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ARB SECURITY

HUMAN RIGHTS RISK ASSESSMENT



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1. Introduction

ARB Security considers that human rights are inherently pertinent to all human beings, whatever their national or ethnic origin, religion, language, place of residence, sex, color, or any other status. All its staff and service employees are equally entitled to their human rights and basic standards of treatment without discrimination.

In this context, it considers that their human rights are interrelated, interdependent and indivisible.

ARB Security support the Voluntary Principles (VPs) on Security and Human Rights initiative, launched in December, 2000 and agree to implement VPs in a manner that ensures respect for human rights, which cover Human Right Risk Assessment, Interaction with Public Security Providers and Interaction with Local Community where our company offers its security services and exerts its activities.

1.1. Purpose

The purpose of this Human Rights Risk Assessment (HRRA) is to provide an easy-to-refer document, where the most risks against Human Rights in the context of exerted security services and activities of ARB Security are pondered and considered, weaknesses and vulnerabilities are identified, and the most plausible mitigation measures are proposed.

1.2. Scope

The scope of this HRRA encompasses the human rights risks as they have appeared in ARB Security services and activities in all over Albania, where the most of safeguarded and secured premises/facilities are located, during the last three years, with some assumptions for the near-to-mid future, regarding how different categories of human rights risks might affect its staff and service employees as well as the community where the facilities are safeguarded and secured by ARB Security.

1.3. Methodology

From the methodological point of view, the HRRAs attended regularly by ARB Security staff. For this reason, it considers facts and statistics from the available documents related to the human rights situation in Albania as a whole and within our company specifically. Furthermore, human rights experts are interviewed on the human rights situation of the regions where our personnel is deployed, more focusing in Tirana, Fushë-Krujë and Durrës regions.

Human rights organizations and society's representatives in Albania have been contacted to get their advice on how to better deal with human rights by respecting the human rights of our staff and how our staff will respect the rights of others with whom they interact. Our staff has taken place regularly in the trainings that has been organized and conducted by TAP Albania and they are certified for their knowledge and even their ability as trainer of trainers.

1.4 Key International Human Rights Agreements and Initiatives

ARB Security, while conducting its periodical HRRAs considers the key international agreements that set human rights standards as following:

a. The United Nations

- Universal Declaration of Human Rights
- International Covenant on Civil and Political Rights
- International Covenant on Economic, Social and Cultural Rights
- Basic Principles on the Use of Force and Firearms by Law Enforcement Officials
- Code of Conduct for Law Enforcement Officials
- Convention against the Recruitment, Use, Financing and Training of Mercenaries

b. International Labour Organization: Declaration on Fundamental Principles and Rights at Work.

c. Other Relevant Initiatives: International Code of Conduct for Private Security Providers, which:

- Guides the conduct on use of force, detention, identification and registration of personnel, training (including management of weapons and use of firearms), incident report and grievance procedures, and
- Also sets expectations in terms of zero tolerance for harassment, sexual violence, torture, or other cruel and degrading treatment, which all complement the VPs.

2. General findings.

- The most of the facilities safeguarded & secured by ARB Security are spread out in many districts of Albania, especially in Tirana, Durrës, Elbasan, Korçë, Fier, Berat, Sarandë, Shkodër, Fushë-Krujë regions, which corresponds to the Middle, South-Eastern and Western of Albania. This means that the HR situation in our company is affected in a way, from the HR situation in Albania as a whole.
- The business that takes place in these environments is of different nature, mainly in the field of services, whose success is based on interaction, networking and relationships with clients. The main facilities that our company safeguard and secure are business centers, social-administrative centers, banks, residences, and some major projects such as cement plants in Fushë-Krujë region, Trans-Adriatic Pipeline in Korçë, Fier and Beratas well as Hydro Power Plans (HPPs) in Banja and Moglicë run by the Norwegian State Company "Statkraft", etc.
- Thousands of people receive services and carry out the daily activities in above premises and environments, every day. They are of different ages and social categories, such as employees, farmers, students, retirees, children, foreigners, and specially disabled persons. As abovementioned, the nature of security service of ARB Security's personnel is meeting and interacting with people on daily basis, which obviously implies the human rights. This means that the risk of the violation of HR may be of very different nature and severity.

In this context, ARB Security has identified that most plausible situations in its activities and services from which may derive implications, disrespect and / or abuses concerning Human Rights.

3. Human Rights situation in Albania.

Regarding the employment, in the Country Reports on Human Rights Practices for 2018 from Albanian Helsinki Committee, international organizations and the United States Department of State, Bureau of Democracy, Human Rights and Labor, it has been identified mainly that:

- Albania has some level of preparation on social policy and employment. Some progress was made on increasing labour market participation and on improving the quality and effectiveness of labour market institutions and services. Albania has continued to restructure its employment governance system, as stipulated in the new law on vocational education and training. The employment rate and labor market participation remain low, and the informal economy is still a significant job provider.
- Discrimination in employment and occupation occurred with respect to gender, disability, sexual orientation or gender identity, nationality, or ethnicity. The commissioner for protection against discrimination reported that most allegations of discrimination involved race, sexual orientation, economic status, or disability.
- While the law establishes a 40-hour workweek, individual or collective agreements typically set the actual workweek. The law provides for paid annual holidays, but only employees in the formal labor market had rights to paid holidays. Many persons in the private sector worked six days a week. The law requires rest periods and premium pay for overtime, but employers did not always observe these provisions. The government had no standards for a minimum number of rest periods per week and rarely enforced laws related to maximum work hours, limits on overtime, or premium pay for overtime, especially in the private sector. These laws did not apply to workers in the informal sector, such as domestic employees and migrant workers.
- Workers often could not remove themselves from situations that endangered their health or safety without jeopardizing their employment. Employers did not effectively protect employees in this situation.

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- Little progress was made in linking the reform of social assistance.

As for other scopes of Human Rights, ARB Security has identified its specific situations where may be identified violations such as the right of movement, the right to own property, the right to freedom of expression, etc.

4. Human rights' risk assessment.

The ability to accurately assess the risks present in our operating environment has been deemed important and critical to the security of personnel, local communities and assets; the success of the Company's short and long-term operations; and to the promotion and protection of human rights. In some circumstances, we have been trying to obtain extensive background information from different sources; monitoring and adapting to changing, complex political, economic, law enforcement, military and social situations; and maintaining productive relations with local communities and government officials in Albania.

- The right of movement, such as stopping and/or delay people going to work, school, farming, shopping etc., while provide the security services in Banja and/or Moglicë Hidropower, Fushë Krujë Cement Factory, TAP Compressor Station, etc. These facilities that are contracted by ARB Security for their security are located in areas through which the local population is obliged to move crossing them.
- The violation of the right to own property may be identified while preventing people from working at the lands that previously belonged to the private local owners and later has been bought by the enterprisers, as it is the case of Trans-Adriatic Pipeline and Hydro Power Plans (HPPs) in Banja and Moglicë.
- The right to freedom of expression and assembly by confronting and exceeding the use of force in case of in the event of employee protests against the administration for better pay or working conditions as well as the communities' protests against the administration for issues related to the protection and upgrading of the environment, noise, pollution etc.
- The right to privacy by transgressing codes of conduct and asking the delicate and intimate questions during the check of personnel entering the

premises; moreover attempting to check intimate parts of women. Also, since we use the permanent monitoring via technical means – CCTVs, information can be shared without the person's consent violating the right to privacy.

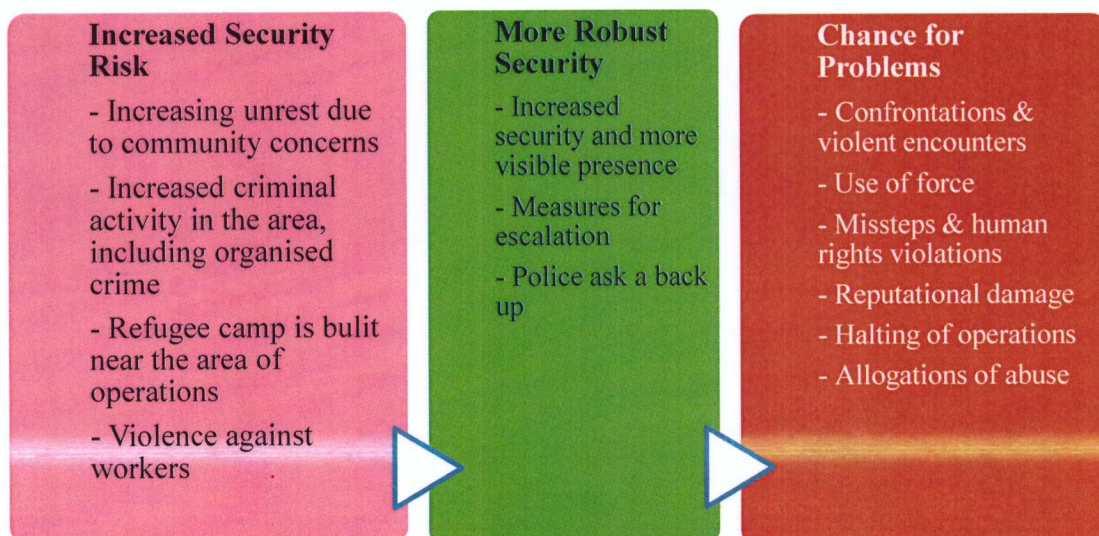
- Freedom from arbitrary arrest or detention through aggressive and violent behavior, and by not assessing the risk that the person may present. Quick and unreasonable decisions can have a detrimental effect on the mental state of detained personnel, which may cause self-injury and irritation to relatives and friends.
- The right to non-discrimination and equality is an inner issue that should be addressed by the ARB Administration, by not permitting of people selection through personal recognition or bribery, etc., with regard to applicable regulations or urgent needs. For this reason ARB Security has set up a Selection Board of the personnel that applies to be employed in our company. For this reason, it is the policy of the ARB Security that all security guards be recognized, educated and respected by the administrators and supervisors of our Company. Our policy is focused to apply a transparent and fair recruiting system avoiding intrusions or bribery. Once recruit them, they know their duties and rights and then sign the contract, which is based on Albanian legislation and some specifics that some international companies have, such as Tran-Adriatic Pipeline regarding this issue. Also, the approved job evaluation system is transparent and realistic discussing and sharing the attitudes between the evaluators and evaluated person.
- Right to health and to an effective remedy by providing the uniform and personal equipment according to seasons and weather conditions, and specifics of some clients in order to enjoy a good health and avoid various diseases, especially communicable diseases. Access to hospitals and health centers for checkup as well as pay for the health insurance and pay sick leave under Albanian legislation. We have in place the Communicable Disease Procedures and Plan activating to address the Corona (Covid-19) Virus.
- Right to work, just and favorable conditions at work, by establishing the normal and safe conditions to security service personnel giving the priority

to safety, in order to protect life, health, property and the environment and take all measures reasonably necessary or proper to provide safe Service conditions. These measures are and should be attended to remain in accordance with the Albanian Legislation and specifics of some clients such as Trans-Adriatic Pipeline in terms of the personnel treatment, salary and other individual needs to be completed by ARB-Security.

- Right to social security by paying the social insurance per every employee and recognizing as a human right having the right to social security assistance for those unable to work due to sickness, maternity, employment injury. Social security systems is provided for by the Government of Republic of Albania having the social insurance programs, which provide earned benefits for the employees by employment contributions.
- Right to freedom of thought, conscience and religions by not imposing any restriction and without having any case of infringement of this right. Although there are different orientations and attitudes on this right, they have not become part of the discussion at work; even in the leisure the discussions and exhortations are very gentle.

5. Security Operations vs Human Rights

As a guidance, Arb Security has depicted the following correlation the obligations to provide security and the obligations to respect Human Rights:



ARB Security implements the VPSHuman Rights aiming to avoid any violation, regardless the increased security risk and provide more robust security, enabling to:

- Maintain positive relationships with the clients, communities, and other key stakeholders.
- Protect people and assets.
- Prevent disruptions to business operations.
- Contribute to stable operating environments.
- Provide assurance and evidence of adhering to contractual requirements.
- Enhance company reputation.
- Provide clarity on roles of company, private security and public security.

6. ARB Security future commitments

Based on the above situation of human rights within ARB Security activities and services, it is committed to adhere international and national requirement as well as its policy, in order to effectively address the human rights its staff and service personnel, local communities and businesses' citizens we provide security for, adverse human rights impacts within our operations and the value chain based on the key International Human Rights Agreements and Initiatives. In this framework, ARB Security is committed to:

- Strictly adhere the Volunteers Principles on Security and Human Rights (VPSHR) policies and procedures
- Make sure that its employed security personnel are familiar and trained with Human Rights and VPSHuman Rights.
- Consult regularly with local communities about the impact of its security arrangements on those communities.
- Recruit individuals that haven't been implicated in human rights abuses,
- Train its security personnel to use force only when strictly necessary and to an extent proportional to the threat, to exercise restraint and caution in a manner consistent with applicable international guidelines regarding the local use of force, including the UN Principles on the Use of Force.

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- Train its security personnel to respect the rights of individuals while exercising the right for freedom of association and peaceful assembly, the right to engage in collective bargaining, or other related rights of employees as recognized by the Universal Declaration of Human Rights and the ILO Declaration on Fundamental Principles and Rights at Work.
 - Train its security personnel and educated it to adopt a “defensive” rather than “offensive” approach to security;
 - Any allegations of human rights abuses by its security personnel will be recorded, while credible allegations will be properly and legally investigated.
 - The community will be provided with any possible contact of the ARB Security senior managers to set forth their complaints that they may have for the security service in site.
 - Internal awareness-raising.
 - In process assessing Human Rights-related risks.
 - Including Human Rights in contracts with clients.
 - Grievance mechanisms and incident reporting in place.
 - Training of personnel on the Human Rights
 - Crisis Management Plans aligned with the Human Rights.
 - A key focus of the Human Rights trainings will be on de-escalation of any community protests, with continued focus on a preventative approach through community engagement to avoid protests, and – in the event of protest – on negotiations conducted by the proper ARB Security authorities (and in coordination with Client’s authorities and other related functions) as the primary way for de-escalation.

7. Operating guidance on the implementation of human rights

a. Enforcement and implementation of these policies are supported by the following principles.

- Basic statement & policies on human rights: ARB Security’s fundamental commitment on human rights and the belief in our unique roles in

addressing human rights issues within our company and value chains

- Assess risks: Assessment of actual and potential risks of human rights violations caused by or linked to ARB Security's operations and value chains
- Prevent: ARB Security implements policies and measures to prevent or minimize risks of human rights violations within our company's operations and value ensuring our employees know their rights and receive the formal training on labor and social welfare regulations as well as Code of Conduct.
- Detect: ARB Security implements policies and measures to identify actual and potential violation of human rights in both our operations and value chains having in place the grievance system, including the auditing.
- Remedy: ARB Security provides remedies or facilitates access to remedies to affected right holders within our operations or value chains.
- Continuous Monitoring & Disclosure: ARB Security strives to measure and disclose progress of its human rights due diligence activities and their impact to ensure that we achieve intended outcome.

b. Human Rights risk assessment procedure and the necessary tasks undertaken by ARB Security will have the potential to positively impact human rights as it will able to:

- Act in a lawful manner (national law, international standards, and company policies). Only provide preventative and defensive services.
- Only provide preventative and defensive services. Not employ individuals credibly implicated in human.
- Not employ individuals credibly implicated in human rights abuses or excessive use of force.
- Not violate the rights of individuals while exercising the right to exercise freedom of association and peaceful assembly.
- All cases by private security should be recorded and reported where there is allegation of human rights abuse.
- Rules of engagement and use of force only when strictly necessary and to an extent proportional to the threat
- High levels of technical and professional proficiency, especially with regard to use of firearms

8. In-process Human Rights Risk Assessment

As it has been assessed in this Human Rights Risk Assessment, we will have considerable challenges assessing the accurate risks which might be present in our service environment.

However, this will be an on-going process and subject to ongoing analysis, including updating of relevant documents. The process will take into consideration:

- Any updated conclusion addressed by Albanian Helsinki Committee and international organizations on Human Rights
- Any change related to the security environment where ARB Security operates.
- Any change related to renovate personnel that is recruited by ARB Security
- The nature of the clients ARB Security will offer the physical security

ARB Security

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