

CORPORATE SOCIAL RESPONSIBILITY REPORT

2020 - 2021

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CSR Report 2021 - 2022 | Amalgamated Security Services Limited



Pamela Hosein Chief Executive Officer Amalgamated Security Services Limited

CEO's Statement

As a regional leader in the private security industry, not only do we pursue stable growth in our core business, but we also uphold the principles of human rights and good governance, caring about the experiences of our people, understanding our effect on the world around us and we aim to make an impact in each of these areas, and maintain that impact through our growth.

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Introduction

Amalgamated Security Services Limited (ASSL) is a wellestablished, privately owned Security and Risk Management Company that was founded in 1983.

The Company provides a wide spectrum of services and solutions which include but are not limited to guarding, secure transportation, investigations, monitoring and response, electronic security and executive services.

Corporate social responsibility (CSR) is an enterprise-wide commitment informed by and integrated in to business strategy. This report illustrates our commitment to operate in an ethical manner applying good governance structure.

About This Report - Scope

Our report is organized into two main sections. We start with a discussion of our corporate social responsibility highlight, and our approach to stakeholder engagement. Then, we share stories and initiatives in four broad focus areas of:

- Environment
- Workplace
- Marketplace and

• Philanthropic and Community efforts that highlight our progress. CSR activities for the period January 1^{st.} 2020 to December 31st 2020, are detailed in this report.



Founded 1983

FQ3

5000+ Employees



Operations in 7 countries

Focus Areas

This report focuses on the four areas of CSR shown below.



Environment

The effects of our corporate operations, our activities and our employees have on the natural environment.



Workplace

How our organization provides a healthy, safe and inclusive work environment, with a diverse and professionally supported workforce.



Marketplace

How our organization interacts with our external stakeholders, demonstrating leadership in quality, ethics, and transparency.



Philanthropic Efforts and Community

Contribution of our organization and our employees made to the communities in which we live and work. The associated priorities and key activities for 2019 are detailed in subsequent sections.

Commitment and Vision

For our efforts to succeed we need stakeholders' trust. A commitment to ethical conduct and good governance structures helps us walk the talk. ASSL is an organization structured around discipline, authority and principles which denotes the hierarchy of its operational management.

In sustaining our vision ASSL promotes CSR as a functional aspect of day-to-day business. To this end, we envisage the following benefits in executing a strategic CSR approach:

- Improve reputation management
- More robust 'social license' to operate in the community
- Enhance the ability to recruit and retain staff
- Enhance competitiveness and marketing positioning
- Enhance operational efficiencies and cost savings
- Improve supply chain relationships
- Improve relations with regulators
- Improve stakeholder dialogue
- Improve risk management spectrum

Engaging with Stakeholders

Stakeholder engagement helps us maximize impact and informs our internal processes. Through regular dialogue, we can better align our business with social and environmental needs.

Stakeholder Groups

- Employees
- Customers
- Communities
- Governments and regulators
- Suppliers
- Industry Leaders
- Investors

Engagement Forums (External)

- Monthly customer satisfaction surveys
- Quarterly customer meetings
- Social media
- Industry working groups and standard bodies
- Social responsibility
- Websites
- One-to-one investor meetings

Engagement Forums (Internal)

- Telecare/Ethics Line
- Monthly Board Meetings
- Management Review Meeting
- Team
- Surveys
- Voice of the Employee
- Cottage meetings
- Monthly meetings



STAKEHOLDER INSIGHTS External Engagement Forums

Internal Engagement Forums

Risks and Opportunities

	Priority Topic	Definition	Supporting Strategies and Programs
Workplace/Marketplace (People)	Ethics and integrity	Ethical and transparent conduct by ASSL in its business dealings and among employees, suppliers and business partners. This includes regulatory compliance; anti- corruption and anti-bribery; fair business, marketing and competition.	Code of business conduct Supplier code of conduct Trace certification Concerns reporting process Whistle blowing
	Employee training and development	Growing and expanding the skills of the current workforce and providing our employees with professional development opportunities through training and continuous education.	e-Learning Leadership programs Training academy
	Diversity and inclusion (workforce)	Promoting diversity, inclusion and equal opportunity at all levels of the organization. This issue is inclusive of gender, generation, race, ethnicity, orientation, ability, nationality, religion, background, culture, experience, strengths and perspectives, fair and equitable pay.	Equal opportunity policy Human Rights policy Human Rights Impact Assessment (HRIA)
Community	Employee wellness and benefits	Ensuring a safe and healthy workplace and providing employees with the benefits, resources and flexibility to maintain and improve their wellness, care for others and integrate work and home life. Providing fair compensation, benefits and recognition. Engaging employees and listening to their concerns.	Comprehensive insurance plan Emergency time off Employee benefits program Telecare hot-line
	Data security and privacy	Ensuring, designing and adapting network security as it relates to personal privacy and mitigating on-line threats, including cybercrime.	Human rights policy Information security Management system
	Socially responsible supply chain	Ensuring ethical, fair and responsible sourcing and supplier conduct. Includes social and environmental compliance by suppliers, fair working conditions, fair wages, human rights throughout the supply chain, ethical sourcing of raw materials and supplier diversity.	Supplier code of conduct Human rights Industry engagement
Environment	Energy	Efforts to reduce energy consumption across the value chain, including product use and our operations. Includes operational energy efficiency and conservation.	Energy efficiency in offices

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Core Values

Our six core values help maintain our integrity and provide value for our shareholders, employees, customers, suppliers and communities in which we perform service.



Governance

ASSL's highest governance body is our Board of Directors, which comprises the eleven members. The chair of the board is also the Executive Chairman of the company, and the remainder of the board consists of a combination of executive and non-executive members.



Dr. Michael Aboud (Honorary) Executive Chairman



John Aboud



Pamela Hosein Chief Exective Officer



Brian Ramsey Regional Development Director



Dr Paul Alleyne Head of Electronic Security & Integrated Systems



Curtis Cummings Chief Operations Officer



Justine Aboud-Chamely Corporate Secretary



Gilbert Reyes Executive Manager, Corporate Security & Crime Specialist



Ewart De Noon Chief Technology Officer



Dr. Maurice Aboud Forensic Consultant

Conflicts of Interest

The process for avoiding and managing conflicts of interest is outlined in our Business Ethics and Code of Conduct Policy (ASSL-ADM-P002) as well as Conflicts of Interest Policy (ASSL-HR-P007).

Conflicts of interest are disclosed to the Chairman of the board. Board members are required to complete a Non-compete/Non-solicitation Nondisclosure form.

Anti-Bribery and Anti-Corruption

Board members adhere to the company's antibribery and anti-corruption policy which states: "Employees will not engage in any activity, practice or conduct which would constitute an offense under sections 3,4 or 5 of the Prevention of Corruption Act [Chap 11:11, Act 11 of 198, Laws of Trinidad and Tobago] [ASSL-ADM-P036].

Privacy & Data Protection

We understand the critical obligation we have to collect, use and share personal information in an appropriate way and follow the laws that prevent improper disclosure or use.

As part of our day-to-day operations, we come into contact with the personal information of our employees, suppliers and clients and take precautions to keep personal information safe, following all applicable data privacy laws and company policies for collecting, storing, using sharing and disposing of personal information. Employees also must complete and sign the Statement of Non-disclosure agreement. As data becomes more accesible and meaningful, we must ensure that availability does not come at the expense of privacy. We abide by the GDPS regulation and UN guide for human rights.

Business Operations

Activities conducted at ASSL that were determined to have potentially adverse environmental impacts associated with them include activities associated with:

- 1. Waste Management
- 2. Hazardous Materials Managment
- 3. Energy Management
- 4. Emergency Response and Disaster Management

The key environmental aspects associated with these activities and for which procedures have been developed include:

- Solid waste generation (any product that cannot be recycled or used as stock for another process)
- Hazardous chemicals or other substances handling, storage and disposal
- Resource consumption
- Emergency response

Sustainable Procurement

We conduct procurement openly and costeffectively, using fair and ethical standards. We operate a centralized resource to ensure that products and services are procured at the maximum value, following best practices.

Energy Management

Our energy conservation strategies include installation of energy-saving lights, lowering our electrical consumption through education of turning off machines and light switches after work, along with taking into consideration the energy rating of equipment during procurement. This has yielded an annual reduction in operating costs.

Waste Management

Office Recycling Programs

We encourage recycling and waste management in our business practices and operating procedures. We initiated the reduction and/ or elimination of disposable Styrofoam product use within the company. We also take stride in implementing a printing minimization program which includes waste reduction and conversion of forms to web-based that is accessible to all employees via <u>http://www.assl.com</u>.



e-Waste

We recylcle and donate e-waste (such as computers, monitors and printers) in a safe, secure and socially responsible manner.

Paper Consumption



Annual Paper Procurement - 8 ½ x 11"

We rely heavily on documentation. Our initiative to implement electronic forms of communication and documentation has reduced our need for printing hard copies for filing in personnel files. Our efforts to implement paperless transactions have decreased our consumption of paper by 120% from 2018 to 2020. The graph shows annual paper consumption for 2018, 2019 and 2020 which were quantified from the number of paper ordered via our Inreqs system.

CSR Highlights

Highlights of our 2020 activities falling within the four CSR categories are depicted. Additional details regarding these and other achievements and recognition may be found within the *Workplace*, *Environment*, *Marketplace* and *Philanthropic and Community Efforts*.

Workplace

- Training 2020
- HSE Department Health Fair October 2020
- Carnival Aerobic Burnout/Calypso Competition February 2020
- Anthony Joseph Foundation October 2020
- Telecare Hotline
- Monthly Awards 2020
- ASSL Poster Competition December 2020

Community

- Mask Donation
- Donation of Sewing Machines

Marketplace

Amalgamated Security Saving Lives COVID SPECIFIC

Philanthropic Efforts

- ACCP Intersessional Meeting December 2020
- Chinapoo Police Youth Club Hamper Donation December 2020
- Brazil Christmas Society children's book drive
- Tablet distribution through the Ministry of National Security

Workplace

Our commitment to CSR begins with our employees--our most valued asset. The following pages highlight our achievements, culture, wellness programs, workforce distribution, demographics and diversity, learning and development and safety and health.

2020 Workplace Achievement and Recognition

Our Annual Time & Excellence in Service Recognition Program honored 657 employees in the categories of:

- Acts of Beyond The Call of Duty
- Attire
- Care & Maintanace of Company Assets/Property
- Crime Prevention
- Customer Service
- Premium Driver
- Punctuality
- Outstanding Increment Performance
- Occupational Health & Safety
- Employee of the Month
- Officer of the Month
- Crew Chief of the Month
- Tactical Officer of the Month
- Technician of the Month
- Bodyguard of the Month
- Installer of the Month
- Sales Representative of the Month
- Technical Supervisor of the Month
- Ambulance Attendant of the Month
- Acts of Honesty



Anthony Joseph Foundation

ASSL is proud to announce

the recipients of the Anthony Joseph

Foundation Grant. This year 2020 has proven to be unprecedented and riddled with challenges, however, our support to our children has not dwindled or wavered.

The Anthony Joseph Foundation was launched in 2016 by Amalgamated Security Services Limited in memory of the late Cpl. Anthony Joseph who died in December 2015 in the line of duty. Anthony Joseph served the company for over 30 years with exemplary loyalty and dedication.

From inception to present the Anthony Joseph Foundation has been committed to supporting the sons and daughters of ASSL as they journey into Secondary School by annually distributing grants to each successful student of the Secondary Entrance Assessment for that year.

On our sixth year we are proud inform that to date we have supported over two hundred of our sons and daughters through the Anthony Joseph Foundation. Therefore it is with utmost pride that we recognize our forty seven (47) 2020 recipients.

Congratulations to all recipients!



Culture

Apart from our employees, culture can become our greatest asset as it is often said that culture can define an organization. To this end, we aim to set a new standard, one that reinforces our core values that makes this a great place to work.

In 2019, our Executive Leadership saw the value in integrating the principles promoted by ISO 9001:2015, ISO 18788:2015, and ANSI/ASIS PSC-1:2012 within the company's operations. This opened the barrier of a culture change towards risk-based thinking. One that would drive the organization into the next century.

The Company completed Stage 1 and 2 audits conducted by MSS Global and achieved certification on 26th February 2019 for a three (3) year period. Now, being a risk-based thinking organization practicing the highest ethical standards enables an open and candid forum for communication of operational objectives to drive our strategy and culture forward.

ISO9001 is defined as the international standard that specifies requirements for a quality management system (QMS). Organizations use the standard to demonstrate the ability to consistently provide products and services that meet customer and regulatory requirements.

ISO 18788:2015 provides a framework for establishing, implementing, operating, monitoring, reviewing, maintaining and improving the management of security



operations. It provides the principles and requirements for a security operations management system (SOMS). ISO 18788:2015 provides a business and risk management framework for organizations or conducting or contracting security operations and related activities and functions while demonstrating:

a. conduct of professional security operations to meet the requirements of clients

- and other stakeholders; b. accountability to law and
- respect for human rights;
- c. consistency with voluntary commitments to which it subscribes.

ANSI/ASIS PSC.1-2012 is a management standard for the quality of private securty company operations. The standard seeks to operationalize the International Code of Conduct (ICOC) within a formal structure familiar to businesses. That structure, with national and international supervision, provides autiable procedures for the development of the standard, certification to it, and monitoring of ongoing compliance. [2] It incorporates elements of the Montreux Document.

Telecare Hot-line

We inplemented the ASSL Telecare Hotline number whereby employees and the public at large can report their grievance or violation of business and ethics.

> This is complemented by our anonymous online whistle blower reporting form and online employee grievance handling form. All reports are tracked and managed towards resolution by our 24/7 compliance command center.

CLOTH MASK DRIVE

While our country is facing these evolving and unpredictable circumstances, ASSL continues its commitment to the well-being and safety of all our staff, their families and the broader public that we serve.

Under its 'Amalgamated Security Saving Lives' initiative, ASSL has embarked on a "Cloth Mask Drive" that will see staff of the company producing cloth masks and distributing them free of charge. The masks will not only be given to ASSL employees and their families but also to the wider communities that we serve and continue to protect throughout this crisis.

Amalgamated Security Services Ltd. (ASSL) has been and continues to provide the required Personal Protective Equipment (PPE) to all of its officers while at work, but this initiative extends beyond that. In keeping with the Government's call for appropriate public health measures in wearing masks while in public, ASSL aims to give over 25,000 free cloth masks to staff along with their immediate household members, as well as our communities at large.

For ASSL staff who are not at offices due to the countrywide "stay at home" mandate, the

company is doing its very best to supply them with continued work opportunities. Those who have the sewing skill set, have been repurposed to work from home preparing and sewing cloth masks for free distribution to ASSL staff, families and communities at large. All materials necessary for producing these cloth masks are being provided to our employees at no cost. Through the "Cloth Mask Drive" Amalgamated Security is honouring its role as a corporate citizen of Trinidad and Tobago by assisting the country in reserving the critical supplies of the surgical and N95 masks for healthcare workers and other medical first responders.

While our country is facing these evolving and unpredictable circumstances, ASSL continues its commitment to the well-being and safety of all our staff, their families and the broader public that we serve. We are in the fight against this global pandemic with you. As a nation, we will do this together!

SAFETY TIPS FOR USING CLOTH MASKS:

The use of a cloth mask alone will not protect you from the risk of getting COVID-19 so persons are advised to continue following the personal protection guidelines stated by the Ministry of Health including social distancing and frequent washing of hands. A full list of these guidelines can be found on the website of the Ministry of Health.

Persons must follow the recommended procedures for the use of cloth masks, including sanitizing hands before putting on and after removing masks. Cloth masks should also be washed and dried thoroughly before re-use.

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MESSAGE FROM THE CHAIRMAN

"WE WILL CONQUER THE COVID-19 VIRUS"

Dear Employees,

We are facing difficult times. The Coronavirus (COVID-19) pandemic is a tremendous challenge for all of us at Amalgamated /Alternative Security, as well as the global community. The crisis is an opportunity for us to demonstrate unconventional ways as we strive to conquer the Coronavirus and maintain our job security. This is an acute and complex calamity that requires out of the box thinking and planning: new working arrangements, a superior level of dedication and additional personal sacrifices, as well as new ways of living during these trying times.

Our faith and trust in our leadership will help to sustain us in our vulnerability, and you would be guided and kept safe and secure through this darkness. Stand with us as we do our part as an essential service provider, continue to

- · Act professionally,
- Stay proud of what you do,
- Stay safe while you do it, and,
- Let your family members stay home.

Foremost, stay informed, follow our posted guidelines (Visit https://www.assl.com | https://www.asslbarbados.com | https://asslguyana.com | http://asslantigua.com | http://asslguyana.com | http://asslguyana.com | http://asslguyana.com | systems initiated to help you during these worrisome times.

As I reflect on what is happening, I would like to say 'Thank You' for your continued unwavering commitment to the organization and its clients and the country. Your devotion has not gone unnoticed.

Thank You !!! Dr. Michael Aboud (Honorary)

Chairman

https://www.assl.com | https://www.asslbarbados.com | https://asslguyana.com | http://asslantigua.com | http://www.asslgrenada.com | https://asslstlucia.com | https://asslstvincent.com

TDX 4474

Under its 'Amalgamated Security Saving Lives' program the company donated 51 brand new sewing machines to NGOs and institutions throughout Trinidad and Tobago, in order to support the fabrication of face cloth masks within communities that these NGOs and institutions serve.

AMALGAMATED SECURITY

IOW HIRING

YOU HAVE I IT TAKES

MALGAMATED

This donation of sewing machines complements Amalgamated Security's ongoing 'Cloth Mask Drive' during which the company's staff and contracted factories produced 30,000 cloth masks to distribute to its officers and employees in general, their family members, customers, contractors, NGO's, other support groups and the community at large.

Amalgamated Security distributed the free sewing machines to WINAD (Women's Institute for Alternative Development), Living Waters Community, The InterClub of Trinidad and Tobago (In Celebration of Women), Rotary Club Chaguanas, Mayaro Past Pupils Association, Roman Catholic Archdiocese Port of Spain, St. James Police Youth Club, and the Trinidad and Tobago Prison Service.

Communities that will benefit from this initiative include St. James, Mayaro, Port of Spain / East Port of Spain, St. Augustine, Palo Seco, Esperance, Barrackpore, Las Lomas, Orange Valley, Edinburgh 500, Biche, Sangre Grande, Cashew Gardens, La Romaine, Chaguanas, Fyzabad, Cedros, Santa Cruz, Diego Martin, Tobago, and the Prison Service at large.

As an essential service and responsible corporate citizen, Amalgamated Security is proud to play its part in the common fight against the spread of the Covid-19 virus. We all are in this together and we will be there for you.



• Health, Safety & Environmental Leadership Commitment

HSE is integrated into top-management's commitment to strategically influence a strong safety culture for employees, contractors and clients.

Our demonstration of commitment and continual improvement of HSE is demonstrated through engagement, productivity and attitudal safety culture. This dedication is compounded by our:

- 1. Monthly business unit performance reviews and inspections
- Monthly HSE incentive and award scheme presenting 125 awards from January 1st to December 31st 2020.
- 3. Monthly awareness programs that promote worker participation and safe practices.
- 4. Annual health and wellness programs.
- Standard safe operating procedure training that sets the expectation of safe operations

We proudly achieved Safe to Work (STOW) Re-certification retaining 100% score in 2019. Our company culture values the well-being of people and the environment.

Responsibility for the success of our HSE and sustainability practices rests upon our leaders, who ensure these practices are integrated into everything we do.

Our leadership commitment focuses on hazard recognition and risk assessment, hazard mitigation, and risk management, employee ownership and expectations and change management. We use the Plan-Do-Check-Act continuous improvement approach.



Amalgamated Security Services Limited STOW re-certification is on-going at the time of this report's publication.

Trainings for 2020

- International Ship and Port Facility Security (ISPS)
- Defensive Driving
- ♦ First Aid, CPR & AED
- Canine Commando
- Basic Security
- Precept
- Basic Firearm Training
- Tactical Firearm
- Firearm Refresher
- Remedial Firearm
- Contract Specific Training (Client Location)
- Port Facility Security Officer (PFSO)
- Self Defence

- Access Control and ID Card
- Con-Ed Training (Ambulance)
- Anti-Money Laundering
- Bank Deposit Processing Procedures
- Orientation
- Cash-In-Transit
- Custodian Safety and Hazardous Communication

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Employee Health and Well-Being

Our annual health/wellness programs benefit 5000+ employees and family members. We invest in our employees' health and wellness because we know that our people are our most valued asset.

That's why we offer benefits to enhance our employee's quality of life insurance. We also offer employee assistance and wellness programs, and we support a healthy work-life balance by providing paid holidays and paid time off.

Wellness for Life

On Monday 26th October, 2020, Amalgamated Security Services HSE Department hosted a Cancer Awareness Day to join with the nation to help spread awareness for the month of October, 2020 and celebrate our annual employee engagement health initiative.

The Cancer Society of Trinidad and Tobago was contacted whom conducted the services in a professional manner, while adhering to all COVID-19 protocols. An overall of thirty (30) enthusiastic female employees inclusive of members of Management participated in this venture.

Despite the COVID-19 risk, all safety protocols were exercised by ensuring all participants' temperature was taken, no one exhibited flu-like symptoms, face mask worn at all times and participants washed their hands before entering the Caravan.







This card is not to be used for conducting official company business. FFOUND, PLEASE RETURN TO ANY ASSL OFFICE OR CALL 626-ASSL(2775).

Use of this card in combination with other promotions is up to the disc

Employee Benefits Program

Amalgamated Security's Employee Benefit Card is a premier discount card for all our employees and their families. Substantial discounts are offered to a holder of this card by Auto Care; Car Part and Rental Shops; Ambulances; Clothing & Shoe Stores; Dance Schools; Diving Schools; Dentists; Entertainment Parks; Fabric Stores; Fast Food Chains; Furniture Stores; Gyms; Pharmacies; Supermarkets; Sport Equipment; Security Equipment; and Optometrists.

Employee Benefits Card

Fitness & Calypso Day



































Workforce Distribution

Our workforce has decreased by 8.7% over the last three years, but this is warranted to the enforcement of our retirement policy which saw the retirement of many staff at the age of 65.

To increase our workforce strength, executive leadership looked at implementing stringent strategic approaches towards recruiting and hiring. Incentivized programs were used internally to encourage employees to recruit for the company. These include the Each One Bring One program.



Overall Workforce



Employee Turnover by Demographics (Gender)



Learning and Development

Learning and development is an integral part of our successful strategic plan for recruiting and retaining employees. Our blended learning approach of workshops, instructorled training sessions and web-based training enables our employees to improve their skills and competencies whilst enabling us to meet our strategic objectives.

We provide members with opportunities to build and develop skills for their careers. No matter where a member begins their career, there is an opportunity to grow. We invest in our members so they can grow as leaders in the company.



No. of i individuals commencing training and graduating. The graph shows roughly a 20% drop out rate at the Training Academy.

By effectively applying technology, we've made employee learning and development accessible to the masses. We've constructed and developed an e-learning platform [http://

> <u>Ims.assl.com</u>] whereby employees can pursue courses ranging from leadership, etiquette, customer service, health and safety, information technology, soft skills and much more. All professional certifications and academia pursued by an

employee attribute to his/her likelihood for promotion thorough the ranks from a security officer to an executive level. Nonetheless, e-learning opportunity help to develop skills, knowledge and abilities whilst meeting employee compliance and certification requirements.

Also, we offer a wide variety of programs tailored to meet our business unit needs which are charted in our training matrix.

Marketplace

We respect the interest of our external stakeholders-our customers, our supplies, our partners. We demonstrate our marketplace responsibility through leadership in quality, ethics and transparency. We're proud of our community to these values, which has earned us TRACE Certification. The TRACE Certification signifies ASSL's commitment to transparency in international commercial transactions and in particular the firm's compliance with international anti-bribery standards. In this section, we will discuss our Code of Conduct and our policy on human rights as well as our effects to address employee comments and concerns to maintain our commitment to integrity.



ASSL's TRACE Certification ID: TC4142 - 2459 for the period 5th January 2021 - 14th January 2022

Ethics and Integrity

2020 Marketplace Achievements and Recognition

The successful business operation and reputation of Amalgamated Security Services Limited are built upon the principles of fair dealing and ethical conduct of our employees. Our reputation for integrity and excellence requires careful observance of all applicable laws and regulations, as well as a scrupulous regard for the highest standards of conduct and personal integrity.

With this in mind, Amalgamated Security Services Limited expects its directors, officers and employees to conduct business following the letter, spirit and intent of all relevant laws and to refrain from any illegal, dishonest or unethical conduct.

The continued success of Amalgamated Security Services Limited is dependent upon our customers' trust and we are dedicated to preserving that trust. As a result, employees owe a duty to Amalgamated Security Services Limited, its customers and shareholders to act in a way that will merit the continued trust and confidence of the public.

We comply with the tenets as set out in the United Nations universal Declaration of human Rights 9217 A9III) of December 1948), the International Code of Conduct for Private Security Services Providers (9 Nov 2010) and all other signatories and applicable laws and regulation of Trinidad and Tobago including, without limitation employment, discrimination, health, safety and environmental laws and est practice standards.

Our 24-hour ethics hot-line allows employees to anonymously make suggestions, ask questions and report concerns about business practices, safety, violations of law, and company policies. This is also extended via our on-line form located on <u>http://www.assl.com</u> whereby the public can also anonymously report concerns about our business practices categorized under our '*See Something. Say Something*' program. Clauses covered under our ethics and code of conduct policy include:-

1. Respect in the Workplace

a. Human Rights

i. Uphold the principles of United Nation's Universal Declaration of Human Rights and Code of Conduct for Law Enforcement Officials

b. Anti-Discrimination

- i. To provide equal employment and advancement opportunities.
- ii. Uphold [ASSL-HR-P003] Equal Employment Opportunity Policy; never discriminate on the basis of race, color, religion, sex, national origin, age, disability or any other characteristic protected by law.

c. Anti-Harassment

- i. Employees must not harass others in the workplace.
- ii. Employees must abide by [ASSL-HR-P054] Sexual and Other Unlawful Harassment Policy

d. Health & Safety

i. Employees must be committed "to working conscientiously and diligently to execute the Company's health safety and environmental policy of maintaining the highest standards with minimal damage to the environmental and zero tolerance to injury". [ASSL-HSE-P001]

e. Substance Abuse

i. Employees must not "use, possess, distribute, sell or be under the influence of alcohol or illegal drugs whilst on Amalgamated Security Services Limited's premises and while conducting businessrelated activities" [ASSL-EAP-P004].

f. Anti-violence

i. Employees must not make "threats or engage in any type of activity that creates or may create a reasonable fear of injury to another person or subjects another individual to emotional distress [ASL-EAP-P002].



g. Professionalism

The personal and professional behavior of employees shall confirm to the standards expected of persons in their positions, which includes:

- A commitment to and adherence to professional standards in their work and in their interactions with other employees of the Company,
- A commitment to maintain the highest standards of integrity and honesty in their work
- An adherence to ethical and legal standards to be maintained in business
- A responsibility to support the company in its efforts to create an open and mutually supportive environment

2. Employee Compliance and Responsibility

a. Compliance

- i. Employees must be aware of, and adhere to, company policies, especially those relating to health and safety, equal opportunity, and privacy.
- ii. Employees must abide by the code of conduct set forth in ASSL-HR-004 Disciplinary Process, section two (2).

b. Breaches of the Code

- i. Employees have a duty to observe the code and ensure that no breaches occur. Breaches require immediate attention and employees have a duty to report known or suspected breaches of the code.
- ii. A complaint or disclosure about an alleged breach of the code should be in writing and contain details about the date, time and nature of the alleged breach and include any available supporting material.

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c. Due Diligence

i. Perform appropriate due diligence to determine that the supplier is a legitimate enterprise with a reputation for integrity and ethical behavior, that does not engage in unlawful activities.

ii. Employees shall act in good faith, with due care, and shall engage only in fair and open competition, by treating ethically competitors, suppliers, customers, and co-workers.

d. Confidentiality

- i. Employees must not use or disclose information obtained through their employment other than in the proper course of their duties.
- ii. Information obtained in the course of employment must not be used to obtain financial reward or other benefit, or to take advantage of another person.
- iii. "Confidential information must never be released, removed from the company's premises, copied, transmitted, or in any other way used by the Authorized User for any purpose outside the scope of their employment, nor revealed to non-Amalgamated Security Services Limited employees or other unauthorized employees..."[ASSL-MIS-P001].

3. Ethics in ASSL's Business Activities

a. Conflicts of Interest

 i. "Employees have an obligation to avoid actual or potential conflicts of interest." [ASSL-HR-P007] Conflicts of Interest Policy

b. Anti-Corruption and Anti-Bribery

- i. "Employees will not engage in any activity, practice or conduct which would constitute an offence under sections 3,4, or 5 of the Prevention of Corruption Act [Chap.11:11, Act 11 of 1987, Laws of Trinidad and Tobago]." [ASSL-ADM-P036]
- ii. Employees must comply with all applicable laws, regulations, and codes relating to anti-bribery.

c. Gifts, Entertainment, Loans or Other Favours

- i. Gifts should never be offered or accepted in circumstances where the outcome of a transaction may be influenced by the gift, or give rise to the perception that the transaction maybe influenced by the gift.
- ii. Employees involved in a tendering process must refrain from actions which may give rise to an expectation of some favoured treatment from or by any tendering party.
- iii. Employees should not borrow or attempt to borrow money from other employees, clients or client's employees.
- iv. Loans for employees shall be approved in accordance with ASSL-HR-P063 Company loan policy.
- v. Political Contributions: Neither

Amalgamated Security Services Limited, nor anyone acting on behalf of Amalgamated Security Services Limited, may make a political contribution in order to obtain an unlawful business advantage. Amalgamated Security Services Limited shall comply with all public disclosure requirements.

4. Integrity in the Company

a. Non-disclosure

- i. Employees shall not disclose confidential information, concepts, ideas, designs that may become available to him/her.
- ii. Employees shall protect information assets of the company and shall not of such that may become available to him/her. Information assets include privacy information, proprietary information, trade secrets, patents, copyrights, trademarks, financial data and regulated information.

b. Records Management

- i. "Amalgamated Security Services Limited to maintain a proper recordkeeping system, which will support good corporate governance and compliance to legislative requirements and best practice standards" [ASSL-ADM-P025]
- ii. Ensure the accuracy of all Company business and financial records. These include not only financial accounts, but other records such as quality reports, time records, expense reports and submissions such as claim forms.

c. Company Assets

- i. Company property, funds, facilities and services must be used only for authorized purposes.
- ii. "Employees are responsible for all Amalgamated Security Services Limited

property, materials, or written information issued to them or in their possession or

control." [ASSL-HR-P050]

- iii. Protect the Company's assets and use in the manner intended for.
- iv. Do not use company computers and

equipment for outside businesses or for illegal or unethical activities such as gambling, or other offensive subject matter.

d. Insider Trading

i. Employees should not trade in stocks, or

securities based on nonpublic information, or providing nonpublic information to others for the purpose of trading.

e. External Communications

- i. Employees are not authorized to speak on behalf of the company. [ASSL-ADM-P042] Media Policy.
- f. Email, Internet and Information Systems
- i. Employees must use company email and internet accounts responsibly

ii. Comply with Acceptable Use and Information Security Policies [ASSL-MIS-Poo1]

Extortion

Amalgamated Security Services Limited, and anyone acting on behalf of Amalgamated Security Services Limited, shall reject any direct or indirect request by a public official, political party, party official, or private sector employee for undue pecuniary or other advantage, to act or refrain from acting in relation to his or her duties. Our Private Security Officers abide by the following code of conduct as well:

The Private Security Officer in recognizing the Code of Conduct must pledge to:

- i. Accept the responsibilities and fulfill the obligations of my role, protecting life and property; preventing
- and reducing crimes against my employer's business or other organizations

and institutions to which I am assigned; upholding the law, and respect

the constitutional rights of all persons.

- ii. Conduct myself with honesty and integrity and to adhere to the highest moral principles in the performance of my security duties.
- iii. Be faithful, diligent and dependable in discharging my duties and to uphold at all times the laws, policies and procedures that protect the rights of others.
- iv. Observe the precepts of truth, accuracy and prudence without allowing personal feelings, prejudices, animosities or friendship to influence my judgment.
- v. Report to my superiors, without hesitation, any violation of the law or of my employer or client's regulations.
- vi. Respect and protect the confidential and privileged information of my employer or client beyond the term of my employment, except where they are contrary to law or this Code of Ethics.
- vii. Co-operate with all recognized and responsible law enforcement and government agencies in matters within

Code of Conduct for Private Security Officers their jurisdiction.

viii. Accept no compensation, commission, gratuity or other advantage without the knowledge and consent of my employer.

ix. Conduct myself professionally at all times and to perform my duties in a manner that reflects credit upon the employer and myself.

x. Strive continually to improve my performance by seeking training and educational opportunities that will better prepare me for my private security duties.

- xi. Not use alcohol or dangerous drugs in the course of my duties.
- xii. Not knowingly become associated with colleagues who do not conform to the law and ethical standards.
- xiii. Not knowingly release misleading information nor encourage or otherwise participate in the release of such information.
- xiv. Be faithful when fair and steadfast in adherence to promises and commitments.
- xv. Be diligent when employing best efforts in an assignment.
- xvi. Not act in matters involving conflicts of interest without appropriate disclosure and approval.
- xvii. Represent services or products fairly and truthfully.
- xviii. Be competent in discharging professional responsibilities.
- xix. Be competent when the Officer possesses and applies the skills and

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knowledge required for the task.

- xx. Not accept a task beyond the officer's competence nor shall competence be claimed when not possessed.
- xxi. Safeguard confidential information and exercise due care to prevent its improper disclosure.
- xxii. Not knowingly reveal confidential information, or use it to the disadvantage of the Company or the Client.
- xxiii. Not disclose confidential information for personal gain without appropriate authorization.

- xxiv. Not maliciously injure the professional reputation or practice of colleagues, clients or employers.
- xxv. Not comment falsely and with malice concerning a colleague's competence, performance, or professional capabilities.
- xxvi. Report to the Management of the Company where he knows, or has reasonable ground to believe that another officer has failed to conform to the Company's Code of Ethics.



Human Rights

We are committed to respecting all human rights, as articulated in the Universal Declaration of Human Rights, the Voluntary Principles of Human Rights and the Montreux Document.

We expect our business partners including suppliers, and contractors to adopt and adhere to similar values. In line with the UN Guiding Principles on Business and Human Rights, ASSL recognizes the corporate responsibility to respect these principles and commit to 'know and show' this through on-going human rights due diligence.

We conduct our business in a manner that respects the rights and dignity of all people, complying with all applicable laws and regulations. Our policies reflect our commitment to respecting the protection of internationally recognized Human Rights.

1. All employment with us is voluntary. We do not use child or forced labour in any of our operations or facilities. We do not tolerate any form of unacceptable treatment of workers, including but not limited to the exploitation of children, physical punishment or abuse, or involuntary servitude.

We fully respect all applicable laws establishing a minimum age for employment, in order to support the effective abolition of child labour worldwide.

- 2. We believe everyone should be treated with respect regardless of their background. We are committed to the elimination of discrimination based on gender, race, class, economic status, ethnic background, sexual orientation/transgender, age, political beliefs, marital status or any other protected class.
- 3. Our Supply Chain Management System includes the requirement for all suppliers, vendors, contractors, consultants and agents to adhere to our Code of Conduct.

Respect for human rights is foundational to who we are and our purpose of enabling progression.

This approach applies to all our employees and contractors and requires ongoing, proactive twoway communication with our stakeholders.

Giving Voice to Employee Concerns

Our 24-hour grievance/ethics helpline offers the opportunity to report work-related problems confidentially and without fear of retaliation.

These programs support the consistent and fair treatment of employees, improve communications and encourage a positive workplace.

Philanthropic Efforts & Community

Charitable contributions, in-kind donations, and volunteerism improve the quality of life. We partake in sponsorships and donations programs that:-

- Enhances the Company's corporate image.
- Demonstrates the Company's civicmindedness
- Opportune to showcase the Company to the National and International Community.
- Advertises and Markets the potential for the Company.
- Opportune to grow our workforce.

The following pages highlight some of our contributions to the communities in which we operate.



Amalgamated Security Sponsors Chinapoo Village Police Youth Club Christmas Hamper distribution.

ASSL Sponsors Chinapoo Police Youth Club

As a proud corporate citizen Amalgamated Security value in the fact that we are strategically located in most communities throughout Trinidad and Tobago and as such we jump to any opportunity to support our vulnerable communities.

The Chinapoo Village Police youth club located the Morvant/Lavantille district normal host an annual Christmas party, however due to the restrictions cause by the COVID-19 global pandemic hampers comprising of food stuff were instead distributed to families who are most in need within the district. A total of 24 hampers and 20 bag packs were distributed. This drive began on Friday 11th December and continued well into the festive Christmas season.

Amalgamated Security humbly agreed to assist this organization by offsetting some of the costs associated with putting together these hampers. This partnership with the Police Youth Club was indeed a great one as many families received groceries that they may not have otherwise received.





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"Spreading the Joy" ASSL Poster Competition

We called out to our employees to let their kids design a banner for ASSL and to submit it for a chance to win 3 tablets. We are proud of our ASSL kids as 22 children responded and sent their art. CEO, COO, CSO and Deputy CSOs, as well as senior operational staff discussed each submission carefully before they announced a winner in each of the three age categories 5-8 years, 9-12 years, and 13-16 years. The winners were Neriah, 8 years, Nikita, 11 years and Jada, 13 years.

Winning Banner Designs





Neriah (5-8 years)

Nakita (9-12 years)



Jada (13-16 years)





La Cuidad **Christmas Society**







Four-year-old twins Abrille, left, and Brielle display their protocold

nd the b

Christmas cheer amid

"I AM glad we could bring Christmas cheer to the children despite Covid-19. We are happy to promote literacy, a love for commanity and country. I thank Almighty God for giving us the strength and wisdom to get it done."

So said co-ordinator of La Ciudad De Brazil Christmas Society Giselle Coker after the 2020 event themed "Christmas Cheer Amid Cowid-19", The event, which is geared toward further promoting literacy, developing a Lowe for the community of La Horquetta/ Talparo and Trinidad and Tobago, took place on December 19. About 70 children who shared in the Christmas generosity and goodwill came from communities induktin Talparo. Brazil, San Ciudad De Brazil Christn

in the Christmas generosity and goodwil came from communities including Talparo, Brazil, San Rafiel, Tamana, Mundo Nuevo, and Trainline. Among those who catended best wishes to the children were chairman of the Earning Fondation Dr David Toly, and his wife Nicole. Toly, and his wife Nicole. Coker added: "It was tough organising it. We were working with the 'new normal'. But we were make and social distanced while distributing the books, topy and stands to our beautiful and brilliant children. Literacy, being able to read and write, is wery important to navigate the world. We want our children to

complexity of the written word. Computer literacy has become even more important in the new normal. Our children need new normal. Our children need tablets, laptops and computers to access a proper education. We want to give our children tools to help them succeed. We want them to become production citizens." Some of the

Some of the children had prepared small videos and even drew and colour Christmas motifs like candy canes and Santa Claus to win special book prizes. prizes. Coupled with the children, Coker distributed A happy family receives their gifts.

the chalters, Coker distributed four packed nampers to some needy families at Revizione Banki at Revizione Banki at Village. She said: "They were on *TP 6 News* and lamented they had no food, money or fine things for Christmas. I decided to reach out to them. J just wanted these families to have a happy time. I wanted them to enjoy a home-cooked meal with their chaltern. It's important to look our for each other, and to be your brothen' keepers." Coker also thanked the shining voluniteers including secretary Constance Coker, Shakiha (291), Mark Bapistee, Ria and Ron Alexander, Rosy Mansooc, Agoes Motilal and Yasidora De Matas. Coker also thanked Almighty God for his guidance to the noble event could come to fruition. Asia Maria Bernard, a Form One pupil of \$1 Joseph's Convent



St loseph, and a forme



Above: This girl is pleased with her Christmas gift bag

Left: A cross-section of the children who received books, snacks and toys.

Below: Co-ordinator of La Ciudad De Brazil Christmas Society, Giselle Coker with Jabari O'rosco, who produce a winning video on the Stat



St Joseph, and a former multiple of Brazil RC School and Tacringua. Preshyterian behody, was the recipient of the Nelson Mandela Book Prize, Jonelle Frederick, a pupil of Brazil RC School, Duma Seetahal Book Prize, Dama Seetahal Book Prize, S den and goodwinn and citir dwill to the rity and childr prospe mry for parents, chudren a 2021 and beyond.



AMALGAMATED SECURITY SERVICES





"No Child Left Behind" Programme Receives One Hundred Devices

At a handover ceremony held on Wednesday December 30th, 2020 at the Trinidad and Tobago Police Service Training Academy, St. James, the Ministry of National Security's Office of Law Enforcement Policy (OLEP) received one hundred (100) devices from Amalgamated Security Services Limited as part of the "No Child Left Behind" Programme.

The "No Child Left Behind" Programme was recently launched by the Minister of National Security, the Honourable Stuart R. Young M.P; and originates from the Office of Law Enforcement Policy's (OLEP), Morvant Laventille Initiative (MLI). which was created to improve the quality of life of communities in the East Port of Spain district, through the effective delivery of policing and other public services and programmes.

The "No Child Left Behind" programme was established to ensure that children in need from these communities are provided with the necessary equipment to access virtual learning during this challenging time brought on by the ovid-19 pandemic. OLEP through the MLI, partnered with the Inter-Agency Task Force (IATF) Hearts and Minds Programme, to identify students in the East Port of Spain area, from primary to tertiary level who are at risk of being 'left behind' in their quest for education.



OUTREACH: Robert Baur, group marketing manager, Amalgamated Security Services Ltd, from left, Oswain Subero, Superintendent of Police, Inter-Agency Task Force (IATF) Hearts and Minds Programme, Trinidad and Tobago Police Service; director of the Office of Law Enforcement Policy (OLEP) Gale Charles and executive director, Amalgamated Security Services Ltd, Curtis Cummings.

Security firm donates 100 devices

THE Ministry of National Security's Office of Law Enforcement Policy (OLEP) on Wednesday received 100 devices from Amalgamated Security Services as part of the "No Child Left Behind" Programme.

The "No Child Left Behind" Programme was recently launched by the Minister of National Security Stuart Young and originates from the Office of Law Enforcement Policy's (OLEP), Morvant/ Laventille Initiative (MLI), which was created to improve the quality of life of communities in the East Port of Spain district, through the effective delivery of policing and other public services and programmes.

In a statement, the National Security Ministry said: "The 'No Child Left Behind' programme was established to ensure that children in need from these communities are provided with the necessary equipment to access virtual learning during this challenging time brought on by the Covid-19 pandemic.

"OLEP through the MLI, partnered with the Inter-Agency Task Force (IATF) Hearts and Minds Programme, to identify students in the East Port of Spain area, from primary to tertiary level who are at risk of being 'left behind' in their quest for education.

Speaking at the handover ceremony was director of the Office of Law Enforcement Policy (OLEP), Gale Charles, who took the opportunity to thank Amalgamated Security for their donation of the 100 devices.

Charles said: "These devices would go a long way in supporting the children of East Port of Spain who are in need of devices to access virtual learning during this time of the Covid-19 Pandemic... the OLEP-MLI/IATF team has been working assiduously to identify children most in need to ensure that they have access to an education and receive the support they so truly need."

Representing Amalgamated Security Services was its executive director, Curtis Cummings, who said, "I am a product of Morvant and I am so happy for the opportunity to be involved in such a project to help the community. The youths in that area deserve a chance to be able to continue their education during this challenging time. We at Amalgamated congratulate OLEP and the IATF team for the work they have done to make this possible."

Members of the IATF Hearts and Minds Programme, who are in charge of distributing the devices, were also present to receive them on behalf of the schools and communities in East Port of Spain. These devices will be donated to 21 schools and communities over this holiday period and beyond. This first phase targets pupils preparing for the SEA, CSEC and CAPE examination in 2021.

Municipal Police Face Mask Donation

When the Trinidad and Tobago Municipal Police Service Association (TTMPSA) asked Corporate Trinidad for assistance, Amalgamated Security did not hesitate to answer their call by donating 500 much needed face cloth masks to the Officers of the TTMPSA.



Savian Campbell, TTMPSA's President, received the 500 masks from Gilbert Reyes, Executive Director at Amalgamated Security. On-looking are TTMPSA Officers and Robert Baur, Amalgamated Security's Group Marketing Manager.

.....

30,000 Face Mask Donation





The ASSL 2021 – 2022 CSR Strategy

2021 Proposed Corporate Social Responsibility Strategies

The strategy is to stay committed to existing CSR activities and enhance those where applicable and possible. Existing commitments include but are not limited to:

- The CSR committee will meet quarterly to discuss strategies and determine which activities are ideal for our goals.
- Operations: Delivery of superior quality aiming at 100% percent customer satisfaction. Implementation of retention plan for officers.
- HSE:
 - Continuous mitigation against risk in the work environment with the aim of making working within ASSL even safer. Continuous execution of the environmental management plan whilst always looking for options to further improve Yearly beach clean-up. Yearly health and safety day.

+ HR:

- Continuous review of policies and interactions with employees with the aim not only to strengthen relations with existing employees and thereby further improve the retention ratio.
- Establish ASSL as the preferred employer within the industry. Basic Security Training and Leadership and Development Training; K9 Commando Program; other specialized trainings as required.

Educational opportunities for employees, e.g. ASSL's internet based LMS (Learning Management System); work related certifications, e.g. CEVO (Coaching the Emergency Vehicle Operator), or the internationally acknowledged ASIS certifications: CPP (Certified Protection Professional), PSP (Physical Security Professional, PCI (Professional Certified Investigator); IFPO certifications (International Foundation for Protection Officers).



- Yearly Anthony Joseph Awards, supporting children of employees.
- Annual Christmas Party for staff and children of staff as well as children from homes within ASSL communities.
- Annual Chairman Special Awards.
- (Annual) Employee Recognition Awards.
- Employee assistance:
 - Continuous focus on identification and resolution of employee issues, work related or private in nature; including but not limited to 24/7 Tele-Care Hotline; internal and external counselling; (subsidized) dormitories; soft loans.
- Sports Club:
 - Sports and Family Days and other activities; options to purchase items like laptops, cell phones and TVs via internal financing programs.
- Community support and improvement (where the term 'community' is understood geographically as well as being part of the same or a similar industry):
- Amalgamated Security Saving Lives: Each of ACCP's member forces can apply for free live saving trainings provided by ASSL.

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- Support of St. Anthony's College via sponsorship and participation in fundraisers; support of the College's football team; and "adoption" of a classroom.
- Ad hoc activities: including but not limited to sponsorship of partners;
- Ad hoc COVID-19 activities
- Philanthropy

2021 - 22 CSR Goals and Activities

For the year 2021 - 22, the CSR committee is presenting the following to the Board Members for review and final approval.

 ASSL has 13 operational divisions. Once a year, (almost) each of these divisions will support their respective communities by volunteering for one project within that community. In other words: every month, one division of ASSL will execute one CSR activity within one community, a total of 12 initiatives per year. The divisions will identify needs within their communities and ASSL's CSR Committee will select which ones to address.

CSR Strategy	CSR Category	Activity	
Training	Workplace	Activities on-going	
Retention plan	Workplace	Implementation of retention plan for officers as developed by CSO Lyris Graham- Williams	
Client Sponsorships	Community	To be announced	
ACCP Annual General Meeting 2021	Community	Support of the Virtual ACCP AGM 2021	
HSE Dept. Health fair	Workplace	This is an educational and interactive event designed for outreach to provide basic preventive medicine and medical screening to employees in conjunction with workplace wellness.	
Anthony Joseph Foundation	Workplace	The Anthony Joseph Foundation was launched in 2016 by Amalgamated Security Services Limited (ASSL) in memory of the late Cpl. Anthony Joseph who died in December 2015 in the line of duty. Anthony Joseph served the company for over 30 thirty years with exemplary loyalty and dedication. On an annual basis, the Anthony Joseph Foundation supports the children of Amalgamated Security employees as they begin their journey into secondary school.	
ASSL's Children's Christmas Party	Workplace	To host an average of 500 – 600 children of ASSL staff and children homes within our fence line communities.	
Annual Chairman Awards and Cocktail Reception	Workplace	Annual Chairman's Cocktails which encompass a Christmas cocktail celebration for senior staff as well as the Chairman's Special Awards yearly distribution.	
Local Employee Awards	Workplace	Recognition of employees	
Tele-Care Hotline	Workplace	Continuous focus on identification and resolution of employee issues, work related or private in nature.	
Amalgamated Security Saving Lives Program - COVID SPECIFIC	Marketplace	Requests related to Covid-19.	
Amalgamated Security Saving Lives Program	Community	Amalgamated Security, as part of its regional Corporate Social Responsibility, launched a program that funds and provides equipment as well as training in lifesaving skills to Public Law Enforcement agencies.	
Environmental		Environmental initiatives	
St. Anthony's College	Community	Support of St. Anthony's College via sponsorship and participation in fundraisers; and / or support of the College's football team	
Divisional Community	Community	Every month, one division of ASSL will execute one CSR activity within one community	



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