





STATEMENT BY CEO

The Margins Group of companies are proud supporters of the United Nations Global Compact and consider its Sustainable Development Goals (SDGs) an important framework for collective action.

Our company's sustainability priorities relate most to where we believe we can make the greatest impact. We are particularly focused on SDG 9.1 *"Develop quality, reliable, sustainable and resilient infrastructure including regional and transborder infrastructure to support economic development and human well-being, with a focus on affordable and equitable access for all"* and SDG 16.9 *"By 2030, provide legal identity for all, including birth registration"*.

We regularly invest in these priority areas and continue to connect people to solutions on both physical and virtual platforms whilst consistently innovating to ensure that the evolving needs of our customers are met.

Our ongoing commitment to the principles is further explained in our annual Communication on Progress which details our efforts throughout the year.

We are fully committed to sharing this communication with you annually and regularly with our stakeholders across all our communication channels.

The Margins Group of companies reiterates its unwavering support towards the attainment of the Ten Principles of the United Nations Global Compact and remain invested in ensuring that all our activities create a positive impact.

Sincerely,

A handwritten signature in black ink, appearing to read "Moses K. Baiden Jr.".

Moses K. Baiden Jr.
CEO, Margins Group





About Margins Group

Margins Group is a limited liability company incorporated in Ghana and proudly majority Ghanaian owned.

Our Vision

To be a global leader in identification and documentation systems, transactions and solutions.

Mission

Securely connecting identities and solutions in a materialized and de-materialized world.

Core values (PRITI)

Passion, Respect, Innovation, Teamwork, Integrity

The Group has five subsidiaries that specialize in different areas of secure Identity and Document Management.

- Margins ID Systems Application Limited (MIDSA)
- Intelligent Card Production Systems Limited (ICPS)
- Identity Management Systems Limited (IMS)
- Identity Management Systems Limited II (IMSII)
- Pronto-Print on Demand (Pronto-POD)

The companies within the Group are run by an International and Multicultural team who operate within a stimulating work environment and benchmark the best global practices. Although headquartered in Accra - Ghana, Margins Group has had a global presence and worked on major projects in Nigeria, Tanzania, Uganda and Liberia at various times.

With a network that spans across the globe, we have direct access to advanced technologies, skilled professionals and global industry expertise enabling us to





provide unparalleled products, services and solutions to accommodate clients and projects within varying sectors across the globe.

In this dynamic and disruptive digital age, Margins is connecting identities and solutions over secure physical and virtual platforms, ensuring that as our customers' needs evolve, we are innovating and evolving our products and solutions to keep pace with change and to exceed our customers' expectations.

Over the past 3 decades, Margins Group has won national and international recognition as a dynamic, efficient and innovative group.

HUMAN RIGHTS: UN GLOBAL COMPACT – COMMUNICATION ON PROGRESS

Principle 1-2

1. Business should support and respect the protection of internationally proclaimed human rights.
2. Business should make sure that they are not complicit in human rights abuses.

Margins Group

Our commitment to Human Rights has been an active goal from the inception of the company. Every employee is treated with respect, as prescribed in our core values. Staff are continually encouraged to uphold the tenets of respect and integrity in both their business and personal activities. Our commitment to ensuring the United Nations Declaration of Human Rights and all international standards necessitates that we also continually strengthen and promote business ethics and conditions with our business partners and suppliers alike.



Implementation

- Internal management has taken systematic and preventive actions to continuously improve working conditions, with regular assessments, collaboration and expert advice.
- All new recruits are taken through the Human Resource policy manual to ensure they are educated on all policies specific to Human Rights, as well as the others.
- The company has explicit policies to ensure that the company's security protocols do not contribute to human rights violations.
- Precautionary measures have been established to ensure the safety and wellbeing of all staff and stakeholders in the fight against the global pandemic (COVID-19).
- Internal policies necessitate that vulnerable groups, like pregnant women do not work in heavy manual labour activities as well as providing them with a conducive working space.

Measurement

- New recruits are required to sign an induction checklist acknowledging that they have read and understood the policies. A copy of the signed checklist is placed on file.
- Constant monitoring, evaluation and documentation of daily activities at our facilities as well as an increase in the number of hours spent on Human Rights specific training.
- Free periodic testing (COVID-19) of all staff despite their grade, gender or race.
- All incidents of discrimination are tracked and actions taken accordingly at Disciplinary Committee hearings to ensure any perceived or actual infractions receive a fair hearing under due process.



- No cases on the infringement of the rights of vulnerable groups have been recorded. They are well protected by the company through its documented policies.

LABOUR: UN GLOBAL COMPACT – COMMUNICATION ON PROGRESS

Principle 3-6

3: Business should uphold the freedom of association and the effective recognition of the right to collective bargaining.

4: Business should uphold the elimination of all forms of forced and compulsory labour.

5: Business should uphold the abolition of child labour.

6: Business should uphold the elimination of discrimination in respect of employment and occupation.

Margins Group

Margins Group is committed to upholding the labour rights of its staff in accordance with the labour laws of Ghana, the International Labour Organization (ILO) conventions and other international standards. We identify as a workplace with an inclusive culture that offers equal opportunities for all.

Implementation

- Periodic performance appraisals are used to identify and indicate the training needs of direct reports so that HR can take the required actions to improve overall job performance.
- All vacant positions are advertised internally and externally giving equal opportunities for all to apply. For roles that require specific expertise which cannot be found within the company, recruitment is done from an external



pool of candidates. Staff within the company can be seconded to other roles within their subsidiaries or other subsidiaries.

- The company employs the use of adequate and verifiable mechanisms for age verification of all employees.
- As part of our Corporate Social Responsibility (CSR) to give back to society and support efforts to eliminate child labour, the company continues to refurbish a local school to provide children within the community access to a conducive learning environment.
- Our policies take into consideration the rights of every gender.

Measurement

- The provision of need-based training and reassessment of staff performance during the next appraisal period.
- Quarterly assessment of internal/external recruitments and secondment rates.
- Relevant documentation from new recruits during the induction process
- Margins Group has not recorded any cases of the child labour and/or endangerment.

ENVIRONMENT: UN GLOBAL COMPACT – COMMUNICATION ON PROGRESS

Principles 7-9

7: Business should support a precautionary approach to environmental challenges.

8: Business should undertake initiatives to promote greater environmental responsibility.

9: Business should encourage the development and diffusion of environmentally friendly technologies.

Margins Group considers it a priority to maintain a significant positive impact on the environment. Our Health, Safety and Environment (HSE) policy and management systems set clear priorities and deliver continuous improvements. Our systematic



due diligence and monitoring procedures are aimed at identifying and mitigating all risks correlated to the environment.

Implementation

- The establishment of an appropriate waste management system with a leading waste management in the country to dispose of all liquid and chemical waste to avoid air and land pollution.
- Periodic assessments to evaluate the environmental risks that the manufacturing facility poses to the community.
- The establishment of a chemical storage area to store all chemicals used in manufacturing operations which is located outside of the factory building.
- The employment of plate development equipment to effectively avoid the disposal of chemical into drains.
- The submission of monthly, quarterly, half yearly and Annual Reports to the Environmental Protection Agency (EPA) as part of environment technology assessment.
- An in-house green garden was introduced in most unused areas of the factory.
- The introduction of an in-house water treatment plant to ensure safe drinking water for all members of staff.

Measurement

- There have been zero environmental incidents.
- No occupational diseases cases have been reported in the year.
- Rates of injury, occupational diseases, lost days, and absenteeism, and total number of work-related fatalities recorded are at a low.
- Periodic monitoring, evaluation, and certification by the EPA



ANTI-CORRUPTION: UN GLOBAL COMPACT – COMMUNICATION ON PROGRESS

Principle 10

10: Businesses should work against corruption in all its forms including extortion and bribery.

Margins Group is committed to conducting business at the highest level of integrity and free of corruption. We inculcate in staff the need to maintain high standards in accordance with our corporate values, policies and procedures. A zero-tolerance policy on corruption makes our supplier selection process very open and transparent. A culture of openness and accountability is essential to our company in preventing unethical situations or behavior from occurring or to address them when they do occur.

Implementation

- The introduction of the Whistleblowers policy in our Human Resource Manual to encourage employees to report suspected wrongdoings, illegal activities, or malpractice.
- The introduction of the petty cash management system that digitizes our internal cash operations.
- The use of external and independent audit organizations for the periodic audit of books and accounts to ensure transparent transactions.
- Our annual training on Ethics was organized and undertaken by all staff.
- All payment requests are pre-audited against the principles of economy, efficiency and effectiveness.
- A vendor selection process including background checks was instituted, enabling a transparent bidding/competition process through open and competitive tenders. Vendor selection is completed by a panel of technical members based on documentation submitted and presentations given by prospective vendors.



- Regular audits and compliance reviews of procurement activities by an Internal Audit Team.
- The institution of ethics processes for Directors through the mandatory declaration of Directors' Interests.
- The establishment of a Risk Department, providing assurance on all major risks, including those on financial losses and reputational damage such as corruption and bribery.
- An increase in the resources allocated to the Internal Audit and Compliance Unit to ensure anti-corruption and bribery activities are negligible.

Measurement

- There are internal and external audits to identify and detect any nonconformities. No corruption issues were identified at Margins Group.
- The significant increase in the number of staff trained on the organizations anti-corruption policies and procedures.
- The total number of business units analyzed for risks related to anti-corruption were marginally greater this year. All business units are involved in the risk analysis process and expected to take ownership of the risks identified in conjunction with the mitigation plan.
- Generation of the following periodic reports:
 - Internal Audit Reports
 - External Audit Reports
 - Risk Reports
 - Business Continuity Plan Test Reports

