

Our Commitment to the UN Guiding Principles on Business and Human Rights

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At Luminex Solutions, we are proud to publicly affirm our commitment to the United Nations Guiding Principles on Business and Human Rights (UNGPs) as the cornerstone of our ethical framework.

Operating in complex environments across Jordan, Syria, and Lebanon, we recognise our responsibility not only to protect the safety of our clients and staff but also to ensure that our business activities respect and promote the fundamental rights and freedoms of all individuals affected by our operations.

We believe that security, logistics, and field support services must be grounded in a strong commitment to human dignity, accountability, and responsible conduct. Our approach is based on the three pillars of the UNGPs:

1. Respecting Human Rights

We are committed to conducting all business operations in a manner that respects the rights enshrined in the International Bill of Human Rights and the International Labour Organization's (ILO) core conventions. This includes:

- Ensuring that our staff, contractors, and partners understand and uphold human rights obligations.
- Actively avoiding any involvement in human rights abuses, whether through direct action or complicity.
- Embedding human rights considerations into our decision-making, operational planning, and supply chain practices.

2. Embedding Human Rights into Company Policy and Culture

We have established a Human Rights Policy that is publicly available and integrated into our training, operations, and management systems. This includes:

- A mandatory code of conduct for all personnel.
- Internal policies covering anti-bribery and corruption, non-discrimination, and whistleblower protections.
- An ongoing commitment to educate our staff on ethical conduct, cultural sensitivity, and rights-based engagement, especially in fragile and conflict-affected areas.

3. Conducting Human Rights Due Diligence

We apply a proactive and pragmatic approach to human rights due diligence, proportionate to the risks within each operating context. Our procedures include:

- Contextual risk assessments prior to engagement in new locations.
- Identification and mitigation of risks related to forced labour, arbitrary detention, freedom of movement, and community engagement.
- Collaboration with partners and local stakeholders to ensure that our operations do not exacerbate existing vulnerabilities or contribute to harm.

4. Establishing and Supporting Grievance Mechanisms

We recognise the importance of providing effective channels for individuals and communities to raise concerns. We are developing context-sensitive grievance mechanisms that are:

- Accessible, safe, and culturally appropriate.
- Supported by clear response protocols and escalation procedures.
- Designed to ensure fair, confidential, and timely resolution.

5. Transparency and Continuous Improvement

We are committed to continuous improvement in our human rights practices and will seek to:

- Regularly review our internal policies and procedures to remain aligned with evolving international standards.
- Report internally on human rights performance and respond to stakeholder inquiries.
- Engage with partners, local communities, and subject matter experts to inform and improve our approach.

Looking Ahead

Luminex Solutions is committed to operating responsibly in some of the most complex environments in the world. Our adherence to the UN Guiding Principles on Business and Human Rights reflects our belief that safety, security, and respect for human dignity must go hand in hand.

This commitment is not symbolic — it is operational. We view the UNGPs as a practical and vital framework for balancing duty of care with the realities of field work, and we are determined to continue embedding these principles into everything we do.

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