



## Waste Management Policy

FIVE acknowledges that waste management is central to a responsible hotel operation considering the industry's intensive consumption of resources. We are committed to ensuring that all our operations are fully compliant with relevant waste management guidelines along with fostering strong waste management processes in line with the hospitality industry.

FIVE has prepared a detailed waste management policy which comprises management measures for waste generated during regular hotel operations as well as those generated during special or episodic activities (Construction and demolition, special events, etc.) and New Construction projects. The policy will ensure minimizing waste generation, waste contamination, and maximize waste diversion rate. It includes waste handling procedures and strategies that aim to reduce negative environmental impacts arising from our generation of waste. The policy also aims to ensure that the waste issues are managed in accordance with the prevention of pollution and compliance with environmental legislations at all times.

This is done through implementation of waste management plans for different categories of products. This includes general and food waste and initiatives to adopt technologies such as composting of organic material, production of bio-gas, and processing of organic waste through digester systems. It also includes recyclables such as paper, plastic, metals/cans, e-waste and used oil. In addition to recycling infrastructure, FIVE continues to work on paper and plastic reduction through smart procurement. Likewise, water recycling and waste-water management are important components of FIVE's waste management plan, incorporating wastewater technology such as greywater, rainwater harvesting and irrigation systems. On an operational level, FIVE focuses on building a reuse, reduce, recycle culture amongst employees to lessen the input of generated waste, thereby minimizing landfill deposits, and to source new ways to further enhance the waste management plan. Ultimately, segregation at the source is FIVE's top focus in implementing an effective waste management plan as well as ensuring all waste inputs are tracked and in compliance with local laws, so that the proper infrastructure exists to collect and process FIVE's waste. Working closely with FIVE's waste management providers is important as it allows for internal audits to be conducted and collaborations on the latest and best waste management practices. We are constantly taking new measures and have developed action plans and initiatives to manage waste effectively. In addition, FIVE has also implemented an Asset Disposal Policy which describes the detailed process for the approval matrix and the methods of asset disposal (reduce, reuse, recycle, sale, disposal) for different type of assets.

## Wastewater Management Strategy

Wastewater management is an important aspect of sustainable operations and waste management. As a part of wastewater management strategy, FIVE endeavours to reduce wastewater through the following strategies:

- Implementation of greywater systems (using wastewater from sources such as sinks, showers, and laundry) and use for non-potable purposes such as irrigation, flushing, and reduce the demand for potable water for these activities
- Water use minimization procedures (as a part of the *water management strategy*) for water conservation such as use of aerators, motion-sensor taps, high-efficiency appliances and fittings to reduce the volume of wastewater generated
- Implementation of an automatic dosage system in our washing machines which helps regulate the usage of detergents as required and helps in minimizing chemical usage
- Proper management of chemicals in terms of storage, handling and disposal of chemicals to not contaminate wastewater
- For reducing the use of chemicals, we have developed a strategy to evaluate green cleaning products and nature-based pesticides and fertilizers which are made with natural ingredients such as vinegar, baking soda and essential oils and use of microfiber cloths for cleaning surfaces with surfaces reducing the need for chemical cleaners. While recognizing limitations in market availability, the strategy of chemical minimization includes maximizing adoption of "green" chemicals in operations
- Discharging wastewater in accordance with local laws and regulations, which includes direct collection by the municipality wastewater processing infrastructure, such as in Zurich which provides tracked reports to the hotel and bills FIVE accordingly
- To reduce wastewater, we encourage all our guests to reuse linen and towels in the rooms to reduce the need of frequent washing and use of chemicals in laundry. Customer awareness is generated through the "Go Green" Cards available in every room
- Providing refillable drinking containers and biodegradable toiletries to our guests to reduce the use of single-use plastic and chemical packaging
- Going forward, we have developed a strategy to evaluate substitutes to general detergents for these to be more compatible with our in-house wastewater treatment technologies to treat wastewater more effectively.

- Separate processing of waste oil and grease is an implemented practice across all FIVE hotels. We dispose cooking oil waste separately for recycling into biofuel and also operate a fat/grease separator in all our hotels which is collected by a registered AMC provider.
- We collaborate with the local municipal authorities to treat wastewater prudently and explore best practices to support the overall development of modern municipal wastewater treatment system. Currently, FIVE is not embarking on blackwater treatment on site given the local wastewater infrastructure regulations and requirements. However, this would represent a future action to reduce potable water consumption.
- Complying with the local laws and regulations for managing and disposing wastewater as per requirements

Our targets and action plans are aligned to our strategy, and we continue to thrive in our efforts to improve wastewater management practices.

### Waste Generated Per Capita Metrics

#### Dubai (FPJ and FJV)

Category	Unit of Measurement (UoM)	Year			
		2020	2021	2022	2025 (Targeted)
Recyclable Waste Generated (A)	Kgs	40,307	83,950	84,180	
Cooking Oil Waste (B)	Kgs	25,252	37,529	32,932	
General Waste Generated (C)	Kgs	4,344,080	6,367,070	5,488,450	
Total Waste Generated (A+B+C)	Kgs	4,409,639	6,488,549	5,605,562	
Covers	Count	855,984	1,194,271	1,337,470	
Waste Generated per capita	Waste generated (in kgs) / number of covers	5.15	5.43	4.19	<b>3.86</b>

#### Zurich (FZ)

Category	Unit of Measurement (UoM)	Year	
		2022	2025 (Targeted)
Total Waste Generated	Kgs	57,590	
Covers	Count	66,567	
Waste generated per capita	Waste generated (in kgs) / number of covers	<b>0.87</b>	<b>0.82*</b>

\* We do not have a baseline period in place since we have not completed an entire reporting period hence we are considering a reduction target of 5% as on date

We have obtained a limited assurance from an external Big Four consultant on the KPI of Waste Generated Per Capita. This assurance report is produced in line with the standards of the GHG Protocol and ISAE 3000.

### Waste Management and Reduction Measures

FIVE recognizes the importance of waste management in operating a responsible hotel, given the industry's intensive consumption of resources. We are committed to complying with relevant waste management guidelines and fostering strong waste management processes in line with the hospitality industry. To this end, FIVE continually implements, monitors, and improves effective waste management practices that support waste reduction, handling, and where possible, engage in the reuse and recycling of materials. Some of the measures can be illustrated as follows -

## Centralized Waste collection and Segregated Storage

for Paper, Can, Glass and Plastic have been placed at the property basements for proper segregation and collection of waste. All waste collection points have taken safety protocols according to the nature of the item; chemical and paint drums and E-waste are stored separately and collected by designated facilities. FIVE works with its waste management provider periodically to conduct internal audits to improve its tracking of waste streams and to ensure environmental and safety compliance.



**Recycling collection bins** with standardized colour codes are placed in the Service Corridors for the proper disposal of recyclable wastes in a safe and secure manner before transfer to the centralized gauges – for glass, plastic, metal/cans, paper, and general waste. This facilitates segregation at the source, which is an important and essential process to successful waste management



## Safe Storage and collection of E-Waste are in place

FIVE's recycling collects e-waste and batteries



## Prudent Purchasing and supplier collection of packaging

1. FIVE returns its empty cartons and bottles to suppliers who reuse the items, reducing packaging of incoming products via circular action
2. Adoption of large-sized refillable soap and amenity dispensers to reduce waste
3. Procure products of sustainable and reusable materials to
  - a. Products from natural fibres like bamboo, sugar cane and corn starch
  - b. dental kits, combs, shampoo, moisturizers, toothbrushes, straws, water bottles drive FIVE's objective of prudent purchasing – minimal waste, long-lasting and/ or material



FIVE IN AMERIKH VILLAGE  
The Hotelier  
We're committed to green. Our operations will have less and less waste. We're using more sustainable materials. We're using more sustainable materials. We're using more sustainable materials.

**Fat and Grease Separator** all of FIVE's operational hotels include Fat and Grease separation systems. FIVE's AMC provides collection and maintenance of the system



**Safe Storage of Hazardous Waste** is ensured through use of leak-proof trays and closed storage rooms equipped with PPE for Hazardous Waste. For recycling of chemical containers, a designated storage area is in place with appropriate signage.



**Composting of Organic Material Waste** Food waste is segregated and disposed of. It is stored in food waste tanks which are then collected directly by food waste management company. The food waste is processed into Bio gas.



**Reducing use of plastic bottles by implementing re-utilizable bottles for drinking water in guestrooms** to promote the use of glass water containers at guest rooms, public areas and outlets by implementation of a bottling plant where bottles will be washed, re-filled, re-packed and served in the guest rooms. Guest rooms are served with sparkling water/ room temperature water that is being filled up from the Bottling Plant.



**Minimization of chemicals in wastewater**  
 appliances with automatic chemical dosing systems work to minimize chemical usage and work in accordance with the equipment



**Use of sustainable surface cleaners and pesticides** for housekeeping and landscaping activities and cleaning of surfaces to avoid contamination of wastewater. Likewise, FIVE landscaping uses natural pesticides where possible such as Neem Oil.



**CERTIFICATE OF COMPLIANCE**

**UL GREENGUARD**  
 PRODUCT CERTIFIED FOR LOW CHEMICAL EMISSIONS  
 UL COM/GG  
 UL 2820  
**GOLD**

**Diversey Care**  
 Stride Citrus Neutral Cleaner  
 93063390 5L RTD

UL 2820 - 2023 Gold Standard for Chemical Emissions for Cleaners  
Products tested in accordance with UL 1813 test method.

**CERTIFICATE OF COMPLIANCE**

**UL ECOLOGO**  
 PRODUCT CERTIFIED FOR REDUCED ENVIRONMENTAL IMPACT - VIEW SPECIFIC ATTRIBUTES EVALUATED: UL COM/EL  
 UL 2759

**Diversey Care**  
 Glance® NA Glass & Multi-Surface Cleaner SC 100975197

UL 2759 - 2023 Standard for the Sustainability for Hard Surface Cleaners  
 Standard  
 108689-4270  
 Certificate Number  
 02/28/2023 - 02/24/2024  
 Certificate Period

UL has no obligation to inspect the origin or production of any product or to verify the accuracy of any information provided for any product. This Certificate is issued in accordance with the requirements of the UL 2759 Standard for the Sustainability for Hard Surface Cleaners. The Certificate is issued to the manufacturer of the product. The Certificate is not a warranty or a guarantee of any kind. The Certificate is not a recommendation of any kind. The Certificate is not a statement of opinion. The Certificate is not a statement of fact. The Certificate is not a statement of value. The Certificate is not a statement of quality. The Certificate is not a statement of performance. The Certificate is not a statement of safety. The Certificate is not a statement of health. The Certificate is not a statement of environment. The Certificate is not a statement of social. The Certificate is not a statement of governance. The Certificate is not a statement of any other aspect of a product or organization. The Certificate is not a statement of any other aspect of a product or organization. The Certificate is not a statement of any other aspect of a product or organization.

For further details on waste management measures, refer the 'Waste Management Presentation' and 'Sustainability presentations' for the respective properties.

**Objectives, Targets and Action Plans**

For continuing our initiatives towards effective management of waste in line with our Strategic Sustainability Targets (as per the Green Finance Framework), we have set a target to reduce waste intensity by 25% by 2025 compared to 2020 baseline of 5.15 kg of waste generated per cover. We have developed the following action plans –

Sub-objective	Target	Action Plans	Responsible Person	Frequency
<b>Waste</b>				
By 2025, Reduce waste generated per capita by 25% from the baseline of 2020	Segregation of 100% of food waste*	Install food waste bins in all outlet kitchens	Stewarding Manager	As and when
	<i>*This is a long-term target with an open-ended timeline to be updated with a completion year</i>	Provide training to all outlet employees	Outlet managers	Monthly
		Conduct monthly internal audits for outlet kitchens to ensure implementation of food waste segregation	Stewarding Manager	Monthly
	Reduce food wastage	All FIVE hotels shall participate in at least one leftover food waste campaign per year	Stewarding Manager	Yearly

		Outlet Chefs to conduct monthly knowledge sharing round table/training on food waste reduction strategies (i.e. food scrap repurpose, outlet sharing) to promote best practice strategies among colleagues	Outlet Chef	Monthly
	Track 100% of all waste generated	<p>Obtain monthly reports from respective suppliers/waste management co. on streams of waste covering 100% of input categories as identified by waste management provider (via periodic internal audit conducted by Waste Management Provider):</p> <ul style="list-style-type: none"> <li>• General Waste - Stewarding</li> <li>• Recyclable Waste (various) - Stewarding</li> <li>• Paint Drums Collected - Engineering</li> <li>• Chemical containers Collected (i.e. pool, water treatment) - Engineering</li> <li>• Batteries Collected - Engineering</li> <li>• Generator Oil Collected by Supplier - Engineering</li> <li>• Drainage Grease/Fat Oil Collected by Supplier - Engineering</li> <li>• Cooking Oil Collected - Stewarding</li> <li>• Construction Waste - Engineering</li> <li>• E-waste - Engineering</li> <li>• Bulky/Unwanted Waste - Engineering</li> <li>• Biomedical Waste - Housekeeping</li> </ul>	Director of Sustainability	Monthly
	Achieve recycled waste of 5% of total generated waste by end of 2023	<ul style="list-style-type: none"> <li>- Ensure all floors and outlets include recycling waste collection bins and awareness posters</li> <li>- Conduct monthly floor and outlet internal audits for segregation at source</li> <li>- Conduct waste and recycling training at quarterly Sustainability Townhalls</li> <li>- Conduct monthly department training on waste segregation at source</li> </ul>	QHSE Officer	Monthly
	Increase the monthly submissions as a part of the 3R (Reduce, Reuse, Recycle) program	<ul style="list-style-type: none"> <li>- Present winning solutions and training at quarterly Sustainability Townhalls</li> <li>- Promote 3R program winners on FIVE LinkedIn/ social media</li> <li>- Spread Awareness through 3R posters and sustainability new hire orientation trainings</li> </ul>	Director of Sustainability	Quarterly
	Minimize environmental impact through effective waste management and recycling	Installing a composting machine/digester or similar technology to produce on-site composting/processing of food waste. Or recycle food waste for production of biogas	Director of Sustainability	Quarterly
Reduce wastewater generation	Reduction and efficient re-use of wastewater and minimize use of chemicals	<ul style="list-style-type: none"> <li>- Implementation of the greywater treatment at FJV</li> <li>- Evaluate green cleaning and microfiber cloths for housekeeping and cleaning activities in the facility</li> <li>- Explore the use of compatible detergents with wastewater treatment technologies and extending this to our supply chain (external suppliers)</li> <li>- Maintain separation of waste oil and grease through FIVE's grease/fat separator infrastructure</li> </ul>	Director of Sustainability, Director of Engineering, Housekeeping Manager	Quarterly

## Data Compilation and Recording

Our contracted third-party vendor for waste collection is involved in consolidating and collecting all forms of waste. A monthly report is received from them on the Waste Collection completed for different types of waste (in kgs) which serves as a base for computation of waste collected. Included within FIVE's agreement are periodic site audits to help FIVE continuously evaluate and adapt its waste streams to ensure full infrastructure in accordance with best practice (i.e. GHG Protocol) and local laws and regulations.

Waste generated per capita and waste generated will be recorded as a metric in the ESG Enterprise tool as part of FIVE's move towards digital adoption of sustainability performance.

## Awareness Trainings and Programs

FIVE has implemented distinct measures for waste management and recycling awareness through training programs and flyers across the property. Further, FIVE provides awareness trainings through orientation, quarterly sustainability townhalls and daily meetings (as and when applicable). As part of ISO 14001 Environmental Management System, FIVE includes waste management evaluation and monitoring in its quarterly reviews.

### Waste Management Awareness Chart



### 3R Program by FIVE



### Sustainability Townhalls



### Environmental Management Training

