

COC and ISO TRAINING

Date: 31 – March – 2023
Location: FIVE Zurich

FIVE ▶

OBJECTIVES



This training is intended to –



- a. Raise awareness on why the Code of Conduct is important
- b. Provide guidance on the Code of Conduct and Business Ethics
- c. Build a better Corporate Governance framework
- d. Build transparency and trust within our employees
- e. Provide opportunities to employees to raise any incidents and grievances



WHAT IS CODE OF CONDUCT?

- Code of Conduct is the standard of behavior that is expected out of each FIVE colleague while performing their duties, wherever they are in the world 
- Provides guidance on areas where a colleague needs to make personal and ethical decisions
- Provides guidance on where to go if you need further help or would like to raise a concern using FIVE's reporting channels 

Our Code of Conduct follows the United Nations Global Compact which covers the ten principles on human rights, labour, environment, and anti-corruption

CONTENT of CODE OF CONDUCT

CODE OF CONDUCT	
<input type="checkbox"/> Keys to Ethical Decision Making	<input type="checkbox"/> Anti-money laundering
<input type="checkbox"/> Promotion of diversity, equality and inclusion	<input type="checkbox"/> Prohibition of insider dealing
<input type="checkbox"/> Anti-harassment and anti-discrimination	<input type="checkbox"/> Data privacy and confidentiality
<input type="checkbox"/> Human Rights including freedom of association and collective bargaining	<input type="checkbox"/> Political activities
<input type="checkbox"/> Anti-trust, Fair Competition and Fair treatment of suppliers	<input type="checkbox"/> Environmental Management
<input type="checkbox"/> Third party anti-corruption diligence	<input type="checkbox"/> Community Welfare
<input type="checkbox"/> Anti-bribery and Anti-corruption	<input type="checkbox"/> Guest Safety
<input type="checkbox"/> Gifts and Courtesies	<input type="checkbox"/> Investor, social media relations and Communications
<input type="checkbox"/> Prohibition of substance and alcohol abuse	<input type="checkbox"/> Grievance and whistle-blower policy
<input type="checkbox"/> Conflict of interests	<input type="checkbox"/> Reporting Channels

KEYS TO ETHICAL DECISION MAKING

If you face an issue or a concern on what should be done in a particular situation, consider the following questions –



1. Does the activity appear to be legal in nature?
2. Would you feel comfortable if your conduct was published in a newspaper or on digital media?
3. Does it adhere to the policies, standards and/ or notices of the company?

If the answers to the above questions is “YES”, then your conduct would align with FIVE’s principles and standards.

If you are faced with a doubt, seek assistance!



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.

ANTI-DISCRIMINATION AND ANTI-HARASSMENT

FIVE has zero-tolerance for any form of abuse or harassment which includes actions that can reasonably be considered as offensive, intimidating, or discriminatory

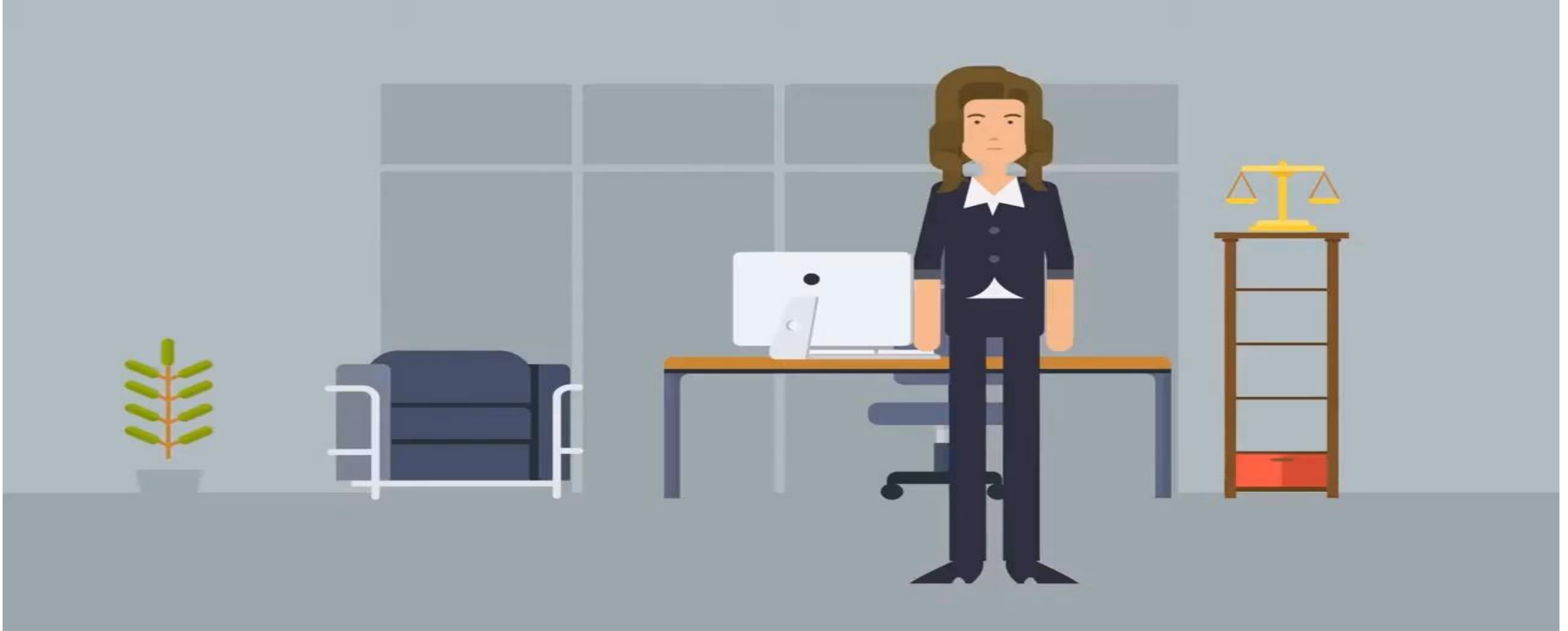
As a FIVE employee, YOU should –

- Not pass any derogatory or offensive remarks against your peers, guests or suppliers
- Provide a safe work environment that is free from any form of discrimination or harassment
- Ensuring that they treat each other with courtesy, professionalism, dignity, and respect



ANTI-DISCRIMINATION AND ANTI-HARASSMENT

Watch the below video to learn more:



FREEDOM OF ASSOCIATION AND COLLECTIVE BARGAINING

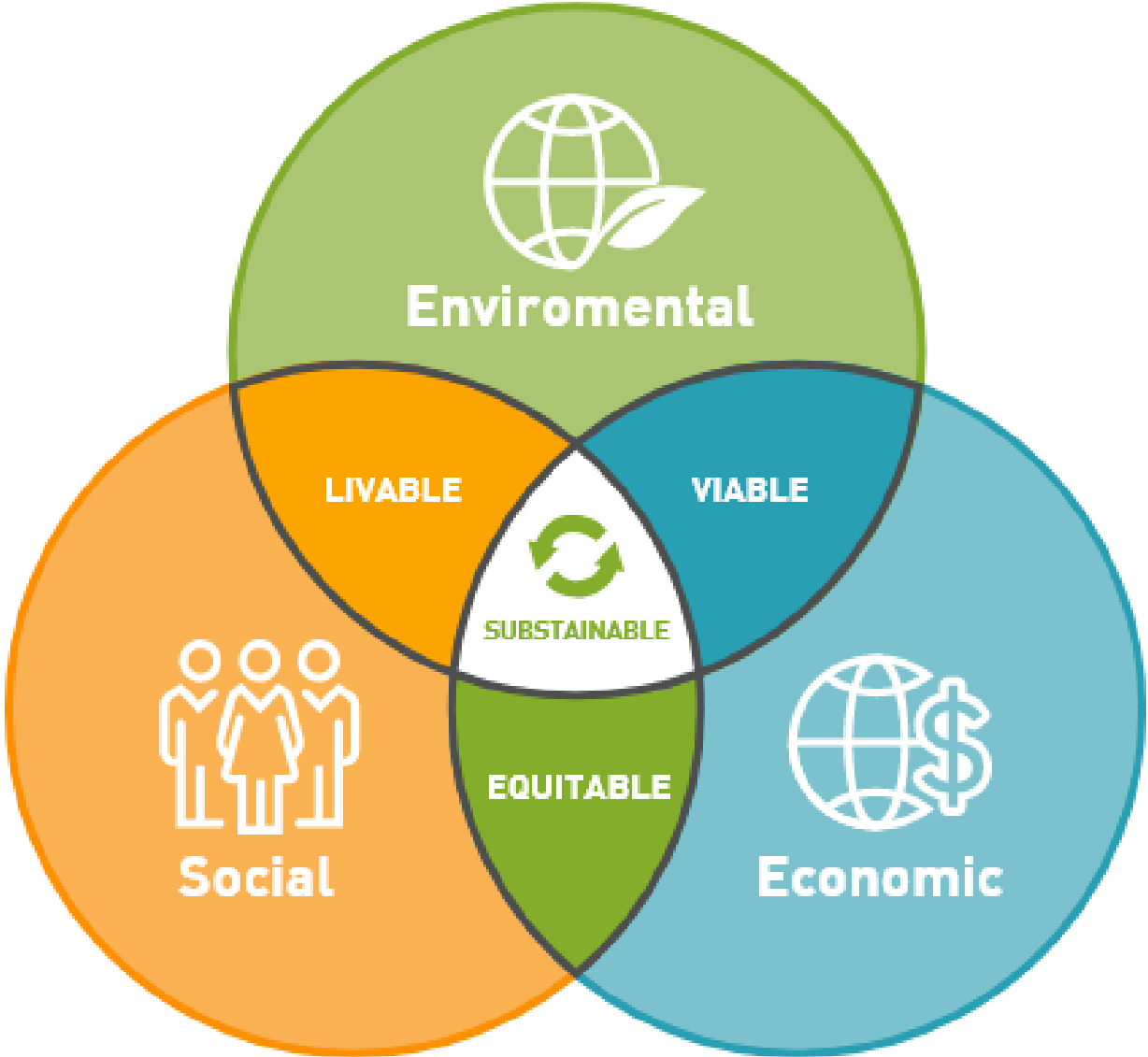
- FIVE endeavours to uphold the freedom of association and the effective recognition of the right to collective bargaining
- All employees have a right to create/ be a part of a union which to raise any grievances/ concerns/ improvements on the current labour working conditions including health and safety, working wages and other applicable requirements

DATA PRIVACY AND CONFIDENTIALITY

FIVE is committed to :

- Collect and use data in line with our values, applicable laws and with respect for privacy
- Ensure necessary precautions to protect the Company information as follows:
 - **NEVER SHARE PASSWORDS AND ACCESS CARDS WITH OTHER EMPLOYEES**
 - Keep data in protected & secured places
 - Report potential threats to IT Department
 - Respect the brand guidelines (logo/image/hotel name)
 - Do not share confidential financial information with any personnel outside the organization
 - Always maintain privacy of guests





ENVIRONMENT – SOCIAL – ECONOMIC

**REDUCE,
REUSE,
RECYCLE**
A REWARD PROGRAM FOR ALL

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FIVE ► TRIBE

FOR: All members of the FIVE Tribe
HOW: Share with us your "Reduce, Reuse, Recycle" actions via this QR Code



WIN: Every month, the FIVE Tribe Members with the best ideas will be rewarded a meal for two in Soul St. or Maiden Shanghai (food & soft beverages)

Comments? Questions? Suggestions?

WhatsApp FIVE Director of Sustainability, David Shepley at +971 58 880 0425 or Email d.shepley@fiveglobalholdings.com

“Reduce CO2, Save Costs, Reward Actions”

ANI HOGHMRTSYAN

*“We should implement new system which will **allow the guest to sign checks in electronic version**. We will not keep signed checks and we will have **electronic database** of F&B checks. Later it will be easy for disputes and charge back cases, nothing will be lost and **paper usage will be reduced**”*



ENERGY SAVING INITIATIVES – ISO 50001

- FIVE is certified to ISO 50001 – Energy Management System standards which showcase its commitment toward energy saving activities. Employees are encouraged to contribute using the following measures –
 - Switch off lights, and appliances when not required
 - Turn off air conditioners / heaters when not required
 - Use of LED lighting bulbs wherever applicable
 - Installation of low energy consumption devices
 - Regular maintenance activities should be initiated for the purpose of energy saving
 - Use air conditioners on auto mode and leave at your comfort temperature. Always switch the air conditioners off when leaving the premises/ home
 - Be conscious on energy saving and train/ inform your colleagues on the initiatives as and when applicable

HEALTH AND SAFETY INITIATIVES – ISO 45001

- FIVE is certified to ISO 45001 – Health and Safety System standards which showcase its commitment toward maintenance of high standards on labour health and safety, improvement of working conditions and safeguarding the health, safety and security of all employees, guests, third parties and related stakeholders.
- Following initiatives are taken by FIVE –
- Comprehensive healthcare facilities are provided to safeguard the health and safety of employees (including medical facilities, medical insurance, well-being initiatives, etc.)
 - Daily health and safety checks and inspections by the Engineering and Food Safety facilities
 - Implementation of crisis manuals and emergency response procedures to be invoked by trained Security personnel in case of any emergency or disaster situations
 - Performing periodic tests for food samples, swimming pool samples to ensure it is pathogen and bacteria-free
 - Adequate health and safety trainings are provided periodically to all food handlers and hotel personnel for emergency response in case of a health incident
 - Availability of 24/7 ambulance, on-call doctors, tie-ups with local pharmacies and hospitals

ACCESSIBILITY OF INFRASTRUCTURE AND SERVICES

- FIVE promotes accessibility of infrastructure and services for all employees and guests who may be facing any kind of physical disability and impairments through a set of measures taken

- Following are an illustrative set of measures –
 - Setting up ramps at entrances for accessibility to guests with trams/ requirement of a wheelchair
 - Proper lighting of the facility along with signages for direction in case of emergency exits
 - Braille buttons available in elevators
 - Encouragement of Augmentative and Alternative Communication by providing trainings to employees on sign language, use of gestures, to promote communication with any people facing speech/ hearing disabilities
 - Availability of handrails for promoting accessibility in the facilities

PREVENTION OF CHILD SEX TOURISM AND FORCED ADULT SEX TOURISM

- FIVE considers its responsibility to be conscious of responsible and sustainable tourism and has zero tolerance over any acts of child sex tourism and forced adult sex tourism
- All employees at FIVE are requested to be conscious of such acts. If you come across any such instances/ have suspicions over any instances of child sex tourism and forced adult sex tourism, report the same immediately to the Security personnel/ respective authorities to track and take appropriate action
- Screening of guests should be performed by Security personnel to check for past guest record and track movement of such guests in the facility

REPORTING CHANNELS

- Notify your Superiors
- Connect with:
 - the Senior Management
 - a Human resources representative
 - the Chief Risk and Compliance Officer or
 - a member of the Ethics and Compliance Committee.
- You may report concerns 24 hours a day, seven days a week
- Grievance helpline available to the team members
- All policies have been hosted on the company's intranet. Employees may go through the documents, provide their confirmation. All employees are encouraged to come forward in case of any doubts or concerns with respect to the policies.





QUESTIONS ?

THANK YOU