

**ELECTRICAL  
INDUSTRIES**  
GROUP



2015-2016

# The Electrical Industries Group



**United Nations**  
Global Compact



## ABOUT THIS REPORT

*This is the fifth Communication on Progress Report (COP) submitted by the Electrical Industries Group Limited (EIG Ltd.).*

*This report seeks to highlight our performance and accomplishments during the period 2015- 2016. It captures our commitment towards maintaining the ten principles of the UN Global Compact and the CSR & Employee Engagement pillars that direct our efforts.*

*At our company we firmly believe that we create value by serving one another, the environment, our communities and by extension our country, thus generating and improving social and economic stability through every step of our operation.*



## CEO Commitment

**“Our Employees drive our Corporate Strategy”.**

As Chairman of the Electrical Industries Group (EIG), I am honoured to reinforce our relentless commitment and support to the ten principles of the Global Compact, linked to human rights, labour, environment and anti-corruption. With this communication on progress report for the period 2015-2016, we express our intent to implement and espouse these principles.

The Electrical Industries Group Ltd. has been increasingly adapting its strategies, operations and culture to motivate a philosophy of discipline and goodness thus driving the efficiency and productivity of our people and by extension our organisation and communities. This transformation accentuates our commitment to making the Global Compact and its principles part of our day-to-day operations and our determination towards being good corporate citizens.

At EIG we recognise our employees as our most valuable assets and we have been working arduously to ensure this message is communicated through our Corporate Mission, Vision, Strategy and core values. Understanding that our success is strengthened by the innovation and continuous learning of our people we are determined to build a cohesive culture of employee engagement and people development reinforced by robust systems, policies and procedures thus cultivating a safe, ethical and respectful environment that enables our employees to succeed.

In April 2016, EIG established an Employee Engagement Committee, known as E<sub>2</sub>C, with the primary focus of increasing employee engagement and morale, boosting innovation, improving the organisation's culture and company policies. Since its inception the Committee has embarked on a number of initiatives addressing employee concerns and improving organisation-wide communication. The organisation takes great pride in the execution of this initiative as it aims to highlight the continuous support of the Executive Management and drive sustainable development while showing our sincerest commitment to our employees.

EIG will continue to strive toward its vision of becoming a model regional business leader and its sustainability goals in the year ahead. The following pages of this CoP report, describe the approach we have taken thus far in implementing the ten principles as we demonstrate our devotion to extending our performance in areas where results are already strong, while diligently addressing those aspects of our performance in which we see the greatest opportunities for improvement. I am therefore proud to submit our fourth Communication on Progress Report on the developments made in supporting the ten principles advocated by the UNGC during the year 2015-2016.



Mr. Dave Ramkissoon  
Executive Chairman

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## About The Electrical Industries Group Ltd.

The Electrical Industries Group is well-recognized as the premier producer of electrical cables, lighting fixtures, power solutions, plastics for construction and packaging material in the Caribbean with a combined history of over 80 years in manufacturing. EIG manufactures the Century Elson, EIL and Agos Lighting brands while also distributing internationally well-known products such as GE, DAB Water Technology and Rheem.

To give a brief insight into making of EIG we begin with EIL which was initially formed in 1969 as a joint venture between AEI Compounds (UK) and a local firm. In 1997, it was acquired by Trinidad Electrical Manufacturing Corporation Limited and has become the largest manufacturer of electrical products in the English-speaking Caribbean. In 2009, the company acquired Agos Lighting, manufacturers of lighting fixtures, which added even greater value to the company's electrical portfolio. Seeking to break new ground, Century Elson was also acquired in 2011 a household name well-known and recognized for quality as the leading providers of plastic construction and industrial packaging products.

On October 1st, 2014 the amalgamation of these companies lead to the formation of the Electrical Industries Group Limited (EIG). Currently with the Manufacturing Plants' square footage of over 234,000 feet, EIG is known for its premier manufacturing processes and quality products.

Today, while we are proud of our growth and achievement we continue to seek new and innovative ways to improve our products and processes to achieve optimal customer and employee satisfaction.

## Corporate Social Responsibility at EIG LTD.



The establishment of the EIG 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 EIG Limited. 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.

Pillar	Issues	Systems in Action	Reference Page
 	<b>1.1. Respect for Fundamental Human Rights</b>	1.1.1. Industrial Relations Act 1.1.2. Minimum Wages Act 1.1.3. Occupational Health and Safety Act 1.1.4. Workmen's Compensation Act	Page 6
	<b>1.2 Fundamental Principles and Rights at Work</b>	1.2.1. Employee Handbook	Page 6
	<b>1.3 Resolving Grievances</b>	1.3.1 Fairness and Equal Opportunity	Page 6
	<b>2.1 Child Labor</b>	2.1.1. Abolition of Child Labor 2.1.2. Age Verification	Page 6
	<b>2.2 Civil and Political Rights</b>	2.2.1. Collective Bargaining 2.2.2 Employers Consultative Association 2.2.3. Compensation Benchmarking 2.2.4 Employee Assistance Programme 2.2.5. Employee Relief Programme	Page 7
	<b>2.3 Conditions of work and social protection</b>	2.3.1. Soft Loans 2.3.2. Employee benefits, Insurance & Pension Plan 2.3.3. Sports Club 2.3.4. General Health and Wellbeing	Page 7
	<b>2.4 Employment and Employment relations</b>	2.4.1. Employee Satisfaction Survey 2.4.2. Performance Management 2.4.3. Employee Engagement 2.4.4. Company Events 2.4.5. Plant Tours	Page 7 Page 8
	<b>2.5 Health and Safety at Work</b>	2.5.1 HSE & Our People 2.5.2. HSE Policy & Procedures	Page 8
	<b>2.6 Human Development and Training in the Workplace</b>	2.6.1. Developing our Human Capital 2.6.2. Internal Selection 2.6.3. <b>Our People aligned to Strategy</b>	
	<b>2.7. Social Dialogue</b>	2.7.1. Communication via TV Screens and Team Sites 2.7.2. Department Governance Meeting 2.7.3. Plant Meetings	
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## PILLAR 1: HUMAN RIGHTS- Principles 1- 2

### Respect for Fundamental Human Rights

#### 1.1.1. Industrial Relations Act

EIG is aware of its obligations falling under legislation such as the Equal Opportunity Act, Chapter 22:03, Industrial Relations Act, Chapter 88:01, and ratified ILO conventions such as the Discrimination (Employment and Occupation) Convention No. 111 of 1958. We actively engage our complement of human resources in a positive and compliant manner, and aim to ensure that no person's human rights are violated.

#### 1.1.2. Minimum Wages Act

EIG observes the provisions of the Minimum Wages Act, National Minimum Wages Order and other occupational Minimum Wages Orders which govern minimum terms and conditions of employment in the unorganised, informal sector.

#### 1.1.3. Occupational Health and Safety Act

EIG accepts and executes its legal and contractual responsibilities to provide a safe workplace and a safe system of work for its employees and other stakeholders in its environment. EIG's policy is aligned to the tenets of the Occupational Safety and Health Act, Chapter 88:08 and is filtered into rules and guidelines which are strictly enforced.

#### 1.1.4. Workmen's Compensation Act

In accordance with the Workmen's Compensation Act, Chapter 88:05, EIG Ltd. has secured insurance coverage from a reputable insurance company. The company's administrative input regarding workplace injuries which are sustained in and out of the course of employment is guided by the requirements of the Act.

### Fundamental Principles and Rights at Work

#### 1.2.1. Employee Handbook

EIG pledges to the principles which govern employees' rights at work. EIG acknowledges both expressed and implied rights which relate to issues such as the right to be paid for work performed, the right to break periods, sick leave, vacation leave and for career advancement. These and other rights are contained in the Employees Handbook which is provided to each employee in addition to their contracts of employment.

### Resolving Employees Issues

#### 1.3.1. Fairness and Equal Opportunity

EIG has established equitable standards regarding the employment of all of its employees. There is no differentiation in respect of matters such as status, race, class, culture, ethnic origins, gender or age.



## PILLAR- LABOUR PRACTICES: Principles 3-6

### Child Labour

#### 2.1.1. Abolition of Child Labour

EIG ensures that its recruitment practices does not include the employment of children. EIG will actively seek to verify any incidence of child labour within its own supply chain and engage government and non-government agencies in eliminating such occurrences.

### Civil and Political Rights

#### 2.2.1. Collective Bargaining

Some employees of EIG are members of Trade Unions which represent workers in bargaining units at our companies. EIG engages the respective Trade Unions in negotiations for Collective Agreements for workers in the respective bargaining units and for the purpose of settling

#### 2.1.2. Age Verification

During EIG's recruitment process, all applicants are required to present original legal documents and identification attesting to their age. The Human Resource Department verifies the age of all applicants to ensure compliance with the legal age requirement for employment.

disputes. Employees who are Trade Union representatives are granted time-off from work with pay to engage in negotiations and grievance matters.

#### 2.2.2. Employers Consultative Association (ECA)

EIG's membership with the ECA provides the Group with the assistance to ensure our employees are trained and are capable of addressing any Human Rights issues.

### **2.2.3. Compensation Benchmarking**

This annual exercise serves as a useful tool for fair compensation and to attract and retain talent. The Group has not participated in any compensation survey over the last year. However benchmarking is still maintained done via the HRC Compensation Survey.

### **2.2.4. Employee Assistance Programme (EAP)**

EIG is aware that personal problems can affect an employee's well-being, and as such there is a structured EAP programme which is offered to all staff in times of need.

### **2.2.5. Employee Relief Programme (ERP)**

EIG has an Employee Relief Fund which is made up of a contribution from the employee (50%) and employer (50%) on a monthly basis. Employees who contribute can have access to the funds in times of need.

## **Conditions of Work & Social Protection**

### **2.3.1. Soft Loans**

EIG continues to offer soft loans to employees who are in need, all applications are to be submitted to the HR Department.

### **2.3.2. Employee benefits, Insurance & Pension Plan**

EIG contributes  $\frac{2}{3}$  of the total premium for Group Health, the entire premium for Group Life and contributes 5% to Employees' Pension Plan.

### **2.3.3. Sports Club**

EIG maintains a Sports Club which is accessible to all employees. The company has hosted successful Cricket and

Football Tournaments during the period using the Sports Club's facility.

### **2.3.4. General Health and Wellness**

The company completed H1N1 Vaccinations as well as started doing annual medicals for employees, which supports the health of our employees. EIG has also increased the preventative care limit with our Insurance Providers to promote and maintain healthy employees.

## **Employment & Employment Relationships**

### **2.4.1.. Employee Satisfaction Survey**

In 2014 the EIG's Engagement survey results was 64%, in 2015, it dropped to 53%. EIG conducted a thorough analysis on this and a comprehensive engagement plan was rolled out for the period 2015-2016 to address the uncovered gaps.

### **2.4.2. Performance Management**

A talented and skilled workforce is the lifeblood of every organization. At EIG we ensure the growth of our employees' development via EIG's Appraisal system. All employees must complete an annual appraisal based on KPIs set at the beginning of the year, which will then be used as a guide for incentives & promotions as well as a vital part of Individual Development Plan and the Company's training plan.

### **2.4.3. Employee Engagement**

EIG in its drive to further stimulate its employees' engagement and development established an Employee Engagement Committee, known as the E<sub>2</sub>C in April 2016 with the primary focus of increasing employee engagement and morale, boosting innovation, improving the organisation's culture and company policies. The E<sub>2</sub>C has embarked on a number of initiatives since its inception and continues to strive towards achieving its objectives.

### **2.4.5. Plant Tours**

The company engages students from other institutions, both local and foreign such as the University of the West Indies, The University of Trinidad and Tobago and most recently Business students from a University in Suriname.

## **Health, Safety and the Environment**

### **2.5.1 HSE & Our People**

EIG recognising our people as our principal assets and thus continues to drive a proactive HSE culture throughout the

Group. During the period 2015-2016, EIG embarked on an initiative to further educate its people on safe work practices thus reducing accidents. HSE reported over 100

training sessions with employees on various HSE related topics during the same period.

### **2.5.2. HSE Policy & Procedures**

The Group has re-engineered numerous work procedures to introduce more safety elements as well as improve the use of Personal Protective Equipment (PPE) where required. Further, EIG has undertaken a systematic analysis to further understand the areas where accidents may occur and has provided PPE in addition to other measures in the hierarchy of controls to ensure safe employees. This campaign for a safer EIG has resulted in a 59% reduction in all incidents. EIG continues to provide a safe working environment for clients, suppliers and employees.

## **Human Development & Training in the Workplace**

### **2.6.1. Developing our Human Capital**

Through our performance management system, Individual Development Plans will be created for each employee, following this a training plan is developed annually to be executed to ensure growth and increased productivity of our people.

### **2.6.2. Internal Selection**

In the recruitment process, priority is given to employees if they meet the requirements for the vacancy.

### **2.6.3. Our People aligned to Strategy**

EIG has adopted the Balanced Scorecard Performance Management System throughout the Group. This evolution in the Group's Management system has enabled the

alignment of all employees to the Group's Strategic Objectives; as we have sought to cascade the Group's Corporate Objectives, to each Department and then to individual employees.

## **Social Dialogue**

The staff of EIG receive communication in several ways.

### **2.7.1. Communication via TV Screens and Team Sites**

The HR Department recognizes work anniversaries, greetings for various occasions such as religious holidays etc., and employee recognitions on a monthly basis, these are posted on all screens in Plants as well as in Plant Meetings with Staff.

### **2.7.2. Department Governance Meeting**

EIG recognizes that employees' feedback is integral to understanding the current dynamics of the Group. Thus, the Group continues to maintain monthly Governance meetings within each Department, enabling conversation between management and their employees in which good work is recognised and solutions for issues are developed.

### **2.7.3. Plant Meetings**

EIG at the start of each month, hosts individual Plant meetings to engage and communicate to the employees their previous month's performance regarding production, efficiency, HSE and personal management. This forum also includes interactive sessions where employees can communicate to Management concerns or issues experienced.



## **PILLAR- ENVIRONMENT: Principles 7-9**

### **SUSTAINABLE USE OF RESOURCES**

Environmental sustainability is one of the main focuses in the global environment. This does not come at an attached cost, but rather with the duty and understanding of all corporate entities and persons, of the need for a cleaner

and brighter tomorrow. As part of EIG's ongoing commitment to health, safety and the environment, the Group has sought to implement and continue programmes to ensure sustainability.

## **Computer- Based Technologies replacing Paper-based System**

**3.1.1. Paper reduction drive** – Numerous paper based forms and documents used throughout the Group of Companies were converted to electronic-forms with

assigned workflow components to improve efficiency, productivity and communication. This contributed to a 40 % reduction in the Group's paper consumption and also reduced the number of printers by 60%.

**3.1.2. Controlled printing:** 99% of the documents sent to print are now controlled. In the instance where a user requests to print, however, never goes to the printer to

**3.1.3. Web Conferencing and Online Collaboration -** Eliminating unnecessary travel helps to reduce the company's carbon footprint. Sharing documents online also saves paper and requires less physical real estate to manage it.

**3.1.4. Server Consolidation –** EIG has migrated from many hardware servers to virtual servers hosted on significantly less hardware thereby consuming much less power. This has also led to reduction in heat levels.

execute the print, the request will remain dormant for 1 day after which it will be automatically deleted. This has saved thousands of sheets of printed paper thus far.

**3.1.5. Using modern Hardware -** All machines currently feature LCD displays, which use less power and generate less heat than CRT displays. We have no CRT displays in our environment and are migrating our desktops to “mini’s” which consumes significantly less power.

**3.1.6. Hardware recycling and lengthening the hardware life cycle -** "E-waste" has become a growing problem that greatly impacts our environment. We have reduced the frequency with which hardware is disposed and lengthened the period before it is replaced.

## PROMOTING SOCIAL RESPONSIBILITY IN THE SPHERE OF INFLUENCE

### Compliance with Statutory & Regulatory Bodies

Through the Group's compliance actions, corporate reporting & review, EIG continues to partner with local statutory and regulatory bodies & business leaders in the field of environmental technologies such as ROSE. The organization now maintains its Corporate ISO 9001 Group Certification with focus on the fundamental teachings and requirements of the ISO 9001 system in the use of P.D.C.A. (Plan, Do, Check, Act) the use of its

Environmental and Kaizen Limited, to ensure preventative measures, annual testing and sustainable methodologies are utilized.

Corporate Governance and Balanced Scorecard metrics for analysis and development, and its use of continuous improvement and process re-engineering focus through its Quality Management System.

### Waste Management & Disposal

As part of the Group Waste Management Policy, the Group has sought to:

1. Reduce the carbon footprint;
2. Continue the use of new technologies for waste removal and disposal
3. Conform to all regulatory statutes and best practices in the absence of regulatory guidance

For the period 2015-2016, EIG embarked on improving its Solid Waste Disposal and Management. EIG entered into a contract in February 2016 with a new contractor with extensive experience in solid waste disposal. This change resulted in the Plant's carefully examining the waste streams with the aim of reducing and only disposing on scheduled days. This resulted in a paradigm shift in the management of waste in the company and has created a greater sense of environmental consciousness.

### Energy Consumption

At the beginning of 2010-2011, EIG started a process of analysing 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 CO2 emissions from 140 barrels of oil consumed or carbon sequestered by 1,533 tree seedlings grown for 10 years every month. The Group has also embarked to further analyse and implement

new strategies to increase this savings. Over the last year, the head office and most of the

Plastics Division has been converted to LED bulbs- replacing the fluorescent tubes. This measure has contributed positively to energy reduction and associated savings while providing a long term sustainable lighting measure. It is the intent of the group to continue this at the other two divisions to further yield energy reduction.



## PILLAR: ANTI- CORRUPTION - Principle 10

### Code of Conduct and Ethical Business Practices

EIG 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 EIG to focus on anti-corruption measures as part of our need to protect the reputation and interests of our stakeholders.

#### Conflict of Interest

At EIG the Finance Department maintains clear separation of duties within each Section to avoid opportunism and conflict of interest.

#### Internal & External Audit

EIG continues to maintain its established Internal Audit System that monitors the internal control process, the Team assesses the critical risks facing the Group, conducts

investigations and re-designs standard operating procedures to manage those risks effectively to help the organisation achieve its objectives. Together, the internal and external auditors secure assurance concerning the state of the organisation's internal controls.

#### Corporate Compliance Register

EIG recognises that a fundamental method of addressing unethical and corrupt business practices and ensuring its business sustainability is through internal measures through the establishment of strong Corporate Governance Structure within the Group. As such in 2016 EIG established a Corporate Compliance Register managed by the Quality Management Team to ensure the adherence to both internal and external business, statutory and regulatory compliances.



## SOCIAL INVESTMENT

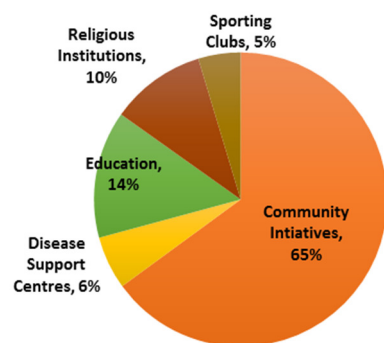
EIG continues to support the environment and communities in which it operates. The Group strives to continuously build new positive relationships whilst maintaining our existing.



#### Philanthropy

EIG continues to financially support Charitable Groups, Clubs and Communities that are deemed appropriate via the Group's Corporate & Social Responsibility Plans.

The Group continues to support the community through its Food Drive in the month of December each year. Through the goodwill and donations of our employees, EIG is able to reach members of its fence line community and share the gift of food to those in need.

Distribution of Financial Contributions



Pillar	Initiatives in 2015-16	Achievement in 2015-16	Initiatives & Target for 2016-2017
 HUMAN RIGHTS	Implement Grievance Log Form	100%	Communicate & maintain the Grievance Log Form, this enables the efficient tracking of employees' grievances and thus increasing the level of employee satisfaction at the workplace.
 LABOUR RELATIONS	Company events to build camaraderie - Cookout, All Fours, Celebration of religious holidays, Christmas	71%	Upcoming events scheduled for the new financial year include Christmas, Intercompany football and cricket tournaments. These will be held across the Group to promote sportsmanship and camaraderie amongst our employees
	CSR- EIG We Can Campaign	100%	Develop a CSR Governance Structure, work toward increasing the CSR Initiatives via Build a Home Campaign and continue with EIG we Can.
	Complete Engagement Survey - Overall engagement	54%	Continue to engage from top down as well as implementation of Happy or Not Survey
	Training on Governance Issues and Impact on Organization	100%	Continue sensitization for supervisors and managers and develop intensive training plan to eliminate performance gaps.
	Increase communication to staff	100%	The HR Department coupled with the Office of the CEO will continue to communicate and engage its staff on corporate news as well as personal and professional management tips etc.
	Increase knowledge on health and wellness via Health screening, vaccination, Health information sessions	100%	Continue to increase awareness on health and wellness via a fairs.
	Performance management process	97%	Revamp the Executives' Performance Appraisal to a 180 Degree Appraisal System to afford greater training and development.
	Policy Revision	In progress	Continue policy revision on Recruitment, Vacation, Soft Loan, ERP, performance Management to ensure fairness and equity throughout the Group.
	Increase Reward and Recognition	In progress	Re Launch the Group's Reward and Recognition Programme.
	Increase retirement savings and Insurance Registration	80%	Continue to increase enrolment on the savings and insurance so employees can receive the full benefits of retirement.
	Identify Critical position in organization	In progress	Develop a succession plan for the organization to ensure growth process is mapped out.
	Increase events using Sports Club	100%	Continue using the Sports Club for events as well as develop Game Room in each lunch room with Table Tennis Board, Dart Board to foster better relaxation area during break time
	Increase Safety Awareness	In progress	1. Monthly HSE Training with Supervisors & Managers where RCAs and Learnings are shared 2. HSE Toolbox (Twice per week) 3. HSEQ Bulletins via TV Screens
	Waste Management System	In progress	Source Registration testing and adherence to local statutory guidelines to ensure safe, environmentally-friendly operations is again carded for the upcoming period.
	Fair Operating Practices	In progress	Re-establish a trained Internal Quality Audit Team