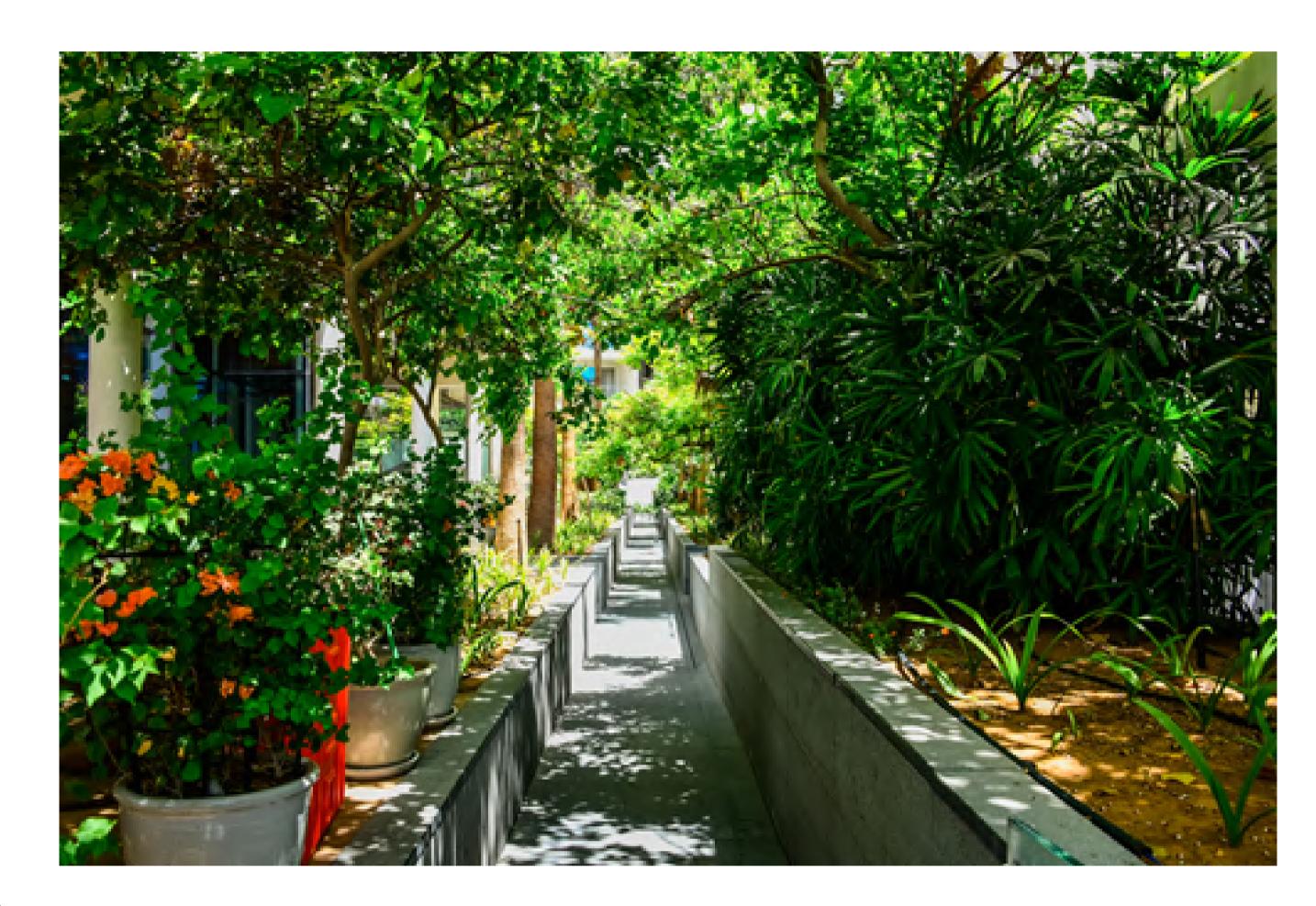


Environmental Policies

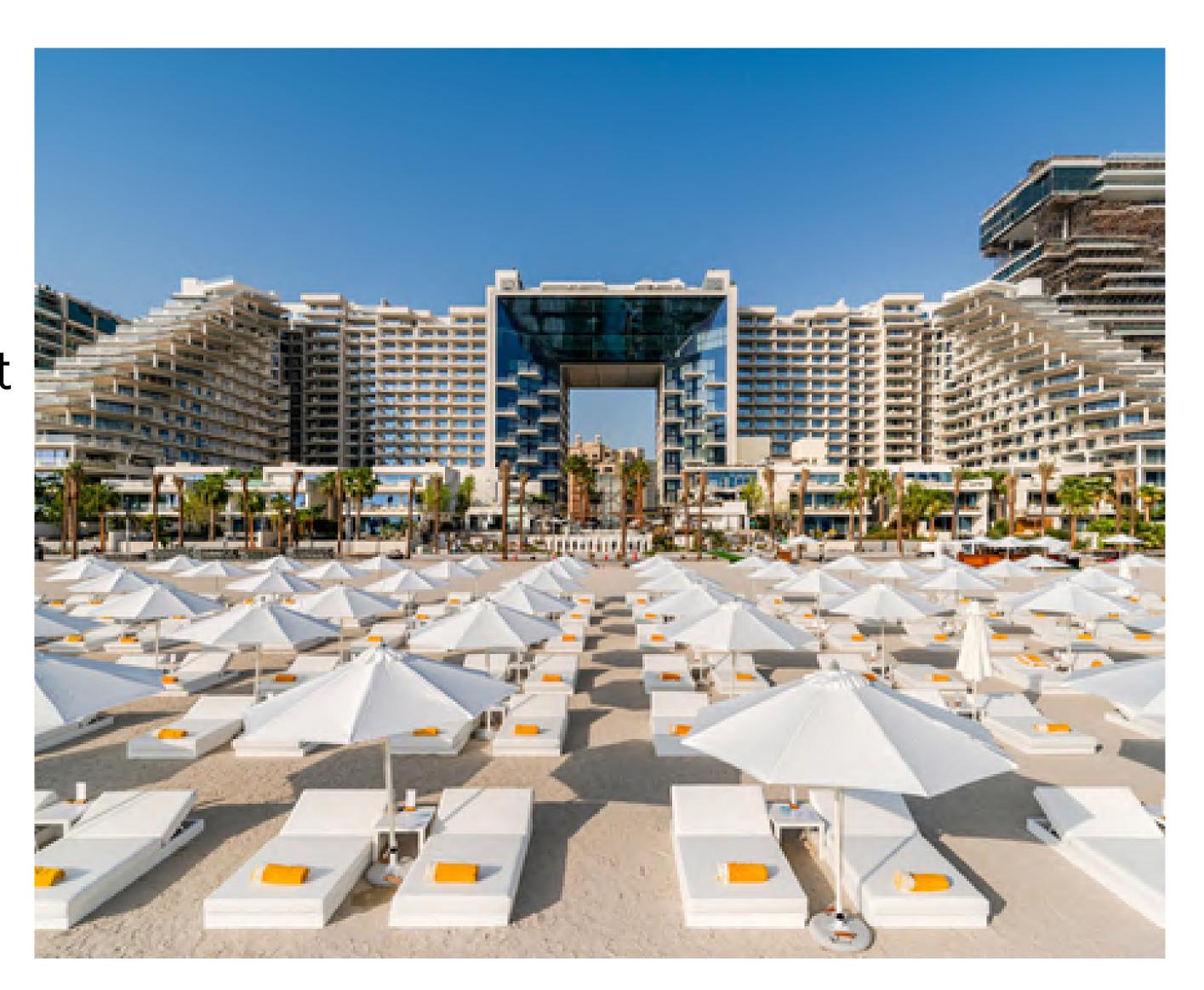
FIVE has been certified to the ISO 14001:2015 standards on environmental management system. ISO 14001 is an international standard which helps organizations manage their environmental impact and improve their environmental performance. It provides a systematic approach to identifying and managing environmental risks and opportunities, and helps organizations to reduce their environmental footprint, comply with environmental regulations, and meet the expectations of stakeholders.

In compliance to this standard, FIVE has developed an integrated management system (IMS) manual encompassing the three ISO standards - ISO:9001, ISO:14001 and ISO:45001 which covers elements on policy coverage, roles and responsibilities, periodic risk assessment, setting targets, objectives, and action plans for continuous improvement on the environmental performance and minimizing any negative environmental impact of the organizations' business activities. It is created to adopt and promote practices that are focused on the continual improvement of the environmental performance and is consistent with the applicable environmental regulations and international best practices.



In addition, FIVE has created a Sustainable Environmental Policy applicable to all of FIVE's properties (including under-construction properties) which discusses associated environmental aspect and impacts and recommends measures to be adopted to mitigate any adverse impacts of projects operated by FIVE. The measures under this policy are also applicable to all suppliers of FIVE to adhere to environmental supplier standards. This covers the following

- Obtaining environmental permits
- Environmental inspections and audits
- Waste, water, and emission management
- Reporting incidents
- Roles and responsibilities
- Identifying environmental aspects
- Mitigation plans





FIVE has created an 'Environmental Aspects Impact Register' which covers activities on assessing risks of AC operations, Hot water systems, use of electrical systems, laundry operations, swimming pool, elevators, hotel, and restaurant activities along with a methodology, utility use, air emissions, emissions to surface water and ground water, solid and hazardous waste, landscape management, and community management. These risks are assessed periodically based on their operating level, priority score along with the mitigation measures by the QHSE Director in co-ordination with the Director of Sustainability and Director of Engineering. This contributes to the development of targets, objectives, and action plans to reduce any form of negative environmental impact timely and effectively.

The evaluation methodology can be illustrated as follows:

r ooding for final stage I	Priority Assessment						
Likelihood	Consequence						
	-1	-	9	3	4	5	R
	Positive	Minor	Noticeable	Significant	Severe	Major	Catastrophio
Extremely unlikely	-1	-1	2	3	4	5	е -
Very unlikely	-2	2	4	6	8	10	12
Unlikely	-3	3	8	9	12	16	18
Somewhat unlikely	-4	4	8	12	16	20	24
Fairly probable	-6	6	10	16	20	26	30
Probable	-6	6	12	18	24	30	36
Frequent	-7	7	14	21	28	36	42
Very frequent	-8	8	16	24	32	40	48
Almost certain	-9	9	18	27	38	46	64

As a part of the IMS, several procedures have been documented on how FIVE shall perform the impact assessments, conduct of internal review meetings and management review meetings, reporting of incidents and non-conformities and developing improvement procedures in line with the IMS.



For its construction projects, FIVE performs an environmental impact assessment in line with the Environmental Impact Assessment Policy through third party experts and incorporates these impact assessments and mitigation measures as a part of their construction and environmental management plan. This covers water, waste, air, noise, emissions, biodiversity, pollution impact as a part of their plan and implementing measures thereby.

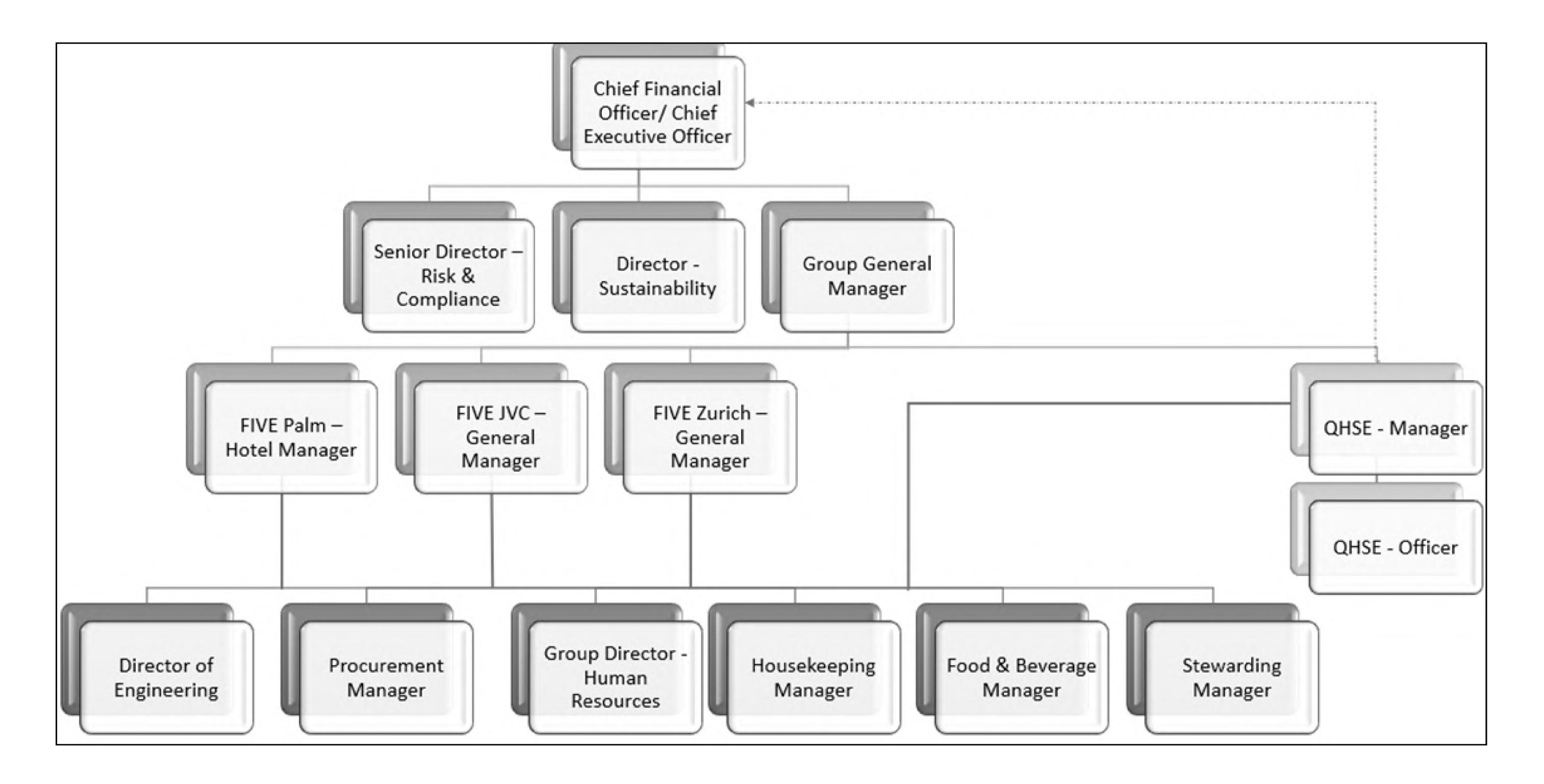
As a pre-requisite, before selection of a construction site for the construction and setting up a real-estate project, FIVE has developed a Site-assessment policy which covers details on not constructing on 'Protected Area' sites and taking responsible steps in case any site is near UNESCO World Heritage sites. The survey covers information on topography, hydrology, climate, adjacent infrastructure, protection of biodiversity, proximity to public transport and impact on water and availability of other resources. In extension to this policy, FIVE also has a sustainable transport and site selection policy which covers the aspect of building properties near a location which is close to public transportation facilities (Bus, Railway, Tram).



FIVE continues to assess its impact on the environment by performing periodic assessments and audits and has taken several initiatives in line with its sustainability objectives to continue and thrive its efforts towards reducing any negative environmental and climate change impact.

Organization Structure

FIVE has created an organization structure for ISO:14001 which covers all key organizational departments contributing and involved in managing environmental impact through the different facets of environment viz. water, waste, energy, procurement, air, biodiversity, wastewater, etc. The departments provide information on the impact and the measures taken and contribute to meeting defined environmental targets, create and follow action plans to reduce the impact to the environment and climate change and support in the reduction of carbon emissions.



All stakeholders have a broad set of roles and responsibilities defined to comply to the requirements, targets and objectives laid out under ISO:14001. They are as follows -

Roles and Responsibilities



Designation	Roles and Responsibilities
COO/ CFO	 Approving the roles and responsibilities and the organization chart Provide guidance to the Environment Management team on effective environmental management and sustainable practices
	 Monitor progress against existing environmental management targets and support in the development of new targets
	Provide approval for any environmental management initiatives to be taken (approval of initiatives, costs)
	Support the Group General Manager in decision-making during emergency situations and approval of key documentation
Director of Sustainability	Ensuring that processes needed for the QHSE management system are established, implemented, and maintained
	Reporting to COO/CFO/CSO on the performance of environmental management system for review and any need for improvement
	Ensuring the promotion of awareness of guests' requirements for environmental consciousness
	 Liaison with external parties on matters relating to environmental management system Responsible for overseeing and developing local biodiversity initiatives for each property
Senior Director – Risk and	Ensuring that all environmental compliances, rules and regulations are met
Compliance	Co-ordinate with the department to check that timely environmental internal audits are performed
	 Provide any recommendations for meeting environmental targets and objectives Ensure periodic confirmation to compliance to rules and regulations is filled in the
Group General Manager	Compliance tool Increases management's effectiveness by recruiting, selecting, orienting, training,
Group General Manager	coaching, counselling, and disciplining managers; communicating values, strategies, and objectives; assigning accountabilities; planning, monitoring, and appraising job results
	 Develops strategic sales plan by studying business opportunities Contributes to team effort by accomplishing related results as needed
	Taking decisions during emergency situations or recall
	Providing facilities to improve environmental management practices
	Chairing management review meetings
C	Approving documents and procedures
General Managers (including Hotel Managers)	Managing employees and for planning, marketing, coordinating, and administering hotel services such as catering and accommodation facilities
	Making sure that all areas of a hotel environment run smoothly and work together successfully
	 Ensuring adherence to hotel operations in line with the suggested practices Allocation of budgets for implementation of initiatives
Director of Engineering	Ensuring implementation of the environment management initiatives throughout the facilities
	 Monitoring progress against the defined environmental management targets Maintaining an information system covering the data required to comply with statutory
	requirements and FIVE targets for Carbon, Energy and Environment Inspecting and assessing the work done by the electrical staff
	Coordinate with emergency team during emergency situations
	Reading and interpreting design schematics to ensure the proper installation of electrical systems
	 Troubleshooting major system failures and equipment malfunctions. Repairing and maintaining electrical equipment
	Acting as the main link between the Sustainability Director and management for Environment management
	Formulating and recommending to the top management, energy policies, procedures, and programs for implementation, to achieve compliance with legislation and good
	practices



Procurement Manager	 Ensuring the full implementation of the environment policies, procedures, and programs by means of monitoring and audit, and reporting to the COO/CFO/CSO Taking appropriate action, where standards or targets are not being met Preparing progress reports for compliance with policies and progress of objective programs Supporting the development and sharing of good practices Performing inspections and audits for the facility on environmental efficiency procedures Responsible for tracking waste generated across the different categories Responsible for evaluating suppliers, products, and services, negotiating contracts, and ensuring that approved purchases are cost-efficient and of high quality and in line
	 with the environmental standards Take initiatives to highlight/ discuss with respective teams for purchase of sustainable products and selection of suppliers with sustainability initiatives Estimate and establish budgets for purchases Make professional decisions in a fast-paced environment Maintain purchase records Provide inputs to the Director of Engineering and Director of Sustainability on environment-friendly purchases
Housekeeping Manager	 Responsible for ensuring use of environment friendly cleaning products for housekeeping activities Provide recommendations for improving sustainable practices to reduce consumption of water and minimizing chemical usage
F&B Manager	 Responsible for making conscious and sustainable choices for the purpose of procuring F&B items Obtain quality and sustainability certificates from suppliers (for seafood, poultry and F&B items) Reduce waste generation and water consumption
Stewarding Manager	 Implement the waste segregation and collection measures across the property Implement waste minimization and waste reduction measures for reducing waste Responsible for tracking waste generated across the different categories

Environment Metrics

Carbon Use Intensity (Greenhouse Gas Emissions)

Dubai (FIVE PALM JUMEIRAH and FIVE JUMEIRAH VILLAGE)



	Unit of Measurement		Ye	ar	
Category	(UoM)	2020	2021	2022	2025 (Targeted)
Carbon Emissions					
Electricity	KgCO2e	10,483,816	10,374,066	-	
Chilled Water	KgCO2e	6,133,808	6,258,028	5,815,285	
Gas	KgCO2e	1,978,414	2,152,677	2,036,718	
Refrigerants	KgCO2e	364,328	727,508	1,067,552	
Fuel	KgCO2e	147,020	174,055	128,370	
DG sets	KgCO2e	2,761	2,779	2,772	
Total Emissions	KgCO2e	19,110,147	19,689,113	9,050,696	
Total Emissions in metric tonnes	MtCO2e (KgCO2e/1000)	19,110	19,689	9,051	
Revenue	AED	440,161,027	757,679,997	875,217,298	
Carbon Use Intensity	MtCO2e/ AED in millions	43.42	25.99	10.34	6.51
% Reduction from baseline of 2020	Carbon Use Intensity (Year) (-) (for 2020)/ Carbon Use Intensity (2020)		40%	76%	85%

FIVE Zurich

	Unit of Measurement	Year		
Category	(upon)	2022 (Jul-Dec)	2025 (Targeted)	
Carbon Emissions				
Electricity (A)	KgCO2e	56,275		
Gas (B)	KgCO2e	23,905		
Fuel (C)	KgCO2e	44,507		
Refrigerants (D)	KgCO2e	802		
Total Emissions (A+B+C+D)	KgCO2e	125,488		
Total Emissions	MtCO2e	125.49		
Revenue	AED	41,179,000		
Carbon Use Intensity	MtCO2e/ Revenue in AED million	3.05	2.89	



Kanh with KwH

Dubai (FIVE PALM JUMEIRAH and FIVE JUMEIRAH VILLAGE)

	Unit of Measurement		Y	ear	
Category	(UoM)	2020	2021	2022	2025 (Targeted)
Electricity consumed	KWh	26,209,541	25,935,164	26,512,784	
Revenue	AED	440,161,027	757,679,997	875,217,298	
Covers	Count	855,984	1,194,271	1,337,470	
Electricity Use Intensity	KwH/AED in millions	59,545.35	34,229.71	30,292.80	
Electricity Consumed per capita	KwH/Cover	30.62	21.72	19.82	18.4
% Reduction from baseline of 2020	Electricity Use Intensity (Year) (-) (for 2020)/ Electricity Use Intensity (2020)		29%	35%	40%

FIVE Zurich

	Unit of Measurement		Year		
Category	(UoM)	2022	2025 (Targeted)		
Electricity consumed	KWh	14,42,937			
Revenue	AED	41,179,000			
Covers	Count	66,567			
Electricity Use Intensity	KwH/AED in millions	35,040			
Electricity Consumed per	KwH/Cover	21.68	20.59		
Capita		21.00	20.57		

Water Consumed per Capita

Region	Category	UOM	2020	2021	2022	2025 (Targeted)
	Total municipal water	Litres	409,574,938	392,944,542	406,435,477	
Dubai	Total Potable Water	Litres	822,294	2,258,325	2,934,968	
Dubai	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
	% Reduction from baseline of 2020	Water Consumed Per Capita (Year) (-) (for 2020)/ Water Consumed Per Capita (2020)		31%	36.2%	45%
	Fresh water: Lakes	Litres	-	_	11,237,100	
	Fresh water: Spring water				2,407,950	
	Fresh water: Ground water				2,407,950	
Zurich*	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*



Waste Generated per Capita

Dubai (FIVE PALM JUMEIRAH and FIVE JUMEIRAH VILLAGE)

	Unit of Measurement	Year				
Category	(upon)	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 intensity per capita	Waste generated (in kegs) / number of covers	5.15	5.43	4.19	3.86	
% Reduction from baseline of 2020	(Kgs per Cover [Year]- Kgs per Cover [2020])/ Kgs per Cover [2020]		-5.5%	18.6%	25%	

FIVE Zurich (FZ)

	Unit of Measurement	Year		
Category (upon)		2022	2025 (Targeted)	
Total Waste Generated	Kgs	57,590		
Covers	Count	66,567		
Waste intensity per capita	Waste generated (in kegs) / number of covers	0.87	0.82	

We have obtained a limited assurance from an external Big 4 consultant on the following KPIs for the last three years 2020, 2021 and 2022:

Limited Assurance

- Carbon Use Intensity (which includes all Scope 1 and 2 sources)
- Electricity Consumed Per Capita
- Waste Generated per Capita
- Water Consumed per Capita
- Detailed methodology of computation as per the GHG Protocol/DEFRA, ISO 14064-1:2018 and a 3rd party limited assurance report.



Environment Programs and Management Strategies

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

Operational properties: FIVE PALM JUMEIRAH, FIVE JUMEIRAH VILLAGE, FIVE ZURICH

- 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 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 and storage 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
- 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. FIVE performs water risk assessment for all its properties

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.

<u>Under construction properties:</u> 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.

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

Wastewater Management Strategy

 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 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
- Discharging wastewater in accordance with local laws and regulations
- 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
- Providing refillable 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 encouraged and followed by the team.
 We dispose cooking oil waste separately and promote recycling of such oil to the extent possible

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

- 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
- Complying with the local laws and regulations for managing and disposing wastewater as per requirements



Energy Efficiency Strategies

Energy forms the cornerstone of FIVE's commitment to sustainable and climate-conscious operations. We are dedicated to implementing responsible energy consumption practices using energy-efficient technologies, conducting regular energy audits, and prioritizing renewable energy sources in our future plans. Our Energy Management System is certified to the ISO 50001:2018 standard. For managing energy at all FIVE facilities and sites, FIVE has prepared an Energy Management System (EnMS) manual to manage energy in line with the International Standard for Energy Management Systems ISO 50001:2018. FIVE has implemented, maintains, and monitors an Energy Management System (EnMS) to promote, sustain and continually improve its Energy performance and reduce the conventional fuel usage as probable as possible: by determining the internal and external issues that are relevant to its purpose and that affect its ability to achieve the intended outcome(s) of its EnMS and improve its energy performance.

The scope of the EnMS includes all the activities, operations and services associated with employees, customer/ guests and visitors/ contractors at the FIVE properties. The energy plan covers electricity, chilled water, process fuel and on-site vehicle fuel for all the FIVE properties.

FIVE has an energy efficiency policy which details out criteria on the building envelope, the usage of several energy efficiency strategies, building energy targets, building design for optimum energy saving, lighting control and management, use of appropriate ventilation, renewable energy sources, etc. Targets are set out and monitored under ISO:50001 as a part of quarterly review meetings with the stakeholders.

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.

Waste Management Strategies

FIVE has prepared a detailed waste management policy which comprises management measures for waste generated during regular operations as well as those generated during 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 such as paper reduction, water recycling, waste-water management, waste recycling, recycling cooking oil, partner with local organizations to reduce waste pollution in natural areas, encourage reuse, and separation, minimizing disposal to landfills and food waste. 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.

In all three hotels, FIVE has transitioned away from plastic waste by adopting bamboo amenities which is a water-un-intensive material that is compatible with sustainability. Installing glass bottling plants in its Dubai hotels, FIVE has also done away with plastic bottles even eliminating completely in its Head Office by using glass alternatives for guests and reusable flasks and mugs for employees. Within its gym, FIVE Palm Jumeirah has begun using Plant-based water bottles which are completely made from bottle to cap of recycled plant material

Biodiversity Management

Within Sustainability, measures to protect biodiversity are critical to achieving healthy ecosystems for nature and people. As a real estate and hospitality company, FIVE intersects with natural ecosystems from planning to development to operations. Therefore, biodiversity is relevant and important to include within FIVE's Sustainability Strategy. Biodiversity encompasses a multifaceted approach to protecting the natural world including how FIVE does real estate development, plans and manages landscaping, strategizes procurement, handles chemical usage, and builds partnerships with relevant organizations locally and internationally to support nature. With the emergence of nature-based frameworks, such as TNFD and SBTN, building the capacity and awareness around biodiversity is important for businesses more than ever.

For biodiversity management, FIVE has performed a third-party biodiversity impact assessment to identify the impact of its properties in both Dubai and Zurich by using a set of pre-defined methods and criteria. The assessment entails a list of research organizations and international organizations in the region with whom collaborations may result in partaking initiatives for reducing any form of negative impact on biodiversity. Biodiversity targets and action plans have been created as mitigation strategies (Minimize, Avoid, Restore and Offset) and monitored as a part of quarterly meetings under ISO:14001.

In April 2023, FIVE undertook a formal biodiversity assessment by the Germany-based global engineering and design firm Afry. This high-level report served to provide a baseline for which FIVE can formally understand its relation to biodiversity. The report structure included an introduction on key biodiversity concepts, Biodiversity impacts in the tourism industry, followed by a biodiversity assessment of FIVE and concluding with a roadmap of five process-based targets and action plans.



The report identified the current work FIVE has done in monitoring resource efficiency, providing customer awareness and optimizing sourcing of sustainable-certified products. The assessment followed the mitigation hierarchy in providing its assessment including avoidance, minimization, restoration, and offsetting. The report also analysed FIVE's hotels in proximity to protected areas through desktop-based satellite tools and included risk assessment for each hotel. Following a property-specific risk assessment, the report identified the macro-level biodiversity risks in the host countries of UAE and Switzerland. Following the assessment, the report provided five processed based targets:

- 1 Optimize Input
- 2 Optimize Output
- 3 Biodiversity-friendly management

For each target, the report provided action plans mapped to the mitigation hierarchy, level of impact, FIVE's readiness to implement, pressures addressed by taking each action, followed with an overall assessment and a KPI which can be used to track progress in the future. These action plans related to sustainable procurement, waste management, and direct environmental biodiversity enhancement, reflecting the broad scope of biodiversity that touches other elements of FIVE's environmental management system. Accordingly, FIVE's Biodiversity assessment has been used to inform the action plans of FIVE's standalone waste and procurement strategies. In various cases, the suggested action plan measures have already been initiated at FIVE, reflecting the company's existing work to promote biodiversity. This includes sourcing animal products and vegetables with sustainable certifications and local farms, using ecologically safe cleaning products, recycling waste including used cooking oil, using organic gardens, optimizing chemical use, recycling wastewater, using glass and plant-based bottles to reduce plastic, adopting nature-based amenities, and promoting pollination through biodiversity and climate-smart landscaping.

We perform air quality assessments for Indoor Air at the facilities. As a part of the indoor air quality plan, we have detailed roles and responsibilities for the respective departments i.e., Housekeeping, Engineering and EHSQ. As a part of environmental impact risk assessments, air quality is checked and measured for any issues. We perform an indoor air quality assessment through a third-party vendor and received satisfactory results on our indoor air quality.

Indoor Air Quality



Use of renewable energy sources

Renewable energy is an important source of energy reducing the fossil fuel consumption and carbon footprint on the environment. FIVE is committed to investing in renewable energy in promoting the sustainability of its buildings. Through the combination of solar projects and Green PPA's, FIVE has set the ambition of increasing renewable power generation across its portfolio. To date, FIVE has installed 304 Solar Thermal panels on the roof of FIVE Palm Jumeirah for water heating. FIVE LUXE, currently under construction, is poised to feature a Solar Façade of over 3500 square meters as well as solar thermal and electricity panels on the 9th and 54th floor podiums.

Energy performance efficiency are maximized in the first instance by reducing the load on the building through passive design, while the active systems are designed to be as energy and water efficient as possible. Finally renewable energy systems are employed, where practical and possible, to provide some of the energy needs. In case of new construction projects, FIVE emphasizes the use of higher efficient designing, passive energy saving, energy efficiency fixtures measures which supports the objective of using renewable energy sources. Building projects design shall show allocated space and pathways for installation of on-site renewable energy systems and associated infrastructure. FIVE for its existing energy consumption has obtained I-REC's (Renewable Energy Certificates) for its operational Dubai properties, FIVE Palm Jumeirah and FIVE Jumeirah Village providing 100% Renewable Energy for the two hotels' electricity in 2022.

With regards to its future vision, FIVE has released a Net Zero Electricity building design which will apply solar panels to its entire façade to generate a net surplus of energy against the building's energy demand. This copyrighted architectural design and unique application of renewable energy technology models FIVE's ambition to evolve into a leader in sustainable hospitality and real estate development where its buildings run entirely on renewable energy.

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.

Sustainable Procurement

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; utilizing organic gardens (herbs, fruits, and vegetables) on own property to supply restaurants/bars
- **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.

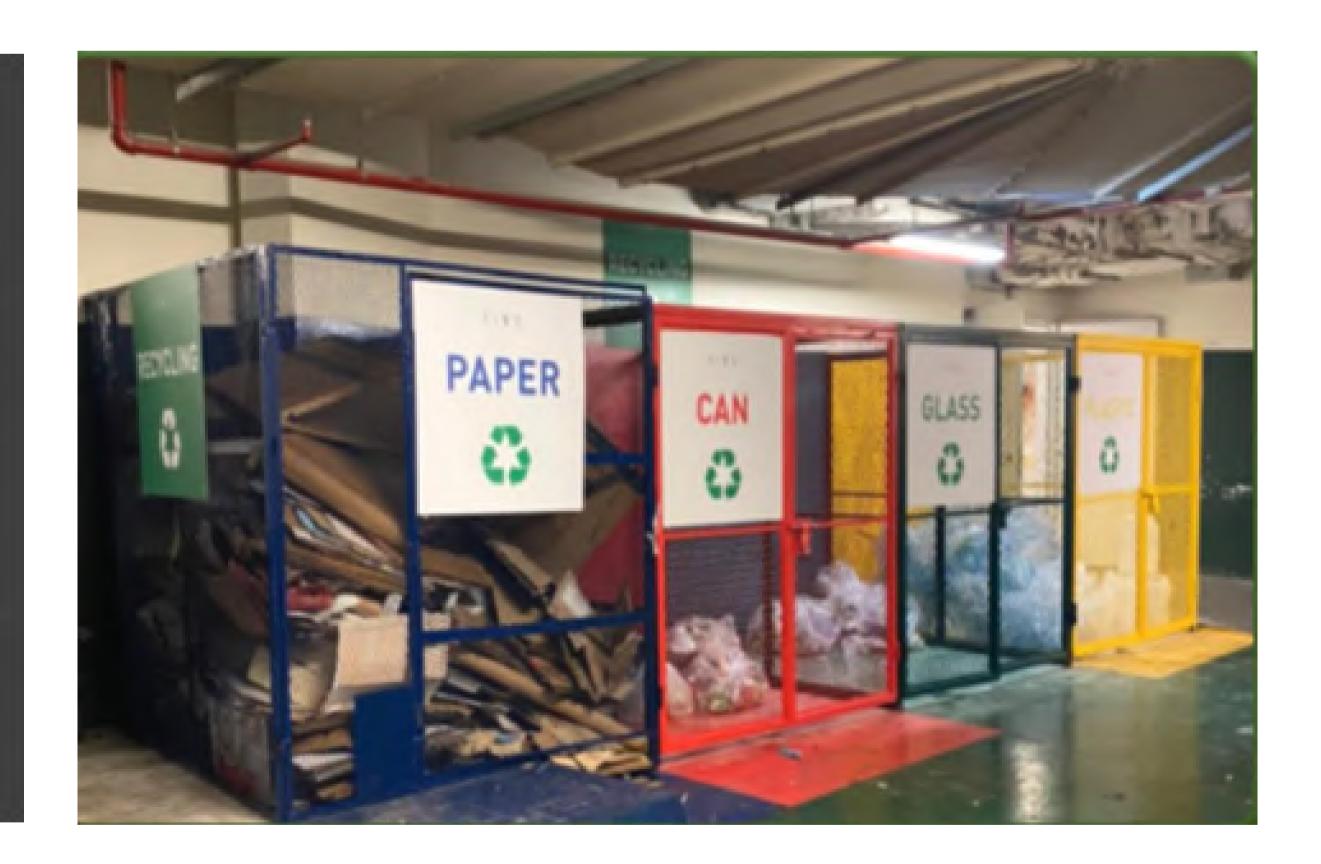
For implementation of environmental measures to reduce emissions, manage water, waste, and take measures to reduce our environmental impact and carbon footprint, FIVE has taken several measures. Some of these measures are illustrated as follows –

Environmental Programs

Waste and Wastewater Reduction Measures

Centralized Waste collection

gauges for Paper, Can, Glass and Plastic have been placed at the property basements for proper segregation of waste being disposed. This segregated waste is collected by the identified vendor for recycling procedures to be conducted for such waste. FIVE has commenced in expanding its recyclable and waste management system.





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 bottles, plastic bottles, metal cans, plastics.

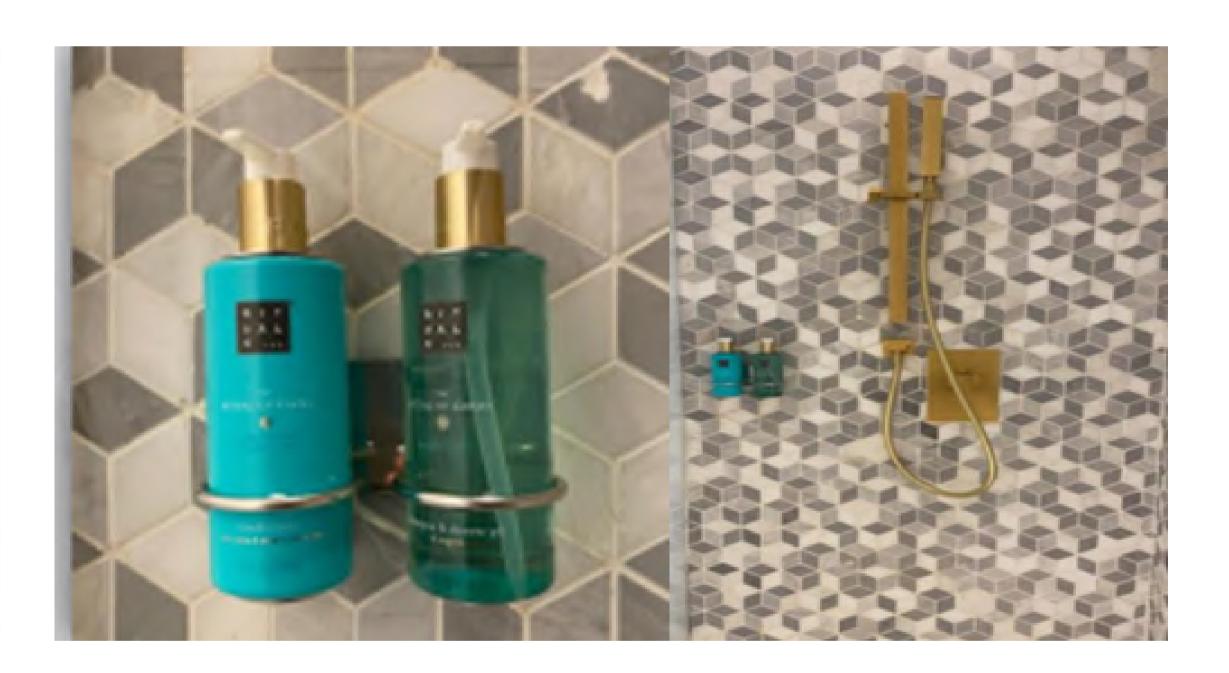


Use of sustainable and recyclable

toiletries in guestrooms such as bamboobased 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

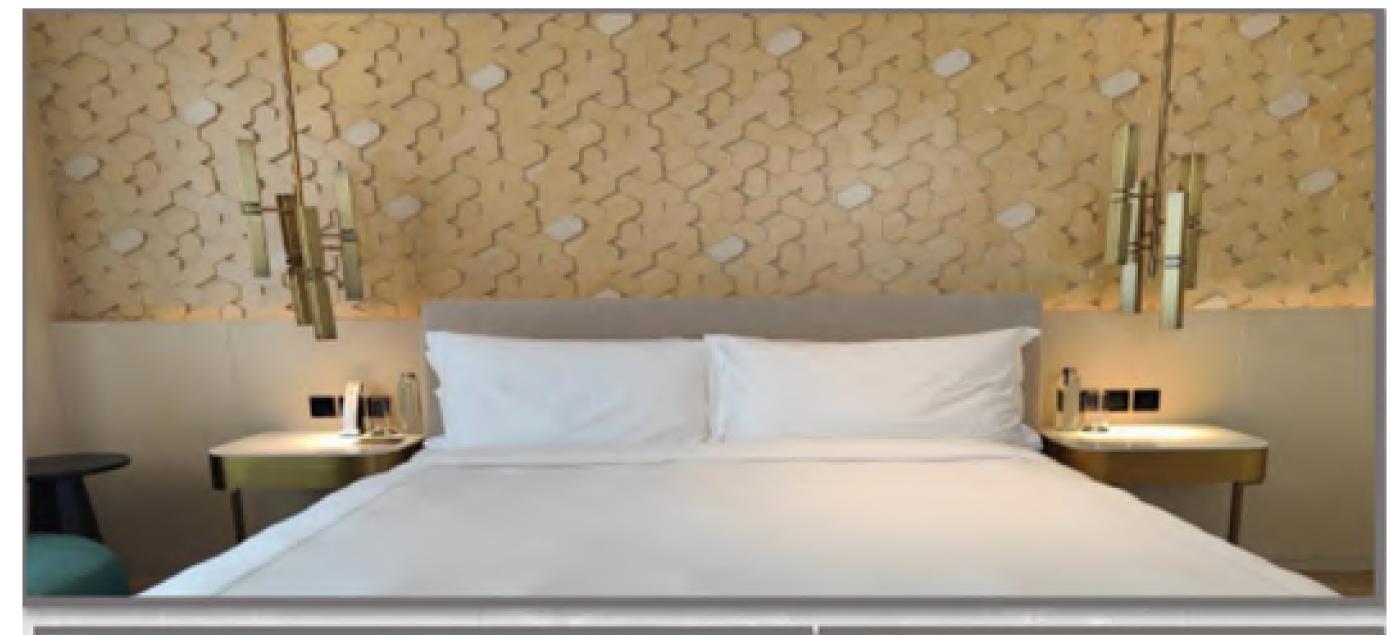


FIVE has also implemented the USE of refillable bottles for shampoos, soaps, and moisturizers in the guestroom washrooms to lower the disposal of toiletry wastage and reduce plastic waste



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.







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 surface cleaners

for housekeeping activities and cleaning of surfaces to avoid contamination of wastewater





Energy and Transport Use Reduction Measures

To reduce our carbon footprint, FIVE has transitioned to an EV Guest Transportation System, adopted a 100% LED lighting system, and installed a smart Guest Room Management System (GRMS), as well as timer and motion-sensor controlled lighting, including outdoor photocell lights. All our properties incorporate extensive greenery to mitigate the Heat Island Effect, supporting carbon-free cooling and nature-based solutions. Additionally, we have installed a total of 304 rooftop solar panels at FIVE Palm Jumeirah on the path towards increasing our renewable energy consumption per capita by 10% by 2030, compared to a 2022 baseline of 0.10 (kWh/cover). Few of the measures are stated as follows:

EV vehicles such as Tesla cars and in the future possibly EV buses are being used as alternative transportation modes for guests and staff for the purpose of reducing fuel consumption.

In addition, FIVE also encourages green transportation by utilization of the green bikes at the facility's premise

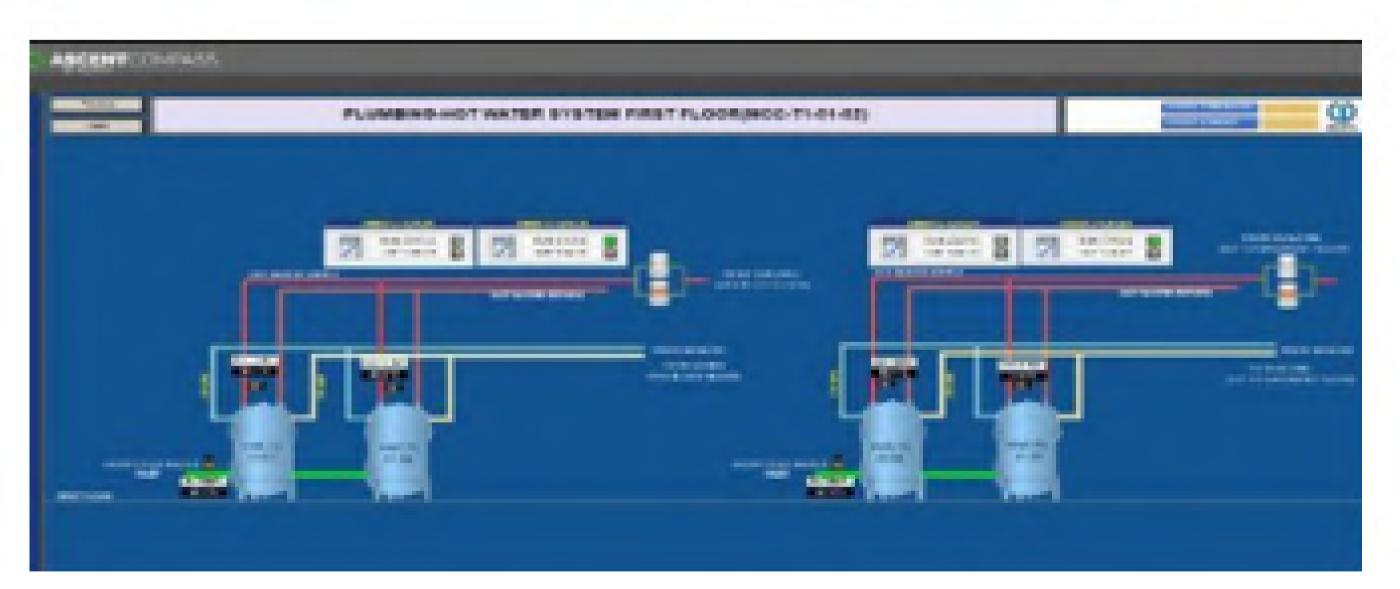
Building Management System can

control the entire building's HVAC system, plumbing and electrical systems, chilled water systems, hot water system, elevator monitoring, gas monitoring to effectively manage the flow of these utilities across the property













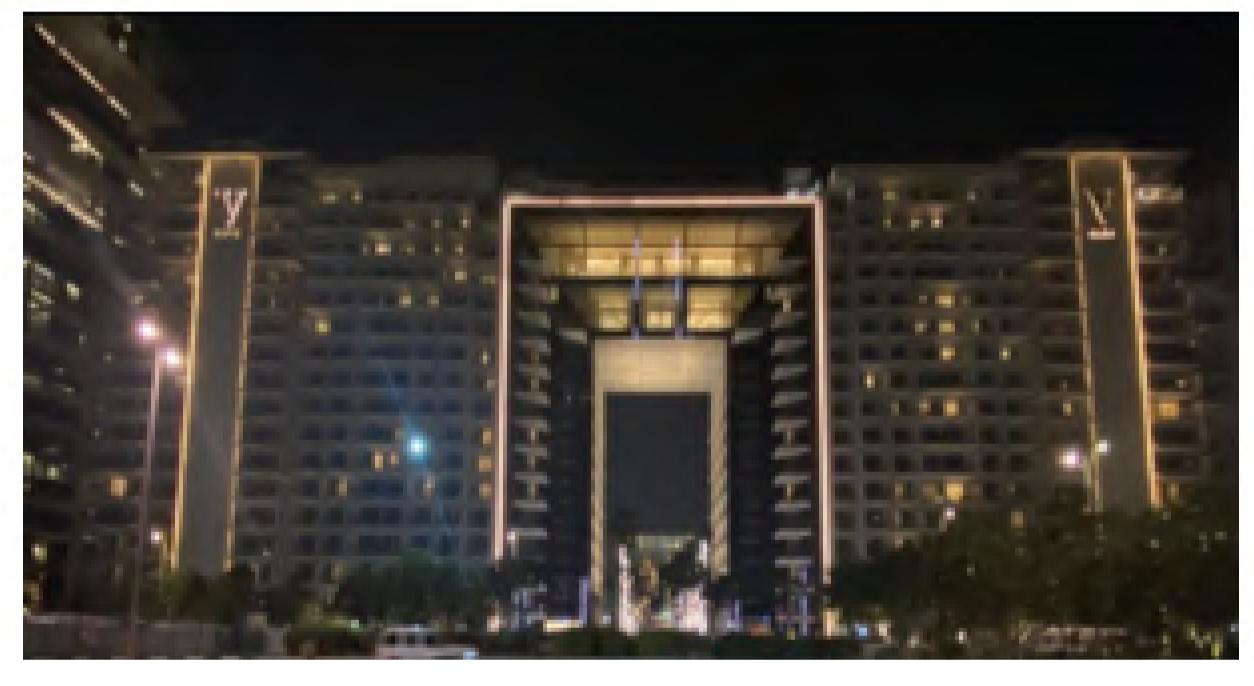


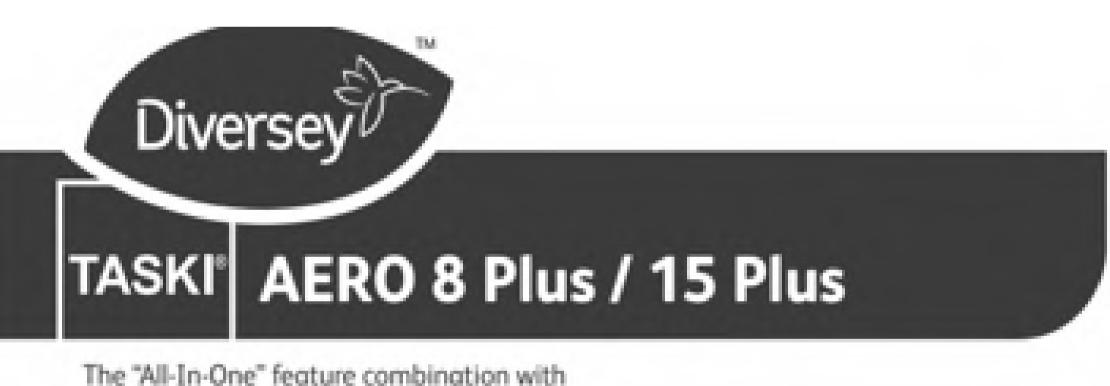
External Lighting System with automation of the entire façade and garden lighting system, with glow control based on climatic conditions. All external lights are facilitated with LED lights and fixtures

Purchase of energy-efficient appliances for cleaning and daily activities

Motion-sensor lobby lights and guest room balcony door contact are implemented by FIVE across its properties to reduce consumption of electricity and chilled water.

Through the implementation of turning off ACs on opening of the balcony door, the potential savings of 2-5% shall be gained in the Chilled Water Consumption





highest efficiency and ultra-low noise

TASKI AERO 8 PLUS and 15 PLUS

The TASKI AERO 8/15 PLUS high-efficiency vocuum 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 S85W 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 ecobutton 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 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



For further details on energy management measures, refer the 'Energy Reduction Measures' and the 'Sustainability presentations' for the respective properties.



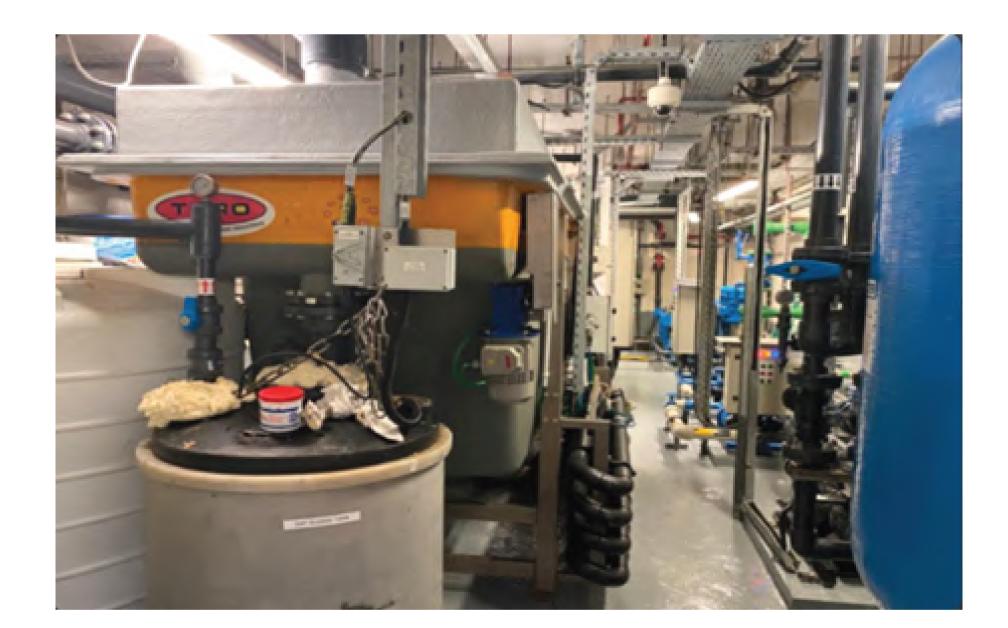
Water

For the construction project FIVE LUXE, FIVE through its experienced third-party EPC contractor has implemented the processes for water minimization. FIVE for its two other properties FIVE PALM JUMEIRAH and FIVE JUMEIRAH VILLAGE, has implemented measures such as Irrigation control system, filtration system, towels and linens, grey water system, swimming pool backwash procedure 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 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

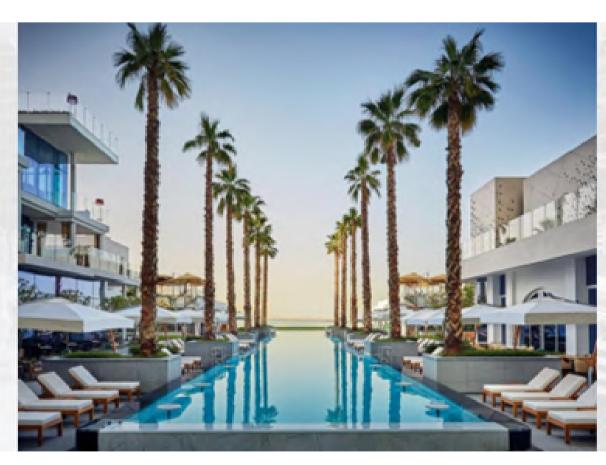


Sensor-based water

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







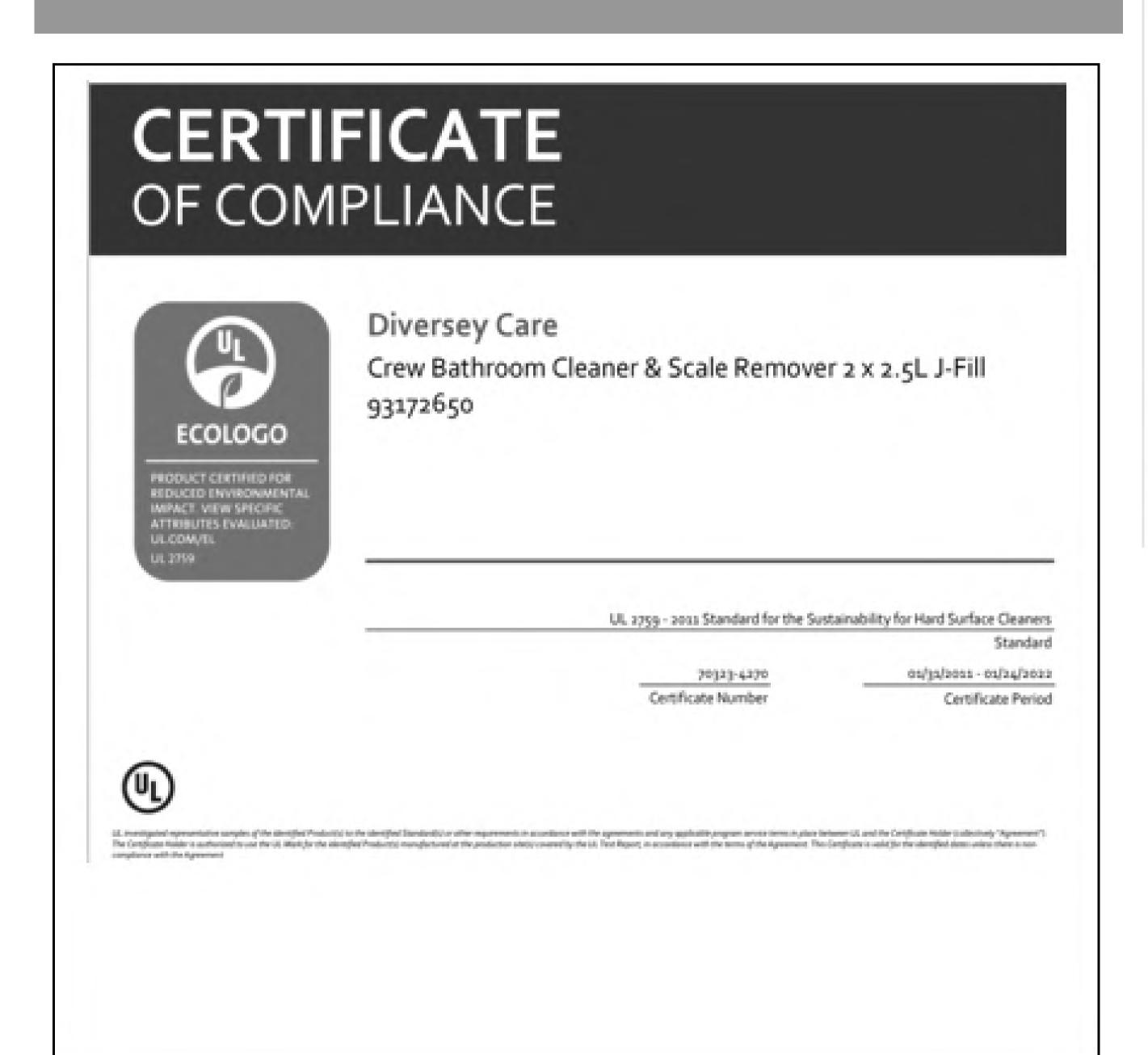
Swimming pool backwash operations done on alternate days to remove contaminants based on water pressure difference from sand filters



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:

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

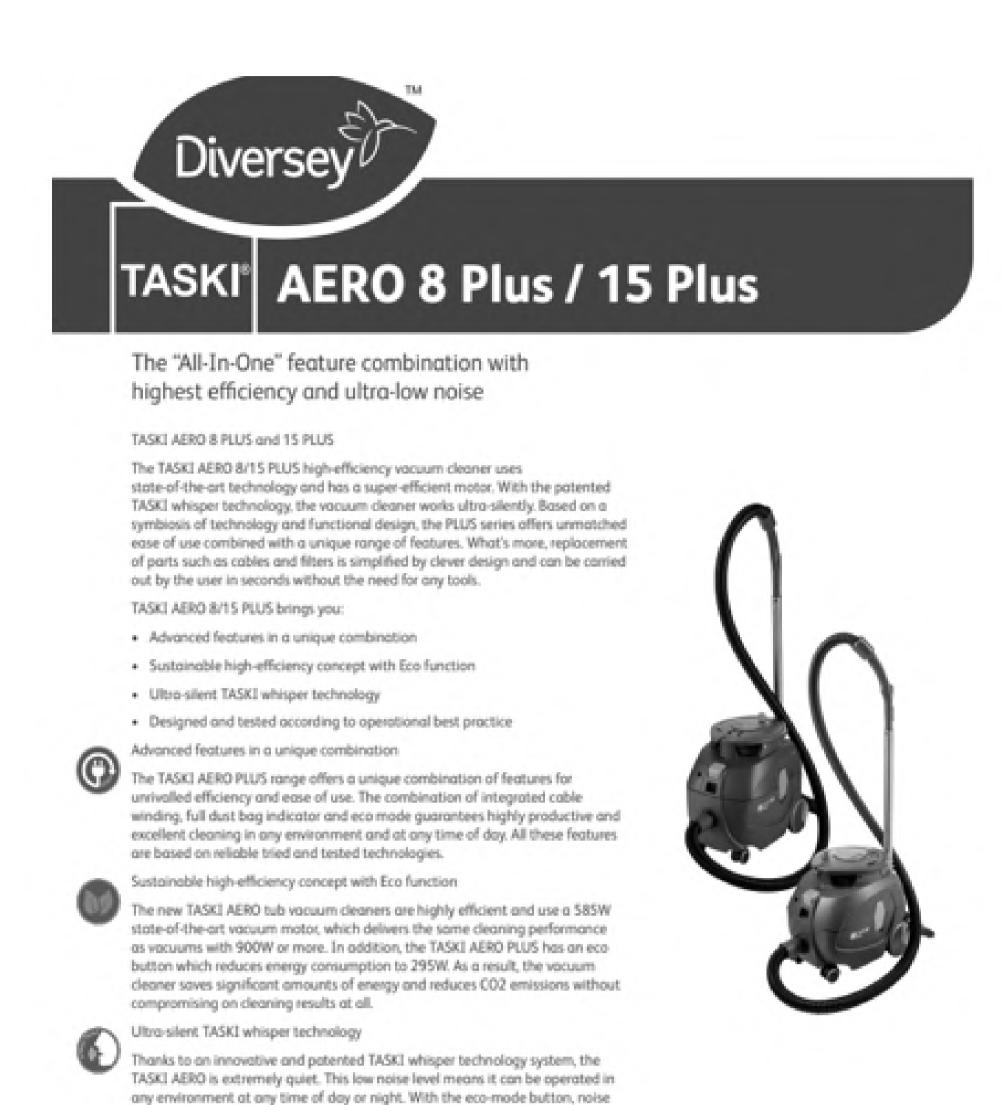


Procurement of sustainable seafood from suppliers certified to the Marine Stewardship Council with ecolabel on certified products





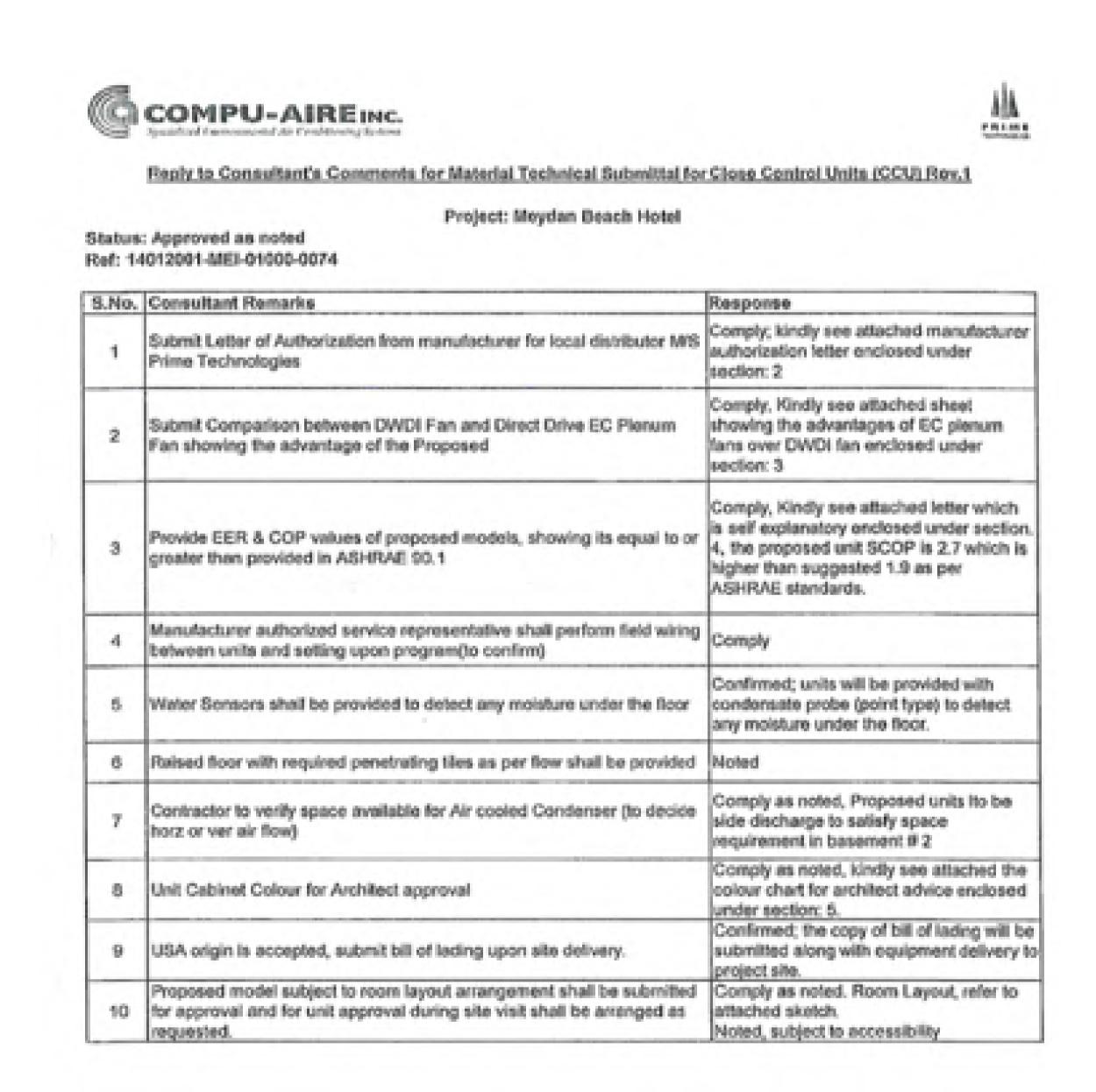




emissions can be reduced to a minimum, setting a new standard in professional

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

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



In Dubai, FIVE sources' vegetables locally through Barakat and its farm partners Veggie Tech and Themar AI 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

Local produce



In-grown mushrooms at 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.







Biodiversity Initiatives - Landscaping Projects

FIVE Jumeirah Village Native and Medicinal Landscaping Project

To promote pollinator and climate-amenable landscaping species and to raise customer awareness on biodiversity, FIVE Jumeirah Village has initiated a native and medicinal plant landscaping project. In the first phase of this initiative, the hotel will renovate its 5th floor podium by including three sections of strategic landscaping. The first section will provide a modern aesthetic evocative of FIVE's home desert climate through an installation of a succulent and cactus garden including a variety of agave species, flowering succulents native to UAE emirates such as Fujairah, and a





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Date: MARCH 25th, 2023

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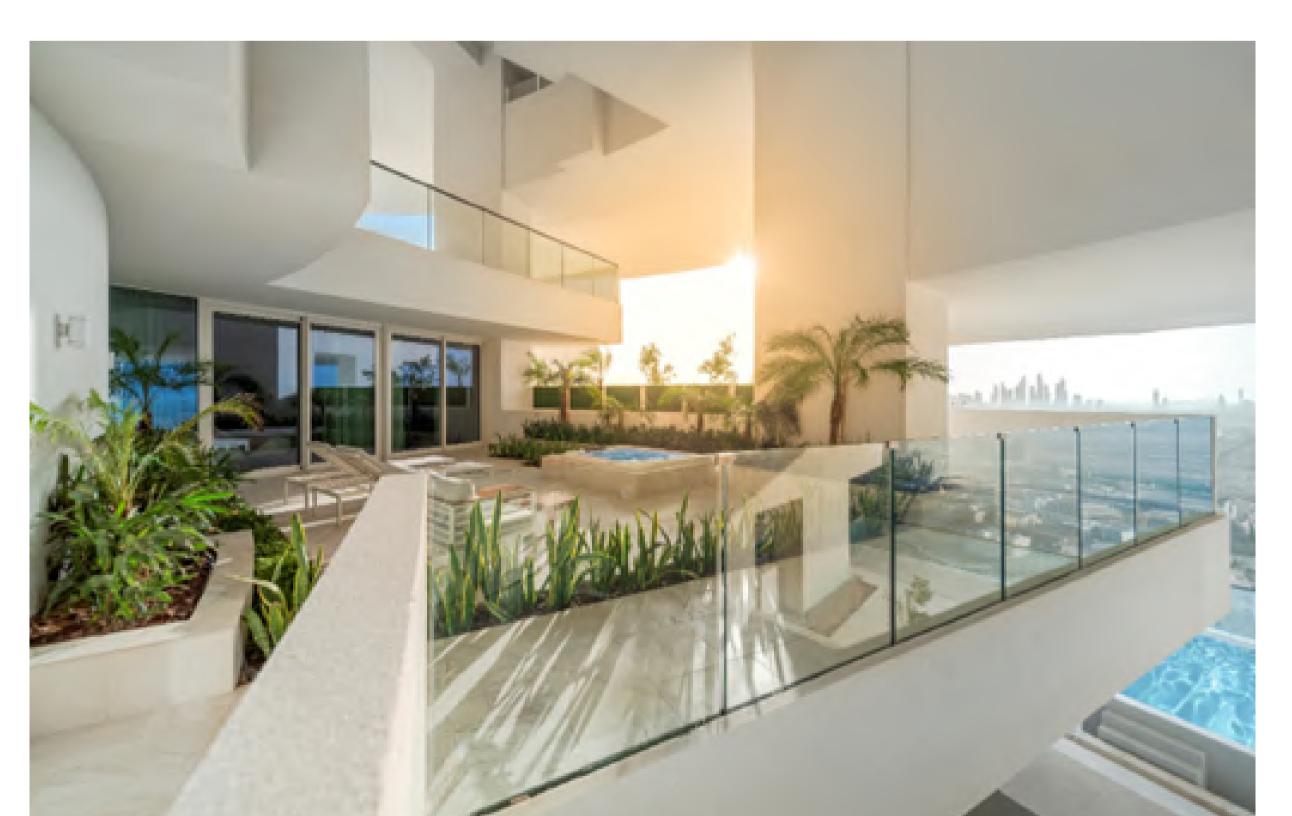
Five Hotel JVC Dubai UAE.

ttention: MR. David

SUBJECT: PROPOSAL/QUOTATION NATIVE PLANTS /SUSTAINABLE PLANTS.

range of ornamental cacti. Moving across the circular podium, guests will then encounter a stretch of native Ghaf, the UAE national tree, and Neem trees. Finally, the third element of the first phase will include highly medicinal species including Morgina "Tree of Life", Maswak – famously used as a natural toothbrush by numerous civilizations for thousands of years, orange flowering tecomalla, and Manilla Tamarind. This biodiversity initiative aims to capitalize on FIVE's iconic green energy and lush landscaping by now including a proactive focus on supporting biodiversity. Upon completion, the sections will include QR coded displays which will allow guests to learn about the cultural, medicinal and biodiversity qualities of the plants.

FIVE Jumeirah Village Guest Apartment Landscaping Project



In tandem with its speciality native and medicinal plant landscaping project, FIVE Jumeirah Village is undergoing an enhancement of its 59 floors of landscaping in each guest apartment and suite. This project will satisfy FIVE's aesthetic requirements while including a purposeful, science-informed strategy to source plants that will thrive in the corkscrew facades varying light conditions while also promoting pollination and climate-smart species. The outcome of this project will be to provide luxury level landscaping that is attuned to the climate and varying conditions to thrive while maximizing native or regionally adapted plants that promote pollination.



FIVE Zurich "Insect and Pollinator Hotel" Terrestrial Rooftop

FIVE Zurich champions environmental impact mitigation by its terrestrial green roof. This first reduces the cooling load by minimizing the heat island effect. In addition, the rooftop includes numerous "insect and pollinator Hotel" structures approved by the local government and sourced of wood, stone, and gravel.





This complements the hotel's 360 degree surrounding of pasture and orchards such that FIVE Zurich provides all of the FIVE high energy entertainment and luxury flare within a subtle setting that promotes biodiversity.

FIVE Palm Jumeirah and FIVE Jumeirah Village Organic Herb Gardens

In 2022, FIVE Palm Jumeirah and FIVE Jumeirah Village established their own small-scale organic herb, vegetables, and citrus gardens. Steps away from FIVE's homegrown outlets, these organic gardens provide a refreshment of green energy and nature to guests and chefs alike, vibrant flavours as fresh as can be, and a site for pollination attracting local pollinator species that capitalize on FIVE as a biodiversity node in the surrounding region.









In 2023, FIVE undertook the activity of documenting every plant species on its property including the Latin name. FIVE has set the ambition to undertake a similar exercise for its other operational hotels and to maintain these records in the future.

FIVE Palm Jumeirah Documentation of Landscaping Species, Natural-based pesticides, and fertilizers

Where possible, FIVE incorporates natural-based pesticides such as Neem Oil. FIVE aims to continue to monitor its chemical use for treatment of pests and to source natural-based alternatives as much as possible. The same ambition extends to FIVE's cleaning supplies used by housekeeping.

	SCIENTIFIC NAME	COMMON NAME
		TREES
1	Ficus benghalensis	Banyan, Banyan fig and Indian banyan
2	Ficus benjamina	Weeping fig. Benjamin fig or Ficus tree
3	Ficus Nitida	Cuban Laurel, Indian Laurel Fig. Green Island Fig. Chinese Banya
4	Francis distres	Pongam, Karum Tree, Poonga-Oil Tree
5	Azadirachta indica	Neem, nimtree or Indian lilac
6	Flumeria rutiva	Common frangipani, Temple tree
7	Flumeria obtusa	Pagoda tree or White frangipani
8	Cassia fistula	Golden shower tree
9	Conocarpus erectus	buttonwood or button mangrove
_	T Andread to advantage and a second	PALM TREES
1	Washingtonia robusta	Mexican fan palm, Mexican washingtonia
2	Filogois excelsa	Broadleaf lady palm or Bamboo palm
3	Dypsis lutescens	Golden cane palm, Areca palm, Yellow palm, Butterfly palm
4	Chrystalidecarpus lutescens	Areca Palm
5	Figures forsteriores	Kentia palm, thatch palm or palm court palm
6	Zamia furfuracea	Cardboard palm or cardboard cycad
7	Wocketia bifurcata	Foxtail palm
		SHRUBS/BUSHES
1	Muraya paniculata	Orange jasmine, orange jessamine, china box or mock orange
2	Hibiscus rosa-sinensis	Chinese hibiscus, China rose, Hawaiian hibiscus,rose mallow
3	Clerodendrum inemne	Wild Jasmine
4	Fandanus Baptistii Variegata	Gold-striped screwpine, Gold-striped screwpine
5	ปลรกว่าวแกว รลกาไวละ	jasminum sambac
6	Hymenocallis littoralis	Beach spider lily
7	bougainvillea glatva	lesser bougainvillea or paperflower
8	bougainvillea spectabilis	Great Bougainvillea. Paper Flower.
9	Bougainvilles pink pixie	Paper Flower, Great Bougainvillea
10	Ficus Microcarpa	Green Island Ficus
11	Ficus microcarpa var. crassifolia	Wax Fig. Taiwan Ficus
12	Fennisetum setaceum Green Fuellia tuberosa	Green fountaingrass
13	Sansevieria trifasciata	Fever root, snapdragon root and Wild Petunia Snake Plant
15	Sansevieria culindrica	Cylindrical snake plant, African spear or spear sansevieria
16	Ficus elastica	Rubber fig, Rubber bush, Rubber tree
17	Facture agreetice	Gularia Chestriut, Frovisiori Tree, Sriaving-brush Tree, Marabar
18	Exces chinensis	Chinese ixora
19	Ixora coccinea	Scarlet jungle flame
20	Tabernaemontana divaricata	Pin wheel flower
21	Acalupha wilkesiana	Copperleaf
22	Elwetia microphydla	Fukien Tea Tree, Wild Tea, Scorpion Bush
23	Aloe barbadensis miller	Aloe vera
		CLIMBERS
1	jasminum grandiflorum	Spanish Jasmine, French Jasmine
2	allamanda cathartica	Golden trumpet
3	Mandevilla splendens	Yellow Bell Climber
		GROUND COVERS
1	Asystasia gangetica Green	Chinese Violet, Creeping Foxglove, Ganges Primrose
2	Asystasia gangetica Variegata	Chinese Violet, Creeping Foxglove, Ganges Primrose
3	Filmon discolar	Boat Lily, Oyster Plant, Cradle Lily
4	Sesuvium portulacastrum	Sea Purslane, Gelang Laut
5	wedelia trilobata	Yellow Creeping Daisy, Singapore Daisy
6	Ipontoea pes-caprae	Beach Morning Glory, Railroad Vine, Sea Morning Glory
7	Fortulaca grandillora	Japanese Rose, Moss Rose
8	Carissa grandiflora Boxwood Beauty	
9	Fortulacaria afra	Elephant bush
		HERBS
1	Mentho longifolia	Horsemint
	Mountha piperita	Peppermint
2	1-101 10 13 LOLES 113	
3	Cambagagan citratus	Lemon grass

PRODUCT SPECIFICATION	FORM	CATEGORY
Actara 25 wg	Granules	Insecticide
Imidachchem	Liquid	Insecticide
Abamectin 1.8 ec	Liquid	Miticide/Acaricide
Sanmite 20 wp	Powder	Miticide/Acaricide
Karate	Liquid	Insecticide
Neem oil	Liquid	Insecticide
ECO Oil	Liquid	Insecticide
Uniform 390 SE	Liquid	Fungicide
Carial Star	Liquid	Fungicide
Rhizolex	Powder	Fungicide
Previcur	Liquid	Fungicide
Poltiglia 20 PB Manica	Powder	Fungicide
Ridomil Gold	Granules	Fungicide
FERTILIZER/S	SOIL CONDIT	IONER
Multi N	Liquid	Fertlizer
AMCO-COMBI	Powder	Fertlizer
Fast Green	Powder	Fertlizer
YARA MILA Complex	Granules	Fertlizer
YARA MILA Complex	Soluble	Fertilizer
CALCINET	Granules	Fertlizer
AMCOLON Soluble	Powder	Fertlizer
POATACIUM NITRATE	Granules	Fertlizer
Organic Compost/Manure	Powder	Fertlizer
Cocopeat	NA	Fertlizer/Soil Conditioner



Tree Planting through Emirates Environmental Group Recycling Campaign and Through Botanica Supplier Partnership

FIVE has supported local and global forestation projects through partnerships including local recycling campaigns hosted by Emirates Environmental Group and through a partnership with its floral supplier Bottanica and a tie-up with One Tree Planted. EEG's "One Communi-Tree" Initiative allows recyclers to donate trees for each threshold reached in recyclables.





Likewise, Botanica plants trees in Kenya for every floral arrangement sold, allowing FIVE to contribute to habitat restoration beyond boundaries.

FIVE has initiated a plan to sponsor honeybee hives on-site or within the sanctuary of Hatta Honey, a UAE national treasure that promotes biodiversity of the UAE's historical landscape while producing top of the line honey produced from native and medicinal trees.



FIVE Sponsoring Beehives in UAE



Quotation

ASAL HATTA TRADING LLC		Quotation No.		Dated	Dated		
DUBAI		3010		15-03-2023	15-03-2023		
HATTA		Delivery Note		Mode/Terms	Mode/Terms of Payment		
Emirate : DUBAI					100% ADVANCE		
TRN : 1	00442581300003	Supplier's Ref.		Other Refere	Other Reference(s)		
E-Mail:	m.magdi@anhb.ae						
			Buyer's Order No.		Dated		
FIVE Ju	ımeirah Village Hotel						
			Despatch Document No.		Delivery Note Date		
TRN:		Despatched through		Destination			
Emirate	: DUBAI						
Country	UAE						
TEL	EL +971 58 880 0425		Terms of Delivery				
P O BO	X						
SI	Description of Conds	Ouantity		Am	ount	VAT	
N.Lac	Description of Goods	LOUISMIN I	ner			YAI	
No.	Description of Goods	Quantity	per		I.VAT	%	
1	Wooden Beehive with 5 frames of bees	5.00	500				
1 2				Exc	I.VAT		
1 2 3	Wooden Beehive with 5 frames of bees	5.00	500	AED	2,500.00		
1 2 3	Wooden Beehive with 5 frames of bees Monthly Management Fees per hive	5.00	150	AED AED	2,500.00 750.00		
3	Wooden Beehive with 5 frames of bees Monthly Management Fees per hive	5.00 5.00 12.00	150	AED AED	2,500.00 750.00 9,000.00		

Reflecting some of FIVE's substantial efforts to promote biodiversity, FIVE has set the ambition to increase its awareness and focus on biodiversity within its Sustainability Program. By using the AFRY report as a guide in setting priorities and focus areas, FIVE will continue to expand its initiated programs while developing new initiatives both within the hotel and by working with local organizations to protect habitats, wildlife, and people. As with Sustainability, biodiversity has proven a holistic and interconnected topic that will engage various elements of FIVE's environmental management and departments.

Targets, Objectives and Action Plans

Our sustainable environmental policy addresses broad level targets and mitigation measures on environment management covering aspects on waste, air quality, noise, soil and groundwater, fuel refilling, concrete washout, groundwater dewatering, local ecology, environmental impact of construction, environmental complaints, soil, cultural heritage, and environmental hazards.

As a part of our ISO standard implementation and a thorough assessment of our environment and sustainability framework, we have created category wise detailed targets and action plans. Each target is assigned a sub-objective in this table, which provides one degree finer a categorization beyond FIVE's F-I-V-E sustainable policy framework and objectives. Where appropriate, FIVE's targets are process based, designed to reinforce a longer-term process of improvement. Accordingly, the designated reviews are the mechanisms by which FIVE will monitor its ongoing progress via implemented action plan, against the target. In time and where appropriate, FIVE may accumulate the data and experience to transition a process-based target into a quantitative target with fixed timelines of achievement.



Sub-Objectives	Target	Action Plans	Responsible Person	Frequen
Sustainable Procurement				
Reduce the carbon-footprint	Assess and reduce the carbon-footprint in the supply chain	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
n the supply chain	including beginning to measure limited Scope 3 categories against GHG Protocol by 2025	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	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	Annuall
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	Annuall
		Following the yearly management review, engage with the suppliers to provide the industry best practices for improving sustainability	Purchasing Manager, Purchasing Executives	Annuall
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	Quarter
Neuronny use or presures		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 by 2025	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 (E.g. MSC, ASC, etc.)	Director of Sustainability, Purchasing Manager	As and when
Greening the supply chain	Perform pro- qualification assessments for 100% of the vendors on sustainability standards by 2025	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
	Perform pre- qualification assessments for 100% of the vendors on sustainability standards by 2025	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	Assess and quantify inventory of food products to identify regional produce (UAE, GCC outside UAE) Sourcing packaging materials that are compostable or recyclable through collaboration with suppliers Initiate vendor engagement with - Fruit & Veg Category for case and outer packaging - Beverages Category for outer shrink-wrap packaging - Stationery Category focus on recycled paper for all formats Obtain certifications for purchase of woodbased materials	Purchasing Manager, Purchasing Executives	As and when
Enhancing the energy, water, and resource efficiency of our operations Reducing impact on biodiversity	Intelligent sourcing of biodiversity-friendly resources for all operations (Source: AFRY Biodiversity Report for FIVE)	Source certified organic products for bars and restaurants and consider recommendations of the TRAFFIC programme Source organic/sustainably produced fertilizers, herbicides, and chemicals for cleaning/maintenance Source natural and cultural products for guest rooms, public areas, gifts, and souvenir shop, consider sustainably certified products (i.e., Forest Stewardship Council)	Purchasing Manager, Purchasing Executives	As and when
Biodiversity Targets				
	Improve biodiversity through effective landscape management (Source: AFRY Biodiversity Report for FIVE)	 Maximize planting of native flora and insect friendly flowering plants in outdoor facilities and gardens. Source species with differing flowering times to support pollinators throughout the year Create insect and lizard hotels, bird houses and nests, watering spots within hotel's gardens Introduce awareness and educational concepts to the hotels, using infographics, signs on flora and fauna etc. that can be found on the premises Switch to insect-friendly lighting and avoid unnecessary and excessive lighting during night-time Reduce noise emissions from the hotels Re-think outdoor concept and explore 	Purchasing Manager, Director of Sustainability	As and when



Reducing impact on biodiversity	Engage with conservation organizations and knowledge partners and as appropriate to business interest develop an ecotourism programme (Source: AFRY Biodiversity Report for FIVE)	opportunities for unsealing concrete floors, where feasible, and expanding green spaces Consider zoning coastal areas to plant mangroves or protect existing forests and creating mini-reefs for biodiversity recovery and ecotourism activities Avoid activities that risk negative wildlife interactions and disturbances of nature Explore partnerships with local conservation NGOs and support species conservation, habitat restoration and education programmes Explore collaborations with universities and research organizations Increase opportunities for nature-friendly activities in nearby nature reserves	Purchasing Manager, Director of Sustainability	As and when
Greenhouse Gas Emission				
Reducing emissions and managing climate related risk and opportunities Enhancing the energy, water, and resource efficiency of our operations	Reduce carbon use intensity by 85% by 2025 compared to the baseline of 2020	Purchased Electricity All properties Increase the scope of Renewable Energy beyond purchased electricity For off-setting carbon emissions, implement the process of obtaining carbon emission contribution from the company's guests to off-set their carbon emission Expand implementation of sensor-based lighting to reduce wastage of electricity in all office rooms Shut down computers and printers out of office hours Spread energy saving awareness through emails, awareness posters, sustainability new hire orientation trainings and sustainability townhalls (quarterly) Install electric fan in AHU (Air Handling Unit) to reduce lost energy inefficiencies, subsequently implement for Kitchen Exhaust FIVE JUMEIRAH VILLAGE Install electric fan AHUs to improve energy efficiency of airduct system Implement proposal on Rooftop solar project Install in-built motion sensor light tubes Install in-built motion sensor light tubes Install timer-based lighting for guest room balconies Gas Phase out gas boilers to install high efficiency electric heat pumps DG Sets Install flow meter gauges on DG Sets to track generator diesel consumption Erigerants Install meters on Refrigerant cannisters to track actual consumption Evaluate more carbon efficient substitutes to refrigerant inventory Fuel Continue and improve the ratio of EV mode of transportation to reduce fuel consumption Chilled Water Build arrangement to periodically switch off AC in Head Office out of hours	Director of Engineering, Sustainability	As and when
Electricity Consumption		All properties		
Enhancing the energy, water, and resource efficiency of our operations	Reduce electricity consumed per capita by 5% per year	 Expand implementation of sensor-based lighting to reduce wastage of electricity in all office rooms Shut down computers and printers out of office hours. Spread energy saving awareness through emails, awareness posters, sustainability new hire orientation trainings and sustainability townhalls (quarterly) Install electric fan in AHU (Air Handling Unit) to reduce lost energy inefficiencies, subsequently implement for Kitchen Exhaust FIVE JUMEIRAH VILLAGE Implement Rooftop solar project Install in-built motion sensor light tubes Install timer-based lighting for guest room balconies 	Director of Engineering, Sustainability	As and when



			Stewarding	As and
		Install food waste bins in all outlet kitchens	Manager	when
	Segregation of food waste by 2025	Provide training to all outlet employees	Outlet managers	Monthly
		Conduct monthly internal audits for outlet kitchens to ensure implementation of food	Stewarding Manager	Monthly
		waste segregation All FIVE hotels shall participate in at least one	Stewarding	Yearly
	Reduce food wastage	leftover food waste campaign Outlet Chefs to conduct monthly knowledge	Manager	
		sharing training on food waste reduction strategies (i.e., food scrap repurposes, outlet	Outlet Chef	Monthly
		Sharing) Conduct internal waste stream audit and track monthly reports from respective suppliers/waste management co. on following streams of waste: General Waste - Stewarding		
	Reduce waste generated per capita by 25% by 2025 compared to the baseline of 2020 Track 100% of all waste stream inputs generated from hotel by end of 2023	 Recyclable Waste (various) - Stewarding Paint Drums Collected - Engineering Chemical containers Collected (i.e. pool, water treatment) - Engineering Batteries Collected - Engineering 	Director of	Monthly
Enhancing the energy, water, and resource efficiency of our operations		Generator Oil Collected by Supplier – Engineering Drainage Grease/Fat Oil Collected by Supplier – Engineering Cooking Oil Collected – Stewarding Construction Waste – Engineering E-waste – Engineering Bulky/Unwanted Waste – Engineering Other Discarded containers – Engineering	Sustainability	1*IOTILITIY
	Achieve recycled waste of 5% of total generated waste by end of 2023	Biomedical Waste - Housekeeping Ensure all floors and outlets include recycling waste collection bins and awareness posters Conduct monthly floor and outlet internal audits for segregation at source Conduct waste and recycling training at quarterly Sustainability Townhalls Conduct monthly department training on waste segregation at source	QHSE Officer	Monthly
	Increase the monthly submissions as a part of the 3R (Reduce, Reuse, Recycle) program	 Present winning solutions and training at quarterly Sustainability Townhalls Promote 3R program winners on FIVE LinkedIn/social media Spread Awareness through 3R posters and sustainability new hire orientation trainings 	Director of Sustainability	Quarterly
Enhancing the energy, water, and resource efficiency of our operations Reduce wastewater generation	Reduction and efficient re-use of wastewater and minimize use of chemicals	 Implementation of the greywater treatment at FIVE JUMEIRAH VILLAGE Evaluate green cleaning and microfiber cloths for housekeeping and cleaning activities in the facility Explore the use of compatible detergents with wastewater treatment technologies and extending this to our supply chain (external suppliers) Separate waste oil and grease Ensure solar panel cleaning uses high pressure hoses and a greywater tap is used for maintenance cleaning 	Director of Sustainability, Director of Engineering, Housekeeping Manager	Quarterly
Water Management				
Enhancing the energy,	Reduce water consumed per capita	FIVE JUMEIRAH VILLAGE - 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
water, and resource efficiency of our operations	by 45% by 2025 compared to the baseline of 2020	FIVE PALM JUMEIRAH - 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
		All properties - 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
		All properties - Reduce flush-water in the rooms and public areas - 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 Managemen	t (Applicable only to Zu	rich)		
Enhancing the energy, water, and resource efficiency of our operations	Set a baseline for water use reduction following 1 year of reporting period for Zurich Reduce water consumed per capita	 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
		 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
	by 5% every year	- 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

Environmental Training and Awareness Programs

FIVE raises awareness for environmental topics across all its employees in various departments through the following modes:

 Sustainability Townhalls: We perform Sustainability Townhalls on a quarterly basis for all our employees wherein we address topics on the importance of sustainability, the 3R (Reduce, Reuse, Recycle) Reward Program introduced by FIVE, and certain measures which may be taken to reduce consumption of energy and water across the property alongside indulging in sustainable procurement activities. We also announce our winners of the 3R program to encourage more participation from employees to come forward with ideas and initiatives.

Sustainability Director sharing ideas on ESG



Announcement of 3R Program Winners



• **New-hire orientations for Sustainability:** To raise awareness on our sustainability initiatives and set the tone at the beginning of our new hires' journey, as a part of our orientation program, we conduct new-hire sustainability orientation to discuss topics on FIVE's advent toward sustainability.



Group Director of HR discussing initiatives

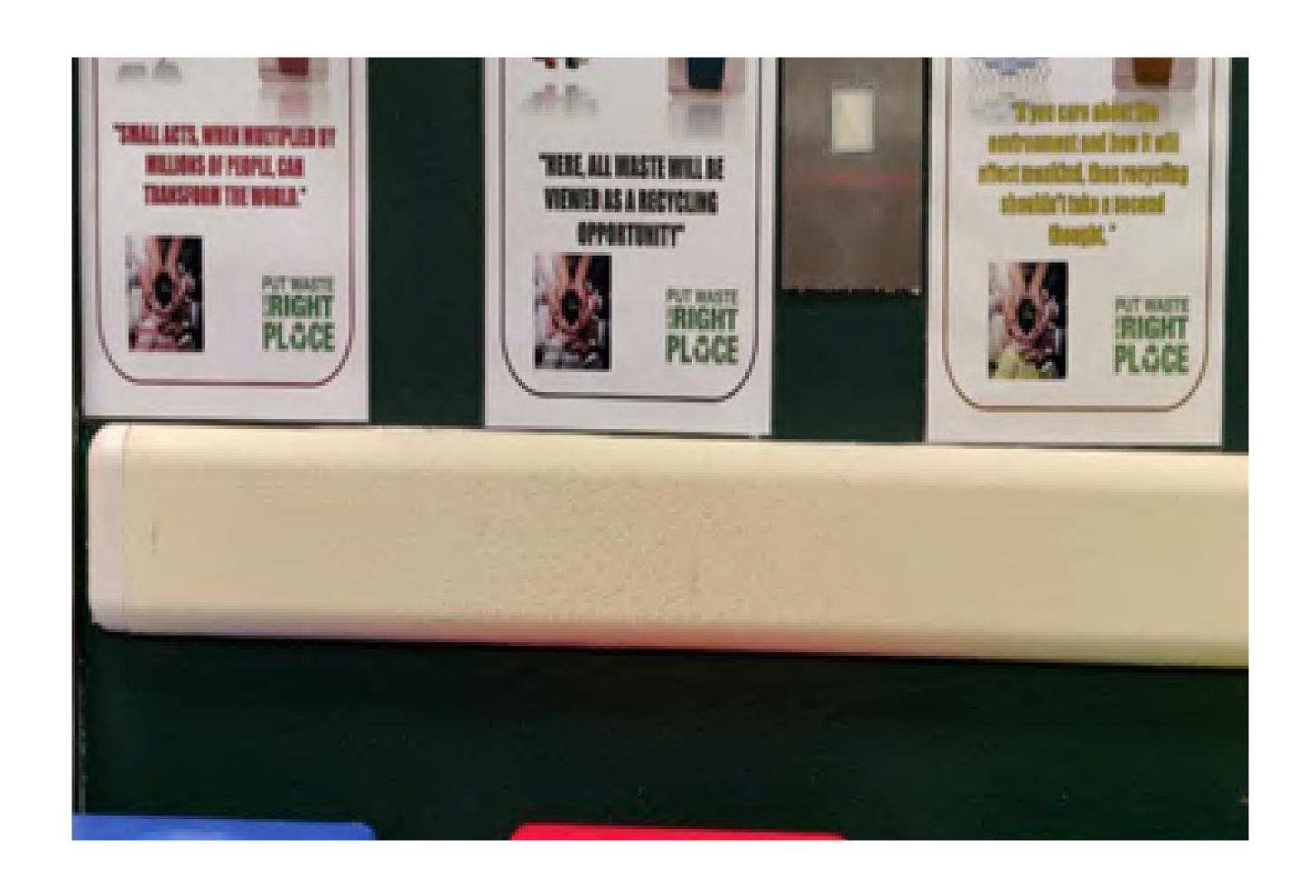


F&B Department discussing sustainability

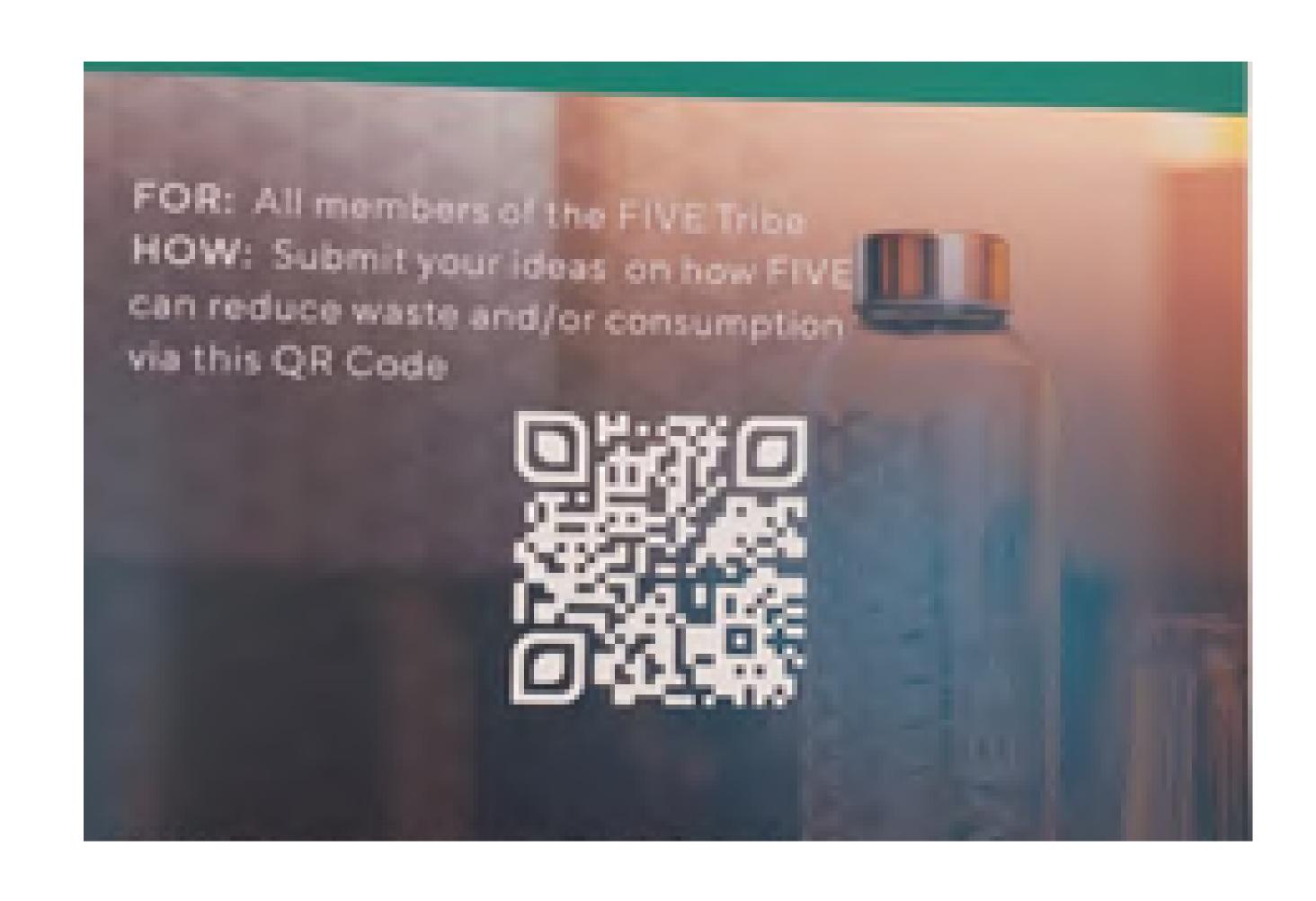


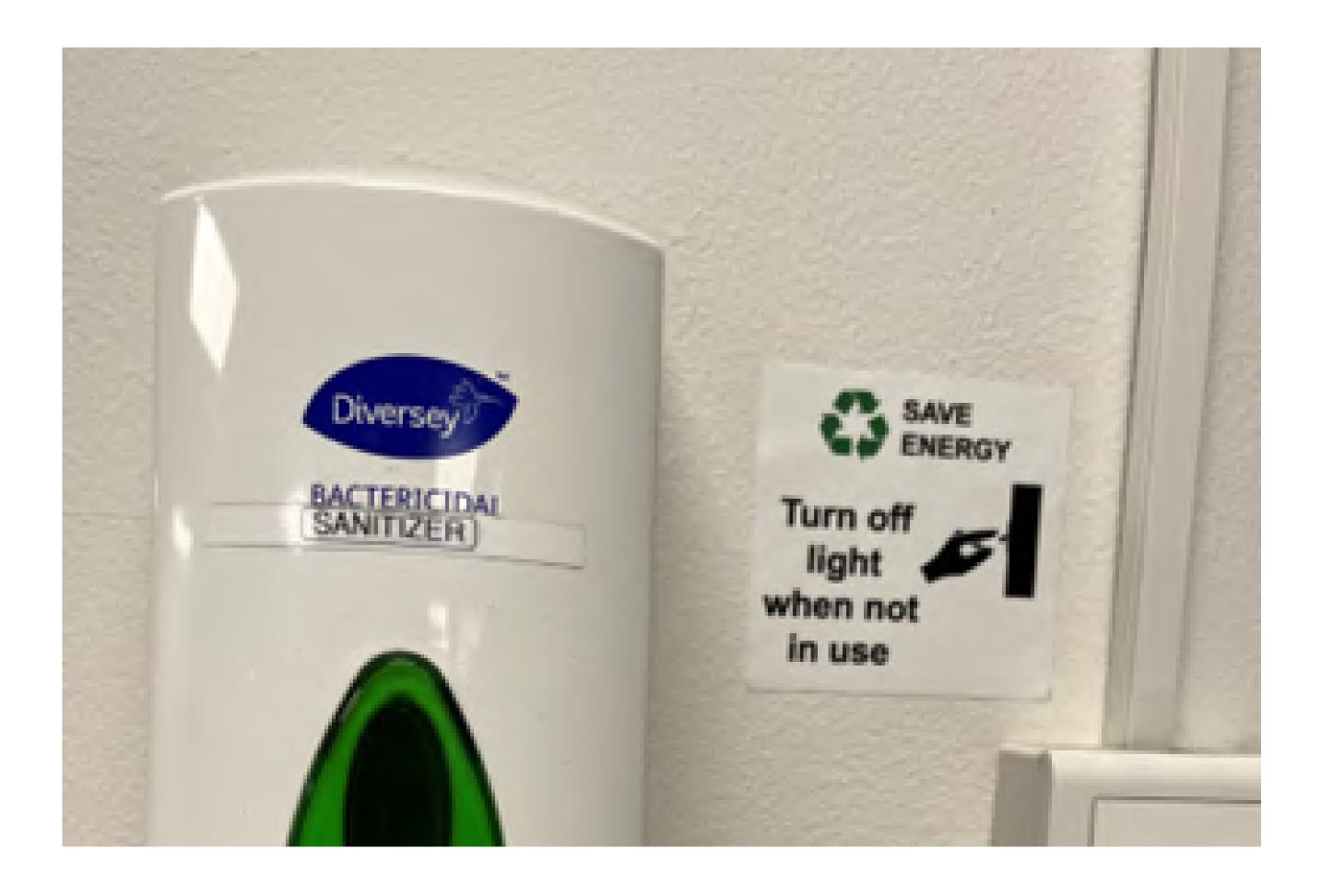
• **Awareness stickers:** We have added awareness stickers across our properties in high energy, water consumption areas such as kitchens, staff bathrooms and for proper segregation of waste:

Waste Management Awareness Chart



3R Program by FIVE







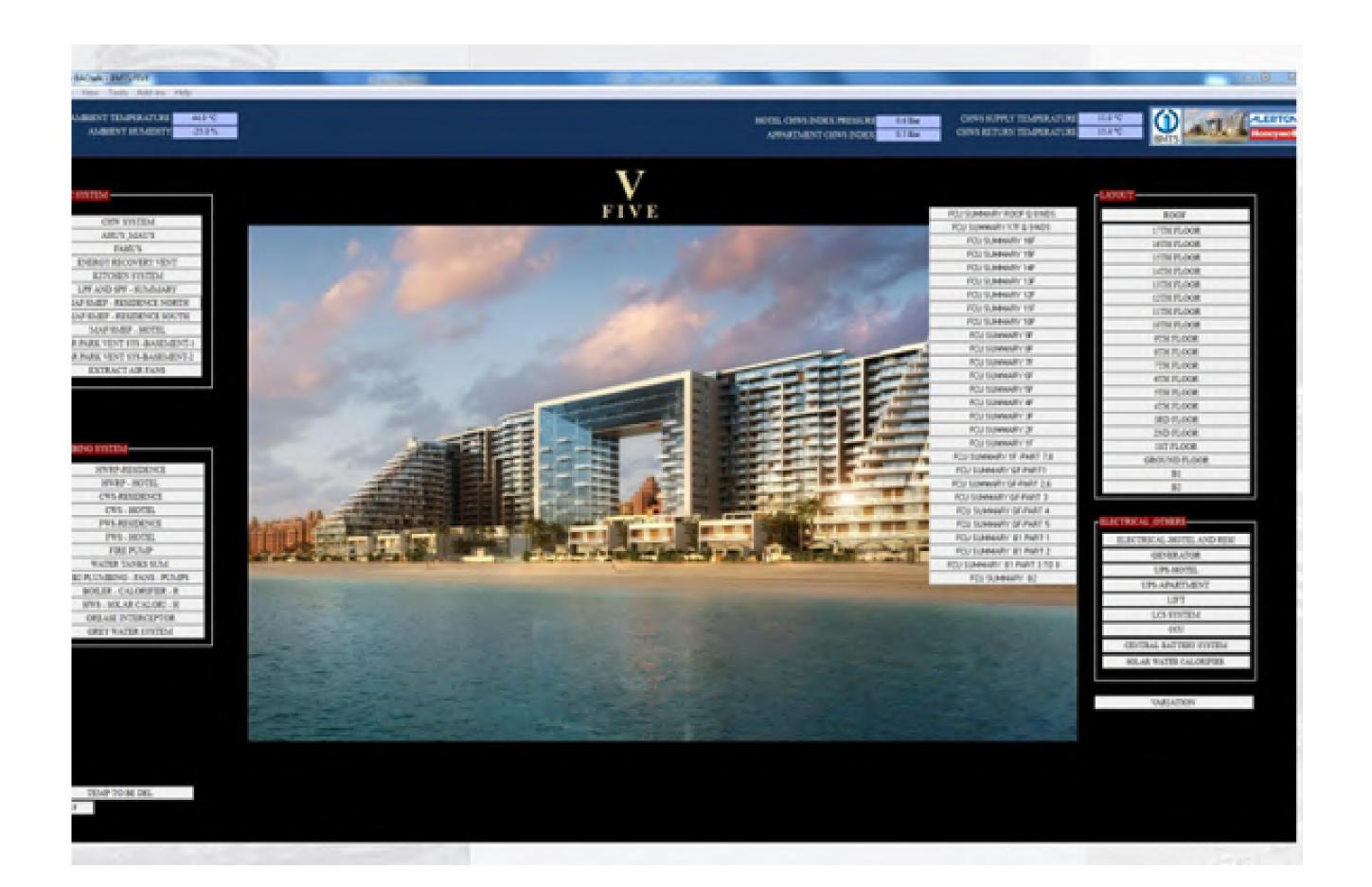


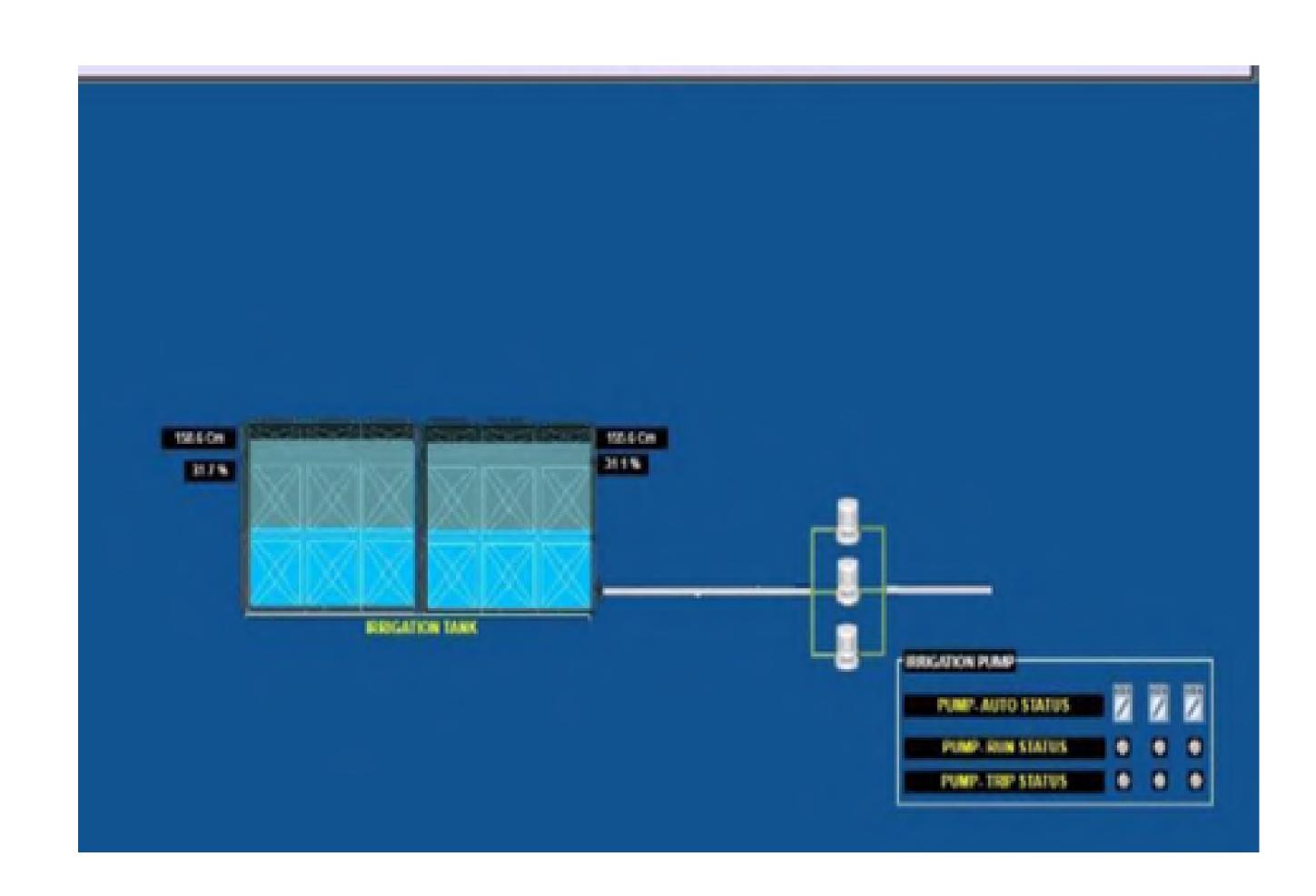
Data Compilation Systems

FIVE has implemented comprehensive building management systems (BMS) and guest room management systems which helps in recording data of all the rooms for consumption and helps identify any issues, leaks, excessive consumption, temperature regulation across the rooms, managing use of chilled water, HVAC, etc.

Data Compilation Systems

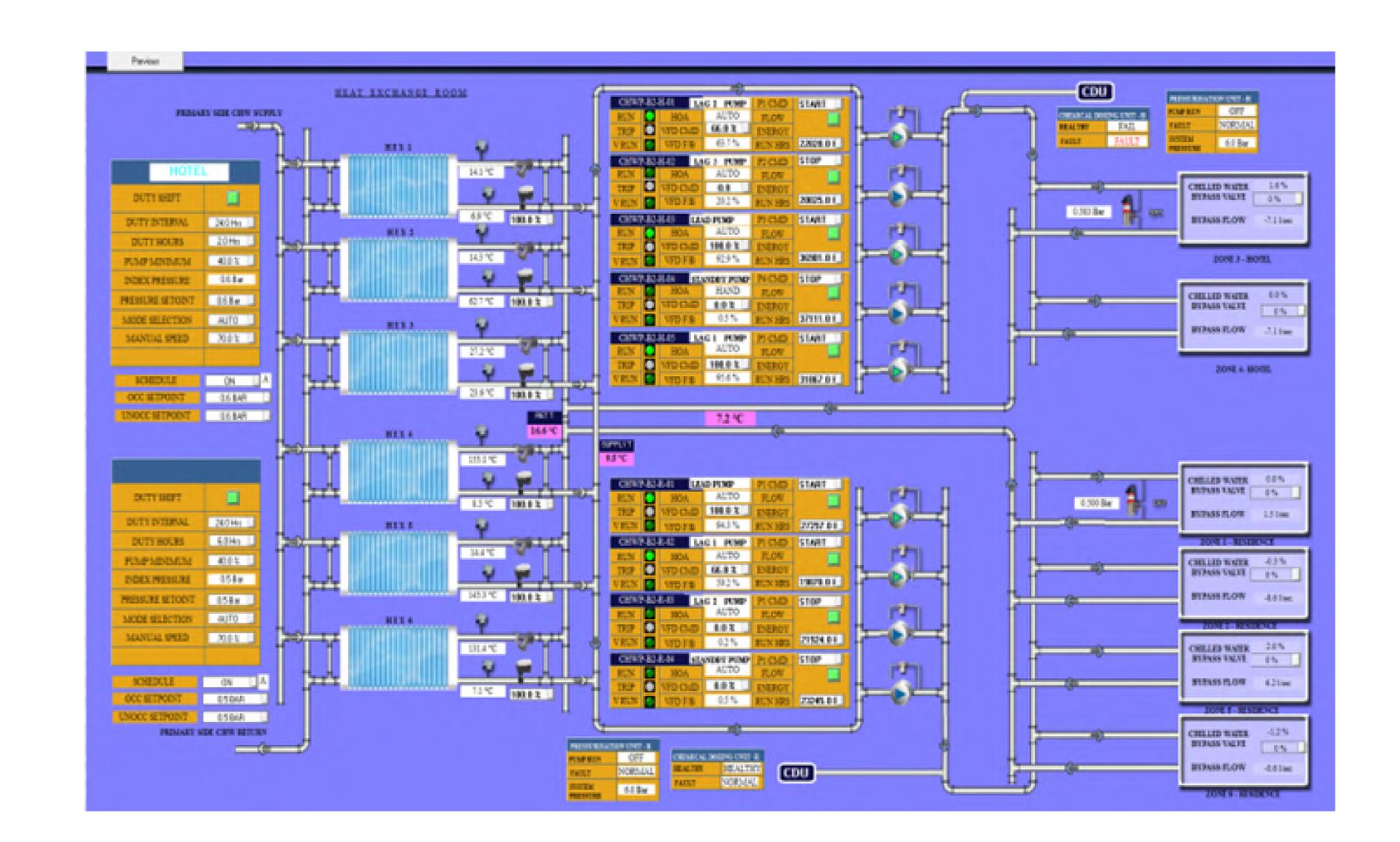
This system can control and record the entire building's HVAC system and numerous plumbing and electrical systems. This includes monitoring over hot water, chilled water, elevators, plumbing, irrigation, and gas.





Chilled water pumps remain functional based on pressure differences and according to the necessities of peak hours and normal hours. The pumps remain functional at a default operating index pressure without compromising the cooling demands.

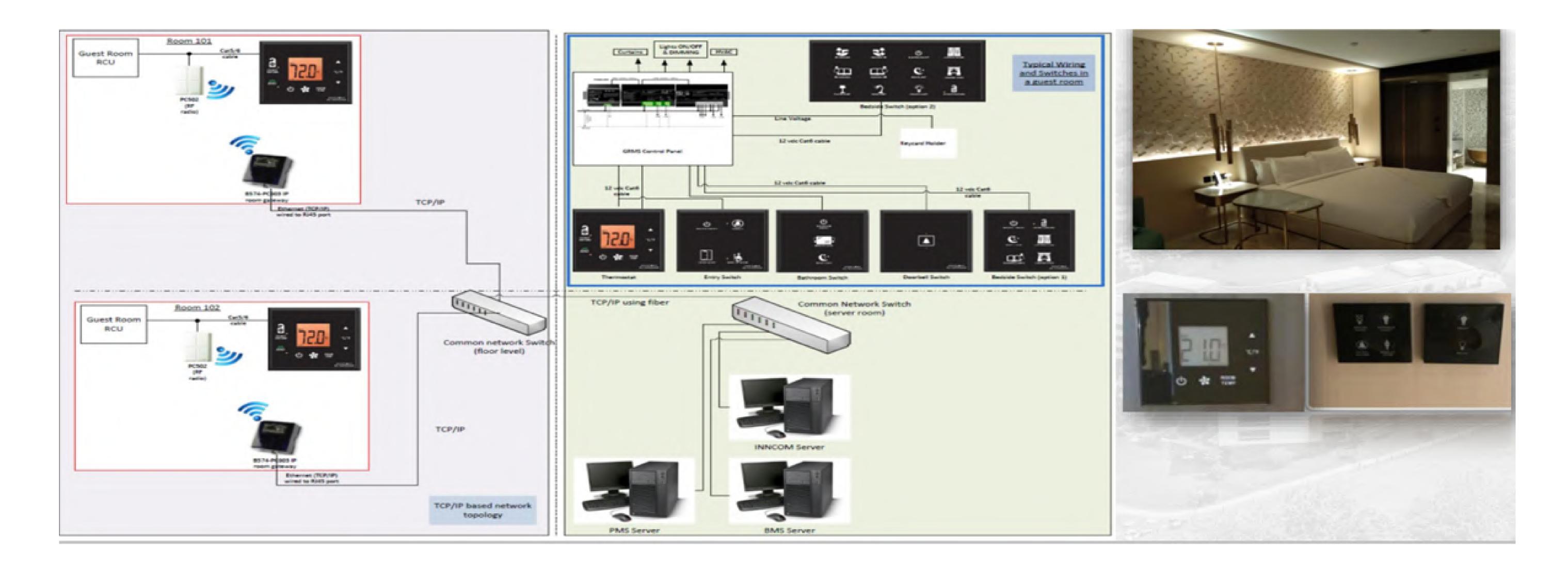
Chilled Water System





Guest Room Management Systems

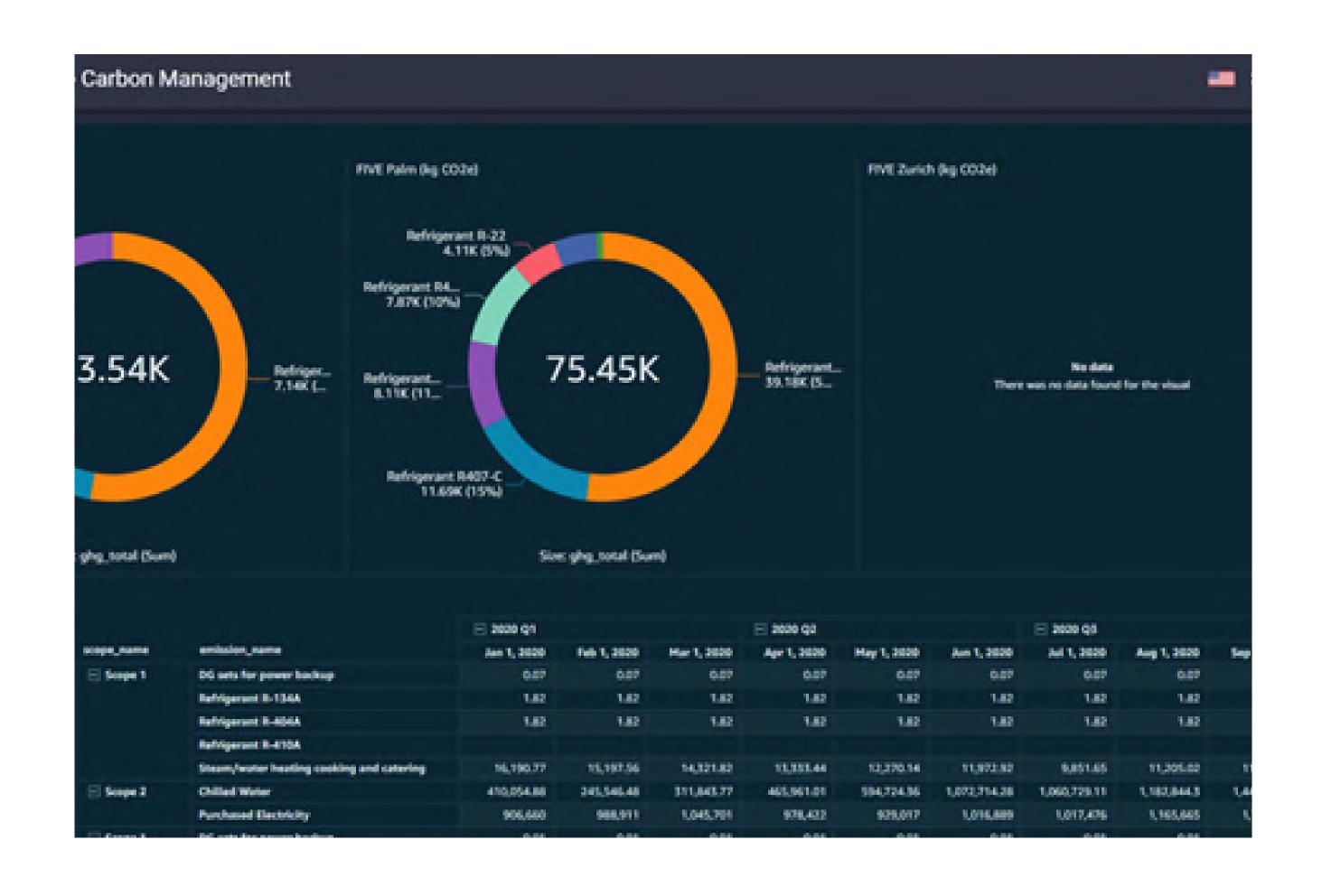
Guest Room Management System (GRMS) are in place in all hotel rooms. 1 Bedroom, 2 Bedroom, 4 Bedroom works on card entry system. Further, based on 'Occupancy' change status, the room operates as per pre-configured operations (for electricity – lighting and others). Motion sensors are in place to make changes to the room settings based on room 'occupied' status. All rooms are supported by control touch panels.



ESG Enterprise System

FIVE has subscribed to ESG Enterprise, an ESG Management Platform that allows us to track various Sustainability Performance Data providing a platform to host the complete ESG journey, track, record and monitor our emissions on a real-time basis (Scope 1 and 2 emissions - electricity and other utilities causing greenhouse gas emissions), and report ESG parameters across all our operational properties. FIVE has also used this tool for gathering information on its SASB Disclosure Topics. Following screenshots give a brief about the features of ESG Enterprise that are currently being used:

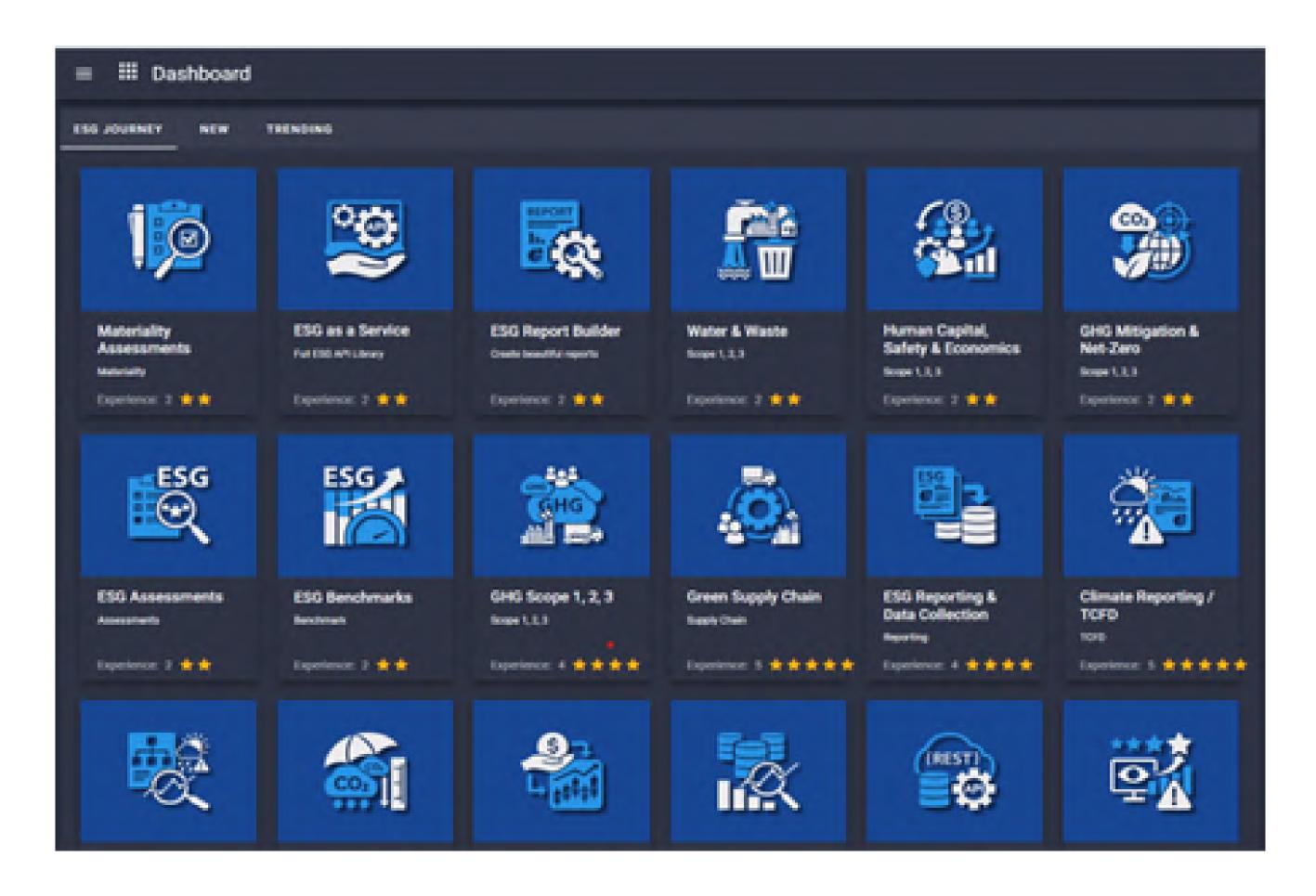
Consumption Summary

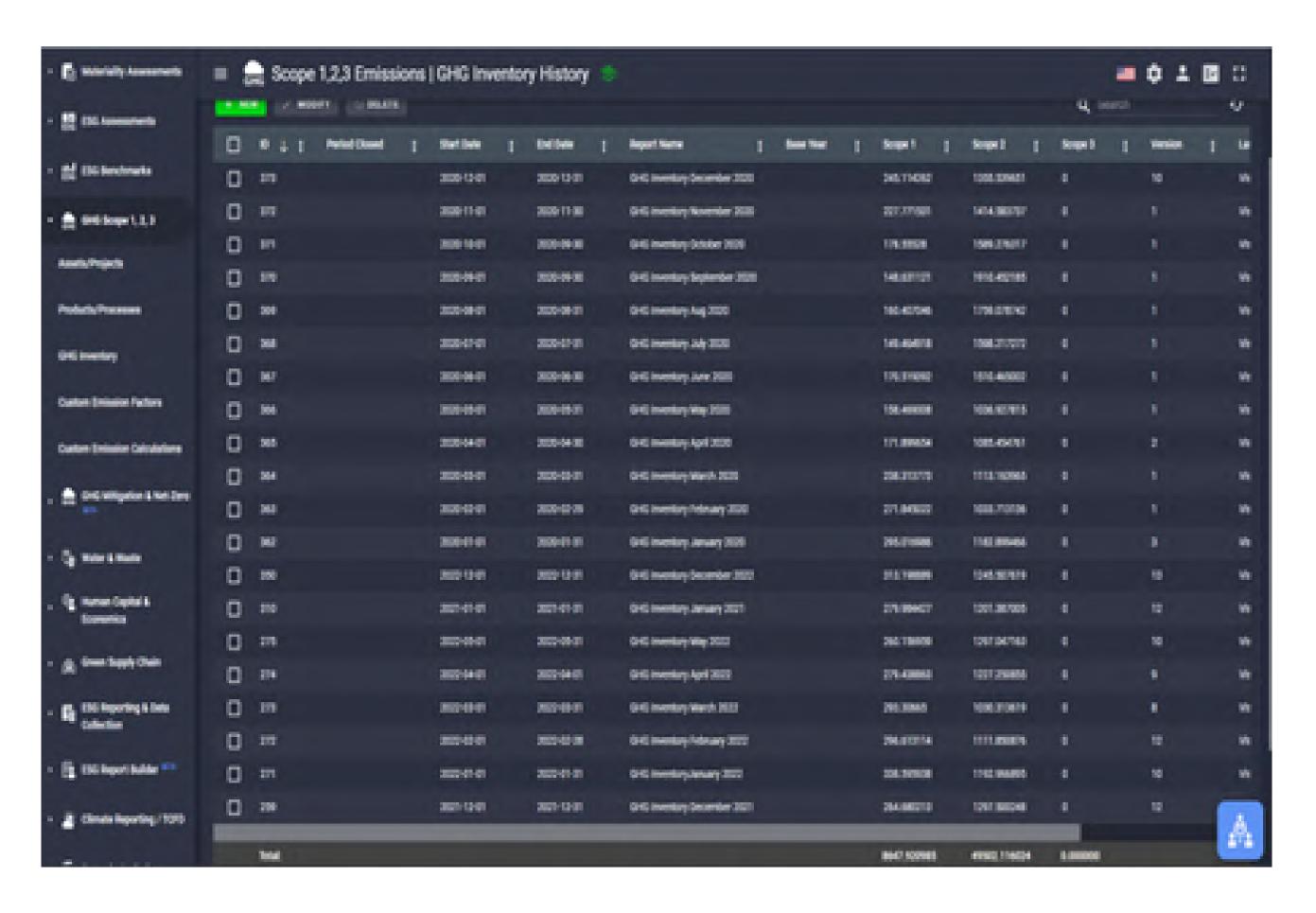


Dashboard









In the future, FIVE would continue to explore using ESG Enterprise for broader Sustainability Data collection, reporting and visualization purposes like TCFD/climate reporting, Supply Chain assessments, ESG Assessments and Waste tracking and assessment among others.

FIVE monitors its trends of energy consumption continuously through the available data compilation systems implemented across all operational properties. In addition, the company conducts quarterly review meetings to track progress against defined targets.

Audits

- 1. FIVE is LEED Platinum certified where audits were conducted by these authorities on assessment of the building performance, its efficiency. LEED audits are audits that evaluate a building's design, construction, and operation to determine its level of compliance with the LEED rating system. The purpose of the audit is to identify areas of improvement and to ensure that the building meets the sustainability standards set by the US Green Building Council (USGBC).
- 2. FIVE is the first hospitality group to be SPIRE certified. (FIVE PALM JUMEIRAH and FIVE JUMEIRAH VILLAGE based in Dubai). SPIRE (Sustainable Project Rating Tool) audit is a process that evaluates the sustainability of a construction project based on the SPIRE rating system. It evaluates various aspects of the project including energy efficiency, water conservation, indoor environmental quality, sustainable materials, waste management, greenery provision, transportation options and access to public amenities.
- 3. FIVE got certified to ISO:14001 and ISO:50001 standards in 2023 for all its three operational properties (FIVE PALM JUMEIRAH, FIVE JUMEIRAH VILLAGE and FIVE ZURICH) where an audit has been conducted for all parameters of environment and energy.



4. FIVE performs energy audits through third-party vendor (GST) which audits the energy consumption and savings per year and provides a host of energy conservation measures; Energy Audit such as ASHRAE Level 1, ASHRAE Level 2 ASHRAE Level 3 also identify energy improvement opportunities though energy conservation measures. for example, the efficiency of the energy appliances, watt efficiency through lighting fixtures, balancing of hot water, chilled water, (to reduce consumption) and managing HVAC thermostat temperatures.

Refer the 'Audits' folders for detailed audit reports and certifications.