

**ANNEX A – ENTERPRISE RISK & RESILIENCE POLICY STATEMENT**

1. GardaWorld Security Services Middle East & Africa provides security services in circumstances where weakened governance creates complex, hostile and fragile environments. These are, by their very nature, fraught with uncertainty. Our clients rely on us to operate in a manner that enhances human safety and security and which protects assets (both tangible and intangible) while maintaining respect for international law, local laws and human rights. We conduct our operations – and thus achieve clients' objectives – by managing risks to all of our stakeholders including; our clients, persons working for us and on our behalf, affected communities and our supply chain. In the event that a disruptive or undesirable event<sup>1</sup> occurs, we manage the full range of resulting impacts, minimising adverse effects and restoring our services, rapidly and seamlessly. GardaWorld accomplishes this through a single, holistic, **enterprise-wide risk and resilience management system** which will remain compliant to international standards of best practice; **ISO 22301** (Societal Security – Business Continuity Management Systems) and with **ISO 31000** (Risk Management).

2. Risk and resilience management is not a standalone activity. It is achieved by the integration of legal, social, occupational, cultural, and environmental concerns into all aspects of our business process, our interactions with stakeholders and when developing appropriate pre-emptive measures to protect the human and physical assets entrusted to our care. Led by the Senior Leadership Team, risk and resilience is the responsibility of every GardaWorld manager, member of staff and contractor – it is built into the very DNA of our management process and our approach to service delivery. We will minimize the likelihood and consequences of a disruptive or undesirable event by:

- a. **Prevention and Protection.** We identify, assess and treat risks before they occur. Based on a thorough analysis of likelihood and impacts, we protect our most vulnerable and business-critical assets while maintaining robust plans for emergency, incident & crisis response, business continuity and recovery.
- b. **Preparation.** We constantly monitor the full spectrum of risks to our organisation and our clients, enabling us to escalate our level of readiness and invoke specific contingencies for managing risks and/or responding to crises and incidents. We maintain the highest levels of preparedness through an all-inclusive programme of training, rehearsal, exercising and plan review based on lessons identified during that process.
- c. **Response and Recovery.** Following any incident or undesirable event, we will respond rapidly and proportionately to manage the impacts and restore stability. Our plans, designed around an all-hazards approach, are capable of meeting every challenge, regardless of scale or complexity. By invoking a comprehensive range of contingencies, we will restore all of our most urgent and critical services and subsequently recover our full range of business functions as rapidly as possible.
- d. **Learning and Improvement.** We will prevent the recurrence of disruptive/undesirable events and enhance our levels of preparedness through a rigorous cycle of continual improvement, training and exercising at every level. We are committed to learning the lessons of our successes and failures as well as those of others. We will examine our performance and invite external auditors to critically assess our capabilities - all in order to remain at the leading edge of best practice.

By managing uncertainty effectively, we will create opportunity. Our clear and demonstrable commitment to responsibility and best practice is a key contributor to realising our corporate mission and vision.

Approved By:



**Oliver Westmacott,**  
**President & Chief Operating Officer**

Date: 2 June 2020