



FLEXI WORKING HOURS POLICY

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Issued By: Senior Director – Risk & Compliance, Group Director - HR
Approved By: The Board Committee

Approved: Dec 2022
Version:

FIVE endeavors to seek and employ a high-performing pool of talent with the Flexi Hour working policy, which outlines the provisions for colleagues who want to change their working schedule while allowing FIVE to maintain a progressive and productive work environment. Colleague will be considered for alternative work scheduling on an individual basis in situations where creative work schedules have been shown to accomplish both work and personal goals, with increased productivity without impacting quality output. Flexible working hours are managed according to the needs and interest of business.

APPLICABILITY

This policy applies to all FIVE colleagues, who need an alternative arrangement about their work schedules and who are eligible by nature of their job. The flexible working options would be evaluated based on request from each individual to align with the individual requirements and job requirements.

GUIDELINES

FIVE recognizes and acknowledges that some employees need to work flexible hours for reasons such as:

- Parenting
- Personal appointments / obligations (medical, visa, school)
- Wellbeing
- Saving commute time – to timely deliver a project (work from home)
- Pursue education course

Flexible Work Schedule

Flexible hours can refer to several different arrangements. All such arrangements are made in exceptional cases and are subject to management discretion for a designated period of time:

- **Flexible working time** when a colleague chooses to shift their everyday schedule by starting the day later or leaving earlier. The total working hours doesn't change. Some employees, due to family or personal obligations or preferences, work very early in the morning and leave earlier in the afternoon. Other flextime employees may prefer or need to start later in the day and work into the evening.
“Essential hours” may be established during which an employee is obliged to be present at the workplace.
- **Reduced hours or a part-time arrangement** is when an employee works for less than the standard working hours either by fewer hours per day or by fewer days per week. In such cases salary is calculated depending on the new schedule.
- **Compressed workweek** when employees work longer hours on a number of days per week so they can take time off on the remaining days. Total working hours and compensation remain the same.

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- **Banking of hours** refers to the collection of working hours in form of compensatory work done on public holidays on a particular day (as per local laws and regulations) which may be availed subsequently as a compensatory off
- **Job sharing** when two people divide their schedule to do the same job or multiple aspects of a job are divided between the two people for better efficiency and time management – which may result in overall reduction of time for the job (reduction of job time reduction)
- **Telecommuting** is when an employee performs work outside the organization's premises. Forms of telecommuting include –
 - a. Remote working – Employee can work from a location outside the organization/ work from home
 - b. Virtual job – Without being on the location i.e. 100% of the responsibilities are rendered remotely. (May apply to consultants, freelancers and other third party contracted workforce)

This shall apply only to the departments where remote system access is provided to the employees and is possible considering their roles and responsibilities and job description. Any guest facing roles in addition to roles requiring the physical presence of the employees (Example: Housekeeping, Front Office, Engineering, Stewarding, etc.) will not be eligible for telecommuting facility. To ascertain whether a FIVE colleague is eligible for flexible arrangements, we consider:

- **The nature of the role** - For example, if the job requires attendance at specific hours or every day per week or has a full time workload, then the employee is not eligible for flexible working hours. However, other flexible options would be evaluated such as reduced hours, part time, compressed week, etc.
- **The needs of the employee's team or department** - For example, some departments (e.g. finance, operational role/department) may require employees to be physically present due to the financial reporting requirements and discussions which may require the presence of employees in the premises
- **The impact on colleagues** - For example, if the department's operations are largely dependent on teamwork/collaboration with other departments onsite, then the employee is less likely to freely modify his/her working schedules.
- **The duration of the arrangement** - For example, an employee may have flexible hours on a specific time – period of the year but may have to follow standard schedule at some other time.
- **The impact on guest or colleague experience** - For example, absence of the colleague must have no impact on their deliverable on guest or colleague experience, which otherwise will make them non-eligible for flexible work arrangement

In order to maintain workplace flexibility, a roster is prepared on a weekly basis in the respective departments by the department coordinator in consideration of the above requirements.

APPROVAL AND RECORD MAINTENANCE

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In order for a flexible work schedule to be approved, the colleague must meet all performance expectations and consistently demonstrate the ability to complete tasks and assignments on a timely basis. The nature of the employee's work and responsibilities must be conducive to a flexible work arrangement without causing disruption to performance and/or service delivery.

A formal communication approved by the Reporting Manager, Head of Department and the Group Director of HR shall be prepared for approval of any flexible working arrangements.

REVIEW

The policy is reviewed by the Group Director of HR on an annual basis to make any amendments to this document.

In case you have any questions or concerns regarding this policy, please reach out to the Human Resources team for assistance.