



Ensuring accessibility of infrastructure and services is crucial for providing an inclusive and welcoming environment for all guests. By prioritizing accessibility, we can cater to the needs of individuals with disabilities, elderly guests, and those with limited mobility, ultimately enhancing their overall guest experience. FIVE considers accessibility to be a social right and is committed to promoting accessible hospitality. We offer a range of accessibility arrangements, including specially-abled rooms with duress alarms, augmentative and alternative communication availability, braille in elevators, ramp entrances where applicable to promote accessibility of infrastructure and services for all.

FIVE is committed to promote accessibility of infrastructure, products, and services. Spaces have been designed, renovated, or redesigned with accessibility in mind. We believe in integration and equal opportunity and are committed to treating all people in a way that allows them to maintain their dignity and independence. All guests and employees, regardless of their disabilities or impairments have equal access to the facilities and services offered by the hotel.



Accessibility is integrated throughout the operations and facility in terms of booking, providing information, transportation, accommodation, attractions, staff attitudes, excursions, and meals for providing a customer friendly hospitality experience. FIVE focuses on training its staff towards alleviating or overcoming difficulties which may exist in accessibility of infrastructure and services. We consider that ensuring good physical accessibility and services is of utmost importance when creating a destination suitable for all customers.

FIVE has a policy on accessibility and services that aims to provide accessibility support to employees, guests, and any associated stakeholders, breaking down barriers and meeting accessibility requirements for all. FIVE strives to constantly improve accessibility measures at their properties, focusing on differently abled individuals. FIVE engages in notifying the public about the availability of accessible formats, individualized emergency response information, and communication support. This policy encompasses everything offered and is to be an integral consideration for all products, infrastructure, and services at FIVE facilities. The hotel staff is delighted to offer inclusive services to make guests' stay at FIVE memorable.

Measures to promote accessibility of infrastructure and services

In addition to implementation of policies and procedures for promotion of accessibility of infrastructure and services, FIVE has put several measures in place in its operational facilities which promote better accessibility. Measures may be illustrated as follows –

Assignment of Roles and Responsibilities

FIVE recognizes that to effectively promote accessibility at the hotel, it is essential to assign specific roles and responsibilities to various individuals or departments. This ensures accountability and a coordinated effort to implement and maintain accessibility measures. As a part of its accessibility policy, FIVE has updated roles and responsibilities for key stakeholders across the organization to promote and strive to improve the organizations' effort in promoting accessibility. Following are the set of roles and responsibilities defined –

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Designation	Roles and Responsibilities
Executive Management team	<ul style="list-style-type: none"> • Overall responsibility for promoting accessibility throughout the hotel • Allocating resources and budget to support accessibility initiatives • Setting accessibility goals and objectives • Establishing accessibility policies and procedures • Monitoring progress and ensuring compliance with accessibility regulations
Group General Manager/ General Managers	<ul style="list-style-type: none"> • Overall responsibility for promoting accessibility throughout the hotel • Ensure compliance to this policy and ensure ease of accessibility to infrastructure and services • Ensure trainings on infrastructure and services are provided to all staff to raise awareness and provide guidelines on how assistance can be provided to guests with any form of disabilities • Developing and implementing accessibility plans and initiatives • Staying updated on accessibility regulations and best practices • Collaborating with different departments to address accessibility concerns
Group Director of HR	<ul style="list-style-type: none"> • Provide awareness trainings (with focus on employees who are in direct contact with the guests based on their roles and responsibilities) • Encouraging a culture of inclusivity and sensitivity towards guests with disabilities • Organizing regular training sessions on disability etiquette and assistive techniques
Front Office Team	<ul style="list-style-type: none"> • Handling accommodation requests from employees with disabilities • Acting as the primary point of contact for accessibility-related matters (involved in guest services) • Ensuring staff members are knowledgeable about accessibility features and services • Providing accurate and detailed information on accessibility features during reservations and check-in • Assisting guests with disabilities in room assignments that best meet their needs • Responding promptly to accessibility-related requests and inquiries from guests • Offering assistance and guidance for navigating the hotel premises • Maintaining a positive and accommodating attitude towards guests with disabilities • Establishing a feedback mechanism to collect guest input on accessibility • Monitoring guest satisfaction regarding accessibility and taking corrective actions as needed • Offering assistance and guidance for navigating the hotel premises • Maintaining a positive and accommodating attitude towards guests with disabilities • Provide sign language and augmented and alternative communication to all staff members of the team to promote accessibility
Group Director of Engineering	<ul style="list-style-type: none"> • Perform periodic review of the facility to validate the structural conditions and identify any requirement of improving the structural conditions for facilitation of accessibility of infrastructure and services • Assessing and implementing physical infrastructure modifications to enhance accessibility

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Designation	Roles and Responsibilities
	<ul style="list-style-type: none"> Overseeing the installation and maintenance of accessibility aids and devices Collaborating with architects and contractors to ensure new construction projects comply with accessibility standards Conducting regular inspections to ensure proper functioning of accessibility features Handling repair and maintenance requests related to accessibility infrastructure
Marketing and Public Relations team	<ul style="list-style-type: none"> Ensuring the hotel's website and online booking platforms are accessible and comply with web accessibility standards Creating inclusive promotional materials that highlight the hotel's commitment to accessibility. Providing clear and comprehensive information about accessibility features on the website and other marketing channels Engaging with disability advocacy groups and organizations to promote the hotel's accessibility initiatives
Risk and Compliance team	<ul style="list-style-type: none"> Conducting accessibility audits and assessments to identify areas for improvement in co-ordination with Engineering and Front office teams Perform yearly internal audits to verify compliance to this policy and recommend any changes as required

Training Initiatives

FIVE ensures that training is provided on the requirements of treating people with dignity and the Human Rights Code as it relates to persons with disabilities. Training is provided in a way that best suits the duties and responsibilities of employees and other staff members. FIVE provides training to the following individuals:

- all its employees and persons who participate in developing FIVE's accessibility policies
- all other persons who are involved in interacting with the guests to provide services or facilities on behalf of the company (Front office, F&B, Stewarding, Housekeeping)

Departmental orientations and employee trainings will be provided for new joiners as a part of induction programs and for the existing employees on new facilities, along with which separate roles and responsibilities are assigned and reiterated. Employees will also be trained when changes are made to the accessibility policies. Employees with direct interaction with guests are trained on sign-language and augmentative and alternative communication methods to be equipped in communication with guests.

<p style="text-align: center;">FIVE ►</p> <p>GUEST SAFETY</p> <hr/> <p>All FIVE employees should respect and protect guest privacy:</p> <ul style="list-style-type: none"> Guests, including celebrities. Do not discuss about the hotel guests with anyone Avoid asking guests/celebrities for pictures or autographs Do not talk to the media Do not ask guests for personal information, always maintain professionalism Promote accessibility of infrastructure and services for all employees and disabled guests as per the detailed policy on infrastructure and services 	<p style="text-align: center;">FIVE ►</p> <p>ACCESSIBILITY OF INFRASTRUCTURE AND SERVICES</p> <hr/> <ul style="list-style-type: none"> FIVE promotes accessibility of infrastructure and services for all employees and guests who may be facing any kind of physical disability and impairments through a set of measures taken Following are an illustrative set of measures – <ul style="list-style-type: none"> Setting up ramps at entrances for accessibility to guests with trams/ requirement of a wheelchair Proper lighting of the facility along with signages for direction in case of emergency exits Braille buttons available in elevators Encouragement of Augmentative and Alternative Communication by providing trainings to employees on sign language, use of gestures, to promote communication with any people facing speech/ hearing disabilities Availability of handrails for promoting accessibility in the facilities
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Figure 1: Extract from training deck for employees

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Figure 2: Director of Sustainability providing training on accessibility to all employees in the Townhall session held in Mar-2023

Department-specific trainings are provided to employees as a part of the departmental initiatives, related SOPs on dealing with guests, providing feedback for encouraging accessibility of infrastructure and services for all employees.

Refer to the *Code of Conduct* training deck, attendance sheets and pictures for details on formal accessibility trainings provided.

Facilitating Augmentative and Alternative Communication (AAC)

Augmentative and Alternative Communication (AAC) refers to a range of methods and tools used to enhance or replace spoken language for individuals with communication challenges. To promote AAC accessibility at our FIVE hotels, we have implemented the following measures –

- **Facilitating Communication support through communication boards and visual aids readily available at key locations in common areas –**



Figure 4: Emergency exit signs



Figure 3: Braille signs in elevators



Figure 5: Guest room phones with department icons as a visual aid

- **Staff training on sign-language to communicate effectively with persons who may have certain disabilities –**

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By training FIVE staff in sign language, inclusivity and accessibility have taken a big leap forward. The effort to bridge communication gaps through sign language training has not only empowered the staff but also enriched the guest experience at FIVE Palm Jumeirah."

FIVE Palm Jumeirah Staff

FIVE Palm Jumeirah Staff

FIVE Zurich Staff

At FIVE Hotels and Resorts, accessibility and inclusivity are top priorities. The company is dedicated to regularly reviewing and improving its measures to ensure that every guest can enjoy a comfortable and welcoming stay. As part of this commitment, all FIVE staff are trained in sign language to help break down communication barriers and create a more inclusive environment for all guests.

FIVE Jumeirah Village Staff

We encourage our staff to be patient and co-operative when dealing with guests using this method

We strive to improve our AAC implementation through the implementation of sign-language menus, continuous training of our staff, obtaining guest feedback, and implementation of AAC devices in the future.

Providing Information on Accessibility topics

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To ensure that guests have accurate and helpful information regarding accessibility at the hotel, it is important to provide clear and detailed information on relevant accessibility topics

- **Communication channels –**

FIVE has a dedicated guest servicing team which is available to the guests through guestroom phones, Concierge on WhatsApp, email ID (info@fivehotelsandresorts.com). All employees are trained to ensure consistent and accurate information is provided to guests on accessibility features and services.

- **Information on Accessibility –**

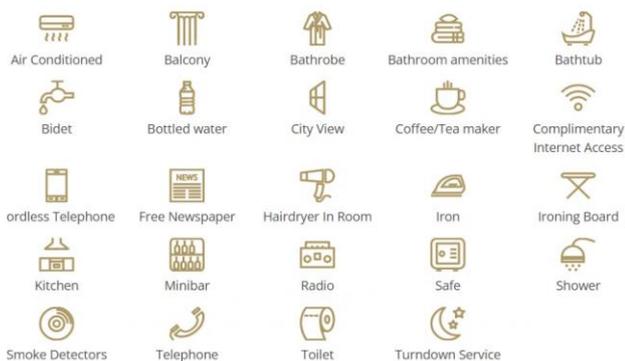
FIVE's policy on promoting accessibility of infrastructure and services is hosted on the company website and is available to everyone in the public domain. Further, when guests arrive at the properties, the Front Office team provides relevant information to the guests on accessibility topics. In case of any specially-abled guest, the team may facilitate the arrangement of a disabled room and providing additional information on accessibility on availability of amenities such as accessible parking, accessible transportation, and assistance for guests with disabilities, availability of accessibility aids and equipment, such as wheelchair ramps, elevators, grab bars, or visual alarms

- **Obtain guest feedback –**

FIVE obtains guest feedback to understand the accuracy and usefulness of the accessibility information provided. In addition, if any complaints are reported, they shall be recorded on the MessageBox tool and a formal resolution, and action plan will be implemented

- **Information on Website and Online Platforms –**

FIVE provides details on availability of infrastructure and room amenities available on the room booking portal



Future Plan

As a part of its future strategy, FIVE shall implement the following measures to provide further information on accessibility topics –

- **Update the accessibility information** on the hotel's website and other communication channels to reflect any changes or improvements in accessibility features and services including detailed description of information of accessibility features, including dimensions, equipment, and available support, for each room type and common area
- **Seek guidance from accessibility experts**, disability organizations, or consultants to ensure accuracy and completeness of the information provided
- **Menus** to be made available in sign language and braille formats to improve accessibility

Through periodic audits and evaluations, FIVE shall continue to update its future plans on providing accurate information on accessibility to all.

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When it comes to promoting accessibility at a hotel, it is crucial to ensure that the suppliers we collaborate and work with also prioritize accessibility in their products and services. Conducting due diligence on supplier accessibility helps us select partners who align with our accessibility goals.

We perform on-site supplier audits for our key suppliers where one of the criteria assessed includes accessibility of infrastructure and services. Following is an illustration –

SUPPLIER ASSESSMENT CHECKLIST - EHSQ

This checklist details the aspects evaluated as a part of the supplier assessment to the code of conduct complying with high standards of environmental conditions, quality of goods and services, health and safety prompting good working conditions for all supplier employees promoting overall sustainability.

Supplier Name: G. Bianchi AG
 Supplier Address: Allmendweg 6, CH-5621 Zufikon
 Whether supplier assessment is done on-site/off-site: on-site
 Date of site visit: 28 March 23
 Suppliers' contact person and designation: Reto Benz Leitung Quality Management
 Product category: Fish and seafood, meat
 Nature of the business: Trading Company
 Number of employees: 300
 Number of sub-contractors: 0

Sr. No	Question	(Score – Yes or No)	Evidence required	Remarks
18.	Does the company provide access to a confidential grievance mechanism for all workers? Are the workers aware of the grievance module if applicable?	Yes	Company's internal grievance policy/ notices on the grievance module availability	HR manual
19.	Does the supplier take measures to prevent any form of child sex tourism or forced adult sex tourism?	Yes	Any policy in place for prevention of such practices (may not apply to vendors unrelated to tourism)	HR manual Meritorbehr reglement
20.	Does the company any specific measures / policies for accessibility of infrastructure to any disabled/ elderly personnel?	Yes	<ul style="list-style-type: none"> • Pictures of ramps or related infrastructure (signages) • Accessibility policy (if available) 	Picture elevator Special toilets

Further to the checklist question, FIVE shall obtain the following suggestive evidence for the purpose of assessing accessibility measures undertaken by the suppliers –

- Obtain evidence of accessibility ramps, elevators at the supplier facility
- Verify alignment with relevant accessibility standards, regulations, and best practices
- Obtain information on supplier commitment to accessibility, relevant certifications or compliance, and any accessibility features built into their products or services
- Review the accessibility policies and statements of suppliers. Obtain evidence of their commitment to accessibility, including their approach to accommodating diverse user needs and any initiatives they have undertaken to promote accessibility



- Supplier responsiveness to accessibility concerns, their ability to deliver accessible solutions, and their overall commitment to accessibility
- Suppliers who have obtained recognized accessibility certifications or have undergone independent accessibility audits. These certifications or audits provide additional assurance that the supplier's products or services meet specific accessibility standards
- Evaluate the accessibility of the products or services provided by suppliers (example: requesting samples, conducting product testing, or seeking demonstrations of accessibility features) with factors such as usability, compatibility with assistive technologies, and compliance with accessibility guidelines

FIVE recognizes that by conducting due diligence on supplier accessibility, we can be assured that our partners share the same commitment to promoting accessibility and inclusivity. This collaboration can help create an environment that prioritizes accessibility throughout the entire guest experience.

Complaint Mechanism

FIVE actively promotes an open attitude towards accessibility, encouraging reporting of any form of grievances, misconduct, and re-evaluating practices when necessary. FIVE hosts all related policies and procedures including the grievance channels on the company website and the intranet which is available to all employees.

- **Customers/ Guests:** FIVE has implemented a customer complaint management policy for promoting transparency and guest satisfaction.

All customers at the property have the facility to reach out in case of any concerns and emergencies on the direct board-line number of FIVE (available on FIVE website) or Press “0” on the phone provided at guest rooms to be redirected to the Guest Servicing team. Complaints can be addressed by email to info@fivehotelsandresorts.com

- **Employees:** FIVE has implemented a grievance policy where all grievances and complaints related to matters concerning them (including accessibility) may be raised. Employees can also report suspected policy violations through the hotline number or available registered email ID of –

Ethics and Compliance Email ID: ethics@fiveglobalholdings.com;
 Ethics Helpline Contact Number: **+971-42475270**

- **Suppliers:** All suppliers are provided FIVE’s grievance reporting channel information through the supplier’s Code of Conduct which is signed off by all suppliers. In addition, as a part of supplier audits, FIVE obtains information from the suppliers on their awareness of the reporting channels available.

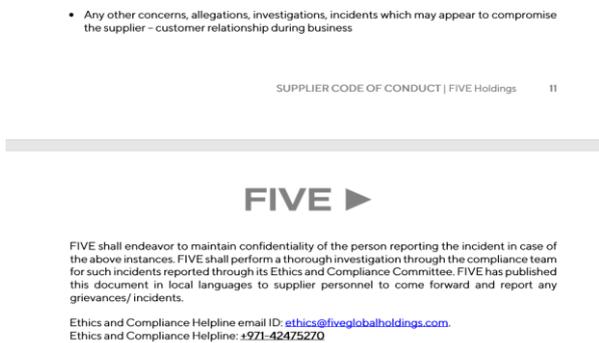


Figure 5: Extract of Supplier COC

			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
AR	Does the company ever contract any of the work		List of sub-

Figure 6: Extract of Supplier assessment checklist

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Accessibility Audits and Evaluations

An internal audit (accessibility audit) is conducted by the Risk and Compliance team on a yearly basis to evaluate the ease of accessibility to infrastructure and services and the compliance to this policy document. This is done through the fulfilment of a checklist, collection of evidence in form of facility audits to monitor any potential non-compliances.

The checklist contains aspects of auditing all common areas of the property and services provided. Guest feedback through randomized surveys may be obtained by FIVE staff to obtain an understanding on accessibility initiatives.

In addition to this, the Group General Manager and the Engineering Manager performs a facility visit to identify any non-conformities or potential changes to the structure of the facility to further improve the accessibility of infrastructure and services.

FIVE continues to review and update its practices to be one of the key leaders in following best practices for the promotion of infrastructure and services.