



TRANSGUARD GROUP

RAISING THE STANDARD:

TRANSGUARD GROUP

2022 SUSTAINABILITY REPORT





TRANSGUARD GROUP

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Message from our Director

When one of the UAE's largest companies pledges its commitment to corporate social responsibility, nothing is done by halves. With approximately 60,000 employees, Transguard has a well-established reputation as not only one of the biggest employers in the country, but as one of the nation's leaders in welfare, sustainability, community and economic initiatives. Since the 2016 launch of our CSR program, our responsive approach to the needs of our employees, our community and the world around us has grown beyond anyone's expectations. Galvanised by our 2021 announcement of our alignment with the UN's Sustainable Development Goals (SDGs), Transguard has continued to raise the bar for impactful business practices in the UAE.

Divided into four sections that represent each pillar of our CSR structure, this year's report reflects on our progress, celebrates our milestones and sets standards for our future. Whilst we are proud of how far we have come, we recognise that there is still much work to do, both in the region and on a global scale. We firmly believe it is within our gift to uplift not only the Transguard community but the community around us, and we are committed to creating a future that is better for the next generation.

Lena ter Laare
Director-Marketing & CSR





INTRODUCTION

For nearly two decades, Transguard Group has been regularly cited as one of the UAE's biggest success stories. In 2001, the company was known for two business offerings: cash in transit and security. While at that time four cash vans serviced a single client and our security team was exclusively dedicated to Emirates, Transguard's innovative and agile approach to business positioned the company for exponential growth.

Then as now, Transguard's strength has been its people, each of whom has contributed in remarkable ways to grow the business while serving the UAE and its citizens. Transguard's 60,000+ dedicated employees work tirelessly to position the company at the forefront of a wide spectrum of services, including Security, Cash, Facilities Management, Aviation, Hospitality and Outsourcing.

For information on all of our services, please visit www.transguardgroup.com.

Testimonial

"Transguard has embedded sustainability as a part of its corporate strategy and is quite engaged with its stakeholders for the annual review, planning and implementation of its sustainability goals. Transguard's CSR and sustainability initiatives also derive inspiration from current global, regional and local trends and priorities, and are backed by suitable policies at an organisational level. With Dubai Chamber Center for Responsible Business, the company is very much involved in the Sustainability Network for continuously learning best practices in sustainability, is also quite active with Engage Dubai for corporate volunteering and is continuously involved in self-assessments with its sustainability performance through the Dubai Chamber CSR Label framework."

Dr. Sangeeta Sharma

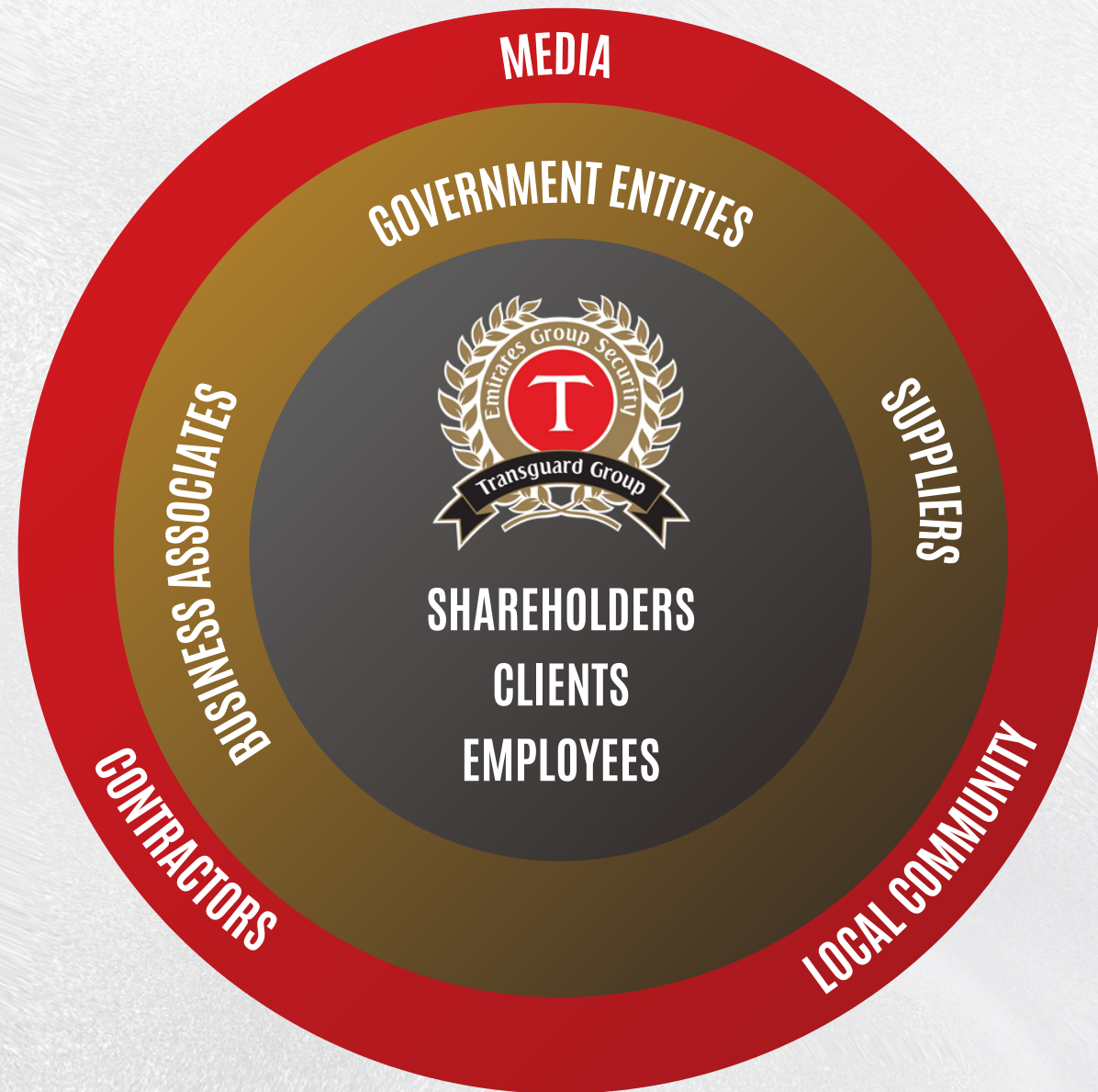
Program Manager CSR

Dubai Chamber

غرفة دبي
DUBAI CHAMBER



OUR STAKEHOLDERS



Transguard's success rests upon our ability to meet and exceed the expectations of our stakeholders, both internal and external. In the most immediate sphere of stakeholder influence are our shareholders, clients and employees.

As a joint venture between Emirates Group and Al Hail Holding, Transguard's shareholders play a dynamic role in the growth and development of the business. In constant contact with senior leadership, our shareholders are kept abreast of company developments through monthly updates, quarterly meetings and annual reports.

Our clients are Transguard's partners in success, and our ability to holistically understand and fulfil their requirements has helped shape our approach to business. Client interactions include regularly scheduled meetings, media announcements and events.

OUR STAKEHOLDERS CONTINUED

Our employees are at the heart of everything we do, and their health, safety and welfare are paramount to our ability to grow as a business. Transguard's team of Employee Welfare and Recreation Coordinators are available around the clock to address their concerns, and all employees benefit from multiple opportunities to provide feedback via dedicated tablets, social media and regular management visits to the accommodations.

In 2021, Transguard introduced the self-built Employee Services Portal, which gives all employees instant access to their holiday allowance, salary slips and more. In 2022, more services were added, such as rosters, scheduling for training and medical tests and disciplinary details. Transguard Group is also proud of its TG Rewards programme, which offers all employees (including those at site) discounted rates on driving schools, money exchange houses, restaurants and more.



Transguard Rewards is a discount programme for all employees and offers discounts on a wide variety of services throughout the UAE

OUR STAKEHOLDERS CONTINUED



Top: Members of Transguard Group Security Services worked with SIRA to provide discounted rates for mobile services for security guards

Bottom: Transguard employees contributed to the overall collection of 16,293 kg of waste from sites across four emirates during the UAE Clean Up Drive in December 2022

Transguard's stakeholder engagement also includes government entities, such as SIRA, and regular communication ensures that our activities meet federal standards while positioning us as the premier manpower provider in the country. Business associates and suppliers round out the second layer of our stakeholder map, with consultations and feedback occurring on a regular basis.

The final element of our stakeholder map includes the local community, the media and contractors. Particularly in terms of the community, Transguard employees are well-known for their participation in desert and beach clean ups, as well as donation drives, which are all conducted in partnership with registered, recognised government entities. The media is also well acquainted with our activities via press releases and social media.

TRANSGUARD'S FINANCIAL PERFORMANCE FY21/22

In FY21/22, Transguard Group achieved a profit against the stark background of the global pandemic. This success in the wake of uncertainty was the result of our ability to identify and respond to gaps in the market across multiple industries, a momentum that we are continuing to drive today.

Key Performance Indicators AED 000's	Actual 2021-22	Actual 2020-21	Actual 2019-20	Actual 2018-19
Revenue	2,168,670	1,870,261	2,554,132	2,578,618
EBITDA	230,492	214,390	450,828	265,454
EBITDA Margin %	11%	11%	18%	10%
Operating Profit	141,655	70,058	279,084	218,248
Operating Margin %	7%	4%	11%	8%
Profit Attribute to the Owner	109,813	32,104	233,578	186,780
Profit Margin %	5%	2%	9%	7%

Testimonial

"As an NGO that is in the activity of enhancing the lives of blue collar workers in Dubai, SmartLife has found Transguard Group to be a very professional organisation. While to some companies CSR initiatives and empowering their employees might be a box to be ticked and nothing beyond, Transguard is a progressive entity that works towards the genuine welfare of their employees. As a collaborating partner it has been a fruitful relationship that SmartLife enjoys with Transguard Group and we look forward to doing more with them."

Manjula Ramakrishnan

President
SmartLife



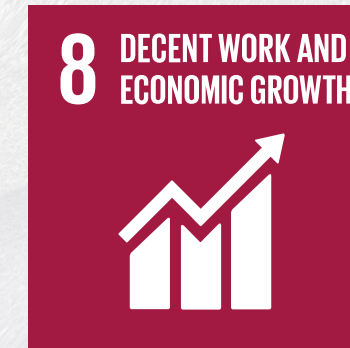
PRIORITY

SDGs

In 2019, Transguard declared its intention to officially align itself with the United Nations' Sustainable Development Goals (SDGs). Already certified under a number of international standards (including ISO 9001:2015, ISO 14001:2004, OHSAS 18001:2007, ISO/IEC 27001:2013 and ISO 39001:2012), Transguard remains firm in its commitment to meeting and exceeding global standards.



THE GLOBAL GOALS



Testimonial

"When two institutions have such a genuine and beautiful relationship, we cannot but say that we are like a family. For the past few years, Transguard has shown its care and support to DCSN more than once. In particular, I would like to mention the enthusiasm and fun that your games and team brought to every single person who attended DCSN's Family Winter Fair in December 2021. The volunteers did a great job and were always very professional in running the stalls and very friendly and helpful. We cherish your friendship and look forward for a continuous partnership hand in hand in lighting the path of our students towards a brighter future!"

Tania Boutros
PR Coordinator
Dubai Center for Special Needs



ENVIRONMENT



Solar panels on the rooftop of one of Transguard Group's accommodations

The last few years have provided Transguard a successful platform from which to support local environmental issues in alignment with UAE Energy Strategy 2050 and UAE Net Zero by 2050. Transguard is committed to continuously assess its environmental impact and strives to be a proactive corporate organisation with a particular focus on achieving sustainable, efficient and low carbon emission facilities and operations. The business has taken serious steps to mitigate its environmental impact (water and energy consumption, scrap recycling, etc.) by implementing multiple initiatives throughout the business.

In 2020, Transguard Group consumed around 180 million gallons of water across its properties. In 2021, Transguard expanded its water savings projects to all accommodations, which resulted in a 12.3% reduction in water usage per head, or 24 million IG of water. These projects included:

- The installation of two grey water recycling plants
- Completion of two new AC condensate recovery projects
- Implementation of three high-efficiency plumbing fixture projects

Highlights

- Recycled 19 million gallons of grey water, which was reused for our flushing system
- Saved 3 million kWh across Transguard's entire property portfolio as well as 3.8 million kWh across our clients' portfolios. Together, this equals the greenhouse gas emissions avoided by recycling more than 205,000 bags of waste instead of adding them to a landfill
- Generated 729,005 kWh of clean energy through the Shams Dubai Initiative
- We collaborated with Emirates Environmental Group (EEG) and handed over 111 kg of plastic as part of the "Let's Reduce & Recycle Campaign" managed by Dubai Chambers
- Transguard's solar panel project in one accommodation feeds power back to the DEWA grid for nine months of the year
- Replaced more than 2,000 inefficient lights with LED lights and upgraded more than 1,000 HVAC systems across multiple accommodations
- Implemented IoT technology to further reduce energy consumption and CO₂ emissions

1,946
metric tons

Transguard's reduction in greenhouse gas emissions
between 2020 and 2021

ENVIRONMENT

PRIORITY

SDGs



Progress on Targets 11.1 and 11.2

- 2 onsite medical facilities
- 18 accommodation facilities
- 1,220 solar panels

Progress on Targets 13.1, 13.3 and 14.1

- Investment of AED13 million in environmental initiatives
- 12.3% reduction in electricity and water costs from 2018 to 2021

Progress on Target 15.3

- 100 Transguard volunteers contributed to the collection of more than 16,000 kg of waste during the Clean Up UAE campaign in December 2021
- Collected 358kg of plastic and 177 mobile phones as part of the "One Root, One Communi-Tree project" (Phase 2) from the Emirates Environmental Group; this allowed us to plant five trees for the "For Our Emirates We Plant" initiative

Testimonial

"When most people talk about sustainability, they tend to only focus on energy and water usage but in reality, sustainability should be more personal. For example, how we lead our daily lives being considerate of our planet and of other people's well-being, not to mention the intentional implementation of sustainable business operations. I am lucky to be part of an organisation in which top management gives the utmost importance to environmental sustainability and its employees actively participate in and are passionate about carrying out these initiatives."

Shariq Hasan

Head - Facilities Management

Transguard Group



PEOPLE

With more than 60,000 employees, Transguard is a community within a community, and as such we place the health, safety, happiness and well-being of our employees as a top priority.

This begins with our robust Health, Safety and Environmental Management system, which is certified to ISO 45001:2018 and ISO 14001:2015 standards and provides high-quality HSE and welfare for our people while setting, measuring and achieving consistent, world-class standards. Examples include a comprehensive and well-established escalation process for all near misses and accidents, as well as a regular reporting framework with Transguard's Leadership Team and Board.

Most importantly, Transguard employees are also protected by the fact that the intrinsic values of human rights are deeply embedded in our culture and policies, including fair treatment, ethical conduct, development of talent, zero discrimination, equal opportunity and associated remuneration and decent work conditions.



Above: An example of Transguard's designations at the Centre of Excellence

Below: Women from HQ celebrated the opening of Transguard's first female gym and announced the launch of the company's Period Positivity campaign, which provides free monthly sanitary products to all female site-based employees

This strict adherence to human decency allows us to offer job opportunities that support our employees' communities and families, which then raises their standard of living. These opportunities are underscored with access to training, all of which takes place in Transguard's dedicated Centre of Excellence (CoE), a 38,000 square foot facility that has been in operation since 2017. With more than 3.5 million training hours for more than 106,700 staff, our employees are trained on new products, services and regulatory requirements, all of which are prepared in line with the needs of each business unit. We pride ourselves on our ability to upskill our staff through various self-provided courses, including Information Lifecycle Management, Lean Six Sigma for site based/HQ staff, BICSc, English courses, Management Services Organisation and more. Refresher courses are also conducted for employees on an annual basis by CoE and/or regulatory bodies. Resources are verified daily by operation supervisors at the end of each shift and training efficiency is assessed through written and/or practical assessments.

Providing a healthy workplace and safe residential space is the centrepiece of our activities, and our recreation, welfare and accommodations teams work tirelessly to deliver all manner of events and opportunities, including various sports leagues such as cricket and football, virtual quiz nights, live musical performances, health awareness talks and other initiatives.

We pride ourselves on our ability to upskill our staff through various self-provided courses



Transguard's Chief Financial Officer Nick Beer presents an Employee of the Month certificate during a recent recognition ceremony in HQ

Transguard Group is committed to attracting and retaining high-performing employees, as well as facilitating the career development of those who make a valuable contribution to the company's ongoing success. Having the right person in the right place at the right time is crucial to Transguard's performance and success, which is why the hiring of UAE nationals is also an integral part of our on-going recruitment strategy.

Highlights

- 110 nationalities
- 1,549 volunteers for internal and external company events from 2018 to 2022
- 4,029 hours volunteered from April 2021 to October 2022
- 4,493 recreational activities from April 2021 to October 2022
- 30% female representation in Transguard's Extended Leadership Team (Senior Managers and above)
- 33% female representation in Transguard's senior Leadership Team (Directors and above)
- 1,725 employees trained on Lean Six Sigma since 2016
- 1,872 applications for internal vacancies on our dedicated web page from January 2022 to November 2022

33%
of senior leadership
roles held by women

Transguard's Leadership Team is responsible for guiding the overall growth of the business and is comprised of Directors from operational and support functions; of the nine members, three are female

PEOPLE

PRIORITY

SDGs



Progress on Target 1.2

- Growth of team dedicated to upskilling site-based employees with 12 months tenure and a clean disciplinary record
- Launch of transguardgroup.com/internalvacancies, a page exclusively dedicated to internal promotions

Progress on Targets 3.5 to 3.6

- 4,493 recreational activities from April 2021 to October 2022
- 2 onsite medical facilities
- Free sanitary products available to all site-based female employees

Progress on Targets 4.3 to 4.4

- 1,725 employees trained on LSS since 2016
- 11,491 Continuous Improvement (CI) log ideas submitted since 2016
- 106,700 learners at Transguard's Centre of Excellence (CoE) since 2017
- 3.5 million training hours at CoE since 2017

Progress on Targets 8.2 to 8.6 and 8.8

- Distribution of more than 5,000 welcome kits for new employees since January 2022; kits include soap, a toothbrush, deodorant and other essentials
- Promotion of 1,140 employees in site-based roles from April 2021 to November 2022
- Continued Year-on-Year reductions in Accident Frequency Rates
- 5 university student participants in Transguard's Summer 2022 internship programme

Progress on Target 16.5

- In 2022, Transguard's Professional Standards and Compliance team doubled in size

Testimonial

"Transguard's CSR initiatives plays a vital role in the community. It is continuously engaged in many prestigious campaigns to contribute for sustainable causes, such as cleanup drives, recycling drives and conservation efforts. Our CSR programme gives a platform for all aspects of social networking, interaction and best practice-sharing between members in the community. I am extremely proud to be part of Transguard's CSR journey."

Alpana Sinha

**Senior Manager - Billing Operations and Assurance
Transguard Group**



MARKETPLACE



In 2022, Transguard made a number of significant announcements with market implications, including an overview of its support for Expo Dubai 2020, key wins of more than AED500 million in two divisions, as well as the meteoric growth of our Security division, which is now the largest private firm in the UAE. With more than 1,000 clients across all seven emirates, Transguard's positive influence on businesses, citizens, residents and visitors cannot be overstated.

In 2022, Transguard Group announced that its Security division employs more than 17,000 professionals, making it the largest private security firm in the UAE

Transguard Cash not only scored highly in all the criteria for the Dubai Quality Award but also secured the highest 7-star rating in the Gold Category. A key reason for the nomination is Transguard's training and development programme, which includes Lean Six Sigma education for all headquarters-based employees, as well as training for site-based staff at Transguard's Centre of Excellence.

Highlights

- With 17,000 security professionals, Transguard is the nation's largest private security firm
- More than 3,000 staff provided support for 17 pavilions at Expo Dubai 2020
- More than AED500 million in Security and Facilities Management contracts was secured by August 2022
- More than 1,000 clients in all seven emirates
- Transguard Group received the CSR Advanced Label certification from Dubai Chamber in October 2021
- Transguard Cash was awarded the DQA Gold Award (7 stars) in March 2022

17,000
security
professionals

This elite group is composed of multiple specialist teams, including security guards, Executive Protection, a K9 unit, Event Security, Systems Integration and Cash management

MARKETPLACE

PRIORITY

SDGs



Progress on Target 1.2

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Progress on Targets 4.3 to 4.4

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- 106,700 learners at Transguard's Centre of Excellence (CoE) since 2017
- 3.5 million training hours at CoE since 2017

Progress on Targets 8.2 to 8.6 and 8.8

- 5 university student participants in Transguard's Summer 2022 internship programme

Progress on Target 16.5

- In 2022, Transguard's Professional Standards and Compliance team doubled in size

Testimonial

"For over six years, Transguard has collaborated with Manzil Centre to promote diversity, equity, and inclusion. Our engagement with Transguard has aided us in taking measures toward empowering People of Determination. Our students have had the opportunity to get trained by the IT professionals and learn important vocational and social skills. Even at times of difficulty, like the Covid-19 crisis, they continued to assist our students by allowing them to do sessions virtually. We are extremely appreciative of the Transguard team's continued support, which has included volunteering and making significant contributions to the Manzil mission."

Dr. Ayesha Saeed Husaini

Director

Manzil Center





Sonam Bhutia, Manager - CSR, at the Dubai Cares "We Stand Together" initiative in September 2022

COMMUNITY

Since the early days of Transguard, a deep connection with the community has been a priority. Particularly considering that our various workstreams touch virtually every aspect of life in the UAE, Transguard has made every effort to invest its time, talents and abilities in charitable initiatives that have a direct impact on the community around us.

While certain activities were restricted due to Covid-19, Transguard has continued to play an active role through various volunteering initiatives. These include networking for advocacy with sustainability groups as well as donation and volunteer work with Manzil School, Red Crescent, Al Noor, Dubai Cares and others. Transguard has also participated in other activities, such as the Emirates NBD Unity Run in November 2021 and the Dubai Cares "We Stand Together" initiative in September 2022.

One unique aspect of Transguard's CSR initiatives is the ability to give back to organisations who do so much fantastic work in the community. Our skilled manpower teams volunteer their time and talents to provide a wide array of free services to these vital groups, including the installation of CCTV systems, painting classrooms, moving services and more.

In October 2021 Transguard also participated in Dubai Chamber's Engage Dubai Programme by collecting 25 boxes of sanitary items and dish washing soap for our community partner, the Beit Al Khair Society.

Highlights

- Annual participation in the Dubai Fitness Challenge
- 26 CSR initiatives to support community needs from January 2022 to November 2022
- Collected 59 units of blood from 37 Transguard employees during our first blood donation drive in collaboration with Dubai Health Authority in February 2022
- 40 Transguard employees volunteered more than 115 hours for the Dubai Center for Special Needs (DCSN) Winter Fair Carnival in December 2021
- In November 2021, 13 Transguard athletes participated in the 3km run/walk to support People of Determination
- As a Dubai Engage Member and in partnership with Emirates Red Crescent, Transguard donated 90 kg of rice as part of "Give and Gain 2021 - Ramadan Campaign for Employees Volunteering" to fight food insecurity
- In 2022, Transguard employees donated more than 300 kg of stationery items for the "Education for All" collection drive sponsored by Emirates Red Crescent and Dubai Chambers

4,493
recreational
activities

From 2021 to 2022, Transguard initiated more than 4,000 recreational activities in both our accommodations and head office. Topics included education, recycling, health, wellbeing and sports activities, among others

COMMUNITY

PRIORITY

SDGs



Progress on Target 1.2

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Progress on Targets 8.2 to 8.6 and 8.8

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Progress on Target 15.3

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CONTACT

Thank you for supporting Transguard Group's sustainability efforts.

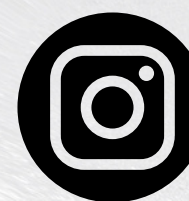
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