



FIVE endeavors to seek and employ the best-qualified personnel, to provide equal opportunity based on merit to all colleagues in recruiting, training, promoting, and providing career advancement and to administer these and all other employment-related activities in a non-discriminatory manner.

FIVE is a signatory to the United Nations Global Compact (UNGC) on its ten principles for human rights, labour, environment, and anti-corruption. In accordance with Principle 6 of the UNGC, there should be no discrimination in any aspects associated with access to employment, to particular occupations, promotion, training, vocational guidance, employment conditions such as recruitment, remuneration, hours of work and rest, and job assignments.

FIVE has taken several measures to promote equal opportunity for all and provides its commitment to not tolerate any form of harassment and abusive behaviour. An illustrative list of measures taken to promote equal opportunities and not discriminate are as follows:

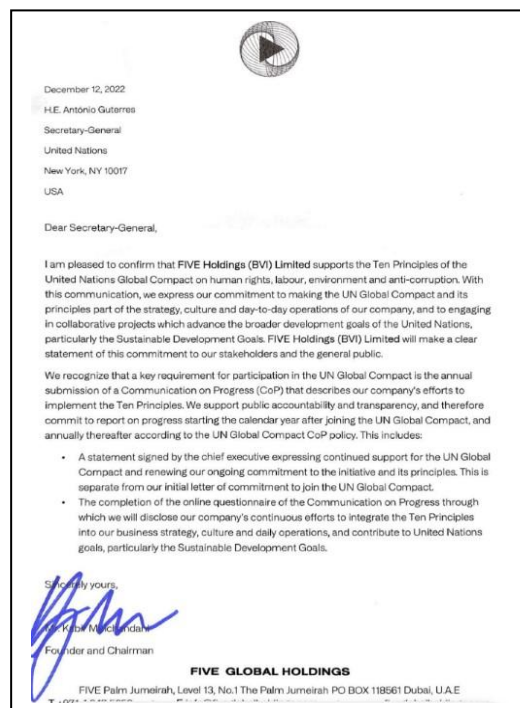


Figure 1: UNGC principles signatory

## Implementation of Policies

FIVE has implemented policies and procedures for the promotion of equality across the organization.

- ▶ **Non-Discrimination Policy** – This policy expresses FIVE’s commitment to condemn and prohibit any non-discriminatory practices on grounds of race, age, sex, caste, creed, ethnic origin, language, colour, family status, religion or belief, nationality and national origin, gender (including gender identity, gender expression, HIV status, sexual orientation, trade union membership, place of origin or social origin, and pregnancy, , caring responsibilities, family circumstances marital status, disability, political ideology or Opinion, socio-economic background, national extraction, or genetic information, gender reassignment, or marriage and civil partnerships. Further, no discrimination shall be made on any employment practices such as recruiting, training, promoting, and providing career advancement and to administer these and all other employment-related activities in a non-discriminatory manner. It shall solely be based on individual merit. It describes an illustrative list of discrimination along with roles and responsibilities, commitment statements, measures for prevention of harassment and discrimination, grievance monitoring, training and awareness, targets, and reporting.
- ▶ **Equal Employment Opportunity Policy** – This policy document expresses certain guidelines to treat everyone fairly by creating equality in the workplace and promoting diversity of all forms in areas of employment. This policy further provides details on the Committee put in place which shall review any issues or conflicts that may arise with regards to discrimination, harassment, and equal employment opportunities.

**These policies are applicable to all employees, contractors and to all entities of FIVE group.**

Refer to the policies ‘FIVE Non-Discrimination Policy’ and ‘FIVE Equal Opportunity Policy’ for details.

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## Assignment of Roles and Responsibilities

FIVE has defined a host of roles and responsibilities as a part of its policies to promote equality, diversity, inclusion and prohibit discrimination at the workplace.

1. **GROUP DIRECTOR OF HR** – The Group Director of HR is centrally responsible for ensuring the adherence of this policy document. Dissemination of the policy through to all employees and third-party contractors will be performed by the Group Director of HR. Further, they shall be responsible to support the respective support committees with required resources and support for the promotion of equality and diversity.
2. **ETHICS AND COMPLIANCE COMMITTEE** – All incidents reported through the reporting channels will be reported and documented by the Ethics and Compliance team. All incidents will be investigated as per procedures defined in the Grievance policy
3. **DISCIPLINARY COMMITTEE** – Support the investigation for any disciplinary incidents reported.
4. **HEAD OF DEPARTMENTS** – Required to ensure compliance to the policy in all facets of employment by application of non-discrimination and non-harassment guidelines. They are also responsible to promote equality without any biases and hiring, promotion practices solely based on individual merit.
5. **EEO Committee** – shall be responsible to implement appropriate measures in case any complaint is reported. Further actions to be taken to promote equality and diversity shall be decided and implemented through the Committee.

## Strategic targets and Action plans

FIVE understands that promotion of equality, diversity, and inclusion in business is a continuous process. To enhance its efforts in this direction, FIVE has created a strategic target and action plan to further promote and exercise these practices across the group. This has also been incorporated in FIVE's Sustainability objectives (as a part of the Green Financing Framework)

Strategic Objective	Metric	Target
Ensuring equality, diversity, and inclusion	Integration of policies and processes to enhance equality, diversity, and inclusion	<p>To develop a specific training program that facilitates EDI on a quarterly basis (for increasing gender diversity in the organization)</p> <ul style="list-style-type: none"> <li>- Perform 4 trainings with all head of departments to provide equal opportunity to genders and incorporate inclusion in their hiring practices</li> <li>- Monitor progress against these targets half-yearly through meetings with the Discrimination and EEO Committee to solicit feedback from stakeholders for identifying areas of improvement to ensure that the organization remains committed to its diversity and inclusion goals</li> <li>- Implementation of our 'Flexi working hours' policy where practical/ possible which will support our objective of aiding our employees to balance work and family responsibilities</li> </ul>

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Strategic Objective	Metric	Target
	Employee Gender Ratio	<p>Improve the existing gender diversity ratio to 25% by 2027 and 30% by 2030 (Our current gender ratio at 20% is higher than the national UAE average of 17.72% and 19.4% for Dubai)</p> <ul style="list-style-type: none"> <li>- Open positions for all genders</li> <li>- Employee training for avoidance of any form of bias in hiring</li> <li>- Perform gender diversity pay audit for the organization to identify anomalies and providing equal pay across genders</li> </ul>

These targets are reviewed periodically by the Group Director of HR in co-ordination with the EEO Committee to ensure the implementation of action plans in line with the defined targets.

## Training and Awareness initiatives

### ► Townhall training sessions

As a part of FIVE’s townhall sessions conducted across properties, we provided detailed training sessions on promotion of equality in the workplace, prohibiting non-discrimination and harassment, training on type of harassment and modes and methods of reporting any incidents through grievance channels.

#### DIVERSITY, EQUALITY AND INCLUSION

As a FIVE employee, YOU SHOULD

- Treat colleagues with dignity, respect diversity of different cultures and nationalities
- Enrich our culture through the diverse skills, experiences, and backgrounds
- Make all talent decisions ethically and honestly and provide equal employment



- Do not discriminate anyone based on any attributes including race, color, sex, religion, political opinion, national extraction, social origin, age, disability, HIV/AIDS status, trade union membership, and sexual orientation or any other characteristic protected by applicable laws.

Figure 1: Extract of the training deck on EEO

#### ANTI-DISCRIMINATION AND ANTI-HARASSMENT

Watch the below video to learn more:



Figure 2: Extract of the training deck on non-discrimination

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Figure 3: Attendees at the townhall in FPJ

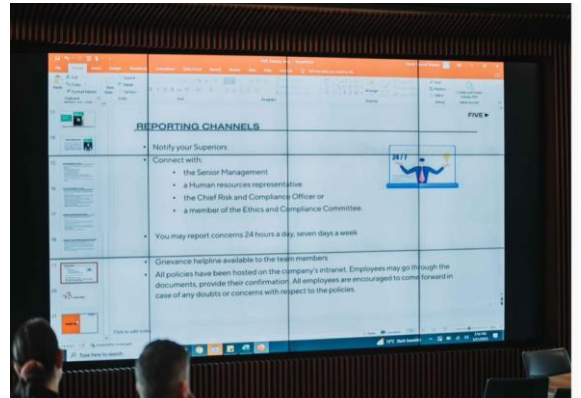


Figure 4: Grievance channel reporting

## ▶ Policies added on the notice board at respective properties

The policies are pasted on the notice board at the properties for ease of access and availability to all employees.



Figure 5: Policies on noticeboard in FJV



Figure 6: Policies on noticeboard in FZ



- ▶ FIVE as an Equal Opportunity Employer Declaration hosted on the **FIVE Careers website** under '[Job description](#)' [FIVE Hotels and Resorts - Assistant Director of Public Relations in Dubai](#)

...the most memorable, personalized and distinct FIVE experiences and events to create Insta-perfect experiences for our guests that keeps them coming back for more. If you dream of being surrounded by like-minded individuals who share your passion for delivering unforgettable moments that last a lifetime – then look no further.

#### **The Candidate**

Your outstanding communication, leadership and organisational skills enable you to be a natural self-starter. You're a creative and critical thinker that implements hand-crafted solutions, which set new standards of excellence. You have an eye for detail and execute tasks with precision and finesse. Your outgoing and approachable nature enables you to connect with other 'FIVERS' and key stakeholders, ensuring their Journey at FIVE is nothing short of sensational.

So, have the best time ever by joining our Public Relations Team as a Copywriter to deliver exceptional experiences across our award-winning lifestyle destinations. Jump on board and unleash your potential in an exciting and buzzing environment that will take your career to new heights!

#### **An Equal Opportunity Employer**

The FIVE Tribe represents over 70 nationalities across its over 1500 employees. FIVE is committed to hiring a diverse and inclusive workforce as an equal-opportunity employer. Accordingly, FIVE does not discriminate based on disability, race, age, sex, gender, sexual orientation, ethnicity, religion or belief, nationality, marital status, or any other basis protected under national or local laws. Ranked 10th on the Great Workplaces in the UAE 2023 list of Large Organizations, the FIVE Tribe is more than a group of people working together – it is a family bonded by common values and goals, celebrating people, culture and diversity.

#### **Key Responsibilities**

- Develop and execute strategic PR plans and campaigns for all FIVE's verticals – hospitality, aviation, music, leadership, brand and internal communications - ensuring an explosion of brand awareness around the famed 'Vibe at FIVE'
- Work closely with the Director of Public Relations to oversee the implementation of approved PR plans and campaigns to elevate FIVE's bold brand reputation and skyrocket revenue growth, and undertake additional duties as required

- ▶ FIVE's statement on Equal Employment Opportunity on LinkedIn <https://ae.linkedin.com/company/fivehotels>



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### About us

Famed for its high-energy lifestyle, entertainment, and culinary offerings, FIVE Hotels and Resorts includes the hottest lifestyle destinations -

#### ▶ FIVE Palm Jumeirah

Dubbed the hottest hotel in Dubai, this dare-to-be-different hotel is home to award-winning restaurants, bars, and Dubai's #1 rooftop club.

#### ▶ FIVE Jumeirah Village

An uber-chic hotel capturing the glamour of new Dubai, FIVE Jumeirah Village is the world's most-reviewed hotel on Booking.com. With 269 private pools and jacuzzis, the hotel promises an exclusive chic penthouse lifestyle.

#### ▶ FIVE Zurich

Switzerland's ultimate entertainment hotspot, this luxury lifestyle hotel's award-winning restaurants, rooftop club and buzzing pool are centred around FIVE's hallmark musical stylings.

#### ▶ FIVE LUXE

Opening in 2023, FIVE LUXE is a prime beach property in Jumeirah Beach Residence. Embodying the unique Vibe at FIVE, it will offer ultra-luxe, eco-conscious residences for luxury aficionados.

A trailblazer of sustainable luxury living and hospitality, FIVE's 'Sustainability Without Compromise' ethos has secured it a completely LEED Platinum-certified hospitality portfolio. FIVE Palm Jumeirah and FIVE Jumeirah Village are 3 Star SPIRE Rated Smart Buildings.

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#### ▶ Career Opportunities

<https://careers.fivehotelsandresorts.com/jobs/Careers>

In addition to the above, FIVE also hosts its policies on the intranet (internal portal for FIVE employees) – [intranet@fiveglobalholdings.com](mailto:intranet@fiveglobalholdings.com) along with hosting these policies on FIVE website available in the public domain to apprise all our employees and stakeholders on our initiatives and commitments to promote equality, diversity, inclusion and prohibit discrimination and abuse of all forms.

## Grievance Procedures

FIVE aims to create workplaces in which open and honest communications among all colleagues are valued and respected. Colleagues and Workers have access to grievance reporting mechanisms and may report without prejudice, with anonymity respected.

If any colleague comes faces any conflict or issues which endangers their human rights or violates any existing guidelines related to harassment, bullying, abuse or discrimination, then the colleague, contractor or any other related persons may report the Complaint(s)/Concern(s) to his immediate Supervisor or Line Manager, Any members of Discrimination policy Committee or the Ethics and Compliance Committee, or through the hotline number or available registered email ID of –

Ethics and Compliance Email ID: [ethics@fiveglobalholdings.com](mailto:ethics@fiveglobalholdings.com);

Ethics Helpline Contact Number: **+971-42475270**

Please refer to the Grievance policy for further details. These helplines are made available as a part of all our policies, procedures and on the website, training sessions conducted for ease of access to employees and other stakeholders.

## Audits and Evaluations

FIVE acknowledges that human rights due diligence is an ongoing activity, and the guidelines need to be always adhered to. FIVE will monitor its own operations continuously to identify and assess any actual or potential adverse impacts and where necessary, respond effectively to resolve identified issues. FIVE has developed a detailed human rights due diligence process which covers the human rights risk and impact assessment. FIVE performs a periodic human rights risk and impact assessment which includes planning and scoping, data collection and baseline development, risk assessment, impact mitigation, and reporting and evaluation.

This is done through detailed internal review processes, external stakeholder assessments such as surveys to assess risk and impact of human rights and develop and implement any necessary mitigation plans through audits.

An extract of the Human Rights Due Diligence review for the current year is below –

Human Rights Topic	Risk	Source	Industry and Country	Severity	Mitigation Plan	Status	Responsible Department
					housekeeping contractors, shall be made to sign the policies to affirm their understanding.  FIVE is in the process of obtaining membership of the 'Code' as on date.		
Discrimination (including gender)	<p>a. According to the UNEP, discrimination against workers from other cultures occurs in the tourism, transport, or facility management sector. Migrant workers may be subject to degrading treatment and/or lack of equal opportunity for promotion. This can also include discrimination with regard to working hours, proper training, housing conditions and access to health care or education.</p> <p>b. The so-called 'Emiratisation programme' in the United Arab Emirates sets a minimum quota of Emirati employees per sector. Nevertheless, the proportion of local employees remains low, due to the relatively low number of residents with local nationality.</p> <p>c. In the United Arab Emirates, there are laws criminalising homosexuality.</p> <p><b>No such cases have been reported for the period.</b></p> <p>Impacted Stakeholders: Employees, Suppliers, Contractors, Guests</p>	CSR Risk Report, MVO	Tourism and Construction, UAE, Switzerland	<b>Low</b>	<p>FIVE has implemented non-discrimination policy and the Equal Employment Opportunity Policy which prohibits discrimination on all grounds.</p> <p>FIVE advocates awareness of these policies and practices through the organization. These form a part of the Code of Conduct and individual policies on Human Rights.</p> <p>Based on internal assessment, no prominent gender pay gap was identified. FIVE believes in equality and pay offered based on role, experience and merit of the candidates.</p> <p>FIVE has prepared a gender diversity target as a part of its policy to improve the gender ratio of the organization. Refer <i>EEO policy</i> for details.</p>	Partially Implemented  *Gender diversity target and action is an ongoing process	Human Resources

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In addition to the above, FIVE also performs internal audit for adherence to EEO policy and Non-discrimination policy as per the pre-defined policy compliance checklists through the Risk and Compliance Committee which identifies any key risks existing to the business with respect to these aspects.

FIVE continues to track and monitor its progress and initiatives and shall continue to be an Equal Opportunity Employer.