



2023 Evolution

Communication
on Progress



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List of Acronyms

ACP	Anti-Corruption Policy
BSI	Bilqees Sarwar 1
BS3	Bilqees Sarwar 3
CoP	Communication on Progress
ESG	Environmental, Social, and Governance
GRI	Global Reporting Initiative
HSNDS	H. Sheikh Noor Ud Din & Sons
ISO	International Organisation for Standardisation
KPI	Key Performance Indicator
MSU	Mobile Storage Unit
NGOs	Non-Governmental Organisations
NRS Relief	Noor Relief Services
OHS	Occupational Health and Safety
PCA	Paris Climate Agreement
SA	Social Accountability
SDGs	Sustainable Development Goals
UAE	United Arab Emirates
UN	United Nations
UNGC	United Nations Global Compact

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About Us



NRS Relief is a leading manufacturer of shelters and essential relief items tailored for the humanitarian 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. Throughout our manufacturing process, we not only ensure the application of stringent quality control and assurance measures but also adopt environmentally-friendly practices. With an extensive production capacity and logistics expertise, we ensure a swift and efficient response to meet our partner’s needs in times of crises.

OVER 4
DECADES OF
INDUSTRY EXPERIENCE



We Manufacture Products With a Purpose

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



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.

Mission

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.



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.



Sheikh Noor-ud-Din & Sons (HSNDs), the manufacturing facility of NRS Relief based in Lahore, Pakistan is renowned for its commitment to quality in supplying high quality core relief items and shelters. The BS1 unit expertly crafts essential supplies like blankets, sleeping mats, and water containers, which are 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.

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Letter from Director



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Dear Valued Stakeholders,

As we advance in our sustainability journey, I am delighted to highlight the progress NRS Relief has made over the past year. Recognised as the ‘Year of Sustainability’ in the United Arab Emirates, 2023 marked a transformative period with COP28 in Dubai acting as a catalyst for action. This year saw a convergence of various humanitarian stakeholders who declared their objectives and strategies to address the climate crisis, fostering enhanced cross-sector collaboration and forging new partnerships towards common goals.

NRS Relief’s UN Communication on Progress Report 2023, aptly titled ‘Evolution’, reflects a year of substantial improvements in our industry and company’s sustainability initiatives.

A significant milestone is the development and the launch of our eco-friendly product line and packaging solutions for our core relief items. By incorporating sustainable materials and adopting circularity practices into our operations, we have made significant improvements in water, waste and energy reduction, reinforcing our commitment to environmental stewardship.

These achievements are a testament to the shared goals across the sector, the expertise from our manufacturing facility, and the unwavering dedication of our colleagues who cultivate a culture of sustainability at every level. However, it is crucial to acknowledge that our efforts alone are not enough. The success of our initiatives heavily depends on our customers’ decision to choose eco-friendly products over traditional ones, as well as on ongoing collaboration with our partners and stakeholders to promote sustainable practices.

We recognise the challenges ahead, especially in the environmental and social spheres. Continued engagement and partnership with you - our stakeholders - are crucial as we strive to refine our strategies and intensify our efforts.

Your insights, inquiries, and opportunities for collaboration are invaluable to us. Please feel free to reach out to me at francesca.cocozza@nrsrelief.com if you wish to learn more about NRS Relief.

Director
Francesca Cocozza
Francesca Cocozza

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UNGC Principles: 1 - 8
GRIs: 102 - 103



About Report



Reporting Outline
This 5th UN Communication on Progress (CoP) Report for NRS Relief continues our tradition of transparent reporting, maintained since 2012 under NRS International. The report is structured around the three key pillars of NRS Relief’s sustainability strategy: People, Product, and Planet, with an additional section on Governance. The Governance section covers our organisational structure and ethical standards. The People section addresses Human Rights, Labour Rights, and Anti-Corruption. The Product section details sustainable manufacturing practices and eco-friendly innovations. The Planet section outlines our environmental efforts, including climate action and resource management. Supporting data is available in the appendices.

Reporting Principles
This report highlights NRS Relief’s progress in social, environmental, and economic performance, demonstrating our commitment to integrating the 10 Principles of the United Nations Global Compact (UNGC) and the 17 Sustainable Development Goals (SDGs). It incorporates metrics based on the Global Reporting Initiative (GRI) standards from 2016 and 2021 to ensure comprehensive and transparent sustainability reporting.

Reporting Scope
Covering the period from January 1st, 2023, to December 31st, 2023, this report presents quantitative data reflecting performance over the past year, offering insights into yearly fluctuations. The scope encompasses activities at the NRS Relief head office. Data from H. Sheikh Noor-ud-Din & Sons (HSNDS), our manufacturing facility, are also reported in specific sections.

Reporting Assurance
Data reported by HSNDS is subject to verification by an independent third-party for compliance with ISO 14001:2015, ISO 45001:2018, ISO 14064, SA 8000 and GRS certifications. This verification process specifically encompasses data pertaining to water and waste management, emissions, and energy management.

Global Initiative and Partnership
NRS Relief is a member of the UN Global Compact (UNGC) UAE Network, and adheres to several product development initiatives by ICRC, IFRC and UNHCR.

NRS Relief releases three statements dedicated to People and Planet, Sustainable Development, and Anti-Corruption as part of its internal governance framework and in line with the United Nations Global Compact.

1 People and Planet

At NRS Relief, our journey towards sustainability is driven by a profound respect for both people and the planet. People are our driving force to achieving our environmental goals. Our approach to employee well-being includes comprehensive health and safety programs, learning and development opportunities, and policies that support work-life balance. We also prioritise mental health, offering resources and support to ensure our employees feel valued and cared. For the planet, guided by our Environmental Sustainability Roadmap, we focus on emission reduction, water stewardship, and waste management. We are committed to developing and supplying products with a lower carbon footprint. We maximise wastewater reuse in production to conserve water for future generations and treat leftover material not as an end but as a new beginning, transforming what was once discarded into a valuable resource.

2 Sustainable Development

At NRS Relief, we are deeply committed to the UN Sustainable Development Goals and the 10 Principles of the UN Global Compact. We emphasise the importance of creating shared value and protecting the environment. Our strategy integrates sustainable production and circular economy principles, while fostering economic growth and providing inclusive working conditions (SDG 5; SDG 8; SDG 12). To achieve long-term sustainability, we build collaborative relationships with suppliers, partners and clients (SDG 17). Our extensive policies address ethical standards, health and safety, and environmental responsibility, in line with ISO regulations and the Global Recycling Standard. Through open reporting and investment in innovation, we persistently tackle global humanitarian issues, promoting constructive growth for future generations.

3 Anti-Corruption

At NRS Relief, we are dedicated to maintaining the highest standards of integrity and transparency in all our operations. We enforce strict anti-corruption policies, protect whistleblowers and conduct rigorous due diligence on third parties. We provide continuous training to employees on the importance of upholding ethical business practices with the aim to foster a “culture of responsibility” and maintain a corruption-free business environment.

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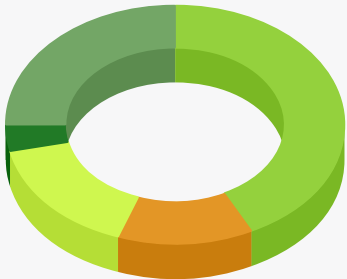
Global Reporting Initiative

Global Impact 2023



Top Regions Served

- Europe: 42.58%
- MENA: 25.03%
- Africa: 15.95%
- Asia/Oceania: 12.88%
- Americas: 3.56%



Life Improving Products
2,716,243

Beneficiaries/End Users*
8,081,251

Emergency Responses
13

Countries Delivered
60

Family, Multipurpose Shelters and MSUs

77,193



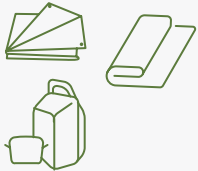
Winterization kits and Non-Standard Items

755,478



Core Relief Items

1,883,572



Total Number of Items

2,716,243



*This estimation of beneficiaries is calculated by NRS Relief based on the type and quantity of products supplied.

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Chapter 1 Governance

At NRS Relief, we believe that robust governance is foundational to achieving our mission of delivering high-quality humanitarian aid. This chapter outlines our governance framework, detailing our policies, accountability mechanisms, and ethical standards that guide our operations. We emphasise the importance of transparent leadership and responsible management practices that align with international norms and support our strategic goals.

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UNGC Questionnaire: C11

UNGC Principles: 1 - 3 - 7 - 10

GRI: 2-9 (2021), 401, 1, 405-1 (2016), 405-2



Governance

Governance Body

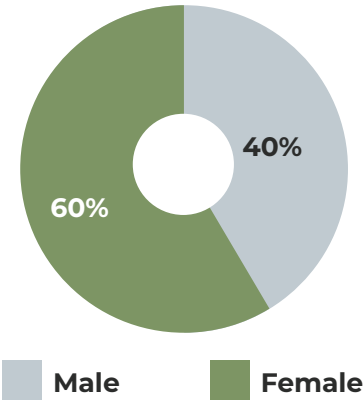


All highest governance body members serve in executive positions, indicating a direct involvement in the company's operational and strategic management. This ensures that decisions made at the highest level are closely aligned with the organisation's day-to-day activities, promoting effective governance and accountability.



Management Composition and Diversity

NRS Relief's governance body, comprising our CEO and Directors, oversees and guides the organisation's operations with a total of five members, ensuring effective decision-making. Demonstrating a commitment to inclusivity, the body boasts 60% female representation and 40% male representation, reflecting NRS Relief's dedication to promoting diversity and gender equality at the highest levels of leadership, thus fostering a more inclusive corporate culture.



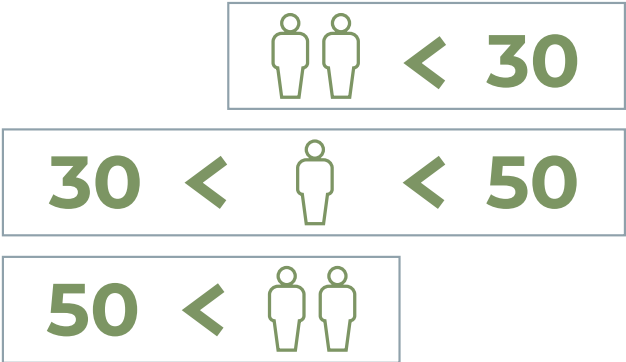
Esther Giger - Sales Director



Francesca Coccozza - Director

Age Diversity

Age diversity is a key priority in the composition of our governance body. 40% of members are under 30 years old, 20% are between the 30-50 age, and the remaining 40% are above 50. This balanced distribution ensures a blend of perspectives, experiences, and expertise from different age groups, fostering innovation and adaptability in the decision-making processes of our governance body.



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UNGC Questionnaire: G1 - G5
UNGC Principles: 1 - 2 - 3
GRI: 2-9, 2-12, 2-13, 2-14, 2-22, 2-23 (2021), 205-1 (2016)



NRS Relief’s commitment to corporate governance reflects a strong ethos of sustainability, ethical conduct, and transparency, as evidenced by our comprehensive array of policies.

WE SUPPORT

Commitment to the United Nations Global Compact

We engage in the United Nations Global Compact, voluntarily endorsing sustainable development and promoting ethical business conduct. This involves adhering to ten universally recognised principles encompassing human rights, labour standards, environmental sustainability, and anti-corruption measures.

Strategic Alignment with SDGs

Recognising the critical importance of the Sustainable Development Goals (SDGs) in addressing global challenges and promoting progress, we align our strategies and initiatives with them. Our goal is to actively contribute to their achievement through our business activities and corporate culture.

International Organisation for Standardisation

NRS Relief upholds the ISO 9001:2015 standard for quality management, ensuring top-tier products and services. HSNDS holds five ISO certifications, covering various aspects of performance and sustainability. Through regular audits and continuous improvement, we prioritise customer satisfaction and strive for manufacturing excellence.

Internal Policies

At NRS Relief, we are guided by a set of internal policies to ensure our operations align with our core values of integrity, sustainability, and excellence. These policies cover ethical conduct, environmental stewardship, and employee well-being, reinforcing our commitment to product excellence, corporate responsibility and customer satisfaction.

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UNGC Questionnaire: G9, G12
UNGC Principles: 1 - 3 - 7 - 10
GRI: 301, 302, 305, 401, 402, 403, 404, 405, 406, 407, 408, 409, 413, 414



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Materiality Matrix

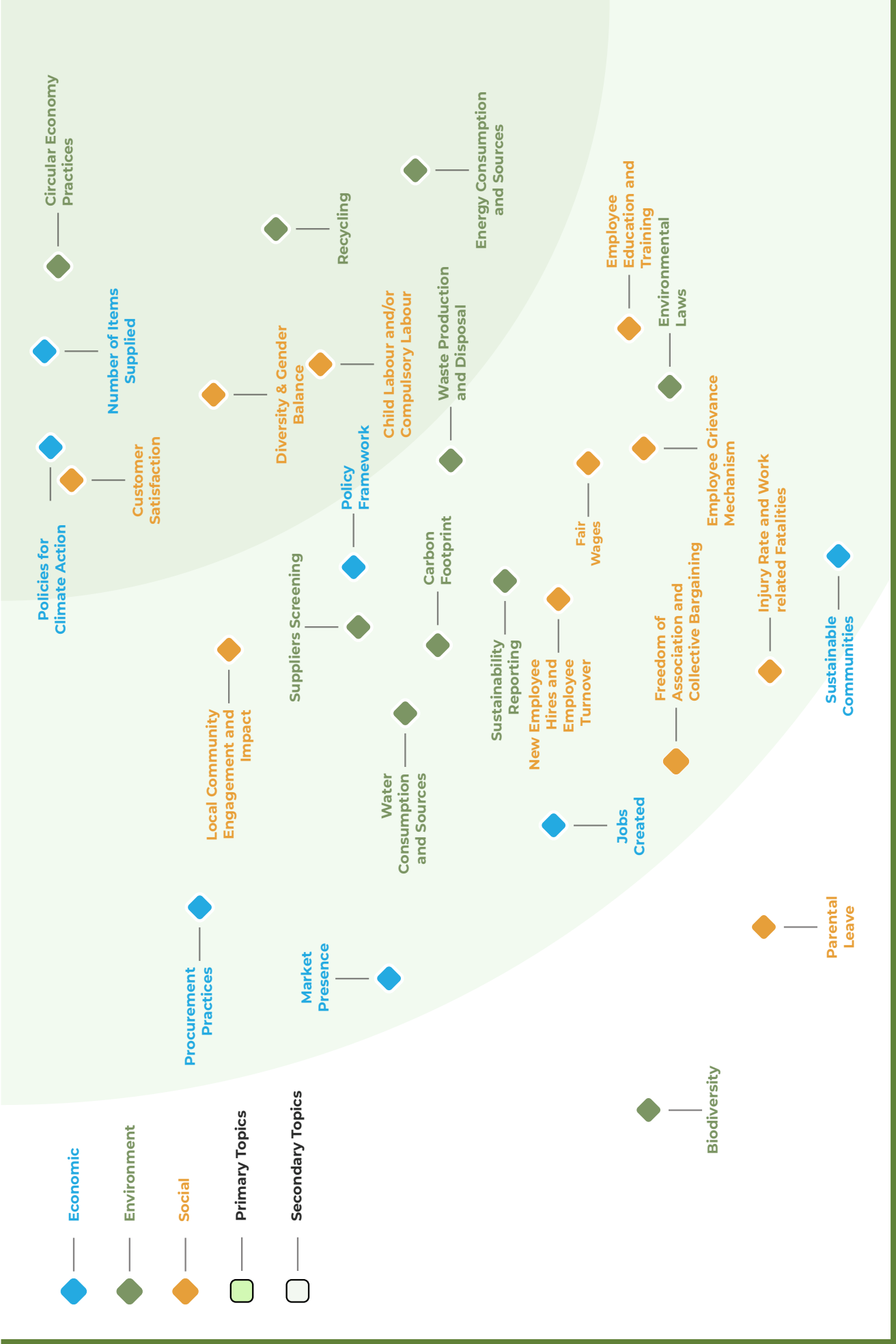
Materiality Assessment

At NRS Relief, our Materiality Assessments play a pivotal role in identifying and prioritising key ESG (Environmental, Social, and Governance) and sustainability topics, which inform our strategic directives. In 2019, we initially identified 26 key topics within this framework. By 2023, this number had expanded to include 4 additional areas such as market presence, customer satisfaction, circular economy practices, biodiversity.

In this reporting year, we reconducted this comprehensive survey and achieved a 100% response rate, a testament to the engagement and importance placed on these issues by our stakeholders. Each topic was evaluated on a scale from 1 to 5 to gauge its relative significance. Circular economy practices, alongside market presence and customer satisfaction, were identified as the foremost priorities. Additionally, employee education and training, carbon footprint reduction, and supplier screening emerged as critical secondary concerns, underscoring our stakeholders’ comprehensive range of sustainability priorities.



Primary Material Topics



Influence on stakeholder assessments and decisions

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UNGC Questionnaire: G1 - G5

UNGC Principles: 1 - 2 - 3

GRIs: 2-9, 2-12, 2-13, 2-14, 2-22, 2-23 (2021), 205-1 (2016)



Governance
Certifications and Internal Policies

Our commitment to quality, environmental and social responsibility, as well as operational excellence is demonstrated through our ISO certifications.

NRS Relief proudly upholds the ISO 9001 standard for quality management. Meanwhile, our manufacturing arm, HSNDS, holds several certifications, including ISO 9001, ISO 14001, ISO 45001. As policies and standards are strengthened around emission monitoring and life cycle assessments, HSNDS achieved ISO 14044 and ISO 14064 certifications.

From early 2023, HSNDS also began the process of obtaining ISO 50001 and the Global Recycled Standard (GRS).

These certifications underscore our focus on sustainability, quality, and continuous improvement, ensuring we meet the highest standards in every aspect of our operations.



Code of Conduct
NRS Relief's Code of Conduct is central to our governance, enforcing zero-tolerance for corruption and upholding human and labour rights. It provides clear ethical guidelines for employees, business partners, and suppliers, made of 13 Ethical Principles accessible on our website.



Anti-Corruption and Whistleblowing Policies
NRS Relief's Anti-Corruption Policy establishes protocols to prevent corrupt practices and the Whistleblowing Policy enables employees to report unethical behaviour without fear of reprisal. Together, these policies promote integrity and accountability within the organisation.



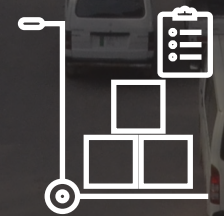
Sustainability and Environmental Policy
NRS Relief's Sustainability and Environmental Policy underscores our dedication to reducing our environmental footprint and promoting sustainable practices across our operations. This policy aligns with international standards and focuses on enhancing our environmental performance and ethical practices. It includes initiatives for resource conservation, waste reduction, and fostering a culture of sustainability within the organisation and among our partners and suppliers.



Recruitment Policy
NRS Relief's Recruitment Policy ensures a fair and transparent hiring process, promoting equal opportunities and diversity within our workforce. It encompasses evaluation methods, non-discriminatory practices, and comprehensive onboarding programmes to integrate new hires effectively. We regularly review and update our recruitment procedures to align with industry best practices and foster an inclusive work environment.



Data and Information Security Policy
NRS Relief's Data and Information Security Policy establishes strict protocols to protect the confidentiality, integrity, and availability of all critical data and assets. It emphasises the importance of secure data handling, from access control to encryption, and outlines the responsibilities of all personnel to adhere to these standards. This policy is pivotal in safeguarding our strategic objectives and maintaining compliance with legal and contractual obligations.



Procurement Policy
NRS Relief's Procurement Policy outlines guidelines for responsible procurement practices, emphasising quality control and assurance, ethical sourcing, supplier diversity, and compliance with environmental and social regulatory requirements.



Sexual Harassment Policy
NRS Relief's Sexual Harassment Policy enforces a zero-tolerance approach to any form of sexual harassment within the workplace. This policy protects all employees by defining inappropriate behaviours and providing a clear process for reporting and resolving incidents. Our commitment extends beyond compliance with UAE law, aiming to cultivate a respectful and secure working environment for everyone.

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UNGC Questionnaire: G6 - G7

UNGC Principles: 1 - 3 - 7 - 10

GRIs: 205-1 (2016), 2-12, 2-23-a-ii, 3-1, 3-3-d (2021)



Governance

Prevention



At NRS Relief, our focus on sustainability and ethical practices extends throughout our supply chain, fostering long-term relationships with our partners. Our comprehensive supplier assessment process ensures fair and transparent selection by covering social and environmental factors – from human and labour rights to sustainability reporting.

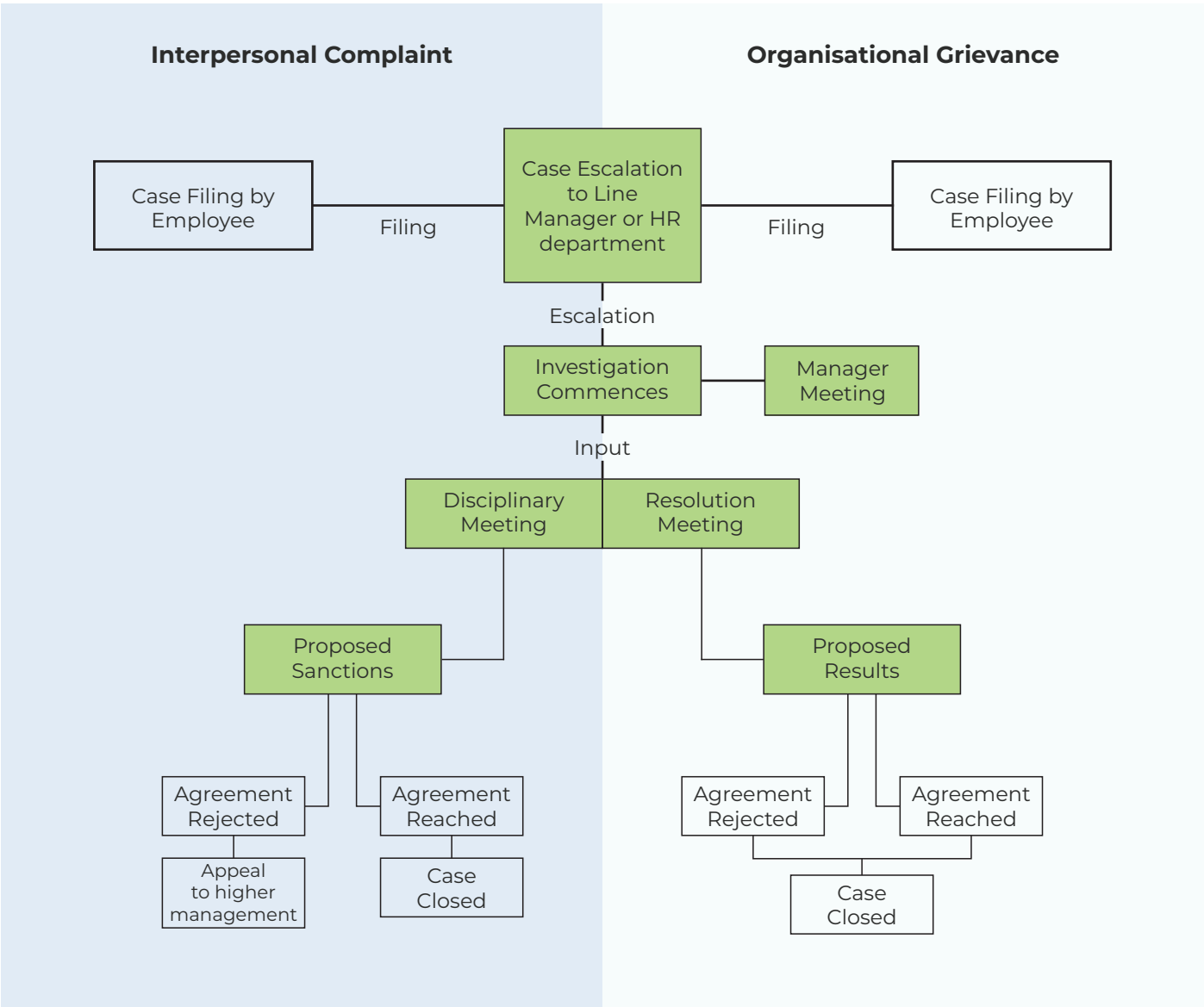
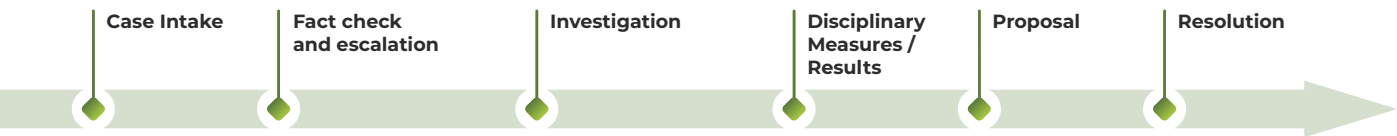
In 2023, HSNDs revised its Supplier Evaluation Form, a critical tool for ensuring quality and sustainability. This form gathers detailed information on a supplier’s facility, workforce, employment practices, certification standards, environmental management systems and social responsibility policies. By collecting essential data, we can evaluate and monitor supplier practices, ensuring compliance with international standards such as ISO, effective environmental management, and high standards of social responsibility. Moreover, this process aims to facilitate our suppliers in strengthening their sustainability efforts by making it a key priority in their operations.

Governance

Concerns, Grievance Mechanism and Lessons

NRS Relief has implemented a structured process with multiple levels of escalation to address employee concerns effectively. This mechanism ensures that employees have accessible channels to voice out concerns that are addressed promptly and appropriately.

There are two existing avenues for employees to address grievances and concerns, either through anonymous channels such as a complaint box, or, via periodic surveys on employee engagement and satisfaction. These methods allow employees to express concerns without fear of reprisal, fostering a culture of openness and transparency within the organisation. Additionally, the company encourages the employees to report critical issues directly to their supervisors or to the HR department. This personalised approach ensures that each employee feels heard and understood, providing a more immediate avenue for resolution. Communication channels like hr@nrsrelief.com are available for employees to raise complaints or seek clarification on the company’s code of conduct demonstrating NRS Relief’s commitment to ethical standards and providing guidance on ethical matters.



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UNGC Questionnaire: G6 - G7

UNGC Principles: 1 - 3 - 7 - 10

GRIs: 403, 404, 413, 416, 419

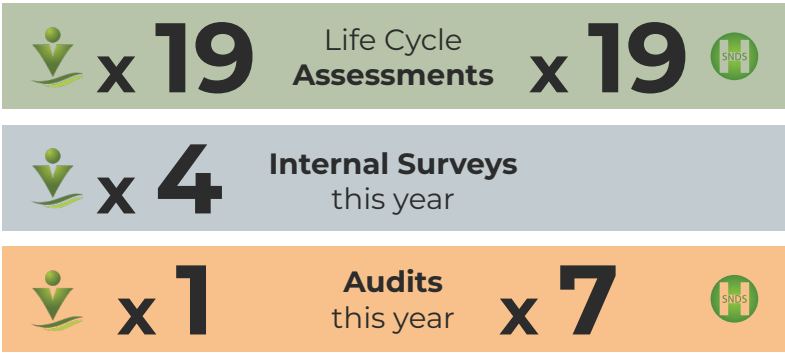


Governance

Concerns, Grievance Mechanism and Lessons

Environmental, Social and Governance Team

Our sustainability efforts are driven by a dedicated “ESG Team”, in collaboration with the HSNDs Sustainability Manager, and are supervised by our highest management. Together, they design, implement, and monitor initiatives to improve the environmental, social, and governance performance of our business operations. This includes strategies for resource conservation, waste reduction, responsible sourcing, and ensuring compliance with relevant standards and regulations. Their continuous oversight and evaluation ensure that our sustainability practices align with our core values and drive meaningful impact.



Environmental Stewardship

At NRS Relief, we gather valuable lessons from stakeholder feedback, surveys, and audits to enhance our environmental stewardship. Over the reporting period, we conducted Life Cycle Assessments (LCAs) of core relief items to monitor resource consumption, waste generation, and emissions. Post-project evaluations highlight successful sustainability initiatives and areas for improvement.

Social Responsibility

NRS Relief is dedicated to fostering a positive and thriving work environment. We regularly engage with employees through consultations, surveys, and training programs to gather feedback and promote a culture of continuous improvement. Additionally, we undertake initiatives to support the well-being of the communities in which we operate, namely Lahore and Dubai. These efforts align with our commitment to the People pillar of our three P's framework—People, Planet, Prosperity.

Governance and Compliance

NRS Relief promotes good governance through continuous monitoring and evaluation. We derive insights from audit reports, compliance risk assessments, and feedback from regulatory authorities. Our governance practices are benchmarked against industry standards to identify areas for improvement. Training sessions keep employees informed about governance requirements, and policies are updated to align with national regulations.



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Chapter 2 People

People are at the heart of our sustainability agenda. This chapter discusses our commitment to upholding the rights and well-being of our employees at NRS Relief and at our manufacturing facility, H. Sheikh Noor-ud-Din & Sons. We explore our initiatives around labour rights, employee engagement, and diversity. Our approach ensures that our workforce is supported, our organisational culture is inclusive, and our operations promote human dignity and respect.

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People

Human Rights

At NRS Relief and HSNDs, we are deeply committed to upholding and promoting human rights across all aspects of our operations. Supporting the Universal Declaration of Human Rights and the UN Guiding Principles on Business and Human Rights, our initiatives are designed to promote safety and equality of our workforce. This commitment spans our organisation, from providing essential resources to advancing gender equality and enhancing employee well-being. Here, we detail our ongoing efforts in the area of human rights.

Human Rights

To enhance awareness and respect for human rights, NRS Relief and HSNDs commit to fair labour practices, non-discrimination, and inclusivity. NRS Relief provides training on health and safety, human rights, and gender equality, while HSNDs focuses on the Code of Conduct, Anti-Corruption, Anti-Harassment and Social Accountability. We also endorse the UN Global Compact on Refugees.

Access to Water and Sanitation

NRS Relief has implemented measures to ensure access to clean water within its operational facilities. Each employee is provided with a reusable bottle, facilitating easy access to clean water throughout the day. At HSNDs, drinking water coolers are available in various locations across our manufacturing units (BS1 and BS3), with glasses provided for employees.

Employment Non-Discrimination

Upholding legal standards is paramount for NRS Relief and HSNDs, which strictly adhere to local and international laws and regulations. Equal opportunities are provided to all employees, irrespective of gender, race, or nationality, to career advancement, forging an inclusive workplace culture.



Digital Security and Privacy

Recognising the increasing importance of digital security and privacy, NRS Relief and HSNDs have in place robust policies and measures to safeguard the information of customers, employees, and partners. In alignment with industry standards, the organisation remains vigilant against potential cyber threats and breaches, ensuring the trust of those it serves.

Child and Forced Labour Prevention

NRS Relief and HSNDs maintains a zero-tolerance policy towards child and forced labour within its supply chain. HSNDs, the manufacturing arm of NRS Relief, actively monitors its supply chain to ensure freedom from forced and child labour. Through regular audits and onsite visits, transparency and accountability are upheld, ensuring fair labour practices and safe working environments for all employees.

Gender Equality and Women’s Rights

NRS Relief is dedicated to achieving gender equality and empowering women across all facets of its operations. Furthermore, NRS Relief upholds the rights of indigenous peoples, in compliance with UAE labour laws and government regulations.



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People
Labour Rights



NRS Relief and HSNDs are committed to upholding labour rights across their operations. With a focus on creating safe and inclusive workplaces, both companies adhere to international standards and local legislation to ensure the well-being and rights of their employees. Moreover, we contribute to the achievement of various Sustainable Development Goals, promoting social justice and economic empowerment.



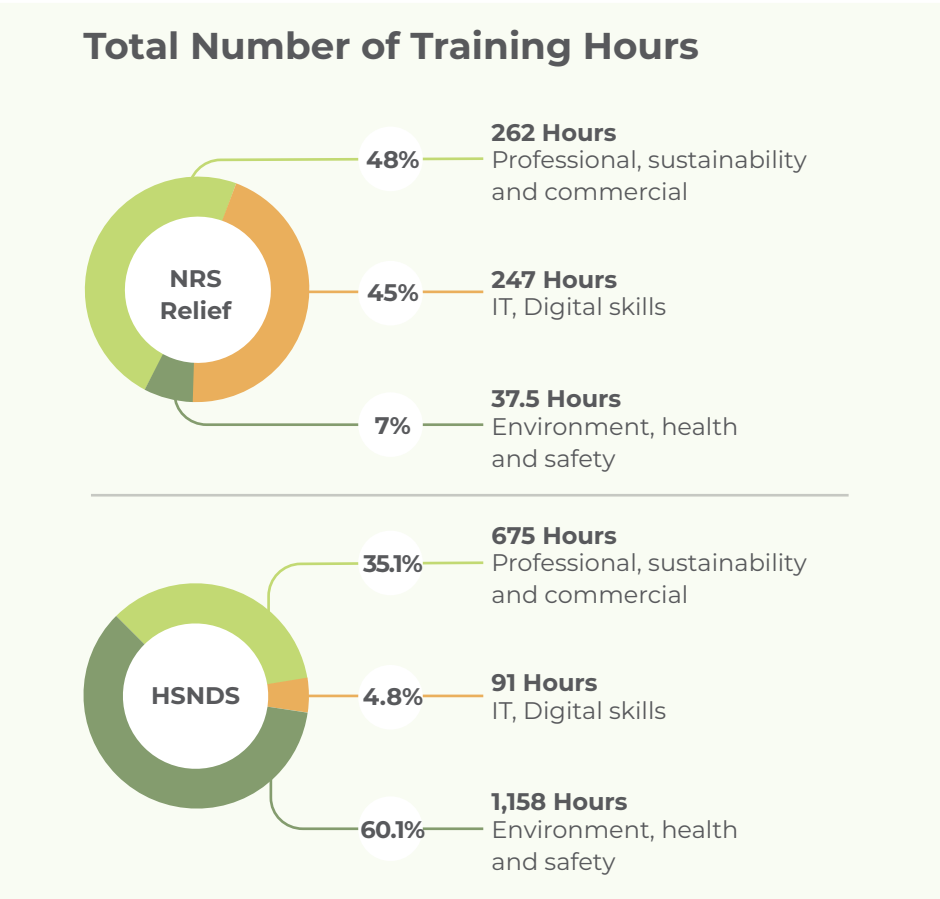
Occupational Health and Safety
NRS Relief prioritises the health and safety of its employees, implementing policies and procedures to prevent accidents and occupational hazards. This commitment aligns with Sustainable Development Goal (SDG) 3.7, which aims to ensure access to safe and healthy working environments for all workers. HSNDs has provided 401 training hours on OHS to its employees this year to create awareness and responsibility towards a safe working environment.

Non-Discrimination
NRS Relief and HSNDs are both dedicated to providing inclusive and diverse workplaces, opposing discrimination in any form. Employees are treated equitably, irrespective of race, religion, gender, age, or any other characteristic, in line with SDG 5.1 promoting gender equality and SDG 10.3 promoting social inclusion.

Child Labour
NRS Relief and HSNDs have zero-tolerance for child labour, upholding national and international legal standards across our operations and supply chain, in line with SDG 8.7, which aims to end child labour in all its forms.

Freedom of Association and Collective Bargaining
NRS Relief and HSNDs support workers' rights under their respective national labour laws, ensuring freedom of association and collective bargaining. HSNDs facilitates this through the Workers Welfare Council. Both companies promote open communication and align with SDG 8.8 to protect labour rights.

Forced or Compulsory Labour
NRS Relief and HSNDs oppose any form of forced or compulsory labour. This stance aligns with SDG 8.5, which aims to eradicate forced labour, modern slavery, and human trafficking.



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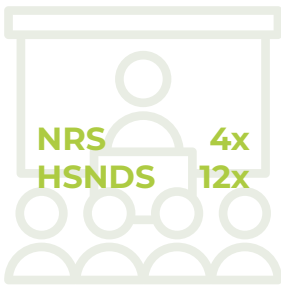


People
Occupational Health and Safety KPIs in 2023



Monitoring key performance indicators related to occupational health and safety is vital for ensuring the well-being of employees and maintaining safe work environments. This report highlights the achievements of NRS Relief and HSNDs in meeting OHS KPIs for the year 2023.

1. Number of Safety Training Sessions Conducted
NRS Relief conducted 4 safety training sessions (First Aid Defibrillation and CPR, Free Zone Industrial Operations (FZIO) per year, ensuring that employees are adequately prepared to deal with potential safety hazards. In comparison, HSNDs conducted 12 training sessions for Health and Safety Management per year. These sessions equip employees with the necessary knowledge and skills to contribute to creating and maintaining a safe working environment.



2. Number of Reported Workplace Incidents or Accidents
NRS Relief and HSNDs reported zero major accidents in 2023, demonstrating the effectiveness of our safety measures. Additionally, HSNDs maintained a remarkably low incident rate of only 0.04% for minor injuries.



3. Average Response Time to Safety Incidents
NRS Relief demonstrated an immediate response to safety incidents, ensuring swift remediation and minimising harm to employees. Similarly, HSNDs achieved an impressive response time within the first 3 minutes, reflecting the effectiveness of their safety protocols.



4. Percentage of Employees Who Have Completed Health and Safety Training
Both NRS Relief and HSNDs have ensured that all their employees have completed health and safety training, achieving a 100% completion rate. This highlights the organisations' dedication to equipping their staff with essential knowledge and skills to uphold safety standards.



5. Compliance Rate with Occupational Health and Safety Regulations
HSNDs has successfully passed external audits and inspections related to occupational health and safety regulations, demonstrating compliance with the ISO 45001:2018 standard. This achievement highlights the organisation's adherence to OHS regulations and maintenance of a safe work environment.



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People
HSNDS Care for People

HSNDS Care
for People

In prioritising social sustainability and the well-being of employees, HSNDS has undertaken proactive measures to ensure their health and safety. In line with this ethos, comprehensive health check-ups were conducted at our two facilities for all employees. The health check-ups, facilitated by qualified medical professionals, aimed to assess the overall health status of our workforce and identify any potential risks or concerns.



In response to the identified vulnerabilities, Bilqees Sarwar Hospital, our esteemed healthcare partner, promptly provided the necessary remedies and interventions to support the health improvement of the identified at-risk employees. This collaborative effort highlights our focus on prioritising the health and well-being of our workforce, ensuring they receive the necessary support and care.

Bilqees Sarwar Care
for Community

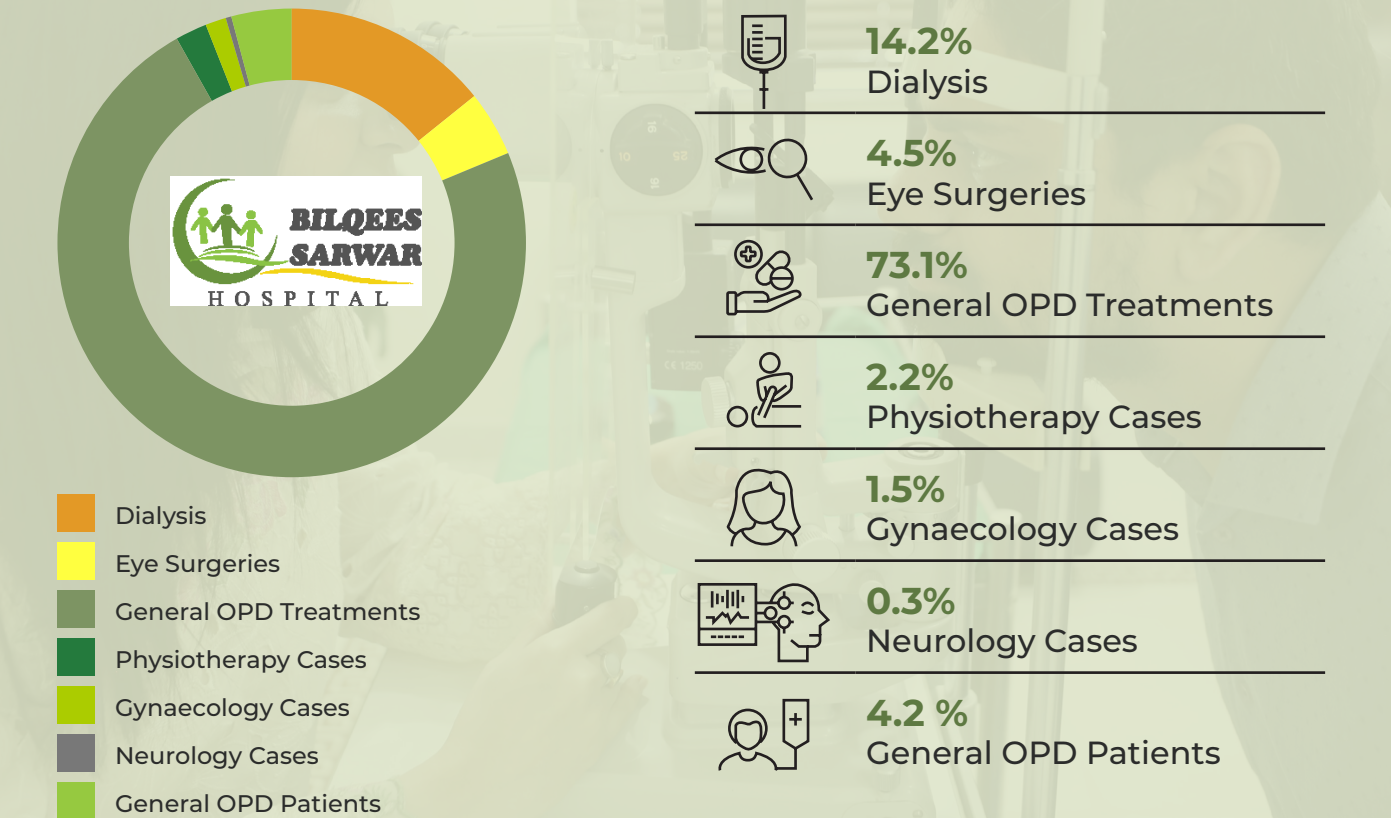
HSNDS has significantly advanced its social responsibility initiatives, particularly in healthcare support for the community by providing substantial subsidies to Bilqees Sarwar Hospital. This financial aid allows the hospital to offer a broad spectrum of essential medical services, highlighting HSNDS's dedication to community development and empowerment.

By backing Bilqees Sarwar Hospital, HSNDS boosts the health and well-being of the local population, helping individuals lead healthier, more productive lives. This support is fundamental to HSNDS's strategy to enhance local community empowerment.

Bilqees Sarwar
Treatments Type

The Bilqees Sarwar Hospital, located in Lahore, Pakistan, was inaugurated in 2010. This hospital provides free treatment to HNSDNS employees. It offers minimal payment for health services to the local underprivileged community, making it the largest public health initiative funded by the Bilqees Sarwar Foundation and a cornerstone of our community social work.

The facilities available for walk-in patients include general physician checkups, optometry, physiotherapy, neurology, dentistry, dialysis, fully equipped wards, a modern laboratory, radiology services, and a wide range of specialised eye treatments.



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People
Anti-Corruption

NRS Relief's has a strict anti-corruption stance, in line with UNGC principles. It addresses our commitment, prevention strategies, performance metrics, response mechanisms, and reporting protocols.

NRS Relief promotes ethical practices and accountability by integrating anti-corruption policies into daily operations, providing thorough training, and maintaining transparency through detailed reporting. These efforts align with global best practices and reinforce our dedication to integrity.

We strictly prohibit any form of bribery or corruption. Violations result in severe disciplinary actions, including termination and possible legal proceedings. Both NRS Relief and HSNDs enforce these standards consistently in their daily operations.



Commitment

Process to Integrate and Implement Policy

NRS Relief and HSNDs have established a detailed Anti-Corruption Policy to integrate anti-corruption measures within the organisation. This policy is distributed to all employees, directors, officers, and third-party representatives to ensure comprehensive understanding and adherence. Regular training sessions and workshops provide practical guidance on identifying and preventing corruption.

Grievance Mechanisms and Remediation Processes

NRS Relief and HSNDs have robust grievance mechanisms for reporting corruption or bribery. Employees and third parties can confidentially report suspected breaches via emails, a complaint box, or direct HR communication. The Whistleblowing Policy protects reporters from retaliation. We investigate all incidents and ensure swift, fair remedial actions.

Prevention

Communication and Training on Anti-Corruption Policy

We disseminate our Code of Conduct to all employees, suppliers and third party representatives. Both NRS and HSNDs provide mandatory anti-corruption training for all employees. Over the reporting period, HSNDs delivered 68 hours of training. The effectiveness of these sessions is regularly assessed, with continuous education provided to keep everyone updated on policy changes and relevant laws.

Performance

Anti-Corruption Disclosure

NRS Relief publicly discloses its anti-corruption policies, procedures, and performance in its annual UN GC report, while HSNDs have annual reports to stakeholders. These disclosures include information on the measures taken to prevent corruption, the scope of the Anti-Corruption Policy, and the outcomes of any investigations or disciplinary actions related to corruption.

Response and Reporting

Incidents of Corruption and Actions Taken

If any incident occurs, it will be documented, including the nature of the corruption, the parties involved, and the outcomes of the investigations in line with the company disciplinary procedure.

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Chapter 3 Product

Recognising our responsibility to the environment, this chapter presents our efforts to minimise our ecological footprint while maximising our impact on humanitarian relief. We discuss our strategies for sustainable operations, including waste reduction, energy efficiency, and resource management. Our environmental initiatives demonstrate our dedication to contributing positively to the planet, ensuring that our aid delivery processes are as sustainable as they are effective.

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Product

Sustainable Manufacturing

Sustainable Manufacturing

at NRS Relief and HSNDS

At NRS Relief and our manufacturing arm, HSNDS, we continuously transform our manufacturing processes to emphasise efficiency and environmental responsibility. This longstanding dedication reflects a deep-seated commitment to sustainable manufacturing, crucial for making a significant impact in the humanitarian aid sector.

Initial Challenges and Audit Insights

Our journey has continuously evolved from initial audits of our resource usage, which uncovered significant opportunities for improvement, particularly in energy consumption and waste management. Over the years, these findings have consistently shaped our ambitious goals to minimise our environmental impact, serving as the cornerstone of our strategic planning through 2023 and beyond.

Corporate Culture

Recognising the urgent need for environmental stewardship, we embarked on a mission to fundamentally transform our operations. This shift was more than just the adoption of new technologies—it was about fostering a culture of sustainability, innovation, and accountability across all levels of our organisation. We embraced circular economy principles, reshaping our product designs and material selections to maximise resource efficiency. This approach has led to significant reductions in our reliance on virgin resources and enabled us to make strides towards more sustainable operations.

Certifications and Milestones (2023)

A major milestone in 2023 was the completion of Life Cycle Assessments (LCAs) for all of our Core Relief Items. This comprehensive analysis was conducted according to the stringent requirements for ISO 14044 and ISO 14064, reflecting our enhanced focus on emission monitoring and environmental impact assessments. Additionally, HSNDS began the process of obtaining ISO 50001 for Energy Management Systems, marking significant progress in advancing our sustainable manufacturing practices.

Looking Ahead

As we look ahead, our focus will be on further developing more sustainable packaging solutions, advancing our manufacturing processes, and launching more eco-friendly shelters in our product line. We are eager to continue collaborating with our customers to encourage the wider adoption of these sustainable and eco-friendly products within the sector. The adoption of these products will enable us and our customers to achieve carbon emission reduction throughout the supply chain. Through these efforts, we not only enhance our operational efficiency but also strengthen our relationships with stakeholders—from employees and suppliers to the customers we serve.

Landmark Event

Sustainable Humanitarian Supply Chain Conference

In December 2023, the International Humanitarian City (IHC) in Dubai hosted a crucial conference alongside COP28, spotlighting the urgent need for a sustainable humanitarian supply chain. This event brought together key industry figures, including NRS Relief, to address critical issues in humanitarian logistics and promote eco-friendly practices.

The IHC conference underscored several vital areas for action:

1.

Carbon Emission Reductions: The necessity to integrate carbon emissions considerations into supply chain planning is essential. Adopting low-carbon solutions is essential for significantly decreasing environmental impact.
2.

Cross-Sector Collaborations: Cooperation between different sectors is crucial for fostering innovation, legislation and circular practices. These partnerships are key to developing resilient and efficient supply chains.
3.

Sustainable Practices Adoption: The importance of adopting renewable energy sources, improving energy efficiency and embedding sustainable practices into operations.

Key insights from the COP28 panel discussion, in which NRS Relief participated, included:

- The importance of transparent and accountable supply chain operations.
- The role of innovation in developing sustainable solutions.
- Strategies for overcoming challenges in implementing green logistics.

The Conference marked the launch of the “Call to Action: A Supply Chain Framework for the Future”, urging collective responsibility and collaboration among stakeholders, namely governments, private sector representatives humanitarian organisations, and donors.

At NRS Relief, a leading manufacturer of aid supplies, we are committed to developing and providing more eco-friendly products to help reduce carbon emissions within the humanitarian supply chain.



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Product

Sustainable Manufacturing

Material Selection

With a strong commitment to environmental stewardship NRS Relief, along with our manufacturing arm HSNDS, has always prioritised the selection of sustainable materials and the implementation of low-intensity manufacturing processes. This focus on material selection and efficient production methods is a key component of our broader strategy to further advance sustainable manufacturing processes.

Over the last year, we have concentrated our efforts on redesigning both our products and processes guided by the two key principles:

1.

Design for Durability and Reusability: Products designed for the humanitarian sector, such as tents, blankets, and other relief supplies, should be built to last. Durability not only ensures that products can withstand harsh conditions but also reduces the frequency of replacement, thereby saving resources and reducing waste. This principle also includes designing products that can be easily repaired or repurposed, thereby extending their life cycle and enhancing their utility to recipients.
2.

Use of Eco-Friendly Materials: Choosing materials that are environmentally friendly is fundamental to sustainable manufacturing. This involves selecting materials that are either recycled or can be safely recycled after use, as well as materials that have a minimal environmental impact in terms of production, transportation, and disposal. For example, using post-consumer waste from GRS-certified suppliers.

By carefully selecting materials and employing low-intensity manufacturing techniques, we made significant strides in reducing our environmental footprint. This initiative is supported by insights from Life Cycle Assessments (LCAs), which provide a detailed accounting of the environmental impact throughout the lifespan of a product.



Circular Economy Adaptation and Reduced Carbon Footprint

As NRS Relief and our manufacturing arm, HSNDS, advanced in our sustainability efforts, we focused significantly on eliminating single-use plastics from our packaging and optimising our recycling processes. We initiated efforts to transition to recycled cartons and paper tape, thereby reducing plastic waste and promoting the use of recycled materials. Our closed-loop systems ensured that all production waste was either repurposed or recycled, contributing to a circular economy.

Amidst these efforts, the United Nations High Commissioner for Refugees (UNHCR) introduced its “Sustainable Supply Chain Strategy” aiming to establish environmentally friendly aid products and promote responsible resource management throughout the supply chain. Recognising the alignment between UNHCR’s vision and our sustainability goals, we stood ready to collaborate and support this initiative.

Leveraging our expertise in sustainable manufacturing, we contributed significantly to this effort by integrating circular economy principles into our product design and manufacturing processes. Our approach focused on material selection, product durability, and waste minimisation, adopting the “4Rs” framework—Reduce, Reuse, Repurpose, and Recycle.

We further enhanced our engineering practices to ensure every product met the highest sustainability standards. This involves optimising production processes to reduce waste, redesigning products for disassembly and recycling, and enhancing supply chain transparency for responsible material sourcing. Our eco-friendly core relief items include thermal blankets, tarpaulins, and water containers, designed with recycled materials and engineered for maximum recyclability.

Recycled Materials. Across the product line, pre and post-consumer materials are used depending on specific items.

Waste Reduction. Our focus on recycling and material efficiency ensures a maximum amount of manufacturing waste is diverted from landfills.

Carbon Emissions Reduction. Through the use of recycled materials and efficient manufacturing processes, we can achieve a substantial annual reduction in carbon emissions.

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Product
Sustainable Manufacturing

Eco-Friendly, Recyclable
Core Relief Items

In 2023, NRS Relief launched a sustainable product line of core relief items based on our Life Cycle Assessments (LCAs) analysis and in alignment with the UNHCR sustainable supply chain strategy. Our eco-friendly product range includes low, medium, and high thermal blankets, plastic tarpaulins and rolls, jerrycans and water buckets, sleeping mats, and coverage kits.

Estimated Product Impact



High Thermal Blankets
By using 100% recycled materials, these blankets reduce the carbon footprint by 6,740 tonnes of CO2 emissions per 1 million blankets produced annually. This reduction is comparable to avoiding the emissions from consuming 15,821 barrels of gasoline.



Water Containers
By incorporating 30% recycled materials, these containers achieve a 40 tonnes reduction in CO2 emissions per 1 million units. This reduction is comparable to the emissions from driving a car around the Earth 10 times.



Sleeping Mats
Made with 100% recycled materials, these mats reduce carbon emissions by approximately 500 tonnes annually per 1 million units. This reduction is comparable to taking 104 cars off the road for a year.

Source: www.epa.gov/calculator

Future Impact
This product line will have a significant impact on our future environmental footprint. Just imagine that for every 1 million items produced, we save approximately 20-30% of carbon emissions compared to producing the same items from virgin materials. This saving translates into a substantial reduction in greenhouse gas emissions, furthering our commitment to mitigating climate change and promoting a sustainable future.

A Collaborative Success of
Eco-Design Tarpaulins

At the heart of our product development strategy is collaboration with our customers to design products that effectively meet the needs of beneficiaries. This focus on sustainable innovation has significantly influenced the humanitarian supply chain, driving procurement practices towards greater environmental consciousness over the past years.

Historically, specifications for emergency aid tarpaulins were developed in the mid-90s by a consortium including UNHCR, MSF, ICRC, and IFRC. Since 2021, these organisations have collaborated on designing eco-friendly products, specifically “eco-tarpaulins” with a lesser environmental impact

This initiative involved extensive collaboration with over 90 stakeholders from humanitarian agencies, manufacturers, academia, and laboratories. Our active participation in this wide-reaching consultation underscores our dedication to pioneering sustainable solutions within the humanitarian sector.

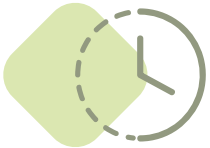
Key Environmental Improvements



Recycled Materials
The incorporation of 15% recycled polyethylene (PE) reduces global warming and fossil resource depletion impacts by 8%.



Weight Reduction
A 14% reduction in material weight leads to a 14% decrease in overall environmental impact.



Extended Lifetime
Utilisation of stronger PE material with high UV resistance potentially cuts overall environmental impact by 50% or more.



End-of-Life Recycling
Potentially reducing overall impact by up to 78% due to durable UV-resistant PE preventing degradation into microplastics.

Note: The above mentioned data is sourced from “https://logcluster.org/en/document/icrcifrcunhcr-eco-design-tarpaulin-project-2021-2023”.

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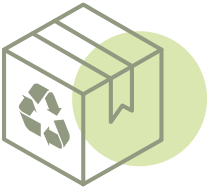
Sustainable Manufacturing

Sustainable Packaging

Sustainable packaging initiatives are instrumental in reducing environmental impact and fostering responsible resource management. Since 2019, and in line with our strategy to repurpose and reduce waste, we have been evaluating potential improvements to the packaging of our core relief items. Over the past year, many international organisations have been requiring the adoption of sustainable packaging for core relief items, mainly:



1-Elimination of Single-Use Plastic
Significant changes were made to the packaging, for example, of blankets, including removal of the plastic inner layer and the incorporation of partly recycled polyethylene material in bales.



2-Introduction of Recycled Material in Packaging
For jerrycans and buckets, the use of recycled cartons and paper-based packaging in its natural colour has been introduced.

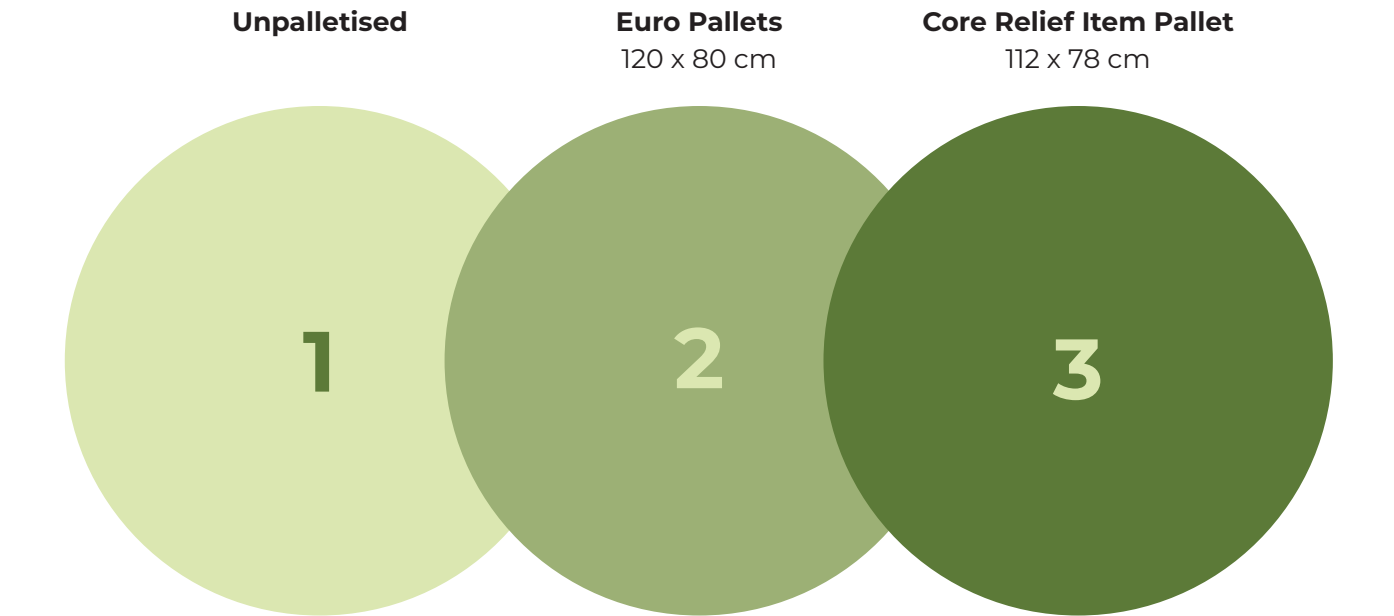


3-Repurpose and Reuse
For tertiary packaging, we have initiated the repurposing and reusing of leftover materials. For instance, surplus tarpaulin material, which would otherwise be discarded, is now innovatively used for bale packaging, replacing the need for virgin plastic. This practice not only reduces waste but also contributes to our overall environmental objectives by minimising our reliance on new, raw materials.

Loadability Optimisation

In pursuit of sustainable packaging solutions, the focus on enhancing loadability for transport efficiency is paramount. In 2019, a strategic collaboration led by UNHCR, with freight forwarders and suppliers has successfully resulted in the development of a customised pallet, the Core Relief Pallet that provides a loadability increase up to 20% depending on the product. This enhanced efficiency significantly reduces the number of transportation trips needed, thus boosting operational effectiveness and reducing emissions. If fully applied to Core Relief Items, this container optimisation initiative could compress the emissions footprint of shipping and transport from five years to four.

Packing Styles



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Product

Innovations in Shelters

Advancing Emergency Shelter Solutions with Huggy Air

In 2023, NRS Relief introduced the Huggy Air, a shelter solution that significantly improves speed, efficiency, and versatility in deployment. This innovation has proven to be a valuable asset for humanitarian organisations and emergency responders, enabling faster and more effective responses to crises and disasters.

Product Overview

Rapid Deployment

Can be erected within minutes using a hand or electrical air pump, thanks to its lightweight and compact design, the tents can be easily lifted, moved around and transported manually.

Robust Structure

Features an air-pressurised fabric structure and modular multi-layer airframe, ensuring a sturdy and durable build that withstands various environmental conditions.

Easy Repairs

Both outer covers and the airframe can be field-repaired with the supplied repair kit, minimising downtime and maintenance costs.

Versatility

Offers a range of add-ons and size variations, enhancing adaptability to different deployment scenarios and user needs.

Data Analysis

Setup Time

Product tests indicate the Huggy Air can be set up 50% faster than traditional shelters of similar size, reducing setup time from hours to minutes.

Transportation Efficiency

The compact design and lightweight materials allow it to occupy only two-thirds of the packed volume and weigh half as much as traditional shelters, resulting in significant transportation efficiency gains.

Deployment Speed

Rapid deployment capabilities enable emergency responders to establish operational bases and provide essential services to affected populations more swiftly, enhancing overall response efficiency.



Huggy Air Green Design

The story of HuggyAir begins with a simple yet powerful vision: to create shelter solutions that not only serve immediate needs but also protect our planet for future generations. This vision is brought to life through the principles of Green Design, an approach that prioritises environmental stewardship at every stage of the product lifecycle. The materials used are ensuring that once the shelter has served its purpose, it can be responsibly repurposed.

The Huggy Air's innovative design incorporates several features that qualify it for green design recognition:

Material Efficiency.

Utilises lightweight and durable materials, reducing the environmental footprint during both production and transportation. We are using fabrics and components with a high content of recycled materials. The construction of the tents makes it easy to separate the different materials for recycling at the end of life.

Energy Savings.

The rapid deployment and minimal setup requirements as well as low weight and packing volume significantly cut down on energy use during emergency responses.

Reusability and Repairability.

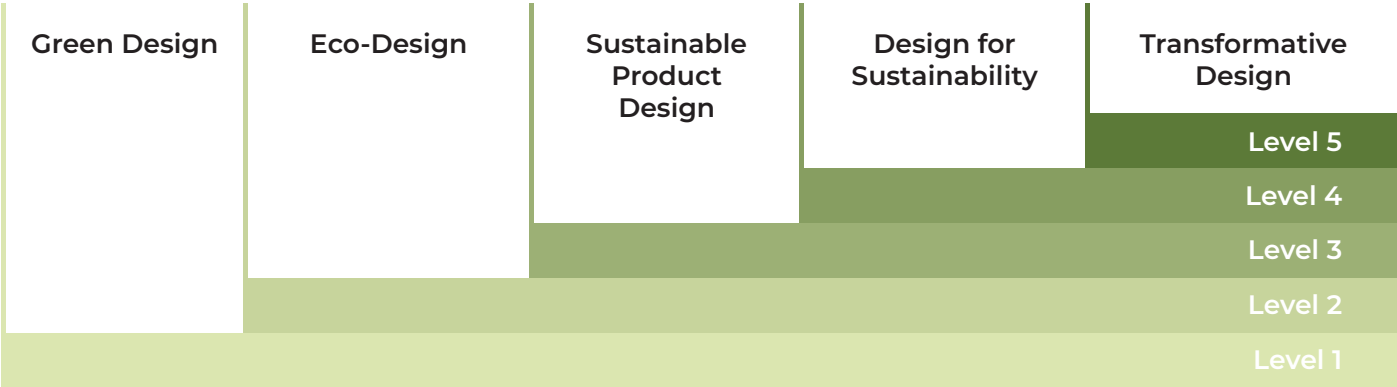
The design allows for easy repairs and extended use, reducing the need for frequent replacements and minimising waste.

Compact Packaging.

Enhanced transportation and storage efficiency reduces fuel consumption and associated emissions.

By focusing on green design principles, we have created a shelter solution that not only meets the immediate needs of disaster response but also aligns with long-term environmental sustainability goals.

The Huggy Air exemplifies how advanced engineering and sustainable practices can be integrated to provide effective and eco-friendly solutions for humanitarian missions worldwide.



Source: Scott Boylston - Designer, Author, Professor of Design for Sustainability.
<https://www.linkedin.com/learning/learning-design-for-sustainability/welcome>

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Chapter 4

Planet

Innovation in product development is crucial to enhancing the efficacy of our humanitarian aid. The Planet chapter showcases our advancements in designing and manufacturing products that not only have a high quality but also are environmentally sustainable. We detail our approach to integrating eco-friendly materials and technologies, highlighting our focus on innovation that meets the evolving needs of the sectors and communities we serve.

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Planet

Commitment

NRS Relief and its manufacturing arm, H. Sheikh Noor-ud-Din & Sons (HSNDS), are committed to reducing their environmental footprint with a significant focus on six key areas: water conservation, ocean protection, biodiversity support, air pollution reduction, waste management, and energy and resource efficiency.

Water conservation is a cornerstone of our sustainability agenda. We are dedicated to protecting water resources and advancing water reuse initiatives to dramatically cut water wastage. This commitment is a vital component of our broader strategy to enhance resource efficiency and safeguard local water ecosystems.

A vital part of our commitment to sustainability is protecting the oceans from any possible harm caused by our operations. We take measures to prevent waste and contaminants from entering marine environments, recognising the critical role oceans play in global ecosystems. By implementing strict waste management protocols and enhancing our recycling efforts, we aim to significantly reduce the potential for pollution.

We actively support biodiversity through small-scale environmental initiatives. Our involvement in the UAE's goal to plant 100 million mangroves by 2030 under the "National Carbon Sequestration Project" and participation in Pakistan's "Ten Billion Tree Tsunami Programme" underscore our commitment to biodiversity. These projects are crucial in enhancing local biodiversity and exemplify our efforts to preserve and restore natural habitats globally.

Our manufacturing arm is dedicated to minimising air pollution by adhering strictly to environmental management standards. Our pursuit of ISO 14001:2015 certification for environmental management systems highlights our ongoing commitment to reducing emissions and enhancing air quality. Continual evaluation of our operations helps to implement effective measures to reduce pollutants and comply with international environmental standards.

We are committed to achieving zero-waste to landfill, embracing principles of circularity in our operations. We focus on minimising waste through efficient resource use and the recycling and reusing of materials. Our environmental policy encompasses systematic waste management practices, making waste reduction a central aspect of our sustainability agenda. Regular reviews and enhancements of these processes are undertaken to optimise waste management strategies.

Energy efficiency is a cornerstone of our sustainability efforts. We are dedicated to reducing energy consumption and promoting the use of renewable energy sources. By pursuing ISO 50001 certification, we aim to enhance their energy management systems, ensuring efficient use of resources. Our commitment to resource efficiency extends to all aspects of our operations, from product design to manufacturing and distribution, reflecting a holistic approach to sustainable resource use.



WATER



OCEANS



FOREST/BIODIVERSITY



AIR POLLUTION



WASTE



ENERGY AND
RESOURCE USE

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Planet
Prevention

Specific Strategies and Initiatives

The Prevention section of the Planet chapter delves into the targeted strategies and initiatives our organisation employs to tackle environmental challenges, aligned with the Sustainable Development Goals (SDGs). The focus encompasses climate change mitigation, sustainable water management, air pollution reduction, and waste management. Here we highlight our partnerships, awareness campaigns, and innovative practices that showcase our sustainability and environmental stewardship efforts. By aligning our operations with these SDGs, we ensure that our production processes contribute to a sustainable and resilient future, addressing critical environmental issues and promoting responsible practices throughout our production and supply chain.



Water Reuse

SDG 6: Clean Water and Sanitation
Both NRS Relief and HSNDS ensure the provision of clean water for their employees and implement sustainable water management in their operations.
SDG 14: Life Below Water
By adopting responsible practices, we reduce plastic pollution and protect marine biodiversity, ensuring our activities do not harm the marine environment.



Climate Change Mitigation

SDG 13: Climate Action
Carbon Emission Reduction: By incorporating energy efficient measures, adopting circular economy principles into our manufacturing and product development processes, we aim to make significant reductions in CO2 emissions.
SDG 17: Partnerships for the Goals
Partnerships: We actively collaborate with various stakeholders to develop and implement strategies for mitigating climate change such as small-scale tree planting project.



Sustainable Water Management

SDG 6: Clean Water and Sanitation
We prioritise sustainable water usage by closely monitoring our consumption to minimise wastage.
Water Reuse: Our production processes incorporate water reuse strategies, ensuring that water is repurposed before disposal.
SDG 14: Life Below Water
Our efforts aim to reduce pollution and protect marine biodiversity through responsible practices.



Air Pollution Reduction

SDG 7: Affordable and Clean Energy
Cleaner Energy Sources: Our manufacturing arm, HSNDS, is transitioning to cleaner energy sources significantly reducing our carbon footprint, and the installation of solar power systems to increase the percentage of energy from renewable sources.
Process Optimisation: We continuously seek to optimise production processes to consume less energy.



Waste Management

SDG 12: Responsible Consumption and Production
Waste Minimisation: Implementing sustainable practices across our operations to reduce waste is fundamental to our strategy.
Sustainable Packaging: We are actively eliminating single-use plastics and adopting alternative, sustainable packaging materials.
Recycling: We strive to use recycled materials in our products whenever possible, emphasising circular economy principles.



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Sustainability Roadmap

This section provides an overview of our sustainability efforts, highlighting advances in climate action, water conservation, air pollution control, waste management, and energy efficiency. Each segment illustrates our progress in achieving tangible outcomes, paving the way for ongoing reductions in our carbon footprint through innovative and sustainable manufacturing practices.

Category	Target / Goals for 2023*
Climate Change	CO ₂ emissions reduction by 10%
Water	Water consumption reduction by 10%
Air Pollution	NOx, SOx and VOC levels maintenance within PEQS
Waste (e.g. chemical spills, solid waste, hazardous, plastic, etc...)	Adoption of sustainable packaging solutions to eliminate single use plastic Achieve full recycling of all manufacturing waste
Energy and Resource Use	Energy efficiency enhancement by 20%

*These targets and goals vary over the years depending on the projects we undertake in the specific areas.



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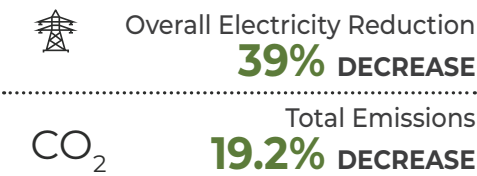
Performance

Climate Change

CO₂ Emission Reduction

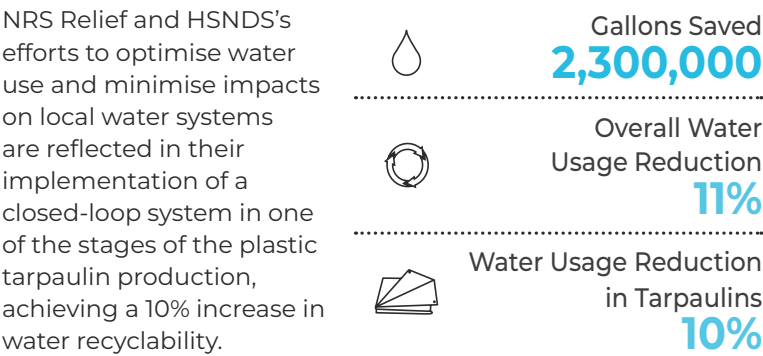
In our latest efforts to reduce environmental impact, significant improvements in energy efficiency and emission reductions were achieved. By adopting energy efficient inverter motor technologies, we consumed approximately 39% less electricity.

Energy Consumption



Water Conservation

Implementing closed-loop water systems has significantly enhanced water efficiency across various departments. Over the reporting year, we have conducted an analysis of the water usage in our production lines. These efforts are part of our broader initiative to promote sustainable water management practices, aiming to minimise waste and optimise resource utilisation across all production lines.



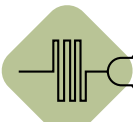
Emissions Breakdown



Scope 1

Direct Emissions

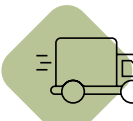
Direct emissions from sources owned or controlled by the company.
Performance: HSNDs reported approximately 400 tonnes CO₂e from direct emissions. These are primarily from fuel combustion in company vehicles and equipment.



Scope 2

Indirect Emissions from Energy

Indirect emissions from the consumption of purchased electricity, steam, heating, and cooling.
Performance: The reported emissions amounted to approximately 5,000 tonnes CO₂e. This significant figure highlights the importance of HSNDs's initiatives to improve energy efficiency and transition to cleaner energy sources.



Scope 3

Other Indirect Emissions

All other indirect emissions that occur in the company's value chain, including travel, procurement, waste management, and product transportation.
Performance: HSNDs reported approximately 23,000 tonnes CO₂e in scope 3 emissions. This encompasses a wide range of activities that extend beyond direct operational control.

Event

Ocean Stewardship Coalition Summit

Aligned with Sustainable Development Goal 14: Life Below Water, the Ocean Stewardship Coalition addresses the urgent need to protect and restore ocean health, which is deteriorating due to rising temperatures, acidification, resource depletion, and pollution.

In 2023, NRS Relief actively participated in the Ocean Stewardship Coalition Workshop under the United Nations Global Compact UAE Network to brainstorm industry standards for maintaining healthy and productive oceans. Moreover, NRS Relief participated for the first time in the MENA Ocean Summit. The summit engages under four key streams – Blue Economy, Blue Governance, Blue Science, and Blue Collective. The MENA Ocean Summit is dedicated to accelerating comprehensive ocean action to restore ecosystems, tackle climate change, and ensure the sustainable development of blue economies through a collaborative, cross-sectoral framework.



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Performance

Air Pollution

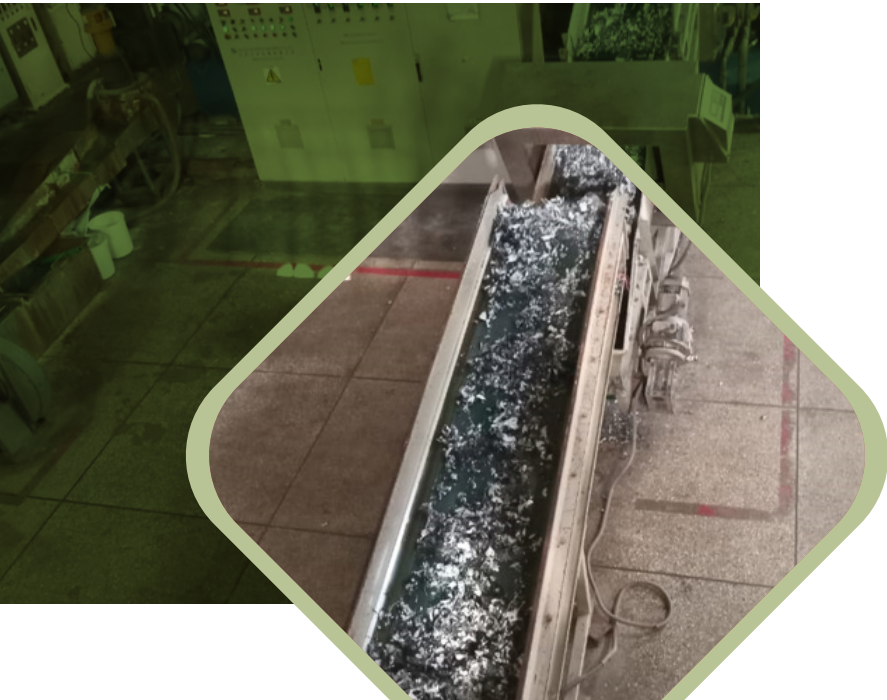
In our ongoing efforts to improve environmental performance, we prioritised stringent air quality controls throughout 2023. The goal was to maintain NOx, SOx, and VOC levels within PEQS limits in 2023. Monthly environmental monitoring by a third party confirmed that emissions at various production facility locations remained within control limits, achieved through proper and preventive maintenance of all machinery. We aim to minimise air pollution by adhering to stringent environmental management standards and complying with Punjab Environmental Quality Standards.



Waste

In line with our sustainable practices, we have made significant strides in waste reduction. By developing and adopting alternative packaging materials for clients, we have significantly reduced the use of single-use plastics. Incorporating recycled materials and eliminating unnecessary packaging resulted in a reduction of approximately 10 tonnes of CO2 emissions from primary packaging.

We have successfully implemented our waste management systems, ensuring that all waste from the production process is entirely recycled. Additionally, waste from other sources such as metals, iron, and paper is recycled by third parties. We aim to achieve zero-waste to landfill by embracing circularity principles, focusing on efficient resource use, recycling, and reusing materials. Regular assessments and improvements optimise waste management processes, leading to significant waste reduction.



We actively support biodiversity through small-scale environmental initiatives. Our involvement in the UAE's goal to plant 100 million mangroves by 2030 under the "National Carbon Sequestration Project" and participation in Pakistan's "Ten Billion Tree Tsunami Programme" highlight our efforts to enhance local biodiversity and preserve natural habitats. In 2023, we continued our small-scale tree planting initiatives. In Lahore, 500 trees were planted, which are expected to absorb an average of 10.5 tonnes of CO2. The planted species included Sukh Chain, Neem, and Deodar, chosen for their effective carbon sequestration and ecological benefits. In Dubai, we collaborated with a local tree-planting initiative to plant several dozen mangrove trees on the coastline of the United Arab Emirates.

Energy and Resource Use

Energy efficiency is a cornerstone of our sustainability efforts. We aim to reduce energy consumption and promote renewable energy sources throughout our operations. Key achievements include a 20% enhancement in energy efficiency through the conversion to LED lighting and inverter fans, covering 80% of factory equipment. Additionally, we achieved a 19.2% emission reduction through the use of inverter motors in extruders, as verified by electricity bills. Electricity consumption from the grid decreased by 39%, and overall energy consumption decreased by 38.7% due to effective controls. This was achieved by installing inverter motors, as previously described, and converting conventional lights and fans to AC/DC technology.



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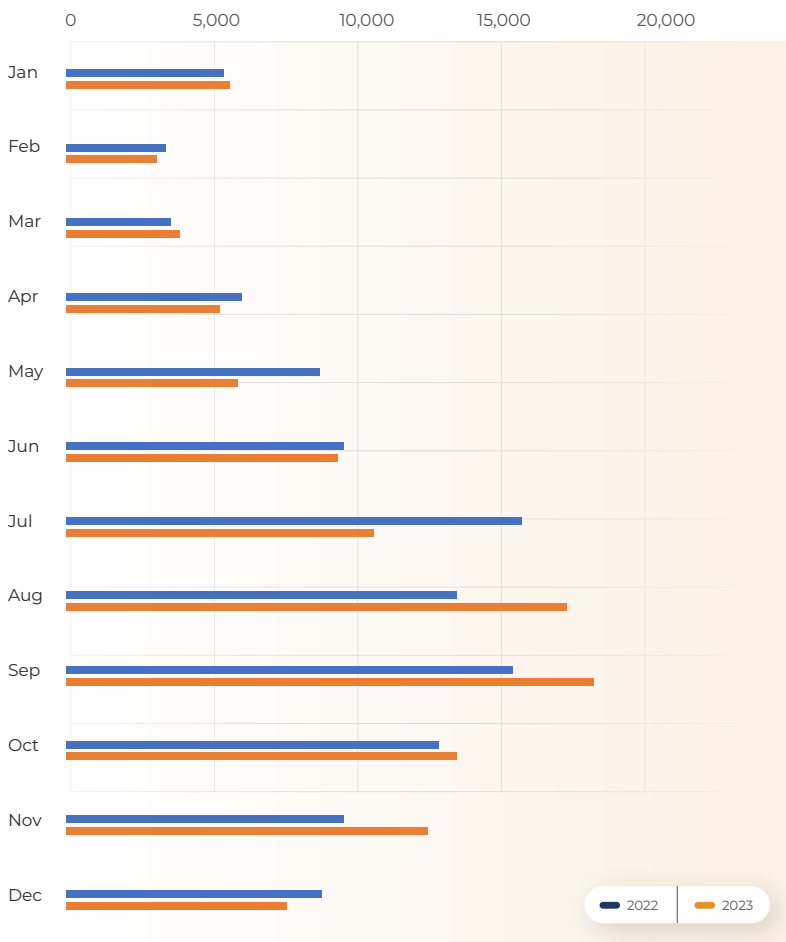
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Reporting

This Reporting section provides a comprehensive overview of our progress in key sustainability areas, including energy efficiency, water conservation, and waste management. It showcases our environmental stewardship by detailing initiatives and outcomes that reflect our ongoing efforts to optimise resource use, minimise waste, and reduce our carbon footprint. By sharing these insights, we demonstrate our dedication to sustainable practices and our continuous pursuit of improvement in these critical areas.

NRS Relief Energy Consumption

The 2023 energy consumption data for our operations shows monthly fluctuations in electricity usage, in line with the electricity consumption of the previous year. We registered significant peaks in usage during August and September due to higher operational demands and warmer weather conditions. February and March recorded the lowest consumption, influenced by cooler weather. Despite these monthly variations, the overall energy consumption for 2023 remained similar to that of 2022. This stability can be attributed to the ongoing improvements in energy efficiency measures implemented by our ESG Team, such as upgrades in lighting, office insulation, and other energy-saving initiatives.

Sum of electricity (kWh)



HSNDS Energy Consumption

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

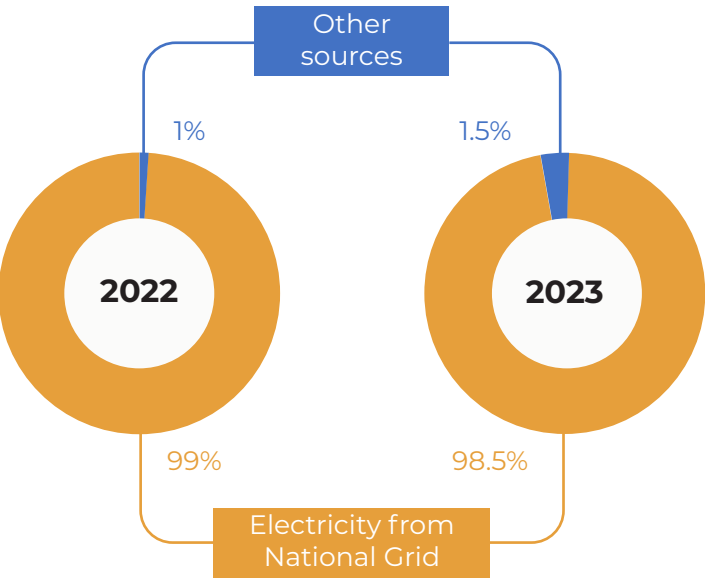
Energy Mix in 2023

In 2023, HSNDS continued its efforts towards enhancing energy efficiency and sustainability. The total energy consumption for 2023 was 11,767,840 kWh. The detailed breakdown is as follows:

Table with 4 columns: Category, 2022, 2023. Rows: Total Energy Consumed (19,200,106 kWh to 11,764,166 kWh), Electricity from National Grid (18,997,926 kWh to 11,584,040 kWh), Electricity from other sources (202,180 kWh to 180,126 kWh).

The data for 2023 shows a substantial decrease in total energy consumption compared to 2022.

The comparison highlights a significant reduction in total energy consumption by approximately 7,435,940 kWh in 2023, representing a 38.7% decrease from the previous year. This reduction reflects HSNDS's focus on efficient energy.



Shifts Towards Energy Efficiency

Fast forward to 2023, significant changes are evident in HSNDS's energy consumption profile. The overall consumption of energy diesel and natural gas witnessed a reduction. Despite the reduction in traditional energy sources, the company managed to maintain its operations effectively with 11,584,040 kWh sourced from the grid 33% of which comes from renewable sources.

Driving Factors Behind the Shifts

Several factors contribute to the observed changes in HSNDS's energy consumption patterns:

- Advancements in Energy Efficiency: Continuous improvements in equipment and operational practices aimed at reducing energy waste and improving overall efficiency.
- Strategic Shift to Grid Electricity: Increased reliance on grid electricity aligns with global trends towards cleaner energy sources.

Implications for a Sustainable Future

By reducing reliance on traditional fossil fuels and embracing grid electricity, HSNDS is aligning its practices with a cleaner energy future. The journey from 2022 to 2023 reflects a strategic evolution towards a more sustainable, efficient, and resilient energy model.

Looking Ahead: Solar Panel Installation in 2024

In 2024, HSNDS plans to transition from diesel and gas to renewable energy sources by installing solar panels. This initiative will have numerous benefits:

- Reduced Carbon Footprint. Solar energy is a clean, renewable resource that will significantly reduce HSNDS's greenhouse gas emissions.
- Energy Independence. By generating its own electricity, HSNDS will decrease its reliance on the national grid and fossil fuels.
- Cost Savings. Solar energy will reduce electricity costs in the long term, enhancing cost efficiency.

By upgrading our machinery and incorporating advanced equipment, we achieved a 30% reduction in energy consumption. This improvement led to substantial cost savings and significantly reduced our greenhouse gas emissions. For instance, at our facility in Lahore, we achieved an annual reduction of 7,435,940 kWh in energy consumption, which translates to approximately 3,372 tonnes of CO2 emissions saved each year.

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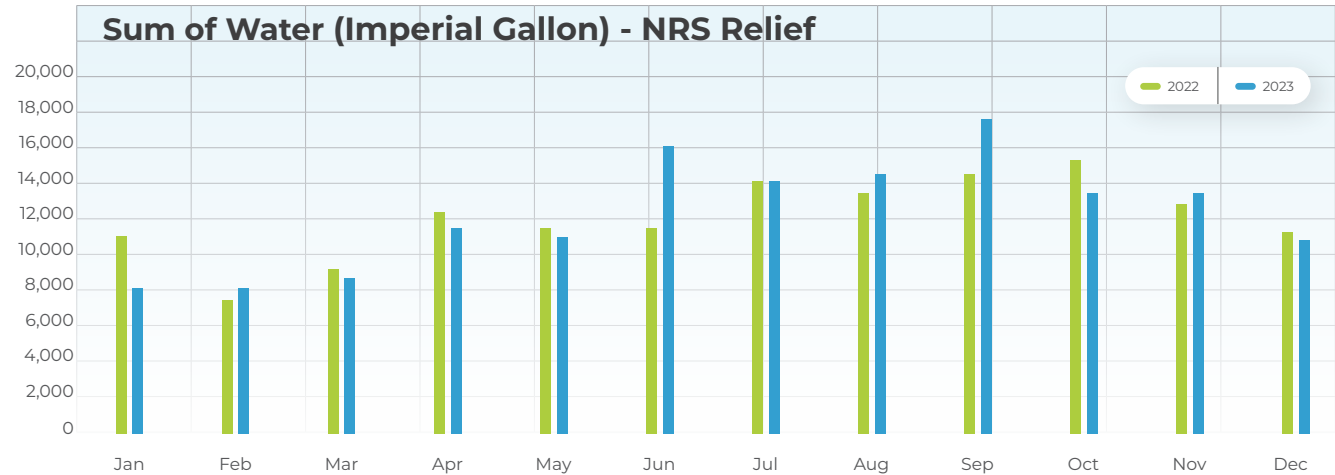
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NRS Relief Water Consumption

Managing water consumption efficiently is crucial for NRS Relief’s operations, with recent data from 2022 and 2023 uncovering key trends and insights.

Month-to-Month Fluctuations

In 2023, 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 operational demands and seasonal variations.



		2022	2023
 Water	NRS Relief Water Consumption (Imperial Gallon)	144,320	146,740

In 2023, our consumption increased by 1.68% compared to the previous year, rising from 144,320 imperial gallons in 2022 to 146,740 imperial gallons.



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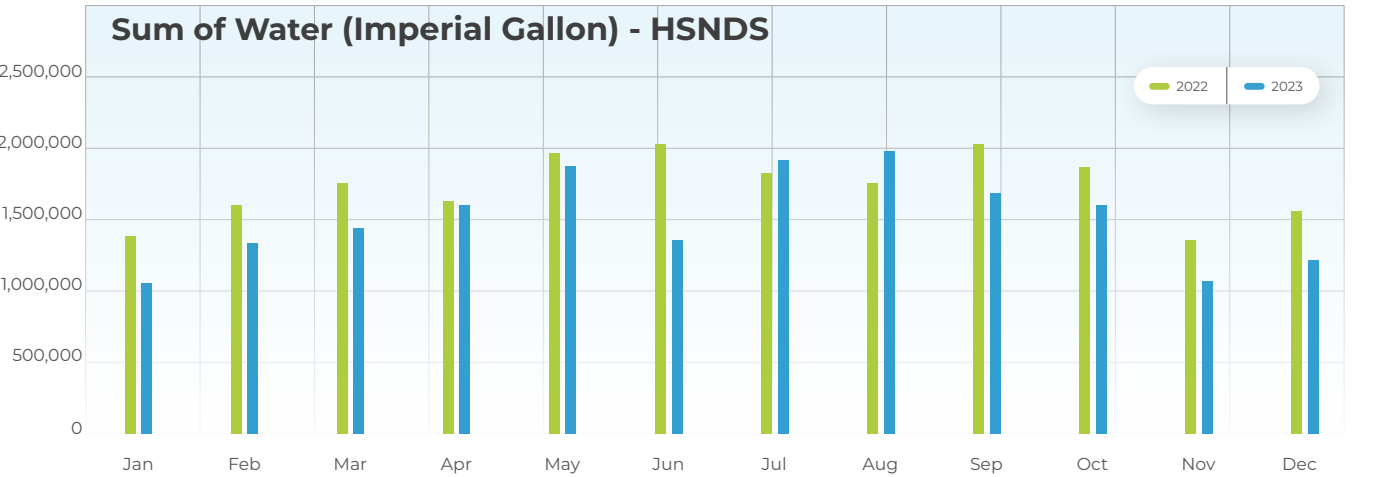
HSNDS Water Consumption

Water consumption is a critical aspect of HSNDS's operational footprint, with recent data from 2022 and 2023 revealing important trends and insights.



Water Consumption in 2023


In 2023, HSNDS's water consumption showed considerable monthly variations, reflecting the dynamic nature of its operational activities. The total water consumption for the year was 18,500,000 gallons. Below is the monthly breakdown of water usage:



Peak Water Usage

The data highlights specific months of heightened water consumption, which are crucial for targeted analysis. In 2023, the peak water usage was observed in August, totalling 1,957,315 gallons. Conversely, the lowest consumption was recorded in January with 1,154,821 gallons.

The data shows that in 2023, HSNDS's water consumption was lower than in 2022 but slightly higher than in 2021. This indicates a successful reduction from the peak observed in 2022.

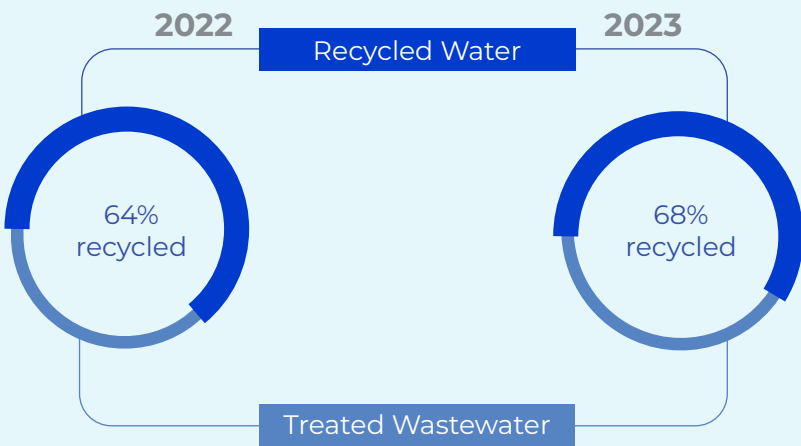
		2022	2023
 Water	HSNDS Water Consumption (gallons)	20,800,000	18,500,000

Sustainability Efforts in Water Recycling

Building on the foundation set in previous years, HSNDS continued to refine its water consumption practices in 2023. The company's total water consumption of 18,500,000 gallons reflects ongoing efforts to balance operational demands with environmental sustainability.

Recycling and treatment are the pillars of HSNDS's water management strategy. HSNDS maintained a strong focus on these practices, ensuring that a significant portion of the water used was recycled, thereby minimising the ecological footprint.

In 2023, HSNDS achieved a notable 68% water recycling rate after the introduction of a closed-loop systems at various factory locations, marking a 4% increase from 2022. Equally crucial is the treatment of the remaining wastewater. By processing it through a water treatment plant, HSNDS effectively removes potential contaminants, thereby reducing the environmental impact of its operations.



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NRS Relief Waste Management 2023

In 2023, the data shows increased trends across different waste categories compared to 2022, with rises in paper, plastic, and carton waste due to the increase in staff from 22 to 30 employees. Despite this, the total volume of waste saw only a slight increase, reflecting our effective management strategy. This demonstrates our determination to maintaining high waste segregation rates and continually enhancing our practices. Our ongoing efforts ensure we move towards more sustainable and efficient resource use, turning challenges into opportunities for improvement.

Waste Category	2022 Jan-Dec	2023 Jan-Dec
Paper (kg)	90	129
Carton (kg)	35	72
Plastic (kg)	33	63
Cans (kg)	5	12



HSNDS Waste Management 2023

HSNDS prioritises waste management by ensuring that waste is given a second life and reintroduced into production as raw material. In 2023, we generated a lesser amount of waste, reflecting our sustainable manufacturing practices. Approximately 60% of the waste was recycled in-house and repurposed, and 40% was recycled by a third party.

Overall, our efforts in waste management highlight our focus on sustainability and resource conservation, turning waste into valuable raw materials and reinforcing our environmentally responsible manufacturing practices.

Item	2022 Jan-Dec	2023 Jan-Dec
Production Waste (kg)	1,037,000	962,480
Recycled Internally (kg)	621,213	548,201
Recycled Externally (kg)	415,787	414,279



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Economic Performance - Direct and Indirect Impact	SDG 8: Decent Work and Economic Growth	Human Rights Labour Environment Anti-Corruption	GRI 201: Economic Performance	Number of items supplied	We supplied 5,047,645 products (shelters and core relief items).	We supplied 2,716,243 products (shelters and core relief items).	
	Target 8.2: Achieve higher levels of economic productivity through diversification, technological upgrading, and innovation.		Disclosure 201-1: Direct economic value generated and distributed				
	Target 8.3: Promote development-oriented policies that support productive activities, decent job creation, entrepreneurship, creativity, and innovation.						
	SDG 12: Responsible Consumption and Production						
Sustainable Communities	SDG 11: Sustainable Cities and Communities	Labour Environment	GRI 102: General Disclosures	Number of cities of operation	At NRS Relief, based in the United Arab Emirates, and our manufacturing arm HSNDs, located in Pakistan, we adhere to national and regional environmental quality requirements. We also disclose information on ESG best practices at each of our two operational units.	At NRS Relief, based in the United Arab Emirates, and our manufacturing arm HSNDs, located in Pakistan, we proudly adhere to regional and national environmental quality standards. Our commitment extends to community engagement locally, for example, tree and mangroves planting for environmental preservation.	Same as per previous reporting period.
	Target 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.		Disclosure 102-1: Name of the organisation Disclosure 102-2: Activities, brands, products, and services GRI 413: Local Communities				

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Employment for All	SDG 1: No Poverty Target 1.1: By 2030, eradicate extreme poverty for all people everywhere, currently measured as people living on less than \$1.25 a day.	Human Rights Labour	GRI 103: Management Approach GRI 401: Employment GRI 403: Occupational Health and Safety	Jobs created	In NRS Relief, the number of hires is 4, while in HSNDS, the number of hires is 18.	In NRS Relief, the number of hires is 12, while in HSNDS, the number of hires is 14.	Note: The above figures refer to employee under management, supervision and operational positions.
Anti-Corruption Assessment, Training, Policies and Procedures	SDG 16: Peace, Justice, and Strong Institutions SDG 16.2: end abuse, exploitation, trafficking and all forms of violence and torture against children Target 16.5: Substantially reduce corruption and bribery in all their forms.	Anti-Corruption	GRI 103: Management Approach GRI 205: Anti-Corruption	Anti-Corruption Policy Policy Framework	The NRS Relief Harassment policy was recently released, and employees have undergone training on it.	NRS Relief implemented several new policies covering Waste Management, Environmental and Sustainability and Gender Equality.	3 more policies released.
Procurement Practices and Procedures	SDG 12: Responsible Consumption and Production Target 12.7: Promote public procurement practices that are sustainable, in accordance with national policies and priorities.	Human Rights Labour Environment Anti-Corruption	GRI 103: Management Approach GRI 204: Procurement Practices GRI 308: Supplier Environmental Assessment GRI 414: Supplier Social Assessment GRI 418: Customer	Procurement from local suppliers	Our operations comprise a balanced ratio between 66% of raw material imports and 34% sourced through local procurement channels.	Our operations comprise a balanced ratio between 43.2% of raw material imports and 56.8% sourced through local procurement channels.	

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Indirect Economic Impact	SDG 10: Reduced Inequalities Target 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 Anti-Corruption	GRI 103: Management Approach GRI 203: Indirect Economic Impacts GRI 204: Procurement Practices GRI 405: Diversity and Equal Opportunity	Extent of Impact - Proportion of people living below 50% of median income by gender, age, and persons with disabilities.	We estimate that our products impacted the lives of 5 million people.	We estimate that our products impacted the lives of 8 million people.	Note: This estimation of beneficiaries is derived from the quantity of products manufactured.
Policies for Climate Action	SDG 13: Climate Action Target 13.2: Integrate climate change measures into (national) policies, strategies, and planning.	Environment	GRI 103: Management Approach GRI 201: Economic Performance GRI 303: Water GRI 305: Emissions GRI 413: Local Communities	Integration of climate change measures into (national) policies, strategies, and planning.	HSNDS is ISO 14001 certified, our Environmental Management System has been audited annually since 2013, adhering to national environmental standards for air, noise, and water pollution.	NRS Relief, HSNDS have strengthened their environmental sustainability policy, strategy and action plan. HSNDS is ISO 14001 certified. Since 2013, our Environmental Management System undergoes annual audits to ensure alignment with national standards governing air, noise and water pollution.	
Market Presence	SDG 8: Decent Work and Economic Growth SDG 10: Reduced Inequalities. SDG 17: Partnerships for the Goals.	Human Right Labour	GRI Standard 201: Economic Performance. GRI Standard 204: Procurement Practices. GRI Standard G4-EC7: This standard focuses on the extent of the organisation's influence over economic activities.	Total number of countries that received products.	Not a material topic.	Total number of countries that received products: 60.	2023 is first year reporting for this material topic.

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New Employee Hires and Employee Turnover	<p>SDG 5: Gender Equality</p> <p>Target 5.1: End all forms of discrimination against all women and girls everywhere.</p> <p>SDG 8: Decent Work and Economic Growth.</p> <p>Target 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.</p>	Labour	<p>GRI 102-7: Scale of the organisation</p> <p>GRI 401: Employment.</p> <p>GRI Standard G4-LA1: Total number and rates of new employee hires and employee turnover by age group, gender, and region</p>	Total number of employees, number of new hires, and turnover percentage	<p>NRS Relief has hired 4 people.</p> <p>Employee turnover: 17%</p> <p>HSNDS has hired 18 people.</p> <p>Employee turnover: 1.3%</p>	<p>NRS Relief has hired 12 people.</p> <p>Employee turnover: 15%</p> <p>HSNDS has hired 14 people.</p> <p>Employee turnover: 1.1%</p>	<p>Note: The figures refer to employees under management, supervision and operational positions.</p>
Parental Leave	<p>SDG 3: Ensure healthy lives and promote well-being for all at all ages.</p> <p>Target 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 programs.</p>	Labour	<p>GRI 401: Employment.</p> <p>GRI 401-1: New employee hires and employee turnover</p>	Relevant policies as per local legislation	<p>At NRS Relief, maternity leaves are being provided as per Labour law. No employee availed these leaves in reporting period. Paternal leaves of 5 days are released by the UAE Ministry of Labour and applicable from February 2022.</p>	<p>At NRS Relief, maternity leaves are being provided as per Labour law. 1 employee availed maternity leave in reporting period. In HSNDS no employees availed these leaves in 2023.</p>	<p>During the reporting period, one 1 employee availed maternity leave.</p>
Injury Rates and Work-Related Fatalities	<p>SDG 8: Decent Work and Economic Growth</p> <p>Target 8.8: Protect labour rights and promote safe and secure working environments for all workers.</p>	Labour	<p>GRI 403: Occupational Health and Safety</p> <p>GRI 403-1: Occupational health and safety management system</p> <p>GRI 403-2: Hazard identification, risk assessment, and incident investigation</p>	Number of work-related injuries that required a visit to a local treatment centre	<p>At NRS Relief: 7 employees tested positive for COVID 19. Hospitalisation: 1 Working from home was always an option if an employee did not feel well. At HSNDS: 20 minor production related injuries were recorded. No person needed to be hospitalised.</p>	<p>At NRS Relief, 3 employees tested positive for COVID 19. At HSNDS had no major injuries. Incident rate remained 0.04 while frequency of injuries was 0.000034.</p>	

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Employee Education and Training	<p>SDG 4: Quality Education</p> <p>Target 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.</p> <p>SDG 8: Decent Work and Economic Growth.</p>	Labour	<p>GRI 404: Training and Education</p> <p>GRI 404-1: Average hours of training per year per employee</p> <p>GRI 404-2: Programs for upgrading employee skills and transition assistance programs</p>	Programs for skills management and lifelong learning that support the continued employability of employees and assist them in managing career transitions or ends	<p>At NRS Relief, 55 hours of training and professional education were given, covering a range of 9 topics related to sales analysis and administration, ERP, operations and UAE Labour law.</p> <p>At HSNDs, 1,560 hours of training sessions were given, covering 14 training topics from occupational health and safety to sustainability management.</p>	<p>At NRS Relief, 164.5 hours of internal and external training and professional education were given, covering a range of topics from public speaking to Enterprise Resource Planning.</p> <p>At HSNDs, 1,924 hours of training sessions were given covering 15 training topics from occupational health and safety to sustainability management.</p>	
Diversity and Gender Balance	<p>SDG 5: Gender Equality</p> <p>Target 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.</p> <p>SDG 8: Decent health and economic growth.</p> <p>SDG 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.</p> <p>SDG 10: Reduced Inequalities</p> <p>SDG 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.</p>	Human Rights Labour	<p>GRI 405: Diversity and Equal Opportunity</p> <p>GRI 405-1: Diversity of governance bodies and employees</p> <p>GRI 405-2: Ratio of basic salary and remuneration of women to men</p>	Breakdown of employees according to gender, disability and ethnicity, as well as the proportion of females hired in managerial positions	<p>Female representation in managerial roles in NRS Relief stands at 46% for the reporting period.This is reflected in the presence of five women holding management positions across key departments including sales, marketing, and human resources.</p> <p>Female representation in HSNDs is 1% this year. Out of these 3 females are performing in HR, finance and international procurement departments, respectively.</p> <p>Company encourages the hiring of persons with disabilities. Currently 19 disabled employees are working in different sections of HSNDs.</p>	<p>Female representation in managerial roles in NRS Relief stands at 46% for the reporting period. This is reflected in the presence of five women holding management positions across key departments including sales, marketing, and human resources.</p> <p>Company encourages the hiring of persons with disabilities. Currently 16 disabled employees are working in different sections of HSNDs.</p>	

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Freedom of Association and Collective Bargaining	<p>SDG 8: Decent Work and Economic Growth</p> <p>Target 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.</p>	Labour	<p>GRI 406: Non-Discrimination and Freedom of Association</p> <p>Specific Indicator: GRI 406-1 Incidents of discrimination and corrective actions taken</p> <p>GRI 407: Freedom of Association and Collective Bargaining</p> <p>GRI 407-1 Operations and suppliers at significant risk for incidents of child labour</p>	<p>Number of employees trained on human rights policies and procedures</p> <p>Policy framework that cover promotion and protection of human rights is reviewed and updated</p>	<p>Not Applicable in UAE.</p> <p>At HSNDs, workers are free to participate collective bargaining through the workers welfare council which is elected every two years.</p>	<p>Not Applicable in UAE.</p> <p>At HSNDs, workers are free to participate collective bargaining through the workers welfare council which is elected every two years.</p>	Same as per previous reporting period.
Child Labour and/or Compulsory Labour	<p>SDG 8: Decent Work and Economic Growth</p> <p>Target 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.</p>	Human Rights Labour	GRI 409-1: Operations and suppliers at significant risk for incidents of child labour	Relevant policies and practices	HSNDs fully abiding by the ILO convention 1973. Child labour is strictly prohibited. Before hiring computerised national identity card (CNIC) is required for age verification. No person without CNIC was employed in reporting year.	<p>Both companies endorse the safety and protection of children, and condemn any form of child exploitation and forced labour.</p> <p>At HSNDs, age at the time of hiring is verified through the computerised national identity card.</p>	

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Local Community Engagement and Impact	<p>SDG 17: Partnerships for the Goals</p> <p>Target 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, particularly developing countries.</p>	Human Rights Environment	<p>GRI 413 - Local Communities</p> <p>GRI 413-1: Operations with local community engagement, impact assessments, and development programs</p> <p>GRI 413-2: Operations with significant actual and potential negative impacts on local communities</p>	Number of operations that implemented local community engagement or partnerships	HSNDS has provided subsidy to the Bilqees Sarwar hospital providing dialysis, eye surgeries and general OPD.	<p>NRS Team participated to planting mangrove trees and learn about their importance in our ecosystem.</p> <p>HSNDS has provided subsidy to the Bilqees Sarwar hospital which in turn is provided dialysis, eye surgeries and general OPD.</p>	NRS Relief mangroves planting resulted in removing of 9,360 tons of carbon emissions from the atmosphere.
Employee Grievance Mechanism	<p>SDG 8: Decent Work and Economic Growth</p> <p>Target 8.5: By 2030, achieve full and productive employment and decent work for all women and men, including for young people and persons with disabilities, and equal pay for work of equal value.</p> <p>Target 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.</p>	Labour	<p>GRI 103: Management Approach</p> <p>GRI 103-2: The management approach and its components</p>	Number of grievances received and resolved	<p>NRS Relief has no grievance cases registered.</p> <p>HSNDS provides safe and decent working environment to its employees. Workers are paid equally regardless of their ethnic back ground, gender, physical condition etc.</p>	A well-established grievance mechanism system is in place in both companies for dispute-resolution and complaints. This is introduced to all new employees during their induction period.	

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Customer Satisfaction	SDG 16: Peace, Justice, and Strong Institutions	Human Rights Labour Environment Anti-Corruption	GRI 102: General Disclosures GRI 102-40: List of stakeholder groups engaged by the organisation	Customer Satisfaction Score (CSAT)	Not a material topic.	In NRS Relief, the overall experience of doing business with the company was marked “Excellent” by 55% of customers.	2023 is first year reporting for this material topic.
	Target 16.7: Ensure responsive, inclusive, participatory, and representative decision-making at all levels. Target 16.10: Ensure public access to information and protect fundamental freedoms, in accordance with national legislation and international agreements.						
Circular Economy Practices: Research and Development of New Products	SDG 12: Responsible Consumption and Production Target 12.2: Achieve sustainable management and efficient use of natural resources.	Environment	GRI 103: Management Approach GRI 103-2: The management approach and its components	Number of new products developed through research and development that incorporate circular design principles	Not a material topic.	A new recycled core relief items line comprising four different types of products such as blankets, mats, water containers and one green design shelter Huggy Air.	2023 is first year reporting for this material topic.

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Recycling: Volume of Recycled Material Used	<p>SDG 12: Responsible Consumption and Production</p> <p>Target 12.2: Achieve sustainable management and efficient use of natural resources.</p> <p>Target 12.5: Substantially reduce waste generation through prevention, reduction, recycling, and reuse.</p>	Environment	<p>GRI 301: Materials.</p> <p>GRI 301-2: Recycled input materials used</p>	Percentage of recycled materials used for packaging and accessories	At HSNDS, 60% of total waste was recycled and reused for making tent accessories.	At HSNDS, approximately 60% of production waste was recycled and reused for packaging and accessories.	The remaining waste is recycled externally.
Energy Consumption and Its Sources	<p>SDG 7: Affordable and Clean Energy</p> <p>Target 7.2: Increase substantially the share of renewable energy in the global energy mix.</p> <p>SDG 12: Responsible Consumption and Production.</p> <p>Target 12.2: By 2030, achieve the sustainable management and efficient use of natural resources.</p>	Environment	<p>GRI 302: Energy</p> <p>GRI 302-1: Energy consumption within the organisation.</p> <p>GRI 302-3: Energy intensity</p>	Electricity and other sources (kWh)	<p>At NRS Relief, Electricity = 116,340 kWh</p> <p>At HSNDS in Pakistan: Total energy consumed: 19,200,106 kWh.</p> <p>Electricity from grid: 18,997,926 kWh.</p> <p>Energy generated from other sources is 202,180 kWh.</p>	<p>At NRS Relief, Electricity = 117,060 kWh.</p> <p>At HSNDS in Pakistan: Total energy consumed: 11,764,166 kWh.</p> <p>Electricity from grid: 11,584,040 kWh of which 33% comes from renewable sources.</p> <p>Energy generated from other sources is 180,126 kWh.</p>	

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Emissions in The Atmosphere	<p>SDG 12: Responsible Consumption and Production</p> <p>Target 12.2: By 2030, achieve the sustainable management and efficient use of natural resources.</p> <p>Target 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 to minimise their adverse impacts on human health and the environment.</p>	Environment	<p>GRI 305: Emissions</p> <p>GRI 305-1: Direct (scope 1) GHG emissions</p> <p>GRI 305-2: Energy indirect (scope 2) GHG emissions</p> <p>GRI 305-4: GHG emissions intensity</p>	<p>CO₂ Equivalent Emissions (tonnes):</p> <p>a) Electricity from the grid</p> <p>b) Other sources</p>	<p>Electricity from the national grid results in 7,843 tonnes of CO₂ emissions.</p> <p>CO₂ emissions from other sources: 163.8 tonnes.</p> <p>Total CO₂ emissions: 8,006 tonnes.</p>	<p>Electricity from the national grid results in 5,253.16 tonnes of CO₂ emissions.</p> <p>CO₂ emissions from other sources: 1,214.95 tonnes.</p> <p>Total CO₂ emissions: 6,468.1 tonnes.</p>	<p>Overall CO₂ emission reduced by 19.2% due to reduced electricity consumption.</p>
Water Consumption and Sources	<p>SDG 6: Clean Water and Sanitation</p> <p>Target 6.4: By 2030, substantially increase water-use efficiency across all sectors and ensure sustainable withdrawals and supply of freshwater to address water scarcity and substantially reduce the number of people suffering from water scarcity.</p> <p>SDG 12: Responsible Consumption and Production</p> <p>Target 12.2: By 2030, achieve the sustainable management and efficient use of natural resources.</p> <p>Target 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 to minimise their adverse impacts on human health and the environment.</p>	Environment	<p>GRI 303: Water</p> <p>GRI 303-1: Water withdrawal by source</p> <p>GRI 303-2: Water sources significantly affected by withdrawal of water</p>	<p>Groundwater withdrawn by source + percentage of the total volume of water recycled and reused</p>	<p>At NRS Relief, the water usage is 144,320 gallons.</p> <p>At HSNDs, total water usage is 20.8 million gallons.</p>	<p>At NRS Relief, the water usage is 146,740 gallons.</p> <p>At HSNDs, total water usage is 18.5 million gallons.</p>	<p>At HSNDs, 11% water usage was reduced due to installation of close loop water system at some departments.</p>

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Materiality Indicators

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Waste Production and Its Environmental Disposal	<p>SDG 12: Responsible Consumption and Production</p> <p>Target 12.5: Substantially reduce waste generation through prevention, reduction, recycling, and reuse by 2030.</p>	Environment	<p>GRI 306: Waste</p> <p>GRI 306-2: Waste by type and disposal method</p>	Total weight of waste (kg) and disposal method	At HSNDS, waste production was 1,037,000 kg. 621,213 kg of this waste was recycled or reused internally. The remaining was recycled by a third party company.	<p>At NRS Relief, 276 kg of waste were produced and sent to a 3rd party waste management and recycling company.</p> <p>At HSNDS, waste production was 962,480 kg. 548,201 kg of this waste was recycled or reused internally. The remaining was recycled by a third party company.</p>	
Environmental Reporting and Compliance	<p>SDG 12: Responsible Consumption and Production</p> <p>Target 12.6: Encourage companies, especially large and transnational companies, to adopt sustainable practices and to integrate sustainability information into their reporting cycles.</p>	Environment	<p>GRI 300 Series - Environmental</p> <p>GRI 301-1: Materials</p> <p>GRI 302-1: Energy</p> <p>GRI 303-1: Water</p> <p>GRI 305-1: Direct (scope 1) GHG emissions</p> <p>GRI 306-1: Water discharge by quality and destination</p>	Compliance with regional environmental standards + ISO certifications	HSNDS is ISO 14001 certified for Environmental Management Systems and goes through regular surveillance audits by third party.	HSNDS is ISO 14001 certified for Environmental Management Systems and goes through regular surveillance audits by third party. Additional certification of ISO 14064 for better reporting of GHG emissions was obtained in 2023.	
Biodiversity	<p>SDG 15: Life on Land</p> <p>Target 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.</p>	Environment	<p>GRI 304: Biodiversity</p> <p>GRI 304-3: Habitats protected or restored</p> <p>GRI 304-2: Significant impacts of activities, products, and services on biodiversity</p>	Number of trees planted	Not a material topic.	<p>In NRS Relief, a small-scale initiative was conducted for the planting of 30 trees.</p> <p>In HSNDS, 500 trees were planted throughout the year.</p>	2023 is first year reporting for this material topic.

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Screening Suppliers on Environmental Criteria	<p>SDG 12: Responsible Consumption and Production</p> <p>Target 12.7: promote public procurement practices that are sustainable in accordance with national policies and priorities.</p>	Environment	<p>GRI 301: Materials</p> <p>GRI 302: Energy</p> <p>GRI 303: Water</p> <p>GRI 304: Biodiversity</p> <p>GRI 305: Emissions</p> <p>GRI 308:</p> <p>Supplier Environmental Assessment</p> <p>GRI 414: Supplier Social Assessment</p>	<p>NRS Relief Code of Conduct to be signed by suppliers</p> <p>Social and Environmental Supplier form</p>	The same practice is in continuation for the reporting period.	In 2023, HSNDs updated the Supplier Evaluation Form which strategically covers topics such as a supplier's facility, workforce, employment practices, certification standards, environmental management systems, and social responsibility policies.	The same practice is continued, however, the Supplier Evaluation Form was updated with the relevant topics.
Sustainability Reporting	<p>Sustainability Reporting</p> <p>SDG 12: Responsible Consumption and Production</p> <p>Target 12.6: encourage companies, especially large and transnational companies, to adopt sustainable practices and to integrate sustainability information into their reporting cycle.</p> <p>SDG 13: Climate Action</p> <p>Target 13.1 Strengthen resilience and adaptive capacity to climate-related hazards and natural disasters in all countries.</p> <p>Target 13.3 Improve education, awareness-raising and human and institutional capacity on climate change mitigation, adaptation, impact reduction and early warning.</p>	Human Rights Environment	<p>GRI 101: Foundation</p> <p>GRI 102: General Disclosures</p> <p>GRI 200: Economic</p> <p>GRI 300: Environmental</p> <p>GRI 400: Social</p>	<p>Sustainability report integrated into the company's annual report</p> <p>Education and awareness on climate</p> <p>change resilience measures for effect of climate change</p>	This is our fourth report to the UNGC as a stand-alone company.	<p>This is our fifth report to the UNGC as a stand-alone company.</p> <p>The management of NRS Relief actively participated in two sustainability events held under the COP28 framework, contributing to discussions and initiatives aimed at promoting environmental responsibility and sustainable development.</p>	








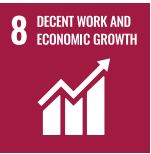

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UNGC Principles

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: <ul style="list-style-type: none">• 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 these standards, we developed a comprehensive Anti-Corruption Policy in 2022. This policy, reviewed annually, guides our employees by 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.


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Sustainable Development Goals

	Establish equitable employment opportunities in the regions where we operate, 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. Target 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.
	Learning and development opportunities through education, conducting training sessions on a range of topics.
	Promote a gender-balanced workplace by ensuring equal representation of men and women in our senior management team. Target 5.1 End all forms of discrimination against all women and girls everywhere. Target 5.3 Eliminate all harmful practices, such as child, early and forced marriage and female genital mutilation. Target 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. Target 5.5.2 Proportion of women in managerial positions. Target 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 ESG team at NRS Relief is working to increase awareness of energy efficiency and reduce our carbon footprint.
	Improve safety and productivity with the aim of maintaining a zero major injury rate. Target 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. Target 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. Target 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 practices; this includes adopting energy-efficient technologies and sustainable raw materials to reduce the environmental impact of manufacturing.

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10 REDUCED INEQUALITIES

Devise company practices to promote equality of opportunities in the workplace.


Target 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

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



11 SUSTAINABLE CITIES AND COMMUNITIES

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.



12 RESPONSIBLE CONSUMPTION AND PRODUCTION


Increase the focus on circularity by giving a second life to waste through recycling and reusing it for packaging tents and accessories.

Target 12.2 By 2030, achieve the sustainable management and efficient use of natural resources.

Target 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.

Target 12.5 By 2030, substantially reduce waste generation through prevention, reduction, recycling and reuse.


Target 12.6 Encourage companies, especially large and transnational companies, to adopt sustainable practices and to integrate sustainability information into their reporting cycle.



13 CLIMATE ACTION


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

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



14 LIFE BELOW WATER


By adopting responsible practices, we reduce plastic pollution and protect marine biodiversity, ensuring our activities do not harm the marine environment.



15 LIFE ON LAND

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

Target 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.



16 PEACE, JUSTICE AND STRONG INSTITUTIONS

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


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

Target 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.

Target 16.5 Substantially reduce corruption and bribery in all their forms.

Target 16.6 Develop effective, accountable and transparent institutions at all levels.

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



17 PARTNERSHIPS FOR THE GOALS

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

Target 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.

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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 recognised 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 procedures
GRI 300 ENVIRONMENTAL 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 GRI 2-9 Documenting reasons for omission GRI 2-5 External assurance GRI 2-14 Role of the highest governance body in sustainability reporting (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

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GRI 200 Economic Focus	
GRI 304	Biodiversity
GRI 304-1	Operational sites owned, leased, managed in, or adjacent to, protected areas and areas of high biodiversity value outsideprotected areas
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
GRI 306-4	Waste diverted from disposal
GRI 306-5	Waste directed to disposal
GRI 400 Social Reporting	
GRI 401	Employment
GRI 401-1	New employee hires and employee turnover
GRI 401-2	Benefits provided to full-time employees that are not provided to temporary or part-time employees
GRI 401-3	Parental leave
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
GRI 413	Local communities
GRI 413-1	Operations with local community engagement, impact assessments, and development programs
GRI 413-2	Operations with significant actual and potential negative impacts on local communities
GRI 416	Customer health and safety
GRI 416-1	Assessment of the health and safety impacts of product and service categories
GRI 416-2	Incidents of non-compliance concerning the health and safety impacts of products and services