

WATER MANAGEMENT

Water Sources

FIVE's Dubai assets consume water produced through desalination given the underlying geography's resource profile alongside the use of packaged drinking water. However, FIVE Zurich draws its water consumption from fresh water sources, approximately 70% from Lake Zurich and 15% from groundwater sources and 15% from Spring water.

Water Management Policy

FIVE endeavours to responsibly reduce potable water consumption by use of water efficiency measures for indoor and outdoor water consumption and follow international best practices. At FIVE, our goal is to promote water stewardship, especially within our high-risk geographies, and implement the measures to minimize water use across our business. By optimizing the perfect balance of water conservation measures in line with sustained luxury quality, we synthesize operational technology with guest experience to strike the perfect balance.



For this purpose, FIVE at the group level, has implemented a water management policy which specifies its initiatives such as implementation of rainwater harvesting, reuse of recycled water, laying out water quality standards, use of high-efficiency fixtures, appliances, leak control and repair, management of waste-water and rainwater; setting targets and disseminating this policy across the organization to raise awareness amongst its colleagues and visitors at the properties to minimize water usage. In addition, FIVE has implemented a site assessment policy which includes the aspect of conducting water risk impact assessments at construction sites.

FIVE has further performed a water management assessment at its construction site through its EPC contractor and implemented a waste-water management framework on the ways to utilize water- through recycling and reuse at the properties. It further has a separate rainwater harvesting procedure documented stating the process of capturing rainwater from rooftops, diverting it to greywater treatment plans and this water is reused for the purpose of irrigation.



Water Use Minimization Strategy

Effective water management is essential for any entity as it not only conserves water, but also reduces operational costs, enhances reputation, promotes business continuity, and supports our overall objective toward sustainability initiatives. Our guests are at the heart of our business, and we believe that conserving water responsibly and showcasing our sustainability practices will help us promote sustainable travel and tourism more effectively.

As a part of our water management framework, we have incorporated several water use minimization strategies which encompass this objective of managing and reducing water use across all our properties. These strategies include water and freshwater minimization.

Operational properties: FPJ, FJV, FZ

- Implementation of **smart water meters** to analyse the overall water flow, consumption, and efficiency of water usage across the property which helps us in understanding of water consumption patterns
- For irrigation tanks, we are **implementing meters to track incoming water sources from condensation pipes, rainwater, potable water and greywater** to monitor water consumption patterns and build action plans
- Performing **monthly maintenance activities** to identify any aged appliances and to retrofit, replace them with high-efficiency water aerators, low-flow toilets, faucets, and showerheads, and flow restrictors
- Using **high-efficiency tools** such as pressure jets for poolside and building façade equipment cleaning

- Using **high-efficiency appliances** such as washing machines and dishwashers can also significantly reduce water consumption. We shall implement appliances that have the Energy Star and WaterSense labels, as these meet water efficiency standards.
- Performing **regular maintenance activities** for fittings in bathrooms and kitchens (guest rooms, outlets, public areas) and pipes, fittings, valves to detect any issues, potential water leaks and make the relevant fixes real-time
- Our **building management system integrated with our plumbing system, chilled water, hot water, and cold-water system helps in real-time monitoring** of our systems across the property and helps us identify any exceptions or potential leaks
- Implementation of **efficient landscape irrigation through usage of drip irrigation** which delivers water directly to the plant roots, rather than spraying water over a wide area. We also use irrigation based on the weather conditions for efficient usage of irrigation
- **Greywater system** implemented for collection of wastewaters from sinks, showers and washing machines. This water is **collected, recycled, and reused for non-potable uses like irrigation**, toilet flushing, etc.
- **Rainwater harvesting** is another initiative undertaken at our properties which collect rainwater on our rooftops or catchment basins and stores the harvested rainwater in tanks for future use. This water is used for irrigation and other non-potable uses of water.
- **Awareness stickers** in high water-use areas (public washrooms, staff washrooms, outlet kitchens) to be mindful of water usage, 'Save Water', 'Close taps when not in use', reporting water leaks timely to reduce water use and water wastage
- **Training programs** through **new-hire orientations, sustainability townhalls** for raising awareness for all our employees and a **reward program** for our employees to bring about new ideas and initiatives for water use minimization strategies

As a part of our strategy, all relevant stakeholders track progress on existing strategies through quarterly meetings and discuss new strategies for water use minimization for the properties.

Under construction properties: FIVE has a framework to perform a comprehensive environmental impact assessment including assessment of water risk and impact, water flow metering wastewater management, dewatering operations, and testing water periodically to identify contaminants and improve the management of water at the sites.

For further details, refer to the '*Water Management Policy*', '*Water Use Reduction Measures*' and '*Sustainability Presentation*' for a detailed view of our initiatives.

WRI Risk Assessment

FIVE has performed the Aqueduct Water Risk analysis by using AQUEDUCT Atlas Global Maps to identify whether it has activities in regions with high levels of water stress using WRI's Aqueduct tool that considers all relevant aspects such as quantity, quality, and accessibility of water. As an outcome to this assessment, it was concluded that FIVE's assets in Dubai, UAE lie in the High-risk zone whereas assets in Zurich, Switzerland are in the Low-Risk zone.

Water Consumption Metrics

Region	Category	UOM	2020	2021	2022	2025 (Targeted)
Dubai Hotels	Total municipal water	Litres	409,574,938	392,944,542	406,435,477	
	Total Potable Water	Litres	822,294	2,258,325	2,934,968	
	Total water extraction	Litres	410,397,232	395,202,867	409,370,445	
	Cover	Count	855,984	1,194,271	1,337,470	
	Water Consumed per capita	Litres/covers	479.44	330.92	306.08	264.00

We have obtained a limited assurance from an external consultant 'EY' on the KPI of water consumed per capita numbers. Detailed methodology of computation and assurance report, refer the DEFRA (GHG protocol) document and the EY assurance report document.

Water Reduction Measures and Initiatives

For the construction project FJBR, FIVE through its experienced third-party EPC contractor has implemented the processes for water minimization. FIVE for its two other properties FPJ and FJV, has implemented measures such as Irrigation control system, tap and sensor fixture systems, towels and linens reuse programs, grey water system, swimming pool backwash procedure, leak control alarms, and includes the presentation illustrating the evidence of these measures across the organization.

In addition, the LEED Platinum Scorecard provides detail on the score attained by FIVE for its properties on its water use minimization and efficiency for 2022 highlighting its continuous effort to reduce water usage in the organization.

Some water reduction measures implemented by FIVE are illustrated as follows:

Grey water systems – Used shower and basin water treated and reused for irrigation watering for saving water



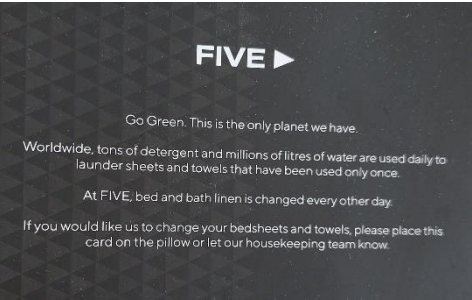
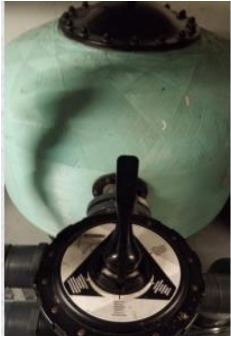
Water-saving aerators and showerheads used in guest rooms limiting the water used in daily activities such as washing hands, brushing teeth, and taking showers by reducing the water flow rate



Sensor-based water taps help in water reduction by getting activated only based on someone's presence preventing unnecessary water wastage

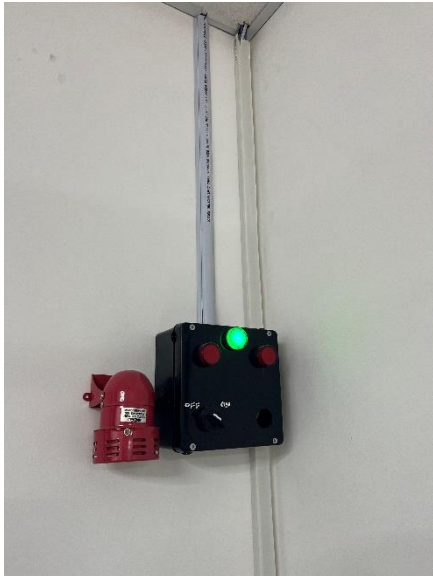


Swimming pool backwash operations done on alternate days to remove contaminants based on water pressure difference from sand filters. Backwash is collected in greywater system for further use.



Encouraging re-use of towels and linen by placing awareness cards in the guest rooms to reduce water consumption to launder sheets and towels

Leak Control Alarms – are outfitted in the engineering command sensor. A deviation in pressure triggers the alarm



Timer-Based Irrigation is in place to regulate the irrigation operations and to activate during periods of day that best retain the water fed to the landscaping



A rainwater gauge - is present to reflect the height of the adjacent 450 cubic meter rainwater collection tank. Rainwater feeds into the greywater which distributes to landscaping.



Waterless Urinals – are implemented to reduce flush water consumption



Drip-Line Irrigation system uses

a smart watering technology to targets the base and roots of plants, eliminating inefficiency through spillage and evaporation



Freshwater Consumption Metrics

Region	Category	UOM	2020	2021	2022	2025 (Targeted)
Zurich Hotels*	Fresh water: Lakes	Litres	-	-	11,237,100	
	Fresh water: Spring water				2,407,950	
	Fresh water: Ground water				2,407,950	
	Total Potable Water	Litres	-	-	51,792	
	Total water extraction	Litres	-	-	16,104,792	
	Covers	Count	-	-	66,567	
	Water Consumed per capita	Litres/covers	-	-	241.93	209.76 *

*Since FIVE Zurich consumption is only for a period of six months, we do not have a year's target to set a target from the baseline year. However, on an estimate basis we are targeting a minimum of 5% reduction over the existing water consumed per capita computed by 2025.

Freshwater Reduction Measures and Initiatives

A distinct element of water management and reduction strategy, freshwater management demands its own considerations given the unique impacts its withdrawal has on broader ecological and social systems. Within Zurich, 100% of the water consumption is freshwater. Accordingly, measures of freshwater reduction include tap aerators and shower fixtures, dual flush systems, a rainwater harvesting basin, 'go green' bed linen cards and water leakage control monitors through the BMS. Rainwater harvesting plays a significant role in mitigating the import of potable water for landscaping.

To reduce packaged water consumption, which may include freshwater sources based on brand, both of FIVE's operational Dubai hotels have completed the installation of an on-site bottling plant. Between the two hotels, 1.1 million plastic bottles have been replaced with the reusable glass bottles. Although Dubai consumes desalinated water, its bottling plant measures help to reduce freshwater in the form of packaged water.

Water-saving aerators and showerheads used in guest rooms limiting the water used in daily activities such as washing hands, brushing teeth, and taking showers by reducing the water flow rate



Shower Fixtures

installed in showerheads used in guest rooms limits the water used in daily activities such as washing hands, brushing teeth, and taking showers by reducing the water flow rate

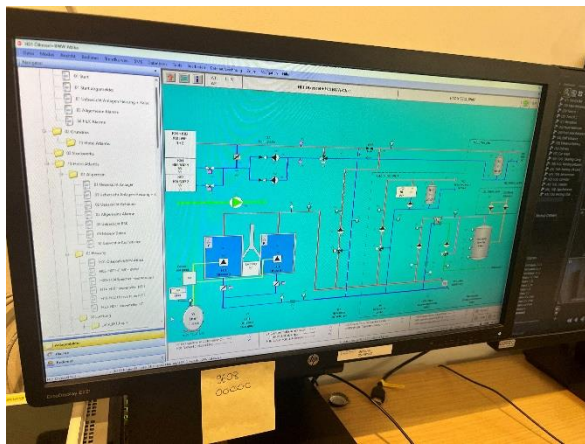


Rainwater Harvesting basin by installing a 100,000 litre cistern underground, FIVE Zurich collects rainwater and uses it for its irrigation which operations on a timer to further reduce water



BMS Water Management

BMS Dashboard includes monitoring of water system



In-House Bottling Plant

In all of FIVE's Dubai hotels reduces freshwater from imported packaged water.



Dual Flush System

in all toilets provides water conservation through appropriate water use in WC's



Encouraging re-use of towels and linen

by placing awareness cards in the guest rooms to reduce water consumption to launder sheets and towels



For further details on water management measures, refer the 'Water Use Reduction Presentation' and 'Sustainability presentations' for the respective properties.

Objectives, Targets and Action Plans

For continuing our initiatives towards effective management of water in line with our Strategic Sustainability Targets (as per the Green Finance Framework), we have set a target to reduce water use intensity by 45% by 2025 compared to 2020 baseline of 479 litres/cover. As FIVE Zurich opened in June 2022 and only reported 6 months of freshwater consumption data by close of 2022, FIVE has set a plan to develop freshwater reduction targets for FIVE Zurich after compiling one year of data to establish a baseline. However, FIVE has developed process-based targets to reduce freshwater consumption for the following year.

Objective	Target	Action Plans	Responsible Person	Frequency
Water Management				
Enhancing the energy, water, and resource efficiency of our operations	Reduce water consumed per capita by 45% compared to the baseline of 2020	<u>FJV</u> - Complete the installation of the greywater treatment plant - Implement water aerators in the vanity sinks in the guest rooms - Waterless urinals to be implemented in Soul Street, Trattoria, Spa and staff washrooms - Outlet kitchen taps to be evaluated for installation of aerators - Restore rooftop rainwater catchment basin opening to collect rainwater - Complete greywater project and connect it to the restored rainwater basin system - Install water pumps to circulate the new greywater resources to all 59 floors of guest room landscaping irrigation including to 5th floor landscaping	Director of Engineering	As and when
		<u>FPJ</u> - Implement water aerators in guestrooms hand-showers and kitchens - Install aerators in guest room and public areas hand hose	Director of Engineering	As and when
		<u>All properties</u> - Conduct monthly audits for presence of water saving awareness posters - Conduct water management and conservation training at quarterly Sustainability Townhalls	Director of Engineering, Director of Sustainability	Monthly/Quarterly
		<u>All properties - Reduce flush-water in the rooms and public areas</u> - Addition of pouches in flush-tanks to inflate the flush tank and reduce the water capacity in the flush tank (rooms and public areas)	Director of Engineering	As and when
Freshwater Management (Applicable only to Zurich)				
Enhancing the energy, water, and resource efficiency of our operations	Set a baseline for water use reduction	- Rainwater to be used for gardening - Booster pumps to be switched off during low season - Water sensor / public toilets (Penthouse) installation	Director of Engineering	As and when
	Reduce water consumed per capita by 5% by 2025	- Conduct monthly audits for presence of water saving awareness posters - Conduct water management and conservation training at quarterly Sustainability Townhalls	Director of Engineering, Director of Sustainability	Monthly/Quarterly
		- Addition of pouches in flush-tanks to inflate the flush tank and reduce the water capacity in the flush tank (rooms and public areas)	Director of Engineering	As and when