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**POLICY ON ACCESSIBILITY OF
INFRASTRUCTURE AND SERVICES**

Issued by the Senior Director of Risk and Compliance, Director of Engineering

Approved by the Board, Feb 2023

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PURPOSE AND OBJECTIVE

Accessibility, a social right is key in achieving user-friendly tourism for everyone.

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.

It cannot be limited to the group of people in a wheelchair or other groups of people with a disability, such as people with visual impairments, people that are deaf or hard of hearing, people with a mental impairment, etc. Accessibility applies equally to those with less visible ailments or health conditions, such as people with asthma or allergies, people with short-term or chronic illnesses, etc.

Considering people with disabilities, older people, pregnant women, families with young children and those who have other functional, health or mobility limitations, we take initiatives in harmonizing the standards in providing tourism accessibility for customers with Restricted Physical Ability by providing physical, sensory as well as communication accesses.

APPLICABILITY

This policy applies to all properties of FIVE and its related group entities.

FIVE reviews the applicable laws and regulations periodically to identify any changes or provisions which may be required to be applied mandatorily to further facilitate the provision of accessibility of infrastructure and services. This policy shall be reviewed yearly by the team

ROLES AND RESPONSIBILITIES

- Group General Manager - is responsible to ensure compliance to this policy and ensure ease of accessibility to infrastructure and services. Further, the General Manager shall ensure trainings on infrastructure and services will be provided to all staff to raise awareness and provide guidelines on how assistance can be provided to guests with any form of disabilities
- Group Director of HR - is responsible to provide awareness trainings (with focus on employees who are in direct contact with the guests based on their roles and responsibilities)
- Group Director of Engineering - is responsible to 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
- Director of Front Office and Housekeeping - is responsible for training all department staff (including third party contractors) on the facilities available for ease of accessibility, including details about the infrastructure and services of the property for regular as well as specially-abled individuals. Periodically, sign language training (for augmented and alternative communication) shall be required to be facilitated to employees in phases
- Risk and Compliance team - is responsible for performing yearly internal audits to verify compliance to this policy and recommend any changes as required.

REGULAR ARRANGEMENTS

FIVE endeavours to provide the following facility at this premises to provide easy and convenience to guest and staff with special needs:

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- Sufficient lighting levels are ensured within the buildings, without glare or reflections
- Glass doors and large windows marked with contrast warning signs or patterns and easy-to-use window fastenings
- No smoking policy or designated non-smoking zones in all service areas (reception, lobby, meeting rooms, guest rooms, dining, bar, etc) are assigned
- Elevators are provided for convenience with clear signages in local language, English and in Braille
- The buildings are provided with entrance doors with level access that are sheltered from rain and well lit.
- Guests are escorted by accompanying staffs who will provide briefing on the existing general accessibility and services available
- Digital and static signages are placed at various locations indicating accessible areas and features, that are understandable even by the one who are unfamiliar with reading capabilities
- Children, non-native speakers, and people with learning difficulties benefit from good signage with pictograms and colours to find their way easily
- Special Assistance is provided by well-trained staff for boarding and disembarking, for retrieving luggage
- Cleaners, delivery staff and technical staff benefit from lifts and slopes for ease of carrying luggage and likewise, trolleys and trams and for accessibility for wheelchair guests

SPECIAL ARRANGEMENTS

- Rooms for the specially-abled: FIVE has rooms for the specially abled individuals wherein these rooms are provided with accessibility features such as wider doorways, roll-in showers, and grab bars. These are dedicated rooms which have accessible headlights, rails for support. Rooms are designed keeping in mind that wheelchairs come in many different models and sizes, and that electric-powered chairs usually take up more room than manual models. Showers equipped with handrails are provided in specially-abled rooms along with Wheel-in shower (no step) and non-slip floor surfaces. Support handrails are fitted beside toilets, baths, and overhead showers for providing extra support to the concerned
- Availability of wheelchairs: Wheelchairs or walking aids and the provision of handrails, ramps, lifts, and lowered counters is available at the facilities with the Security and Bell desk team in case any arrived guest would require
- Provision of ramps: Ramps are provisioned at the entrance of the facility in case of flooring differences to ensure ease of mobility for people with wheelchairs.
- All floor surfaces are made in such a way that allow easy to move across.
- Level access is provided suiting people with walking difficulties, or others who have a pushchair, a suitcase on wheels, a trolley, etc.
- Provisions of tactile markings, signs, labels are made across the facilities in form of signages for directions, emergency exit signs, caution boards (in case of wet floors, ongoing maintenance work)
- Drop-off area for motor vehicle passengers at or near the front entrance is provided
- Access routes are provided that are flat and have a stable surface, without steps
- Accessible rooms with wide entrances or low switches, hand dryers, towel racks and beds.
- Specially-abled are given access to pool or bar areas, visual alarms, and complete access through the entire building through wheelchairs and assistance by a front office executive
- All elevator buttons (inside and on the floors) have been provisioned with braille buttons for support to the guests facing any visual disabilities. Lifts (elevators) are wide and deep provided with tactile braille buttons along with visual indication of floors
- Special parking areas are allotted for easy entrance and exit purposes
- Free space beside toilets is provided for side transfer
- Doors are fitted with handles which make it easy to reach and operate, or automatic opening or closing
- Trained personnel in sign languages: FIVE has trained certain Front Office and Stewarding staff on sign language to facilitate ease of communication with any guests who may have compromised speech or hearing abilities. Provision for facilitated speech is made available through augmentative

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and alternative communication for the guests with compromised speech capabilities. People with hearing impairments benefit from good, clear, and accurate signages and understandable pictograms as they can find their way independently without having to rely on anyone else

- The buildings are provided with ramps as alternative routes to steps and handrails wherever necessary
- The buildings are provided with wide doors, passageways, corridors, and space to pass between dining tables, display stands, etc.
- Availability of tactile buttons in the rooms for lighting
- Clear turning spaces are allowed in rooms, meeting rooms and entrance halls for enough mobility without distraction on the way
- Availability of personal assistants, nurses, physiotherapists, and remedial equipment are ensured concerning the guest's health and well-being

SUPPLIER DUE DILIGENCE

As a part of supplier risk assessments and audits performed for high-value purchase suppliers, detailed supplier assessment checklists on EHSQ (Environment, Health, Quality and Safety) are filled where suppliers are evaluated on parameters including accessibility of infrastructure and services to verify whether the supplier has an existing policy/ measures in place to ensure availability of infrastructure and services to all employees, guests, third parties or other stakeholders that may visit the facility.

TRAINING

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
- all persons who participate in developing FIVE's accessibility policies and
- 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.

COMPLAINT MANAGEMENT

FIVE has implemented policies for employee grievances and customer complaints that may arise because of any potential concerns to accessibility of infrastructure and services. Refer to the 'FIVE Grievance Policy' and 'FIVE Customer Complaint Management Policy' for further details on the method of reporting, investigating, resolving, and managing such complaints.

GUEST FEEDBACK

FIVE actively engage with guests with disabilities to understand their needs and preferences and seek feedback on the accessibility of their facilities and services. This can help hotels improve their accessibility offerings and demonstrate their commitment to accessibility to their guests.

AUDITS

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

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document. This is done through the fulfillment of a checklist, collection of evidence in form of facility audits to monitor any potential non-compliances.

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.

COMMUNICATION

FIVE is committed to meeting the communication needs of people, including the people with disabilities. Where appropriate, the company will consult with all their guests, especially people with disabilities, to determine their information and communication needs.

We will also provide employees with disabilities with individualized emergency response information when necessary.

FIVE will also notify the public about the availability of accessible formats and communication supports through the website. This policy will be made available on the company's internal intranet for ease of access to all employees.

If you have any concerns or questions regarding this policy, please reach out to the Engineering team or the Risk and Compliance team for any assistance required.