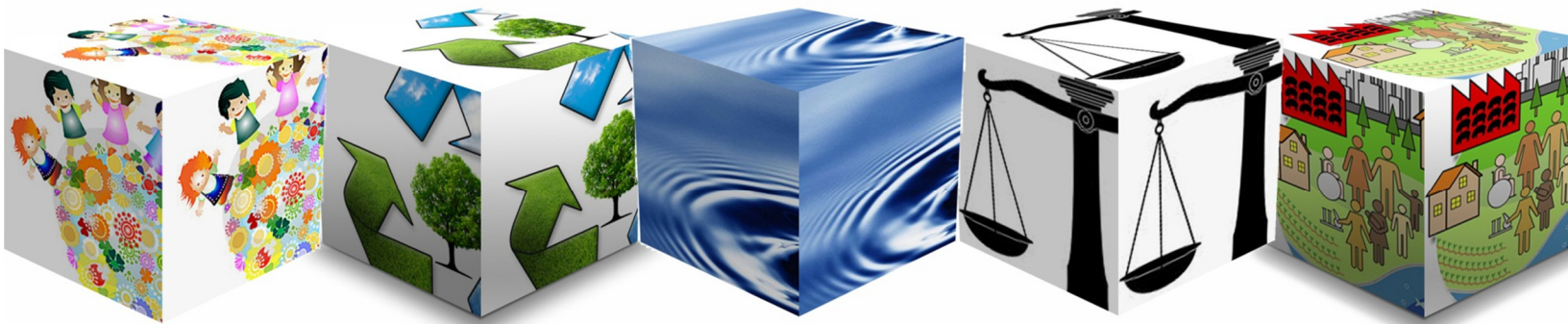




Electrical Industries Limited

United Nations Global Compact

# Communication on Progress Report 2010



---

## About this Report

*Our Communication on Progress Report for 2010 highlights our performance and achievements during the calendar year 2010. It also adopts a new format, designed to focus on both the Global Compact Principles as well as the CSR Pillars that govern our efforts.*

*As our work on corporate social responsibility develops and takes into account the changing and expanding portfolio of the EIL Group, future Communication on Progress Reports would integrate the efforts and initiatives of all member companies of the EIL Group of Companies.*

---

1



## CEO Commitment

EIL represents respect for people, ethical business practices, protection of the environment, creation of new value and contribution to society.

Page 1

2



## Our Responsibilities

Our Company Policies reflect our Commitment to conducting our business in an ethical and responsible manner, in accordance with established Principles.

Page 2

3



## CSR at EIL

IN EIL, CSR is about representing our values beyond the borders of EIL; about conducting our business ethically and contributing to the society's wellbeing and development, about a commitment to providing safe working conditions while preserving the environment and about improving the quality of life of our people – both inside and outside our Organisation

Page 3

4



## Human Rights

### Good Governance [EIL CSR Pillar]

Our commitment to upholding these four pillars is evident in our Company Policies and Standard procedures and continuous improvements are being made by all our 600 employees on a daily basis, in every aspect of our operations.

Page 6

5



## Labour Practices

### Good Governance, Market Place [EIL CSR Pillar]

EIL prohibits discrimination against employees or applicants based on race, colour, religion, age, nationality, physical or mental disability, gender, sexual orientation, marital status, health status, or social or economic class. The Company bases its employment decisions on merit, without discrimination based on any of the factors set out above and expect employees to conduct Company business in a similar manner.

Page 7

6



## Environment [EIL CSR Pillar]

The EIL Group is therefore committed to a policy of sound and responsible environmental management, leading to a sustainable use of resources and optimal management of waste. We are dedicated to responsible environmental policies in all our operations and full compliance with environmental laws and regulations.

Page 10

7



## Anti-Corruption

### Market Place [EIL CSR Pillar]

EIL has a strong commitment to high ethical standards. Every day employees may be faced with challenges that test their ethical principles. We are a firm supporter of ethical business principles and expect all our employees to behave in a professional, ethical manner, whether dealing with colleagues inside the company, or with customers, suppliers or other external organisations and individuals.

Page 12

8



## Social Investment [EIL CSR Pillar]

We will act as a responsible member of the community and consider how our activities impact on it.

Page 13



## CEO Commitment

“ We will continue to promote  
CSR Management  
as part of our Corporate Strategy ”

The year 2010 was a pivotal year in the development and evolution of EIL as a new corporate strategy emerged, following which, significant progress was made in crystallizing one of the largest growth opportunities in our corporate history. Underpinning our performance and success in our new strategic direction of corporate growth is our commitment to human development, leadership and a culture of execution. This is our key strategy for business growth, aligned with our responsibilities and commitment to our stakeholders. Responsible business practices is therefore at the heart of our strategy and the people at the EIL Group of Companies are committed more than ever, to being good corporate citizens, to leading change and being involved in solutions that can improve the societies in which we live and work.

EIL therefore remains committed as a continuing participant and good corporate citizen in the United Nations Global Compact (UNGC) since 2007. Joining the Global Compact was natural to us as we focus our efforts based on our belief that doing “good” means doing “good business”. We are ever vigilant in our execution of our business practices and constantly work to improve the 4 Pillars which govern our CSR Activities - Social Investment & Education, Good Governance, Environment, and Marketplace. Our main objective is to ensure that the 10 principles of the Global Compact forms an integral part of our Company’s culture and business development.

The following pages of this CoP report, describe the approach we have taken thus far in implementing the UNGC’s 10 principles within EIL. What started as an effort to communicate our progress became a maniacal focus on developing a formalized CSR structure that would allow for a more organised approach to Social responsibility and Corporate Citizenship. I am therefore proud to submit our second Communication on Progress Report on the developments made in supporting the ten principles espoused by the UNGC during the year 2010.



Mr. Dave Ramkissoon  
CEO  
EIL Group of Companies

# Major Stakeholders and the EIL Group's Responsibilities

EIL's operations across various countries, cultures and legislative environments require responsibilities to an even wider cross-section of stakeholders. The following table highlights our responsibilities, as we continue to operate across borders.

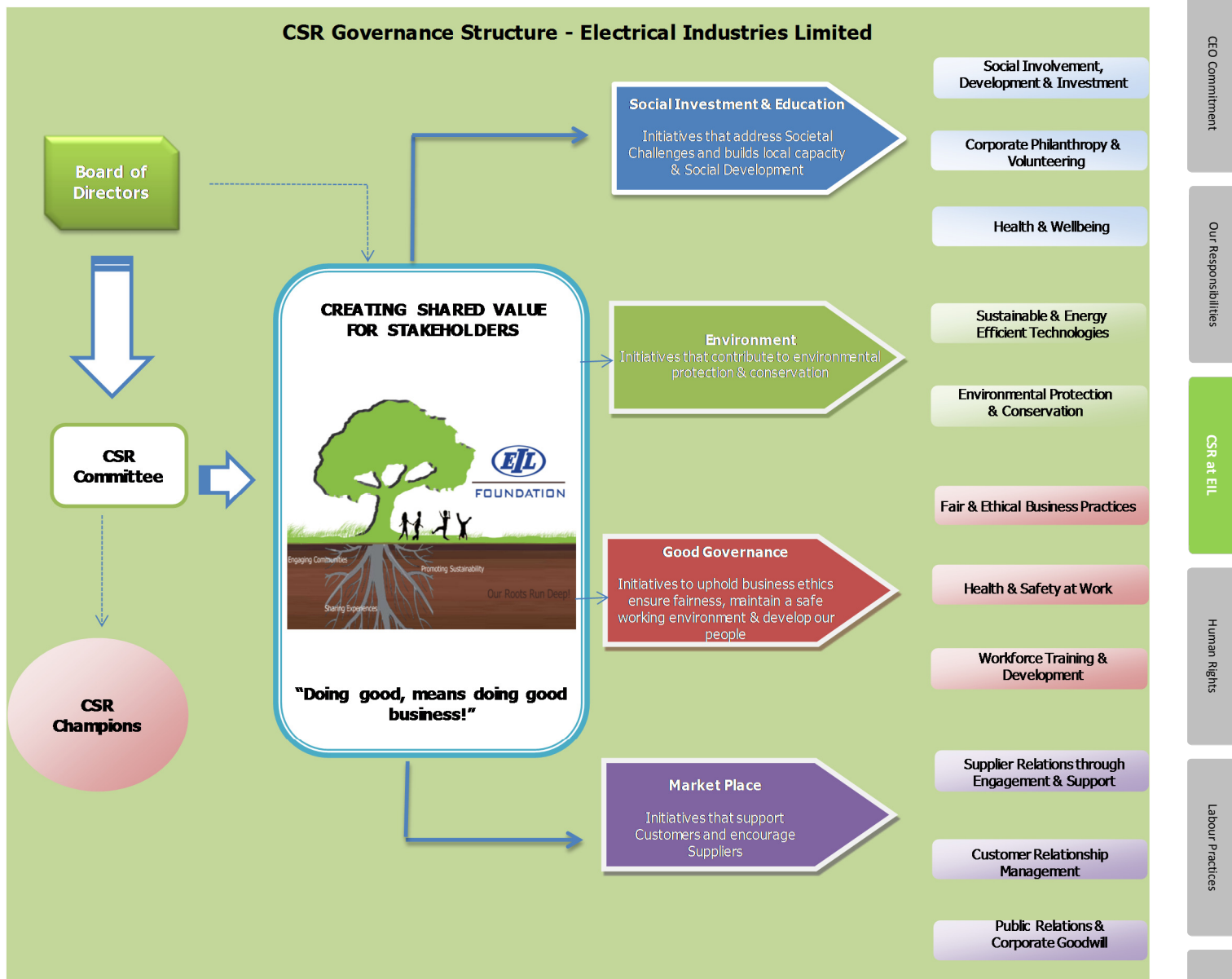
Stakeholders		Responsibilities
 <b>Customers</b>	The EIL Group manufactures a wide range of Products from Electrical Cables and Lighting Fixtures to PVC Pipes, Water Tanks and Switchgear, allowing us to maintain a diverse range of customers, including residential, commercial, industrial and governmental bodies.	<ul style="list-style-type: none"> <li>Customer Information and Relationship Management</li> <li>Enhancing Customer Satisfaction</li> <li>Providing a Quality Product</li> <li>Providing appropriate and accurate production information</li> <li>Providing excellent Customer Service and Support</li> </ul>
	Approximately 600 employees are employed within the EIL Group, including those dispersed across the Caribbean Subsidiaries.	<ul style="list-style-type: none"> <li>Respecting Human Rights and Diversity</li> <li>Developing Human Capital</li> <li>Conducting fair assessments and providing fair treatment</li> <li>Providing a safe working environment</li> </ul>
 <b>Global Environment</b>	With 11 Consolidated Subsidiary Operations scattered across the Caribbean Region, the EIL Group actively promotes the preservation of our resources within these territories, as we continue to be good corporate citizens of Planet Earth.	<ul style="list-style-type: none"> <li>Conservation of our limited resources</li> </ul>
	Through our expanding regional operations, the EIL Group remains a true citizen in whichever country we are present.	<ul style="list-style-type: none"> <li>Complying with Laws and Regulations of the Land</li> </ul>
 <b>Local Communities</b>	Through our regional presence, we continue to carry out our business operations while respecting the various cultures, history and customs of the people in each country.	<ul style="list-style-type: none"> <li>Engaging in social responsibility within the local communities in which we operate</li> <li>Protecting and Preserving the surrounding environment</li> <li>Respecting the Customs and Traditions of the local people</li> </ul>
	We continue to engage and draw from the knowledge, experience and strengths of the NGOs within our country of operations.	<ul style="list-style-type: none"> <li>Continue to offer support in addressing social, environmental and global issues</li> <li>Collaborate in our activities geared towards priority issues</li> </ul>
 <b>Suppliers</b>	The EIL Group has over 640 Suppliers, 400 of which are local to the Group's home country.	<ul style="list-style-type: none"> <li>Select suppliers fairly and engaging in fair business practices.</li> </ul>

# Corporate Social Responsibility at EIL



The establishment of the EIL Charitable Foundation as a registered company was a critical stepping stone in driving the organisation's CSR efforts and can therefore be viewed as the Charitable Arm of the EIL Group. It is established with financial resources donated by the Group and from voluntary contributions through CSR initiatives. The Foundation is committed to dedicating its resources as it pertains to the four pillars that govern our CSR activities.

During the year 2010, a CSR Committee was established to keep under review and make appropriate recommendations as it regards to the Company's management of Corporate Social Responsibility and the EIL Foundation as well as the conduct of business in accordance with the CSR Framework. Moving into 2011 however, the Committee's vision and efforts were redirected towards the organization and execution of a core CSR initiative for each quarter of the year.



As part of EIL's CSR Management program, the Steering Committee Members are mandated to manage the use of the Foundation's resources & ensure that the Foundation is used to channel resources into initiatives that are outlined in the CSR Framework & Policy and are directed to the following areas:

- 1 Social Involvement, Development & Investment
- 2 Corporate Philanthropy & Volunteering
- 3 Health & Wellbeing
- 4 Sustainable & Energy Efficient Technologies
- 5 Environmental Protection & Conservation
- 6 Fair & Ethical Business Practices
- 7 Health & Safety at Work
- 8 Workforce Training & Development
- 9 Supplier Relations through Engagement & Support
- 10 Customer Relationship Management
- 11 Public Relations & Corporate Goodwill

Pillar	Issues	Systems in Actions	Reference Page
 <b>Human Rights</b>	<b>1.1</b> Respect for Fundamental Human Rights <b>1.2</b> Fundamental Principles & Rights at Work <b>1.3</b> Resolving Grievances	1.1.1 Industrial Relations Act 1.1.2 Minimum Wages Act 1.1.3 Occupational Health & Safety Act 1.1.4 Workmen's Compensation Act 1.2.1 Employee Handbook 1.2.2 Fairness & Equal opportunity 1.3.1 Staff Association	 Page 6
 <b>Labour Practices</b>	<b>2.1</b> Child Labour <b>2.2</b> Civil and Political Rights <b>2.3</b> Conditions of Work and Social Protection <b>2.4</b> Employment and Employment Relationships <b>2.5</b> Fundamental Principles & Rights at Work <b>2.6</b> Health and Safety at Work <b>2.7</b> Human Development & Training in the Workplace <b>2.8</b> Social Dialogue	2.1.1 Abolition of Child Labour 2.1.2 Age Verification 2.2.1 Collective bargaining 2.2.2 Employers' Consultative Association 2.3.1 Compensation Benchmarking 2.3.2 Contracts of Employment 2.3.3 Employee Assistance Programme 2.3.4 Employee Benefits 2.3.5 Flexible Working Hours 2.3.6 General Health & Wellness 2.3.7 Insurance & Pension Plan 2.4.1 Employee Satisfaction Survey 2.4.2 Performance Management 2.4.3 Recruitment & Selection Policy 2.4.4 Review the Tendering Process 2.4.5 Supplier Engagement & Support 2.5.1 Standard Working Hours 2.6.1 Annual Risk Assessment 2.6.2 Environmental Testing and Surveillance 2.6.3 Medical Testing and Surveillance 2.6.4 Safety Committee 2.6.5 Safety Awareness and Education 2.7.1 Developing our Human Capital 2.7.2 EIL Leadership Programme 2.7.3 Internal Selection 2.8.1 Corporate Newsletter 2.8.2 Governance Meetings	 Page 7   Page 8   Page 9
 <b>Environment</b>	<b>3.1</b> Sustainable Resource Use <b>3.2</b> Promoting Social Responsibility in the sphere of influence	3.1.1 Recycling Initiative 3.1.2 Quality Management System 3.1.3 Computer-Based Technologies to replace Paper-Based Systems 3.1.4 Energy Management 3.1.5 Nation-wide Retrofitting Programme 3.1.6 Water Management System 3.2.1 Environmental Management Act 3.2.2 Highway Beautification Program 3.2.3 Membership on National Technical Committees	 Page 10
 <b>Anti-Corruption</b>	<b>4.1</b> Fair Operating Practices	4.1.1 Code of Conduct and Ethical Business 4.1.2 Conflict of Interest 4.1.3 Internal & External Audit System 4.1.4 Whistle-Blowing Policy	 Page 12
 <b>Social Investment</b>	<b>5.1</b> Social Investment and Education	5.1.1 Education and Development 5.1.2 Health and Wellbeing 5.1.3 Philanthropy	 Page 13





## HUMAN RIGHTS - Principles 1 & 2

### Respect for Fundamental Human Rights

#### Industrial Relations Act

EIL takes all measures in order to remain aware of human rights concerns applicable to Trinidad & Tobago in order to avoid involvement in Human Rights violations. Our compliance with the IRA allows us to make better provision for the stabilisation, improvement and promotion of industrial relations across our organization.

#### Minimum Wages Act

EIL also maintains compliance with the Minimum Wages Act, respecting minimum wages and terms and conditions of employment.

#### Occupational Health and Safety Act

As part of EIL's holistic approach to Health and Safety, the OSH Act provides the foundation for us as an employer, to provide a workplace free of recognized safety hazards that are likely to cause injury or death.

#### Occupational Health and Safety Act

As part of EIL's holistic approach to Health and Safety, the OSH Act provides the foundation for us as an employer, to provide a workplace free of recognized safety hazards that are likely to cause injury or death.

#### Workmen's compensation Act

EIL also maintains compliance with "Worker Comp." as it relates to payment for compensation to workmen for injuries suffered during the course of their employment.

### Fundamental Principles and Rights at Work

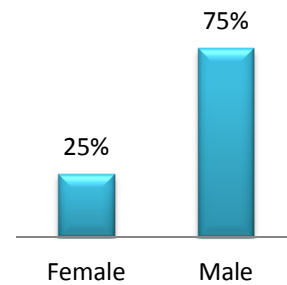
#### Employee Handbook

EIL recognizes that there is importance in not only implementing our human rights policies but also in communicating it.

#### Fairness and Equal Opportunity

All employees at EIL are well-treated, fairly appraised on a semi-annual basis and compensated based on their achievements at work. Equal employment and promotion opportunities are ensured to men and women, individuals of all ethnicities and religions irrespective of their age.

### Gender Distribution



### Resolving Grievances

#### Staff Association (TEMCO Staff Association)

The TSA represents the interests of all EIL employees and supports, promotes, and defends employee compensation and benefits, career development, working conditions, and the general welfare of staff members and their families.

### Highlights of 2010

#### 1. Occupational Health and Safety Act

During 2010, over 220 hours of training related to Occupational Health and Safety were conducted with employees. These included:

- OSH Surveillance
- Risk Assessment
- Safety Awareness
- Safety Induction

#### 2. Employee Handbook

While a revised Employee Handbook was due in 2010, based on the pending acquisition of another organization, a decision was made to postpone the publication of this new handbook until an integrated one could be developed.



## Labour Practices - Principles 3-6

### Child Labour

#### Abolition of Child Labour

EIL strictly prohibits the employ of child labour and will continue to identify and encourage the abolition of child labour within our own supply chain.

#### Age Verification

Upon employment all individuals must submit their personal documents. Human Resource Department verifies the person's age during recruitment and ensures that provision regarding child labour is not violated.

### Civil and Political Rights

#### Collective Bargaining

All our employees have the right to collective bargaining which takes place every 3 years or as requested by the TEMCO Staff Association.

#### Employers' Consultative Association

Membership with the ECA provides an invaluable resource in addressing Human Rights Issues. Their advice is sought after almost on a monthly basis in order to promote fair Industrial Relations Practices.

### Conditions of work and Social Protection

#### Compensation Benchmarking

This annual exercise serves as a useful tool for fair compensation and to attract and retain talent.

#### Contracts of Employment

One way to help abolish forced and compulsory labour is through controlled and legal employment and employment relationships. EIL therefore ensures that no employee enters into an employment contract without first understanding that they are not being employed under anything other than free and fair terms and conditions and that they are free to terminate such employment at any time, of their own volition, with appropriate notice.

#### Employee Assistance Programs

EIL recognises that there are times when personal problems can affect the employee's well-being and performance. Due to this concern, EIL has established an EAP to provide assistance to employees and their immediate family during times of need.

##### 1. Employee Relief Program

This programme offers financial assistance to weekly-paid workers in times of emergency. It is funded 50% by the Company and 50% by weekly and monthly paid employees via a weekly contribution of \$1.25.

##### 2. Soft Loans

All weekly paid employees can access a Soft Loan from a \$10,000.00 float. Applications must be submitted to the HR Department

#### Employee Benefits

EIL contributes 2/3 of the total premium for Group Health and the entire premium for Group Life and a 5% contribution to the Employees' Pension Plan.

#### Flexible Working Hours

EIL strives to enhance systems that allow employees increased flexibility to select working styles according to their personal circumstances. Flexible working hours are intended to support the employee in maintaining a healthy balance between work and family life. EIL believes that only when the employee has struck an effective work-family balance, can they achieve their best at work.

#### General Health and Wellness

##### 1. Sport Club and Gym Facilities

EIL has a Sports Club and Gym Facilities which is accessible to all employees in order to promote health and general well-being.

##### 2. Health and Wellbeing Programme

A Wellness Programme was developed to expose employees to various training sessions aimed at equipping them with the knowledge and tools to manage their everyday lives.

#### Insurance and Pension Plan

Insurance Policies form part of our employee's total compensation and are intended to provide protection for the employee and their dependents in the event of serious illness, retirement, disability or death. EIL contributes 2/3 of the total premium for Group Health and the entire premium for Group Life and a 5% contribution to the Employees' Pension Plan.

#### Highlights of 2010

1. **Health and Wellbeing Programme was executed**
  - a. Work-Life Balance
  - b. Effective Parenting
  - c. Managing Substances
  - d. Meditation

##### 2. Employee Assistance Programme

- a. Employee Relief Program was accessed 7 times
- b. Soft Loans were accessed 61 times

##### 3. Collective Bargaining

This process began in 2010 and continued into 2011.

## Employment and Employment Relationships

### Employee Opinion Survey (EOS)

EIL greatly values its people, and therefore makes every effort to foster a work environment that is based on respect and open communication. Every year we conduct our Employee Opinion Survey in order to understand and respond to some of the views of our employees. In 2009 the results of the Survey was 74%, falling to 69% in 2010. There are a number of reasons for this reduction in employee satisfaction and a full analysis of these issues was conducted with a comprehensive action plan ready for roll-out in 2011.

### Performance Management

As part of an employee's career development and compensation for achievements, all employees are subject to a semi-annual performance review. The Performance Appraisal system is used as a guide to offer special incentives and also to direct management's decisions in promoting employees and awarding salary increases.

### Recruitment and Selection Policy

EIL supports the principle to eliminate discrimination in respect of employment and occupation. Our policy clearly defines the procedure of personnel planning, search and selection. Our Policy states that employees are selected in accordance with their education, competence, professional qualifications, advancement potential and character without reference to race, colour, class, or gender.

### Tendering Process

Our intention in 2010 was to review the Procurement Tendering Procedures by possibly including labour standards and health and safety and environmental considerations into our contracting and procurement practices. Additionally, EIL was exploring opportunities to CSR-based questions as part of the contracting and supplier qualification process in order to gauge supplier commitment to human rights and practices. There has been dialogue with Procurement Personnel in order to determine the best mechanism for employing this initiative. However, with the acquisition of another organization, these efforts were postponed until 2011 when a Group Procurement Function would have been fully established.

### Supplier Engagement and Support

Arising from a fully established Group Procurement Function, EIL also plans to work with Suppliers who share our commitment to the sustainability of Human Rights. We will actively encourage those throughout the Supply Chain to abide by local laws that prohibit acts of key human rights issues such as child labour, discrimination and poor working conditions.

## Fundamental Principles and Rights at Work

### Standard Working Hours

EIL supports the principle of elimination of any form of forced and compulsory labour by establishing a 40-hour work week. While the hours of work will be determined by the employee's departmental requirements, every effort will be made to ensure that an employee's normal hours of work are maintained.

## Health and Safety at Work

### Annual Risk Assessments

EIL currently undertakes an annual Risk Assessment, conducted by an Independent Certified Party, the results of which are available to stakeholders. In 2010, Workplace Hazard Observation & Occupational Risk Assessments were conducted and specific recommendations were made with respect to preventive measures and controls to be implemented for the mitigation of risks.

### Environmental Testing and Surveillance

Laboratory testing, conducted by a certified Party, assesses all industrial effluent, as well as Indoor Air Quality, Heat Stress & Noise, as part of regulatory requirements. EIL has, to date, passed all required testing and is in full compliance with all relevant Statutory and Environmental & Health Regulations.

### Medical Testing and Surveillance

Significant work has been completed in the development of this initiative, scheduled for a 2011 roll-out. This programme would encompass Pre-employment, Pre-assignment, Periodic, Post accident / incident, for cause, Employee Monitoring programs, Unannounced follow-up, Random.

### Safety Committee

The Safety Committee is responsible for review and oversight of the Corporate QHSSE Policy. The Safety Committee communicates the Risk Assessment to all Stakeholders as well as submits monthly Statutory Reports to OSHA and the EMA.

### Safety Awareness and Education

The Health and Safety Department engages in continuous training sessions with various groups of employees in order to bring awareness and continuously educate on safety requirements both at the workplace and at home.

## Human Development and Training in the Workplace

### Developing our Human Capital

The EIL Group's ability to achieve corporate growth depends heavily on our ability to recruit, motivate and retain top talent. Essentially, it's about identifying the right people with the right skills for the right job. It was therefore clear that a critical HR Strategic objective was the development of our human capital to facilitate the achievement of corporate growth. We therefore had to look to the future and develop a Strategic Resourcing Plan that sought to meet future business needs for the long-term benefit of the organization. Arising out of several strategic sessions, it was concluded that in order to promote individual career development and build potential across the organization, it meant that the learning curriculum at EIL needed to be reviewed and improved upon so that a comprehensive learning and development programme could be developed. This strategic developmental plan is meant to provide routes to enhance employees' knowledge, skills and abilities as they progress in their career.

#### 1. Personal Goals Aligned to Strategy

During the latter half of 2010, the Office of Strategy Management along with the HR Department initiated a program of developing employees' personal goals, whilst documenting and communicating this to them to ensure that all employees have a clear understanding of their roles and responsibilities as well as their contribution to achieving our corporate strategy.

#### 2. Strategic Development Training Programme

This programme has been developed to assist in improving the knowledge, skills and abilities of the strategic job-holders in the organization in order to better equip them to meet the future demands of the organization.

### EIL Leadership Programme

EIL's continued expansion efforts require its executive management and leadership positions to evolve and develop in synchronicity with the needs of the organization. Such leadership that is required by the organization transcends any individual but is exemplified by the words and actions of all members of the leadership team. The leadership programme developed at EIL aims to equip our leaders with the skills and techniques to manage complexities and competing interests in the workplace; to develop their emotional intelligence; to enable their understanding of their roles in strategy execution; to conduct effective root cause analysis as well as other self-awareness, mentoring, team-building and coaching-type training sessions. While this plan was developed in 2010, it is scheduled for implementation in 2011.

### Internal Selection

During the selection period, priority is given to EIL employees if they meet the requirements for the vacant position. If no adequate employees are found inside the Company, an external search is conducted. Job ads do not specify sex or age of the potential candidate, only qualification requirements.

## Social Dialogue

### Corporate Newsletter

During the latter part of 2010, the Office of Strategy Management developed a strategic communication strategy, part of which involved the use of a Corporate Newsletter to promote updates on corporate strategy, internal activities, innovation and recognition and general corporate information.

### Governance Meetings

As EIL moves towards a participative environment, a critical channel of communication that is often utilized between management and employees is the Governance Meeting. These sessions encourage dialogue/feedback from ALL employees.

#### Highlights of 2010

##### 1. Risk Assessments

During the course of 2010, all recommendations that were made during our extensive annual risk assessment were completed and fully implemented at all EIL locations.

##### 2. Safety Awareness and Education

In 2010, 15 different health and safety related training sessions were held with several groups, totaling 1,189 hours of employee training time.

##### 3. Personal Goals aligned to Strategy

At the end of 2010, 82% of employees had their personal goals developed and communicated to them.

##### 4. Corporate Newsletter

Two quarterly issues of the newsletter were successfully created covering the period Q3 and Q4 2010.

##### 5. Developing our Human Capital

A Strategic Development Training Programme was developed to improve employee KSA's.

##### 6. Governance Meetings

Each of the 10 Departments within EIL held on average 6 Governance Meetings during 2010.





## Environment - Principles 7-9

### Sustainable Resource Use

#### Recycling Initiative

As part of EIL's ongoing commitment to the promotion and development of the Global Compact principles, the QHSSE Department has developed and begun implementing a new Recycling and Waste Reduction Policy and procedure with the aim of:

1. Reducing our Carbon Footprint;
2. Reducing the quantity of waste sent to land-fills;
3. Conforming to best-practice standards and surpassing statutory and regulatory environmental requirements;
4. Incorporating new technologies for recycling and waste reduction

The QHSSE Department has ensured that the following items are successfully recycled or disposed of by utilizing waste reduction and proper waste disposal methods as described in the company policy and procedure: Batteries, Glass, Paper, Metal, Water, Wood, Textiles, Plastic, Lubricants and Electronics.

#### Quality Management System

EIL is committed to a Policy of responsible resource usage and environmental management resulting in sustainable and efficient management of resources and waste. EIL seeks to minimize its production of waste and use of energy through our Quality Management System. ISO 9001:2008 specifies requirements for a quality management system. EIL is committed to implementing quality management systems and processes that would enable the delivery of the highest quality products and services. The QMS Policy outlines the quality system, documentation structure, procedures and business practices which are used by EIL to achieve our vision and ensure that our customer's requirements are satisfied.

#### Computer-Based Technologies replacing Paper-based Systems

Since 2000, EIL has been making increasing strides in eliminating paper-based systems with computer-based applications in an effort to reduce our consumption of paper.

##### 1. Corporate Portal and Intranet

All work related documents and information for employees are placed on the intranet. In 2000, absolute access to this information was ensured to all employees; therefore the need to circulate hardcopy documents was eliminated.

## Promoting Social Responsibility in the Sphere of Influence

#### Environmental Management Act

EIL maintains compliance with the following environmental Act of Trinidad and Tobago:

- Water Pollution Rules
- Noise Pollution Control Rules
- Trinidad & Tobago Waste Water Management Act 2001

EIL has the necessary environmental permits and authorisations to operate, from the relevant authorities and has a systematic approach in place to ensure knowledge and compliance of new environmental legislation and any other legal environmental requirements.

#### Highways Beautification Program

EIL has partnered with the Government's National Highways Beautification Program, geared towards upgrading the appearance and aesthetics along the main transport corridors of the country.

#### Membership on National Technical Committees

EIL is an active member of the National Technical Committee - a joint Committee of the Board of Engineering of Trinidad & Tobago and the Trinidad & Tobago Bureau of Standards, mandated to the continuous monitoring and revision of standards within Trinidad and Tobago.

#### Energy Management

EIL has not been blind in our assessment of the global changes and we are very aware of our corporate responsibility to always act for the preservation of our environment and efficient use of resources. At the beginning of 2010, EIL started a process of analyzing our energy usage and as part of this initiative, we have Power Factor Correction Equipment at our facility which has resulted in savings of 15% on our monthly electric bill. The savings are equivalent to annual greenhouse gas emissions from 11 passenger vehicles or CO<sub>2</sub> emissions from 140 barrels of oil consumed or carbon sequestered by 1,533 tree seedlings grown for 10 years every month.

We have been so impressed with the savings being generated and its impact on our environment, that we have launched a new business line focusing on energy management, leveraging on our first-hand technical expertise and experience gained with our own installation. This business line is directly related to our values of innovation and social responsibility and we are pleased to be at the forefront in our drive to help preserve our environment.

## Nation-wide Retrofitting Programme

Through an effective Lighting Audit, EIL helps business owners upgrade lighting fixtures and controls to more energy efficient Technologies. Lighting Retrofit technology helps achieve environmental synergy through energy-efficient lighting fixtures installed at commercial centers, industrial sites, schools and homes. The realized benefits are substantial and can be summarized as follows:

- **Energy-savings** - Through the use of energy-efficient Lamp and ballast technology
- **Pollution reduction** – A Lighting Retrofit Project consumes less electricity and thus helps reduce CO2 emissions associated with power generation.

## Water Management System

Management of Water Usage, including Preventive Maintenance, is part of the PM5 System, and helps prevent wastage such as hose leaks.

### *Highlights of 2010*

#### 1. Computer-Based Applications

A total of 5 Computer-Based Applications were developed across various departmental functions, ultimately replacing heavily paper-based systems.

#### 2. Energy Management

A 15% average on monthly savings was realized on our electric bill through the utilization of energy-efficient technologies.



## Anti-Corruption – Principle 10

### Code of Conduct and Ethical Business Practices

EIL recognizes that corruption is a major hindrance to the sustainable development of an organization and its communities. The development of rules for corporate governance rules around the world has prompted EIL to focus on anti-corruption measures as part of our need to protect the reputation and interests of our stakeholders.

#### Code of Conduct

EIL's Code of Conduct Policy provides employees with a set of standards meant to promote honest and ethical behavior in the conduct of the Company's business. Employees, in discharging their duties, have a legal obligation to act honestly, ethically, in good faith and with the best interests of the Company in mind.

To this end, the HR Department conducts a Code of Conduct/Ethics session with new recruit during their orientation period as well as outlines all policies relevant to employees in the Employee Handbook, which is revised on an on-going basis.

#### Conflict of Interest

This issue is addressed as part of the Code of Conduct Policy as well as incorporated into the Employee Handbook. The Policy recognises that although employees' have the right to engage in activities outside of their employment, such activities should not, in any way, conflict with the Company's business. It then proceeds to identify activities from which the employee must refrain.

#### Internal and External Audit System

We have developed an effective Internal Audit System that monitors the internal control process. Together, the internal and external auditors secure assurance concerning the state of the organisation's internal controls.

#### Whistle-Blowing Policy

EIL holds a positive commitment and open approach to whistle blowing and encourages employees to raise concerns about a dangerous or illegal activity that they are aware of in the organisation.

This Policy is in line with our commitment to Integrity and Social Responsibility. Employees are able to raise concerns about illegal activities

that they are aware of in the workplace, such as malpractice, criminal offences, non-compliance etc.

### Highlights of 2010

#### 1. Code of Conduct

98% of all new recruits obtained education on business ethics, rules and regulations of the organization during their orientation exercise .



Social Investment

Social Investment and Education

Within the community, EIL continues to act as a responsible member of the community and consider how our activities impact on it. The Company aims to support the creation of educated, sustainable and prosperous communities in which we operate. We will continue to build positive relationships with our communities and actively encourage our employees to participate in activities that will benefit our environs. At EIL, we believe that it's not just about keeping our house in order, but reaching out to support, financially or otherwise, our neighbours.

Education and Development

Part of EIL's CSR Strategy involves investing our time and efforts into promoting educational awareness. In 2010, EIL partnered with the Adult Literacy Tutors Association in their approach to assisting primary school kids who had difficulties with reading and writing. We also offered financial assistance to several primary schools in their efforts to promote learning amongst their pupils.

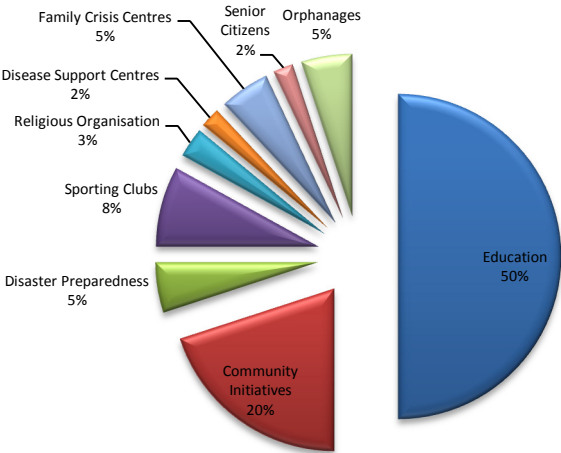
Health and Wellbeing

EIL continues to engage in and provide support to initiatives within the community that are geared towards promoting good health and well-being.

Philanthropy

Grants/Donations are given to projects that are deemed appropriate, given EIL's CSR framework & policy.

Estimated Distribution of Donations



Highlights of 2010

1. Education and Development

Through an informal Corporate Volunteering Programme, an Orphanage was adopted, to which both the EIL Foundation and employees donate of time and money to help improve the lives of the children.



Core Area	Initiatives for 2010	Achievement in 2010	Target for 2011
Anti-Corruption	Code of Conduct Training	0%	Complete Code of Conduct Training with relevant personnel
		-	Promote the Whistle Blowing Policy as well as a Speak Up Programme in order to encourage communication of unacceptable practices within the organisation
environment	"Adopt-a-beach" Campaign & Measure Results	0%	The CSR Steering Committee to review the environmental projects to be executed during 2011
	Implement Bottle Bank	100%	Promote the Bottle Bank initiative and expand to all locations within the Group
	Initiate "Plant-a-tree" Programme & Measure Results	0%	The CSR Steering Committee to review the environmental projects to be executed during 2011
	Launch The "Green Room" on Website	0%	Establish a Project Team to address the CSR Section of the Corporate Website
	Plan & Implement a major fund-raising venture targeted towards an environmental project	0%	The CSR Steering Committee to review the environmental projects to be executed during 2011
		-	Implement a comprehensive measurement system for all items in the recycling initiative
Human Rights	Develop CSR Governance Structure	100%	Review CSR Policy and Structure in line with new Group Structure
	Develop CSR Policy	100%	Review CSR Policy and Structure in line with new Group Structure
	Develop Human Rights Statement	0%	Develop a Statement on Human Rights and incorporate it into the Employee Handbook
	Revise & Distribute 2010 Employee Handbook	0%	Distribute revised Employee Handbooks to all employees within the EIL Group
		-	Complete the Collective Bargaining Process
		-	continue promoting initiatives that allow employees to thrive irrespective of gender in an attempt to increase the recruitment of female Employees.
Labour Practices	Conduct Employee Survey and roll out Action Plan	75%	Conduct Employee Survey in 2011 and devise action plan targeting identified weak areas
	Develop & Implement EIL Newsletter	100%	Continue publication of this Strategic Communication Tool to a wider audience
	Implement EIL Leadership Programme	75%	Implement Leadership Program and Succession Plans for all key senior positions within the EIL Group
	Measure Emergency Relief Programme	100%	Continue to monitor the effectiveness of the employee assistance program
	Measure Employee Assistance Programme	100%	Continue to monitor the effectiveness of the employee assistance program
	Measure Soft Loans	100%	Continue to monitor the effectiveness of the employee assistance program
	Review Tendering Process & Implement Changes	5%	Review opportunities to incorporate fundamental human rights requirements through the tendering process
	Supplier Engagement	5%	Promote the global compact principles through the Supply Chain
		-	Complete the Personal Goals Alignment Process for all relevant employees
		-	Conduct annual risk assessment and surveillance and then devise strategies to address the recommendations for improvement
		-	Implement the Medical Testing and Surveillance Program
		-	Measure and Monitor Strategic Development Training Program to identify shortfalls and/or effectiveness
		-	Promote Health and Safety Awareness through Seminars and Programs
social investment	Develop a Plan for Child Development	100%	Implement specific activities geared towards child development
			Establish at least 1 major project in each area of Social Investment during 2011