Drainage?	
1.4 Are drains covered?	
2. Building Fabric: Are buildings of a good commercial standard for the type of product manufactured	
2.1 Is the outside fabric well maintained?	
2.2 Is the inside fabric well maintained?	

2.3 Are the walls smooth & Non-absorbent?	
2.4 Are floors of good standard & free from standing water?	
2.5 Are wall floor junctions coved?	
2.6 Are there minimal overheads?	
2.7 Are the ceiling, wall & floor coverings in good condition?	
3. Fittings: Are all fittings satisfactory for the type of product being manufactured?	
3.1 Are all lights covered in all critical areas?	
3.2 Are floors/walls free from service elements to enable easy cleaning?	
4. Working conditions & Plant: Are working conditions and plant adequate for the type of product manufacture?	
4.1 Is lighting adequate?	
4.2 Is the ventilation/temperature & humidity control adequate?	
4.3 Is there adequate dust extraction?	
4.4 Is Air filtered appropriate to the product process?	
5. Pest Control: Is there an adequate Pest Control program?	
5.1 Does the program cover: Rodents? Birds? Flying Insects? Stored Product Pests? Other Pests?	
5.2 Is the program: Internal? Contracted? NB. Identify Contractor & Frequency of visits:	
5.3 Are any areas: Fogged? Gassed? Sprayed?	
5.4 Are there adequate insectocutors?	
5.5 Are any windows or other access points adequately proofed?	
6. Storage Rooms / Workshops: Is storage adequate and satisfactory in all areas?	
6.1 Are chemicals, lubricants, cleaning materials in locked stores away from the process areas and are issue of these controlled?	
6.2 Are any items of redundant machinery properly stored?	
6.3 Are workshops tidy?	
7. Cleaning: Is cleaning adequate in all areas?	
7.1 Is the plant clean?	
7.2 Are the adequate cleaning procedures for: Machinery? Storage areas? Overheads?	
7.3 Are adequate cleaning materials available?	
8. Personnel Facilities: Are personnel facilities (toilets, locker rooms etc.) adequate?	
8.1 Where appropriate are there hand wash facilities at all process points?	
9. Personnel Hygiene: Is personnel hygiene adequate for the type of product manufactured?	
9.1 Do all persons entering production areas wear proper protective clothing?	
9.2 Is clothing laundered by: Employee or Contractor? How often is it changed?	
9.3 Is the wearing of jewelry & watches banned?	

9.4 Is smoking, eating & drinking banned when on duty?	
9.5 Are blue metal detectable dressings used?	
9.6 Are there any published hygiene regulations & are staff aware of these?	
9.7 Is there any Post illness / foreign holiday screening carried out?	
Comment:	

B. MATERIAL CONTROL	
1. Do all raw materials have health certificates?	
2. Are all raw materials inspected on receipt? Including the use of" Temperature Control? Specifications? Countries of Origin / Blacklisted?	
3. Are raw materials adequately identified in order to avoid errors in issue?	
4. Is material issued to production in a controlled manner?	
5. Are raw materials stores adequate? Including: Housekeeping? Fabric? Segregation of raw & finished goods.	
6. Is there a first in first out system in operation? Including: Aged stock review?	
6.1 How often is stock taking done?	
7. Is there a system for the control of rejected materials?	
8. Is waste clearly identified throughout the process?	
9. Are materials handled throughout adequately to prevent contamination either from bacterial, foreign bodies, chemical etc.. ?	
C. MANUFACTURING	
1. Are all items being manufactured adequately identified so that no mix ups can occur?	
2. Are there sufficient written process instructions for all stages of production?	
3. Are the manufacturing operations orderly in flow and lines segregated to prevent mix ups occurring?	
4. Are there sufficient references for setting up and running? e.g. Samples, colour standard, drawings etc. ?	
5. Do operatives appear sufficiently trained and quality conscious? Regarding safe & hygienic operation/practice, reporting non-conforming products etc.?	
D. QUALITY CONTROL	
1. Are all raw materials tested or certificates of analysis obtained?	
2. Are sufficient in-process checks made?	
3. Are there sufficient product inspection and tests made?	
4. Are all critical inspection and tests procedures made?	
5. Is there sufficient test equipment available?	
6. Are quality control records adequate and indicate acceptance of materials?	
7. Are in-process rejects recorded and reasons given?	

8. Is there a formal system for recording and reviewing corrective actions? Including complaints?	
9. Are there tests performed and are they in-house?	
10. Is there a documented quality system e.g. ISO 9000? HACCP	
E. EQUIPMENT /PLANT	
1. Are plant & equipment maintenance adequate?	
1.1 Are they: Routine? Preventative? Recorded?	
2. Are there procedures for checking the calibration of equipment?	
2.1 Including: Lab equipment? Scales? Temperatures measuring equipment?	
3. Is metal detection adequate?	
3.1 Including the use of: Detectors? Sieves? Magnets? Corrective Action?	
4. Is there a glass control policy, procedure, log etc.?	
F. PACKAGING / WAREHOUSE / DISPATCH	
1. Are there sufficient written instructions to identify final packing format? Quantities? Palletisation? Identification ? Coding ?	
2. Are packs adequately identified and labeled?	
3. Is finished goods warehousing adequate? Regarding : Housekeeping & Fabric	
G. GENERAL	
1. Is there sufficient departmental support for meeting our company needs? Regarding e.g. Production, Quality control & assurance, engineering, warehousing etc.	
2. Are there adequate Quality Assurance Procedures / policies? Are they: Written Verbal only?	
3. Is there a HACCP program? Score as follows: 0 = no system / intention 1 = early stages 2 = incomplete but in operation	
4. Is there a clear program of quality improvement? e.g. Regarding: Quality Systems Plant & Equipment Buildings Personnel Products and other services.	
Comment:	

2.   **DETAILED CHECKLIST – Environmental Health Safety and Quality Assessment (for suppliers)**

Sr. No	Question	(Score – Compliant/ Non-compliant)	Evidence required	Remarks
Labour rights				
1.	Does the company have a human rights policy which covers the following – a. Adherence to human rights b. Forced labour and child labour prohibition c. Prohibition of harassment or abusive behavior d. Promotion of equal employment opportunities		• Human rights policy • Anti-discrimination / Prevention of harassment and abuse policy	

	e. Promotion of freedom of association and right to collective bargaining			
2.	Does the company employ any child labour?		• Obtain confirmation that no child is employed • Observe the facility to check if any children are employed as workers	
3.	Are there any restrictions on workers' freedom to terminate employment?		Employment contract copy	
4.	Does the company employ any recruitment agencies/brokers and appropriate due diligence is performed?		Sample due diligence checklist for employing recruitment agencies	
5.	Does the company have policies for managing the rights and obligations of migrant workers and ensuring that no migrant workers are deprived of rights or face any discrimination?		• Employment contract • Anti-discrimination policy	
6.	Does the company ensure there is no discrimination in hiring, compensation, access to training, promotion, termination, or retirement based on race, caste, national origin, religion, age, disability, gender, marital status, sexual orientation, union membership or political affiliation? Does the company have a non-discrimination policy/procedure?		• Anti-discrimination policy/ procedure • Confirmation from the SPOCs that there is no discrimination on the mentioned grounds (eg. Pay grade)	

Labour working conditions and health & safety

7.	Does the company provide a safe and hygienic working environment to evade any safety hazards?		• Pictures of the facility and office • Health and Safety Policy	
8.	Has the company taken adequate steps to prevent accidents and injury to health by minimizing the causes of hazards inherent in the working environment?		• Awareness flyer photos in the facility • Employee insurance • Pictures of employees with relevant safety gear/ facility markings, etc.	
9.	Does the company facility have a safe and hygienic environment? Does the company have and policy for health safety? Any certifications available?		• Health and Safety Policy • ISO certification copies (9001, 14001, 22000, 45001, etc.)	
10.	Has the company achieved certification against occupational health and safety management system? (Example – ISO, OSHAS)		Same as above	
11.	Do the company's workers receive regular Health & Safety training?		H&S training documents (sample attendance sheets/ training material)	
12.	Does the company provide access to clean toilet facilities, potable water, and sanitary facilities for food storage?		Pictures of facility for access and food storage	

13.	Is the accommodation, where provided to company's workers, clean, safe, and meets the basic needs of the workers?		• Pictures of the company's accommodation facility • Policy/Agreement for accommodation maintenance	
14.	Does the company have an accident near miss reporting system?		Accident tracker Incident report	
15.	Does the company offer any child-care/ creche facility for its workers?		Photos of the child-care/ creche facility	
16.	Does the company have a formal employment contract with all its workers?		Employment contract	
17.	Does the company have a policy/ procedure/ system in place to prevent physical abuse or discipline, the threat of physical abuse, sexual or other harassment and verbal abuse or other forms of intimidation?		Prevention of abuse/ sexual harassment policy	
18.	Does the company provide access to a confidential grievance mechanism for all workers? Are the workers aware of the grievance module if applicable?		Company's internal grievance policy/ notices on the grievance module availability	
19.	Does the supplier take measures to prevent any form of child sex tourism or forced adult sex tourism?		Any policy in place for prevention of such practices (may not apply to vendors unrelated to tourism)	
20.	Does the company any specific measures / policies for accessibility of infrastructure to any disabled/ elderly personnel?		• Pictures of ramps or related infrastructure (signages) • Accessibility policy (if available)	
Minimum wages and working hours				
21.	Does the company provide minimum wages and benefits for a standard working week which meets the local laws and regulations, or industry benchmark standards?		• Minimum wages/ pay benefits policy • Obtain list of overall benefits provided to employee • Minimum wage provided to the employees	
22.	Are all workers provided with written and understandable information about their employment conditions in respect to wages?		Employment contract (including wages clause)	
23.	Does the company deduct any wages for disciplinary measures not in compliance with the labour laws?		Human rights/ labour policy with company's declaration on compliance to labour laws Some other evidence for such deduction	
24.	Does the company have working hours complying with national laws, collective agreements, and the		HR policy on compliance to working hours as per national laws	

	provisions, which affords the greater protection for workers?			
25.	Does the company have a policy on overtime (not exceeding 12 hours per week); along with exceptions, if any? [total working hours not exceeding 60 hours per week]		HR policy on overtime (to confirm whether in compliance with local laws) – UAE – OT at a premium Zurich – OT @125%	
26.	Is the company using overtime responsibly, the company compensate overtime at a premium rate, as per applicable local laws and legislations?		Same as above Some evidence for such overtime payment	
27.	Does the company offer any flexible working hour arrangements to its employees/ workers?		HR policy on flexible working arrangements (in-out time, part-time, job-sharing, remote working arrangements)	
Environmental factors				
28.	Provide the list of sustainable materials procured along with supporting certificates		• List of the sustainable materials procured • Certifications from relevant authorities supporting sustainability	
29.	Does the company periodically check the requirements of local and national laws related to environmental standards?		• Process/ policy in place to check regulatory updates • Any compliance tool in place to monitor environmental standards	
30.	Is the company's senior management and staff aware of the significant environmental impact of their site and its processes? (obtain responses through interviews)		• Environmental impact assessment reports • Whether company prepares MIS to assess environmental impact? • Initiatives/emails sent to employees by the company	
31.	Does the company assess impacts, including continuous recording and regular reviews of use and discharge of natural resources e.g. energy use, water use?		• Regular impact assessment for discharge of natural resources (reports/ documents/ initiatives)	
32.	Does the company have an environmental/ energy management system or policy in place to monitor, track and assess resource efficiency? Any certifications? (Example: ISO on Environmental or Energy management/ SPIRE/ LEED certifications)		• Environmental policy • Energy policy • Environmental/ Energy management policy • Certifications (ISO – 14001, 50001, SPIRE, LEED certifications)	
33.	Does the company have any periodic internal audit program and management review covering the policies and procedures?		• Plans for internal audits (on labour	

			health and safety and environment) • Management review (MIS process) if available - Add comments	
34.	Does the company have any environmental permits? Any certifications obtained by the supplier? Any preferred environmental management certifications?		Environmental permit/ certification copies (if available)	
35.	Does the supplier use any "List of Restricted Substances" (i.e. asbestos, arsenic, cadmium, chromium compounds, CFCs, cyanides, DDT, halons and PCBs) and strives to use chemicals with low toxicity and high biodegradability?		• List of any such materials used • Evidence of measures taken to reduce the usage	
36.	Does the company have its sustainability targets laid out and monitors compliance against these targets?		• Sustainability policy in place with targets • Any information available on the website • Compliance monitoring against the targets	
37.	Does the company take any initiatives to reduce its energy, water, and material consumption?		• List of initiatives taken by the company • Pictures/ evidence of sample measures taken	
38.	Does the company have any processes in place for disposal of scrap and management of waste? Do they have any initiatives for reduce, re-use and recycling of any products (where applicable)?		• Waste management policy • Waste segregation areas/ recycling plants pictures	
39.	Does the company take initiatives to reduce fuel/ energy consumption by identifying renewable sources?		• Energy emission reduction targets • Renewable sources in use currently/ planned	
40.	Does the company take any steps to preserve the marine eco-system (where applicable)?		• Certifications from marine authorities on sustainable procurement of seafood and related materials • Any marine life assessment performed periodically	
41.	Does the company take any initiatives to reduce its air emission, carbon emissions and noise pollution in the environment?		• List of initiatives taken by the company • Evidence of initiatives (pictures, sustainability reports, website evidence)	

			• Sustainability trainings	
42.	Does the company have any initiatives to preserve terrestrial eco-systems?		• Certifications from marine authorities on sustainable procurement • Any biodiversity assessment performed periodically	
43.	Does the company take any steps for animal welfare and sustainable sourcing of animals not causing harm to animals through industry best practices?		• 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?		• List of initiatives taken by the company • Evidence of initiatives (pictures, sustainability reports, website evidence)	
Business ethics and supplier code of conduct				
45.	Does the company conduct their business ethically without bribery, corruption, or any type of fraudulent business practices? Do they any have policy or procedure covering code of business ethics?		• Code of conduct • To check completeness of the CoC covering the clauses	
46.	Does the company have any regular training programs to ensure that the staff whose job roles carry a higher level of risk in the domain of ethical business practices? (example: sales, purchasing, logistics are trained on what action to take in the event of an issue arising in their area)		• Training and awareness programs for managerial + groups • Training material • Attendance records of trainings conducted	
47.	Are the supplier workers aware of the grievance mechanism of FIVE to contact the Purchasing team in case of any complaints/ grievances? FIVE Grievance Email ID - ethics@fiveglobalholdings.com FIVE Helpline Number - +971-42475270		Awareness checks through SPOC interviews	
48.	Does the company sub-contract any of the work provided to it by FIVE and obtains prior consent in such cases?		• List of sub-contractors • Nature of services for sub-contractors and if any specific work pertains to FIVE • Prior consent obtained (corresponding communication)	
49.	Do the company workers confirm that they have read, understood, and adhere to the supplier code of		• Sample employee interviews –	

	conduct laid out by FIVE? Do they confirm their understand on the bindingness of the supplier code of conduct?		• confirmation on their agreement to the CoC • (Obtain sign-off on supplier CoC copy)	
50.	Does the company confirm that they have extended the supplier code of conduct standards through their supply chain and suppliers for compliance to ethics, social, environmental standards?		• Supplier Code of Conduct • Confirmation on whether these standards are conveyed to lower-tier suppliers	
To be filled internally				
a.	Have the goods/ services been of good quality throughout the period?		Internally to be filled – if any quality complaints reported during the period	
b.	On-time delivery (lead time as per purchase order or contract vs actual delivery/ service date)		Any delay in delivery (review ADACO report to identify delayed deliveries)	
c.	Were any issues noted during the period on the hygiene conditions of delivery through evaluation of the inspection checklist?		Hygiene related issues in the vehicles (through inward inspection report)	
d.	Any complaints of non-conformities noted during the period?		List of complaints reported in the last 6 months	

Overall Score:
% score achieved (for 50 questions):

Completed By   Approved By

Name and Designation   Name and Designation

Supplier Acknowledgement

Name of the supplier in-charge and signature:
Date:

Rating scale is defined as follows for the purpose of supplier assessment:

Rating	Description
0	Processes and systems are absent and may cause serious problems
1	Processes and systems comply with the required standard

Calculation of rating score:

Criteria	No. of checkpoints (A)	Rating (B)	Total rating (A*B)
No. of Inadequate Observations (0 rating)		0	
No. of Excellent Observations (1 rating)		1	
Total rating			
% computed# (of 50 questions)			

Overall results for the rating grid after supplier assessment:

Rating Score	Description
80% - 100%	Good performance of supplier/ approved supplier
60% - 80%	Fair performance – Provide mitigation plan to suppliers for improvement/ Qualify supplier with an improvement plan
<60%	Supplier to be off-boarded/ rejected

- Please note: the total may be changed in case certain criteria do not apply to the type of the supplier