

# SUSTAINABILITY IN ACTION

From policies to implementation



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# LETTER FROM THE DIRECTOR

In the year ahead, we aim to expand collaboration with our external stakeholders aligning the manufacturing of aid supplies to the green requirements that the humanitarian industry demands.



Dear Fellow Stakeholders,

We are pleased to release the 3<sup>rd</sup> United Nations Communication on Progress Report focusing on the environmental, social and governance performance of NRS Relief for the period July 2020 – June 2021. This report has a particular significance for us since it marks the completion of the first phase of our journey towards embedding sustainability into our corporate strategy.

Despite challenging times recently, with the COVID-19 pandemic forcing us to adopt new ways of working and interacting with one another, at NRS Relief we have used this as an opportunity to strengthen our sustainability culture. This led to an increase in voluntary employee engagement not only on environmental topics but also on safety and health, human rights, diversity, and inclusion. We have created a data governance framework across our operations that allows for the collection of reliable indicators to monitor our progress. We monitor

our emissions and focus on reductions throughout our operations, resulting in a more sustainable approach towards business, manufacturing, and innovation.

In the year ahead, we aim to expand the collaboration with our external stakeholders, aligning the manufacturing of aid supplies with the green requirements that the humanitarian industry demands. We continue to design quality products, keeping people and the planet at the heart of our mission, to support vulnerable communities around the globe in partnership with our clients. We use fit-for-purpose solutions to mitigate the impact of disasters – whether natural or human-induced – enabling a safe and dignified response and recovery.

We decided to name this Communication on Progress Report “Sustainability in Action”, joining the dots between policies and frameworks, and putting sustainability in motion. Within the report, you will learn about the

company’s initiatives to respond to the COVID-19 pandemic and our work towards purpose-driven manufacturing, delivering fit-for-purpose solutions in times of need. We have made great progress over the past few years, but we are conscious of the fact that significant hurdles still lie ahead of us on the environmental and social front.

We welcome feedback as well as questions on the report and remain open to new ideas for more sustainable collaborations and partnerships. Please do not hesitate to contact me at [francesca.coccozza@nrsrelief.com](mailto:francesca.coccozza@nrsrelief.com).

Sincerely,

A handwritten signature in black ink that reads 'Francesca Coccozza'.

**Francesca Coccozza**  
NRS Relief Director



# ABOUT THIS REPORT

This Communication on Progress (CoP) report to the United Nations Global Compact (UNGC) discloses the minimum requirements and validates our continued commitment to openly and transparently sharing our sustainability progress regularly. In the report you will find the progress on Social, Environmental, and Economic performance as well as descriptions of how we align our work to the Agenda 2030 with the 17 Sustainable Development Goals, the United Nations Global Compact's 10 Principles and action-oriented business sustainability. This report covers our work from the period July 2020 to June 2021.

## Sustainability in action

It is highly beneficial for us to yearly discuss, collect, review and report on the material topics we have worked throughout the year within our own facilities and partners.

The baseline we developed is becoming fuller and we grow with any expected and unexpected findings. As an active player in the humanitarian aid sector, we aim to inspire, share ideas, and enhance collaborations with suppliers and customers, to adopt and promote sustainability practices within companies and organizations.

## Global Reporting Initiative (GRI) Materiality assessment

The materiality report conducted between December 2019 and January 2020 as a staff survey, constitutes the materiality assessment we work with for this reporting period.

The 26 material topics are categorized and rated as per Environmental, Social and Economic impact for their:

- **Relevance to the operations**
- **Likelihood of each issue impacting our internal decision-making**



### ENVIRONMENT

- Recycling
- Compliance with environmental laws
- Energy intensity
- Emissions in the atmosphere
- Waste production and its disposal
- Screening suppliers on environmental criteria
- Water consumption and re-usability
- Energy consumption and energy sources



### SOCIAL

- Local community engagement and impact
- Compliance with human rights laws
- Diversity and gender balance
- Injuries and work-related fatalities



### ECONOMIC

- Anti-corruption
- Number of items produced
- Percentage of procurement done from local suppliers

# MATERIALITY MATRIX



Influence on stakeholder assessments and decisions



Significance of economic, environmental and social impacts

# OPERATIONAL EXCELLENCE



## Sustainable development framework alignment

NRS Relief has aligned with and adopted the 10 Principles of the United Nations Global Compact and the 17 United Nations Sustainable Development Goals (SDGs)

### Driven by sustainable development to the core

Human and environmental sustainability is at the core of our business purpose; it defines our working approach with partners, suppliers and customers and it drives our local initiatives in Pakistan and in the U.A.E, as well as globally, where we provide support.

We have actively worked adopting the SDGs early on and, during this process, we have contentedly witnessed the private sector partaking in the sustainable development activities by adapting and adopting practices, policies and frameworks that ensure no one is left behind.

The United Nation's 17 Sustainable Development Goals (SDGs) and the 10 Principles are fundamental guidelines in our work and behaviour. These two frameworks are interconnected, and we acknowledge their relevance both for raising awareness about global challenges and needs for people and the planet, as well as supporting concepts for our business innovation. Being part of the UN Global Compact's network of likeminded entities means that we find partners with the same core belief in the accelerated need for leaving no one behind in the globalised world. We recognise that business have both a positive and a negative impact on the surroundings, and we are committed to ensuring the maximised positive outcome with as little negative impact as possible.



## AT NRS RELIEF WE FOCUS ON

<div><div>1</div><div>NO POVERTY</div><div></div><div></div></div>	Create fair employment opportunities in the countries where we operate. Staff retention has been a priority during the COVID-19 pandemic.			<div><div>2</div><div>ZERO HUNGER</div><div></div><div></div></div>	Access to nutritious food. Reduce food waste in our offices and promote healthy eating habits.		
<div><div>3</div><div>GOOD HEALTH AND WELL-BEING</div><div></div><div></div></div>	Provide access to healthcare services and set up proactively precautionary and preventive health measures to contain the spread of COVID-19.	<div><div>4</div><div>QUALITY EDUCATION</div><div></div><div></div></div>	Create opportunity through education. Over 1,500 hours of training session held at the manufacturing company covering 15 topics.	<div><div>5</div><div>GENDER EQUALITY</div><div></div><div></div></div>	Create a gender-balanced workplace. Equal representation of men and women within our senior management team.	<div><div>6</div><div>CLEAN WATER AND SANITATION</div><div></div><div></div></div>	Ensure the availability and sustainable management of water resources and sanitation in our facilities.
<div><div>7</div><div>AFFORDABLE AND CLEAN ENERGY</div><div></div><div></div></div>	Enhance energy efficiency awareness. 14% of carbon footprint lowered at NRS Relief Office, with 6,540kWh electricity decrease as compared to last year.	<div><div>8</div><div>DECENT WORK AND ECONOMIC GROWTH</div><div></div><div></div></div>	Enhance safety and productivity. For the second consecutive year we report zero work-related major injuries at the production sites.		<div><div>10</div><div>REDUCED INEQUALITIES</div><div></div><div></div></div>	We want to make an impact through the work we do. We estimate that the products manufactured over the reporting year have provided better living conditions to over 4 million people living in vulnerable situations.	
<div><div>11</div><div>SUSTAINABLE CITIES AND COMMUNITIES</div><div></div><div></div></div>	Contribute to sustainable cities and community. In Dubai and in Pakistan, we comply with regional and national legislation environmental quality standards. We measure and report energy consumption at both units at our operations.	<div><div>12</div><div>RESPONSIBLE CONSUMPTION AND PRODUCTION</div><div></div><div></div></div>	Increase focus on circularity. 44.20% of total waste was recycled and reused for packing of tents accessories or for making a tent tote bags.				
<div><div>13</div><div>CLIMATE ACTION</div><div></div><div></div></div>	Create a sustainability culture. Training was given to the senior management on business sustainability and reporting.	<div><div>16</div><div>PEACE, JUSTICE AND STRONG INSTITUTIONS</div><div></div><div></div></div>	Create good governance. In our Code of Conduct, we condemn child labour, forced labour and human trafficking.	<div><div>17</div><div>PARTNERSHIPS FOR THE GOALS</div><div></div><div></div></div>	Build long-lasting business relationships. During the COVID-19 pandemic, we coordinate our emergency-response activities even closer with our clients, ensuring the products would promptly reach the beneficiaries despite the supply chain disruptions.		

## OUR PRIMARY FOCUS FOR SUSTAINABLE DEVELOPMENT

### Under SDG 12 the work specifically focuses on targets;

- 12.2: By 2030, achieve the sustainable management and efficient use of natural resources.
- 12.4 By 2020, achieve the environmentally sound management of chemicals and all wastes throughout their life cycle, in accordance with agreed international frameworks, and significantly reduce their release to air, water and soil in order to minimise their adverse impacts on human health and the environment.
- 12.5 By 2030, substantially reduce waste generation through prevention, reduction, recycling and reuse.
- 12.6 Encourage companies, especially large and transnational companies, to adopt sustainable practices and to integrate sustainability information into their reporting cycle.
- 12.7 Promote public procurement practices that are sustainable, in accordance with national policies and priorities.

We recognize the need to accelerate the shift to a circular economy. The Earth's resources are limited, and waste is a major concern. We do recognise that at end of life, our products are in hard-to-get-to areas, with end-customers that are not equipped to collect the materials and/or dispose of them. The ongoing work for building reliable partnerships at the end-of-life is a key challenge for us in the coming years.



“Circularity is a big wish for us. We develop partnerships with local suppliers that can support us lower our resource usage and energy needs. But to make full circularity of our products possible we need to work on recycling solutions together with our clients. That is the next big challenge.



**Frank Merks**

Head of Design, Product Development and Engineering  
NRS Relief







At Sheikh Noor-ud-Din & Sons (HSNDS), great efforts have been put on reducing the water consumption in the production cycle and recycle as much water possible. Positive progress continues in waste management (relevant numbers can be seen in the Appendix).



- We target zero waste. To this aim, we reuse and repurpose whenever possible. Ongoing initiatives aim at repurposing small amount of waste, i.e., the tent tote bag (polycotton off-cuts from the production of family tents are utilised for bags).
- We design products for less waste. For example, we procure aluminium tubes and profiles which are already cut to size for our storage shelters (MSU). And we procure locally produced steel pipes and sheets to reduce transportation distances and to empower the local economy.

## Under SDG 8 the work specifically focuses on targets;

- 8.5: By 2030, achieve full and productive employment and decent work for all women and men, including for young people and persons with disabilities, and equal pay for work of equal value.
- 8.7: Take immediate and effective measures to eradicate forced labour, end modern slavery and human trafficking and secure the prohibition and elimination of the worst forms of child labour, including recruitment and use of child soldiers, and by 2025 end child labour in all its forms.
- 8.8: Protect labour rights and promote safe and secure working environments for all workers, including migrant workers, in particular women migrants, and those in precarious employment.

Goal 8 is both an internal effort to ensure decent work opportunities for our existing employees, but certainly also an external exercise in making our partnering companies adhere to the 10 Principles and creating inclusive workplaces with a diverse workforce and fair pay.

8



Human Rights



Labour

## Under SDG 5 the work specifically focuses on targets;

- 5.1: End all forms of discrimination against all women and girls everywhere.
- 5.3: Eliminate all harmful practices, such as child, early and forced marriage and female genital mutilation.
- 5.5: Ensure women's full and effective participation and equal opportunities for leadership at all levels of decision-making in political, economic, and public life.
- 5.c: Adopt and strengthen sound policies and enforceable legislation for the promotion of gender equality and the empowerment of all women and girls at all levels.

Culture plays a significant hinderance to gender equality, and therefore we purposefully communicate and operate to be inclusive of empowered women in our offices and factory. During COVID-19's first years, it was evident that it was harder for women to focus on both ensuring wellbeing in their families and partaking in the workforce.

5



Human Rights



Labour

## Under SDG 17 the work specifically focuses on targets;

- 17.16: Enhance the Global Partnership for Sustainable Development, complemented by multi-stakeholder partnerships that mobilise and share knowledge, expertise, technology and financial resources, to support the achievement of the Sustainable Development Goals in all countries, in particular developing countries.

Operating in an ever-changing multi-stakeholder global setting, we build strong and agile partnerships with clients and stakeholders in the countries where our products are distributed. Having the same mindset for sustainable development, hereunder upholding the 10 Principles, we strengthen collaborations to foster sustainable manufacturing and innovation.

17



Human Rights



Labour



Environment



Anti-Corruption



## OUR SECONDARY FOCUS FOR SUSTAINABLE DEVELOPMENT



Recognising the interlinked connectivity of the 17 SDGs and the 10 Principles we seek to continuously educate our team, create open communication platforms such as whistle blower processes and awareness about social and environmental challenges that needs to be addressed and actively engaged upon them. The additional SDGs we work with - **SDG 1, SDG 2, SDG 3, SDG 4, SDG 6, SDG 7, SDG 10, SDG 11, SDG 13** and **SDG 16** - are a clear example of our firm determination to lower negative impacts and increase our positive contribution to the surrounding environment and society.



## Governance implementation in alignment with United Nations Global Compact

Since we operate in many different nations and with multiple stakeholders it is important for us to both be adhering to local laws and practices and be flexible for entering new countries with our partners.

We continuously review, update, and add to the internal and external policies and practices to ensure commitment throughout the value chain.

## Principles

## Examples of policies and best practices



### HUMAN RIGHTS

1. Business should support and respect the protection of internationally proclaimed human rights.
2. Make sure that they are not complicit in human rights abuses.

We promote the respect for fundamental human rights as articulated in the United Nations Universal Declaration of Human Rights and the International Labour Organization Declaration on Fundamental Principles and Rights at Work. Our corporate values align our practices with the UN Guiding Principles on Business and Human Rights (UNGPs). Combatting acts of modern slavery and respecting human rights is one of the 16 Principles of our Code of Conduct, demonstrating our commitment to a high standard of integrity, compliance, and respect for the dignity of all. Part of our Standard Operating Procedures is to verify that our contracting parties also uphold and share the same principles.

Our manufacturing Partner, H. Sheikh Noor-ud-Din & Sons (HSNDS), follows a formal Human Rights policy comprising of the following six issue areas: Children and Young Workers, Freedom of Engagement, Equality of Opportunity, Compensation, Freedom of Association, Relationships with Indigenous Peoples.



### LABOUR PRINCIPLES

3. Business should uphold the freedom of association and the effective recognition of the right to collective bargaining.
4. The elimination of all forms of forced and compulsory labour;
5. The effective abolition of child labour; and
6. The elimination of discrimination in respect of employment and occupation.

We adhere to the international social accountability standards. Our Code of Conduct condemns any form of discrimination, any form of forced and compulsory labour and prohibits child labour across all our business operations.

As a standard practice at HSNDS, in the manufacturing arm, as part of the recruitment process, the candidate age needs to be verified on a computerised national identity card. Any person without a CNIC is not employed.

We go through rigorous audits from our clients, the United Nations and/ or the International Committee of the Red Cross and Red Crescent, to verify our internal standards.



## ENVIRONMENT

7. Businesses should support a precautionary approach to environmental challenges;
8. Undertake initiatives to promote greater environmental responsibility; and,
9. The development and diffusion of environmentally friendly technologies.

We have a clear management framework to reduce our environmental impact. In line with our environmental policy, at NRS Relief we commit to:

- Promote responsibility for the environment by reducing use of energy, water and other resources and implement this policy at all levels within the company.
- Use lifecycle assessment in new product design and on existing products to evaluate the impact of the manufacturing process on the environment.
- Work to identify opportunities to minimise waste and promote a circular economy.
- Focus on optimising loadability and reducing emissions from the transportation of our products.
- Set targets, and measure and report annually our current and future environmental issues.

HSNDS is certified for ISO 14001: 2015 (Environmental Management System).



## ANTI-CORRUPTION

10. Businesses should work against corruption in all its forms, including extortion and bribery.

We have zero tolerance for corruption. Staff, suppliers, business partners sign our Code of Conduct which establishes and promotes the fundamental ethical values and principle applicable to the way we conduct business.

At HSNDS, compliance trainings were held on the code of conduct principles and anti-harassment and anti-bribery policies.



### Mission and vision alignment with global challenges

When disaster strikes, both natural and human made, the societies that are affected become increasingly more affected in their ability to keep up with the rest of the world and return to their normal state.

Humanitarian crises affect the most vulnerable regions harder, and our mission is to design, responsibly produce and deploy solutions that significantly improve life for the affected people, in partnership with our clients.





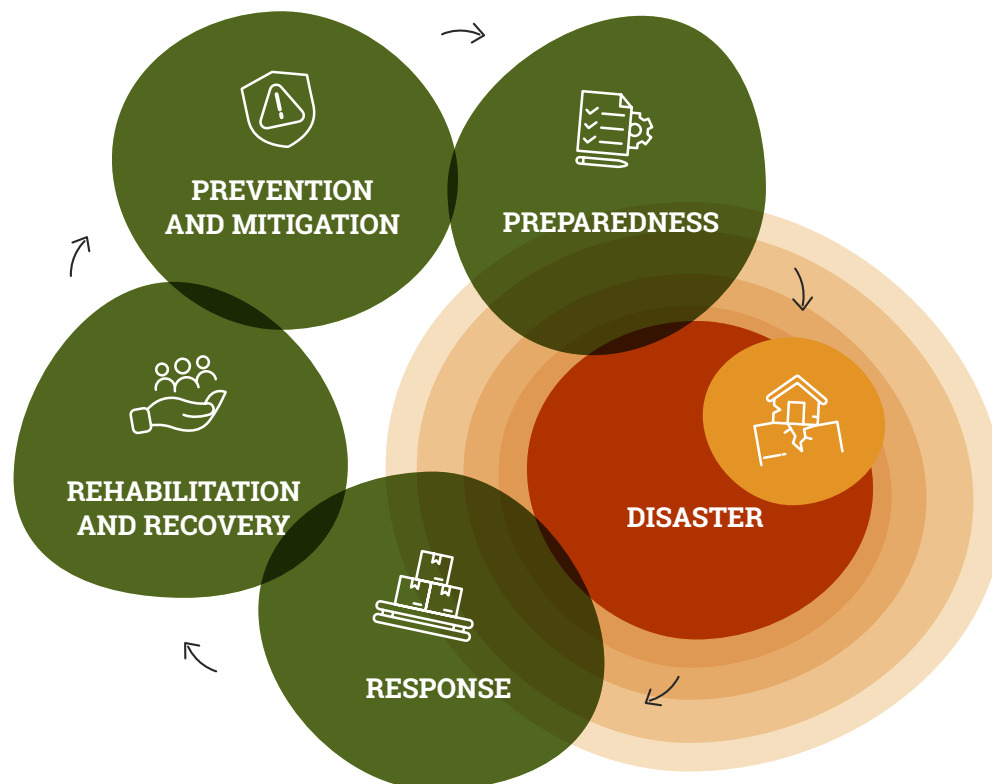
## Rapid Response Strategy (RRS)

NRS Relief's Rapid Response Strategy (RRS) is a 4-phase approach to fast emergency response when a new disaster strikes.

The NRS team is on call around the clock, all year around. The initial phase is understanding the situation from the data, which is rolled out in the second phase to ensure the right challenges

are addressed with the correct technical support and the logistical options mapped. In the third phase, the emergency aid is dispatched from the stock warehouses in alignment with the logistics team. The fourth phase is an ongoing community building approach to ensure strong local and international partnerships and post-emergency support.

## Disaster risk management cycle



“ Logistics played an important role during the time of COVID-19 as it was heavily impacted by the disruptions of global chains, with material production and flows stopped, and drastically delayed. To overcome logistics challenges, different concepts of digital innovation solutions came into play making the supply chain resilient during the pandemic. Like the optimisation of personnel capacity through introduction of working from home. The enforcement of digitalisation and data management through e-documentation and enhancement of communications through different streams (i.e. Microsoft Teams).



**Kristine Norada**

Logistics Executive  
NRS Relief

## OUR FOUR-PRONGED APPROACH

1

### Formation of 24/7 rapid response taskforce

- Mobilising an internal support team
- Data collection and initial situational analysis

2

### Field assessments

- Understanding how to optimise our intervention
- Learn about challenges faced by aid agencies who are responding
- Provide technical advice to shelter coordinators
- Identify best logistical approach

3

### Logistical support

- 80% of humanitarian support is logistics
- Mobilising our emergency stock from Pakistan and Dubai
- In-house logistics team for professional support
- Shipment by air (including emergency charters), land and sea

4

### Build community resilience

- Develop partnerships for emergency response
- Support post-disaster initiatives



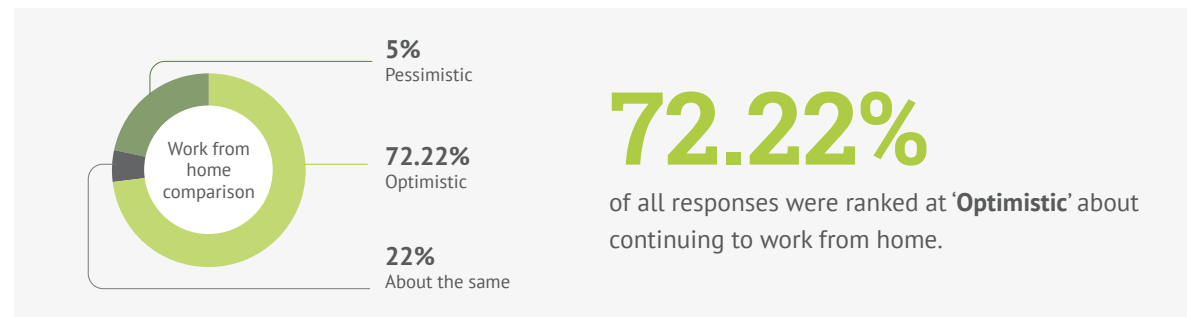
## Business continuity

Despite business disruptions led by COVID-19 globally, business continuity was at the core of NRS Relief. Major focus was on COVID-19 preparedness and resilience, both internally and externally. Quick planning meant that business could continue remotely in the NRS Relief Headquarters, and on the ground, with preventive measures in place at the manufacturing company.

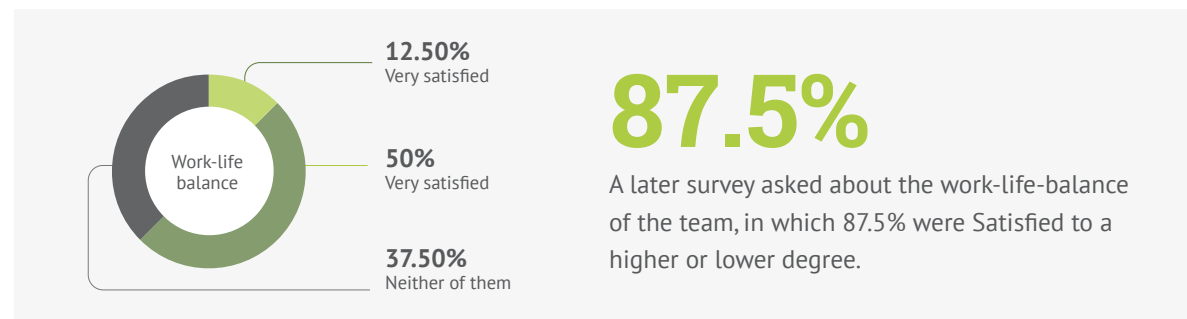


## Internal surveys regarding remote work optimism and work-life balance

In April 2021 the HR department surveyed the NRS Relief team's 27 employees to ensure that working-from-home went smoothly and enabled them to do their work with satisfaction.



The survey also found that practical services/items like limited internet connectivity, lack of printing devices, office chairs and desks were a main constraint. Support was offered to the staff in providing some IT equipment available in the office.



Activities within the company continued remotely, and the primary task became to support COVID-19 related health emergencies around the world.



## Successful engagement with stakeholders

Despite the restrictive measures we all experienced due the pandemic, the engagement of NRS Relief with external stakeholders remained very active through a different, but still effective, contribution on virtual platforms. We did not stop and proposed our participation in public events through online conferences in collaboration with humanitarian organisations and governments, as well as academia.

## Engagement with humanitarian organizations

In May 2021, NRS Relief successfully participated in the Humanitarian Emergency Logistics Expo (HELIX) 2021,

an interactive and virtual event organised to strengthen disaster preparedness and response in Asia. Multi-stakeholders including humanitarian organisations, logistics practitioners and representatives from public and private sectors gathered to discuss the latest advancements and innovation in humanitarian logistics and supply chain management.

The event was conducted under the framework of the National Week of Natural Disaster Prevention and Control of Vietnam and organised as part of the Disaster Emergency Logistics System for the ASEAN (DELSA) Phase II project supported by the Government of Japan through the Japan-ASEAN Integration Fund.

NRS Relief together with Save The Children International led the Focus Session and discussed Logistics Solution and Supply Chain Management in Asia-Pacific by presenting the perspective of humanitarian organisations and collaboration with the private sector. Feedback provided by participants who

attended the sessions was very positive and the scrupulous event organisation by the AHA Centre, as well as the inspiring collaboration of Save The children, made this virtual exhibition a real success and a precious learning experience for professionals in the humanitarian sector.

### AVERAGE RATING

1 = Strongly disagree / 5 = Strongly agree

- My expectations were met by this session
- The topics discussed were relevant
- The speakers were knowledgeable
- I was able to sustain my interest throughout the session

0 1 2 3 4 5 6 7 8

Source: Focus Session Assessment



In March 2021, NRS Relief submitted a proposal for the Best Innovative Solution Award introducing the Cradle Tent to the Members Global Meeting (MGM) organised by the International Humanitarian City (IHC) in Dubai and the project was shortlisted to the Finalist stage.

The focus is on end-to-end sustainability: the family tent is supplied with a packaging that can be re-used as a cot for toddlers. Repurposing waste materials of relief items to design toys for children.

## CRADLE TENT

Developed with UNHRD Lab



Fire retardant



Waterproof



Rot-proof



UV stabilized



Logo customizable



Watch the production video here



View more information about Cradle tent here









In June 2020, NRS Relief was invited to discuss the impact of COVID-19 on the humanitarian supply chain during an online conference organised by the Association of Engineers of Naples (*Ordine degli Ingegneri di Napoli*). NRS Relief presented the COVID-19 response strategy and the description of the multipurpose tents and Mobile Storage Units deployed globally to provide support and strengthen the capacity of local respondents by setting up temporary healthcare COVID facilities.

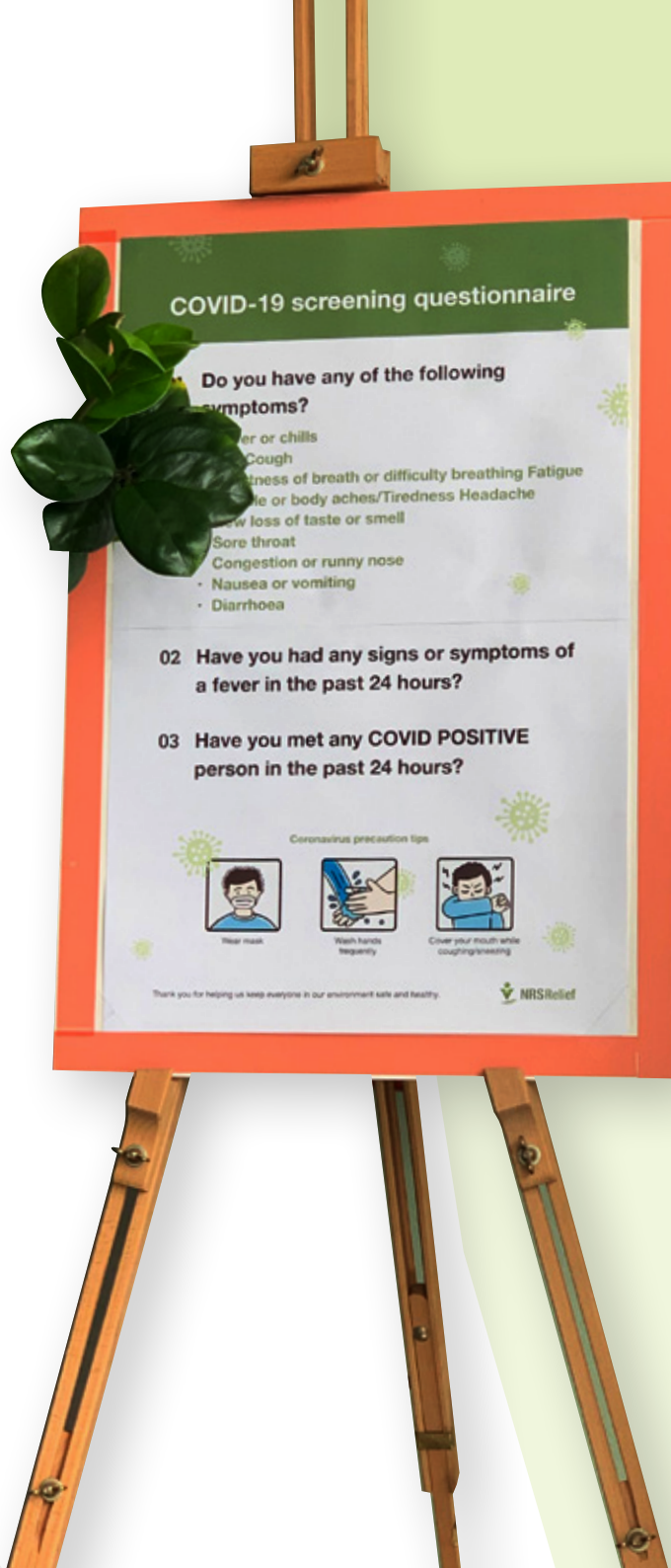
The debate was conducted by different players operating in the humanitarian sector, such as: IARAN- Inter Agency Research and Analysis Network in Paris, Norwegian Refugee Council, UN Habitat, WFP Logistics Cluster, International Committee of the Red Cross, International Federation of the Red Cross, and CARE International Cuba.

**“** Workplace health and safety is incredibly important. When COVID-19 Pandemic started in Feb 2020, working in the office was a challenging task for staff, especially as there were lock downs and Covid was spreading at a high level. We devised a COVID-19 policy in line with the health and safety policy of NRS Relief guide lines of Ministry of Health and JAFZA, UAE and implemented all the necessary measures to preserve the safety and well-being of employees and ensure business continuity.



**Karamat Ullah**

Health and Safety manager,  
accountant, head of finance  
NRS Relief



## PANDEMIC PRECAUTIONS FOR THE WORKPLACE



**Allow employees to telework if feasible**



**Be prepared to allow workers to stay home if someone in their house is sick**



**A much as possible, increase space between people at work**



**Decrease the frequency of contact among people at work**



**Modify, postpone or cancel large work events**



**Postpone or cancel non-essential work-related travel**

## High ethical principles and quality assurance

We build all our work on responsible and sound business practices, and every new joiner is trained in our 16-point Code of Conduct, which in this period has been updated with a Modern Slavery Act addition, to strengthen clause 11.

The Employee Handbook contains our policies and procedures for health and safety, learning and development, grievances, and additional critically relevant topics.

We periodically monitor our internal quality of both social and environmental principles and ensure that the products we deliver have been responsibly designed and produced to keep the highest standards for the end-users. HSNDs is ISO certified and the standards shape our operational processes and procedures.

## International alignment

Additional to the 2030 Sustainable Development Agenda and the 10 Principles of the United Nations Global

Compact, and in line with 2015 Sendai Framework for Disaster Risk Reduction and the Paris Agreement on climate change that has the goal to limit global warming to well below 2, preferably to 1.5 degrees Celsius, compared to pre-industrial levels, NRS Relief is working goal-oriented with its scope 1 and 2 emissions and moving towards mapping its scope 3 across the full value chain.

## ISO Certifications

ISO 9001: 2015

ISO 14001: 2015

SA8000: 2014

## OUR CODE OF CONDUCT IS COMPRISED OF 16 ETHICAL PRINCIPLES

 Reliability	 Loyalty & diversity	 Compliance & respect for the law	 Safeguarding of fundamental human rights	 Free competition	 (No) Money laundering
 (No) Political contributions	 Zero corruption & inappropriate practices	 No conflicts of interests	 Labour standards	 No tolerance for human trafficking	 Health and safety of workers
 Protection of environment	 Whistleblowing	 Limitation of the liability	 Ease of implementation of the Code of Conduct		



“Everyone has the right to a standard of living adequate for the health and well-being of himself and of his family, including food, clothing, housing and medical care and necessary social services.”  
- Art. 25, Universal Declaration of Human Rights



### Martina Aureli

Senior Manager, Business Development & Sales  
NRS Relief

# PRODUCT AND MANUFACTURING EVOLUTION

NRS Relief has a long history of innovating the products we produce, to be at the forefront of the technological advancements for the sake of the end-users. In recent years global demand for environmentally friendly products with a lower emission has made us review and redevelop some of our products to answer the demand.

## CHANGE, CHALLENGES AND OPPORTUNITIES

### Metals

NRS Relief has long been using aluminium due to its light weight which is good for transportation and great capabilities in use and easy recyclability. We have however transitioned to using more steel frameworks, which are locally produced in Pakistan and therefore enabling locally empowered economy and jobs. Steel, though heavier than aluminium, has a higher strength and less material and can therefore be reused thereby partially negating the weight difference.

Another reason to choose steel over aluminium is that in the countries the tents are deployed in, steel is more commonly used and therefore easier to recycle locally after end-of-life.

### Fabrics

In our tents we have historically used a poly cotton fabric, a blend of cotton and synthetic polyester, which gives the cover long lasting strength and waterproof abilities. Being a mixed material, the recyclability is low, and therefore research is ongoing for alternatives that are more environmentally friendly. In the case of emergency response, the positive social impact weighs higher, as

the poly cotton enables a higher living standard than the current alternatives support.

In our factory we are continuously working to lower the water usage in preparing the poly cotton covers, as well as the dying and printing technologies we use. With determination we have eliminated the dye for printing that was previously used and transitioned into a water-based low solid alternative with almost the same capabilities.





## Tarpaulin

Polyethylene canvas or tarpaulin are a versatile, lightweight, affordable, and multifunctional product, that have a myriad of purposes to fulfil in its long life. Tarpaulin is highly recyclable at the end-of-life, and we have a great focus on not wasting the material cut-offs in our production facilities and have made local partnerships with facilities that either use the cut-offs directly as is or recycle them into new polyethylene products. Our goal is zero-waste in the production of products made of plastics like the tarpaulins, buckets,

jerrycans, sleeping mats and blankets. All left-over materials will be put back into production, re-purposed to produce secondary products like tent accessories or packing materials or sold to external parties who use the leftover materials to produce other products.



## Packaging of the products

At NRS Relief we seek to reduce the packaging of the core relief items as much as possible as a first step. Secondly, we have transitioned into using re-usable cage covers that are used multiple times, instead of the traditional plastic wrapping.

Our transport cages are made of either re-useable metal cages or wooden boxes, that can be re-purposed for other uses by the receiver.



## Balancing trade-offs

Rapid emergency response has the main purpose of saving people's lives and improving their conditions after the emergency has occurred. With every new product innovation and material development we aim to balance the environmental with the humanitarian needs. It is core to our work and success that the people's needs come first, but not at the expense of the environment.

All these new tents offer more comfort and performance, have a longer lifespan and are made of recyclable and partly recycled materials (PE, PES, steel, aluminium)



GeoHome Family Tent



DomeHome Family Tent



HuggyPro - HPT 48

# OUR RESPONSE

Overview of products distributed in the period  
July 2020- June 2021



## Products in numbers



Family tents  
**32,584**



Multipurpose tents and Add-ons  
**3,188**



Tarpaulins  
**945,847**



Water containers  
**810,299**



Blankets  
**535,377**



Sleeping mats  
**131,625**



Winterisation kit, canopies and tent fabric covers  
**13,246**



Mobile storage units  
**237**



Tent tote bags  
**4,200**

# SNAPSHOT OF OUR WORK

Our shelters can provide temporary accommodation for a family, or be used as hospitals, remote offices or schools to meet various programmatic needs in emergency situations.

In 2020 and 2021 we saw the global pandemic present new scenarios where our shelters have been requested. As COVID-19 stretched medical facilities in many countries, shelters can form field hospitals for safe and efficient triage and treatment of suspected cases when hospitals are at full capacity. Our

LegendMedi, developed in response to the first Ebola outbreak in 2014, offers separate, easy-to-disinfect treatment and isolation rooms for the screening and treatment of patients. The series of Huggy tents is a multipurpose shelter available in three different sizes to meet your requirements of storage, screening, isolation, and

treatment of patients. The Rex Hall is not just a 'Mobile Storage Unit'. In fact, as it is a very modular structure, a Rex Hall can serve several purposes, from storage of life saving cargo to a screening centre. With a wide range of accessories, the MSU can become a fully equipped field hospital.

**Overview of different projects in which mobile storage units and multipurpose shelters have been used in response to the COVID-19 crisis.**



**Ethiopia, Eastern Africa**



**Nigeria, Western Africa**



**New York City,  
United States of America**



**Cremona, Italy**



# SOCIAL PERFORMANCE

## Disclosing social indicators

As part of our corporate responsibility, we recognise the importance of community engagement and shared value back to society. We actively work to lessen some of the gender imbalances culturally embedded in the societies we work in and seek to empower our employees to grow and develop.

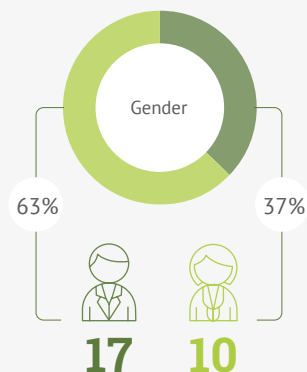
## About us

At NRS Relief, we are a diversified team of 27 professionals coming from all over the world. Colleagues covering managerial, executive, and assistant roles are from Nigeria, Lebanon, Italy,

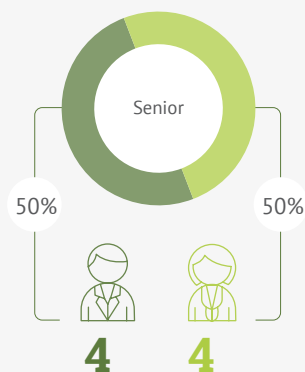
Netherlands, Switzerland, India, Pakistan, Nepal, Algeria, and the Philippines. Staff retention rate for long term employment is considerably high with more than 40% of the current staff working for the company for more than 7 years.

### Gender balance

At NRS Relief we do our best to create a gender-balanced workplace.



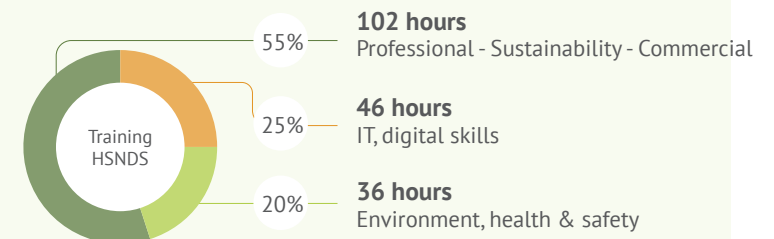
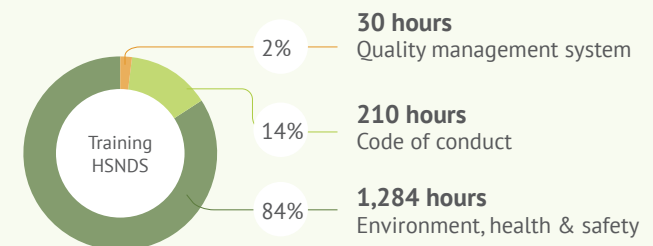
Gender balance in managerial positions.



### Education and training

In-house training sessions for employees were held remotely and on site. At HSNDs, more than 1,500 training hours were recorded, covering a range of 15 topics related to Health and Safety, Quality Management and Code of Conduct / Company Policies.

At NRS Relief, more than 150 hours of internal and external training and professional education was given covering a range of 8 topics related to Health and Safety, Quality Management and Code of Conduct / Company Policies.



## CRS AND SOCIAL INITIATIVES



### Bilqees Sarwar Foundation's mission and vision

The Bilqees Sarwar Foundation (BSF) is a family-run charitable foundation based in Lahore, Pakistan. It is founded on the strong belief that businesses have a social responsibility and that 'charity begins at home'. Named after Mrs. Bilqees Sarwar, wife of the late Sheikh Muhammad Sarwar, who founded H. Sheikh Noor-ud-Din & Sons (HSNDS), BSF aims **to improve access to quality public healthcare and widen educational opportunities for vulnerable populations.**

### Impact and outcomes of Bilqees Sarwar Hospital

The Bilqees Sarwar Hospital, located in Lahore, Pakistan was inaugurated in 2010.

Free treatment is provided to all HSNDS employees and to the wider community. It is the largest public health initiative funded by BSF and has become the cornerstone of our work in the local community. The hospital gives walk-in patients access to general physicians, optometrists, fully equipped wards, laboratories and offers specialised eye treatments and laser vision correction, amongst other medical services.

9,516

Dialysis procedures performed

4,483

General OPD patients

39,695

Eye OPD patients



2020 - 2021

55,054

Free treatments

1,360

Eye surgeries performed



# ENVIRONMENTAL PERFORMANCE

Our environmental efforts are focusing on two main streams:

The environmental performance of the headquarters in Dubai and the production facility in Pakistan.

Constant innovation and careful quality assurance is at the core of our business to ensure the best products for the end-users. Sustainability, environmental and social, is a balancing act between trade-offs. In the coming section we will showcase how our efforts to ensure increased quality of life with the affected people is balanced by our need for environmental considerations that stem from both internal wishes and external stakeholder's policies to adhere to.



Our efforts are concentrated around these material topics:



## WATER

Sinks, toilet, kitchen and garden



## ENERGY

Electricity and fuel



## WASTE

Paper, domestic and kitchen waste

We also see the great benefit and necessity of creating partnerships with stakeholders that can help us achieve higher environmental capabilities than we can on our own.

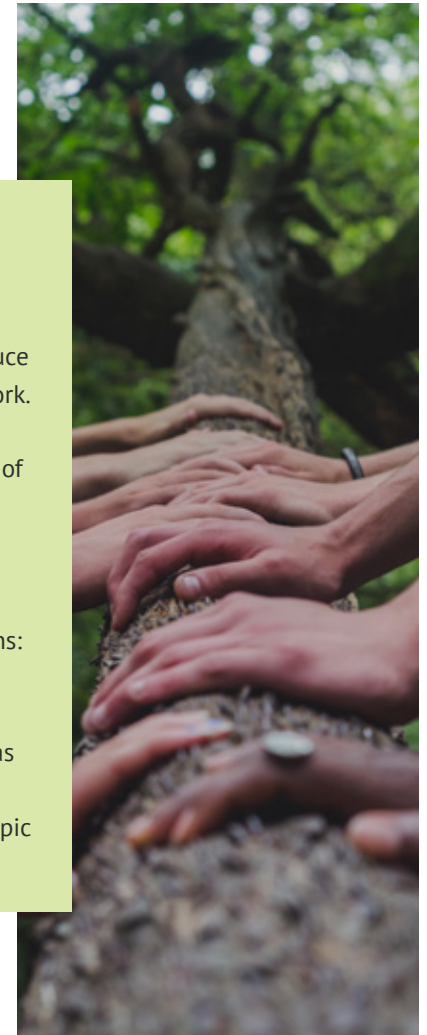
## ABOUT THE ESG TEAM DUBAI

At NRS Relief, the ESG Dubai Team's mission is to motivate staff to work together to improve the organisation's environmental and social impact, reduce costs, and create a happier and healthier place to work. Office progress and the definition of an action plan and activities to monitor and optimise consumption of water and electricity, as well as waste management.

We commit to:

- Meet regularly - every month for 40 mins.
- Each meeting will be structured in two key sessions:
  1. Office progress and definition of action plan + activities to monitor and optimise the consumption of water and electricity, as well as waste management.
  2. Educational session: brief presentation of a topic of interest and group discussion.

Our environmental work is aligned with UN GC principles for Environment, and **SDG 12, SDG 2, SDG 7 and SDG 17.**





## ESG Team Dubai efforts in numbers

Since the ESG Team Dubai started in 2018 the efforts have become increasingly more systematic and the team more engaging and interesting in finding ways to lower the negative impact of doing business.

Over the past 3 years there have been steps taken and the curves are continuing to go down and are being continuously monitored periodically and methodically.



We closely monitor our consumption, recycling and emissions and identify initiatives for reductions



Recycling (paper, carton, plastic and cans, plastic)



Water usage



Electricity consumption





Fuel (company cars)

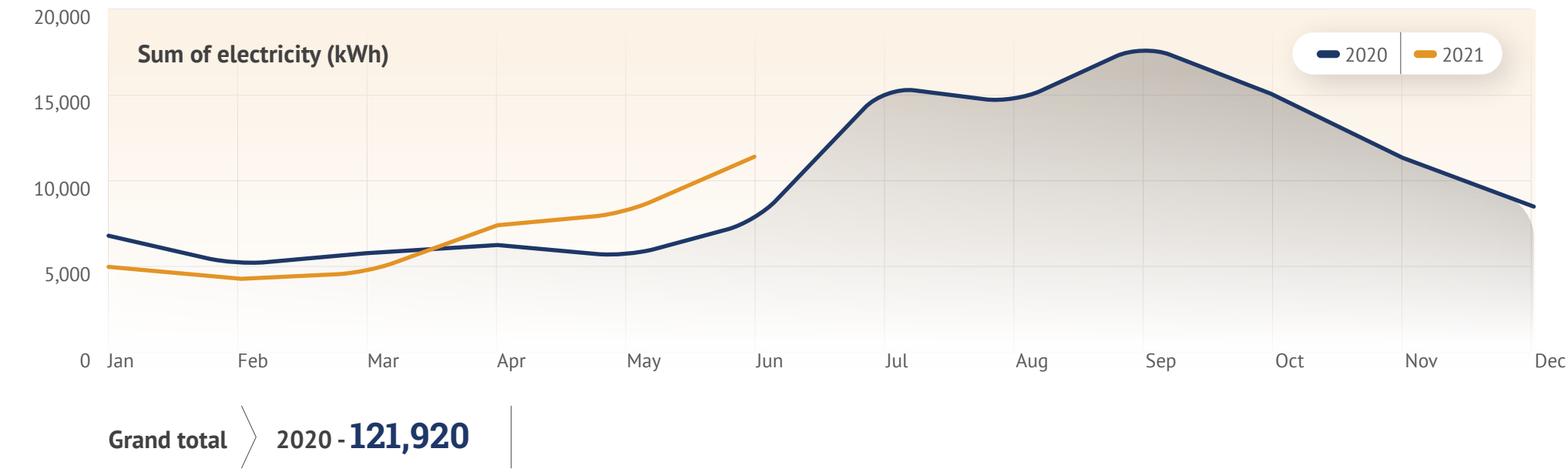
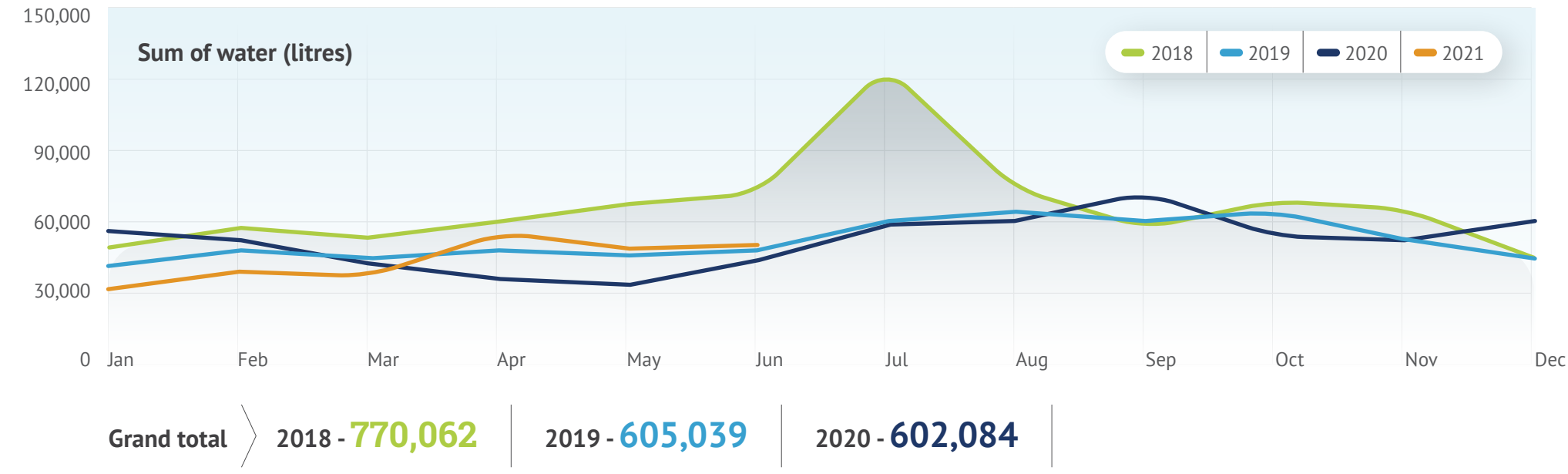


Travel abroad

## Water and electricity consumption at NRS Relief

		01/07/2018 - 30/06/2019	01/07/2018 - 30/06/2019	01/07/2018 - 30/06/2019	Variance	Variance %	
 Water	Consumption (Gallons)	151,820	129,800	132,000	2,200	2%	Increase in consumption
	Cost in AED	6,801.00	5,683.00	5,779.32	96.32	2%	Increase in cost
 Electricity	Consumption (kWh)	160,380	132,180	125,640	-6,540	-4.95%	Decrease in consumption
	Cost in AED	64,090.00	71,948.00	50,792.05	-3,296.95	-6%	Decrease in cost
	Carbon footprint (Kg Co2)	70,572	58,163	50,256	-7,907	-14%	Decrease in Carbon footprint

# WATER AND ELECTRICITY CONSUMPTION - NRS RELIEF





## PAPER CONSUMPTION - NRS RELIEF

Date	Days between orders	Quantity	Package per box	Sheets per package (one ream)	Reams total	Total sheets of paper	Weight per sheet (g)	Total weight (kg)
31/01/2019	108	10 boxes	5	500	50	25,000	5	125
25/04/2019	84	6 boxes	5	500	30	15,000	5	75
31/07/2019	97	10 boxes	5	500	50	25,000	5	125
18/11/2019	110	6 boxes	5	500	30	15,000	5	75
05/03/2020	108	6 boxes	5	500	30	15,000	5	75
18/10/2020	227	6 boxes	5	500	30	15,000	5	75
07/02/2021	112	6 boxes	5	500	30	15,000	5	75
29/06/2021	142	6 boxes	5	500	30	15,000	5	75



## S. Sheikh Noor-ud-Din & Sons (HSNDS) – production facilities in Pakistan

The last few years of the global pandemic and subsequent transportation bottlenecks, resource scarcities and slower supply chain reactions has forced NRS Relief to be

ever-innovative to ensure the security of materials and the delivery to the disaster-stricken areas in a timely manner.

Our production facilities have always operated lean, both to keep down costs and to ensure we don't produce materials that will not be used.

### As a result, NRS Relief has:

- Engaged in even more global partnerships for transportation and delivery of materials
- Increased the used of locally produced steel, over aluminium
- Continue to focus on in country value in Pakistan for our successful operations and ability to create stable jobs.

## WE HAVE CONTINUED TO PROGRESS IN THESE ENVIRONMENTAL ASPECTS IN THE PERIOD JULY 2020 – JUNE 2021

	2019 - 2020	2020 - 2021	Change	Reason
<b>Water use</b>	21 million gallons	18 million gallons	Reduced 3 million gallons (14 % decrease)	Increased focus on water reduction processes
<b>Water recycling</b>	<ul style="list-style-type: none"> <li>• 55.3% recycled.</li> <li>• 11.7 mil. IG recycled</li> <li>• 44 % treated before entering main drainage</li> </ul>	<ul style="list-style-type: none"> <li>• 56.4% recycled</li> <li>• 10.15 mil IG recycled</li> <li>• 43.7% treated before entering main drainage</li> </ul>	Water recycling increased by 1.1%	Increased focus on water reduction processes
<b>Waste management</b>	Waste produced: 489,697.4 kg	Waste produced: 969,468.4 kg	Total waste increased by 479,771 kg	Production increased resulting in more waste produced. However, of the total waste produced, 21% more is recycled
<b>Waste recycled</b>	Waste recycled: 177,270.3 kg	Waste recycled: 428,774.8 kg	44.2% of the total waste is recycled, which is an increase of 8%	Continued focus on keeping recycling high
<b>Energy consumption</b>	Total energy consumed: 9,355,989 kWh	Total energy consumed: 9,675,930 kWh	Total energy consumption increased by 3.4%	Higher energy consumption due to an increase in production

The work on lowering water and waste has given positive results however we realize more work is needed over the coming years, as equipment is changed, and procedures overhauled.

In terms of waste management, we have made extensive changes to our procedures and have found partners that can use our off cuts, making it other companies' raw material and therefore not waste. The work continues to ensure that the wasted resources are either recycled or used by another entity.

The energy consumption in the reporting period is increased due to a higher manufacturing volume. In this period an increase of emergency power generation from fossil-fuel energy sources (diesel and natural gas) have been noticed due to the intermittent energy supplies from the national grid.

# ECONOMIC PERFORMANCE

## Sustainable sourcing and resource efficiency

The global supply chain was greatly interrupted during the COVID-19 lockdown of countries and transportation chains. Additionally the global resource

scarcity is becoming a more prevalent reality as the consumption of materials over the last many decades has scaled and put great pressure on the finite resources of our planet.



Total products sold  
**2,476,603**



Beneficiaries/end users  
**4,686,644**



Clients served  
**44**



Countries delivered  
**65**

Continuing the communication with our global supply chain we have focused increasingly on these aspects of securing the materials we need:



Localised procurement of materials and services



Resource and materials circularity, locally where possible



Efforts to reduce material consumption where possible



Establish strong agreements with local, regional and global suppliers and partners



Innovated on our ways of running a production business.

NRS Relief stays resilient for the good of our partners, their end-users, and the communities we operate in. Our commitment to the social wellbeing and environmental stability is our guide for ensuring sustainability in action in everything we do.



*The core of my task involves solution provision, either as goods or as a service. Sustainability to me is all about finding that balance between offering lifesaving solutions and the impact of the production or delivery processes on the environment. The balance sort has led to a transition, where sustainable products and processes are given priority in our offers. Carbon footprints from the purchases of raw materials to the delivery of the finished products are analysed at a certain level when offering goods related services.*



**Chima Nzeakor**

Business Development and Sales Assistant  
NRS Relief



# APPENDIX

## ENVIRONMENTAL PERFORMANCE

Material standard	SDG and Targets	UNCG Principle	Indicators	2018-2019 Reporting	2019-2020	2020-2021	Change noted
<b>Recycling: volume recycled material used</b>	12.2: by 2030 achieve sustainable management and efficient use of natural resources.  12.5: by 2030 substantially reduce waste generation through prevention, reduction, recycling, and reuse.	Environment	Percentage of recycled materials used for packaging and accessories.	34.8 % of of total waste was recycled and reused in plastic packaging for tent accessories.	36.2% of total waste was recycled and reused for the packaging of tent accessories.	44.20% of total waste was recycled and reused for the packaging of tent accessories.	8% increase in waste recycled and reused.
<b>Energy consumptions and its sources</b>	12.2: by 2030 achieve sustainable management and efficient use of natural resources. 7.3: double the global rate of improvement in energy efficiency by 2030.	Environment	Electricity (kWh) + Diesel (litres) + Natural Gas (m3).	Diesel: 132,726 (litres) Natural Gas: 1,860,050 (m3) (The Dubai office data is added only to the "Electricity from grid" category.) For us, reporting on our annual energy consumption is a first step towards achieving energy efficiency.	At HSNDs in Pakistan: Diesel = 19,173 L Natural gas = 81,088 m <sup>3</sup> Totally generating 303,261 kWh of electricity. Electricity from grid = 9,052,728 kWh. Total energy consumed: 9,355,989 kWh  At NRS Relief in Dubai Electricity = 132,180 kWh.	At HSNDs in Pakistan: Diesel=46,853 Litres Natural Gas= 83,000 m <sup>3</sup> Totally generating 921,378 kWh of electricity. Electricity from Grid: 8,754,552 Kwh. Total energy consumed: 9,675,930 kWh  At NRS Relief, Electricity = 125,640 kWh.	HSNDs: Electricity from grid decreased by approx 6% due to national energy shortage Total energy consumption increased by 3.4% At NRS Relief, energy consumption decreased by approx 5%.

## ENVIRONMENTAL PERFORMANCE

Material standard	SDG and Targets	UNCG Principle	Indicators	2018-2019 Reporting	2019-2020	2020-2021	Change noted
<b>Emissions in the atmosphere</b>	<p>7.2: increase substantially the share of renewable energy in the global energy mix by 2030.</p> <p>12.2: by 2030 achieve sustainable management and efficient use of natural resources.</p>	Environment	CO2 Equivalent Emissions (tons): a) Electricity from Grid b) Diesel c) Natural Gas.	Electricity from Grid: 3,478 tons Diesel: 347 tons Natural Gas: 3,807 tons Total: 7,632 tons.	Electricity: 4,254 tons Diesel: 50 tons Gas: 170 tons Total: 4,474 tons.	Electricity 3,736 tons Diesel: 128 tons Natural Gas: 174 tons Total emissions: 4,038 tons.	Co2 emissions from Electricity decreased by 518 tons Co2 emissions from Diesel increased by 78 tons Natural Gas increased of 4 tons Overall CO2 emission performance: - 436 tons compared to last period.
<b>Water consumption and sources</b>	<p>2.2: by 2030 achieve sustainable management and efficient use of natural resources.</p> <p>12.4: by 2020 achieve environmentally sound management of chemicals and all wastes throughout their life cycle in accordance with agreed international frameworks and significantly reduce their release to air, water and soil to minimize their adverse impacts on human health and the environment.</p> <p>6.4: by 2030, substantially increase water-use efficiency across all sectors and ensure sustainable withdrawals and supply of freshwater to address water scarcity, and substantially reduce the number of people suffering from water scarcity.</p>	Environment	Groundwater withdrawn by source + percentage of total volume of water recycled and reused.	Total water used in BS1: 48 million gallons. Percentage of total volume of water recycled and reused: 52.08%.	At HSND, total water usage was 21 million gallons during the reporting period out of which 55.3% water was recycled. Remaining 44.7% water was treated before disposing off in main drainage. At NRS Relief, total water usage was 129,800 gallons.	At HSND, total water usage was 18 million gallons during the reporting period out of which 56.4% water was recycled. Remaining 43.7% water was treated before disposing off in main the drainage. At NRS Dubai the water usage went up to 132,000 gallons.	At HSND, water reduced by 3 million gallons. Water recycled increased by 1.1%. The water usage in Dubai increased by 1.7% as working from office policy resumes.

## ENVIRONMENTAL PERFORMANCE

Material standard	SDG and Targets	UNCG Principle	Indicators	2018-2019 Reporting	2019-2020	2020-2021	Change noted
<b>Waste production and its disposal</b>	12.5: by 2030 substantially reduce waste generation through prevention, reduction, recycling, and reuse.	Environment	Total weight of waste (kg) and disposal method.	Waste from our production is categorized as wooden waste, plastic waste, steel, general waste and hazardous waste. Hazardous waste is sold/disposed to approved waste handlers and the rest is recycled for re-use. Total waste for 2018-2019 (kg): 1,065,062.49 Total waste recycled/re-used (kg): 371,237 waste sold (kg): 693,825 % recycled: 36.2%.	Waste production in reporting year was 489,698 Kgs. Recycled/ Reused waste amounted to 177,270.30 Kgs. Waste available for sale amounted to 312,427.36 Kgs. Waste generated at HSNDS comprised on wood, plastic, steel, general and hazardous waste.	Waste production in reporting year was 969,468.40 Kgs. Recycled/Reused waste amounted to 428,774.80Kgs. Waste available for sale amounted to 540,693.06 Kgs. Waste generated at HSNDS comprised on wood, plastic, steel, general and hazardous waste.	Total waste increased by 479,771 kg. 44.20% recycled or re-used Up 8% from last year.
<b>Environmental reporting and compliance</b>	12.6: encourage companies, especially large and trans-national companies, to adopt sustainable practices and to integrate sustainability information into their reporting cycle.	Environment	Compliance with regional environmental standards + ISO Certifications.	NRS Relief is an ISO 14001 certified company. We also adhere to all national and regional environmental quality standards in our operations. Our manufacturing arm HSNDS, strives to comply with Punjab Environment Quality Standards (PEQS) relevant to emissions, energy consumption, use of equipment and disposal of effluents.	HSNDS is certified to environment management system ISO14001:2015 and goes through regular surveillance audits by third party certification. Monthly environmental testing reports of effluent water, noise, smoke and ambient air is submitted to Environment Protection department according to Punjab Environmental Quality Standards(PEQS).	In NRS Relief's environmental policy, we commit to make continuous improvements in the management of our environmental impacts and to building sustainable business practices.	Same as per previous reporting period.



## ENVIRONMENTAL PERFORMANCE

Material standard	SDG and Targets	UNCG Principle	Indicators	2018-2019 Reporting	2019-2020	2020-2021	Change noted
<b>Screening suppliers on environmental criteria</b>	12.7: promote public procurement practices that are sustainable in accordance with national policies and priorities.	Environment	NRS Relief Code of Conduct to be signed by suppliers.	Before entering a new business relationship, the supplier must sign the company Code of Conduct that clearly specifies our commitment to "Protection of Environment", as one of the company's key business ethos. In addition, we routinely engage with our suppliers through due diligence assessments.	Same practice is in continuation for the reporting period.	Due diligence of suppliers include the collection of ESG- related information.	Same practice is in continuation for the reporting period.
<b>Sustainability reporting</b>	<p>12.6: encourage companies, especially large and trans-national companies, to adopt sustainable practices and to integrate sustainability information into their reporting cycle.</p> <p>13.1: strengthen resilience and adaptive capacity to climate-related hazards and natural disasters in all countries.</p> <p>13.3: improve education, awareness-raising and human and institutional capacity on climate change mitigation, adaptation, impact reduction and early warning.</p>	<p>Environment</p> <p>Environment + Human rights</p>	<p>Sustainability report integrated in the company's annual report.</p> <p>Education and awareness on climate change resilience measures for effect of climate change.</p>	This is our first report to the UNGC as a stand-alone company. This is a benchmark document and will be used in the future to measure progress.	This is our second report to the UNGC as a stand-alone company.	<p>This is our third report to the UNGC as a stand-alone company.</p> <p>Senior management attended a professional courses on Business sustainability and reporting.</p>	Tailored training on sustainability management and reporting was provided.

## SOCIAL PERFORMANCE

Material standard	SDG and Targets	UNCG Principle	Indicators	2018-2019 Reporting	2019-2020	2020-2021	Change noted
<b>New employee hires and employee turnover</b>	<p>8.5: by 2030 achieve full and productive employment and decent work for all women and men, including for young people and persons with disabilities, and equal pay for work of equal value</p> <p>5.1 End all forms of discrimination against all women and girls everywhere.</p>	Labour + Human Rights	Total number of employees, number of new hires, turnover percentage.	<p>Total no. of employees: 1,359</p> <p>No. of new hires: 335</p> <p>Employee turnover in HSNDs: 15.8%</p> <p>Employee turnover in Dubai office: 4%.</p>	<p>HSNDs: No of new hires: 150</p> <p>Total number of employees: 1,150</p> <p>No of employees that left: 360.</p> <p>NRS Relief: Staff reduced from 32 to 27 employees. This was a result from contracts ending. No contract was terminated. Retention rate for long term employment is considerably high, with more than 40% of the current staff working for the company for more than 7 years.</p>	<p>HSNDs:</p> <p>No of new hires: 334</p> <p>Total number of employees: 1,135</p> <p>No of employees that left: 349</p> <p>Employee turnover in HSNDs: 30.7%.</p> <p>NRS Relief (Dubai office)</p> <p>Number of employees: 27</p> <p>No of new hires: 04</p> <p>No of employee left: 06</p> <p>Employee turnover in NRS Relief: 22%.</p>	<p>At HSNDs: 55% increase in new hires and a decrease of 3% for employees that left. However, the total number of employees decreased by 15 people.</p> <p>NRS Relief has no change in number of employees and the retention rate of current staff working for the company for more than 7 years is 40%.</p>
<b>Parental leave</b>	3.7: by 2030 ensure universal access to sexual and reproductive health care services, including for family planning, information and education, and the integration of reproductive health into national strategies and programmes.	Labour + Human Rights	Relevant policies as per local legislation.	Our Employee handbook clearly lays out the Maternity Leave Policy (Article 14.8) that states all female employees are entitled to ordinary maternity leave of 45 days. In addition, an unpaid leave of 100 days is also possible, upon the submission of a medical certificate confirming an illness linked to childbirth or pregnancy. As spouses of expectant mothers, male employees are allowed a paternity leave of 2 days (Article 14.9).	Maternity leaves are being provided as per Labour law. No employee availed these leaves in reporting period.	Maternity leaves are being provided as per Labour law. No employee availed these leaves in reporting period.	Same as per previous reporting period.

## SOCIAL PERFORMANCE

Material standard	SDG and Targets	UNCG Principle	Indicators	2018-2019 Reporting	2019-2020	2020-2021	Change noted
<b>Injuries rates and work-related fatalities</b>	8.8: protect labour rights and promote safe and secure working environments of all workers, including migrant workers, particularly women migrants, and those in precarious employment.	Labour + Human Rights	No. of work-related injuries that required a visit to a local treatment centre.	We are happy to report zero work-related fatalities or high-consequence injuries. Our manufacturing arm has recorded 40 minor production-related injuries that were addressed internally with a simple bandage. Only one employee suffered a serious injury that resulted in an arm fracture, the affected was taken to the hospital.	We are happy to report zero work-related fatalities or high-consequence injuries happened at HSND. There were 35 minor production related injuries that were addressed by first aid responders. Three employees needed to be hospitalised due to their previous health issues.	We are happy to report zero work-related fatalities or high-consequence injuries happened at HSND. 16 minor production related injuries were recorded. No person needed to be hospitalised. Precautionary measures plan for COVID 19 was implemented. 25 employees were invited to return back home after the temperature screening and 2 employees tested positive for COVID.  At NRS Relief: 7 employees tested positive for COVID 19. Hospitalisation: 1 Company supported them by sending fruits basket, vitamins, sweets. Working from home was always an option if an employee did not feel well.	54% reduction in minor injuries and no major injuries at HSND.  NRS Relief: working from home scheme introduced.



## SOCIAL PERFORMANCE

Material standard	SDG and Targets	UNCG Principle	Indicators	2018-2019 Reporting	2019-2020	2020-2021	Change noted
<b>Employee education and trainings</b>	4.4: by 2030 substantially increase the number of youth and adults who have relevant skills, including technical and vocational skills, for employment, decent jobs and entrepreneurship.	Labour	Programs for skills management and life-long learning that support the continued employability of employees and assist them in managing career ends.	Several members of our staff in Dubai have embraced the life-long learning principle and took the opportunity to make the most of our Continuing Education and Training (CET) Policy. Members of NRS team have enrolled in a diverse set of academic and technical trainings; from postgraduate courses in Political Science for International Organizations and Institutions to Amazon AWS training and RPA (Robotic Process Automation) Awareness training by UI path, over the past year.	Inhouse training session of employees were held at HSNDs. Around 1,200 hours of training sessions were held covering 15 training topics. All HSNDs departments participated in training sessions. The training topics were related to health and safety, quality and environment management.	Inhouse training session of employees were held at HSNDs. Around 1,500 hours of training sessions were given covering 15 training topics. All HSNDs departments participated in training sessions. The training topics were related to health and safety, quality and environmental management system as well as code of conduct related policies.  At NRS Relief, more than 150 hours of trainings and professional education were given covering a range of 8 topics related to health and safety, quality management and code of conduct / company policies.	324 hours more of training were given at HSNDs in Pakistan.  At NRS Relief, training on business sustainability management and sustainability reporting were attended by senior management.

## SOCIAL PERFORMANCE

Material standard	SDG and Targets	UNCG Principle	Indicators	2018-2019 Reporting	2019-2020	2020-2021	Change noted
<b>Diversity and gender balance</b>	8.5: by 2030 achieve full and productive employment and decent work for all women and men, including for young people and persons with disabilities, and equal pay for work of equal value 10.3: ensure equal opportunity and reduce inequalities of outcome, including through eliminating discriminatory laws, policies and practices and promoting appropriate legislation, policies and actions in this regard ADDITION: 5.5 Ensure women's full and effective participation and equal opportunities for leadership at all levels of decision-making in political, economic and public life.	Labour	Breakdown of employees according to gender and ethnicity. Proportion of females hired in (managerial) positions.	Gender Balance: Female representation in (HSNDS) head office: 5% Female representation in factory units: 12% Female representation in Dubai office: 41% Diversity: Our Dubai office has championed diversity with staff members from 11 different countries including Italy, Pakistan, Philippines, Algeria, Nigeria, Lebanon, Netherlands, Nepal and India.	Female representation in HSNDS is 1% this year. Out of these 3 females headed HR, finance and international procurement departments respectively. Dubai office has 24 employees represented from over ten different countries. 60% of management roles are held by women at NRS Relief.	Female representation in HSNDS is 1% this year. Out of these 3 females headed Human Resources, finance and international procurement departments respectively. Female representation in NRS Relief is 40% in the reporting period. 4 women in management position, respectively in the sales and human resources departments.	At NRS Relief, female and male representation is 50:50 during the reporting period against 60:50 of the previous year.
<b>Freedom of association and collective bargaining</b>	8.8: protect labour rights and promote safe and secure working environments of all workers, including migrant workers, particularly women migrants, and those in precarious employment.	Labour	As per national policies for NRS Relief head office and HSNDS.	HSNDS employees in Pakistan are free to organize as trade unions and enjoy collective bargaining with senior management.	Workers are free for collective bargaining. They are free to join the groups contesting for the collective bargaining agent. Last elections were held in May 2020.	At HSNDS, workers are free to enjoy collective bargaining through the workers welfare council which is elected every two years.	Same as per previous reporting period.

## SOCIAL PERFORMANCE

Material standard	SDG and Targets	UNCG Principle	Indicators	2018-2019 Reporting	2019-2020	2020-2021	Change noted
<b>Child labour and/or compulsory labour</b>	8.7: take immediate and effective measures to secure the prohibition and elimination of the worst forms of child labour, eradicate forced labour, and by 2025 end child labour in all its forms including recruitment and use of child soldiers	Labour	Relevant policies and practices.	One of our 16 ethical principles constituting the company Code of Conduct is "Safeguarding Fundamental Human Rights". This principle clearly states our unequivocal zero tolerance policy regarding child labour. Part of our standard operation procedures is to verify that our partnering Contracting Parties also uphold and share the same principles.	HSNDS fully abiding by the ILO convention 1973. Child labour is strictly prohibited. Before hiring computerised national identity card (CNIC) is required for age verification. Person without CNIC is not employed.	HSNDS fully abiding by the ILO convention 1973. Child labour is strictly prohibited. Before hiring computerised national identity card (CNIC) is required for age verification. Person without CNIC is not employed.	Same as per previous reporting period.
<b>Local community engagement and impact</b>	17.16: enhance the global partnership for sustainable development complemented by multi-stakeholder partnerships that mobilize and share knowledge, expertise, technologies and financial resources to support the achievement of sustainable development goals in all countries, particularly developing countries.	Human Rights	Number of operations that implemented local community engagement/ Partnerships.	At our Dubai head office, we conduct local community engagements by forging partnerships with local and international humanitarian actors:  1. We partnered with a UK-based NGO Empathy Action for our #PeaceDoves initiative to promote peace, address the refugee crisis, upcycle production waste and empower women in a skills amplification project. See: <a href="https://www.nrsrelief.com/news/peacedoves-made-from-refugee-blankets-fly-high-on-world-peace-day-to-spread-peace-messages/">https://www.nrsrelief.com/news/peacedoves-made-from-refugee-blankets-fly-high-on-world-peace-day-to-spread-peace-messages/</a>	Provided care to 54,068 patients. Which included free medical care to 46,216 patients and subsidized care to 7,852 patients for kidney dialysis and specialized eye care treatment at the Bilqees Sarwar Hospital in Pakistan.  1. 7,500 upcycled Bags of Hope were developed from family shelter tent waste to support education among Arab youth.  2. We also partnered with The Dubai College of Fashion Design (CFD) and IHC to host the "Bag of Hope" sustainable fashion show, on World Refugee	HSNDS has provided subsidy to the Bilqees Sarwar hospital providing dialysis, eye surgeries and general OPD. During the reporting period, 9,516 dialysis were performed. 1,360 eye surgeries were conducted and 39,695 patients were treated. General OPD patients treated were 4,483.	Number of patients treated decreased by approx. 18%. Number of eye surgeries increased providing assistance to + 28,843 patients.



## SOCIAL PERFORMANCE

Material standard	SDG and Targets	UNCG Principle	Indicators	2018-2019 Reporting	2019-2020	2020-2021	Change noted
				<p>2. We also partnered with The Dubai College of Fashion Design (CFD) and IHC to host the “Bag of Hope” sustainable fashion show, on World Refugee Day to raise refugee awareness, promote sustainable supply chain and create social impact through the power of fashion.</p> <p>3. Our CSR team travelled to Lahore to conduct a skills amplification “Peace Doves Bookmarks” Work- shop later this year, with female employees of the stitching and trimming departments of our manufacturing arm, HSNDS.</p> <p>4. Not only are we signatories to the Women Empowerment Principles (WEPs), we are also members of the Communications taskforce for WEPs UAE local, routinely providing valuable digital marketing and communications support.</p> <p>5. In Lahore, our charitable arm, Bilqees Sarwar Foundation, provided treatment for</p>	<p>Day to raise refugee awareness, promote sustainable supply chain and create social impact through the power of fashion.</p> <p>3. Our CSR team travelled to Lahore to conduct a skills amplification “Peace Doves Bookmarks” Work- shop later this year, with female employees of the stitching and trimming departments of our manufacturing arm, HSNDS.</p> <p>4. Not only are we signatories to the Women Empowerment Principles (WEPs), we are also members of the Communications task force for WEPs UAE local, routinely providing valuable digital marketing and communications support.</p> <p>5. In Lahore, our charitable arm, Bilqees Sarwar Foundation, provided treatment for up to 60,000 patients last year. BSF is a heavily subsidized public health facility that includes the 32-bed Razia Begum</p>		

## SOCIAL PERFORMANCE

Material standard	SDG and Targets	UNCG Principle	Indicators	2018-2019 Reporting	2019-2020	2020-2021	Change noted
				up to 60,000 patients last year. BSF is a heavily subsidized public health facility that includes the 32-bed Razia Begum Dialysis Centre that served 16,447 kidney patients in the previous year.	Dialysis Centre that served 16,447 kidney patients in the previous year.		
<b>Employee grievance mechanism</b>	8.5: by 2030 achieve full and productive employment and decent work for all women and men, including for young people and persons with disabilities, and equal pay for work of equal value 8.8: protect labour rights and promote safe and secure working environments of all workers, including migrant workers, particularly women migrants, and those in precarious employment.	Labour	Sustainability report integrated in the company's annual report.	We have strong employee grievance mechanism. This is introduced to all new employees during their induction period. We uphold labour and human rights in all aspects of operations, including during the recruitment and retention of all employees.	HSNDS provides safe and decent working environment to its employees. Workers are paid equally regardless of their ethnic background, gender, physical condition etc. Company doesn't discourage the hiring of disabled persons. Currently 10 workers are working in different sections of HSNDS with equal pay and environment as their fellow workers.	HSNDS provides safe and decent working environment to its employees. Workers are paid equally regardless of their ethnic background, gender, physical condition etc. The company supports the hiring of persons with disabilities. Currently 18 workers are working in different sections of HSNDS with equal pay and environment as their fellow workers.	At HSNDS, 8 persons with disabilities were hired during the reporting period.

## ECONOMIC PERFORMANCE

Material standard	SDG and Targets	UNCG Principle	Indicators	2018-2019 Reporting	2019-2020	2020-2021	Change noted
<b>Economic performance: direct and indirect impact</b>		Human Rights	Number of items supplied.	<p>We supplied more than 4 million life-improving products:</p> <ul style="list-style-type: none"> <li>• 25,000 refugee tents and multi-purpose shelters</li> <li>• 250 Mobile Storage Units</li> <li>• 2 million tarpaulins and plastic sheeting</li> <li>• 800,000 thermal blankets</li> <li>• 1 million water containers and jerry buckets</li> <li>• 450,000 sleeping mats.</li> </ul>	<ul style="list-style-type: none"> <li>• We supplied 3,115,369 life-improving products</li> <li>• Aid Support Structures: 1,900</li> <li>• Blankets: 799,388</li> <li>• Plastic sheets/ Tarpaulins: 1,412,045</li> <li>• Water Containers: 740,401</li> <li>• Sleeping Mats: 98,020</li> <li>• Solar Lights: 322</li> <li>• Winterization Kit, canopies, tent fabric covers: 10,580</li> <li>• Family Tents: 52,983.</li> </ul>	<ul style="list-style-type: none"> <li>• We supplied 2,476,603 life-improving products. Key products include:</li> <li>• Family tent: 32,584</li> <li>• Multipurpose tents and add-ons: 3,188</li> <li>• Plastic Sheets / Tarpaulins: 945,847</li> <li>• Water Containers: 810,299</li> <li>• Blankets: 535,377</li> <li>• Sleeping mats: 131,625</li> <li>• Winterization kit, canopies and tent fabric covers: 13,246</li> <li>• Mobile storage units: 237</li> <li>• Tent tote bags: 4,200.</li> </ul>	23% less products delivered than the previous year.
<b>Sustainable communities</b>	11.6: by 2030, reduce the adverse per capita environmental impact of cities, including by paying special attention to air quality, municipal and other waste management.	Environment + Labour	Number of cities of operation.	NRS Relief's manufacturing arm, HSNDS, is based in Lahore, Pakistan. Our international headquarters is based in Dubai, United Arab Emirates. In Lahore, our manufacturing arm complies with regional and national environmental quality standards. In addition, we report on energy consumption at both units of our operations.	We operate in two cities. NRS Relief's manufacturing partner, HSNDS, is based in Lahore, Pakistan. Our international headquarters is based in Dubai, United Arab Emirates. In Lahore, our manufacturing arm complies with regional and national environmental quality standards. In addition, we report on energy consumption at both units of our operations.	NRS Relief in the United Arab Emirates, and the manufacturing arm, HSNDS, in Pakistan, both comply with regional and national environmental quality standards. In addition, we report on energy consumption at both units of our operations.	Same as per previous reporting period.



## ECONOMIC PERFORMANCE

Material standard	SDG and Targets	UNCG Principle	Indicators	2018-2019 Reporting	2019-2020	2020-2021	Change noted
<b>Employment for all</b>	1.1: by 2030 eradicate extreme poverty for all people everywhere, currently measured as people living on less than \$1.25 a day.	Labour + Human Rights	Job Created	A total of 335 jobs were created across our operations in Dubai and Lahore providing decent employment and upward social mobility.	No new hires at NRS Relief. There were 150 rehires at HSNDs (Total number of employees: 1,150).	Number of employees: 27 in NRS Relief and 1,135 at HSNDs. 334 new hires at HSNDs during the reporting period.	At HSNDs, 55% increase in new hires and a decrease of 3% for employees that left. However, the total number of employees decreased by 15 people.  NRS Relief has no change in number of employees and the retention rate of current staff working for the company for more than 7 years is 40%.
<b>Anti-corruption assessment, training, policies and procedures</b>	16.5: substantially reduce corruption and bribery in all its forms.	Anti-Corruption	Anti-corruption policy	Firm anti-corruption policies including: a) Money Laundering and Due Diligence Checks b) Corruption and inappropriate practices c) Whistleblowing d) Compliance and respect for the law, clearly lay out our business ethos against anti-corruption and malpractice in our company Code of Conduct to ensure employee and Company compliance.	Firm anti-corruption policies including: a) Money Laundering and Due Diligence Checks b) Corruption and inappropriate practices c) Whistle blowing d) Compliance and respect for the law, clearly lay out our business ethos against anti-corruption and malpractice in our company Code of Conduct to ensure employee and Company compliance.	In the reporting period, our 16-point Code of Conduct has been updated with a Modern Slavery Act addition, to strengthen clause 11.	One addition to clause 11 on the Code of Conduct of NRS Relief.

## ECONOMIC PERFORMANCE

Material standard	SDG and Targets	UNCG Principle	Indicators	2018-2019 Reporting	2019-2020	2020-2021	Change noted
<b>Procurement practices</b>	12.7: promote public procurement practices that are sustainable in accordance with national policies and priorities.	Human Rights, Labour, Environment, Anti-corruption	Procurement from local suppliers	We have a ratio of 70% raw material import to 30% local procurement. Locally procured materials include polycotton fabric for family tents as well as machinery spare parts and tools for our manufacturing unit. Additionally, we partner with local logistics companies when transporting finished goods and materials to and from the port of Karachi. We also engage local partners when distributing our waste materials for reuse or recycling.	We have a ratio of 70% raw material import to 30% local procurement. We work with approximately 5 logistic companies. We implement a strong Sustainable Supplier Engagement platform across all partners.	We have a ratio of 70% raw material import to 32% local procurement. We work with approximately 5 logistic companies. We implement a strong Sustainable Supplier Engagement platform across all partners.	Slight improvement of 2% more in local procurement in Pakistan.
<b>Indirect economic impact</b>	10.2: by 2030 empower and promote the social, economic and political inclusion of all, irrespective of age, sex, disability, race, ethnicity, origin, religion or economic or other status.	Human Rights	Extent of Impact Proportion of people living below 50% of median income, by sex, age and persons with disabilities.	In the past year, our products have created a meaningful impact on the lives of 7.7 million people living under challenging circumstances.	In the past year, our products have meaningfully impacted the lives of 5,574,837 end-users.	In the reporting period, our products have created a meaningful impact on the lives of 4.7 million people living under challenging circumstances. The social impact is an estimated figure based on the number of products produced.	Number of end users is 15% less than the previous reporting period due to the decreased number of products supplied.

## ECONOMIC PERFORMANCE

Material standard	SDG and Targets	UNCG Principle	Indicators	2018-2019 Reporting	2019-2020	2020-2021	Change noted
<b>Policies for climate action</b>	13.2: integrate climate change measures into (national) policies, strategies and planning.	Environment + Human Rights	Take urgent action to combat climate change and its impacts.	HSNDS is ISO14001 certified. Since 2013, the Environmental Management System is audited every year against the policies and procedures required by the environmental national standards for air, noise, water pollution.	In NRS Relief's environmental policy, we commit to make continuous improvements in the management of our environmental impacts and to building sustainable business practices. To promote environmental responsibility by reducing use of energy, water and other resources throughout our facilities; to carefully evaluate the environmental impact of our product design and materials used; identify opportunities to minimize waste and promote a circular economy.	Communicate internally and externally that climate change is a priority for NRS Relief.	Recycling and repurposing products at HSNDS has become part of the manufacturing process as a result of the enhancement of environmental procedures at factory.



## SUSTAINABILITY IN ACTION

2020-2021  
A year in Review



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