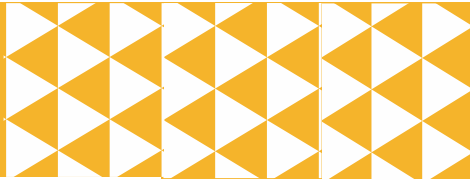


# SUSTAINABLE PROCUREMENT



## Sustainable Procurement Policy

Sustainable procurement is a process whereby organizations meet their needs for goods, services, works, and utilities in a way that achieves value for money on a life-cycle basis while addressing equity principles for sustainable development, therefore benefiting societies and the environment across time and geographies.

For promoting environmental stewardship and demonstrate our commitment toward sustainability, we have implemented a sustainable procurement policy in our construction and hospitality business to reduce the environmental impact of our purchases. It involves making conscious and informed decisions about the sourcing of materials, products, and services that have a reduced environmental footprint, minimize waste, and ensure social responsibility throughout the supply chain.

We have implemented a dual approach to sustainable procurement to evaluate the ESG credentials of suppliers:

- **Product-based:** Based on product category (such as paper products, cleaning supplies, F&B, recycled materials, energy-efficient equipment) to analyse the impact of a specific product or range (including construction materials) for marketing and strategic purposes
- **Supplier-based:** Based on supplier business, business practices on labour health and safety, working conditions and environmental standards, supplier performance and initiatives towards sustainability taken

As a part of quarterly meetings with all stakeholders for ISO:14001, initiatives against the progress will be tracked and monitored for ensuring implementation of sustainable procurement practices through our supply chain.

## Supplier Evaluation

We have implemented a Supplier Code of Conduct which is binding on all our suppliers. The Supplier Code of Conduct covers aspects on environmental standards which is extended to the entire supply chain. As a part of our supplier pre-qualification assessments and our periodic supplier risk assessments and audits, we cover the elements on sustainable procurement initiatives by the suppliers, animal welfare standards, obtaining relevant quality certificates, and other sustainability initiatives taken by the suppliers.

## Measures of Sustainable Procurement

We have initiated several measures of sustainable procurement by purchase of environment-friendly products thereby minimizing the impact on environment. Some can be illustrated as follows:

**Implementation of plant-based packaged drinking water bottles** in gym and other public areas to reduce the consumption of plastic bottles. These bottles are 100% compostable and bio-degradable, renewable, and recyclable which biodegrades in 80 days. Our vendor shall collect these bottles as per agreed timelines for recycling and re-use purpose. This aids in substantial reduction in the use of plastic bottles.



**Use of sustainable and recyclable toiletries** in guestrooms such as bamboo-based dental kits, combs, etc. to reduce the use of plastic items and reduce plastic waste generated. These items are reusable and contribute to the objective of prudent purchasing – long-lasting and/ or material efficient items



Procurement of green cleaning supplies such as surface cleaners which are certified with sustainability standards

## CERTIFICATE OF COMPLIANCE



**Diversey Care**  
Crew Bathroom Cleaner & Scale Remover 2 x 2.5L J-Fill  
93172650

UL 2759 - 2011 Standard for the Sustainability for Hard Surface Cleaners  
Standard  
70323-4270  
Certificate Number      01/31/2013 - 01/24/2022  
Certificate Period



UL has approved representative samples of the identified Product(s) to the identified Standard(s) or other requirements in accordance with the agreements and any applicable program service terms in place between UL and the Certificate Holder (collectively "Agreement"). The Certificate Holder is authorized to use the UL Mark for the identified Product(s) manufactured at the production sites covered by the UL Test Report, in accordance with the terms of the Agreement. This Certificate is valid for the identified dates unless there is non-compliance with the Agreement.

## CERTIFICATE OF COMPLIANCE



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

UL 2759 - 2011 Standard for the Sustainability for Hard Surface Cleaners  
Standard  
108583-4270  
Certificate Number      02/28/2018 - 01/24/2022  
Certificate Period




UL has approved representative samples of the identified Product(s) to the identified Standard(s) or other requirements in accordance with the agreements and any applicable program service terms in place between UL and the Certificate Holder (collectively "Agreement"). The Certificate Holder is authorized to use the UL Mark for the identified Product(s) manufactured at the production sites covered by the UL Test Report, in accordance with the terms of the Agreement. This Certificate is valid for the identified dates unless there is non-compliance with the Agreement.

Procurement of sustainable seafood from suppliers certified to the Marine Stewardship Council with ecolabel on certified products

**BLUEFIN TUNA**  
**BALFEGO**

ENVIRONMENTAL SUSTAINABILITY  
TRACEABILITY  
AUTHENTICITY  
GOOD HANDLING PRACTICES FOR ANISAKIS



**CERTIFIED BY AENOR**

**Balfegó receives the certification of conformity for environmental sustainability, traceability, authenticity and good handling practices related to Anisakis from AENOR, a leading entity in certification of management systems, products and services.**

**What has been certified?**

**ENVIRONMENTAL SUSTAINABILITY**  
The extractive fishing, the feeding phase, the commercialization phase and the environmental surveillance on aquaculture activities have been verified and audited.

**AUTHENTICITY**  
DNA tests have been carried out to verify the authenticity of the bluefin tuna, in a sector in which there is fraud cases within the marketing chain of bluefin tuna.

**GOOD HANDLING PRACTICES RELATED TO ANISAKIS**  
Good practices to avoid the presence of the parasite have been verified and no anisakis has been found in the meat thanks to the good handling practices during the gilling and gaiting process of the fish.

**TRACEABILITY**  
The identification procedure and traceability of the product have been audited from the entry of the fish into the aquaculture pools to the end customer. The individual fish traceability and the lot traceability data publication system, including the ePC3, and the corresponding analytical tests have been verified too. Furthermore, the origin of the feed supplied to the fish has also been checked, verifying the type of feed which consist exclusively of wild caught blue fish without additives of any kind.

**AENOR**  
COVID-19 PROTOCOL

In addition, we are also the first company in the Spanish fishing sector to have the Aenor certification for the application of protocols and measures against Covid-19.



**Certification**  
**LERØY SEAFOOD AS**  
Bontelabo no. 2, PO Box 7600, 5020 Bergen, Norway

The company has been assessed by Bureau Veritas Certification and conforms to the requirements of the **Marine Stewardship Council standard for Chain of custody (Version 4.0)**



**CERTIFICATION SCOPE**

Please refer to ASC web site [www.asc-aqua.org](http://www.asc-aqua.org) where the certification scope is reported (farm, species, products and activities), as the most up-to-date source of information for the certificate and scope

*The buyer of the fish or fish products sold as ASC-certified may, after gaining approval to so from ASC apply the ASC ecolabel to fish and fish products within their scope of certification.*

Certification date : 17-01-2018      This certificate is valid until: 16-01-2021  
V/C Certificate registration code: DK008776-1      Issue Date: 23-12-2017  
ASC Certificate registration code: ASC-C-00118      Authorized by Lars Anderson

Purchase of high-energy efficient appliances to reduce energy consumption and use sustainable appliances in our day-to-day activities



The "All-In-One" feature combination with highest efficiency and ultra-low noise

### TASKI AERO 8 PLUS and 15 PLUS

The TASKI AERO 8/15 PLUS high efficiency vacuum cleaner uses state-of-the-art technology and has a super-efficient motor. With the patented TASKI whisper technology, the vacuum cleaner works ultra-silently. Based on a symbiosis of technology and functional design, the PLUS series offers unmatched ease of use combined with a unique range of features. What's more, replacement of parts such as cables and filters is simplified by clever design and can be carried out by the user in seconds without the need for any tools.

### TASKI AERO 8/15 PLUS brings you:

- Advanced features in a unique combination
- Sustainable high-efficiency concept with Eco function
- Ultra-silent TASKI whisper technology
- Designed and tested according to operational best practice

### Advanced features in a unique combination

The TASKI AERO PLUS range offers a unique combination of features for unrivalled efficiency and ease of use. The combination of integrated cable winding, full dust bag indicator and eco mode guarantees highly productive and excellent cleaning in any environment and at any time of day. All these features are based on reliable tried and tested technologies.

### Sustainable high-efficiency concept with Eco function

The new TASKI AERO tub vacuum cleaners are highly efficient and use a 585W state-of-the-art vacuum motor, which delivers the same cleaning performance as vacuums with 900W or more. In addition, the TASKI AERO PLUS has an eco button which reduces energy consumption to 295W. As a result, the vacuum cleaner saves significant amounts of energy and reduces CO2 emissions without compromising on cleaning results at all.

### Ultra-silent TASKI whisper technology

Thanks to an innovative and patented TASKI whisper technology system, the TASKI AERO is extremely quiet. This low noise level means it can be operated in any environment at any time of day or night. With the eco-mode button, noise emissions can be reduced to a minimum, setting a new standard in professional cleaning.



S.No.	Consultant Remarks	Response
1	Submit Letter of Authorization from manufacturer for local distributor M/S Prime Technologies	Comply, kindly see attached manufacturer authorization letter enclosed under section: 2
2	Submit Comparison between DWDI Fan and Direct Drive EC Plenum Fan showing the advantage of the Proposed	Comply, Kindly see attached sheet showing the advantages of EC plenum fans over DWDI fan enclosed under section: 3
3	Provide EER & COP values of proposed models, showing its equal to or greater than provided in ASHRAE 90.1	Comply, Kindly see attached letter which is self explanatory enclosed under section, 4, the proposed unit SCOP is 2.7 which is higher than suggested 1.9 as per ASHRAE standards.
4	Manufacturer authorized service representative shall perform field wiring between units and setting upon program(to confirm)	Comply
5	Water Sensors shall be provided to detect any moisture under the floor	Confirmed; units will be provided with condensate probe (point type) to detect any moisture under the floor.
6	Raised floor with required penetrating tiles as per flow shall be provided	Noted
7	Contractor to verify space available for Air cooled Condenser (to decide horiz or ver air flow)	Comply as noted, Proposed units to be side discharge to satisfy space requirement in basement # 2
8	Unit Cabinet Colour for Architect approval	Comply as noted, kindly see attached the colour chart for architect advice enclosed under section: 5.
9	USA origin is accepted, submit bill of lading upon site delivery.	Confirmed; the copy of bill of lading will be submitted along with equipment delivery to project site.
10	Proposed model subject to room layout arrangement shall be submitted for approval and for unit approval during site visit shall be arranged as requested.	Comply as noted. Room Layout, refer to attached sketch. Noted, subject to accessibility

Sustainable material submittal for different categories of construction materials such as electro-chlorination units, grease interceptors, CCU, DX systems, Ecology units, chillers, and hot water systems

## Local produce

In Dubai, FIVE sources vegetables locally through Barakat and its farm partners Veggie Tech and Themar Al Emarat. These smart agricultural developments promote biodiversity by using bees to naturally pollinate their plants within the semi-open greenhouses, while also reducing the carbon footprint of sourcing produce to the UAE.

### In-grown mushrooms at local farms



### FIVE team visiting local farms



### Local produce in UAE



Whether sourcing local truffles, butchery, or herbs in Zurich to utilizing Balfego-certified Blue Fin Tuna, Kagoshima Japanese Beef, or ISO 22000 farm certified mushrooms, FIVE continues to promote biodiversity through sustainable procurement practices.



### Supplier Audits

We perform yearly audits for our key suppliers to assess the supplier performance, business and obtain information on the business’s performance and objectives on health, safety, working conditions and environmental standards. In 2023, we performed on-site audits for 35+ suppliers across all our properties in Dubai and Zurich and provided them a report for addressing non-compliances/ good-to-have best industry practices in our advent to sustainability.

Refer to the ‘Management Report’ for coverage of suppliers, risk assessment and outcome of supplier audits.

### Action Plans and Targets

In co-ordination with the Purchasing Team, we prepared action plans, targets to continue our effort in sustainable procurement across all major sectors of procurement in our business.

Sub-Objectives	Target	Action Plans	Responsible Person	Frequency
<b>Sustainable Procurement</b>				
Reduce the carbon-footprint in the supply chain	Assess and reduce the carbon-footprint in the supply chain by 2025	Conduct a Scope 3 materiality assessment to identify the main sources of emissions within the procurement value chain	Director of Sustainability, Director of Engineering	Annually
		Prioritize suppliers who have committed to reducing their emissions and/or have demonstrated sustainable transportation measures as a part of the pre-qualification assessment process	Purchasing Manager	As and when
		Conduct a yearly management review meeting to analyse supplier audit scores on sustainability and performance against the targets	Director of Sustainability, Purchasing Manager	Annually
Improve supplier performance	Improve supplier performance from the quality and sustainability aspects	Perform supplier due-diligence and audits to identify the impact of the suppliers within the supply chain, (high-value suppliers - 80% of purchases)	Purchasing Manager, Purchasing Executives	Annually
		Following the yearly management review, engage with the suppliers to provide the industry best practices for improving sustainability	Purchasing Manager, Purchasing Executives	Annually
Reducing use of plastics	Eliminate major single-use plastics by 2025	Reduction in Single use plastic for Amenities by use of items - Pens / Straws/ Bath & Dental Kit / Bottles / Coffee Capsules/ Milk Pods	Purchasing Manager, Purchasing Executives	Quarterly

		Implementation of reusable water bottles and refill stations at the other hotel properties and head office	Purchasing Manager, Purchasing Executives	As and when
Supporting sustainable sourcing of animals	100% of animal products sourced should be sustainable in line with the standards defined in the FIVE's Animal Welfare policy	FIVE to create a list of approved category-wise certifications and require suppliers to satisfy at least one per category for all poultry, seafood suppliers from authorized agencies showcasing sustainable procurement (Eg. MSC, ASC, etc.)	Director of Sustainability, Purchasing Manager	As and when
Greening the supply chain	Perform pre-qualification assessments for all 100% of the vendors on sustainability standards	Perform supplier pre-qualification assessment for all new suppliers and obtain relevant evidence from suppliers as per the policy	Purchasing Manager, Purchasing Executives	As and when
	Improve sustainable sourcing practices - Increase local sourcing - Sourcing sustainable packaging	<ul style="list-style-type: none"> <li>Assess and quantify inventory of food products to identify regional produce (UAE, GCC outside UAE)</li> <li>Sourcing packaging materials that are compostable or recyclable through collaboration with suppliers</li> <li>Initiate vendor engagement with <ul style="list-style-type: none"> <li>Fruit &amp; Veg Category for case and outer packaging</li> <li>Beverages Category for outer shrink-wrap packaging</li> <li>Stationery Category focus on recycled paper for all formats</li> </ul> </li> </ul> Obtain certifications for purchase of wood-based materials	Purchasing Manager, Purchasing Executives	As and when
Reducing impact on biodiversity	Intelligent sourcing of biodiversity-friendly resources for all operations  (Source: AFRY <i>Biodiversity Report for FIVE</i> )	<ul style="list-style-type: none"> <li>Source certified organic products for bars and restaurants and consider recommendations of the TRAFFIC programme</li> <li>Source organic/sustainably produced fertilizers, herbicides, and chemicals for cleaning/maintenance</li> <li>Source natural and cultural products for guest rooms, public areas, gifts, and souvenir shop, consider sustainably certified products (i.e., Forest Stewardship Council)</li> </ul>	Purchasing Manager, Purchasing Executives	As and when

### Training programs and Awareness

All purchasing team members must be aware of the process of performing pre-qualification assessments and supplier audits to assess the performance of the suppliers which should be aligned with our Sustainable Procurement Policy and our Supplier Code of Conduct.

All team members are trained quarterly on the parameters of the Supplier Code of Conduct covering the key standards and criteria which need to be ensured before onboarding the suppliers. These trainings are done by the Purchasing Manager as a part of the daily morning meetings held with the team.

Refer to the Code of Conduct and training attendance data of the Purchasing team members.

