



NRS Relief 2024
Communication on Progress Report

THE POWER OF COLLABORATION



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01 Overview

This section serves as an introduction to the report, offering a comprehensive foundation for readers to understand the content that follows. It includes crucial details about the report's structure, organisational background, and key insights into the organisation's work and impact.



List of Acronyms

ACP	Anti-Corruption Policy
BS1	Bilqees Sarwar 1
BS3	Bilqees Sarwar 3
CoP	Communication on Progress
EMT	Emergency Medical Team
ESG	Environmental, Social, and Governance
GRI	Global Reporting Initiative
GRS	Global Recycled Standard
HDU	High Dependency Care
HEF	Health Emergency Facility
HSNDS	H. Sheikh Noor Ud Din & Sons
ICRC	International Committee of the Red Cross
IDTM	Infectious Disease Treatment Module
IFHE	International Federation of Healthcare Engineering
IFRC	International Federation of Red Cross and Red Crescent Societies
IMC	International Medical Corps
IOM	International Organisation for Migration
IPC	Infection Prevention and Control
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
SCI	Save the Children International
SDGs	Sustainable Development Goals
UAE	United Arab Emirates
UN	United Nations
UNGC	United Nations Global Compact
UNICEF	United Nations International Children's Emergency Fund
UNHCR	United Nations High Commissioner for Refugees
USAID	United States Agency for International Development
WFP	World Food Program
WHO	World Health Organisation



About This Report

The 6th UN Communication on Progress (CoP) Report, released by NRS Relief, presents a collection of initiatives, achievements, and progress made in 2024. This report is built around our sustainability pillars and composed of 5 sections: Company Overview, People, Product, Planet, and Executive Summary. The Company Overview details our organisational structure and global reach. For People, we discuss our policies, certifications, human and labour rights, and anti-corruption efforts. The Product section highlights eco-design, circularity, and innovations in sustainable shelter and packaging. Finally, Planet covers our environmental initiatives at both our factory and office. Supporting data is available in the appendices.

Reporting Scope

This report covers the period from January 1 to December 31, 2024, providing quantitative data on our performance and yearly changes. The scope includes activities at the NRS Relief head office. Data from our manufacturing facility, H. Sheikh Noor-ud-Din & Sons (HSNDS), is also included in relevant sections.

Reporting Principles

This report highlights NRS Relief's advancements in social, environmental, and economic performance. It demonstrates our dedication to embedding the 10

Principles of the UN Global Compact (UNGC) and contributing to the 17 Sustainable Development Goals (SDGs). For comprehensive and transparent sustainability reporting, we refer to the Global Reporting Initiative (GRI) standards, incorporating metrics from both the 2016 and 2021 editions.

WE SUPPORT



Reporting Assurance

NRS Relief's operations are subject to ISO 9001 certification. Furthermore, our factory HSNDS is ISO 14001:2015, ISO 45001:2018, ISO 14064, ISO 50001, and Global Recycling Standard certified. These certifications cover water and waste management, emissions, and energy management data. HSNDS is also regularly audited by the Sedex body for supply chain practices related to labour standards, health and safety, the environment, and business ethics.



Global Initiatives and Partnerships

NRS Relief is a member of the UN Global Compact (UNGC) UAE Network. We also participate in several product development initiatives led by the ICRC, IFRC, and UNHCR.

Statement 1

Driving Sustainable Impact for People and Planet

In 2024, we empower our workforce through robust well-being initiatives and professional development, recognising people as fundamental to our environmental stewardship. Our Environmental Sustainability Roadmap guides our decisive actions, focusing on reducing emissions, optimising water use, and advancing circular waste solutions. We are actively developing and supplying products with a reduced carbon footprint, transforming waste into value, and ultimately, NRS Relief delivers tangible progress for a sustainable future.

Statement 2

Delivering on Sustainable Development Goals

Rooted in UN SDGs and Global Compact principles, we foster shared value and protect the environment. Our operational blueprint emphasises sustainable production, circularity, and equitable work (SDG 5, 8, 12). We forge essential partnerships (SDG 17) and uphold stringent policies (ISO, GRS) across ethics, health, and environmental responsibility. Through innovation and clear reporting, we tackle humanitarian issues head-on, driving positive, enduring growth.

Statement 3

Upholding Ethical Excellence

We operate with integrity and full transparency. Robust anti-corruption measures are in place, supported by whistle-blower protections and thorough third-party oversight. Through continuous ethical training, we empower our team to foster a strong culture of responsibility. Our commitment extends to advancing gender equality (SDG 5), promoting decent work and economic growth (SDG 8), upholding peace, justice, and strong institutions (SDG 16), and building partnerships to achieve the goals (SDG 17).



About Us

Who We Are

NRS Relief is a leading manufacturer of shelters and essential relief items tailored to the needs of the humanitarian sector. With over four decades of industry experience, we are a trusted partner to UN agencies, governments, and non-governmental organisations. We design, produce, and deliver a wide range of high-quality humanitarian supplies. Our comprehensive product portfolio includes fit-for-purpose family and multipurpose tents, warehouse storage solutions, and a variety of essential relief items such as 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 partners' needs in times of crises.



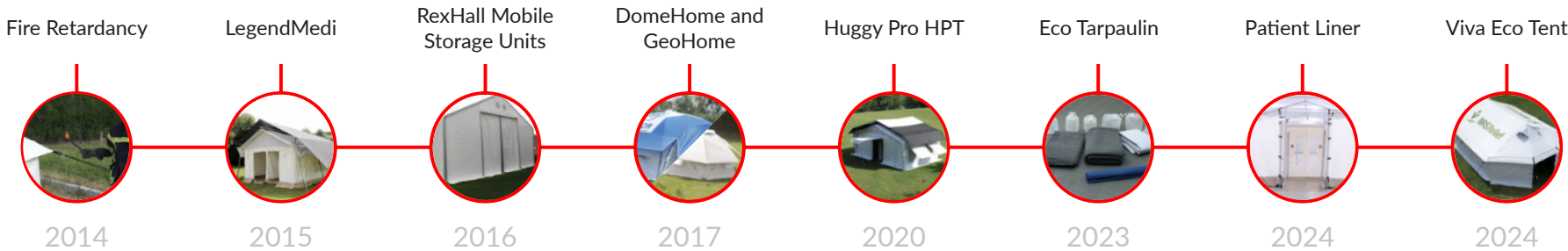
Locations

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 factory unit “BS1” 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.



Product Innovation Milestones



Certifications of NRS Relief and HSNDS



Letter From Director

Dear Valued Stakeholders,

As we reflect on 2024, I am proud to share how NRS Relief has advanced its sustainability journey driven by collaboration, innovation, and shared purpose. This year reaffirmed a fundamental truth: no single organisation can address the complexities of humanitarian response or the climate crisis alone. Real and lasting change occurs when we work together, across sectors, disciplines, and borders.

Our achievements are rooted in strong, cross-sector partnerships that enable shared sustainability goals and foster innovation beyond what any one actor can achieve. We have worked alongside industry peers, academic institutions, and our trusted customers to co-create solutions that respond to urgent humanitarian needs while promoting environmental responsibility.

While innovation remains central to our strategy, it is through cooperation that ideas come to life. In 2024, we introduced the **Viva Eco Tent** at **AidEx Geneva**—a shelter made with recycled and recyclable materials, designed for efficient transport and long-term use. This product reflects our commitment to sustainable, future-ready aid. Earlier in the year, we launched the **Huggy Air** inflatable shelter at the **Dubai International Humanitarian Aid and**

Development Exhibition (DIHAD), expanding our line of environmentally conscious products built with circularity in mind.

Beyond product development, our team actively engaged in sector-wide dialogue. From the **Symposium on Sustainable Supply Chain Management**, hosted under the leadership of **Dubai Humanitarian**, to the **East Africa Humanitarian Summit**, these platforms enabled us to strengthen alliances and align with the broader shift toward climate-smart practices. Our partnership with **Heriot-Watt University Dubai** highlighted the value of linking education with real-world challenges to provide solutions. Student teams developed creative packaging concepts for humanitarian use, showcased at the **Packaging for Sustainability Symposium**—demonstrating how fresh thinking can enhance outcomes when paired with experience.

We were honoured to be the first private sector organisation to sign the Logistics Cluster's **WREC Coalition's Call to Action**, joining a global commitment to decarbonising humanitarian supply chain and improving the sector's environmental footprint.

While our long-term strategies guide our direction, our mission is realised in the field. The **Huggy Pro HPT** tent and a newly designed patient liner underwent

testing in Accra, Ghana, as part of the **HEF/INITIATE** initiative—led by the World Food Programme (WFP) and World Health Organization (WHO), with support from UNICEF, Médecins Sans Frontières (MSF), and the United Nations Humanitarian Response Depot (UNHRD). This initiative aims to build standardised, scalable tools for rapid health emergency response.

The year 2024 was also defined by close collaboration in emergency response, as our partners navigated both protracted and emerging humanitarian crises. Above all, our solutions continued to reach those who needed them most. From Gaza and the wider Middle East to the Philippines, Haiti, Afghanistan, Lebanon, and Sudan, our teams worked hand in hand with partners to support relief operations in some of the world's most urgent and complex settings.

As we move forward, we remain committed to developing practical, lower-impact humanitarian solutions and contributing meaningfully to the global movement toward climate resilience and responsible supply chains. The adoption of green practices in the industry will be essential to achieving meaningful sustainability goals.

Together, we will continue to transform aid—enhancing its design, delivery, and impact for the communities who need it most.

We welcome further dialogue and opportunities to collaborate. For more information about NRS Relief, please contact me directly at francesca.cocozza@nrsrelief.com.

Francesca Cocozza
Director

Francesca Cocozza



Global Impact



Top Regions Served



32%
MENA



26%
Africa



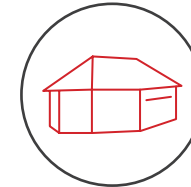
19%
Europe



12%
Asia/Oceania

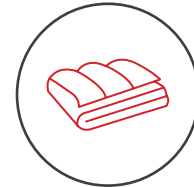


11%
Americas



59,115

Family, Multipurpose
Shelters and MSUs



26,522

Winterisation Kits and
Non-Standard Items



3,691,342

Core Relief Items



7,213,714

Total Beneficiaries

14,500

Tonnes Shipped



779

Containers

5

Total number of emergencies
responded

02 People

This section provides an in-depth overview of NRS Relief's leadership structure, governance policies, and our approach to materiality assessment. It outlines our commitment to upholding human and labour rights through 14 defined criteria, and details our anti-corruption policy as a core component of responsible business conduct.



UNGC Questionnaire:

Governance - G1-G12
Human and Labour Rights - HR/L 1-6
Anti-Corruption - AC 1-6

UN GC Principles:

Human Rights: 1-2
Labour Principles: 3-4-5-6
Environment: 8-9
Anti-Corruption: 10

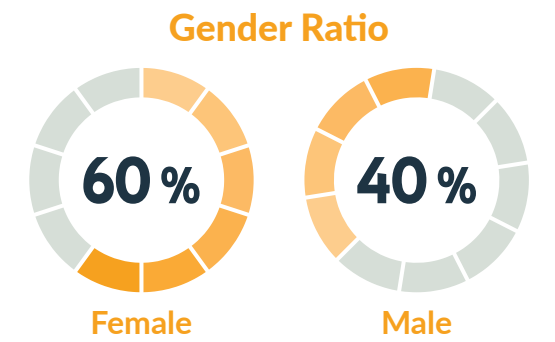
GRI Standards:

Universal: GRIs 2-3
Economic: GRI 205
Social: GRIs 401-402-403-405-406-408-409

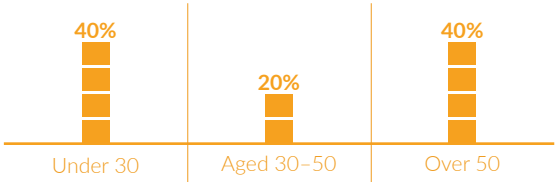


Leadership Composition

Our executive leadership—comprising the CEO and four Directors—ensures agile, strategic oversight of NRS Relief’s operations. With 60% female and 40% male representation, our leadership reflects our ongoing commitment to gender balance and inclusive governance at the highest level.



We embrace generational diversity to enhance decision-making and innovation. Our governance body represents a strategic mix of age groups:



This age spectrum brings together varied perspectives, deep sectoral experience, and adaptability—key enablers of progressive leadership.

Leadership in Action

All governance members hold executive roles, ensuring leadership is hands-on, accountable, and aligned with operational priorities.



Esther Giger
Sales Director

“From a sales and resource perspective, collaboration in the humanitarian sector is not just impactful; it is financially transformative. When organisations pool resources, share logistics, and co-develop solutions, we see a dramatic reduction in operational overhead. For instance, procurement initiatives that use optimised relief pallets can cut supply chain costs by as much as 20-25%, allowing more funds to directly reach those in need. Furthermore, collaborative partnerships lead to more holistic and sustainable programmes, which ultimately attract long-term investment. This ‘return on collaboration’ is undeniable – it is how we stretch every dollar further and achieve broader, more sustained humanitarian impact.”

Our Policies

Our governance is built upon stringent policies for people, covering all aspects of internal and external activities.

- 1

NRS Relief’s corporate governance reflects a strong ethos of sustainability, ethical conduct, and transparency, as evidenced by our comprehensive array of policies.
- 2

We operate with a focus on quality, environmental, and social responsibility, demonstrated through our ISO certifications.
- 3

Our ongoing pursuit of continuous improvement ensures we meet the highest standards in every aspect of our operations.
- 4

NRS Relief’s policies are designed to uphold the highest ethical standards, promote environmental stewardship, and ensure employee well-being, reinforcing our pursuit of product excellence, corporate responsibility, and customer satisfaction.

Core Pillars of Governance

1. United Nations Global Compact Adherence

NRS Relief actively supports and follows the ten universally recognised principles of the UN Global Compact. These principles encompass human rights, labour standards, environmental sustainability, and anti-corruption measures, guiding the organisation’s business conduct.

2. Strategic Alignment with Sustainable Development Goals (SDGs)

Recognising the critical importance of the SDGs, NRS Relief integrates these global challenges into its strategies and initiatives. The organisation aims to contribute to the achievement of the SDGs through its business activities and corporate culture.

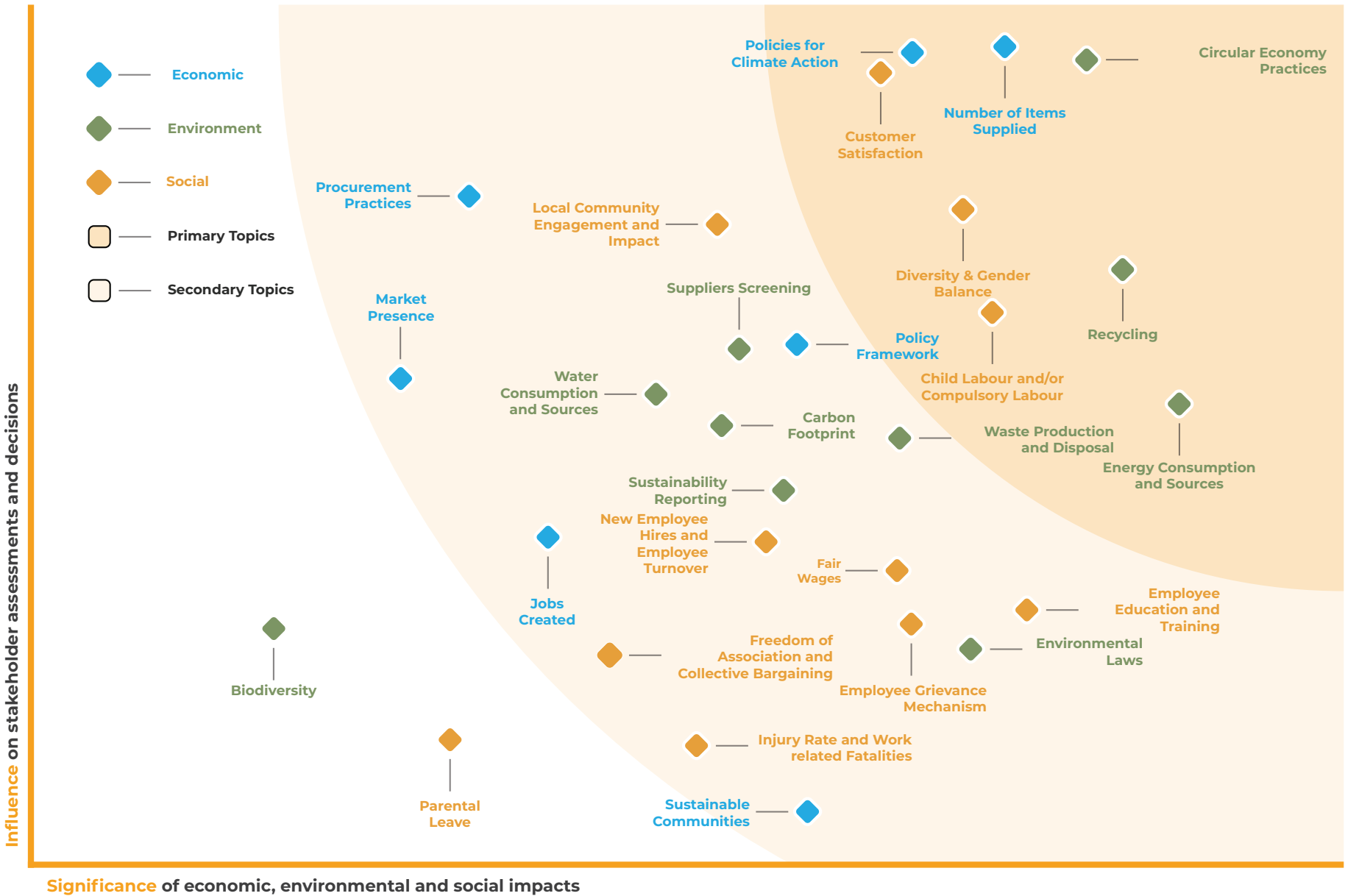
3. International Organisation for Standardisation (ISO) Certifications

NRS Relief upholds ISO 9001 certification for quality management, ensuring its products and services meet high standards. Furthermore, HSNDs, NRS Relief’s manufacturing arm, holds five additional ISO certifications covering key aspects of performance and sustainability. Both entities prioritise regular audits and continuous improvement to enhance customer satisfaction and manufacturing excellence.

4. Internal Policies: NRS Relief is guided by a robust set of internal policies that align with its core values of integrity, sustainability, and transparency. These policies cover critical areas such as:

- **Code of Conduct:** Guides employees, business partners, and suppliers in ethical conduct, upholding human and labour rights, and adhering to 13 Ethical Principles.
- **Anti-Corruption and Whistleblowing Policies:** Designed to prevent corrupt practices and enable employees to report unethical behaviour, promoting integrity and accountability.
- **Sustainability and Environmental Policy:** Underpins the drive to reduce the environmental footprint and promote sustainable practices across operations, with an emphasis on international standards, responsible sourcing, and circular economy principles.
- **Recruitment Policy:** Ensures a fair, transparent, and inclusive hiring process, promoting equal opportunities and diversity within the workforce.
- **Data and Information Security Policy:** Establishes strict protocols for data confidentiality, integrity, and availability, enhancing security and accountability.
- **Procurement Policy:** Outlines guidelines for responsible procurement, emphasising quality control, ethical sourcing, supplier diversity, and compliance with social and environmental regulations.
- **Sexual Harassment Policy:** Demonstrates a zero-tolerance approach to any form of sexual harassment, providing a process for reporting and resolving incidents.

Materiality Matrix



Strategic Focus

NRS Relief prioritises key economic, environmental, and social issues identified through a comprehensive materiality assessment, ensuring our efforts align with both business impact and stakeholder concerns.

Our materiality matrix directly reflects insights from staff surveys and aligns with international standards, highlighting issues most relevant to our operations and external stakeholders.

Top Priorities Identified

We are sharply focused on critical areas including:

- Economic:** Policies for Climate Action and the efficient supply of goods.
- Environmental:** Driving Circular Economy practices, managing Energy Consumption, and promoting Recycling.
- Social:** Ensuring Customer Satisfaction, promoting Diversity & Gender Balance, and eradicating Child and/or Compulsory Labour.

The insights from our Materiality Matrix directly inform our strategic planning, resource allocation, and sustainability reporting, ensuring we address what matters most.

Upholding Human Rights and Labour Rights



Ensuring Fair Compensation: We are committed to ensuring that 100% of our employees across the organisation earn a living wage, and we continuously review compensation structures to eliminate any disparities.



Promoting Safe & Healthy Work Environments: Our goal is zero severe and fatal work-related accidents, injuries, and diseases. We proactively identify and mitigate risks, focusing on comprehensive safety measures and continuous improvement in occupational health and safety.



Fostering Diversity, Equity, and Inclusion: We strive for gender balance at all levels of management and are dedicated to improving diversity, equity, and inclusion throughout our workforce. This includes equitable access to opportunities, fair promotion practices, and robust policies against discrimination.



Respecting Worker Rights: We uphold the rights to freedom of association and collective bargaining in our manufacturing arm, HSNDS, and ensure no instances of child labour or forced labour occur within our operations or supply chain.



Child labour: We maintain a zero-tolerance policy against child labour, ensuring our operations and supply chain strictly adhere to international labour standards and protect children’s rights.



Security arrangements: We implement comprehensive security arrangements to protect our assets, operations, and personnel, ensuring a safe and secure environment for all.



Equal Pay: Compensation is structured transparently, based on job responsibilities, skills, and experience, to ensure fairness and equity in payment. Working regulations, which include equal pay provisions, are accessible to all employees and are regularly reviewed.



Working hours: We adhere to responsible working hours, promoting a healthy work-life balance and ensuring compliance with all relevant labour laws and regulations.



Digital security and privacy: We prioritise robust digital security and data privacy, safeguarding sensitive information for our employees, partners, and customers through stringent protocols.



Product and service end-user rights: We are committed to upholding the rights of our product and service end-users, ensuring transparency, quality, and responsiveness in all our offerings.



Fair and Equitable Hiring: The hiring process objectively assesses skills, without any discrimination based on race, nationality, cultural background, age, gender, gender identity, sexual orientation, or disabilities.



Right to a clean and healthy environment: pollution, water, air and land: We recognise and strive to protect the right to a clean and healthy environment, actively working to minimise pollution across water, air, and land through sustainable practices.



Gender Equality, Equal Pay, and Fair Hiring: NRS Relief fosters an inclusive environment where employees can thrive, regardless of gender or background. We uphold fair hiring, ensure pay equity through transparent practices, and promote flexible work arrangements to support a culture of belonging as well as ensuring fair compensation across all roles.



Raw material sourcing: We are committed to responsible raw material sourcing, ensuring our procurement practices are ethical, sustainable, and minimise negative environmental and social impacts.



Forced labour: We are resolutely committed to preventing all forms of forced or compulsory labour, safeguarding the dignity and freedom of every individual in our workforce and supply chain.

Anti-Corruption Policy

Integrity and transparency are non-negotiable. We maintain a zero-tolerance policy towards corruption in all its forms:

Zero Incidences of Bribery: We are committed to zero Incidents of bribery and corruption. This is achieved through rigorous risk assessments, comprehensive anti-bribery training for all stakeholders, and robust whistleblowing mechanisms.

Transparent Operations: We continuously assess our operations for corruption risks and ensure that all identified risks are mitigated effectively. Our policies are clear, and our processes are designed to prevent and detect any unethical conduct.

The policy covers the following topics:



Scope and Coverage of the
Anti-Corruption Policy



Zero Tolerance To Corruption



Proactive Risk Management



Training and Awareness



Whistleblower Protection



Comprehensive
Internal Controls



Third-Party
Due Diligence



Consequences for Violation



Cooperation with
Authorities



Continuous
Improvement

03 Product

This section begins by outlining the integration of eco-design and circularity principles in the manufacturing of our shelters and core relief items, which has driven the development of innovative solutions. It also highlights advancements in packaging sustainability and product development in collaboration with internal and external stakeholders.



UNGC Questionnaire:
Success Stories and Future Priorities
S1-S2.

UN GC Principles:
Environment: 7-8-9

GRI Standards:
Universal: GRIs 2-3
Environmental: 301-305-306-308
Social: GRIs 416

3 GOOD HEALTH
AND WELL-BEING



9 INDUSTRY, INNOVATION
AND INFRASTRUCTURE



12 RESPONSIBLE
CONSUMPTION
AND PRODUCTION



13 CLIMATE
ACTION



17 PARTNERSHIPS
FOR THE GOALS



Eco-Design and Circularity

NRS Relief actively integrates recycling and circular economy principles across its operations influencing both its product development strategies.



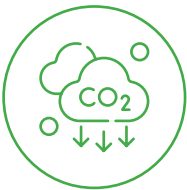
Product-Level Circularity: NRS Relief has developed core relief items, such as blankets, jerrycans, jerry buckets, sleeping mats and family tents such as the Viva Eco Shelter, that incorporate partially or fully recycled content without compromising their crucial durability. This directly reduces their environmental impact by lessening reliance on virgin materials.



Strategic Packaging for Sustainability: The company strategically focuses on “Circular Economy Practices” as a primary environmental concern. Their packaging philosophy adheres strictly to the “The 3Rs Principle”*; Reduce, Reuse and Recycle.



Loadability for Transport Efficiency: NRS Relief utilises specifically sized core relief pallets that improve loadability by up to 20%, which significantly reduces the environmental impact of transport by requiring fewer shipments. Customised pallets are also developed for optimal loadability where beneficial.



Reducing Emissions and Waste: Through continuous innovation, NRS Relief has achieved tangible reductions in CO₂e emissions and waste. Examples include eliminating plastic inner layers for blankets, using partly recycled polyethylene bale material, and switching from white to natural brown recycled cardboard for jerry cans and buckets. We are also trialling the removal of shrink wrapping around pallets.



Collaborative Sustainability: NRS Relief actively collaborates with customers to remove single-use plastic from individual packing components for items like tents, demonstrating a shared commitment to environmental stewardship.

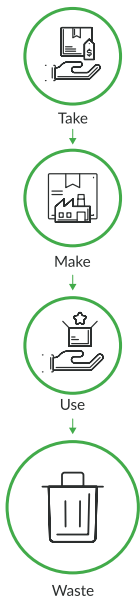
*The 3Rs Principle

Reduce: Efforts include avoiding unnecessary packaging, eliminating single-use plastics, and prioritising recycled and recyclable materials from the outset.

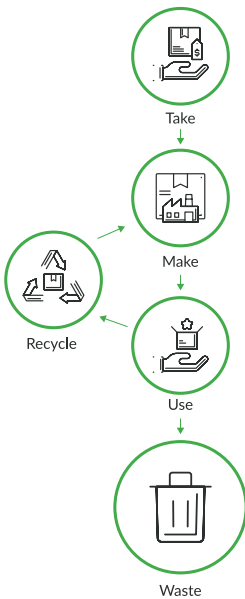
Reuse: Packaging, such as durable PE sheets and PVC-coated bags, is designed for re-purposing by recipients for various needs like storage, shelter, or transport, extending its useful life. Reusable straps can even be repurposed as ropes.

Recycle: They use materials like HDPE/LDPE, certain plastics, cardboard, and paper that are easily processed and reused in manufacturing new products, thereby diverting waste from landfills.

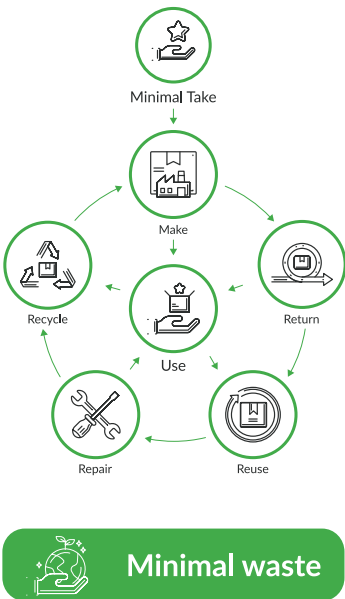
Linear Economy



Recycling Economy



Circular Economy



Eco-Design and Circularity

Guiding Principles in Product Development

NRS Relief’s eco-design principles are embedded across its product and packaging development, guided by a holistic approach to minimise environmental impact. This is evident through our adherence to the following five key principles:

Life Cycle Thinking

NRS Relief considers the entire life cycle of its products and packaging, from raw material sourcing to end-of-life. Our aim is to minimise environmental impact at every stage, including reduced CO₂e emissions per bale for blankets and a focus on circular economy practices. We also engage in collaborative efforts with customers to remove single-use plastics from product components.

Sustainable Material Selection

A core principle involves the selection of materials with lower environmental impacts. NRS Relief prefers materials that are recycled and recyclable, such as recycled HDPE/LDPE for packaging. We also use recycled cardboard for jerry cans and buckets, shifting from white to natural brown. The elimination of single-use plastics further highlights this commitment.

Durability, Reusability, and Repairability

NRS Relief designs its products and packaging to be durable, reusable, and to have an extended lifetime. Packaging materials like

recycled HDPE/LDPE are chosen for their re-purposability, allowing recipients to use them for storage, shelter, or transportation. Straps from packaging are designed to be repurposed as ropes, and packaging bags can become dry bags or daypacks. Our core relief items and Viva Eco Shelter are developed with partially or fully recycled content without compromising on durability. Multipurpose bags for tents are made from durable PVC-coated fabric for easy transport and can be reused for repacking.

Resource and Energy Efficiency

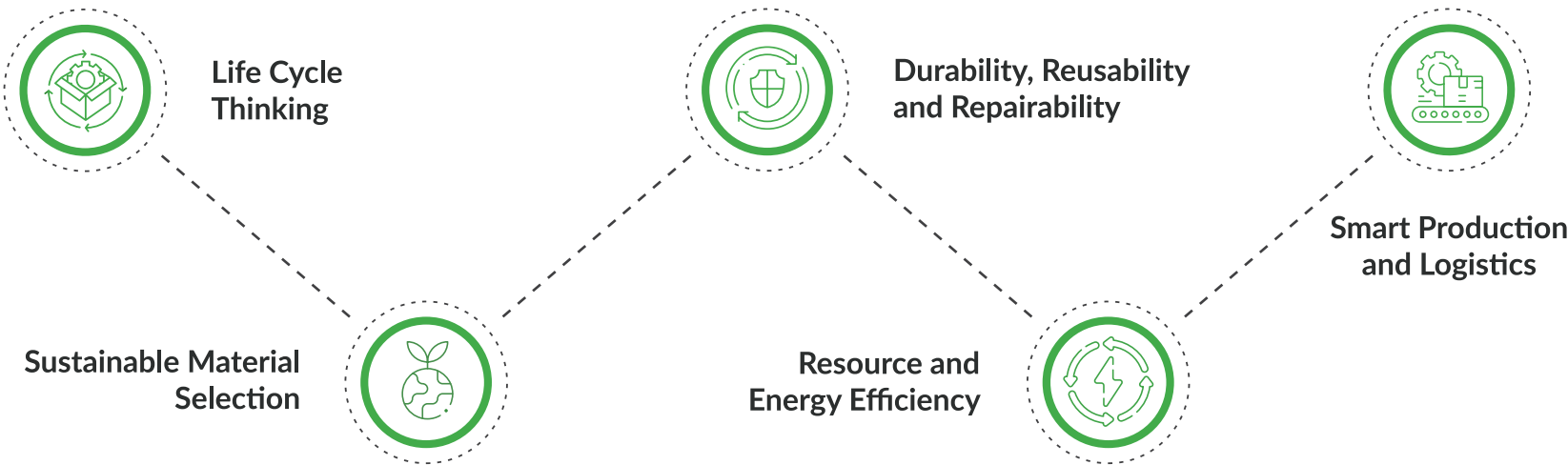
The organisation prioritises optimising resource use and reducing energy

consumption. This is shown through the use of core relief pallets designed for better loadability, achieving up to 20% more loadability and thus reducing the environmental impact of transport. We also develop customised pallets for even better loadability when feasible. The focus on reducing emissions and waste, such as the elimination of plastic inner layers in blankets and the switch to recycled cardboard for jerry cans and buckets, directly contributes to resource efficiency.

Smart Production and Logistics

NRS Relief employs smart approaches in its production and logistics to minimise

environmental impact. This includes the introduction of core relief pallets in 2019, which are sized for optimal transport of relief items, leading to a significant reduction in the environmental impact of transport. We are also trialling the removal of shrink wrapping around pallets to reduce waste in logistics.



Viva Eco Tent

Our sustainability journey took a significant step forward in 2023, when NRS Relief began systematically assessing the environmental impact of its products through Life Cycle Assessments (LCAs). This process led to the development of eco-conscious relief items—including blankets, buckets, and Eco-Tarpaulins—crafted with sustainability and resource efficiency in mind.

Building on this momentum, we turned our focus to scaling sustainability in our shelter products. This presented greater complexity due to the multifaceted nature of tents. We selected the Viva Family Tent—a trusted design in the humanitarian sector for over 60 years—as our pilot for transformation.

The result was the Viva Eco Tent, a product reimagined to be sustainable by design. Every material, component, and manufacturing process was reassessed through the lens of circularity and environmental impact. From the fabric selection to packaging, the Viva Eco Tent reflects our commitment to reducing the ecological footprint of our core offerings.

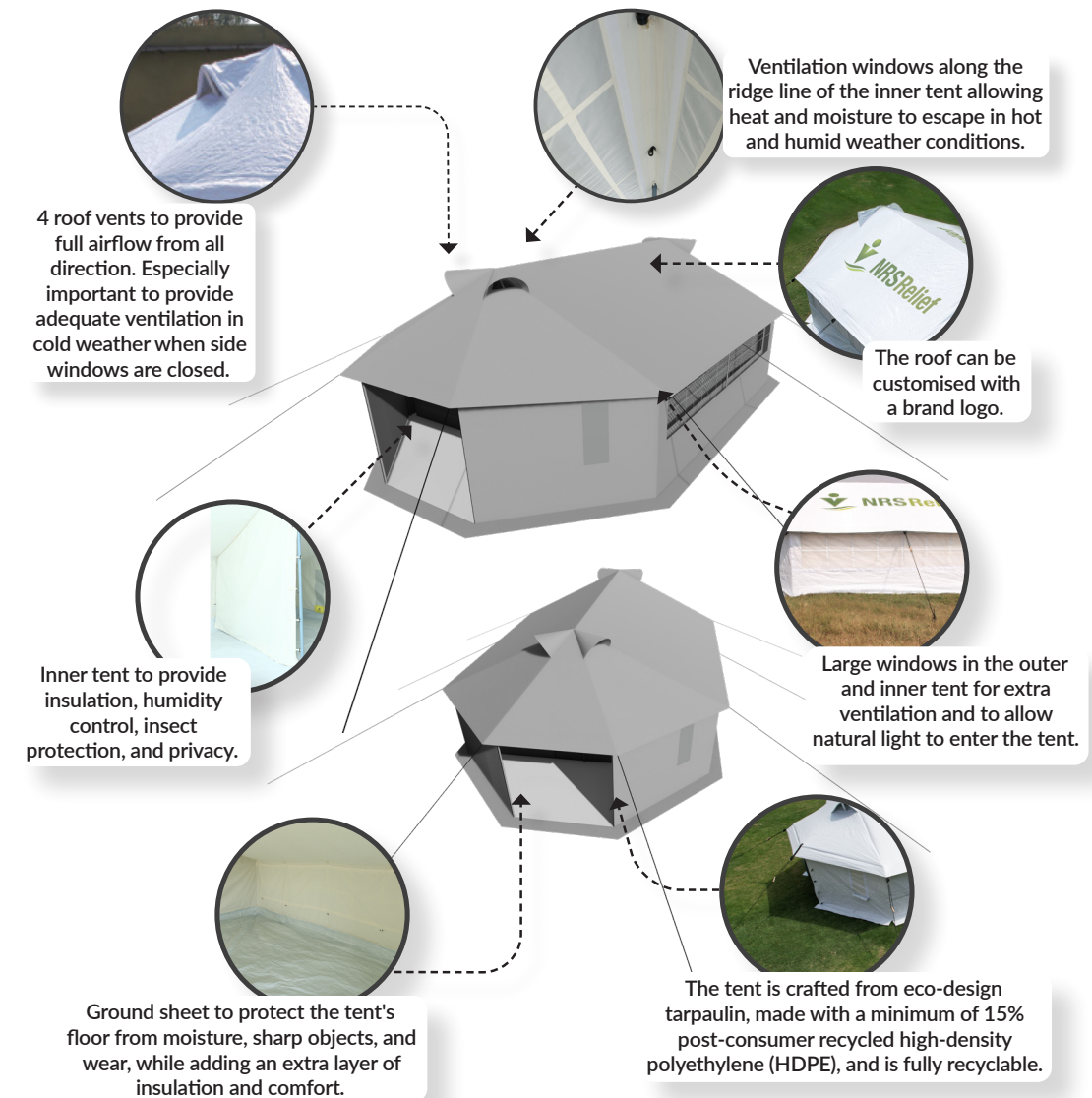
This was not a cosmetic change. It involved rethinking the entire product life cycle, from sourcing to end-of-life recovery. “Viva Eco is the first humanitarian shelter in

our portfolio designed entirely with circular economy principles in mind,” says Frank Merks, Head of Design and Product Development at NRS Relief. “Every material choice, structural detail, and packaging element was rethought to optimise recyclability, repairability, and reuse, reducing CO₂ emissions by 40% per unit and integrating recycled content without compromising durability. We deliver a shelter that is not only environmentally responsible but also fit for purpose in the world’s most demanding humanitarian settings”.



Key Environmental Benefits

- Low Environmental Impact
- Significant Recycled Content
- No Harmful Chemicals
- Durable and Long-Lasting
- Sustainable Packaging
- Optimised Transport



Packaging

Reduce, Reuse, Recycle Philosophy

The packaging strategy embodies the “Reduce, Reuse, Recycle” principles. This includes refraining from unnecessary packaging, eliminating single-use plastics, and designing packaging for creative repurposing and easy recyclability into new products.

NRS Relief actively pursues sustainable packaging solutions for a greener future, utilising innovative practices that align with global efforts to combat plastic pollution.

Environmental Benefits Through Re-purposability

Packaging, particularly using recycled HDPE/LDPE, is designed for re-purposability, allowing recipients to reuse materials for various needs like storage, shelter, or transport, thereby extending the life cycle of packaging and minimising environmental impact.



Reduced Emissions and Waste Through Material Innovation

NRS Relief is actively reducing CO₂e emissions and waste by eliminating plastic inner layers for blankets, using partly recycled polyethylene bale material, switching to natural brown recycled cardboard for jerry cans and buckets, and trialling the removal of shrink wrapping around pallets.

Optimised for Transport and Storage Safety

Packaging is engineered for both transportation and storage safety, ensuring products are securely protected from damage, water penetration, and moisture during transit and storage, maintaining quality and safety.

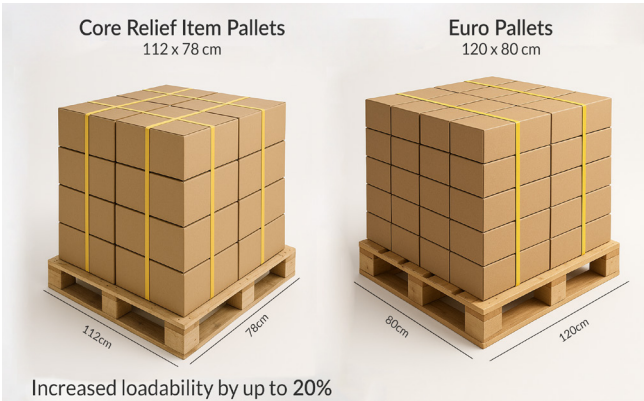


Customer Collaboration for Sustainability

NRS Relief collaborates with customers to remove single-use plastic from the individual packing of tent components, demonstrating a partnership approach to environmental stewardship.

Key Sustainable Packaging Benefits

NRS Relief’s sustainable packaging focuses on key areas including the use of recycled materials, weight reduction, extended product lifetime through durable design, and enabling end-of-life recycling.



Enhanced Loadability

Core relief pallets, introduced in 2019, are specifically sized (112 x 78 cm) to improve loadability by up to 20%, which significantly reduces the environmental impact of transport by requiring fewer shipments. Customised pallets are developed for even better loadability where feasible.

Packaging

Partnership with Heriot-Watt University for Sustainable Packaging

NRS Relief proudly partnered with Heriot-Watt University, Dubai Campus, for a Packaging Design Student Competition, demonstrating the power of collaboration between the private sector and young researchers to create practical and innovative solutions for sustainable packaging within the humanitarian sector.

Driving Dialogue on Sustainable Packaging

The competition was a key part of the Packaging for Sustainability Symposium, which served as a vital platform for industry leaders, policymakers, students, and academics to engage in meaningful dialogue about the future of sustainable packaging.

Empowering Future Generations

NRS Relief supported students from Heriot-Watt University, Dubai Campus, in developing sustainable packaging solutions, highlighting the organisation's role in nurturing talent and driving innovation.

Collaborative Ecosystem for SDGs

This initiative underscores the importance of multi-stakeholder partnerships, championing SDG 17 (Partnerships for the Goals), and involved a wide array of partners including World Food Program, Dubai Humanitarian, Expo City Dubai, HELP Logistics, FrieslandCampina, Emirates Environmental Group, Accenture, DHL Express UAE, Sim Institute, and SEE Institute.



Photo credit: Dubai Humanitarian LinkedIn

Huggy Pro HPT Patient Liner for Ebola Response

In November 2024, Accra, Ghana became the centre of a major health emergency training—the HEF/INITIATE2 Simulation Exercise. To strengthen outbreak preparedness, NRS Relief developed the Patient Liner which was tested and used by the interagency working group.

This international field simulation, led by World Health Organization (WHO), together with the World Food Program (WFP), the United Nations Children’s Fund (UNICEF), Médecins Sans Frontières (MSF), UNHRD, and other national and international health partners aimed to strengthen global emergency preparedness.

Innovative solutions were tested for their ability to provide swift responses to infectious disease outbreaks, with a focus on effectiveness in remote and resource-constrained environments.

NRS Relief contributed to the design refinement, engineering integration, and fabrication of the partition, ensuring it met MSF’s strict infection prevention and control (IPC) protocols. All seams are fully high-frequency welded to prevent any risk of fluid leakage between patient and no-risk zones.

The module is currently undergoing testing by MSF within the Huggy Pro HPT. MSF and other organisations intend to adopt the Huggy Pro HPT with the Ebola partition as a standard shelter configuration for deployment during future infectious disease outbreaks.

This partnership demonstrates how field-tested design and medical expertise can converge to deliver reliable, rapid-response infrastructure for health emergencies.



Source: HEF/Initiate2 Simulation - Ghana



Patient Liner

04 Planet

This section provides a comprehensive overview of the organisation’s environmental performance and sustainability strategies, encompassing both manufacturing and corporate operations. It is divided into two key areas: “Our Factory”, which highlights the sustainability efforts of H. Sheikh Noor-ud-Din & Sons, and “Our Office”, which showcases the corporate sustainability initiatives led by NRS Relief’s Green Team. Together, these sections demonstrate the organisation’s commitment to environmental stewardship and outline progress in key areas, including climate action, energy and resource efficiency, water, waste, emissions monitoring, and environmental initiatives.



UNGC Questionnaire:
Environment E1-16

UN GC Principles:
Environment: 7-8-9

GRI Standards:
Universal: GRIs 2-3
Environmental: 301-302-303-305-
306-307-308



Our Factory: Targets

At NRS Relief and H. Sheikh Noor-ud-Din & Sons (HSNDS), sustainability is not a parallel function—it is the core of how we design, produce, and deliver humanitarian relief. Our sustainability roadmap outlines a structured pathway to reduce our environmental footprint while advancing positive outcomes for people and planet. Grounded and aligned with the UN Sustainable Development Goals (SDGs), this roadmap translates ambition into action. In 2024, we set a series of strategic targets across eight impact pillars—climate action, water stewardship, ocean health, biodiversity protection, clean air, waste reduction, energy efficiency, and stakeholder engagement. Each target

was tied to tangible KPIs, supported by cross-functional strategies, and independently monitored to track progress. The outcomes of these initiatives are more than metrics—they represent a shift toward circular design, transparent sourcing, low-emission operations, and stronger partnerships for environmental resilience. Whether it's reducing CO₂ emissions through solar integration, achieving GRS certification for recycled materials, or planting the trees to restore degraded land, our progress reflects a deliberate move from environmental compliance to regenerative impact.



Environmental Topics	Target	What Was Achieved	Strategy (Elaborated)	SDG	
Climate Change	Reduce CO ₂ emissions by 5% in 2024	2.7% reduced	Reduced grid electricity usage, installed solar panels, and encouraged energy conservation behaviours		
	Eco-friendly shelter with minimum 30% emission reduction as compared to previous model.	40% reduction	Conducted Life Cycle Assessments, shifted to recycled content and redesigned products to reduce environmental impact		
Water	Reduce water consumption by 2%	3.7% reduced	Fixed leaks, installed water-efficient equipment, and raised staff awareness		
Oceans	Trace recycled products through GRS certification	GRS certified	Built full traceability systems to ensure recycled inputs are verified and responsibly sourced		
Nature and Biodiversity	Increase tree planting efforts by 8% to support reforestation and carbon sequestration	600 trees planted	Collaborated with NGOs and academic institutions to reforest degraded land		
Air Pollution	Maintain NOx, SOx, and VOC levels within PEQS and measure Scope-1, 2, 3 emissions	Compliance achieved	Preventive maintenance and internal monitoring to manage emissions		
Waste	Reduce waste by 10%	30% reduction	Implemented waste segregation, recycling, and process optimisation		
Energy & Resource Use	Improve energy efficiency by 10%	9.5% improved	Transitioned to energy-efficient equipment and used daylight sheds		
	Centralise compressor system for 5% energy loss reduction	Completed	Installed a central compressor to minimise inefficiencies from decentralised systems		
Other Topics	Participate in minimum 2 environmental awareness campaigns	Joined 2 campaigns	Partnered with universities to raise awareness on environmental issues		

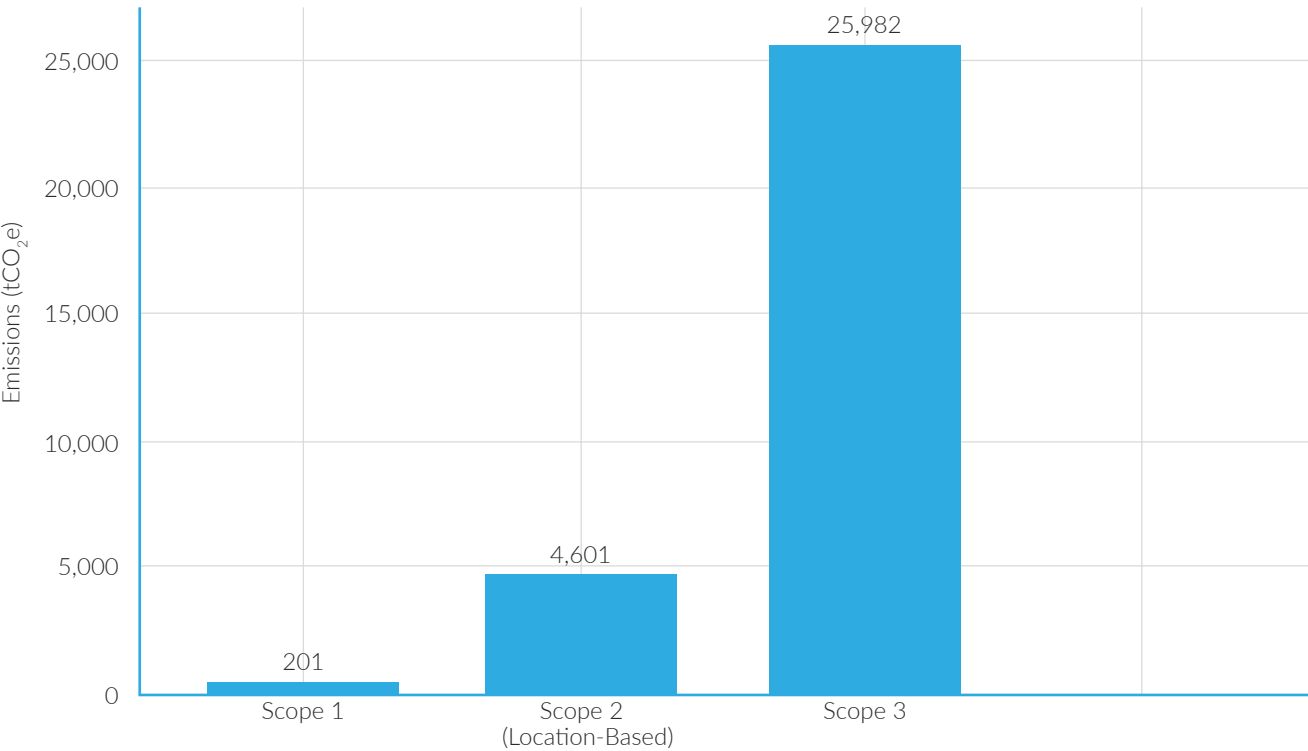
This section details the targets and the results achieved in 2024 and outlines how these efforts scale up our long-term vision for a climate-conscious, resource-efficient and socially responsible supply chain—one that enables a more sustainable future for the humanitarian sector.

Climate Change, Energy and Resource Use

The most significant breakthrough in our emission reduction journey occurred in 2023, when HSNDS achieved a 19.2% decrease in total CO₂ emissions compared to our 2022 baseline. This milestone was primarily driven by major improvements in energy efficiency, including the deployment of inverter motor technologies and a 39% reduction in overall electricity consumption. In 2024, we built on this momentum by achieving a further 2.7% reduction in emissions. This additional gain was the result of strategic measures such as reduced grid electricity consumption, installation of solar panels, and reinforced energy-saving behaviours across operations.

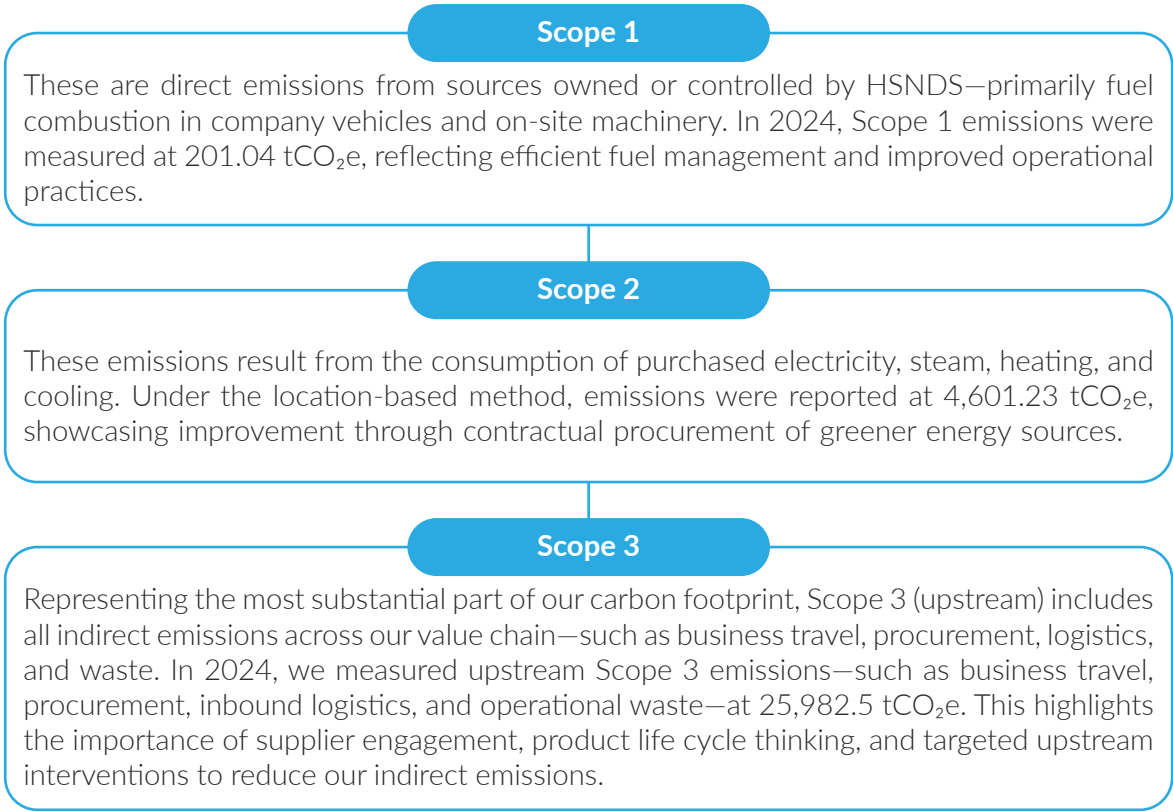
These efforts contribute to our broader goal of reducing total greenhouse gas emissions by 30% by 2030. Our approach is practical and incremental—focused on sustained operational improvements, transitioning to cleaner energy sources where possible, and enhancing our Scope 1, 2, and 3 emissions performance over time.

Greenhouse Gas Emissions By Scope



Understanding Our Footprint

To build a truly climate-conscious business model, HSNDS has adopted a holistic approach to greenhouse gas (GHG) accounting—covering Scope 1, Scope 2, and Scope 3 emissions (upstream), as defined by the GHG Protocol.



As visualised in the chart, Scope 3 (upstream) and location-based Scope 2 emissions dominate our carbon profile. This reaffirms our roadmap focus: minimising supply chain emissions, transitioning to renewable energy, and enhancing process efficiency.

Climate Change, Energy & Resource Use

Holistic Scope 3 Management for Impact

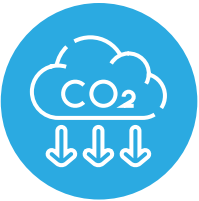
In line with international climate reporting frameworks such as the Global Reporting Initiative, Scope 3 (upstream) emissions—those that occur across an organisation’s value chain—present both a challenge and an opportunity for collective climate action. At NRS Relief, we recognise our dual role in this equation as both a contributor to and a component within Scope 3 (upstream) emissions profiles.

On one hand, our upstream vendors contribute to our own Scope 3 (upstream) footprint through activities such as raw material extraction, packaging, and transport. These emissions—often the most difficult to measure and mitigate—are embedded in our procurement and logistics processes.

Yet, on the other hand, we ourselves are part of the Scope 3 emissions profile of humanitarian organisations, who rely on our products to deliver emergency aid. This underscores a critical reality: the environmental impact of humanitarian operations is interdependent, and we have a direct role to play in reducing system-wide emissions.

To reduce our downstream impact, we have actively invested in eco-innovation and circular product design. In 2024, we achieved an average of 20% emission reduction across our redesigned product portfolio, with some products reaching up to 40% CO₂e reductions.

These improvements were driven by:



Modular, repairable, and lower-emission product architecture.



A strategic shift to GRS-certified recycled inputs.



Comprehensive Life Cycle Assessments (LCAs) on both virgin and recycled materials.

Through this approach, our products not only meet the technical and durability demands of emergency contexts but also actively contribute to lowering the Scope 3 (upstream) emissions of the humanitarian sector.

We view Scope 3 (upstream) as a space for collaborative climate leadership—where each actor, upstream or downstream, contributes to shared environmental goals. Our sustainability roadmap evolves from internal emission reduction into sector-wide transformation, demonstrating how suppliers can materially support SDG 12 (Responsible Consumption & Production) and SDG 13 (Climate Action) through integrated design and procurement strategies.



Core Relief Items with reduced environmental footprint.



Sustainable shelter

Air Pollution

In 2024, HSND S significantly advanced its commitment to clean air by fully operationalising an integrated environmental management system. Aligned with ISO 14001, ISO 14044, and ISO 50001 standards, this framework underpins our systematic and energy-conscious environmental performance.

Our core objective—maintaining Nitrogen Oxide (NOx), Sulphur Oxide (SOx), and Volatile Organic Compound (VOC) emissions within Punjab Environmental Quality Standards (PEQS)—was consistently met. Monthly third-party monitoring confirmed zero exceedances across all facilities.

Leveraging ISO 14001 for preventive maintenance, ISO 14044 for life cycle pollution control, and ISO 50001 for energy optimisation, we enhanced our internal monitoring capabilities and proactively prevented potential breaches. Regular audits and employee training further strengthened our risk prevention.

This proactive approach directly contributes to SDG 11 (Sustainable Cities and Communities) by improving air quality, SDG 3 (Good Health and Well-being) by reducing pollutant exposure, and SDG 12 (Responsible Consumption and Production) through systematic emissions minimisation.

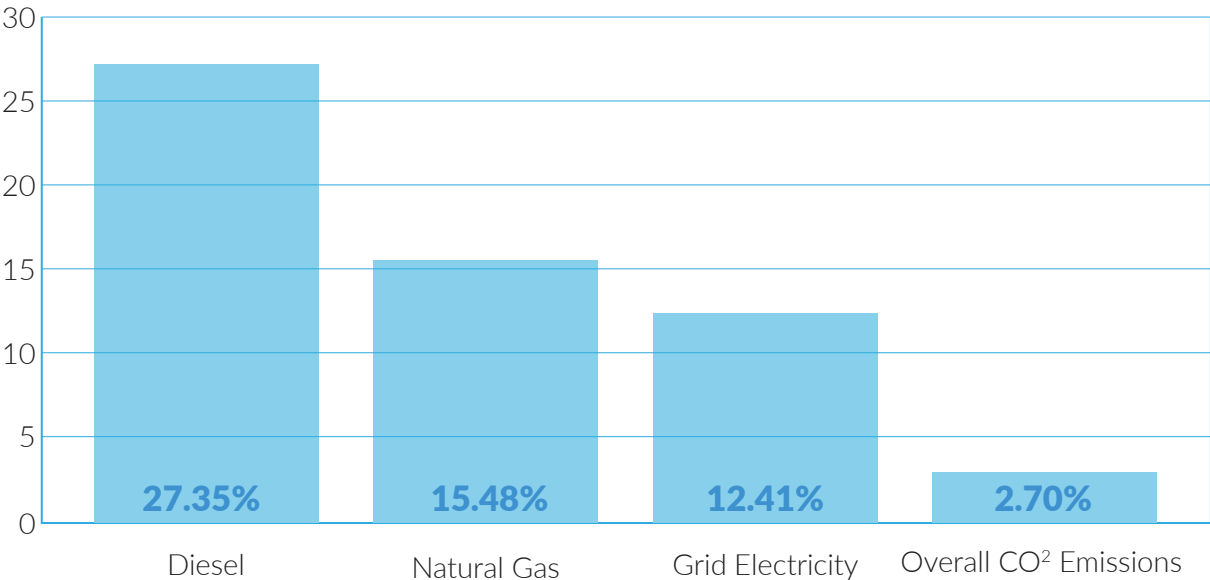
HSND S remains dedicated to fostering healthier industrial environments.

Strategic Shift to Solar Energy Drives Emissions Reductions at HSND S

HSND S has taken a significant step forward in its sustainability roadmap by expanding the use of solar energy across its facilities. This initiative reflects the organisation’s commitment to reducing its environmental impact while enhancing energy efficiency and operational resilience.



CO₂ Emissions Reduction (%)



As a result of this transition, CO₂ emissions from grid electricity were reduced by 12.41%, directly attributed to the installation of solar panels. This move has enabled HSND S to lessen its dependence on conventional, fossil-fuel-based power sources.

The reduction in solar-related grid demand also led to operational efficiencies in backup systems. Diesel-related emissions decreased by 27.35%, and natural gas emissions declined by 15.48%, due to reduced reliance on generator-based energy solutions.

Cumulatively, these actions contributed to a 2.7% overall reduction in CO₂ emissions, underscoring the measurable impact of investing in renewable energy infrastructure. HSND S will continue to prioritise low-carbon solutions and energy innovations as part of its long-term environmental strategy, reinforcing its role as a responsible industry stakeholder aligned with global sustainability objectives.

Water

HSNDS reduced its total water consumption by 3.7% in 2024, surpassing our 2% annual target. Our water conservation efforts directly contribute to the United Nations Sustainable Development Goals (SDGs), specifically SDG 6: Clean Water and Sanitation by enhancing industrial water efficiency and reducing freshwater extraction, and SDG 12: Responsible Consumption and Production through the integration of circular water management within our manufacturing systems.

To strengthen our water stewardship and reduce overall consumption, we implemented the following measures:

- 1

Preventive maintenance and leak repairs across all facilities to minimise non-revenue water losses.
- 2

Installation of water-efficient fixtures in both production lines and staff facilities.
- 3

A comprehensive site-wide water audit to identify improvement opportunities in high-consumption processes.
- 4

Employee awareness campaigns and training sessions to promote mindful water use and sustainable practices.

A Closer Look As Every Drop Counts

Consumption peaked in mid-year months, reflecting seasonal demand and production cycles:

HIGHEST

July and September

1.85M Gallon

LOWEST

January and December

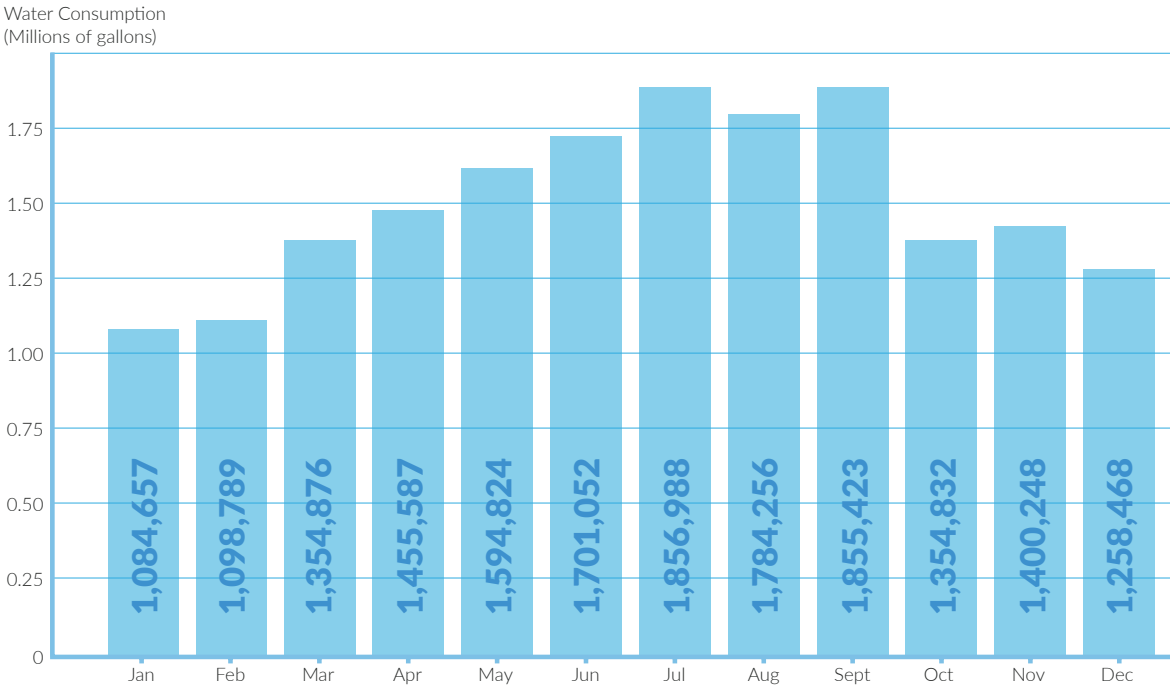
>1.25M Gallon

Monthly tracking not only informs operational planning but also supports proactive resource management aligned with ESG performance targets. At HSNDS, water is more than a resource—it is a responsibility. In 2024, we consumed 17.8 million gallons of groundwater to support production, but behind this figure lies a stronger story: one of reduction, reuse, and responsibility.

15% of this water was recycled through our closed-loop systems, directly reintegrated into operations without additional withdrawals. The remaining 85% was treated before safely returning to the environment—aligning with our commitment to pollution prevention and regulatory compliance.

This system-wide approach resulted in an overall reduction of water usage year-on-year, despite seasonal peaks in July and September. Such reductions reflect operational efficiency and a deeper shift towards circularity in how we use and manage natural resources.

Water Consumption in HSNDS in 2024



Waste

In 2024, HSNDs and NRS Relief made significant strides toward closing the loop on waste by embedding circularity across packaging, production, and supplier systems.

Packaging Innovation & Emission Reduction

We replaced conventional packaging with recyclable and alternative materials, eliminating single-use plastics wherever possible. Through redesign and material optimisation, we achieved a reduction of approximately 10 tonnes of CO₂ emissions from primary packaging alone. These improvements align with the expectations of our humanitarian clients for low-impact, sustainable sourcing.

Closed-Loop Production Waste Management

Within our own operations, we achieved 100% internal recycling of production waste, ensuring that by-products such as polymer cut-offs, fabric trimmings, and processing residues are reintegrated or repurposed. Waste streams such as metal, paper, and iron are systematically sorted and sent to certified third-party recyclers—ensuring responsible downstream disposal.

Zero-Waste to Landfill

Guided by circular economy principles, we moved closer to our target of zero waste to landfill. This was achieved through monthly waste audits, strict segregation practices, and strong supplier compliance protocols.

We continue to monitor, refine, and optimise our processes to reduce material loss and maximise reuse potential across all stages of production.

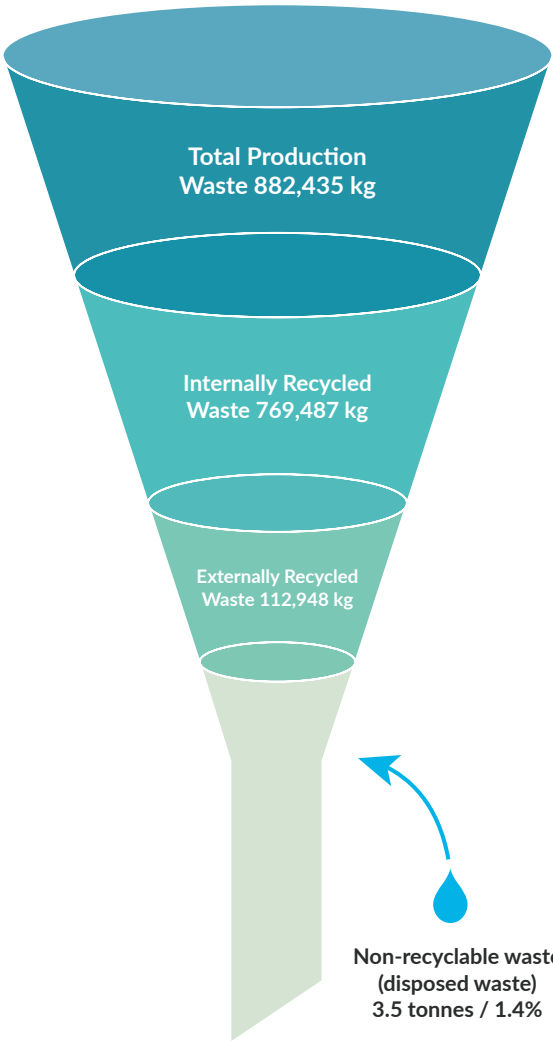
Waste Circularity Funnel

In 2024, similarly to previous years, our focus on recycling remained strong, with 98.6% of our production waste (882,435 kg) being recycled, as we aim to recycle all waste generated.

Internally Recycled Waste: 769,487 kg

This constitutes the bulk of our recycling efforts, where materials were repurposed directly within our manufacturing processes—minimising resource extraction and reducing waste-related emissions.
Externally Recycled Waste: 112,948 kg
Materials not suitable for in-house reuse were responsibly processed through certified external recycling partners, ensuring compliance with environmental standards.

Landfilled/Disposed Waste: <1.4% (approx. 3.5 tonnes)
Only a minimal fraction of production waste was not recyclable, reinforcing our high material recovery rate.



SDG Alignment & Sectoral Impact

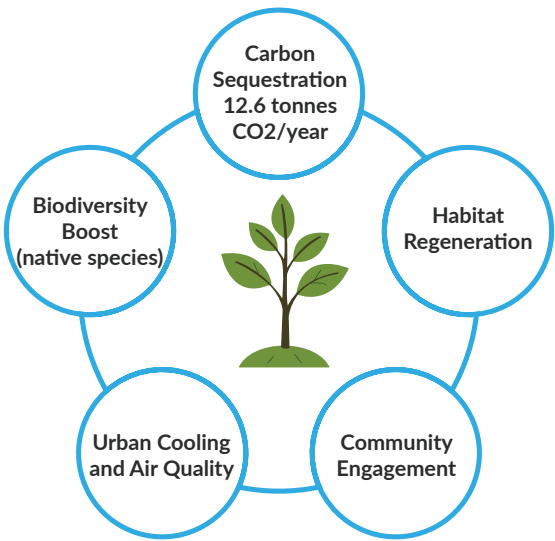
These initiatives reinforce our alignment with:

- 12 RESPONSIBLE CONSUMPTION AND PRODUCTION**
Responsible Consumption and Production – by reducing material inputs and closing the loop on waste.
- 13 CLIMATE ACTION**
Climate Action – by lowering packaging-related CO₂ emissions.
- 17 PARTNERSHIPS FOR THE GOALS**
Partnerships for the Goals – through collaboration with humanitarian organisations to improve environmental performance in aid logistics.

By embedding waste circularity into product design and operational practices, NRS Relief and HSNDs are driving measurable environmental gains that extend far beyond factory gates—supporting more sustainable humanitarian aid delivery in line with evolving sector expectations. Moving forward, we aim to enhance material traceability, further reduce non-recyclable output, and increase the share of closed-loop applications.

Nature and Biodiversity

In a concerted effort to enhance local biodiversity and combat climate change, HSNDS contributed to Pakistan's "Ten Billion Tree Tsunami Programme" targeting an 8% increase in our internal forestation (tree planting) targets. In 2024, our dedicated small-scale initiatives in Lahore resulted in the successful planting of 600 trees, including species like Sukh Chain, Neem, and Deodar, chosen for their robust carbon sequestration and ecological benefits.



Carbon Sequestration
12.6 tonnes / year

These 600 trees are expected to absorb an average of 12.6 tonnes of CO₂. This collaborative strategy, working alongside NGOs and academic institutions, signifies our commitment to reforestation degraded lands. Our efforts directly align with SDG 15 (Life on Land) by preserving natural habitats and SDG 13 (Climate Action) through significant CO₂ absorption, underscoring our vital role in environmental stewardship.



Oceans

Driven by our commitment to protecting marine ecosystems, our company integrates sustainability into every step of our product design. We carefully select environmentally responsible materials, with a strong focus on those certified by the Global Recycled Standard (GRS). The Global Recycled Standard (GRS) ensures full traceability of recycled content—from collection to final product—verifying that materials are sourced and processed in a responsible, environmentally sound manner.

By avoiding virgin plastic inputs and closing material loops, we actively reduce the demand for new plastic production—a major contributor to ocean-bound waste and microplastic pollution. This shift helps prevent unnecessary extraction and landfill disposal, while significantly lowering the risk of marine litter.

GRS certification also prohibits the use of hazardous chemicals during processing, further reducing the potential for waterway contamination. Through these actions, NRS Relief supports SDG 14: Life Below Water and SDG 12: Responsible Consumption and Production, helping advance a circular economy where materials are reused—not discarded into nature.



Our Office: Green Team and Energy

NRS Relief Green Team

At NRS Relief, sustainability is embedded not only in our products but also in our workplace culture. The NRS Relief Green Team, a dedicated group of employee volunteers, plays a pivotal role in advancing our Environmental, Social, and Governance (ESG) agenda from the inside out.

Meeting on a quarterly basis, the Green Team reviews key office sustainability metrics and collaborates to propose actionable green initiatives that align with our broader environmental goals. This employee-led platform fosters awareness, accountability, and innovation across our operations.

In 2023, the team spearheaded a mangrove planting campaign, contributing to coastal ecosystem restoration and reinforcing our commitment to biodiversity and climate

resilience. The initiative supported national reforestation efforts and engaged staff in hands-on environmental action.

In 2024, selected members of NRS Relief arranged a meeting to review optimal waste segregation practices for office environments, with insights provided by IMDAD, a Dubai based waste management company.

Through continuous engagement and action-orientated planning, the NRS Relief Green Team reflects our belief that every team member has a role to play in creating a greener, more responsible future.

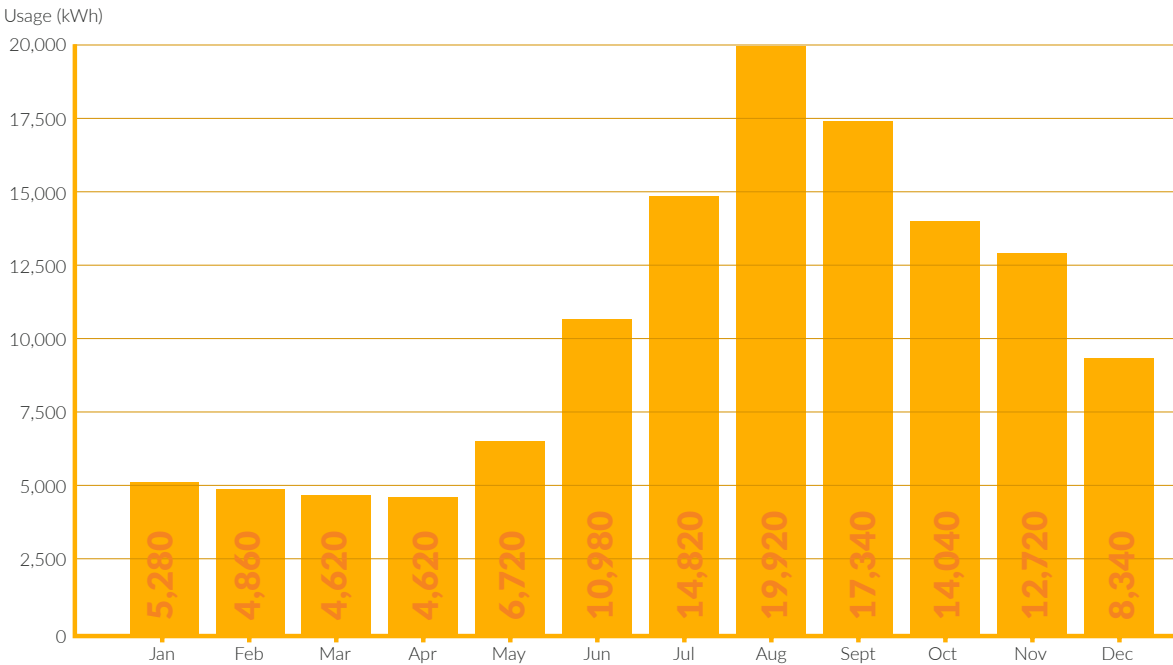


The “Our Office” section provides a comprehensive overview of NRS Relief’s 2024 performance across key environmental domains, including energy consumption, water usage, and waste management. It highlights our targeted initiatives to embed sustainability across operations through data-driven actions and tangible results aimed at improving resource efficiency and reducing our environmental footprint.

Energy

The usage data for 2024 shows a clear seasonal pattern aligned with Dubai’s climate. Consumption remains low from January to April due to cooler weather, then rises sharply from May, peaking in August (19,920 units) during peak summer heat. Usage declines from September as temperatures drop, reaching 8,340 units by December. This trend highlights increased energy demand during hotter months, driven primarily by cooling needs.

Monthly Energy Consumption at NRS Relief



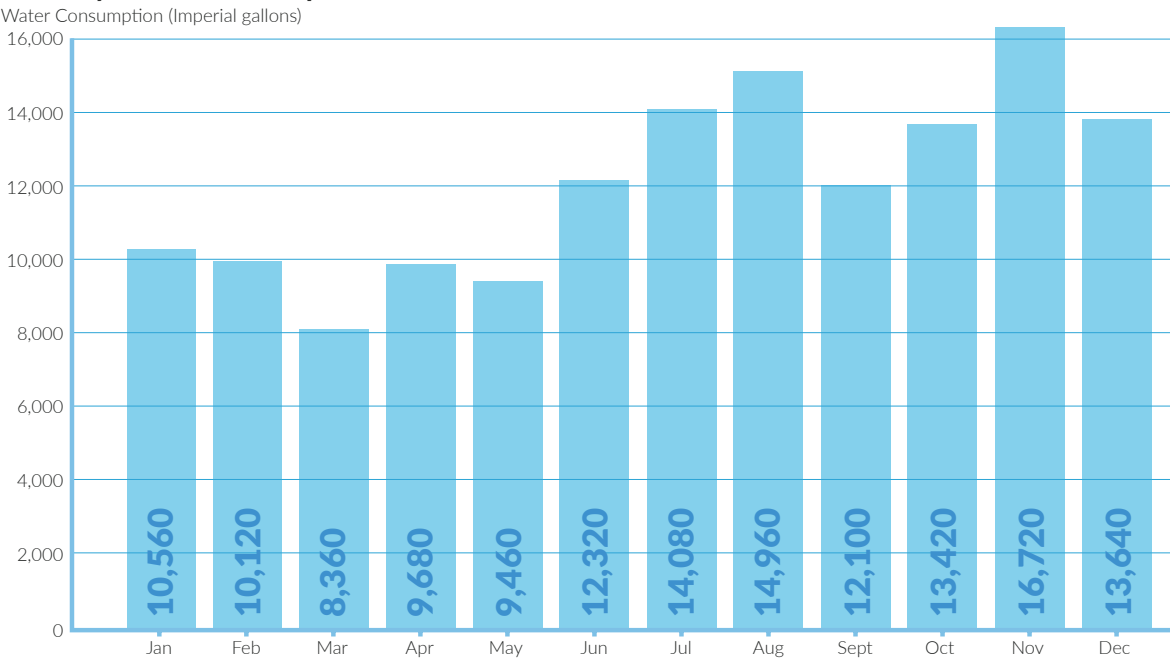
Water and Waste

Water

In 2024, NRS Relief recorded a total water consumption of 145,420 imperial gallons, representing a reduction of 1,320 gallons compared to 2023's 146,740 gallons. The monthly data indicates moderate consumption in the early months, followed by a gradual rise during mid-year, peaking in November at 16,720 gallons. While demand increased during hotter months, overall annual usage declined. This performance is especially significant given that the UAE relies almost entirely on desalinated seawater to meet its freshwater needs.



Monthly Water Consumption at NRS Relief

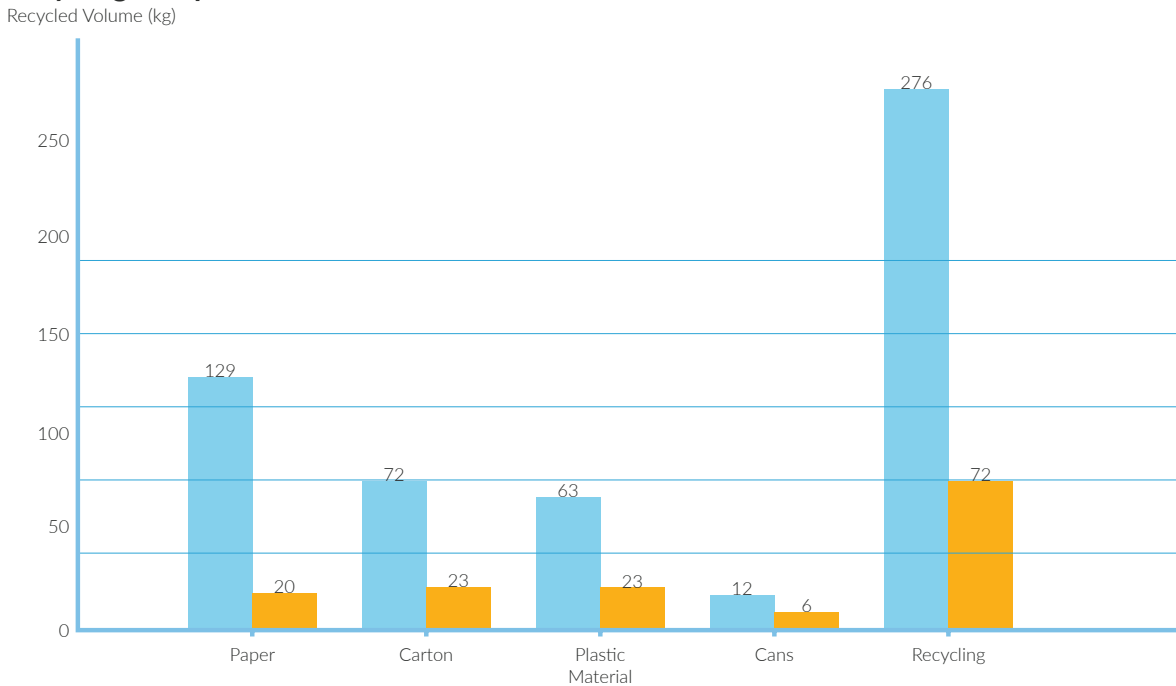


Waste

Between 2023 and 2024, NRS Relief achieved a notable reduction in office waste generation, as reflected in our recycling volumes. Total recycled materials dropped from 276 kg in 2023 to 72 kg in 2024, marking a 73.9% decrease, which means NRS Relief is more efficient and produces less waste. The higher volumes in 2023 were partly due to a major warehouse clean-up and the establishment of a new product display area, which generated a one-time spike in recyclable materials, particularly paper and packaging

waste. This substantial reduction is the result of behavioural shifts and also it reflects a structural change in workplace operations. In 2024, NRS Relief implemented remote working every Friday, which significantly lowered office attendance. With fewer people on-site, there was a corresponding decline in material usage, packaging waste, and general consumption of single-use items. These results demonstrate how hybrid work models can support environmental goals by minimising resource use at the source.

Recycling Comparison 2023 vs 2024



05

Executive Summary & Appendices

This section offers a concise yet comprehensive overview of the organisation's ESG performance, integrating the most significant highlights across People, Product, Planet, and Governance. It distils complex data and outcomes into a clear, results-driven narrative that supports executive decision-making and strategic alignment, accompanied by detailed appendices.



Executive Summary

The 2024 Communication on Progress (CoP) Report marks a pivotal year for NRS Relief and its manufacturing arm, H. Sheikh Noor-ud-Din & Sons (HSNDS), in advancing sustainability-driven humanitarian operations. Guided by the United Nations Global Compact (UNGC) principles and aligned with the Sustainable Development Goals (SDGs), this report outlines our performance across the pillars of People, Product, and Planet. At the core of our impact in 2024 was a commitment to embed circular economy practices, reduce our environmental footprint, and strengthen the resilience of the communities we serve. This year’s report captures our journey through verifiable action, targeted investments, and cross-sector partnerships.

People and Governance

We reinforced ethical operations, inclusive leadership, and social responsibility: Maintained 60% female representation at the executive level, with leadership spread across generational lines.

- Strengthened compliance with international labour standards, achieving zero tolerance on child and forced labour, and guaranteeing living wages.
- Bolstered transparency through anti-corruption frameworks and active whistleblower protections.
- Upheld human rights across our workforce and supply chain, reinforcing policies on equality, health, safety, and digital privacy.

Product Innovation and Circular Design

Sustainability is embedded at the product level through:

- The launch of the Viva Eco Tent, our flagship shelter integrating eco-design principles and achieving a 40% CO₂ emission reduction.
- Packaging redesigned under the “Reduce, Reuse, Recycle” model, with reusable components and enhanced transport efficiency.
- Continued investment in Life Cycle Assessments (LCAs) to guide material selection, product durability, and end-of-life recovery planning.

Global Collaboration and Sectoral Impact

As a private-sector leader in the humanitarian space, NRS Relief:

- Participated in key events including the Symposium on Sustainable Supply Chain Management, hosted under the leadership of Dubai Humanitarian, and the East Africa Humanitarian Summit, AidEx, DIHAD, which enabled us to strengthen alliances and align with the broader shift toward climate-smart practices.
- Sponsored the research on sustainable packaging for the humanitarian industry at Heriot-Watt University Dubai, where student teams developed creative packaging concepts for humanitarian use.
- Responded to global emergencies—from Gaza and Sudan to the Philippines and Haiti—supplying over 3.7 million relief items across 57 countries.
- Signed Logistics Cluster’s WREC Coalition’s Call to Action.

Environmental Impact and Planet Pillar

We exceeded targets across several sustainability dimensions:

- HSNDS achieved a 3.7% reduction in water consumption, supported by closed-loop systems, water audits, and behavioural awareness.
- Reached a 30% waste reduction, with 100% of production waste internally recycled, and packaging redesigned to cut 10 tonnes of CO₂ emissions.
- Advanced our sustainability roadmap, building on a major breakthrough in 2023 (19.2% CO₂ reduction), with an additional 2.7% reduction in 2024 through solar integration and energy efficiency. We aim for a 30% reduction by 2030, using 2022 as our baseline.
- Retained robust air quality controls, maintaining NO_x, SO_x, and VOC emissions within PEQS limits, supported by ISO 14001, 14044, and 50001-certified systems.
- Planted 600 native trees under our biodiversity programme, contributing to carbon sequestration and ecological restoration.
- Ensured full traceability of recycled materials under GRS certification, reducing dependency on virgin plastics and mitigating ocean-bound waste.

Our actions today are designed to scale long-term impact: empowering people protecting the planet, and advancing responsible products in humanitarian aid.

Appendix 1: UNGC Principles

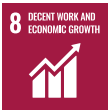
Human Rights	
Principle 1: Businesses should support and respect the protection of internationally proclaimed human rights; and	We acknowledge the significant role that human rights play in international business. Our company fully endorses and upholds the Universal Declaration of Human Rights as well 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 programmes,• 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.

Appendix 2: Sustainable Development Goals

ECONOMY

Targets 8.5, 8.7, 8.8
Improving safety and productivity with the aim of maintaining a zero major injury rate.

Advancing sustainable, energy-efficient manufacturing with a focus on quality, reliability, and reduced environmental impact.



Target 17.16
Fostering enduring partnerships to strengthen sustainable and effective humanitarian responses



Targets 10.2, 10.4
Devising company practices to promote equality of opportunities in the workplace.



Targets 12.2, 12.4, 12.5, 12.6
Increasing the focus on circularity by giving a second life to waste through recycling and reusing it for packaging tents and accessories.

SOCIETY



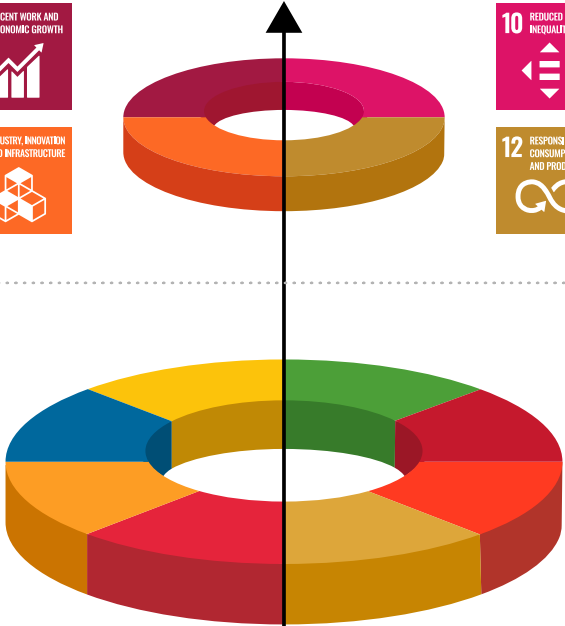
Promoting energy efficiency and actively reducing its carbon footprint.

Upholding good governance and strictly opposing child and forced labour, and human trafficking.



Ensuring fair employment opportunities with a strong focus on retaining talent across all regions where we operate.

Supporting sustainable cities by meeting environmental standards and actively monitoring energy use across Dubai and Pakistan operations.



Enabling growth through education and diverse training programmes.

Target 3.8
Ensuring access to healthcare and implementing preventive health measures.



Targets 5.1, 5.3, 5.5, 5.5.2, 5.c
Promoting gender balance through equal representation in senior management.

Promoting access to nutritious food, reducing office food waste, and encouraging healthy eating habits.



BIOSPHERE

Target 15.2
Supporting forest restoration, minimising waste, and promoting sustainable resource use.



Reducing plastic pollution and protecting marine biodiversity by adopting responsible practices.



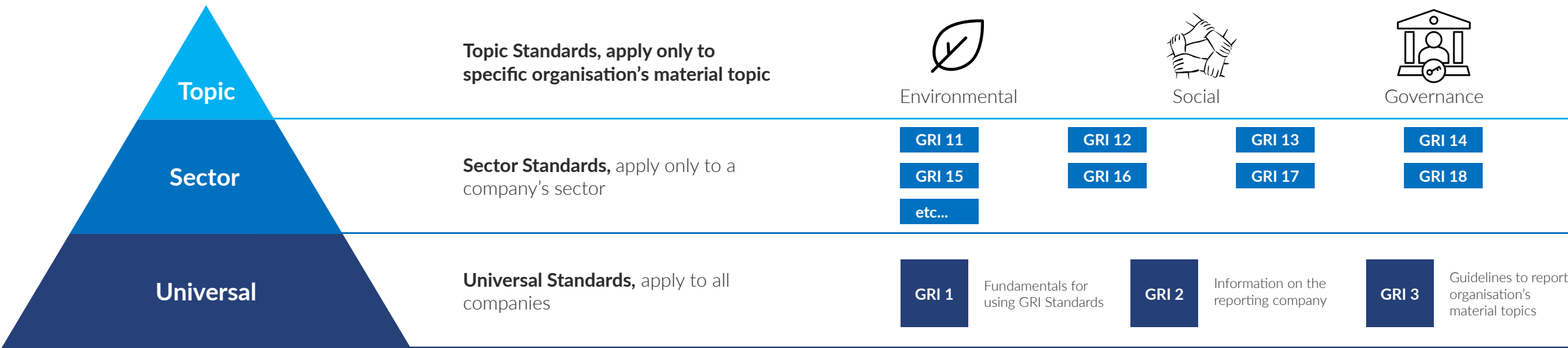
Ensuring sustainable water use and sanitation across all facilities



Target 13.3
Cultivating a culture of sustainability through annual training for senior management on business sustainability and reporting.

*The list of goals is derived from the official United Nations Sustainable Development Goals (SDGs) website at <https://sdgs.un.org/goals>. Additionally, the specific targets associated with these goals are obtained from the official United Nations Statistics Division website, accessible at <https://unstats.un.org/sdgs/indicators/indicators-list/>.
**The text next to the SDG reflects NRS Relief's commitment.

Appendix 3: Global Reporting Initiative



GRI Standards 2016 and 2021		
GRI Standards	Title as per GRI	Disclosure (as per GRI wording)
Universal GRI Stanards		
GRI 2 (2021)	General Disclosures	2-1 to 2-29: Organisational details, activities, governance, policies, practices, stakeholder engagement
GRI 3 (2021)	Material Topics	3-1: Process to determine material topics 3-2: List of material topics
Sector GRI Standards - Economic Focus		
GRI 205 (2016)	Anti-corruption	205-1: Operations assessed for risks 205-2: Communication and training
Sector GRI Standards - Environmental Focus		
GRI 301 (2021)	Materials	301-1: Materials used by weight or volume 301-2: Recycled input materials used

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GRI Standards 2016 and 2021		
GRI Standards	Title as per GRI	Disclosure (as per GRI wording)
Sector GRI Standards - Environmental Focus		
GRI 302 (2016)	Energy	302-1: Energy consumption 302-4: Reduction of energy consumption
GRI 303 (2021)	Water and Effluents	303-1: Interactions with water 303-3: Water withdrawal 303-4: Water discharge 303-5: Water consumption
GRI 305 (2021)	Emissions	305-1: Direct (Scope 1) GHG emissions 305-2: Energy indirect (Scope 2) GHG emissions 305-3: Other indirect (Scope 3) GHG emissions 305-5: Reduction of GHG emissions
GRI 306 (2021)	Waste	306-1: Waste generation and impacts 306-2: Waste management 306-3: Waste generated
GRI 307 (2016)	Environmental Compliance	307-1: Non-compliance with environmental laws and regulations
GRI 308 (2016)	Supplier Environmental Assessment	308-1: New suppliers screened using environmental criteria
Sector GRI Standards - Social Focus		
GRI 401 (2016)	Employment	401-1: New employee hires and turnover 401-2: Benefits provided 401-3: Parental leave
GRI 402 (2016)	Labour/Management Relations	402-1: Minimum notice periods regarding operational changes
GRI 403 (2016)	Occupational Health and Safety	403-1: OHS management system 403-2: Hazard identification, risk assessment, incident investigation 403-4: Worker participation 403-5: Training 403-6: Promotion of worker health
GRI 405 (2016)	Diversity and Equal Opportunity	405-1: Diversity of governance bodies and employees 405-2: Ratio of basic salary and remuneration
GRI 406 (2016)	Non-discrimination	406-1: Incidents of discrimination and corrective actions

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GRI Standards 2016 and 2021		
GRI Standards	Title as per GRI	Disclosure (as per GRI wording)
Sector GRI Standards - Social Focus		
GRI 407 (2016)	Freedom of Association and Collective Bargaining	407-1: Operations and suppliers in which the right to freedom of association and collective bargaining may be at risk
GRI 408 (2016)	Child Labour	408-1: Operations and suppliers at significant risk for incidents of child labour
GRI 409 (2016)	Forced or Compulsory Labour	409-1: Operations and suppliers at significant risk for incidents of forced or compulsory labour
GRI 414 (2016)	Supplier Social Assessment	414-1: New suppliers screened using social criteria 414-2: Negative social impacts in the supply chain and actions taken
GRI 416 (2016)	Customer Health and Safety	416-1: Assessment of health and safety impacts of product and service categories