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## List of Acronyms

ACP	Anti-Corruption Policy
BS1	Bilqees Sarwar 1
BS3	Bilqees Sarwar 3
СоР	Communication on Progress
ESG	Environmental, Social, and Governance
GRI	Global Reporting Initiative
HSNDS	H. Sheikh Noor Ud Din & Sons
ISO	International Organization for Standardization
MSU	Mobile Storage Unit
NGOs	Non-Governmental Organizations
NRS Relief	Noor Relief Services
PCA	Paris Climate Agreement
SA	Social Accountability
SDGs	Sustainable Development Goals
UN	United Nations
UNGC	United Nations Global Compact



## **About This Report**

# Introduction to the United Nations Global Compact Report 2022

As a leading force in corporate sustainability since 2000, the United Nations Global Compact (UNGC) has grown into the world's largest initiative of its kind, with over 12,500 members in 160 countries. Central to its mission is fostering corporate transparency and driving adherence to its Ten Principles, the Sustainable Development Goals (SDGs), and the Paris Climate Agreement.

2023 marks a significant step forward with the introduction of the enhanced Communication on Progress (CoP). This vital tool enhances accountability, providing businesses with a standardized framework to track and report their sustainability journey. The 2022 report of NRS Relief, unlike previous reports, which covered June to July, represents data from January to December, offering a comprehensive view of our efforts in the calendar year.

NRS Relief, as a proud UNGC participant, exemplifies this commitment to progress. Our detailed report mirrors the structure of the CoP questionnaire, offering a thorough exploration across five critical areas: Governance, Human Rights, Labour, Environment, and Anti-Corruption. Each section is further

dissected into Materiality, Commitment, Prevention, Performance, Remediation, and Reporting. This comprehensive narrative of our efforts is presented with an understanding that comparing data from year to year can be challenging. In our sector, the type and quantity of items produced vary significantly depending on the nature of emergencies and responses, affecting our production output and sustainability metrics.

Designed for interactive engagement, the report features seamless navigation. Readers can easily access in-depth information on Principles, Global Reporting Initiatives (GRIs), or SDGs through annexes, while a unique top-down corner feature connects directly to relevant sections of the UNGC questionnaire. NRS Relief refers to GRI standards whenever they are applicable to our organization. Each page of the report includes a disclosure of relevant GRI standards, and these are conveniently linked to Appendix 4 for easy reference.

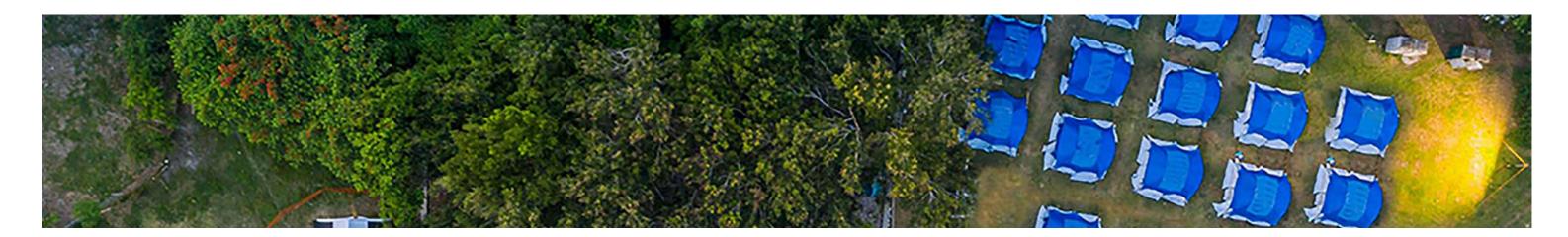
For additional insights and information on our responsible corporate journey and impactful initiatives, we invite you to reach out to our Marketing and Communication Department at marketing@nrsrelief.com. Join us in our pursuit of sustainable and meaningful change.

	Materiality	Commitment	Prevention	Performance	Remediation and Reporting
Governance	N/A	G1-G5	G6-G8	G10-G11	G9, G12, G13
Human Rights	HRI	HR2	HR3-HR6	N/A	HR7-HR8
Labour	HRI	L1-L1.2	L2-L5	L6-L10	L11-L12
Environment	E12	E1-E1.1	E2-E5	E6-E11, E13-E21 (select topics)	E22
Anti-Corruption		AC1-AC2	AC3-AC4	AC5	AC6-AC8

Reference: Questionnaire Guidebook Communication On Progress. February 2023.



## **Letter of Commitment**



Dear Valued Stakeholders,

I am pleased to address you as we continue our journey towards a sustainable future, a vision embodied in NRS Relief's guiding principle, "Sustainable Today, Thriving Tomorrow." Our commitment goes beyond addressing immediate needs; it's about shaping a future where prosperity is shared by all. This commitment has led us to enhance collaboration both within NRS Relief and with our manufacturing arm, H. Sheik Noor Ud Din and Sons, as well as with our external partners. Our collective aim is to align our sustainability objectives to the ones of the humanitarian sector at large by implementing green standards in aid supply production, thereby contributing significantly to a more sustainable humanitarian supply chain.

I am proud to present the 4th UN Communication on Progress Report for NRS Relief. Continuing our tradition of transparent reporting since 2012 under NRS International, this report comprehensively covers our activities in the social, governance, and environmental domains for the year 2022. It marks a significant chapter in our journey, showcasing our efforts in integrating circular economy principles into our operations, including innovative recycling methods, reusable options, and sustainable packaging solutions.

In 2022, NRS Relief has deepened its commitment to sustainability. Our team has enthusiastically participated in initiatives focused on environmental stewardship, health and safety, human rights, diversity, and inclusion. Notably, we conducted a comprehensive life cycle assessment of our products, aimed at quantifying the environmental

impact associated to our operations and supply chains. This was supported by a robust data governance framework, enabling us to track and minimize emissions effectively.

This report, titled "Sustainable Today, Thriving Tomorrow," reflects our dedication to implementing our sustainability policies and frameworks. It provides insights into our responses to global crises, such as the Ukraine conflict and the devasting floods in Pakistan and underscores our commitment to purpose-driven manufacturing.

Looking forward, we are eager to strengthen our partnerships and align more closely with the evolving environmental standards of the humanitarian sector. We are committed to designing and delivering products that prioritize both people and the planet, addressing the challenges of natural and human-induced disasters with safe and dignified responses.

As we acknowledge our progress, we also recognize the challenges ahead, especially in the environmental and social realms. Your feedback, inquiries, and opportunities for collaboration are invaluable to us. Please feel free to contact me at francesca.cocozza@nrsrelief.com for any discussion or partnership opportunities.



Thank you for your continuous support and trust in NRS Relief.

Warm regards,

Francesca Cocozza

Francesca Cocozza

Director

## **Company Profile**

NRS Relief is a leading manufacturer of shelters and essential relief items tailored for the humanitarian aid sector. With over four decades of industry experience, we are trusted by UN Agencies, governmental and non-governmental organisations, to design, produce and deliver a wide range of humanitarian supplies. Our comprehensive product range includes fit-for-purpose, high-quality family and multipurpose tents, warehouse storage solutions, as well as a variety of crucial relief items like blankets, tarpaulins, sleeping mats, and water containers. Driven by principles of innovation, scalability, and stringent quality control, we focus not only on product excellence but also on environmentally sustainable practices. With an extensive production capacity and robust logistics capabilities, we ensure a swift and efficient response to meet our partner's needs in times of crises.



## We Manufacture Products With a Purpose

NRS Relief is a mission-driven organization dedicated to providing essential relief items, offering high-quality, cost-effective, and fit-for-purpose shelters.



## **Vision**

Our vision is to provide essential solutions to all actors responding to humanitarian crises, aimed at positively impacting the lives of the people affected.



## **Mission**

We design, develop and deliver value-engineered solutions to the humanitarian sector. We embrace responsible business practices and create life-improving products in partnership with our clients.

## NRS Relief and H. Sheikh Noor-ud-Din & Sons





NRS Relief, headquartered in Dubai, stands at the forefront of supplying shelters and relief essentials to the humanitarian sector. Our commitment to innovation, scalability, and stringent quality control is matched by our dedication to eco-friendly practices, enabling us to deliver rapid and reliable support amid crisis.



HSNDS, the manufacturing division of NRS Relief based in Lahore, Pakistan is renowned for its commitment to quality in manufacturing core relief items and shelters. Our BS1 unit expertly crafts essential supplies like blankets, sleeping mats, and water containers, vital for disaster response. Meanwhile, BS3 excels in designing and manufacturing a wide range of shelters - from family to high performance tents and mobile storage units.

## Items Sold In 2022



Family Tents 29,231



Winterisation Kits and Stoves 6,950





Coverage Kits 29,000



Kitchen Sets 5,200



Plastic Sheets / Tarpaulins 375,095



Blankets 947,727



Multipurpose Tents & Add-Ons 11,392



Mobile Storage Units (Rex hall)



74

Sleeping Mats 105,320



Water Containers 1,036,610

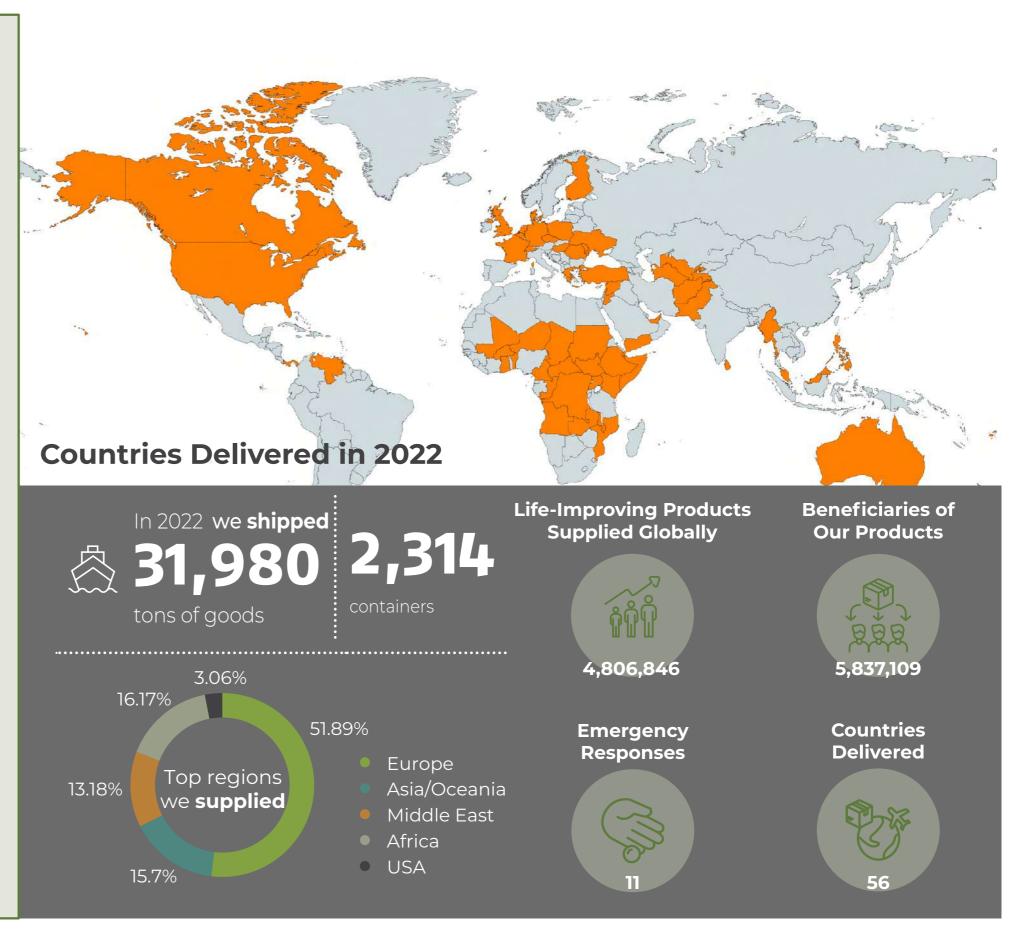


Canopies 216



Non-Standard Core Relief Items 2,256,531

Total 4,806,846





NRS Relief's commitment to ethical conduct and responsible business is evident in our strong governance practices and the various frameworks and policies we have implemented.

These elements are essential in ensuring that our organisation operates with integrity and transparency.

At NRS Relief, we firmly believe in the importance of responsible business practices and sustainable development. As evidence of our commitment, we actively participate in the United Nations Global Compact, a voluntary initiative that advocates for sustainable development and responsible corporate citizenship. By being a part of this initiative, we align our operations with ten universally accepted principles covering human rights, labour rights, environmental protection, and anti-corruption measures. This commitment drives our actions and decision-making processes, as we strive to create a positive impact on society and the environment.

Our principles are reflected in our policies and statements to conduct business by supporting an inclusive society, the people and the planet and upholding the principles of transparency.

## **Anti-Corruption Statement**



In our 2022 Update on Our Stance Against Corruption, we at NRS Relief reaffirm our zero-tolerance approach to corruption, underscoring our dedication to integrity and transparency. This past year, we have enhanced our anti-corruption framework, aligning our policies with global standards, and introducing robust reporting mechanisms. We have concentrated on comprehensive training and awareness for all team members, traders, and partners to deepen their understanding of corruption risks and compliance. Internal controls have been fortified with regular audits, risk assessments, and a confidential system to protect whistleblowers. Our commitment extends to ensuring our partners adhere to these ethical standards. Moving forward, we remain steadfast in our zero-tolerance approach to corruption, and we appreciate the support of our partners who share the same core values.



2

Statement

Addressing the Dual Imperative: Safeguarding Our Environment and Empowering Our People 2022

Our 2022 report underscores our commitment to sustainability and empowerment, focusing on impacting both people and the environment positively. We are dedicated to developing sustainable solutions that benefit both communities and ecosystems, ensuring long-term prosperity. Our operations are grounded in manufacturing excellence, environmental respect, and human dignity. We engage collaboratively with our partners and stakeholders, ensuring our actions are impactful and sustainable, and reflecting community needs. Our approach is reinforced by our commitment to ethical practices, gender equality, inclusivity, and diversity. Key environmental initiatives this year have included life cycle assessments, energy optimization, emissions monitoring, and the integration of recycled components in our products, all aimed at reducing our carbon footprint and fostering a circular economy. We express our gratitude to our team, partners, customers, and supporters for their vital role in this endeavour.

3

Statement

## **Sustainable Development Statement**

We at NRS Relief are steadfast in our commitment to the UN Sustainable Development Goals, emphasizing shared value creation and environmental protection. Our strategy, harmonized with these goals, focuses on climate action and resilient communities, guided by principles of sustainable manufacturing, zero-carbon footprint, circular economy, community resilience, social value, and respect for planetary boundaries. Sustainable development is integral to all our operations, shaping our business strategies and project execution. We collaborate with clients and partners to achieve sustainable results, guided by our sustainability policies that encompass environmental stewardship, health, safety, quality management, and ethical conduct, in line with ISO standards. We transparently share our progress and future plans in our annual reports, continually seeking to innovate and collaborate in addressing global humanitarian challenges.

At NRS Relief, we prioritize strong governance and adhere to various frameworks and policies that reflect our commitment to ethical practices and responsible business conduct. Our governance framework includes the following elements:



## Participation in the UN Global Compact

We actively participate in the United Nations Global Compact, a voluntary initiative that promotes sustainable development and responsible business practices. Through this commitment, we align our operations with ten universally accepted principles in the areas of human rights, labour, environment, and anti-corruption.



Policies

NRS

## Adherence to Sustainable Development Goals

We recognize the importance of the SDGs in addressing global challenges and driving positive change. We align our strategies and initiatives with the relevant SDGs, aiming to contribute to their achievement through our business activities.



## **International Organization for Standardization**

We adhere to ISO 9001, the globally recognized standard for quality management. By meeting its criteria, we consistently deliver high-quality products and services that meet customer requirements. Regular audits and continuous improvement drive our commitment to customer satisfaction and exceptional quality.



#### **Internal Policies**

We have developed a set of internal policies that guide our employees and stakeholders in upholding ethical standards and compliance. These policies include:

- Code of Conduct
  - Cyber Security Policy
- Whistleblowing Policy
- Anti-Corruption Policy
- Health and Safety Policy
   Employee Handbook



- Anti-Corruption Policy
- Child Labour Policy
- Environmental Policy
- Forced Labour Policy

Policies

HSNDS

- Freedom of Association Policy
- Health and Safety Policy
- Human Rights Policy
- Remuneration Policy
- Working Hours Policy
- Anti-Discrimination Policy
- Anti-Harassment Policy

# Role of the highest governance body in sustainability reporting

NRS Relief, along with our manufacturing arm, HSNDS, places a high priority on environmental, social, and governance (ESG) practices. The ESG teams at both entities play a pivotal role in championing sustainability and ethical business practices. Their key functions encompass:

#### **Sustainability Strategy Development**



The ESG teams collaborate with key stakeholders to formulate a comprehensive sustainability strategy aligned with the organisation's mission and values. This involves identifying and prioritising ESG goals and targets relevant to our manufacturing operations.

#### **ESG Data Collection and Analysis**



Our ESG teams are responsible for gathering, analysing, and managing data related to environmental, social, and governance performance. This data-driven approach helps in measuring progress and identifying areas for improvement.

## **Compliance and Reporting**

Global Reporting Initiative

2-12

2-22



2-14

Our teams ensure adherence to relevant sustainability reporting frameworks and guidelines, such as the Global Reporting Initiative (GRI) and the United Nations Sustainable Development Goals (SDGs). We prepare and publish regular sustainability reports, communicating our ESG performance to internal and external stakeholders transparently.

## **Environmental Stewardship**

Sustainable Development Goals



**P** 

Our ESG teams take measures to minimise the environmental impact of manufacturing processes. This includes promoting energy efficiency, waste reduction, responsible resource consumption, and exploring eco-friendly alternatives.

## Social Responsibility:



We focus on fostering positive social outcomes within the organisation and the broader community. This involves implementing fair labour practices, promoting employee health and well-being, supporting local communities, and engaging in local community development.

#### **Governance and Ethical Practices**



Our teams uphold strong governance principles and ethical standards throughout the organisation. They ensure compliance with legal requirements and industry regulations, as well as promote anti-corruption and transparency efforts.

#### Stakeholder Engagement



They actively engage with internal and external stakeholders to understand their perspectives, concerns, and expectations related to sustainability. By incorporating stakeholder input, the ESG teams can address relevant issues and enhance our sustainability approach.

### Risk Management



Our ESG teams identify and assess ESG-related risks that could impact the organisation's reputation, financial performance, or operational continuity.

#### Innovation and Research



Our ESG teams foster a culture of innovation and continuous improvement, encouraging research into sustainable technologies, practices, and materials. By staying ahead of industry trends, they can integrate cutting-edge solutions into their manufacturing processes.

## Performance Monitoring and Target Setting



Our teams track progress toward sustainability goals and targets, regularly evaluating the effectiveness of implemented initiatives. Based on performance insights, the ESG teams set new targets to drive continuous improvement.

#### Collaboration and Advocacy



Members of the ESG team collaborate with industry peers, NGOs, and governmental organisations to share best practices and advocate for sustainability initiatives. They actively participate in industry forums and workshops to drive collective progress.

#### **Employee Training and Awareness**



Our ESG teams organise training programs and awareness campaigns to empower employees and promote a sustainability-oriented culture across the organisation.

Global Reporting Initiative			
2-12	2-23-a-ii	2-23-e	
2.26			

Sustainable Development Goals



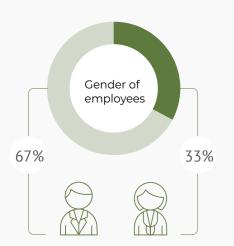


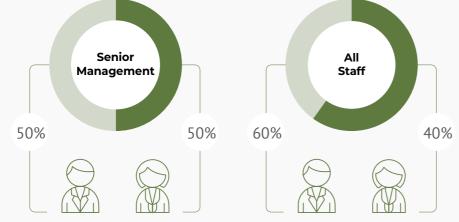


#### Ensure women's full and effective participation and equal opportunities at all levels

**Initiative: Gender-Inclusive Recruitment and Internal Policies Update.** NRS Relief introduced a policy that aims to achieve a more balanced representation of women in managerial positions. This involves targeted recruitment efforts to attract qualified female candidates, assessing performance evaluations for potential gender biases, and providing support for women's career progression. The company establishes diversity metrics and regularly tracks progress to ensure continuous improvement in achieving gender parity at managerial levels. The senior management at NRS Relief maintains a gender balance, with 50% men and 50% women.







#### **Proportion of Women in Managerial Positions**

Initiative: Implemented Gender Diversity Program. NRS Relief actively encouraged the participation and promotion of women in leadership positions.

NRS Relief has taken proactive steps to foster gender diversity within its workforce. The initiative focuses on not only encouraging but actively promoting the participation of women in leadership positions. Our comprehensive programs encompass mentorship initiatives, specialized leadership training opportunities, and the establishment of equal pathways for career advancement.

A core commitment of the company is to consistently enhance efforts in achieving gender parity. The results of these endeavors are evident in our top management, where 67% of positions are held by women. This achievement underscores our dedication to creating a workplace that champions diversity and equality, ensuring a vibrant and inclusive organizational culture.



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.

**Initiative: Worker Protection and Well-being Programs.** HSNDS prioritised worker protection and well-being through comprehensive policies that ensure safe and secure working environment for all employees, including migrant workers and those in precarious employment. The company conducted internal risk assessments, provided safety training, and developed protocols to address any workplace hazards or concerns promptly. Furthermore, offered support services, such as access to healthcare and legal aid, can be beneficial for vulnerable groups like blue-colour workers.





Global Reporting Initiative			
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Sustain	able Deve	elopmer	nt Goals	
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## **HSNDS Supplier Due Diligence Process**

At HSNDS, we are steadfast in our commitment to ethical, sustainable, and responsible business practices in every aspect of our operations. Our Supplier Due Diligence Process, grounded in our comprehensive Supplier Evaluation Form, ensures that our key suppliers are fully aligned with our values and expectations.

#### **Process Initiation**

The process begins by gathering essential details such as the facility's name, address, and ownership. We delve into the supplier's legal status, emphasizing transparency in compliance, and thoroughly evaluate their use of labour brokers. Next, we request to share data on the profile workforce, such as total number of employees, gender distribution, and the inclusion of foreign-born and migrant workers to gain insights into their labour practices.

#### **Operational Standards Compliance**

Operational standards compliance is critical for our suppliers. We meticulously examine their certification standards and the availability of CSR/Sustainability reports. Our evaluation also covers the environmental impact of their operations, including air emissions, water management, waste practices, packaging, and transportation.

#### **Social Responsibility Focus**

Social responsibility is central to our due diligence. We closely review workplace management, corporate responsibility policies, labor practices, and communication channels, paying particular attention to wages, leave policies, grievance procedures, and strictly prohibiting physical punishment.

#### **Supplier Management**

In the Supplier Management section, we evaluate suppliers' screening processes for ethical practices, ensuring they are free from human rights abuses, forced labour, and child labour. We prioritize collaboration with suppliers committed to responsible sourcing. The process concludes with an evaluation of the overall business experience with HSNDS.

#### **HSNDS Supplier Evaluation Form**

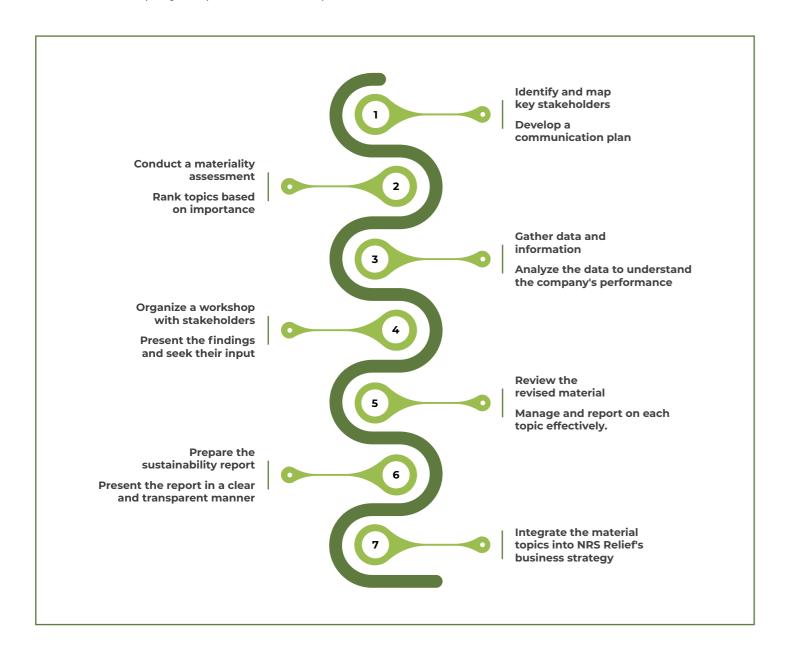
Ultimately, the HSNDS Supplier Evaluation Form is a rigorous tool that ensures our suppliers meet not only our business needs but also our core values. This meticulous approach fosters a sustainable and responsible supply chain, embodying the ethos of HSNDS.

## **Process to Determine Material Topics**

The process to determine material topics for NRS Relief's sustainability reporting involves a systematic and inclusive approach that takes into account the perspectives of various stakeholders.



Here is a step-by-step outline of the process:





## NRS Relief's Materiality Assessment: Revealing the Crucial Elements Influencing the Decision-Making Process

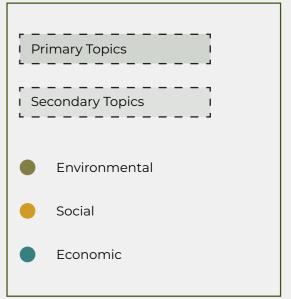


## Global Reporting Initiative (GRI)

## **Materiality Assessment**

The materiality assessment for this reporting period is based on a staff survey conducted between December 2019 and January 2020. The 26 material topics, categorised and rated according to their Environmental, Social, and Economic Impact, are evaluated for:

- · Their relevance to operations.
- The likelihood of influencing our internal decision-making process.



In the materiality assessment, the top three primary topics are related to the environment, and one is related to social aspects. Specifically, these include recycling, local community engagement and impact, compliance with environmental laws, and energy intensity.

Among the 13 secondary topics, one of the most significant is the economic aspect, which involves the percentage of procurement from local suppliers and environmental aspects such as energy consumption and its sources, as well as sustainability reporting.

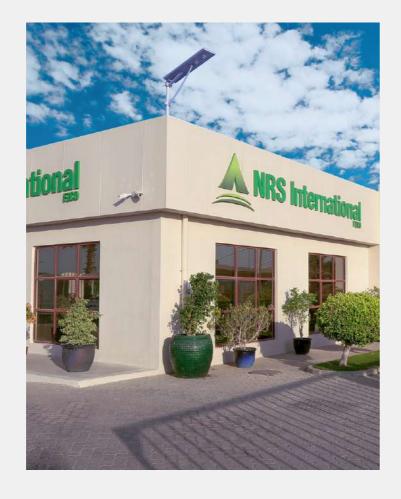
In 2023, NRS Relief will conduct a new materiality assessment.

Section 1. Governance: Performance

# NRSRelief

NRS Relief places significant emphasis on performance, consistently striving to meet the highest standards of quality management. We adhere to the globally recognized ISO 9001 standard, ensuring the maintenance of a robust quality management system.









Global Reporting Initiative

HSNDS aligns with the ISO 14001:2015 environmental management system and has obtained the SA 8000-2014 certification. SA 8000 is an internationally recognized standard that demonstrates our social commitment to ensuring fair and ethical treatment of workers, promoting principles such as decent working conditions, fair wages, and respect for human rights.

Furthermore, HSNDS holds the ISO 45001 certification, another internationally recognized standard focusing on occupational health and safety management systems.



Through regular audits and continuous improvement efforts, our goal is to consistently deliver high-quality products and services that exceed customer requirements. This commitment to customer satisfaction and exceptional quality is an integral part of our governance framework.

In the next 2 years, HSNDS plans to initiate ISO 50001 compliance.

Adopting ISO 50001 will lead to numerous benefits for HSNDS, including better tracking of greenhouse gas emissions, improved operational efficiencies, and cost savings through reduced energy consumption.

HSNDS is ISO 9001 certified, demonstrating its commitment to maintaining a high standard of quality management.



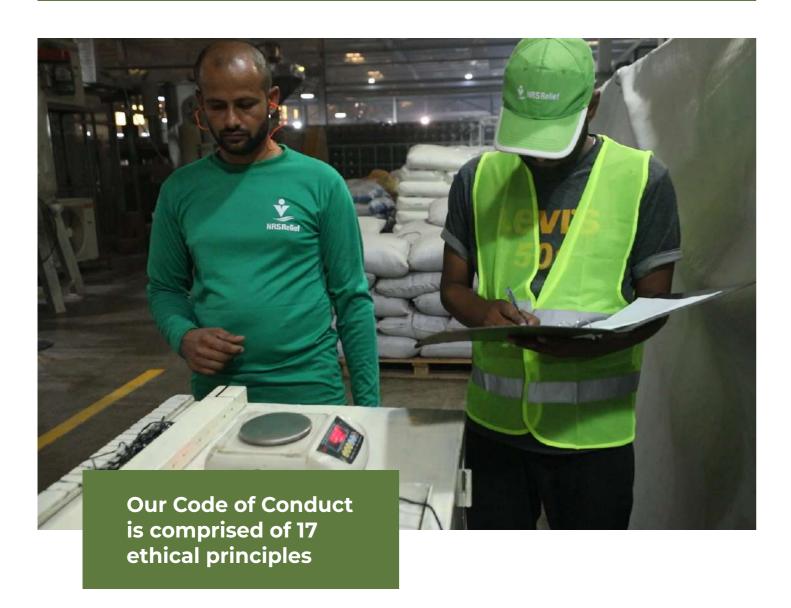






UN GC: G10-G11

## Section 1. Governance: Remediation & Reporting



Emphasizing the significance of internal policies, we utilize them as crucial tools to guide employees and stakeholders in upholding ethical standards, responsible behaviour, and regulatory compliance. These policies not only provide a roadmap for responsible conduct and risk mitigation but also incorporate remediation and reporting mechanisms to promptly address any deviations from ethical practices.

Every new employee at NRS Relief undertakes mandatory training on our comprehensive employee handbook and Code of Conduct. The handbook includes our grievance, health and safety, learning and development, and other important policies and procedures. Our business ethos is grounded in responsible and ethical conduct, ensuring fairness in all our business practices.

Global Reporting Initiative
2-19 2-29 405-1

Sustainable Development Goals

8.5
8.7
8.8
16.5
16.5
16.7



Principle 1 Principle 10 Principle 7

## Section 1. Governance: Remediation & Reporting

At NRS Relief and HSNDS, we firmly believe in the power of prevention as the cornerstone of effective remediation and reporting. Through comprehensive root cause analyses and investigations, we proactively identify potential issues within our operations.

This commitment empowers us to make informed decisions, leading to necessary changes in organizational policies, processes, and practices. Both companies take action in the following ways:

## **Actions to Prevent or Mitigate Potential Negative Impacts**

Conducts thorough risk assessments: NRS Relief conducts risk assessments to identify potential negative impacts related to material topics. This involves analysing the supply chain, manufacturing processes, and other operations for environmental, social, and governance risks.

Implements robust policies and procedures: The company establishes and enforces policies and procedures that promote responsible and sustainable practices. This includes policies related to environmental protection, employee health and safety, human rights, and ethical business conduct.

Invests in training and capacity building: NRS Relief provides training to employees and suppliers to enhance their understanding of sustainability issues and best practices. This helps prevent potential negative impacts through improved awareness and knowledge.

Engages in supply chain management: The company collaborates closely with suppliers to ensure they adhere to sustainability standards and reduce potential negative impacts throughout the supply chain.

#### Global Reporting Initiative

3-3-е

2-5



#### Sustainable Development Goals





16.3

## **Actions to Address Actual Negative Impacts**

Promptly addresses incidents: In the event of actual negative impacts, NRS Relief takes immediate action to address the issue at its source, through internal investigation and adopting corrective actions.

**Engages with affected stakeholders:** The company communicates openly and transparently with affected stakeholders, including local communities, customers, and employees. We seek their input and cooperation in remediation efforts.

## **Actions to Manage Actual and Potential Positive Impacts**

Sets sustainability goals: NRS Relief establishes clear and measurable sustainability goals to maximise our positive impacts on material topics. This includes targets related to waste reduction, carbon emissions, employee well-being, and community engagement.

**Invests in research and innovation:** The company invests in research and development to explore new technologies and practices that can have positive impacts on material topics. This includes eco-friendly materials, energy-efficient processes, and social impact initiatives.





#### **Access To Water And Sanitation**

NRS Relief recognizes the significance of access water clean and adequate sanitation, especially in impoverished and disaster-affected regions.



We have set up a system at our operational facility to guarantee that our employees have access to clean water; each employee has a reusable bottle that they can fill up as often as they like throughout the day.

## Digital Security/Privacy

The organisation adopts policies robust measures to safeguard information beneficiaries, employees, and partners.



By adhering to the highest industry standards for data protection, NRS Relief strives to maintain the trust of those it serves while protecting against potential cyber threats and breaches.

Global Reporting Initiative

Sustainable Development Goals











Global Reporting Initiative			
3-2	2-23-a-iv	2-23-b	
2-23-d	2-23-e	3-3-c	

	-

Sustainable Development Goals







## **Gender Equality & Women's Rights**

NRS Relief firmly believes in promoting gender equality and empowering women in all aspects of its operations. The organisation actively works towards creating an inclusive environment that supports the advancement and participation of women at all levels, from the workforce to community projects.

Through targeted initiatives, NRS Relief aims to address gender disparities, challenge harmful stereotypes, and promote women's rights, recognizing the pivotal role women play in sustainable development and humanitarian efforts.



In alignment with its commitment to human rights, NRS Relief ensures the protection and respect of the rights of indigenous peoples, in accordance with UAE labour laws and government regulations.

NRS Relief endorses the Global Compact on Refugees, adopted by the UN General Assembly in December 2018.









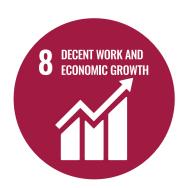
## Section 2. Human Rights: Prevention



## SDG 4.7: Education for sustainable development, human rights, gender equality, and a culture of peace

Training and Education Programs: NRS Relief develops training programs for its employees that focus on sustainability, human rights, and gender equality.

Promote Sustainable Production: NRS Relief designs and manufactures its shelters in ways that promote sustainable living, demonstrating practical applications of sustainable lifestyles.



## SDG 8.7 and 8.8: Zero tolerance for child labour and forced labour, protect labour rights

Fair Labor Practices: NRS Relief ensures that its supply chain is free from forced labour and child labour. Regular audits by onsite visits are implemented to maintain transparency and accountability.

Safe Working Environments: The company implemented strict safety measures in its manufacturing facilities, provided safety training to its workers, and offered fair wages and benefits.



## SDG 16.3: Promote the rule of law and equal access to justice

Uphold Legal Standards: NRS Relief strictly adheres to all local and international laws and regulations. This not only includes labour and safety laws but also environmental regulations.

Equal Opportunities: The company ensures equal opportunities for all employees, irrespective of their gender, race, or nationality. This includes fair hiring practices, fair remuneration and career development opportunities and opportunities for career advancement.





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8.7 8.8



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16.3

**SDG 4.7** 

Education for sustainable development, human rights, gender equality, and culture of Peace

#### 1. Training and Education Programs:

Section 2. Human Rights: Performance

- KPI: Percentage of employees who completed training programs focused on sustainability, human rights, and gender equality.
- KPI: Pre-and post-training assessments to measure the increase in knowledge and understanding.

#### 2. Promote Sustainable Production:

- · KPI: Reduction in energy usage and waste generation in the manufacturing process.
- KPI: Percentage of products designed and manufactured in a way that promotes sustainable living.

Under SDG 4.7

NRS Relief monitors the percentage of employees who have completed training on sustainability, human rights, and gender equality, as well as the improvement in knowledge gained. The company also evaluates the percentage of products made sustainably and measures reductions in energy usage and waste production.



### SDG 8.7 8.8

Eradicate forced labour and child labour, protect labour rights

#### 1. Fair Labour Practices:

- KPI: Number of audits conducted to ensure the supply chain is free from forced and child labour.
- · KPI: Number of violations found and addressed.

#### 2. Safe Working Environments:

- · KPI: Reduction in the number of safety incidents in manufacturing facilities.
- · KPI: Employee satisfaction scores related to working conditions and benefits.

Under SDGs 8.7 - 8.8

Our manufacturing arm - HSNDS counts the number of audits conducted to ensure freedom from forced and child labour in our supply chain, and identifies any violations found and resolved. HSNDS measures the reduction in safety incidents at their facilities and tracks employee satisfaction regarding working conditions and benefits.

## **SDG 16.3**

Promote the

rule of law

and equal

access to

justice

## 5.3

## 1. Uphold Legal Standards:

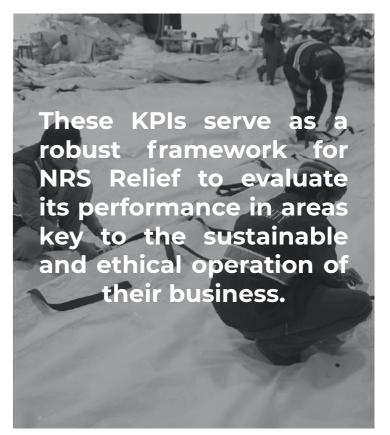
- · KPI: Number of violations of local and international laws and regulations.
- KPI: Completion of regular compliance training and awareness programs for employees.

#### 2. Equal Opportunities:

- KPI: Diversity metrics, such as the percentage of employees from different genders, races, or nationalities.
- · KPI: Pay equity ratio between different genders, races, or nationalities.
- · KPI: The ratio of promotions or career advancements given to diverse employees.

Under SDG 16.3

NRS Relief adheres to local and international laws and regulations and ensures that regular compliance training is completed by all employees. We monitor diversity among employees and provide fair remuneration to ensure equal opportunities for all, regardless of gender, race or nationality.



## **Processes Used to Track** the Effectiveness of Actions

NRS Relief implemented a combination of quantitative and qualitative measures to track the effectiveness of our actions. These include:

Section 2. Human Rights: Remediation and Reporting

- · Regular monitoring of staff demographics to track gender representation.
- · Conducting employee surveys to gauge perceptions of equal opportunity within the company.
- Reviewing adherence to the Code of Conduct, specifically the newly introduced "Equal Opportunity" principle.
- Analysing the content and reach of the annual People and Environment statement and seminars to evaluate engagement levels.

## **Effectiveness of Actions and Lessons Learned**

The actions taken by NRS Relief have proven effective, as shown by the achieved gender representation of 60% men and 40% women. The annual statement on People and Environment successfully showcased NRS Relief's progress, and the workshop facilitated a deeper engagement with employees on the importance of gender equality and human rights.





## Goals, Targets, and Indicators Used to **Evaluate Progress**

Global Reporting Initiative

The primary goal was to uphold Human Rights Principles with a focus on promoting gender eauality.

Key targets included:

- · Achieve equal representation of women and men
- · Integrating the "Equal Opportunity" principle into the company's Code of Conduct.
- Successfully publishing an annual statement on People and Environment.
- · Fostering discussions to deepen engagement with gender equality and human rights topics.

The indicators used to evaluate progress included gender ratios among staff, the level of engagement in the workshop, feedback from employee surveys. and compliance with the updated Code of Conduct.

## Equal **Opportunities**







Section 3. Human Rights: Commitment

Principle 6

Global Reporting Initiative			
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## NRS Relief is firmly committed to upholding and promoting labour rights, which are integrated into our Health & Safety Policy, Code of Conduct, and Harassment Policy.

#### **Occupational Health and Safety**

and

accidents

diseases.

NRS Relief prioritises the health Our company is committed to providing an inclusive and diverse and safety of its employees, ensuring a safe working workplace. We firmly oppose environment and implementing discrimination in any form, policies and procedures to prevent ensuring all employees are treated occupational equitably regardless of their race, colour, religion, sex, age, national origin, immigration status, or any

other characteristic.

Non-discrimination

#### **Child Labour**

NRS Relief strongly opposes the use of child labour. Our company ensures that it adheres to local and international laws and standards that prohibit the exploitation of children in the workplace.

## Freedom of Association and Collective Bargaining

NRS Relief adheres to the UAE labor law, governing the employment relationship between employers and employees and ensuring the protection of workers' rights. Our manufacturing arm, HSNDS, upholds the right to collective bargaining and freedom of association as per national legislation in Pakistan. We support open communication and dialogue employees management within these frameworks.

## Forced or Compulsory Labour

NRS Relief is against any form of forced or compulsory labour. Our company is committed to ensuring that all work is voluntary and that employees have the freedom to leave in accordance with established terms employment.











Section 3. Human Rights: Prevention

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8.7

Sustainable Development Goals

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## NRS Relief Preventive Actions

Eradicate Forced Labour, End Modern Slavery and Human Trafficking (Target 8.7)



**Awareness Campaigns:** Organised awareness campaigns to educate our employees about the realities and dangers of forced labour, modern slavery,

## **HSNDS** Preventive Actions

Achieve Universal Health Coverage (Target 3.8)

**Health Education:** Raised awareness among HSNDS employees about the importance of preventative healthcare and maintaining a healthy lifestyle to prevent chronic diseases and other health issues.

**Community Health Programs:** Promoted Bilgees Salwar local hospital in Pakistan that offers affordable healthcare services and medications.



Empower and Promote Social, Economic, and Political Inclusion (Targets 10.2; 10.4)

Incorporated Inclusive Policies: Adopted Internal Policies for Greater Equality (Goal 10.4):

and human trafficking.

**Internal Workshop:** Educated our employees about the importance of economic equality and the impact of policy decisions on achieving this goal.



Protect Labour Rights and Promote Safe Working Environments (Target 8.8)

#### **Safe Workplace Initiatives:**

Implemented initiatives aimed at ensuring safe and secure working conditions. These included workshops, training programs, as well as providing safety equipment at HSNDS factory.



10.4

## NRS Relief's performance and progress on Health and Safety

## Occupational Health and Safety

- · KPI: Number of safety training sessions conducted per year. This provides an understanding of how well-prepared employees are to deal with potential safety hazards.
- · KPI: Number of reported workplace incidents or accidents. A decrease over time indicates improved safety conditions.
- KPI: Average response time to safety incidents. A quicker response minimises harm and provides rapid remediation.
- · KPI: Percentage of employees who have completed health and safety training within a given period.
- KPI: Compliance rate with occupational health and safety regulations, as determined by external audits or inspections.

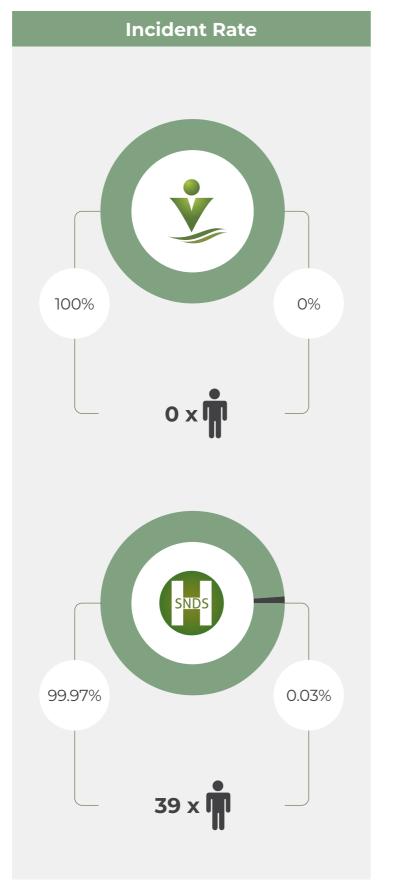


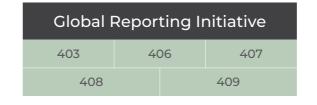




At NRS Relief, we are driven by a commitment to the safety and well-being of our employees. This is reflected in our 2022 performance where we achieved an incident rate of zero. This achievement reflects our dedication to maintain a safe and secure working environment. Similarly, our manufacturing arm HSNDS reported zero major injuries and an accident rate of 0.03% for injuries classified as minor.







During the pandemic in 2022, there were four COVID-19 cases among our employees. We handled these instances with the utmost seriousness, promptly updating our internal policies to ensure health and safety is maintained at all times.

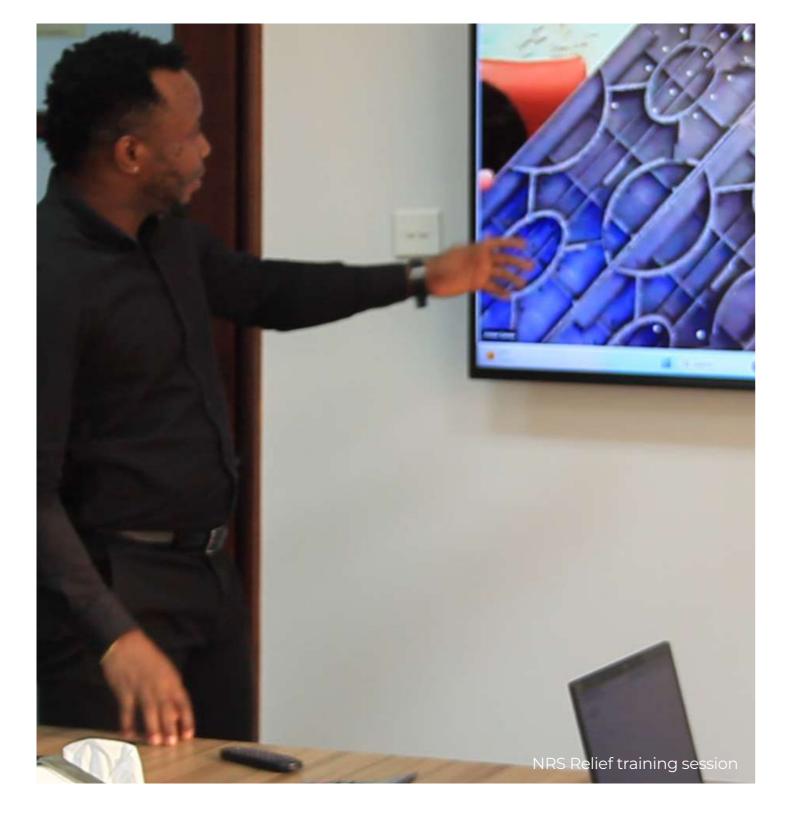






## Section 3. Human Rights: Remediation and Reporting

As part of our proactive approach towards risk management, we conducted training sessions for our partners and suppliers in Turkey, Pakistan, and Italy. The goal of these sessions is to equip our partners with the necessary skills and knowledge to operate in a manner that is consistent with our safety protocols and ethical standards.



Global Reporting Initiative						
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At NRS Relief, our ESG (Environmental, Social, Governance) team has been actively involved in enhancing our Code of Conduct. We are focusing on continuous improvement and strict compliance with labour law principles, underlining our commitment to uphold the highest standards of conduct within our organisation.

At NRS Relief, we will continue to invest in the well-being of our employees, both in terms of their physical safety and the ethical standards that govern their work.

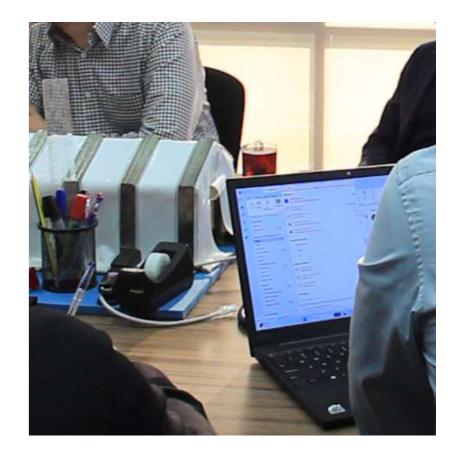


Sustainable Development Goals



At HSNDS, we have implemented an online worker verification process during the hiring phase in an effort to ensure compliance and deter any form of illegal activity.

This process uses a government provided software that includes the database of all persons against whom any criminal report is registered. This reflects our seriousness with which we approach our duty to maintain an ethical and law-abiding workforce.





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## Section 4. Environment: Commitment

At NRS Relief, we believe that the well-being of people and the environment are deeply interconnected.



We invite others to join us to raise the bar for humanitarian industry standards and forging a greener, more sustainable supply chain.

#### Water

We acknowledge the importance of aquatic ecosystems and are committed to ensuring their protection. Our strategies align with the global goals of clean water access.

## **Air Pollution**

We actively workon decreasing our emissions, understanding the detrimental health impacts of polluted air on communities.

## **Energy**

Our commitment extends to sustainable energy. Through rigorous energy consumption calculations, we are taking strides in minimising and greening our energy use.

## **Climate Change**

Recognizing the devastating impacts of climate change on vulnerable communities, we are dedicated to reducing our carbon footprint. Our approach involves comprehensive carbon tracking and reduction initiatives.

## **Forest & Biodiversity**

Recognizing the vital role of forests in maintaining ecological balance, we prioritise sustainable resource management. Our efforts contribute to preserving biodiversity and strengthening ecosystems.

Waste

We have established measures to minimise waste generation, promoting a circular economy approach. By rethinking waste as a resource, we are taking steps to reduce our impact on landfills and the broader environment.

Section 4. Environment: Prevention

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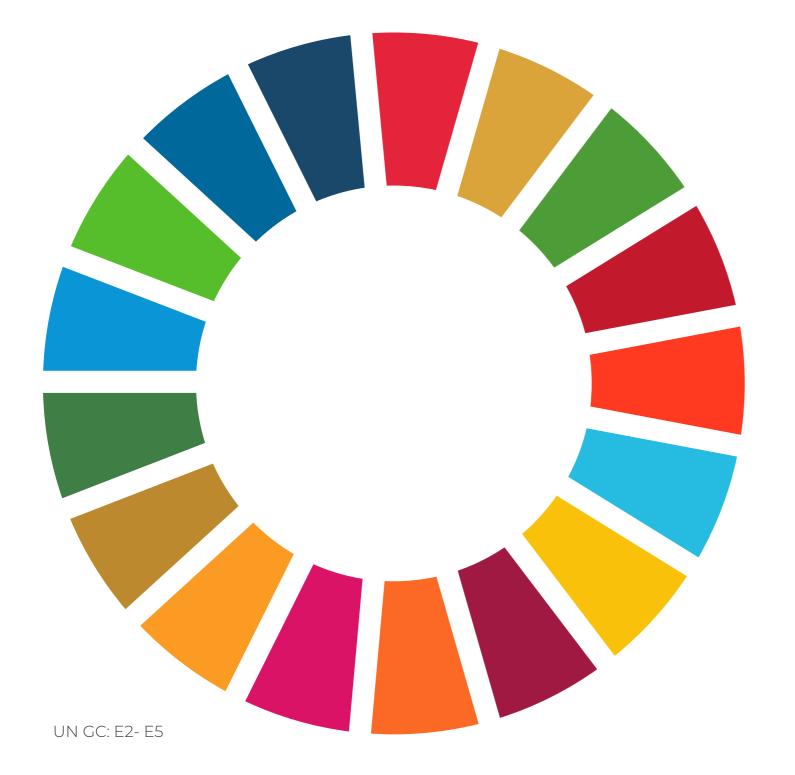
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## Adherence to SDGs

Both NRS Relief and HSNDS are staunch proponents of the Sustainable Development Goals. By annually setting targets based on previous performance reviews, we ensure that we are not just adhering to global standards but are actively striving for a better future. In essence, NRS Relief's commitment is not just to the immediate environment but to the global community. Through our practices and collaboration, we hope to lead by example and foster a culture of genuine environmental care.







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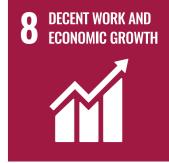




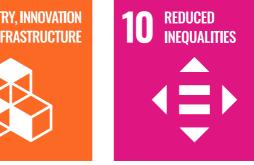






























## Section 4. Environment: Prevention

At NRS Relief, we place immense importance on preserving the environment. Through multifaceted prevention mechanisms, we ensure that every aspect of our operation is attuned to sustainable and eco-friendly practices.

## **Stakeholder Engagement**

Our dialogue with stakeholders, including employees, regulatory bodies, certification entities, and the public, is the bedrock of our environmental initiatives. These interactions shape our strategies for tackling issues like climate change, air pollution, waste management, water conservation, and energy efficiency.

## **Climate Change Mitigation**

- ESG Team/Green Office: At the core of our operations is the Green Office concept, focusing on optimising processes to be eco-friendly.
- Awareness Campaigns: Both internally and externally, we invest in raising awareness about the tangible impacts of climate change.
- Partnerships: We actively seek partnerships to tackle climate change.

#### **Water Conservation**

- **Monitoring:** Every drop counts. Our close monitoring of water consumption ensures minimal wastage.
- Reuse in Production: Before disposing of water, we explore avenues where it can be reused in our production processes.

## **Air Pollution Reduction**

 Our manufacturing arm, HSNDS, is transitioning to cleaner energy sources, such as using natural gas for heaters and generators. This significantly curtails our Carbon footprint.

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## **Energy Efficiency**

- **Employee Awareness:** Through continuous education, we encourage our workers to adopt energy-saving practices.
- Process Optimization: We are always on the lookout for production processes that consume less energy.
- Cleaner Energy: Transitioning from diesel to gas and grid power is a step toward a greener future.

## **Audits and Compliance**

- Monitoring: Our commitment is reflected in our constant monitoring through internal and external audits.
- Collaborative Approach: Our partnership with suppliers and customers focuses on greening the entire supply chain. This approach amplifies the environmental benefits across the value chain.
- HSNDS and ISO14001:2015: The alignment with this environmental management system ensures that all our processes meet stringent environmental standards. Audit outcomes are diligently shared, corrective actions devised, and their effectiveness routinely checked.
- Regulatory Oversight: The Punjab Environmental Protection Department vigilantly monitors our operations for any pollutants, ensuring we always remain within environmentally safe limits.

## **Waste Management**

- Recycling: A pivotal part of our operations is to use recycled materials in our products wherever possible.
- Packaging: The initiative to eliminate single-use plastic is being vigorously pursued, emphasizing the adoption of alternative and sustainable packaging materials.

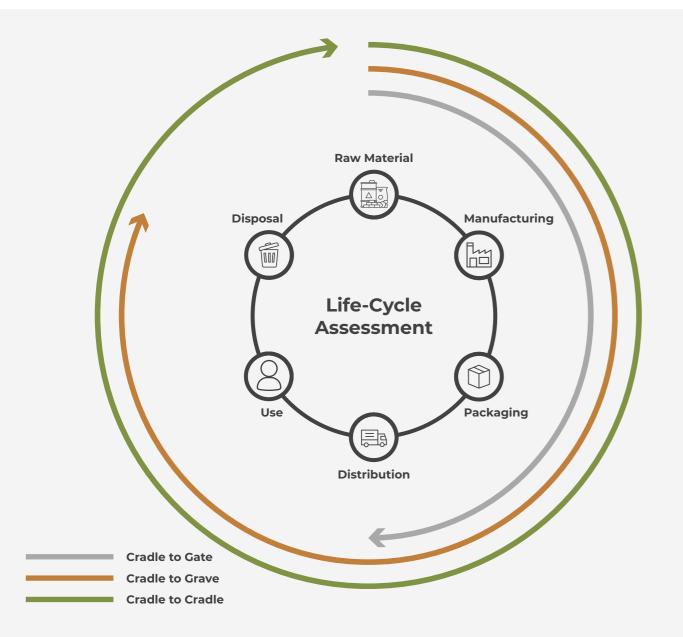
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Sustainable Development Goals

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## Life Cycle Assessment - Cradle to Gate

NRS Relief is committed to environmental responsibility and sustainability. As part of this commitment, we have undertaken a thorough lifecycle assessment from cradle to gate for our products. This comprehensive analysis traces the environmental impact of our products from the initial stages of raw material extraction (cradle) to the point of production completion and distribution (gate). By conducting such assessments, we aim to identify areas for improvement, minimize our ecological footprint, and ensure that our products adhere to the highest environmental standards throughout their lifecycle.



# Targets - Why do they matter?

1. Climate Change Target: Decrease CO2 emissions by 5% in 2022 within scope 1 and 2 emissions.

**Details:** This target is aimed at reducing the greenhouse gas emissions produced directly from sources that are owned or controlled by the company (Scope 1), and indirectly from the generation of purchased electricity consumed by the company (Scope 2). Achieving this target will contribute to the global efforts to mitigate climate change.

**2. Water Target:** Further increased water recycling by 3% in 2022.

**Details:** This target focuses on increasing the percentage of water recycled within our company's operations. By achieving this target, NRS Relief will help conserve water resources and reduce water waste.







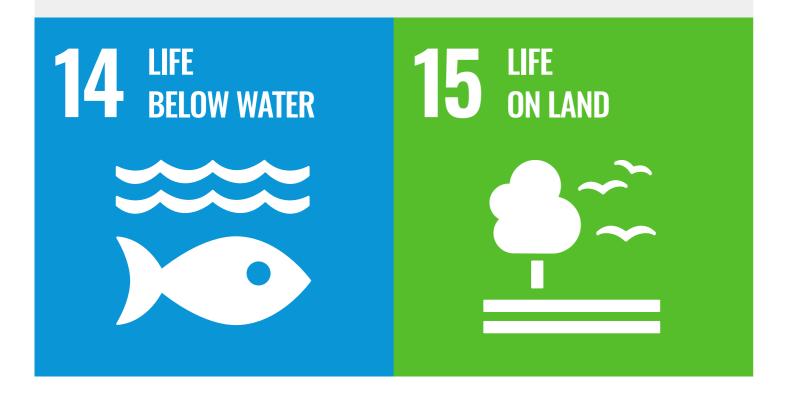
For more insights regarding water impact and potential savings, kindly refer to pages 43 and 44.

# Section 4. Environment: Performance



#### 3. Oceans Target: Zero Waste.

**Details:** NRS Relief supports Sustainable Development Goals 14 and 15, focusing on Life Below Water and Life on Land. We implement zero waste practices, eco-conscious manufacturing, recycling, and resource consumption to preserve marine ecosystems and promote sustainable land use, aligning with global biodiversity protection.



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#### **4. Forests/Biodiversity/Land Use Target:** Increase forestation by 3% by 2024.

**Details:** NRS Relief aims to enhance forest cover within its operational areas. Forestation not only contributes to biodiversity conservation but also plays a significant role in carbon sequestration, helping to mitigate climate change. NRS Relief has plans to participate in mangrove planting projects in the UAE in 2023. Additionally, we have achieved a 3% increase in tree planting initiatives in Pakistan compared to the previous year.



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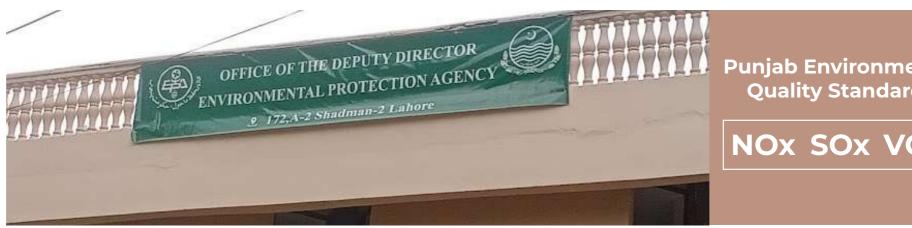


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**5. Air Pollution Target:** Keep NOx, SOx, and VOC levels within Punjab Environmental Quality Standards (PEQS) in 2022.

Section 4. Environment: Performance

Details: This target seeks to ensure that the company's emissions of nitrogen oxides (NOx), sulfur oxides (SOx), and volatile organic compounds (VOC) are within the limits set by the PEQS. This will help reduce air pollution and contribute to better air quality.



**Punjab Environmental Quality Standards** 

NOx SOx VOC



6. Waste Target: Increase plastic recycling by 5% in 2022.

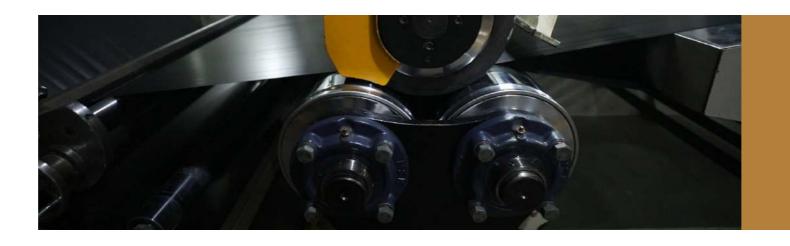
Details: This target aims to enhance the recycling of plastics used in the company's operations. Achieving this target will reduce the amount of plastic waste that ends up in landfills, helping to address the global plastic pollution crisis.



**MORE PLASTIC RECYCLED** 

7. Energy & Resource Use Target: The aim is to increase energy efficiency by 5%. To achieve this, existing equipment were replaced with energy-saving models, including power-saving motors, bulbs, fans, ventilators, and others.

Details: Significant progress was made in the conversion of equipment with energy-efficient alternatives.



**EFFICIENCY** 



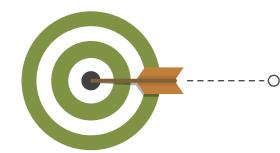
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# Section 4. Environment: Performance

# **Sustainable Manufacturing HSNDS Factory Performance**



#### 1. Water Recycling in Plastic Moulding Division

Target: Achieve 100% water recycling of the plastic moulding section by December 2022.

#### Status: Achieved

Details: As of December 2022, NRS Relief successfully implemented 100% water recycling in its plastic moulding section at BS 1. All water used in the moulding section, which manufactures water containers, is now recycled. This initiative has significantly reduced water consumption and waste, contributing to environmental sustainability.



#### 2. Recycling of Empty Raw Material Bags

Target: Achieve 100% recycling of empty raw material bags by December 2022.

#### Status: Achieved

Details: The company receives granules of HDPE, LDPE, etc., used for making water containers and plastic sheeting, in white plastic bags. After the granules are extracted, NRS Relief has implemented a process to shred the empty bags and repurpose them as recycled material for making rope. This initiative successfully achieved 100% recycling of empty raw material bags by December 2022.

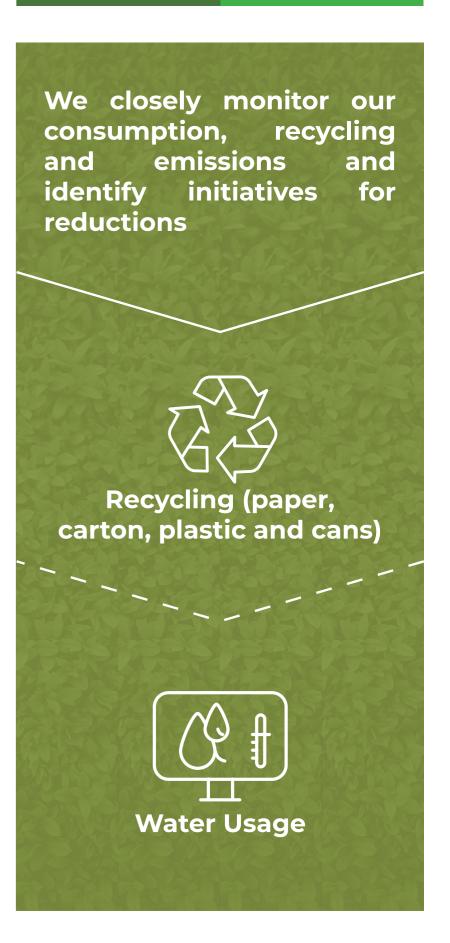


#### 3. Installation of Heat Recovery Boiler

Target: Install a heat recovery boiler by December 2022.

#### Status: Achieved

Details: NRS Relief successfully installed a heat recovery unit at the generators outlet in the BS 1 factory. The unit captures heat that would otherwise be released into the atmosphere and stores it as steam, which is then used to operate jigger machines for fabric processing of tents. This installation reduces energy consumption and environmental emissions.



Section 4. Environment: Performance

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# **Sustainable Manufacturing - HSNDS Factory Targets**



#### 4. Conversion of Electric Equipment to Energy-Efficient Equipment

Target: Convert 100% of electric equipment to energy-efficient equipment.

Status: Achieved

Details: NRS Relief has replaced 70% of our electric equipment with energy-efficient alternatives. However, further conversion to 100% has been paused due to budget constraints. The company has not allocated additional budget for the purchase of new LEDs for complete conversion.

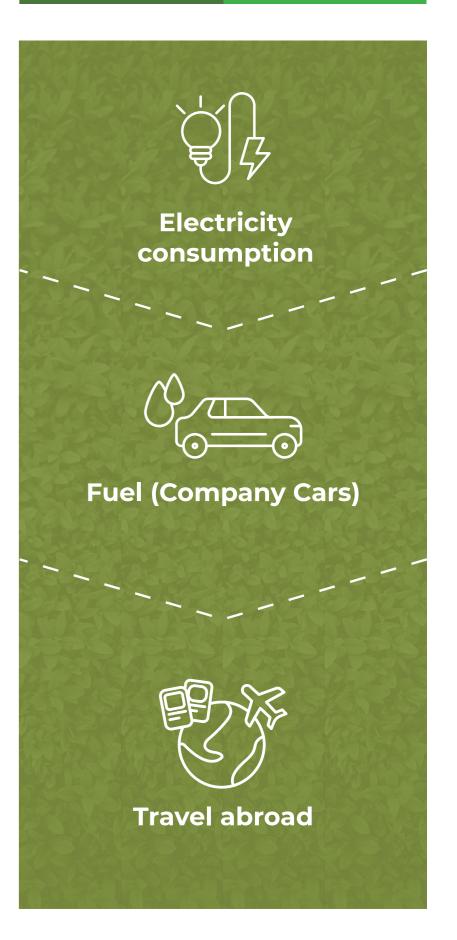


#### 5. Maintain Environmental Emissions as per PEQs

Target: Maintain environmental emissions within the limits set by the Punjab Environmental Quality Standards (PEQs).

Status: Achieved

Details: The Environment Protection Authority has established baseline emission standards for pollutants such as SOx, NOx, and air pollution. NRS Relief continuously monitors our emissions and submits monthly reports to the Environmental Protection Authority. As of December 2022, we successfully maintained our emissions within the specified limits.



Section 4. Environment: Remediation & Reporting

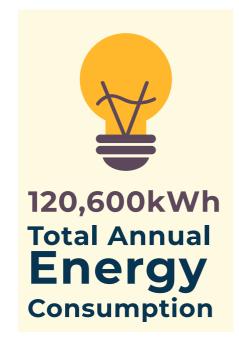
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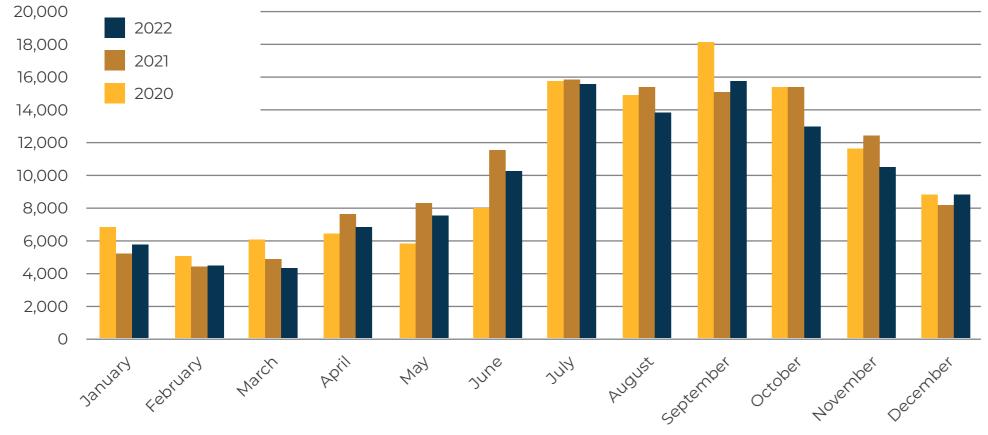
# NRS Relief Energy Consumption Comparison 2021-2022

The 2022 energy consumption for NRS Relief indicates monthly fluctuations in electricity usage, with a total annual consumption of 120,600 kWh, averaging 10,050 kWh per month.

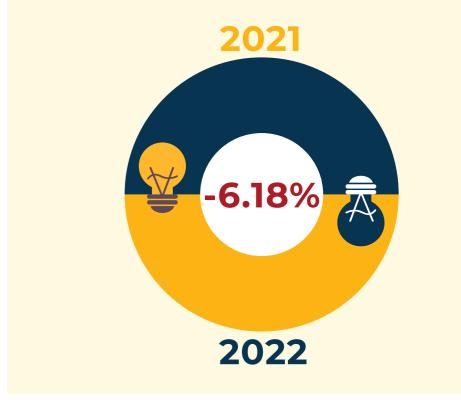


In reference to the electricity consumption data for the calendar year 2022, a decrease in usage was observed during September, October, and November, amounting to a 3% reduction. This decline is attributed to favorable weather conditions, as these months were comparatively cooler than the same period in 2021. While the upgrades in lighting and office insulation overall have contributed to a 6.18% reduction, the primary factor remains the milder weather conditions during the mentioned months.

Despite higher monthly consumption in 2021, the total cost for the year was lower in 2022, indicating improvements in energy efficiency and cost management, attributed to Green Team office management initiatives.



# 2022 Cost LOWER THAN 2021 Cost



Section 4. Environment: Remediation & Reporting

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Sustainable Development Goals

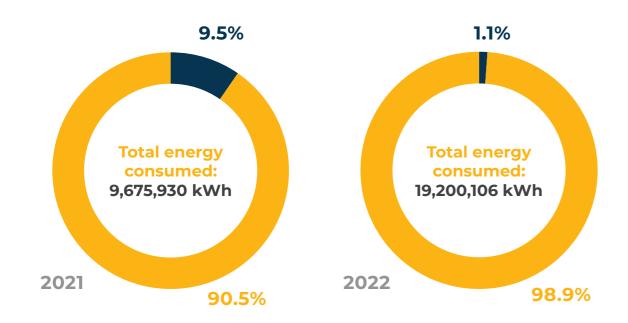
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# **HSNDS Energy Consumption Comparison 2021-2022**

In the dynamic landscape of energy consumption, businesses are constantly seeking ways to balance operational needs with environmental responsibility. HSNDS exemplifies this commitment by closely monitoring and adapting its energy consumption patterns.

#### **Energy Mix in 2021: A Baseline Analysis**

In 2021, HSNDS relied on a combination of diesel and natural gas for its energy needs. The breakdown reveals that 46,853 liters of diesel and 83,000 cubic meters of natural gas were consumed, collectively generating 921,378 kWh of electricity. This was supplemented by 8,754,552 kWh sourced from the grid, resulting in a total energy consumption of 9,675,930 kWh.



- Diesel and natural gas
- Electricity from the grid

#### Notable Shifts in 2022: Towards Efficiency and Sustainability

Fast forward to 2022, and significant changes are evident in HSNDS's energy consumption profile. The consumption of diesel and natural gas witnessed a remarkable decrease, with only 20,762 liters of diesel and 71,127 cubic meters of natural gas utilized. Despite the reduction in traditional energy sources, the company managed to generate 202,180 kWh of electricity. Simultaneously, there was a substantial increase in electricity sourced from the grid, reaching 18,997,926 kWh. The overall total energy consumed surged to 19,200,106 kWh.



#### **Driving Factors Behind the Shifts**

Several factors are contributing to the observed changes in HSNDS's energy consumption patterns. The decrease in diesel and increase in natural gas consumption aligns with a global trend toward cleaner and more sustainable energy sources. Additionally, advancements in energy efficiency measures may be at play. HSNDS introduced new equipment and implemented operational practices aimed at reducing energy waste and improving overall efficiency. These efforts are crucial not only for minimizing environmental impact but also for enhancing cost-effectiveness in the long run.

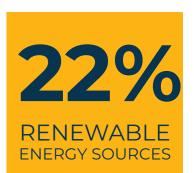
Global trend towards cleaner energy

Advancement in energy efficiency

New equipment and operational practices

#### **Energy Grid Mix in Pakistan**

The shift towards increased grid reliance in 2022 is a strategic response to market dynamics, showcasing HSNDS's adaptability in optimizing its energy expenditures. It's worth noting that the national grid system in Pakistan has an energy mix which includes at least 22 percent from renewable sources.



#### **Implications for a Sustainable Future**

By reducing reliance on traditional fossil fuels and embracing grid electricity, we are aligning our practices with a cleaner energy future. The journey from 2021 to 2022 reflects a strategic evolution towards a more sustainable, efficient, and resilient energy model.

# **NRS Relief Water Consumption**

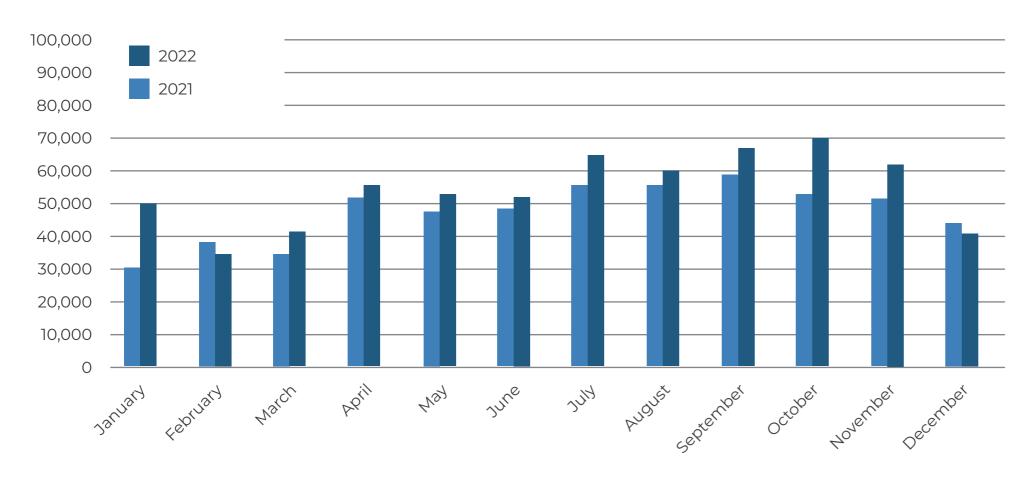
Water consumption is a critical aspect of any organization's operational footprint, and in the case of NRS Relief, monthly data from 2021 and 2022 reveal several trends and insights.

#### **Month-to-Month Fluctuations**

In 2021, NRS Relief's water consumption exhibited a pattern of fluctuations, with varying levels observed across different months. This suggests dynamic and responsive water usage, potentially tied to office operational demands. In 2022, a distinct trend emerges, marked by an increase in water consumption during certain months compared to their counterparts in 2021, possibly influenced by seasonal weather changes.

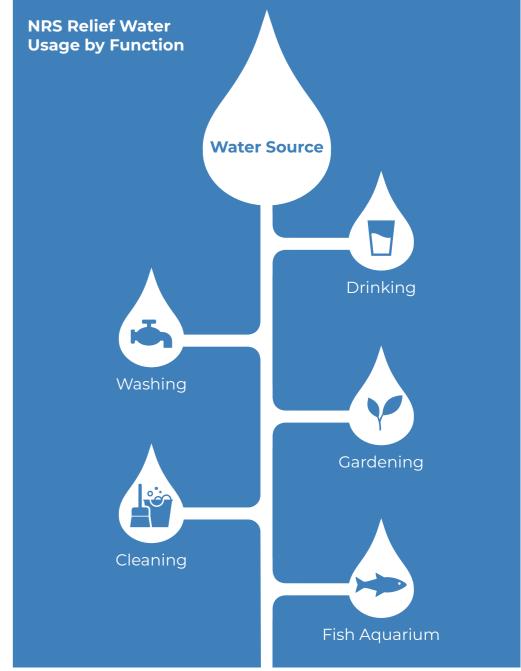
#### **Peak Water Usage**

The data highlights specific months of heightened water consumption, acting as crucial reference points for targeted analysis. In 2021, the zenith was reached in July, recording 56,008 litres. Conversely, in 2022, the pinnacle was observed in October, totaling 70,010 litres. Identifying the driving forces behind these peak periods is essential for implementing strategic interventions to manage and potentially reduce peak water demands.



#### **Overall Trend**

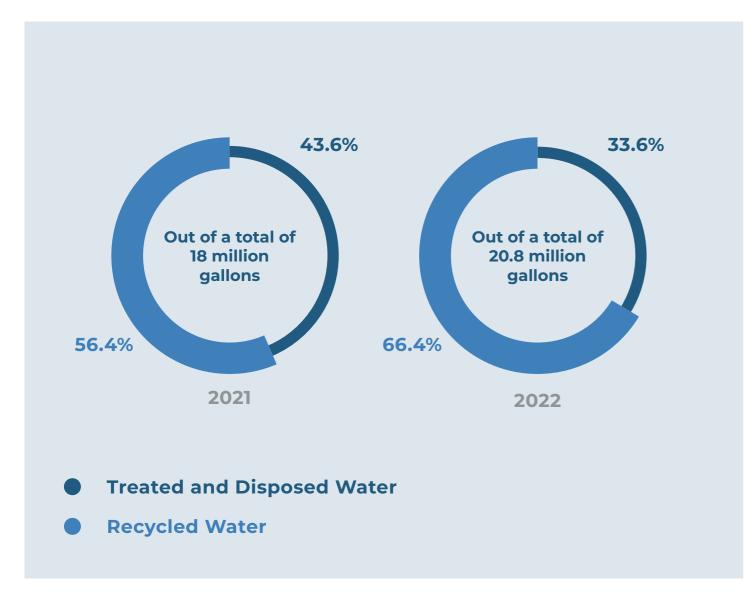
Operational factors, such as the shift from office to work from home in 2021, emerge as the main contributor to the heightened water usage observed in 2022. The correlation between external factors, like climate variations, and water needs is another aspect that warrants exploration. Understanding these dynamics is fundamental for refining water management strategies and fostering a harmonious balance between operational excellence and environmental stewardship.



Principle 7 Principle 8 Principle 9

Section 4. Environment: Remediation & Reporting





Global Reporting Initiative

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# **HSNDS Water Consumption**

#### Water Consumption in 2021 as the Foundation for Sustainable Practices

In 2021, HSNDS conscientiously consumed 18 million gallons of water, reflecting a thoughtful approach to water usage. Of this total, 56.4% was recycled, showcasing the company's commitment to minimizing its environmental impact. The remaining 43.7% underwent treatment before being responsibly disposed of into the main drainage system. This water management strategy laid the groundwork for HSNDS's journey towards sustainability.

#### Advancements in 2022 as a Step Forward in Water Conservation

Building on the foundation set in 2021, HSNDS demonstrated further progress in 2022 by refining its water consumption practices. The company's total water consumption increased to 20.8 million gallons, indicating potential growth in operational activities. Remarkably, 66.4% of this water was recycled, surpassing the recycling rate of the previous year. The remaining 33.7% underwent thorough treatment before being discharged into the main drainage system.

#### Recycling and Treatment as Key Components of HSNDS's Water Management Strategy

The substantial increase in water recycling from 56.4% in 2021 to 66.4% in 2022 highlights HSNDS's commitment to enhancing its sustainability efforts. Equally important is the careful treatment of the remaining water before disposal. By treating water before it enters the main drainage system, HSNDS ensures that any potential contaminants are removed, minimizing the ecological footprint of its operations.



# Waste Management 2022 - NRS Relief

Item	June 2020 - July 2021	Jan 2022 - Dec 2022
Paper (kg)	28	90
Carton (kg)	Ο	35
Plastic (kg)	42	33
Cans (kg)	2	5

The NRS waste consumption data shows trends in different waste categories over the years. Paper waste witnessed a significant increase in consumption in 2022 compared to 2021, primarily due to full-scale office operations. Conversely, plastic waste decreased in 2022, indicating concerted efforts to diminish plastic consumption and enhance plastic recycling practices. Despite fluctuations in individual waste categories, the grand

Despite fluctuations in individual waste categories, the grand total of waste across all categories followed a pattern of increase from 72 kg in 2021 to 163 kg in 2022. This surge in waste is attributed to the shift from remote online work to in-office operations.



# **Production Waste 2022 - HSNDS**

Item	June 2020 - July 2021	Jan 2022 - Dec 2022
Waste Production (kg)	969,460.4	1,037,000
Recycled Waste (kg)	428,774.8	621,213
Waste for Sale (kg)	540,693.06	415,787

The waste sold included materials that cannot be recycled; however, other companies can use this waste to manufacture new items.

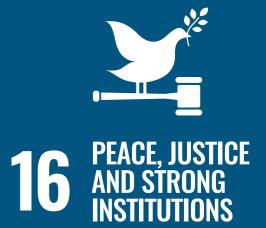
The HSNDS waste consumption data shows a rise in waste production in 2022, with 1,037,000 kg generated. This increase is primarily driven by elevated production levels.

The quantity of waste recycled or reused experienced a commendable boost, climbing from 428,774.80 kg to 621,213 kg. The encouraging increase in recycling and the strategic reduction in the sale of non-recyclable waste demonstrate a positive trajectory toward a more sustainable and environmentally conscious waste management system.

The waste available for sale decreased from 540,693.06 kg to 415,787 kg. This decline is attributed to a more efficient sorting process and enhanced utilization of recyclable materials.



# Section 5. Anti-Corruption













"Corruption undermines justice, equality, and fairness. We oppose it by defending NRS Relief's 17th Ethical Principles and corporate values with zero tolerance approach".

Meriem Hadjaj Human Resources and Adminstration Manager

# Section 5. Anti-Corruption: Commitment

Global Reporting Initiative

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Sustainable Development Goals

**16** 

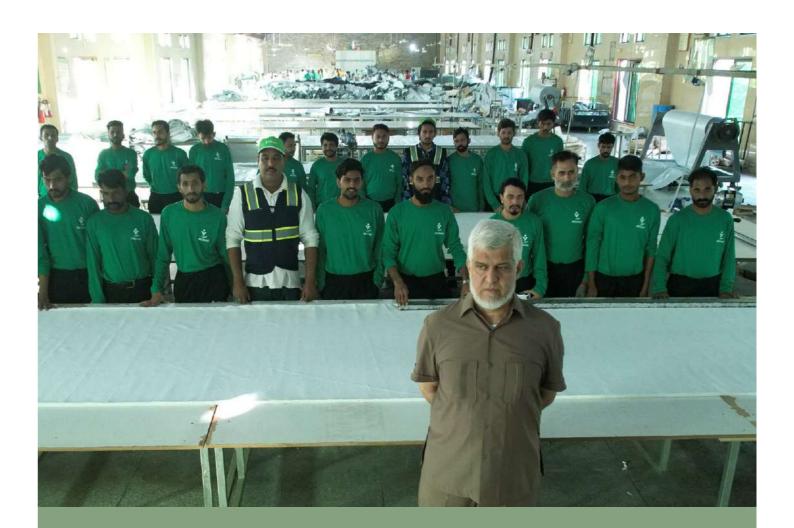


16.4 16.5

NRS Relief upholds the highest ethical standards and integrity in all activities. Our Anti-Corruption Policy emphasizes our commitment to comply with UAE Anti-Corruption Laws. NRS strictly prohibits bribery or corruption, whether involving employees, customers, or third-party representatives, and prohibits giving, offering, promising, or receiving anything of value with the intent to gain an improper business advantage.



Per Clause 8 of the NRS Relief Code of Conduct, any form of corruption, bribery, or personal gain through gifts is strictly prohibited. This includes dealings with all entities, from government officials to private businesses and NGOs. Employees must disclose any received gifts and obtain proper authorization before acceptance. Non-compliance entails disciplinary action, underlining our unwavering commitment to integrity and transparency.



Anti-Corruption commitment: H. Sheikh Noor Ud Din & Sons (Pvt.) Ltd. commits to conducting business in strict compliance with the law. The company explicitly prohibits any authorization, payment, promise, or offering of gifts to government officials with the intent of improperly influencing them in favor of H. Sheikh Noor Ud Din & Sons (Pvt.) Ltd. This anti-bribery stance extends to not allowing any third party to make such payments or offers. Any failure to adhere to this code or company policy is considered a serious violation, subject to disciplinary action, including termination, and may also lead to civil or criminal charges.

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16.4 16.5

Relief's commitment NRS creating corruption-free is environment demonstrated by the establishment and stringent enforcement of our Anti-Corruption Policy (ACP).



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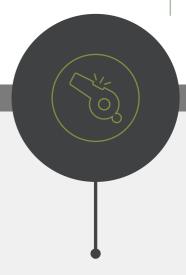












## Scope and Coverage of **Anti-Corruption Policy**

The Anti-Corruption Policy covers all stakeholders within the NRS Relief realm, including employees, directors, officers, subsidiaries, and even third-party representatives. This wide scope ensures a holistic approach, addressing potential loopholes and areas of vulnerability.

### **Zero Tolerance Policy**

NRS Relief is uncompromising in its stance against corruption. Whether in the form of bribery. misappropriation, or any other corrupt practice, the organisation unequivocally condemns such actions.

## **Proactive Risk Management**

Rather than waiting for issues to arise. NRS Relief takes a proactive stance. The organisation conducts meticulous risk assessments periodically to pinpoint and address potential areas of concern before they become problematic.

### **Training and Awareness**

Knowledge is the first line of defence. By equipping its stakeholders with a clear understanding of their obligations under ACP, NRS Relief is ensuring that they are not just compliant but also advocates of its anti-corruption stance with third-party suppliers.

#### **Whistleblower Protection**

A culture of silence is a breeding ground for corruption. Hence, NRS Relief encourages reporting of any suspicious activities. To support this, whistleblowers are provided with utmost protection, ensuring they can come forward without fear of retaliation.

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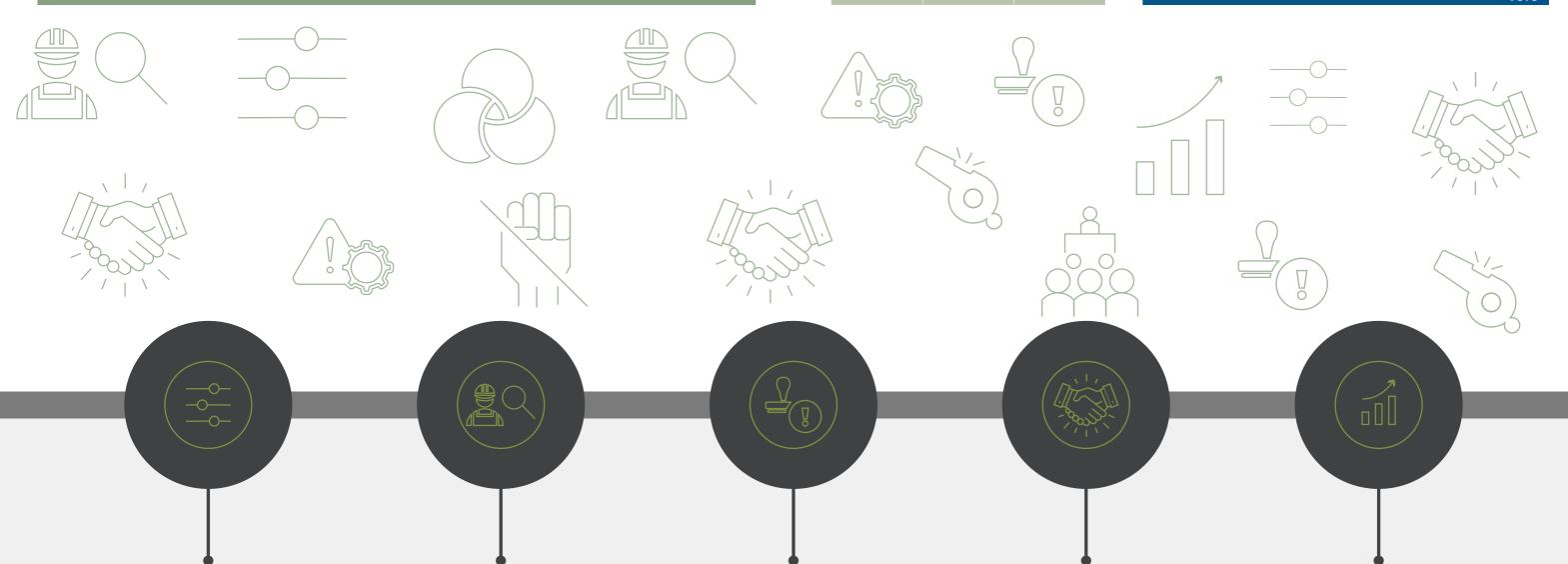
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16.4 16.5 16.6

# Section 5. Anti-Corruption: Prevention



#### Comprehensive **Internal Controls**

With effective internal control mechanisms, our organisation ensures that operations align with our ACP guidelines. Regular audits and reviews further bolster these controls.

# Third-party Due Diligence

NRS Relief acknowledges the risk of indirect involvement in corruption through third-party engagements. As a safeguard, meticulous due diligence is performed on third parties before initiating any collaboration.

Our organisation's commitment is further solidified by our stern actions against any violation of the ACP. Disciplinary actions are a testament to the organisation's unwavering commitment to its principles.

#### Consequences for Violation Cooperation with Authorities

Transparency is a core tenet of NRS Relief. If an investigation arises, the organisation fully cooperates with authorities, showcasing our dedication to justice.

#### **Continuous Improvement**

In the ever-evolving landscape of laws and regulations, NRS Relief ensures that our ACP is not static. Regular reviews and improvements ensure that the program aligns with the latest best practices and legal frameworks.

# Section 5. Anti-Corruption: Performance

The Anti-Corruption Policy of NRS Relief and HSNDS encompasses several key areas:



# **Bribery and Corruption**

Bribery, defined as the offering, promising, giving, accepting, or soliciting of an advantage for illegal actions, is strictly prohibited. Employees must refrain from engaging in personal payments, excessive gifts, unreasonable entertainment, or uncompensated use of company facilities to gain favourable treatment.



#### **Facilitation Payments and Kickbacks**

Facilitation payments and kickbacks are strongly opposed, as they are deemed forms of bribery and corruption that undermine ethical standards, aiming to expedite routine organizational actions.



#### **Gifts, Meals and Entertainment**

Employees are prohibited from influencing others through unreasonable gifts, meals, or entertainment, as it may create an impression of improper influence on business relationships.



#### **Political Contribution**

Both companies prohibit donations to political parties or candidates, recognizing potential improper business advantages and adhering to ethical business practices.

#### Global Reporting Initiative

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16.4 16.5



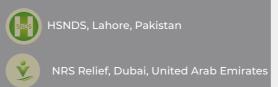
Corruption

Cases









NRS Relief and HSNDS have zero corruption cases in 2022. Both companies have compliance procedures in place, ensuring that all employees are well-aware of the consequences of engaging in corrupt practices. This includes regular compliance training and clear ethical guidelines. This ensures that employees are equipped with the knowledge and tools to make ethical decisions and prevent corruption within the organisations.



Sustainable Development Goals

# Address potential corruption and bribery in all their forms:

NRS Relief has developed and rigorously enforced comprehensive anti-corruption policies that extend to all facets of its operations. This includes the establishment of processes dedicated to reporting and investigating potential corruption cases. For enhanced confidentiality, whistleblowers are fully protected and can submit complaints anonymously through a designated box in the office or by sending an email to hr@nrsrelief.com.

Furthermore, the initiative involves providing anti-corruption training for both employees and stakeholders. This training aims to raise awareness about the importance of ethical behavior and underscores the potential consequences associated with engaging in corrupt practices.



Complaint Box

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16.4 16.5 16.6

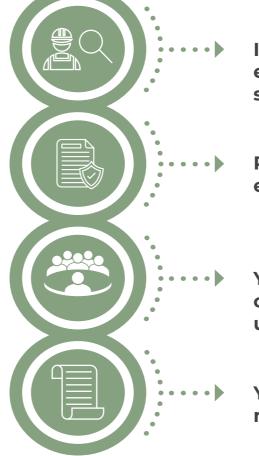
# NRS Relief Anti-Corruption Goals for 2023



Section 5. Anti-Corruption: Remediation & Reporting

At NRS Relief, our Anti-Corruption mechanism is straightforward: upon receiving information about any potential corruption case, we activate a specialized Compliance Committee to conduct a thorough investigation. The subsequent actions are contingent on the investigation results.

If the corruption case is substantiated with evidence, swift and decisive measures ensue, including immediate termination and application of criminal or administrative penalties in accordance with UAE Law.



Implement a regular reporting system to ensure compliance with ethical and legal standards for giving and receiving gifts

Policy updated according to internal evaluation and/or UAE Labour Law

Yearly training to all employees on anti-corruption policies and updates

Yearly survey to enhance risk management capabilities

HR & Administration Manager

# Appendix 1: Environmental Performance

Material Standard	SDG & Targets	UNGC Principle	Indicators	June 2020 - July 2021	Jan 2022 - Dec 2022	Change Noted
Recycling: Volume of recycled material used	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	44.20% of total waste was recycled and reused for packaging for tent accessories	60% of total waste was recycled and reused for making tent accessories	16% increase in waste recycled and reused
Energy consumption and its sources	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)	At NRS Relief, Electricity = 125,640 kWh  At HSNDS in Pakistan: Diesel=46,853 litres Natural gas= 83,000 m³ Totally energy generated from diesel and natural gas is 921,378 kWh of electricity Electricity from grid: 8,754,552 kWh Total energy consumed: 9,675,930 kWh	At NRS Relief, Electricity = 116,340 kWh  At HSNDS in Pakistan: Diesel=20,762 litres Natural gas= 71,127 m³ The total generation from diesel and natural gas is 202,180 kWh of electricity Electricity from grid: 18,997,926 kWh Total energy consumed: 19,200,106 kWh	At NRS Relief, energy consumption decreased by 5%  At HSNDS, total energy consumption by diesel and natural gas decreased by 77% Electricity from the grid increased by 63%, and overall energy consumption increased by 49.6% due to increased production and energy availability from the national grid
Emissions in the atmosphere	12.2: by 2030, achieve sustainable management and efficient use of natural resources  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  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	Environment	CO <sub>2</sub> Equivalent Emissions (tons):  a) Electricity from the grid b) Diesel c) Natural gas	Electricity 3,736 tons Diesel: 128 tons Natural gas: 174 tons Total emissions: 4,038 tons	Electricity from National Grid: 7,843 tons From Diesel: 57 tons Natural Gas: 106.8 tons Total emissions: 8,006 tons	CO <sub>2</sub> emissions from Electricity Increased by 4,107 tons  CO <sub>2</sub> emissions from Diesel decreased by 71 tons  Natural Gas decreased by 67.2 tons.  Overall CO <sub>2</sub> emission performance: +3,968 tons compared to last the period
Water consumption and sources	12.2: by 2030, achieve sustainable management and efficient use of natural resources  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	Environment	Groundwater withdrawn by source + percentage of the total volume of water recycled and reused	At NRS Dubai, the water consumption in 2021 was 125,180 gallons  HSNDS Pakistan utilized 18 million gallons of water, with 56.4% being recycled and the remaining 43.7% being	At NRS Dubai, the water usage increased by 19,140 gallons, going from 125,180 to 144,320 gallons.  At HSNDS, the total water usage during the reporting period was 20.8 million gallons, with 66.4% recycled. The remaining 33.7% of water was	At NRS Relief, water usage rose by 15.3% as more people returned to the office after pandemic restrictions were lifted. At HSNDS, water usage increased by 2,8 million gallons, with 10% increase in overall water recycling

<sup>\*</sup>Sustainability data / outcomes vary depending on production output.
\*\*The NRS Relief report covers 12 months. In the previous report, data was presented from June 2020 to July 2021. However, in the 2022 report, the reporting period has shifted to cover data from January to December.

# Appendix 1: Environmental Performance

Material Standard	SDG & Targets	UNGC Principle	Indicators	June 2020 - July 2021	Jan 2022 - Dec 2022	Change Noted
	their release to air, water and soil to minimize their adverse impacts on human health and the environment  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			treated before disposal into the main drainage system. Meanwhile, at NRS Dubai, the water usage increased by 2,200 gallons, reaching a total of 132,000 gallons compared to the previous 129,800 gallons	treated before being disposed of in the main drainage system	accompanied by a 15.63% increase in water recycling
Waste production and its disposal	12.5: by 2030, substantially reduce waste generation through prevention, reduction, recycling, and reuse	Environment	Total weight of waste (kg) and disposal method	The waste generated at HSNDS included wood, plastic, steel, general waste, and hazardous waste, reaching 969,468.40 kg. Out of this, 428,774.80 kg was recycled or reused. The remaining 540,693.06 kg of waste was available for sale	In the reporting year, the total waste production amounted to 1,037,000 kg. Out of this, 621,213 kg of waste was successfully recycled or reused. Additionally, there were 415,787 kg of waste available for sale. The waste generated at HSNDS consisted of wood, plastic, steel, general waste, and hazardous waste	Total waste increased by 67,532 kg. 60% of which is recycled or re-used, a 15% increase compared to last year's numbers
Environmental reporting and compliance	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		HSNDS is certified to the environmental management system ISO14001:2015 and undergoes regular surveillance audits by third-party certification. Monthly environmental testing reports of effluent water, noise, smoke and ambient air are submitted to the Environment Protection Department according to Punjab Environmental Quality Standards(PEQS)	Same as per the previous reporting period
Screening suppliers on environmental criteria	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		The same practice is in continuation for the reporting period	Same as per the previous reporting period
Sustainability reporting	12.6: encourage companies, especially large and transnational companies, to adopt sustainable practices and to integrate sustainability information into their reporting cycle.	Environment	Sustainability report integrated into the company's annual report	This is our third report to the UNGC as a stand- alone company	This is our fourth report to the UNGC as a stand- alone company	Tailored training on sustainability and reporting is reoccuring annually
	13.1 Strengthen resilience and adaptive capacity to climate-related hazards and natural disasters in all countries. 13.3 Improve education, awareness-raising and human and institutional capacity on climate change mitigation, adaptation, impact reduction and early warning	Environment + Human rights	Education & awareness on climate change resilience measures for effect of climate change	Senior management attended a professional course on business sustainability and reporting		

<sup>\*</sup>Sustainability data / outcomes vary depending on production output.

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# Appendix 1: Social Performance

	SDG & Targets	UNGC Principle	Indicators	June 2020 - July 2021	Jan 2022 - Dec 2022	Change Noted
New employee hires and employee turnover	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  5.1 End all forms of discrimination against all women and girls everywhere	Labour and Human Rights	Total number of employees, number of new hires, turnover percentage	NRS Relief (Dubai office) Number of employees: 27 No. of new hires: 04 No. of employee left: 06 Employee turnover in NRS Relief: 22%  HSNDS (Lahore) No. of new hires: 334 Total number of employees: 1135 No. of employees departures: 349 Employee turnover in HSNDS: 30.7%	NRS Relief (Dubai Office) Number of employees: 22 No. of new hires: 04 No. of employees left: 04 Employee turnover in NRS Relief: 17%  HSNDS (Lahore) No. of new hires: 563 Total number of employees: 1423 No. of employees that left: 385 Employee turnover in HSNDS: 27%	NRS Relief, no change in the number of employees and the retention rate of current staff working for the company for more than 7 years is 52 %  At HSNDS, 40.6% increase in new hires and a decrease of 9% for employees that left. The total number of employees increased by 288 people
Parental leave	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 and Human Rights	Relevant policies as per local legislation	Maternity leaves are being provided as per Labour law. No employee availed of these leaves in the reporting period	Maternity leaves are being provided as per Labour law. No employee availed of these leaves in the reporting period. Paternal leaves of (5) days are released by the UAE Ministry of Labour and applicable from February 2022	Same as per the previous reporting period
Injuries rates and work-related fatalities	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 and Human Rights	No. of work-related injuries that required a visit to a local treatment centre	At NRS Relief, 7 employees tested positive for COVID-19. Hospitalisation: 1 The company supported them by sending fruit baskets, vitamins, and sweets. Working from home was always an option if employees felt they needed to improve their health  We are happy to report zero work-related fatalities or major injuries happened at HSNDS. 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 02 employees were reported positive for COVID	HSNDS: 20 minor production-related injuries were recorded. No person needed to be hospitalised  At NRS Relief: 7 employees tested positive for COVID-19. Hospitalisation: 1 The company supported them by sending fruit baskets, vitamins, and sweets. Working from home encouraged if an employee did not feel well. NRS Relief: 4 employees tested positive for COVID-19. Hospitalisation: nil Working from home optional if employees needed to improve their health	HSNDS: 4 more cases of minor injuries in the current reporting period compared to the previous year  NRS Relief: 54% reduction in minor injuries and no major injuries.  During the reporting period, the working-from-home scheme remained active

<sup>\*</sup>Sustainability data / outcomes vary depending on production output.

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# Appendix 1: Social Performance

Material Standard	SDG & Targets	UNGC Principle	Indicators	June 2020 - July 2021	Jan 2022 - Dec 2022	Change Noted
Employee education and training	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 lifelong learning that support the continued employability of employees and assist them in managing career ends	In-house training sessions for employees were held at HSNDS. Around 1,524 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 systems, as well as code of conduct-related policies. At NRS Relief, more than 150 hours of training and professional education were given, covering a range of 8 topics related to health and safety, quality management and code of conduct/company policies	At NRS Relief, 55 hours of training and professional education were given, covering a range of 9 topics related to Sales analysis & administration, ERP, Operations and UAE Labour law.  In-house training sessions for employees were held at HSNDS. Around 1560 hours of training sessions were given, covering 14 training topics. All HSNDS departments participated in training sessions. The training topics were related to health and safety, quality, environmental and sustainability management and company code of conduct-related policies	HSNDS conducted in-house employee training sessions, totalling 1560 hours across 14 topics. All departments participated, focusing on health and safety, quality, environment, and code of conduct.  At NRS Relief, employees received 55 hours of training on 9 topics, including sales analysis, ERP, operations, and UAE labour law
Diversity & Gender Balance	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 the 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 The proportion of females hired in (managerial) positions	Female representation in HSNDS this year stands at 1%, with three females heading the HR, finance, and international procurement departments, respectively. Meanwhile, at NRS Relief, female representation during the reporting period was 50%. Four women held management positions, specifically in the sales and human resources departments	This year, female representation at HSNDS is 1%, with three females working in the HR, finance, and international procurement departments, respectively. In the reporting period, female representation at NRS Relief was 40%. There were four women holding management positions, respectively, in the sales and human resources departments	At NRS Relief, female and male representation is 60% male and 40% female during the reporting period against 50:50 in the previous year
Freedom of association & collective bargaining	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	At HSNDS, workers are free to participate in collective bargaining through the worker's welfare council, which is elected every two years	At HSNDS, workers are free to participate in collective bargaining through the worker's welfare council, which is elected every two years. Not Applicable in UAE	Same as per the previous reporting period

<sup>\*</sup>Sustainability data / outcomes vary depending on production output.

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# Appendix 1: Social Performance

Material Standard	SDG & Targets	UNGC Principle	Indicators	June 2020 - July 2021	Jan 2022 - Dec 2022	Change Noted
Child labour and/or compulsory labour	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	HSNDS fully abides by the ILO Convention 1973. Child labour is strictly prohibited. Before hiring computerised national identity card (CNIC) is required for age verification. A person without CNIC is not employed	HSNDS fully abides by the ILO Convention 1973. Child labour is strictly prohibited. Before hiring computerised national identity card (CNIC) is required for age verification. No Person without CNIC was employed in the reporting year	Same as per the previous reporting period
Local community engagement and impact	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	HSNDS provided subsidies to the Bilqees Sarwar Hospital, providing dialysis, eye surgeries and general OPD. During the reporting period, 9,516 dialyses were performed. 1,360 eye surgeries were conducted, and 39,695 patients were treated. General OPD patients treated were 4,483	HSNDS provided subsidies to the Bilqees Sarwar Hospital providing dialysis, eye surgeries and general OPD. During the reporting period, 7588 dialyses was performed. 1,666 eye surgeries were conducted, and 42009 patients were treated. General OPD patients treated were 3302	The number of dialysis patients treated decreased by approx.20%. The number of eye surgeries increased by 18.36 %, while number of out-patient cases decreased by 36% in the reporting period
Employee grievance mechanism	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	HSNDS provides a safe and decent working environment to its employees. Workers are paid equally regardless of their ethnic background, gender, physical condition etc. The company encourages 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	HSNDS provides a safe and decent working environment to its employees. Workers are paid equally regardless of their ethnic background, gender, physical condition etc. The company encourages the hiring of persons with disabilities. Currently, 19 disabled workers are working in different sections of HSNDS with equal pay and environment as their fellow workers	At HSNDS, 1 person with disability was hired during the reporting period

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# Appendix 1: Economic Performance

Material Standard	SDG & Targets	UNGC Principle	Indicators	June 2020 - July 2021	Jan 2022 - Dec 2022	Change Noted
Economic performance: direct and indirect impact		Human Rights	Number of items supplied	We supplied 2,476,603 life-improving products. Some of the key products include: Family tents 32,584 Multipurpose tents & add-ons 3188 Plastic Sheets / Tarpaulins 945,847 Water Containers 810,299 Blankets 535,377 Sleeping mats 131,625 Winterization kit, canopies and tent fabric cover 13,246 Mobile storage units (Rex Hall) 237 Tent tote bags 4200	We supplied 5,047,645 life-improving products. Some of the key products includes: Family Tents 29,231 Multipurpose Tents & Add-ons 11,335 Plastic Sheets / Tarpaulins 375,095 Water Containers 1,036,610 Blankets 947,727 Sleeping Mats 105,320 Winterization Kit, Canopies, Tent Fabric Covers, Quilts, Sleeping Bags, Bed Linens, Mattresses, Hygiene kit, Heaters 2,301,454 Mobile storage units (Rex hall) 74	Product deliveries increased by 103.8% compared to previous years. This increase can be attributed to higher demand in the reporting period January to December and the increased numbers of natural disasters and conflicts
Sustainable Communities	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 in the United Arab Emirates, and the manufacturing arm, HSNDS, in Pakistan, comply with regional and national environmental quality standards. In addition, we report on energy consumption at both units of our operations	Both the manufacturing branch, HSNDS, in Pakistan, and NRS Relief in the United Arab Emirates adhere to national and regional environmental quality requirements. We also disclose information on ESG best practices at each of our two operational units	Same as per the previous reporting period
Employment for All	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	Jobs Created	NRS Relief has a total of 27 employees, while HSNDS has 1,135 employees. Additionally, HSNDS hired 334 new employees during the reporting period	NRS Relief has a total of 22 employees. Additionally, there were 4 new hires during the reporting period. In HSNDS, there were 563 new hires, bringing the total number of employees to 1423. However, 385 employees left	At HSNDS, there were 563 new hires, bringing the total number of employees to 1423. However, 385 employees left, resulting in a 27% turnover rate.  At NRS Relief, 22% increase in new hires and a decrease of 17% for employees that left. Retention rate of current staff working for the company for more than 7 years is 52%

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# Appendix 1: Economic Performance

Material Standard	SDG & Targets	UNGC Principle	Indicators	June 2020 - July 2021	Jan 2022 - Dec 2022	Change Noted
Anti-corruption assessment, training, policies & procedures	16.5: substantially reduce corruption and bribery in all its forms	Anti-Corruption	Anti-corruption policy	The NRS Relief Code-Of-Conduct was amended with an anti-corruption clause & Modern Slavery Act amendment	The NRS Relief Harassment policy was recently released, and employees have undergone training on it	Two new clauses on the Code of Conduct
Procurement practices & procedures	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. We work with approximatively 5 logistics companies. We implement a strong, Sustainable Supplier Engagement platform across all partners	We have a 66% import to 34% local procurement ratio, collaborate with multiple logistics companies, and utilize a robust Sustainable Supplier Engagement platform for effective monitoring	Slight improvement of 2% more local procurement in Pakistan
Indirect economic impact	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 per cent of median income by gender, age and persons with disabilities	In the past year, our products have created a meaningful impact on the lives of 4.7 million people living in challenging circumstances. The social impact is an estimated figure based on the number of products produced	Our products have improved the lives of 5,047,645 people in the last year	Number of end users is 7.39% more than in the previous reporting period due to the increased number of products supplied
Policies for climate action	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	Communicate internally and externally that climate change is a priority for NRS Relief	ISO14001 certified, our Environmental Management System has been audited annually since 2013, adhering to national environmental standards for air, noise, and water pollution	Recycling and repurposing products at HSNDS has become part of the manufacturing process due to the enhancement of environmental procedures at the factory

<sup>\*</sup>Sustainability data / outcomes vary depending on production output.
\*\*The NRS Relief report covers 12 months. In the previous report, data was presented from June 2020 to July 2021. However, in the 2022 report, the reporting period has shifted to cover data from January to December.

# Appendix 2: The 10 Principles of United Nations Global Compact

#### **Human Rights**

**Principle 1:** Businesses should support and respect the protection of internationally proclaimed human rights; and

We acknowledge the significant role that human rights play in international business. Our company fully endorses and upholds the Universal Declaration of Human Rights as well as the Guiding Principles on Business and Human Rights, which embody the United Nations Protect, Respect and Remedy Framework.

Principle 2: make sure that they are not complicit in human rights abuses

Both companies are fully committed to Principle 2: We actively take measures to ensure that our operations and collaborations do not contribute to or facilitate human rights abuses. Our actions demonstrate our dedication to preserving the dignity and rights of all individuals.

We enhanced our due diligence process to our external supplier, created a survey that focused exclusively on human rights principles.

#### **Labour Principles**

**Principle 3:** Businesses should uphold the freedom of association and the effective recognition of the right to collective bargaining;

In the UAE, collective bargaining is not allowed. However, NRS Relief developed a company wellbeing policy that supports Principle 3 of the United Nations Global Compact. This can be achieved by focusing on employee engagement, wellbeing, implementing a fair grievance mechanism, and providing training and awareness on employee rights and responsibilities.

Key elements include:

- A safe work environment,
- · Fair compensation,
- Employee support programs,
- · A transparent grievance mechanism, and
- · Regular training to promote awareness.
- · Additionally, HSNDS adheres to freedom of association and the right to collective bargaining as per Pakistan legislation

**Principle 4:** the elimination of all forms of forced and compulsory labour;

To ensure our adherence to these principles, we undergo rigorous audits conducted by our clients, such as the United Nations and/or the International Committee of the Red Cross and Red Crescent. These audits verify our internal standards and help maintain our commitment to upholding international social accountability standards.

**Principle 5:** the effective abolition of child labour; and

As a standard practice, both companies verify the age of candidates during the recruitment process in its manufacturing arm. This verification is done through computerised national identity cards (CNICs). Individuals without a CNIC are not employed.

**Principle 6:** the elimination of discrimination in respect of employment and occupation

We promote a culture that values and respects individuals is one of our fundamental Core Values. Our employees aspire to work for an organisation that encourages diversity and inclusion, which is integral to retaining our top talent.

#### **Environment**

**Principle 7:** Businesses should support a precautionary approach to environmental challenges;

We have implemented a clear management framework to reduce our environmental impact. We embrace a precautionary approach to environmental challenges by promoting responsibility for the environment throughout our company. It includes actively decreasing our use of energy, water, and other resources at all levels. Furthermore, we employ life cycle assessment to evaluate the environmental impact of our manufacturing processes, both for new and existing product designs. By taking these measures, we aim to minimise potential environmental risks and ensure the sustainable development of our operations.

**Principle 8:** undertake initiatives to promote greater environmental responsibility; and

Environmental responsibility is a core value at NRS Relief and HSNDS. We undertake various initiatives to promote greater environmental responsibility. Our environmental policy emphasises waste reduction and the promotion of a circular economy. We continuously seek opportunities to minimise waste generation and actively explore methods for reusing or recycling materials. Additionally, we focus on optimising the loadability of our products and strive to reduce emissions from transportation. These initiatives align with our commitment to minimising our environmental footprint and promoting sustainable practices within our industry.

**Principle 9:** encourage the development and diffusion of environmentally friendly technologies

We recognise the importance of developing and adopting environmentally friendly technologies. We actively seek to integrate such technologies into our operations. By leveraging advancements in sustainable practices, we aim to further reduce our environmental impact. We continually monitor and evaluate emerging technologies that align with our environmental objectives. Our commitment to environmental excellence is also reflected in our ISO 14001:2015 certification for Environmental Management Systems.

#### **Anti-Corruption**

**Principle 10:** Businesses should work against corruption in all its forms, including extortion and bribery

We believe in upholding the highest standards of ethical conduct in all aspects of our operations. To reinforce this commitment, we recently developed a comprehensive Anti-Corruption Policy in 2022. This policy guides our employees, outlining the expectations and principles that govern their actions and interactions to ensure transparency, integrity, and accountability in our business practices. Through this policy, we aim to foster a culture of zero tolerance for corruption and actively promote ethical behaviour throughout our organisation.

# Appendix 3: Sustainable Development Goals (SDGs)



Establish equitable employment opportunities in the regions where we conduct operations, with a primary focus on retaining our staff.



Access to nutritious food. Reduce food waste in our offices and promote healthy eating habits.



Provide access to healthcare services and proactively implement precautionary and preventive health measures.

3.8 Achieve universal health coverage, including financial risk protection, access to quality essential health-care services and access to safe, effective, quality and affordable essential medicines and vaccines for all.



Create opportunities through education with training sessions conducted at the manufacturing company, covering a range of topics.



Promote a gender-balanced workplace by ensuring equal representation of men and women in our senior management team.

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

5.5.2 Proportion of women in managerial positions 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.

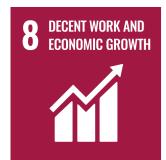


Guarantee availability and sustainable distribution of water resources and sanitation within our facilities.



The Green Team at NRS Relief is working to increase awareness of energy efficiency and reduce our carbon footprint.

# Appendix 3: Sustainable Development Goals (SDGs)



Improve safety and productivity. We are pleased to report zero work-related major injuries at our production sites for the third consecutive year.

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.



We support developing quality, reliable, and sustainable infrastructure by incorporating eco-friendly practices in our production processes. This includes adopting energy-efficient technologies and sustainable raw materials to reduce the environmental impact of manufacturing.



We aim to create a meaningful impact through our endeavours. Our estimate indicates that the products manufactured in the reporting year have significantly improved living conditions for over 5 million people in crises.

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 10.4 Adopt policies, especially fiscal, wage and social protection policies, and progressively achieve greater equality.



Contribute to the sustainable cities and communities. In Dubai and Pakistan, we adhere to regional and national environmental quality standards as mandated by legislation. We actively monitor and report energy consumption across both units within our operations.



Increase the focus on circularity by giving a second life to waste through recycling and reusing it for packaging tents, accessories, or crafting tent tote bags.

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



Cultivate a culture of sustainability by providing annual training to senior management on business sustainability and reporting.

13.3 Improve education, awareness-raising and human and institutional capacity on climate change mitigation, adaptation, impact reduction and early warning.

<sup>\*</sup>The list of goals is derived from the official United Nations Sustainable Development Goals (SDGs) website at https://sdgs.un.org/goals. Additionally, the specific targets associated with these goals are obtained from the official United Nations Statistics Division website, accessible at https://unstats.un.org/sdgs/indicators/indicators-list/.

\*\*The text in italics exclusively pertains to NRS Relief only.

# Appendix 3: Sustainable Development Goals (SDGs)



We develop and promote sustainable packaging solutions to reduce marine debris.



Engaging in initiatives for forest restoration while concurrently minimising waste and advocating for sustainable resource utilisation.

15.2 By 2020, promote the implementation of sustainable management of all types of forests, halt deforestation, restore degraded forests and substantially increase afforestation and reforestation globally.



Establish good governance. In our Code of Conduct, we condemn child labour, forced labour, and human trafficking.

16.3 Promote the rule of law at the national and international levels and ensure equal access to justice for all

16.4 By 2030, significantly reduce illicit financial and arms flows, strengthen the recovery and return of stolen assets and combat all forms of organised crime

16.5 Substantially reduce corruption and bribery in all their forms 16.6 Develop effective, accountable and transparent institutions at all levels

16.7 Ensure responsive, inclusive, participatory and representative decision-making at all levels



Build long-lasting business relationships. They are crucial for success in the humanitarian industry.

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

# Appendix 4: Global Reporting Initiative (GRI)

GRI 200 Economic Focus	
GRI 2-5	External assurance
GRI 2-9	Documenting reasons for omission
GRI 2-12	Role of the highest governance body in overseeing the management of impacts
GRI 2-13	Delegation of responsibility for managing impacts
GRI 2-14	Role of the highest governance body in sustainability reporting
GRI 2-19	Remuneration policies (i) Fixed pay and variable pay (ii) Sign-on bonuses or recruitment incentive payments (iii) Termination payments (iv) Clawbacks (v) Retirement benefits
GRI 2-22	Statement on sustainable development strategy
GRI 2-23	Policy commitments  (a) Whether the commitments stipulate conducting due diligence  (a-ii) Policy commitments whether the commitments stipulate conducting due diligence  (a-iv) Describe policy commitments for responsible business conduct, including whether the commitments stipulate respecting human rights  (b) Specific policy commitment to respect human rights  (c) Provide links to the policy commitments if publicly available or explain the reason if not  (d) Report the level at which each of the policy commitments was approved within the organisation, including whether this is the most senior level  (e) Report the extent to which the policy commitments apply to the organisation's activities and to its business relationships  (i) Internationally recognized human rights covered  (ii) Categories of stakeholders given particular attention
GRI 2-26	Mechanisms for seeking advice and raising concerns
GRI 2-29	Approach to stakeholder engagement
GRI 2-30	Collective bargaining agreements  (a) Report the percentage of total employees covered by collective bargaining agreements  (b) For employees not covered by collective bargaining agreements, report whether the organisation determines their working conditions and terms of employment based on collective bargaining agreements that cover its other

	employees or based on collective bargaining agreements from other organisations
GRI 201-2a-iv	Financial implications and other risks and opportunities due to climate change
GRI 205	Anti-corruption
GRI 205-2	Communication and training about anti-corruption policies and pro
GRI 300 ENVIRONMENT	AL REPORTING
GRI 3-1	Process to determine material topics (b) Specify the stakeholders and experts whose views have informed the process of determining material topics
GRI 3-2	List of material topics
GRI 3-3	Management of material topics (c) Describe its policies or commitments regarding the material topic (d) Describe actions taken to manage the topic and related impacts, including actions to prevent or mitigate potential negative impacts, actions to address actual negative impacts, including actions to provide for or cooperate in their remediation, and actions to manage actual and potential positive impacts (e) Report information about tracking the effectiveness of the actions taken, including processes used, goals, targets, and indicators used to evaluate progress, and lessons learned and how these have been incorporated into the organisation's operational policies and procedures (f) Describe how engagement with stakeholders has informed the actions taken (3-3-d) and how it has informed whether the actions have been effective (3-3-e)
GRI 302	Energy
GRI 302-1	Energy consumption within the organisation
GRI 303	Water and effluents
GRI 303-1	Interactions with water as a shared resource
GRI 303-2	Management of water discharge-related impacts
GRI 303-3	Water withdrawal
GRI 304	Biodiversity
GRI 304-1	Operational sites owned, leased, managed in, or adjacent to, protected areas and areas of high biodiversity value outside protected areas

# Appendix 4: Global Reporting Initiative (GRI)

GRI 304-3	Habitats protected or restored
GRI 305	Emissions
GRI 305-1	Direct (Scope 1) GHG emissions
GRI 305-2	Energy indirect (Scope 2) GHG emissions
GRI 305-3	Other indirect (Scope 3) GHG emissions
GRI 305-7	Nitrogen oxides (NOx), sulphur oxides (SOx), and other significant air emissions
GRI 306	Effluents and waste
<b>GRI 306-4</b>	Waste diverted from disposal
GRI 306-5	Waste directed to disposal
GRI 400 Social Reporting	
GRI 403	Occupational health and safety
GRI 405-1	Diversity of governance bodies and employees
GRI 405-2	Ratio of basic salary and remuneration of women to men
GRI 406	Non-discrimination
GRI 407	Freedom of association and collective bargaining
GRI 408	Child labour
GRI 409	Forced or compulsory labour