

# 2021

SUSTAINABILITY  
REPORT

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An aerial photograph of a desert landscape. In the foreground, there are rolling sand dunes and some sparse vegetation. In the middle ground, a town is visible with a grid of streets and several buildings. A large, dark reservoir is situated in the middle ground, surrounded by some greenery. In the background, more sand dunes and a hazy horizon are visible under a clear sky.

# WE ARE **AMS**

We deliver integrated solutions  
in the worlds most remote  
and challenging locations.

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# OVERVIEW

## CEO STATEMENT

AMS are pleased to reaffirm our commitment to the United Nations Global Compact, in accordance with the ten principles with respect to human rights, labor, environment and anticorruption. This confirmation follows our original commitment of 2013 and supports our intention to advance the principles.

We are committed to the implementation of universal sustainability principles in support of the UN goals. AMS has incorporated the ten principles of the UNGC into our business strategy, policies, and procedures. We will meet the essential requirements involving human rights, labor, and environment and anti-corruption norms, and in addition to upholding our basic responsibilities to people and the planet we will strive to set the stage for the long-term success of our stakeholders and our communities. Our corporate compliance team ensures the integration and implementation of the ten UNGC principles across our business. We are dedicated to building an organization that demonstrates the highest levels of honesty, integrity, ethics, and best practice. This is important for the clients we serve in all sectors worldwide who expect the highest levels of ethical and business performance.

AMS's affiliation with the UNGC provides a framework for our measures to eradicate unethical behavior and focus on sustainable business practices. Any UN operation can rely on us to apply good business practices and values that offer longevity while helping achieve a better world. Integrity in our business strategy, operations, processes, and procedures is essential to long-term success in the interest of the common good.



A stylized, handwritten signature in black ink, consisting of several fluid, overlapping loops.

**Andrew Robertson**  
Chief Executive Officer  
AMS Integrated Solutions

In our capacity as global providers, we offer resilient, cost-effective, and integrated solutions for governments, aid agencies, and commercial organizations operating in remote and high-risk environments. AMS supports and respects the protection of human rights within the company's scope of influence and endeavors to conduct our business operations accordingly.

Our reputation for integrity is central to achieving our commercial goals and living up to our corporate and social responsibilities is vital to our organization's success. We expect every AMS employee to uphold high professional and ethical standards in all business conduct and we are devoted to protecting and strengthening our corporate culture.

Recent challenges such as the global pandemic and withdrawal of troops from Afghanistan, have given us an opportunity to reaffirm our commitment to develop and sustain partnerships with communities, social entrepreneurs, governments, NGOs, and corporations worldwide. Our strategy remains aligned to the United Nations' Sustainable Development Goals, focusing on increasing economic growth, access to quality education and fair employment, and taking steps to promote good health and well-being.

With the support of our shareholders, I firmly believe that AMS will become stronger through continuing our journey to deliver the best experience to all its stakeholders. The overarching goal is to deliver and continually surpass a high level of service excellence, innovation and dependability across our full range of products and solutions.

# OVERVIEW

## ABOUT US

*AMS has successfully delivered integrated solutions to support governments, aid agencies, and commercial organizations across Asia, Africa, and the Middle East.*

Over the last two decades, AMS' global strategy delivering integrated solutions leverages digital innovations dispersed throughout our operations, management oversight, and support services without causing disruption to operations. Our international portfolio provides Project Operations and Support, Software and Data Solutions, Supply Chain and Procurement, and Life Support Services in the world's most remote and challenging environments.

We are proud to be recognized as a leading solutions provider and dependable partner, managing complex operations from start to finish. Our passion and commitment to integrate our services with local knowledge and culture ensures mission success for our clients and builds positive sustainable growth in the communities in which we operate.

AMS works closely with clients, enabling them to meet evolving requirements, technical training solutions, and supply chain and logistical needs. We ensure the highest standards of performance and mission readiness are achieved in rapidly changing and difficult environments.

With a well-established international presence, we maintain a network of offices and local businesses serving clients in the US, Africa, Central Asia, Europe and the Middle East. With a workforce of more than 4,000, we currently operate across more than 60 countries. AMS' highly experienced team of professionals are dedicated to securing success for clients while upholding the highest standards of compliance, quality and integrity across all our operations.



## AMS AT A GLANCE



20

Years of Experience



45

Nationalities



4K

Global Workforce



96%

Employee Retention



20K

Personnel Trained



100%

On-the-job Training



30K

Children Educated



85%

Employees received  
Literacy and  
English Classes



\$  
67M

Spent on Local  
Economies Annually



500

Local Businesses  
Supported



100

Facilities Constructed  
and Operated



300K

Assets Managed

## OUR HISTORY



### 2001 – 2004

AMS was founded supporting the United Nations and NATO with personnel and services to its operations in Kosovo.



### 2001 – 2004

Deployed a team to Indonesia in support of tsunami rescue work.

The first contract with the US Government in Afghanistan awarded to service vehicles belonging to the Afghan National Police. The contract encompassed servicing 8,000 assets for the Afghan National Police. Increase to 30,000 assets under service and construction of over 30 service facilities across Afghanistan.

Contracted by the UN Mission in Liberia to manage their countrywide assets.





## 2011 – 2015

Operations commence in Somalia with technical personnel contracted to support the UN Mission.



## 2015 – 2018

AMS doubles its footprint across Afghanistan supporting all 34 provinces with training, supply chain, base operations and vehicle services.

Over 100,000 assets managed across Afghanistan using AMS' software and data solutions services.



## 2019 – 2020

AMS establishes base camp in Somalia providing secure accommodation and life support services to the United Nations and their partners.

Contract with USAID in Uganda to track and allocate vehicles used by Uganda's MOH to strengthen the health system.

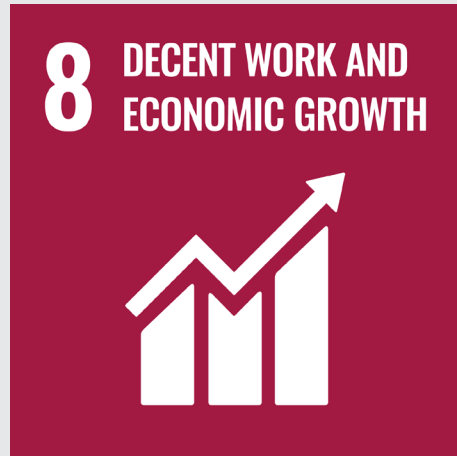
Supply of vehicles to Prince Sultan Military Base and drones to Neom City, in the Kingdom of Saudi Arabia, in partnership with Flugauto.



## OVERVIEW — HUMAN RIGHTS



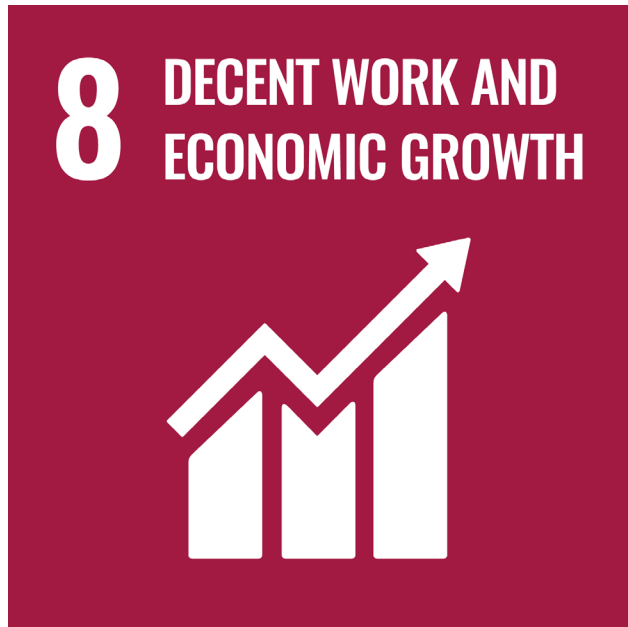
## HUMAN RIGHTS



We are committed to the rights of our workers as well as cognizant of the rights of personnel employed by other organizations in our supply chain. We are currently working hard to find solutions to evacuate Afghan former employees to safe third-country locations as soon as possible to protect their human rights.

## GOAL 8

# DECENT AND ECONOMIC GROWTH



AMS provides stable employment and work opportunities as well as training programs to local unskilled or semi-skilled laborers. Employment is offered within a framework of legal, health, and safety provisions that aligns with international best practice. We aim to maintain a high ratio of local to international staff which aligns with our desire to a responsible corporation and to support local communities. Our commitment to our staff includes fair pay and opportunities for advancement and the provision of training to support advancement.

To ensure that all our employees are clear about the standards we expect of them, we run a mandatory induction program for new hires and make the policies document available at all times. Induction programs are held in both English and local languages, to ensure everyone is included and has an opportunity to ask questions.

We are committed to working with organizations whose values align with our own and have a set of widely available policies covering different aspects of our approach to sustainability and responsibility. These policies apply to employees, service providers and suppliers, as well as clients and visitors to sites. All organizations in our supply chain are required to sign up to our Supplier Code of Conduct which includes compliance with local and international laws, and a zero tolerance on slavery, human trafficking, child labor, and bribery and corruption both upstream and downstream. Our induction program for employees includes training in combating trafficking in persons and signs to be alert for when working with suppliers and other third parties.

AMS is committed to working with respect and integrity, fostering trust, goodwill and nurturing strong relationships with its employees, clients, suppliers, partners, and local governments and communities. In order to ensure compliance to our policies and procedures, we adhere to a strict code of conduct and ethics. Any incident of non-compliance with our codes of conduct or ethical values, by employees, suppliers or clients is investigated with appropriate responses and sanctions taken, including termination of employment and/or contract in worst cases.

# 4 QUALITY EDUCATION



From the beginning, AMS recognized the importance and value of hiring and developing local talent. Over the past 20 years, we have endeavored to build the necessary structures to support this approach, regardless of gender, tenure, location, hierarchy. Our training and developments offered at all our projects globally aim to increase the socio-economic development of the communities in which we operate.

Our average percentage of full-time workers employed in their country of origin over the course of a calendar year was 84%. Our aim is to maintain a high ratio of local to international staff. Though recent events in Afghanistan have seen this percentage fall, we intend to build it up again across future projects.

We consider the development of our employee's integral to a successful workforce. Training programs support personal growth as well as developing skills within their chosen career path. These training programs further support our practice of promoting from within and help to increase self-esteem, confidence and capabilities across the organization. Throughout our projects, the percentage of local staff that received a promotion within their tenure as a result of upgraded skills following relevant training or improved skills assessment was 2%.

## GOAL 4 QUALITY EDUCATION

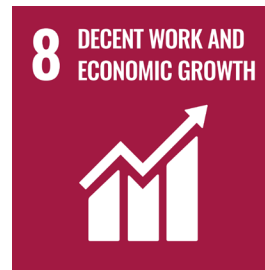


# OVERVIEW

## SUPPORTING OUR PEOPLE AND LOCAL COMMUNITIES

We intentionally rely on the local communities in the locations in which we operate. Fostering strong relationships based on trust and respect is not only the right thing to do, but it also makes business sense and allows us to be more sustainable.

### LABOR



## 3 GOOD HEALTH AND WELL-BEING



# GOAL 3 GOOD HEALTH AND WELL-BEING



AMS conducts a free medical check-up for all new and incoming employees and rigorous health screening and vaccination process before deployment. We also provided free annual medical screenings to our employees as a duty of care.

All deploying employees are provided with extensive medical insurance ensuring illnesses, disease, and ailments are treated with proper care. An extension on these policies include medical or political emergency evacuations done by a highly capable unpeopling and extraction company. As a company with strong interests in our employees, we are committed to their welfare whilst they are away from their homes and families for extended periods. For our local national employees, we work hard to ensure our employees have free medical insurance.





## GOAL 5

# GENDER EQUALITY

AMS increased their female senior and executive management by 10% to promote Women's Empowerment principles.

- We have commenced internal reporting on capturing gender equality data in operational locations.
- By 2026, increase women and disabled employed by 10% throughout the organization.
- By 2023, ensure at least one female candidate is interviewed for every senior management position.

AMS are proud of our corporate culture, which is based on our corporate values: can-do attitude, integrity, innovative thinking, initiative, ownership, respect and teamwork. AMS is committed to the principle of equal employment opportunity for all employees and to providing a work environment free of discrimination and harassment. All employment decisions at AMS are based on business needs, job requirements and individual qualifications, without regard to the following:

- Race, color, religion or belief.
- National, social or ethnic origin.
- Sex, including pregnancy.
- Age and disability.
- Sexual orientation, gender identity or expression.
- Marital, civil union or domestic partnership status.
- Past or present military service.
- Any other status protected by the laws or regulations in the locations where we operate.

AMS does not tolerate discrimination or harassment based on any of these characteristics.



## 8 DECENT WORK AND ECONOMIC GROWTH



### GOAL 8

# DECENT WORK AND ECONOMIC GROWTH

Safety of employees and the community is of extreme importance for AMS. We ensure that the highest levels of safety are adhered to when working at our sites, facilities and across our logistic supply chain. Our safety performance is enhanced due to an increased focus on leadership visibility, front-line supervision, safety ownership, intervention, barrier thinking and HSE reporting.

We take the occurrences of workplace accidents or any other incidents very seriously and investigate the root causes to prevent any such incidents from happening in the future. The occurrence of any unfortunate incident is accurately recorded, investigated, and analyzed. These details help us to identify the need for corrective actions and gives us opportunities for implementing preventive measures.

Preventative measures include planning, training and coaching, for example:

- ✓ Preparation of an emergency response plan
- ✓ Induction training and health and safety
- ✓ Electrical and workshop safety seminars
- ✓ First aid and fire marshal training
- ✓ Emergency response drills

For AMS, acting sustainability is integral to our core business activities. We are continuously seeking to use natural resources more wisely, create lasting relationships with communities where we operate, increase education and skills of the local labor force, and help small businesses become more resilient. Several of our corporate social responsibility initiatives are aimed at creating decent work and economic growth. In Somalia, 80% of our workforce was hire locally and provided with training needed to successfully perform their roles.



## GOAL 10

# REDUCED INEQUALITIES

AMS is committed to the principle of equal employment opportunity for all employees and providing a work environment free of discrimination and harassment. The employment decisions undertaken by AMS reduces inequalities within our organization and among the workforce in the countries we operate. We strive for diversity in leadership positions for the benefits of promoting skills and experiences leading to improved performance.

One of our most successful corporate social responsibility initiatives focused on providing opportunities for women participating in economic inclusion was the Women's Bakery in Afghanistan. This program created economic opportunities for Afghan women by transforming a traditional domestic skill such as baking bread into a profitable business. The bakery was a successful and self-sustaining enterprise that sold bread to our camp kitchens, which served over 7,000 meals per day.



# OVERVIEW — ENVIRONMENTAL



## MINIMIZING OUR ENVIRONMENTAL IMPACT

We consistently work to carry out our projects in the most sustainable manner possible. Through our integrated operating procedures which are designed to not only improve operational efficiency but also to reduce environmental impacts and costs.



## GOAL 6

# CLEAN WATER AND SANITATION

### OUR GOALS FOR WATER MANAGEMENT ARE:

- ✓ To improve efficiency in water usage.
- ✓ To increase the percentage of recycled water.
- ✓ To foster behavior that reduces the use of water.

We achieve this through upgrades in our water and sanitation facilities as well as increasing awareness and changing behaviors around water usage among staff, clients, and guests.

### WATER MANAGEMENT

Many of our operations are in locations without water infrastructure and many are also in arid landscapes. Providing water and maximizing the efficiency of its use is critical to our operations.

We use borehole water in locations where there is no mains supply, where necessary borehole water is treated, for example for excess salinity in our Somalia operation. We provide our workforce with clean water for kitchens, laundry, showers and toilets and potable water. We also use water in construction, for irrigation and for operations such as car washing.

We aim to maximize the use of treated grey water for operational requirements, for example the dirty water from our car washing operation in Somalia is processed through a sediment separation tank and cleaned through a three-stage osmosis process. The cleaned water is either reused for car washing or is used to irrigate banana plants. We follow strict operating procedures and use only WHO approved chemicals. All sewage water is treated and what is not being recycled, is drained into soakaways, which pose no risk to the environment.





## GOAL 12

# RESPONSIBLE PRODUCTION

### 12 RESPONSIBLE CONSUMPTION AND PRODUCTION



In each of our locations, AMS works to establish a way to safely dispose, recycle, and minimize the waste we produce. By minimizing the amount of waste we produce, we are reducing costs and more importantly, our carbon footprint. Our goals are:

- ✓ To reduce waste generation.
- ✓ To increase the amount of waste composted and recycled.

Typical solutions from across our operations include:

- ✓ Donating plastics waste to be recycled into clothing and accessories.
- ✓ Procuring food locally to reduce food waste.
- ✓ Supporting local organizations with donations of excess food.

Because of COVID-19, our goals to reduce waste have been challenging while promoting good health among our employees. We temporarily switched to single serve water bottles and individually wrapped plastic cutlery. We monitored our staff's health and hygiene practices and are now reintroducing water from shared coolers and reusable crockery and cutlery. We have appropriate sanitation measures in place to eliminate viruses and contaminants. We are back on track to reducing the carbon footprint of our operations.





## GOAL 14

# LIFE BELOW WATER



With over 15,000 tons of freight moved annually, our Supply Chain and Procurement services provide a complete end-to-end solution to ensure our clients goods arrive safe and secure, on time, every time. In order to mitigate our impact on marine life, AMS not only use multi-modal transportation but we have also centralized the procurement department to promote sustainable procurement practices. We use local suppliers whenever possible as long as the quality of goods and services are not compromised. In such cases, we transport goods internationally if the quality is not sufficient and they are not available competitively in the local market. This reduces our carbon footprint, helps us build local relationships within the communities we operate, and supports the local economy.

Our head offices are in the US and the UAE. We recognize the importance of maintaining an environmental focus no matter the location. The onus rests on the company to continue to reduce, recycle and reuse. In the UAE, our water bottles used by the staff are collected and recycled into sustainable products such as clothing and accessories. We operate out of shared coworking spaces to minimize our environmental footprint in our US, Uganda, and Kenya offices.



### Our goals are:

- ✓ To increase our plastics recycling across all locations where possible,
- ✓ To continually work to reduce our environmental impact by combining supply chain services.

## ANTI - CORRUPTION



AMS strives to ensure efficiency and effectiveness within day-to-day operations using the pillars of good governance and international standards no matter where in the world.

## OVERVIEW — GOVERNANCE

### 17 PARTNERSHIPS FOR THE GOALS



### GOAL 17 PARTNERSHIP FOR THE GOAL

We are committed to work with organizations whose values align with our own and have a set of widely available policies covering different aspects of our approach to sustainability and responsibility. These policies apply to employees, service providers and suppliers, as well as clients and visitors to sites.

To ensure that all our employees are clear about the standards we expect of them, we run a mandatory induction program for new hires and make the policies document available at all times. Induction programs are held in both English and local languages, to ensure everyone is included and has an opportunity to ask questions. Induction programs include training on anti-corruption and this is supported by a whilst blowing policy and helpline and non-retaliation policies. Regular communications and posters displayed around our sites serve to encourage people to raise concerns or report any malpractice they observe using our anonymous whistle blower channel. The channel is operated by a third party and provides the opportunity for employees to raise concerns 24 hours a day.

We carefully select our suppliers and clients and look to work with organizations that align with our own ethical values. All suppliers are required to adhere to our Supplier Code of Conduct which includes compliance with local and international laws, and a zero tolerance on slavery, human trafficking, child labor, and bribery and corruption both upstream and downstream.

AMS manages risk using an external law firm kept on retainer. These risks are further monitored and discussed at Executive Team meetings, and quarterly at Board meetings where they are properly understood, quantified and appropriately managed. Human activity, such as human rights and labor rights, culture diversity challenges and environmental impact, pose the greatest sustainable risk to the company.

AMS is committed to working with respect and integrity, fostering trust, goodwill and nurturing strong relationships with its employees, clients, suppliers, partners, and local governments and communities. In order to ensure compliance to our policies and procedures, we adhere to a strict code of conduct and ethics. Any incident of non-compliance with our codes of conduct or ethical values, by employees, suppliers or clients is investigated with appropriate responses and sanctions taken, including termination of employment and/or contract in worst cases.

### 16 PEACE, JUSTICE AND STRONG INSTITUTIONS



### GOAL 16 PEACE, JUSTICE AND STRONG INSTITUTIONS

# SUSTAINABILITY

## STRATEGY FOR THE FUTURE

AMS remains fully committed to the 2030 Sustainability Strategy. The COVID-19 pandemic provided us with the opportunity to commit ourselves to developing strategies that specifically focus on sustainability. We plan to work together to set goals, define target indicators, and develop medium to long term initiative programs.

Target indicators identify potential risk impact of each material topic before and after mitigating actions are taken. Operating procedures that consider environmental, social, and financial impacts on our decisions. Furthermore, we are cementing our role in developing the part we play in the world's shared plan to end poverty, reduce inequality, and protect the planet by 2030.



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ISO 9001:2015  
Quality Management Services



ISO 14001: 2015  
Environmental Management Systems



ISO 45001:2018  
Occupational Health & Safety Management Systems

**AMS**  
INTEGRATED SOLUTIONS