



SUSTAINABLE DEVELOPMENT GOALS

STATEMENT BY THE CEO

At Margins Group, we are a united people with a common goal of becoming a global leader in the identification, data and documentation systems, transactions, and solutions.

In line with the company's growth, Margins group is committed to be a responsible business leader in a global world. What we do and how we do it is defined by our business priorities and values.

For this reason, our active drive of SDG 16.9 'By 2030, provide legal identity for all, including birth registration' and 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' has soured the Margins Group to pursue various targets indicators and put in the infrastructure to achieve them.

I am pleased to confirm that Margins Group Ltd reaffirms its support of the Ten Principles of the United Nations Global Compact in the areas of Human Rights, Labor, Environment and Anti-Corruption.

Our continued commitment to the ten principles of the UN Global compact and the Sustainable Development Goals, 16.9 and 9.1, constitutes a solid foundation for operating responsible business practices.

This Communication on Progress describes our actions and conscious efforts to improve the implementation and integration of the UN Global principles into our business strategy for 2020/2021.

We are committed in sharing this information with our stakeholders using all our channels of communication.

Yours sincerely,



Moses K. Baiden Jr.
(CEO, Margins Group)



About Margins Group

Margins Group is a limited liability company incorporated in Ghana on the 13th Day of December 1990 – proudly majority Ghanaian owned.

The Group has five subsidiaries spilt between two divisions: Margins ID Group (MIDG) and Margins Supplies Group (MSG). MIDG consists of the following:

1. Margins ID Systems Applications Limited (MIDSA)
2. Intelligent Card Production Systems Limited (ICPS)
3. Identity Management Systems (IMS)
4. Identity Management Systems II (IMS II).

IMS and IMS II are Special Purpose Vehicles (SPVs) engaged in a Public Private Partnership (PPP) with the National Identification Authority (NIA) as a prime contractor for the National Identification Project for Foreigners and Nationals, respectively.

Margins Supplies Group is the foundation business entity of Margins Group and the pioneer in the introduction of presentation, print and print finishing systems in the Ghanaian market. It has the following subsidiaries.

1. Margins Supplies Company Limited (MSL)
2. Margins Pronto (Print on Demand)

Our aim is to be a Global leader in Identification solutions, leading Security document producers, system designers, application developers, integrators and manufacturer of tokens, devices, and applications, enabling secure identification, authentication and transactions over multiple platforms within the highest security environments anchored on a trust infrastructure.

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

Over the past 2 decades, Margins ID Group has won national and international recognition as a dynamic, efficient, and innovative group, with an extensive experience over the years through its specialized subsidiaries.



BUSINESS OPERATIONS OF THE SUBSIDIARIES (WHAT DO WE DO)

1. Margins ID Systems Application (MIDSA) Limited

Margins ID systems Ltd was established in 2004 as an identity and security solutions provider. MIDSA has undergone re-structuring and is expected to create the following:

- a. Clear reporting lines and define job scope
- b. High performance functional work teams and culture
- c. Well-structured and competitive employee remuneration
- d. Enhanced work efficiency and effectiveness

Below are some of MIDSA's products and solutions

- Card Printers
- Card Security and Authentication on all levels
- CCTV & Surveillance
- Access Control
- Asset Tagging
- Barcoding Event Ticketing
- Large-scale data collections and Identification projects.

In addition to the old products and services offered by MIDSA, new products and services have been introduced to meet and exceed the expectations of our customers and in line with the company's agenda for going global.

1. Biometric Enrolment & Verification Systems
2. Database / Datawarehouse Platforms
3. Digital & Cloud platforms linked to identity
4. Electronic Identification Solutions
5. Linking identification to staff onboarding into operations, access control and time & attendance
6. Assembling / Sale of verification devices
7. Development / Sale of biometric verification platforms
8. Development / Sale of e-commerce platforms
9. Artificial Intelligence & Data Analysis
10. Development / Sale of driver & vehicle licensing systems
11. RFID, Barcoding and Asset Tacking solutions
12. Blockchain technology
13. Bespoke Software Development
14. Document Digitization Solutions
15. Payment Integration Systems
16. Repair of biometric and personalization equipment

2. **Intelligent Card Production Systems (ICPS) Limited**

ICPS is a specialized subsidiary of MID Group incorporated as a full-service Manufacturing, Identity, Biometric Systems and Solutions business. Within its high security environment, it

focuses on:



- Manufacturing and integration of ID security products, systems & projects
- Manufacturing of secure cards, tokens & documents
- Undertaking research and development of identity solutions
- Implementing large scale identity projects
- Flexographic print solutions

ICPS maintains state of the art technology for all Processes
• Scratch Card Machines;
• Card Wrapping Machines;
• 5-colour Security Printing Offset Press;
• Chip Embedding Machines;
• Personalization Bureau;
• CCTV & Access controlled doors;
• Design Studio;
• Laminating machines;
• Die-Cutting machines.

Intelligent Card Production Systems offers a full range of products, including the manufacture of secure cards (plain, magnetic stripe, smart-contact, contactless and dual interface), milling and embedding of modules on cards, tokens & documents, scratch cards and various secure labels, as well as fulfilment services and has the following international certifications.

1. ISO (ISO 9001:2015, ISO/IEC 27001-2013, ISO 22301:2019)
2. EMV
3. INTEGRAF

Annual Production Capacity
• Scratch cards – three hundred million (300,000,000) PINS;
• Mobile phone chips – sixty million (60,000,000);
• Bank and other cards – sixty million (60,000,000);
• Personalization capacity – forty million (40,000,000);

3. Identity Management Systems (IMS) Limited

Identity Management Systems I (IMS) Limited is a subsidiary of the Margins ID Group of Companies and a Special Purpose Vehicle (SPV) set up to implement the Foreigners



Identification & Management System (FIMS) Project. The project is based on a Design, Build, Finance, Operate and Transfer (DBOFT) form of PPP with the National Identification Authority (NIA). The main objective is to register foreign nationals and issue them with a Non-citizen Ghana card as well as provide verification services to all relevant stakeholders. This constitutes NIA's mandate to register citizens and non-citizen residents living in the country.

4. Identity Management Systems (IMS II) Limited

IMS II is also an SPV established in 2017 to extend the FIMS pilot to all Ghanaian nationals' resident in Ghana and overseas under a Public Private Partnership (PPP) contract with NIA. This SPV was incorporated distinctively from IMS due to the variation in the PPP structure related to Assets ownership structure and operation regime where the Public Partner owns the Central Site systems and is also Co-operating the project with the private partner who is the technical partner. This structure brings us to a different risk profile hence varied rights/privileges and duties of each party in the partnership. This was in variance with the FIMS project and demanded the creation of this second SPV. IMS II Conceptualized, Designed, Built, Financed and is Co-operating with NIA to also issue out instant smartcards to all Ghanaians resident in Ghana and abroad and providing verification services to all relevant. As at the end of 2021, over 85% of Ghanaians had been registered and cards issued out to them. The system has been designed to process and issue cards instantly globally. This instantly issued Smart card has inter alia a passport compliant to ICAO standards.

5. Margins Supplies company Limited (MSL)

MSL's core business is the import and sale of binding and lamination equipment and selected office products particularly, shredders, trimmers, calculators, etc. They also provide professional and semi- professional equipment for the commercial and graphics market i.e., roll laminators, display substrates, indoor and outdoor display systems and consumables and inks.

Margins Supplies products and services include:

- Lamination Machines and Accessories
- Binding Machines and Accessories
- Laminated Identity Systems & Accessories
- Selected Office Equipment & Accessories
- Special Substrates for Secure Documents
- Maintenance and Repair Services (Warranty and Post Warranty)

6. Margins Pronto (Print on Demand)

Pronto – POD is a subsidiary of Margins Supplies Group and one of the oldest independent print finish companies in Ghana. Incorporated in 2000, Pronto has



provided unparalleled services to a diverse range of clients, making it one of the strongest professional graphics, production and finishing of documents on demand companies in the nation.

Pronto is a market leader in the print finish solution industry and offers a full range of services that include Binding, Photocopying, Lamination, Event concept designs and production (Invitations, tickets, etc.), ID Card services and Large format printing

Our Vision

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

Mission

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

Core values (PRITI)

- Passion
- Respect
- Innovation
- Teamwork
- Integrity



HUMAN RIGHTS: UN GLOBAL COMPACT – COMMUNICATION ON PROGRESS

Principle 1 – 2

1. Businesses 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.
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Human rights with respect to Margins ID Group employees are addressed in our Code of Conduct, Human Resource Manual, Data protection policy, Information security policy and our core values.

The Core values of the company ensure employees continue to treat both internal and external stakeholders with respect and integrity as stated.

In Margins ID Group, we encourage diversity and ensure equal opportunity. This includes the following:

- Respect cultural differences
- We do not tolerate participate in improper behavior such as: unwanted touching or actions, comments or communication that include racial slurs, sexist comments, or offensive gestures, pictures, or videos.
- Do not engage in threatening, harassing, bullying or any conduct intended to intimidate or humiliate others.
- Encourage individual ideas and team collaboration
- Our decisions are objective irrespective of race, religion, colour, national origin, gender, age, sexual orientation, gender identity, marital status, disability or any other characteristic protected by the law of Ghana.
- New and Vacant job roles are advertised internally first then externally to encourage all interested and qualified individuals to apply for employment within the organization.

IMPLEMENTATION

- Policies (HIV policy, Anti-harassment policy, Code of Ethics and Business Conduct policy, Health policy, Reward System policy, Study and Examination Leave policy etc.) that safeguard our rights have been established to avoid discrimination and resolution procedures have been set to resolve issue when they come up.
 - Award programs have been designed to encourage individual ideas and team collaboration.
 - Our recent restructure of the company has seen lot of employees in the company been promoted thus bringing about job satisfaction and fulfillment.
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MEASUREMENT

- We have a compliance unit and an HR unit with resource personnel assigned to the various subsidiaries that ensure all work-related issues or complaints submitted are resolved and it is escalated to appropriate heads when need be.
- Channel have been created as stated clearly in the employee's handbook to lodge complain or grievances.
- We track and report on the number of ethical and harassment issues reported and resolved.
- We track employee's productivity via 360-degree appraisal systems that ensure a fair system and identify training needs for them to help increase productivity.

LABOUR: UN GLOBAL COMPACT – COMMUNICATION ON PROGRESS

Principle 3 – 6

3. Businesses should uphold the freedom of association and the effective recognition of the right to collective bargaining
 4. Businesses should uphold the elimination of all forms of forced and compulsory labour
 5. Businesses should uphold the effective abolition of child labour
 6. Businesses should uphold the elimination of discrimination in respect of employment and occupation
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Margins Group is committed to the labour rights of the employees in the company in accordance with the labour laws of Ghana and International Labour Organization (ILO) conventions and other international standards.

- We conform to the labour law by not recruiting persons under the age of 18 as this is a violation of children's rights.
 - Our employees' recruitments are objective and does not discriminate based on race, religion, colour, gender, sexual orientation, marital status, disability or any other characteristic protected by the law.
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- All staff have an employment contract stating terms of employment, including remuneration. This together with the Job description of the position, responsibilities, compensation and other benefits.
- Employees' privacy is taken very seriously throughout the Group. The Group has been certified under the Data protection act to ensure compliance.
- We have ensured an appropriate and safe workplace environment.
- We have a training and staff development program where Margins Group provide a suitable job-related training to facilitate greater competency in their job.

IMPLEMENTATION

- Background checks are done on all employees by the appropriate security agencies (e.g., Ghana Police and Bureau of National Investigations) to validate the identity and criminal history of individuals.
- The Group has been certified under the Data protection act to ensure compliance with the law regarding protection of employees' and customers data.
- We have implemented an Information Security policy to safeguard information within and outside the organization's network.
- Remote working procedure have been developed and implemented to protect the safety of individuals due to the outbreak of COVID – 19 virus.
- Health and safety protocol have been implemented to ensure the safety of employees amidst the outbreak of the COVID – 19 virus.

MEASUREMENT

- We have a grievance procedure for employees to raise any concerns on employment or labour related matters. Grievances, whilst very rare, are taken seriously and dealt with at Director level.
- Employee satisfaction survey are conducted to measure employee satisfaction level.
- Employee appraisals are conducted bi-annually to evaluate employee's performance and training needs.



ENVIRONMENT: UN GLOBAL COMPACT – COMMUNICATION ON PROGRESS

Principle 7 – 9

7. Businesses should support a precautionary approach to environmental challenges
8. Businesses should undertake initiatives to promote greater environmental responsibility
9. Businesses should encourage the development and diffusion of environmentally friendly technologies.

Margins Group is committed to ensuring that our operations impact the environment positively and adopt environmentally friendly technologies in our business. We are dedicated to the prevention of pollution, the minimization of the impact of our activities on the environment and meeting or exceeding all relevant environmental legislation and other requirements to which we subscribe to.

- We are guided by our Code of Conduct to ensure we meet all regulatory requirements.
- The waste management policy for our subsidiary engaged in manufacturing is constantly reviewed to ensure compliance. There is a waste destruction manual that is used at the factory to guide the processes to ensure that waste is disposed of in an environmentally friendly manner.
- We have reviewed our written policy on environmental management covering Pollution, Energy and Climate, Renewable energy, raw materials, water, waste management, etc.
- We take environmental and sustainability criteria into account in the sourcing of raw materials.
- There has been a continuous review of our health and safety policy which cover fire safety, machinery and tools.

Classification Level : Internal Use



IMPLEMENTATION

- Promoting staff awareness by having series of training for the manager responsible for environmental management and its related issues.
- We have quarterly targets to reduce the environmental impacts and waste produced by our site activities products and services.
- We have revised our procedures on how to store, discharge and dispose of waste such as sewage/wastewater, residual waste, recyclable waste and hazardous waste
- We have been certified by the fire service and Environmental Protection Agency (EPA) to operate.

MEASUREMENT

- Our certification under the EPA and Fire service are renewed and active.
- We measure percentage of wastage per month, per quarter and annually.
- We have a monthly and quarterly evaluation of environmental risks and its relation issues that impact external and internal stakeholders.
- We evaluate and monitor environmental performance by monitoring outputs from:
 - Complaints from third parties,
 - External audits,
 - Planned maintenance of facilities and equipment
 - Investigations into incidents and near misses
 - Inspection by senior managers, etc.



ANTI-CORRUPTION: UN GLOBAL COMPACT – COMMUNICATION ON PROGRESS

Principle 10

10. Business should work against corruption in all its forms, including extortion and bribery

Margins group is committed to ensure that our operations are free from corruption and any form of bribery. As integrity is one of our core values, we make every effort to adhere to the rules and regulations regarding anti-corruption and its principles. We seek to conduct all our businesses in an honest and ethical manner that is free from any possibility of bribery and corruption.

Margins group has a formal Anti-Bribery & Corruption Policy stated in our Employee's Code of Conduct handbook. It also speaks on fraud and extortion as well as acceptance of gifts and benefits in the course of work.

We make clear statement that, Margins Group takes a zero-tolerance approach to corruption and is committed to carrying out business fairly, honestly and openly and without improper influence.

IMPLEMENTATION

- We have our Anti-Bribery and Corruption policy published on the Groups intranet to make it easily accessible to all employees.
- We have a well-resourced internal audit and compliance team to carry out review of internal controls and operating procedures designed to ensure that we have robust systems to prevent and combat all forms of bribery and corruption.
- Orientation and training are given to new employees on their dealings with clients to make sure they do not act in any unethical or corrupt manner.



MEASUREMENT

- We ensure that acceptance of the Anti-Bribery and Corruption policy by all employee of the Group, including Directors and Head of Departments.
- Ethics and values measurements integrated into our appraisal system to sensitize employees.
- Disciplinary measures exist to guide decision-makers on sanctioned punishments for any corrupt activities found out or alleged

