

Health and Safety Policy

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. FIVE is certified to 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. The 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's controls incorporated to ensure adherence to various occupational health and safety requirements, including (but not limited to) the use of hazardous energy, operational maintenance conducted in all areas for hotels and construction sites, implementing the highest standards of occupational health and safety. FIVE has implemented measures such as follows for the purpose of ensuring operational user health and safety:

1. Policy and procedures for managing operational risks, obtaining required permits
2. Periodic checklist assessments (pool, lift, construction site, etc.)
3. Conducting audit for goods received to verify quality, health and safety standards
4. Measures undertaken for fire, life, and safety
5. Emergency response procedures
6. Crisis manuals
7. Obtaining certifications such as ISO 22000 substantiating highest level of standards followed by FIVE
8. Detailed periodic assessment for all construction sites and hotel facilities (with checklists to evaluate operational health and safety of all colleagues and individuals entering the premises)



Along with the main health and safety policy, the company has several support policies and documents for food safety, emergency response procedures, security of the facilities, disease control through periodic water and food sample testing, disinfection activities, periodic preventive maintenance activities, indoor air quality inspections, security measures in place to safeguard the health and safety of all our stakeholders.

The FIVE Group is certified to the standards of ISO 45001:2018, Occupational Health and Safety Management System. Likewise, FIVE Palm Jumeirah and FIVE Jumeirah Village are certified to the standard of ISO 22000:2018, Food Safety Management System. In addition, the same hotels are 3 Star SPIRE Smart Building Certified which includes assessments on Life and Property Safety and Health and Wellbeing

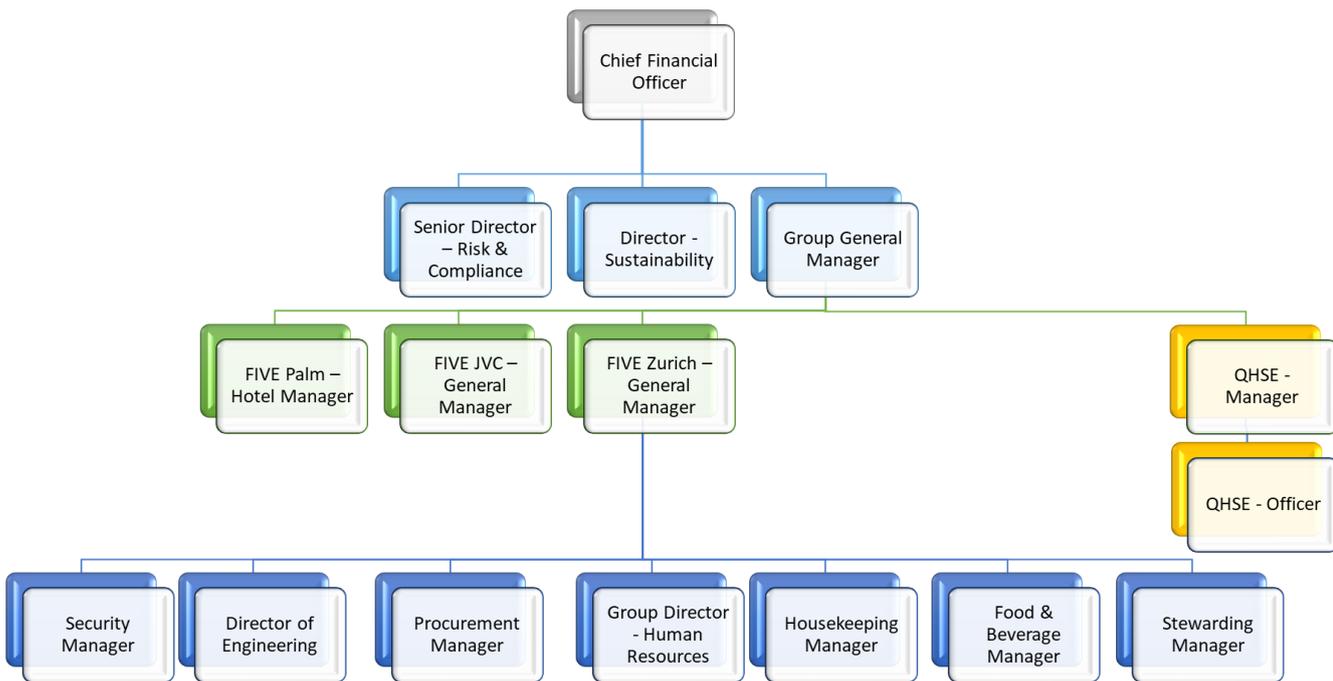
FIVE has created a Health and Safety Committee which periodically reviews the existing health and safety risks, grievances received on customer health, safety, and security to formulate additional measures to be implemented.

Refer to the *Health and Safety Management System* folder for detailed policy documents, crisis manuals, fire life and safety, food safety, water, food and air quality tests and other related documents.

Organizational Structure

FIVE has created an organization structure for ISO:45001 which covers all key organizational departments contributing and involved in managing Health and Safety and its impact on all stakeholders. The departments provide information on the impact and the measures taken and contribute to meeting defined Health and Safety targets, create and follow action plans to improve the Health and Safety framework of the organization.

Following is the current structure for management of SO:45001 –



Roles and Responsibilities

All stakeholders have a broad set of roles and responsibilities defined to comply to the requirements, targets and objectives laid out under ISO:45001. They are as follows –

Designation	Roles and Responsibilities
COO/ CFO	☐ Approving the roles and responsibilities and the organization chart

Designation	Roles and Responsibilities
	<ul style="list-style-type: none"> □ Provide guidance to the QHSE Management team on effective environmental management and sustainable practices □ Monitor progress against existing Health and Safety management targets and support in the development of new targets □ Provide approval for any new Health and Safety management initiatives to be taken (approval of initiatives, costs) □ Support the Group General Manager in decision-making during emergency situations and approval of key documentation
Director of Sustainability	<ul style="list-style-type: none"> □ Work with QHSE team for the successful implementation of Quality, Health & Safety and Environmental system. □ Responsible for ensuring that organizations set and meet environmental goals. They develop green policies and initiatives that emphasize the proper use of environmental resources with a focus on sustaining these resources for future generations □ Ensuring that processes needed for the QHSE management system are established, implemented, and maintained □ Reporting to COO/CFO on the performance of health and safety management system for review and any need for improvement
Senior Director – Risk and Compliance	<ul style="list-style-type: none"> □ Ensuring that all health and safety compliances, rules and regulations are met □ Co-ordinate with the Health and Safety department to check that timely environmental internal audits are performed □ Provide any recommendations for meeting H&S targets and objectives □ Ensure periodic confirmation to compliance to rules and regulations is filled in the Compliance tool
Group General Manager	<ul style="list-style-type: none"> □ Increases management's effectiveness by recruiting, selecting, orienting, training, coaching, counselling, and disciplining managers; communicating values, strategies, and objectives; assigning accountabilities; planning, monitoring, and appraising job results □ Contributes to team effort by accomplishing related results as needed □ Taking decisions during emergency situations or recall □ Providing facilities to improve health and safety management practices □ Chairing management review meetings □ Approving QHSE documents and procedures
General Managers (including Hotel Managers)	<ul style="list-style-type: none"> □ Managing employees and for planning, marketing, coordinating, and administering hotel services such as catering and accommodation facilities □ Making sure that all areas of a hotel environment run smoothly and work together successfully □ Ensuring adherence to hotel operations in line with the suggested practices □ Allocation of budgets for implementation of initiatives
QHSE Manager	<ul style="list-style-type: none"> □ Ensuring the QHSE is established, implemented, maintained and updated; □ Managing and organizing the work of the QHSE team; □ Ensuring relevant training and competencies for the QHSE team □ Reporting to top management on the effectiveness and suitability of the QHSE. □ Preparing and reviewing QHSE documents □ Ensures that the establishment maintains policies and procedures for all employees to follow QHSE system □ Providing effective supervision in implementing QHSE practices, conduct regular inspection of the organization, address potential risks, and, where necessary, take appropriate corrective action.

Designation	Roles and Responsibilities
	<ul style="list-style-type: none"> ☐ Maintaining measures of accountability for meeting QHSE responsibilities, including ensuring that: <ul style="list-style-type: none"> - all employees are trained before they start of work; and - Trained employees are competent and are carrying out responsibilities as required ☐ Daily inspection ☐ Conducting internal audits ☐ Performing periodic supplier audits to assess on health, safety and quality standards
QHSE Officer	<ul style="list-style-type: none"> ☐ Work with QHSE team for the successful implementation of Quality, Health & Safety and Environmental system. ☐ Preparing and reviewing QHSE documents ☐ Providing effective supervision in implementing QHSE practices, conduct regular inspection of the organization, address potential risks, and, where necessary, take appropriate corrective action. ☐ Keeping the food safety program up to date to support QHSE system ☐ Daily inspection ☐ Conducting internal audits
Director of Engineering	<ul style="list-style-type: none"> ☐ Inspecting and assessing the work done by the electrical staff ☐ Coordinate with emergency team during emergencies ☐ Reading and interpreting design schematics to ensure the proper installation of electrical systems. ☐ Troubleshooting major system failures and equipment malfunctions. ☐ Repairing and maintaining electrical equipment ☐ Performing repair and maintenance activities
Director of Security	<ul style="list-style-type: none"> ☐ Work with QHSE team for the successful implementation of Quality, Health & Safety and Environmental system. ☐ Conduct Fire & Safety training ☐ Develop and implement security policies, protocols and procedures ☐ Control budgets for security operations and monitor expenses ☐ Recruit, train and supervise security officers and guards ☐ Attend meetings with other managers to determine operational needs ☐ Plan and coordinate security operations for specific events ☐ Coordinate staff when responding to emergencies and alarms ☐ Review reports on incidents and breaches ☐ Investigate and resolve issues ☐ Create reports for management on security status ☐ Analyze data to form proposals for improvements (e.g. implementation of new technology)
Group Director of HR	<ul style="list-style-type: none"> ☐ Planning HR and administration activities annually ☐ Setting, monitoring, and achieving HR targets ☐ Managing recruitment, onboarding, and exit procedures ☐ Overseeing the payroll function ☐ Ensuring full compliance with company policies and procedures ☐ Managing employee relations ☐ Running the office and facilities management functions ☐ Leading the HR and administration team. Ensure adherence to quality standards and health and safety regulations (ISO 9001&ISO 45001)
Procurement Manager	<ul style="list-style-type: none"> ☐ Responsible for evaluating suppliers, products, and services, negotiating contracts, and ensuring that approved purchases are cost-efficient and of high quality and in line with the environmental standards ☐ Take initiatives to highlight/ discuss with respective teams for purchase of sustainable products and selection of suppliers with sustainability

Designation	Roles and Responsibilities
	<ul style="list-style-type: none"> initiatives including evaluation of labour health and safety standards and labour working conditions <input type="checkbox"/> Estimate and establish budgets for purchases <input type="checkbox"/> Make professional decisions in a fast-paced environment <input type="checkbox"/> Maintain purchase records <input type="checkbox"/> Provide inputs to the Director of Engineering and Director of Sustainability on purchases from suppliers with high labour health and safety standards <input type="checkbox"/> Make professional decisions in a fast-paced environment <input type="checkbox"/> Maintain purchase records and other important data <input type="checkbox"/> Negotiate pricing and supply contracts <input type="checkbox"/> Develop plans for purchasing services, and supplies <input type="checkbox"/> Ensure that the products and supplies meet quality standards <input type="checkbox"/> Work with team members to complete duties as needed <input type="checkbox"/> Maintain and update a list of suppliers <input type="checkbox"/> Perform periodic supplier reviews and audits as per the approved supplier audit checklist
Housekeeping Manager	<ul style="list-style-type: none"> <input type="checkbox"/> Hire and train the junior staff according to hotel policies <input type="checkbox"/> Make sure the rooms and stairways are regularly cleaned <input type="checkbox"/> Ensure high-level customer satisfaction <input type="checkbox"/> Monitor the performance of junior housekeeping staff <input type="checkbox"/> Respond to customer complaints and queries on a timely basis <input type="checkbox"/> Keep a record of the cleaning products and restock when necessary <input type="checkbox"/> Manage the staff according to shifts and availability <input type="checkbox"/> Evaluate housekeeping staff based on performance <input type="checkbox"/> Ensure all the requirements of ISO 9001, ISO 45001 & ISO 14001 are being followed properly
F&B Manager	<ul style="list-style-type: none"> <input type="checkbox"/> Supervises employee's ability to follow loss prevention policies to prevent accidents and control costs. <input type="checkbox"/> Enforces proper cleaning routines for service ware, equipment, floors, etc. <input type="checkbox"/> Enforces proper use and cleaning of all dish room machinery. <input type="checkbox"/> Ensures all food holding and transport equipment is in working order <input type="checkbox"/> Ensure all the requirements of ISO 9001, ISO 45001 & ISO 14001 are being followed properly
Stewarding Manager	<ul style="list-style-type: none"> <input type="checkbox"/> Ensuring health and safety standards are maintained in the facility <input type="checkbox"/> Ensure waste collection and segregation is done adequately in line with health and safety standards

Health and Safety Metrics

FIVE maintains repository of all types of incidents, injuries or accidents that occur at the facility/ related to employees. These are logged in an excel file, tracked by the on-site nurse and reported monthly as a part of management reports. Accordingly, security incidents related to the site affecting employees, guests or external parties are also recorded, logged, and maintained along with their resolution

Over the last three years, FIVE has recorded 17 accidents*, defined as incidents resulting in lost time from work. The hotel has not experienced any fatalities. All incidents, whether minor or resulting in lost time, are dealt with proactively and wherever required, escalated to ensure the proper corrective measures are taken. This is supported by FIVE's proactive health and safety measures, processes, and policies in place.

We have computed the metric Lost time injury frequency rate (LTIFR), which is a measure of the number of lost time injuries that occur in a workplace per a certain number of hours worked. It is computed by taking the number of lost time injuries that occurred in a workplace and dividing it by the total number of hours worked in that workplace, multiplied by 200,000. Accordingly, the LTIFR is computed as follows:

Lost time injury frequency rate (LTIFR) per 200,000 man-hours	2020	2021	2022
FPJ, FJV (Dubai)	0.58	0.34	0.3
FZ (Zurich) - operations since Jul-2022	N.A.	N.A.	0
FJBR (Contractors on site - construction start at end of 2021)	N.A.	N.A.	0.05

** For this purpose, we have considered major accidents i.e. accidents/ injuries which led to hospital care requirement resulting in lost time at work.*

Please refer to 'Accident rate' folder for supporting documents.

Health and Safety Targets, Objectives and Action Plans

As a part of our Health and Safety policies, we lay out FIVE's measures and strategies implemented in order to address all key health and safety parameters and ensure adherence. We understand that management and implementation is a continuous process, and we must continue our effort towards managing health and safety of all our stakeholders. As a part of our implementation of ISO:45001, we have prepared targets, objectives, and action plans in line with our current level of operations –

Objective	Target	Action Plans	Responsible Person	Frequency
Enhance Employees Awareness & Knowledge	100% of employees in concerned departments trained on H&S	1. Prepare H&S training plan for concerned departments (F&B, Stewarding, Security, Engineering) on the implemented health, safety and security procedures	H&S Manager	Monthly
		2. Monitor department's adherence to the training plan	H&S Officer	Monthly
		3. Conduct mock drills (fire and emergency evacuation) as per required laws and regulations (Internal - 1, External - 1)	Security, H&S, Engineering	Yearly
		4. Provide mandatory trainings (external) as per applicable laws and regulations - for Health, Safety and Security	H&S Manager, Engineering and Security	Yearly
		5. Provide induction training to all new joiners (based on job role and responsibilities, applicable H&S requirements)	Department Heads	As and when

Objective	Target	Action Plans	Responsible Person	Frequency
		6. Put up awareness posters on Health and Safety Measures in the facility to raise employee awareness	H&S Officer	As and when
Improvement of H&S performance, Working conditions & H&S Culture	<ul style="list-style-type: none"> - Reduce Lost Time Injury Frequency Rate (LTIFR) by 10% in 2023 - Zero fatalities - Zero occupational illnesses 	1. Maintenance of a Near Miss register and Colleague Injury records in co-ordination with respective departments	Security	As and when
		2. Review Near Miss Register and educates departments through trainings	H&S Officer	Monthly
		3. Conduct monthly inspection to ensure adherence to health and safety policy and procedures (implementation of preventative measures i.e. PPE, Awareness Charts)	H&S Officer	Monthly
		4. Perform effective incident investigation, identify root causes, provide preventive actions and implement corrective action to avoid future incidents	H&S Officer, Security, Engineering	As and when
Compliance with H&S Legal Requirements	No more than 5 improvement notices per external audit	1. Conduct monthly H&S internal audits and provide preventive actions to the respective departments timely and avoid any past mistakes	H&S Officer, Manager	Monthly
		2. Perform monthly trend analysis (complaints, accidents, near misses) to identify common hazards and take corrective action (i.e., appropriate measures, trainings, awareness)	H&S Officer	Monthly
		3. Perform daily inspection at the facility to identify any non-compliance issues/ potential areas of improvement	H&S Officer	Daily
		4. Review of local laws and regulations and changes therein as a part of quarterly meetings to implement any procedural changes	H&S Officer, Manager	Quarterly
Improvement of H&S Communication & Consultation	Periodic review of health and safety performance of the organization	1. Conduct a yearly management review meeting (i.e. department heads, GMs) covering departmental H&S performance, any concerns, changes to local rules and regulations, and setting of new H&S targets and action plans	H&S Manager	Yearly
		2. Conduct quarterly internal review meeting (i.e department	H&S Manager	Quarterly

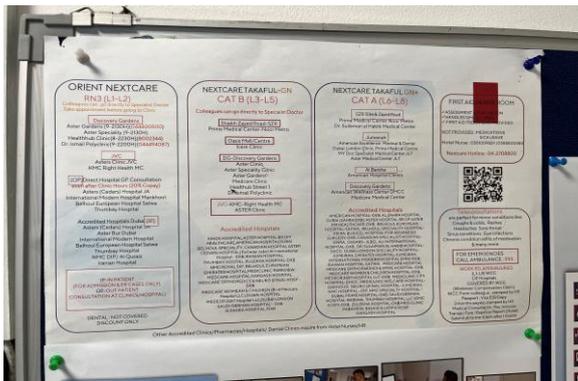
Objective	Target	Action Plans	Responsible Person	Frequency
		heads, GMs) to review performance against H&S Targets		
		3. Review of the existing H&S policies and procedures for any changes/ amendments required	H&S Manager, Department heads	Yearly

Through quarterly meetings held with all stakeholders for ISO:45001, FIVE ensures that respective departments are aware of their roles and responsibilities and take appropriate actions to fulfil the objectives and targets set.

Health and Safety Management Measures

For implementation of health and safety management system, FIVE has taken several measures. An illustrative depiction of our measures is as follows:

First aid kit, hand washing dispenser, health and safety information is clearly and readily provided throughout employee areas. Includes on-property resources and



CCTVs command centre with 24/7 monitoring and cameras in all areas of our facilities in compliance to local authority laws. Emergency exit signages have been placed across the



Security throughout and outside building and at key checkpoints such as access to the hotel rooms and facilities and driveways. **Evacuation plan** and emergency contact numbers posted outside every elevator



Food Safety measures are taken in form of ISO certification and audits, proper hygiene measures in kitchens, food sample tests, inspections of outlet kitchens. Monthly reports are



Refer to *HSE – Measures, Indoor Air Quality, Inspection certificates, water test reports, risk assessments and audit checklists* for more details on our Health and Safety framework.

FIVE undertakes training and awareness sessions with the concerned departments on a periodic basis in line with the Health and Safety training calendar. Respective departments such as Food and Beverage, Stewarding, Housekeeping, Security, Engineering are provided overall and role-based trainings which support them in always facilitating and following best practices. All employees are provided basic fire life and safety training at the time of induction to apprise them of the rules to be adhered to in case of any exigencies. Mock fire drills and evacuation drills are performed at the site periodically to make employees aware of actions to be taken.

Some illustrations are as follows –

Food Safety trainings done for Food and Beverage – Kitchen Staff on hand washing, colour coding, surface sanitization, basics of food safety



Refer to *Monthly Food Safety* reports and training records for more insight

Mock drill evacuation activities



Colleagues started accumulating at the Assembly Point



Fire Marshal Extinguishing the fire

Awareness measures and signages across the property



Refer the *HSE Measures* and the *Training records* folders for more details

FIVE has prepared a HSE training plan which is managed by the Health and Safety Manager and disseminated to the respective departments. FIVE provides training to employees and an attendance record is maintained.

Additionally, the Health and Safety policy along with the Customer Health and Safety Policy has been made available on the company's intranet as well as the public domain to make all our employees and stakeholders aware of our Health and Safety standards,

Data Compilation Systems

Health and Safety Procedures, Inspection and Training Records

All Health and Safety policies and procedures along with inspection records, audit checklists are maintained on a shared drive folder by the Health and Safety Manager. Manual checklists are logged and maintained in logbooks and soft copies are retained for record purposes. A sample screenshot is as follows –

Name	Owner	Last op...	File size
Emergency Preparedness & Crisis manual	remya koshy	—	—
TOOL BOX	remya koshy	—	—
STAGE 1 CA	remya koshy	—	—
LEGAL REGISTER	remya koshy	—	—
HIRA	remya koshy	—	—
SWOT N PESTLE	remya koshy	—	—
HSE MONTHLY MEETING	remya koshy	Mar 20, 2023	—
IA & MRM	remya koshy	Mar 20, 2023	—

PROCEDURE	remya koshy	Mar 20, 2023	—
RISK N OPPORTUNITY	remya koshy	Mar 20, 2023	—
ENVIRONMENTAL ASPECT IMPACT	remya koshy	Apr 10, 2023	—
OBJECTIVES	remya koshy	Apr 10, 2023	—
MANUAL	remya koshy	Apr 10, 2023	—
ORGANOGRAM,JD & TEAM LIST	remya koshy	Apr 10, 2023	—
Process interaction matrix.xlsx	remya koshy	—	16 KB
Life cycle perspective.xlsx	remya koshy	—	33 KB

Refer to the *Health and Safety* policies and procedures folder for more details.

Recording of accidents, near misses and security incidents

Currently FIVE monitors and logs all incidents in excel spreadsheets. All incidents reported during the month (including accidents, safety, guest related and internal requirements) are consolidated and reported as a part of the MIS prepared by the Security team. Action taken as resolution and remediation is recorded and reported to the management.



FIVE ► Colleague Injury Record 2022

Date	Department	Level	Type of Injury	Intervention
01-02-2022	FB-Trattoria (OS)		Cut Wound left forearm from the edge of the wine glass	Wound care done and steri strips applied
01-08-2022	FC-Recep	2	Left Knee Trauma from Slip & Fall in the room- accommodation due to wet floor -happened last night	Ice packs and elastic bandage applied
01-11-2022	FB Trattoria	2	Trauma to Right ring & pinky fingers as he fell from electric scooter-happened last night at accommodation DG	Ice packs and elastic bandage applied
25/01/2022	FB-IRD	2	Minor Cut Wound right Thumb	Wound care done
02-10-2022	FC-Recep	2	Punctured Wound right sole-foot -Accidentally stepped on a broken glass piece along the road from Restaurant near AKH accommodation	treatment done at Aster Al Mankhool Hospital
15/02/2022	Security	4	Chest Pain -at work (0217H)	Ambulance Attended
03-12-2022	FB-Trattoria	1	Minor Trauma to left four small toes as it accidentally hit by the trolley he is pushing	Moov gel with crepe bandage applied
03-12-2022	Cul-G island	1	Cut Wound right hand	Wound care done & steri Strips applied
19/03/2021	FB-Pool	3	Muscle Pain-right lower axilla as guest accidentally punched him instead of other guest	Ice compress & moov gel applied
04-02-2022	FB-G island	1	Minor Cut Wound left index finger	Wound care done

Refer to the *MIS* and *Colleague injury* records for further details.

Emergency response procedures

FIVE has documented emergency procedures in place along with a crisis manual for the facilities where the details on reaction to a crisis, steps to be taken, a crisis contact list (including name and contact of key personnel, emergency responders, local authorities, and other stakeholders who may need to be contacted in the event of an emergency).

FIVE performs periodic mock drills and evacuation drills, trainings for fire life and safety, activation of alarms, use of fire blankets (for eg. Operating a fire extinguisher, things to do at the time of an unforeseen event including people to be contacted) to have preparedness for handling any such situations.

To respond to any exigencies, FIVE has an on-call doctor (24/7), an ambulance available in the facility, tie-ups with local hospitals and pharmacies to provide access to any such services required in times of need. Further, the facilities have an on-site nurse who is available 24/7 to address any immediate requirement.

FIVE is also in the process of finalization of its Business Continuity Plan which would showcase the overall framework in case of any business disruption.

Refer to the *Crisis Manuals and Health and Safety documents (including records of mock drill*

Health and Safety Audits

As a part of continuous monitoring of the Health and Safety of the facilities, FIVE ensures that audits are performed for ensuring the implementation of high health and safety standards. Following are a few demonstrated audits -

- Regular **inspections of the facility** are conducted by the Health and Safety team (kitchens, storage area, receiving area) to validate that the guidelines are adhered to as per the SOP
- The Engineering team performs periodic **risk assessments** and fills quality checklists to ensure that the quality and maintenance of the safety facilities are followed and adhered to
- **External audits** are conducted by government authorities to check compliance of the building to Health and Safety Standards, Fire Life and Safety Compliances, Building Security inspections, etc.



- Performing checks for **food sample and water sample** for identification of any pathogens through third-party external vendors
- **Food safety audits** are performed externally as per the law requirement. We received A Gold Standard rating for our food safety measures maintained at both properties
- **Internal audits** are performed to verify the Health and Safety standards maintained by FIVE in the form of daily monitoring and inspection. This includes details of areas inspected, the specific hazards or risks identified, and any actions required to mitigate those risks

In addition to internal audits, we perform an overall review of adherence to Health and Safety standards for our select suppliers as well as a part of supplier due diligence and audit.