

FIVE ▶

**CUSTOMER HEALTH, SAFETY AND
SECURITY POLICY**

Issued by the Engineering, Safety and Security team

Approved by the Board, Mar 2023

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PURPOSE AND OBJECTIVE

FIVE being a customer driven hospitality business offers global experiences and accommodation services in line with the requirements of excellence and responsibility towards our customers. FIVE has built a strategic management approach through this policy to communicate an outline of the duties, expectations, and operating procedures applicable to all colleagues and the Health and Safety committee for ensuring the health, safety, and security of all their customers.

FIVE has implemented a detailed *FIVE Health and Safety Policy* in line with the ISO 45001 standards. The policy is designed and implemented on occupational health and safety in accordance with the local laws and regulations. To offer our guests and colleagues a safe & healthy environment to stay in, our hotel strictly follows 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 has formulated a strategic management approach which prioritizes customer health, safety and security, with a guest-centred approach and proper tools and business practices in place. FIVE actively promotes an open attitude towards customer health and safety issues, encouraging reporting of misconduct and re-evaluating practices when necessary. FIVE has implemented policies for food safety, emergency response, customer security, disease control, as well as a customer complaint management policy for transparency and guest satisfaction.

FIVE endeavours 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 EHS (Environmental Health and Safety) standards. FIVE follows a strategic management approach to customer health related issues including disease control is in place to ensure the customer health and safety, FIVE maintains an Internal Health and Safety Committee to periodically evaluate and assess any additional measures which may be implemented for maintenance of high health and safety standards.

Colleagues have legal duties, and FIVE requests its colleagues to observe the guidelines to safeguard customer health, safety and security as follows:

- To take reasonable care for their own health and safety, and that of other persons who may be affected by what they do or don't
- To co-operate with FIVE on health and safety
- To use work items provided by the FIVE correctly, including personal protective equipment, in accordance with training or instructions
- Not to interfere with or misuse anything provided for health, safety, and welfare purposes
- To report at the earliest opportunity injuries, accidents, or dangerous occurrences at work, including those involving the public and participants in activities organised by the Group/Organisation

We pursue a policy of zero-harm for people and the environment through best practice in Quality, Workplace Health & Safety and Environmental (QWHSE) Management, in line with the following standards:

- ISO 9001:2015 Quality Management Systems
- ISO 14001:2015 Environment Management Systems
- ISO 22000:2015 Food Safety Standards
- ISO 45001:2015 Health and Safety Management System

APPLICABILITY

This policy applies to all colleagues (including contracted staff) of FIVE and its related group companies.

This policy will be reviewed periodically by the Health and Safety Committee to modify and implement additional measures for safeguarding the health, safety, and security of all our customers.

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Any changes in the local laws and regulations will be reviewed periodically by the Health and Safety Committee and incorporated as a part of this policy document.

APPROACH TO HANDLING CUSTOMER HEALTH, SAFETY AND SECURITY

FIVE has implemented a strategic approach to handling customer health, safety, and security in all facets of its business. All customer concerns, complaints may be directed to a direct board-line number of FIVE or the customers have an option to press "0" / "Guest Services" on the phone number through their hotel rooms. We follow local as well as international good practices and legislations for providing best quality services following a guest-centred approach through the following approach.

The respective teams have implemented several detailed SOPs to support and provide guidelines on maintaining customer health, safety and security.

1. INJURY/ ILLNESS AND DISEASE CONTROL

- A proper emergency helpline is in place for emergency reporting initiating response actions. Guests may call the emergency helpline through the landline available in the rooms
- Medical practitioners or nurses are available 24 hours a day, 7 days a week in case of any medical emergency occur.
- Appropriate infection control measures are in place to prevent or control communicable diseases through disinfection and killing of all infective agents (handling biological factors), early detection, isolation and treatment of sick and removal of breeding sites.
- Hand hygiene shall be practiced by employees on a regular basis, prior to any contact with clients and/or guests (even if gloves are worn) and specific areas are designated for handwashing with sanitizers.
- FIVE has the provision for first aid boxes made available at the reception, kitchen, F&B and pool venues for ease of accessibility in case of any emergency requirements. First Aid Kits are provided to ensure that first aid supplies are easily accessible when required in an emergency. They are to be checked weekly and shortages replaced. Employees have an obligation to ensure that First Aid Kits, like any safety equipment, are not tampered with. Access to First Aid Kits must be made possible. Painkillers cannot be provided in the First Aid Kits
- In the event of an injury or illness, call for the nurse on duty, duty manager or security duty number – To call an ambulance – dial 999 and ask for "ambulance".
- All accidents must be reported to the Nurse on shift or Human Resources colleague on duty immediately or as soon as practicable; All such incidents must be appropriately recorded
- The Health and Safety Officer / Nurse / Security representative will investigate incidents and accidents, writing a detailed report for the Management to consider the actions necessary to prevent a recurrence
- 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
- Disinfection activity is performed for pools and water tanks periodically to avoid any contamination
- Indoor air quality assessments are performed by external vendors periodically to identify any anomalies and ensure dissemination of pure air in our facilities
- FIVE has an on-call VIP doctor available 24/7 for any emergencies. Ambulance is available on stand-by for any emergency requirement
FIVE has entered in tie-ups with local hospitals and pharmacies for ease of accessibility in case of any adverse situation which may require visit to hospitals or any emergency medication. FIVE is committed to maintaining high health and safety standards for guests and staff by regularly cleaning, sanitizing all areas of the hotel, including guest rooms, public areas, and high-touch surfaces
- Availability of lifeguards near pool and beach area for safety

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- Regular health and safety trainings on topics viz. Fire life and safety, use of PPE, chemical usage, avoidance of finger cuts (knife handling) is provided to the staff to safeguard the health and safety

2. EMERGENCY RESPONSE

- An experienced and professional emergency response team is available for handling emergency incidents effectively and efficiently
- A diligent and industrious security team is functional at FIVE who will take over the lead in case of any evacuation or rescue processes
- Crisis manuals are formulated which will temporize at life threatening accidents and aid at initial critical actions needed to be taken at the time of any such incidents
- These manuals include procedures undertaken in case of any natural disasters and preparedness and responses to ensure evacuations. Proper evacuation drills are conducted periodically to train company personnel on measures for evacuations and things to be done in case of natural disasters.
- Separate disaster management procedures are available for disasters like earthquakes, tsunami including crisis commanding, evacuation as per Hotel Fire Evacuation Procedures, first-aid, identification of disabled guests and assisting individuals stuck in elevator.
- A list of colleagues on duty and key persons to be assigned duties are developed and checklists for assignments to departments are also assigned. For more information on Disaster or Emergency contacts, refer Hotel policy and standard operating procedure for Natural Disaster.
- Measures for post-earthquake and post-tsunami recovery functions including damage assessment and impact evaluation, clean-up and salvage operations, business operations are adopted.
- FIVE follows a detailed Health and Safety Procedure which is in place describing the processes for identifying health and safety risks, procedures to prevent accidents and steps to be taken when accidents occur.
- FIVE is well equipped at accident prevention, fire protection, and natural disaster preparedness and response through its detailed accident prevention and fire safety procedures, periodic maintenance activities conducted by the maintenance team
- Disaster management procedures best suited for the geographical and building characteristics are set and effectively communicated with the employees
- Colleagues should ensure that any wandering cables should be kept away from public touchpoints. Any maintenance activity should be adequately barricaded by the staff to ensure the same is not in contact or reach of customers
- In the event of Fire:
 - Colleague discovering a fire should sound the nearest alarm
 - The first duty of all workers is to evacuate all people from the building through the nearest exit immediately when the fire is discovered
 - Everyone must evacuate the building and, where possible without personal risk, leave all doors and windows closed
 - The assembly point for the building is in front of the lobby
 - No-one should leave the assembly point without the permission of the Director of Security.
 - If any fire occurs, however minor, the Fire Brigade must be called immediately by dialling 999 and asking for "Fire"; when the Fire Brigade arrives advise whether all inhabitants are accounted for and location of fire.
- 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 recorded. 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

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- General prevention measures
 - Protective equipment and restrictions during entry and exit and show cautiousness in special work areas
 - Use handrails on stairs
 - Keep the heavy load towards the body while carrying trays
 - Flooring – Checking floors to make sure they are cleaned regularly and kept free of grease and water
 - Unexpected trip hazards – Make sure boxes, bags, cables and other obstacles aren't left lying around. Storage should always be provided for incoming deliveries and staff belongings
 - Gas appliances, flues, pipework, and safety devices are maintained in a safe condition with timely maintenance activities

3. FOOD SAFETY

- Detailed food safety protocols have been implemented for the purpose of ensuring that all guests are provided with food that is of high quality, well presented and prepared and is nutritionally sound
- At the point of receiving, FIVE has implemented a process of formal quality check through inward inspection checklists filled out on parameters of vehicle temperature, package condition, product freshness, etc Goods are accepted only after obtaining confirmation from the user department (chefs, etc.) through formal quality check procedures
- All food preparation areas are designed to permit good hygiene practices and be easy to clean and disinfect
- Food safety is ensured by use of proper safety gear in kitchens and by the stewarding team
- Adequate sanitary and hand washing facilities are made available for all catering staff at FIVE
- All food safety and hygiene policies and procedures are implemented by having effective management of food safety systems in place which include a form of risk assessment based upon the Hazard Analysis and Critical Control Point or HACCP system. All risk assessment findings are documented, and records are maintained and reported
- FIVE has experienced and professional food safety personnel who monitor shelf life, storage, hygiene, temperature etc. of the food we serve daily on the storage condition of goods
- Food Safety Manager is responsible for assuring the hygiene condition and quality of received food stocks, verifying the quantity, physical condition, expiry date, temperature, quality packaging, stacking and vehicle condition.
- Stock rotation is being practiced in FIVE by following FIFO and FEFO system during dispatch.
- Food handlers are provided with adequate supervision, instruction, and training in food hygiene before handling food and related products.
- All food handlers should be:
 - Free from any symptomatic signs of illnesses or communicable diseases such as diarrhoea, vomiting, fever, sore throat, abdominal pain and jaundice, etc.
 - Not carriers of food-borne diseases e.g., typhoid, cholera, hepatitis type A, B, C,
 - Syphilis, Tuberculosis
 - Not suffering from discharging wounds or sores on any exposed part of their bodies; or from discharge from their ears, eyes or noses.
- All food safety incidents should be reported to the managers by the colleagues. Refer to the Colleagues Health and Safety Policy for further details
- Detailed supplier evaluations are conducted (at the time of onboarding) on the food safety parameters as per ISO 22000 requirements to ensure high safety standards are in place for the food items being delivered to FIVE
- Periodic supplier audits are performed on-site for suppliers to assess food safety standards are maintained at their facilities
- Food and water samples are sent to third party laboratories for inspection and identification of any potential contamination
- Detailed processes and checklists are implemented for the monitoring and tracking of food safety through the life cycle – Supplier onboarding → Goods receipt (Inward inspection reports)

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→ Sanitization of items → Storage of goods (temperature control, cleanliness, stacking, stacking requirements) → Maintenance (cleaning of kitchen and food areas, pest control, cleaning checklists) → Cooking, cooling, reheating (kitchen guidelines, shelf life stocking procedures) → Food preparation → Food served on the table → Supplier audits (on-site visits for ISO and EHSQ compliances) Daily inspections are conducted by the Food Safety team for kitchens and storage facilities for temperature checks, packaging, expiry, stacking and maintenance of standards. Any discrepancies identified are flagged and corrective measures are taken

4. RESPONSIBLE ALCOHOL SERVICE

- FIVE has obtained valid liquor licences as per the applicable local laws and regulations for service of alcohol at all its properties
- FIVE sells and serves alcohol responsibly professionally considering the requirements as per the local laws and regulations on serving criteria, age, serving methodology, etc. FIVE has detailed alcohol handling SOPs in place for this purpose.
- FIVE has employed skilled servers who are able to work as part of a team to provide an efficient service, which makes customers feel noticed and welcome along with enforcing their legal and social responsibilities. These servers have been trained prior to serving alcohol
- FIVE provides trainings to all its stewarding and F&B staff for alcohol handling and service including how to deal with customers who have had excess to drink. Servers are required to be courteous and polite with customers who have had excess to drink and check with them on availability of a designated driver while leaving the premises
- Any fragile glassware is avoided while serving alcohol near pools preventing possible injuries from breakage or spoilage of the same, which are substituted poly-carbonate glasses for serving beverages (paper cups for coffee)
- In case any guest demanding liquor is suspected to be a minor/ below the minimum mandated age for serving alcohol (as per local laws and regulations), the staff requires the guests to furnish any valid ID proof to prove their age prior to serving alcohol

5. SMOKE-FREE ENVIRONMENT

FIVE is committed to maintaining a smoke-free environment at all of its properties.

- FIVE maintains 100% non-smoking rooms at all its facilities and a penalty of 1,000 AED for anyone violating the same inside the rooms.
- Specific areas are designated for the sole purpose of smoking within the facility or can use the balcony in case they want to have a smoke
- Housekeepers are trained to observe signs of smoking in the hotel and report any such instances to the Security team
- Guests are reminded at the time of booking and upon arrival at the hotel that smoking is not permitted inside the building. Pre-arrival email notifications also include a reference to the policy. A disclaimer flap is available in the respective guest rooms on 'non-smoking' in the respective rooms
- Smoke detectors along with smoke alarms are installed in rooms apart from smoking rooms.

6. NON - EXPOSURE TO HARMFUL CHEMICALS/ BIOLOGICAL FACTORS

- FIVE has a detailed chemical handling policy in place for avoiding possible physical and health hazards associated with chemicals
- Trainings are provided for the employees on the procedures for handling of harmful chemicals including usage of safety gear during chemical handling
- Maintenance works are carried out only after isolating the area using barricades for avoiding possible hazards
- An emergency hotline number is operational for emergency reporting and upon receipt of a chemical spill report, the telephone operator must immediately inform Emergency Response Team for response to be initiated.

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FIVE has a list of chemicals and substances approved by the regulatory authorities (which may be hazardous/ non-hazardous) and may include chemical handling procedures are implemented. Refer detailed '*Chemical Handling*' procedures for details

7. GUEST COMFORT

All FIVE employees shall ensure the following:

- Never ask guests / celebrities for pictures or autographs
- Do not gossip
- Do not take unfair advantage of any guests or engage in any unfair-dealing practices
- Do not enter guest's room unless for performing official duties (housekeeping activities). Proper norms are followed for DND rooms. No staff is allowed to enter rooms without formal consent (except in case of emergencies)
- Do not ask guests for personal information, always maintain professionalism.
- Maintain confidentiality of guest information and do not share any information with anyone
- Guest engagement in form of sending pre-arrival emails, updating the hotel website with relevant information, and providing signage throughout the property

8. CUSTOMER SECURITY

- Robust security protocols are well in place for as a guide for ensuring guest safety and security
- Implementation of 24/7 CCTV cameras across the facilities approved by the local authorities
- Periodic inspection by regulatory parties on the security system of the facility
- SIRA (regulatory authority in Dubai) licensed security personnel hired through third-party vendors
- FIVE considers guest safety as top priority and has Patrolling Security Officers on alert 24 hours a day and 7 days a week. The security team is equipped and trained for any emergency response required in case an incident arises
- A diligent security team well equipped and trained to identify, contain, and eliminate any incident and initiate immediate response
- Proper risk management procedures are followed to ensure effective security measures are in place for crime prevention and detection through implementation of related policies
- Security manning is placed at the main entries of the hotel and all security must be vigilance and alert all times
- Guest rooms are installed with computerised electronic card locking system (SALTO) for enhanced security which record identity of user, date and time of usage and control time
- Access control of all back of house areas, CCTV coverage and elimination of 'black spots' are in place for reducing the risk of crime occurring
- Appropriate ratio of cameras and monitor screens are ensured for constant monitoring of entry control points into non-public areas, and swift detection of any unauthorized /suspicious visitors into these areas
- Any detection of unauthorized/suspicious visitors in no-public areas is communicated to the patrolling security officers who should respond immediately to question the intruder
- Visitors are allowed to enter the guest room only if they furnish a valid and original ID or passport. FIVE has a detailed visitor policy in place which is followed by Front Office and Security staff to disallow visitors without providing ID proof and logging their information in Opera.
- Master key cards are kept by the Assistant Security Manager (ASM)/ Security Team Leader (STU).
- Doors are fitted with high security locks with dead locking features and a door viewer installed to provide an unobstructed view of 180 degrees for guests to check on callers.
- Doors are installed with cameras and alarm systems to monitor abuse in any manner and staircase exits are installed with push-bar door for one way exit only.

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- Colleagues in direct contact with the guests are strictly instructed to be in uniform and wear visible name badges.
- A prompt access to responsible local authorities is ensured for rapid response actions to be initiated in case of any criminal incidents.
- Employ protective equipment and restrictions during entry and exit and show cautiousness in special work areas accordingly
- Access to the roof is controlled and authorization of access is given by Director of Security, Hotel Manager or GM
- FIVE obtains security services from certified third-party vendors with SIRA certified personnel to ensure highest standard of security practices implemented in the facilities

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 customer health and safety domain and establish new measures and procedures to mitigate the risks.

The Committee holds regular meetings and carries out regular inspections of the facility to identify hazards. All such meetings are to documented with appropriate minutes.

The following was taken into consideration in determining adequate size for the Committee:

- The physical size of the location
- The degree and number of potential hazards present in the workplace
- The number of employees at the location
- The number of departments
- The number of shifts in a workday

The Health and Safety Committee is constituted as follows:

Name	Designation
Faruq Sheikh	Director of Security
David Shepley	Sustainability Manager
Amritha Prasad	QHSE Manager

It is our stated intention to educate our staff in health and safety management by incorporating the basic principles into all appropriate duties. Wherever possible, information on legislation and standards applicable to their duties will also be included. In areas of work which are highly regulated, staff will be expected to attend certain courses as a mandatory requirement.

CONSULTATION

The company is committed to consulting with its staff members regarding safety, health and welfare in the office. Staff is involved in the identification of hazards and are trained in dealing with the hazards identified. The safety statement will be included in Induction Training and staff will be advised on how to deal with any problems that arise.

COMMUNICATION AND TRAINING

All employees with customer-facing roles are provided proper training to effectively communicate with customers and safeguard the customer health, safety, and security. These trainings are provided as a part of the orientation training. Refreshers are conducted department wise monthly to cover all employees on the several topics of trainings.

The Health and Safety Manager prepares a training plan at the start of the year covering topics on health and safety (including food safety) for concerned departments and monitors compliance to this training plan. The respective departments disseminate these trainings to the respective personnel to



raise awareness on key health, safety and security aspects. All customers at the property have the facility to reach out in case of any concerns and emergencies as follows –

1. FIVE PALM – +971-44559999
2. FIVE JVC – +971-42489999
3. FIVE Zurich – +41-44565555

The customers may dial '0' on their internal board-line to send any requests or complaints which is directed to the Guest Servicing team. The Guest Servicing team shall allocate the request/ complaint to the respective department for redressal.

In case of any emergencies, hotel customers can reach out press "4444" on any internal board-line at the hotel property and an emergency response team will be alerted.

This information is communicated to all customers when they arrive at the property to provide the facility of easy access to report any concerns or incidents.

REPORTING

All employees are required to report all incidents and near misses, whether resulting in injury or not, to the Security team. All accidents will be investigated by the Security and QHSE team and a written report shall be prepared. Corrective action will be taken where necessary to avoid a recurrence.

Accidents involving persons who are not members of staff but are visiting or working on the premises must also be reported.

COMPLIANCE AND MONITORING

All employees working for FIVE understand their responsibilities for maintaining Customer Health, Safety and Security. Compliance and performance is measured and documented during management review meetings and company audits. All results are reported to the management

Any issues/ concerns noted during the period will be reported to the Health and Safety Committee. The Committee shall evaluate these issues and concerns on a periodic basis as a part of their meetings and build additional measures and improvement plans accordingly.

FIVE strives for continuous improvement and will amend this policy regularly based on any business and property modifications and any new inputs, regulatory updates.

We undertake to continually review and develop our customer safety management systems. The effectiveness of our services and guest satisfaction is monitored through our own guest questionnaires, our operator's feedback and management/ staff meetings and reviews.

If you have any questions or concerns regarding this policy document, please reach out to the Engineering, Health and Safety or Security team for assistance.