

Security Solutions (Response)

Business & Human Rights Resource Centre

March 15, 2021

Security Solutions thanks the *Business & Human Rights Resource Centre* for their ongoing effort in amplifying important voices to build transparency around human rights around the world.

We would also like to extend our thanks to our long-standing partners and clients who have put their trust in Security Solutions in the past decade.

Being a part of an industry that touches the lives of many puts us in the privileged position of tirelessly working towards providing a safe and fair working environment throughout our workforce.

The latest report put forward by the Business & Human Resource Centre sheds light on important issues and allegations that Security Solutions takes very seriously.

While we will continue to investigate these and all accusations, Security Solutions completely denies these allegations that have been put forward through this letter. We are, however, grateful for the opportunity to respond.

A. “Non-payment of workers’ wages and end-of-service benefits.”

We pride ourselves in leading the way with what we believe to be fundamental worker rights; wages paid on time, dignified and safe accommodations, and ensuring a fair and flexible working environment.

Security Solutions is fully committed to the worker's employment contract, which covers fair compensation, end-of-service benefits, vacations, air tickets, days off, and overtime. The regulatory bodies in the Kingdom of Bahrain protect these important rights that we have been committed to for over a decade through clear documentation and recording.

Security Solutions is confident that all our contracts are in entirely and absolutely in line with the labour law in the Kingdom of Bahrain.

We have taken additional measures to align ourselves with the regulatory bodies' policies around financial crime and fair compensation. Security Solutions was among the first to implement strict measures to ensure cashless wage compensation across its entire fleet to ensure its workers are paid in a streamlined manner and on time.

B. “Terminating the visa of a worker because he had asked to return home for a vacation and not providing him with an air ticket.”

Security Solutions works extensively with various government agencies and expatriate protection centers, different embassies, police stations, and other governmental regulatory bodies to safeguard its commitment towards the worker. For ten years, Security Solutions led the industry with practical and thorough processes and principles that enrich and protect the lives of those who serve our many clients.

We have no policy towards terminating workers for taking their annual leave or requesting an air ticket, both of which is strictly protected by the worker’s employment contract and enforced by the regulatory bodies in Bahrain.

C. “Routinely discriminating against some workers on the basis of nationality – paying Asian workers higher than African workers for identical work.”

Over the years, we pride ourselves in having built a diverse workforce with different backgrounds from over 30 countries.

We do not tolerate any deviation from our code of conduct around discrimination or discriminatory behavior. Security Solutions compensates its workers fairly based on their previous working experience and qualifications and not based on their nationality.

D. “Not permitting African workers to have a day off and not paying them overtime.”

We are and have always been committed to protecting the lives and well-being of our workforce, being among the first to implement far-reaching guidelines for onboarding migrant members who come from different cultural backgrounds. These guidelines help ease the transition into a new, unfamiliar environment through insightful inductions, personalized experiences, and financial-aid programs.

Security Solutions does not restrict any of its workers from taking a day off as communicated in their employment contracts and working schedules or from receiving rightful compensation for any overtime that is worked.

Security Solutions believes in transparency and accountability; we recognize that being a leader in this industry in Bahrain exposes us to criticism, both valid and otherwise.

- We will continue moving forward on our path of improving and optimizing our audit procedures and documentation processes to avoid any possible misconduct or falsification of information. These audits will help us ensure corrective action is taken where needed.

- Additionally, we are prepared to make an effort to continue aligning our goals and values with that of our clients' Human Rights policies, general codes of conduct, and suppliers' codes of conduct.

We strongly believe that Security Solutions and its partners can continue making a positive difference in the lives of thousands of individuals and their families.