

The UN Global Compact Report



RA INTERNATIONAL FZCO
2013



Message from Soraya Narfeldt, Chairman and CEO

Statement of continued support

On behalf of RA International, I am happy to reconfirm our company's commitment to the UN global compact. We first became a signatory out of the belief that the Global Compact's ten principles truly reflect our operating philosophies, standards and processes, and we continue to look to these principals when assessing our success from year-to-year.

We remain fully committed to sustainability in its broadest context and operate day to day on the basis that we have a responsibility to balance economic interests with those of the environment as well as with those representing the needs and interests of the communities in which we operate and serve.

This statement is intended to confirm our continued support for the ten principles of the UN global Compact.

Human Rights

RA International will continue to:

- Principle 1: Support and respect the protection of internationally proclaimed human rights; and
- Principle 2: Make sure that we are not complicit in human rights abuses.

Labour standards

RA International will continue to support:

- Principle 3: the freedom of association and the effective recognition of the right to collective bargaining;
- Principle 4: the elimination of all forms of forced and compulsory labour;
- Principle 5: the effective abolition of child labour; and
- Principle 6: the elimination of discrimination in employment and occupation.

Environment

RA International will continue to:

- Principle 7: support a precautionary approach to environmental challenges;
- Principle 8: undertake initiatives to promote environmental responsibility; and

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

Anti Corruption

RA International will continue to:

- Principle 10: work against corruption in all its forms, including extortion and bribery.

Yours sincerely

Soraya Narfeldt

CEO

PART I CORPORATE BACKGROUND

RA International is a construction, operations- and maintenance provider, specializing in remote and challenging areas and has gained a wealth of experience in project management and support services in post-conflict, developing countries and remote locations worldwide. Headquartered in Dubai, RA International began serving clients in Afghanistan in 2002 and in the years since, has grown into a large multicultural firm. With owners and senior management hailing from English, Arabic, African and French cultures, RA operates in multi languages. No geography is too challenging and today the company manages projects in South Sudan, Uganda and Somalia.

We offer a wide range of services to assist in major logistical operations, capital investment and technical programs. We are specialists when it comes to fast mobilization and our unique mobilization teams can have post-conflict resolution, reconstruction, oil/gas and mining projects up and running quickly, from initial feasibility studies, planning, design and procurement to implementation, start-up and management. Our company carries out a host of construction and engineering-related projects, including groundwork, infrastructure, waste management, logistics- and procurement and power generation.

The RA portfolio includes governments, NATO, United Nation's agencies, peacekeeping operations, embassies, NGO's and private companies.

RA INTERNATIONAL SERVICES

Catering and life support

RA International provides full food service catering. We fully understand the importance of high-quality catering and the positive impact on the morale of personnel within a camp. Our mission is to produce restaurant quality meals to our clients on a daily basis. Our day-to-day operations include supporting all catering services as well as technical/managerial oversight for food item procurement and delivery, storage facilities and food stock accounting. We offer extensive 30-day menus geared towards health/wellness, special menu plans for various religious and cultural beliefs, vegetarian courses, packed meals and events highlighting the national cuisine of camp personnel. Our chefs are internationally trained and ethnic food commodities are procured in accordance with applicable regulations/customs. We ensure proper food storage and transportation with fresh and perishable products from approved sources.

Our employees undergo rigorous training courses in personal hygiene, cross contamination and the causes/dangers of food poisoning, safe handling of catering equipment, customer relations, food preparation, serving techniques and other catering-related subjects. Periodic checks are conducted to ensure compliance with international level health- and sanitation standards. There are response plans in place to ensure continued service and minimal food wastage in case of any failure of refrigeration equipment within camp storage facilities.

Procurement and logistics services

Whether self executing regular operations and maintenance duties or assisting clients with the goods they need to manage their projects, RA International has the expertise and supplier network to ensure a satisfactory performance. We take advantage of the best that international and local suppliers have to offer enabling us to reduce acquisition costs by applying proven sourcing/purchasing strategies, best practices, people and technologies.

RA International covers the most sophisticated maintenance procedures to the most basic health and wellness jobs. For clients planning and on self management, we make procurement and logistics what it should be; the movement of goods and services from point A in a simple, efficient and hassle free manner for everyone involved.

Supply chain: Development, implementation and support for IT solutions, consulting services, warehousing, transport and freight forwarding.

Procurement: Products/equipment for RA International services, from generators, vehicles and fuel to HVAC and accommodation.

Regardless of how remote the project, RA International gives clients the best possible value for money. While transportation and logistics to remote conflict ridden areas will always produce challenges, RA International has proven its ability to resolve problems and exceed expectations. Our procurement, through a combination of international and local suppliers, ensures we provide maximum quality. We are utilizing a large number of supply-and logistics support companies, each of who meet our strict standard operational criteria to provide products and services as quickly and efficiently as possible. Goods are procured directly from manufactures all over the world with maximum warranty support.



Construction and operations and maintenance

RA International has several years of experience in construction. We perform groundwork, camp design, grading, leveling, site preparation, access roads and grounds upkeep. We also provide construction materials and maintenance.

Construction: Pre-fabricated buildings, temporary shelters, tent cities, concrete/brick buildings, existing structure rehabilitation, warehouse/cold storage facilities, security installations/lighting, perimeter walls and permanent structures.

Infrastructure: Drainage, water wells, irrigation, septic systems, filtration systems, treatment plants, electrical systems, water distribution and plumbing.

Operations: Servicing of plants, refrigeration, catering appliances, fire equipment, generators, waste water systems and other facility equipment.

General services: Laundry, catering, garbage/refuse collection, fire prevention/protection, internet, sports and recreation.

Preventative and curative maintenance: Defense structures, grounds maintenance, cleaning, storm water drainage and vector control within the United Nations' minimum operation security standards.

Water management and plumbing: Water lifting, storage, treatment, recovery, supply and recycling, plumbing fixture and appliance servicing, maintenance of water supply reticulations systems and potable water distribution.



QUALITY ASSURANCE

Key Performance Indicators

Key Performance Indicators (KPI's) are designed to empower employees and provide them with the relevant information to learn, which improves decision making and leads to better performance.

Key Areas

Financial planning, consolidation and budgeting: We are seeking to integrate more fully our budgeting and financial planning with our corporate objectives and priorities. This will allow us to ensure the financial resources at our disposal are spent on the things that matter the most. It will also give us a better ability to update our budgets and forecasts in real time, based on the continuous inflow of data from operational areas.

Project and Procurement Management: The allocation of resources to ongoing projects will be aligned with the corporate objectives and priorities in order to again ensure our efforts are focused on the most important areas.

People Management and Rewards: Our people are our most valuable assets. It is our employees who deliver projects and implement our strategic plans. With further alignment of reward and recognition systems, we need to ensure that our competences, through our appraisals, are in place and adhered to, allowing us to recognize performance appropriately.

Performance Reporting: Relevant performance information will become crucial to RA International for better decision making and performance improvement. It also allows us to demonstrate to external companies that we can deliver the desired levels of performance. KPI's will be tailored to measure what is important and reporting data will be simple deliverables of key information. Regular reviews will ensure we remain current in our industry.

Quality assurance

RA International is ISO accredited and we assure customer satisfaction by meeting contractual obligations and provide guarantee service through implementation of the integrated management system based on the ISO 9001:2008 and ISO 14001:2004.

Quality and safety are high priority to us and we strive continuously to improve in these areas. We provide regular training session for our employees, both at head office level as well as in all operational areas to ensure everyone is updated with the latest safety and environmental regulations.

PART II SOCIAL RESPONSIBILITY

Creating Shared Values is important to us and is incorporated into our approach of how to give back to the communities where we operate. We encourage sustainable long-term relationships with the inhabitants by using local workforce and local suppliers. Our support ranges from different community funds, charity work, vocational training and work opportunities.

Our aim by engaging local labour is to ensure their participation in the development process. Without their highly valued knowledge about the countries we work in and their culture, we would not have come so far where we are now. We are fully aware that as a foreign company, it is our duty to treat locals with the utmost respect. We are the guests in their country and by giving local workers the chance to interact in an international environment; we ensure that people learn about human rights, equality and the importance of stamping out sexual harassment and gender discrimination.

In recent years, RA International has strengthened its relationships with existing suppliers and contractors in the countries in which we operate. Strategically this has allowed us to ensure they live up to our standards and are able to comply with our Business Principles and our Code of Business Ethics. Contractors in all locations are evaluated against this criteria prior to any contract being awarded but primarily it reduces risks and improves our overall performance. Contractor management plans, contracts and other documents raises the level of contributions we get from local suppliers and it helps them to be more involved in creating better business practices.

We are committed to supporting the development of the labour force in the areas where we are working. We endeavour to increase the employment, occupational development, promotion and advancement of nationals and our attempts continually speak volumes. The local infrastructure for supporting the type of contracts conducted by RA International is often limited and as a consequence, we also encourage our local contractors to work with local partners, where feasible. In Somalia, we are engaging the local work force where we have over 300 Somali workers on site, supporting unskilled labour to become skilled.



Part of our recruitment strategy is that we additionally offer salaried vocational training on the job and an opportunity for sustainable employment, either with RA or by assisting them with business set-ups and/or entering into partnerships. Satisfactory wages and working conditions are of course our primary focus and ensuring there is no exploitation of labour. Compliance with relevant laws relating to employment and employment conditions in each country we operate in is a must. Subject to relevant laws in each country, we fully respect the right of our people to freedom of association and representation. Thanks to well developed communication channels between management and staff, we actively support interaction between all cultures, nationalities, genders and religion at all our operational locations.

The RA working environment demonstrates consideration for people and respect for the work they do. Any implications of abuses of human rights will immediately be investigated and all necessary steps to rectify such a situation will be taken.

We understand that working in some of the poorest parts of the world entails a responsibility to assist local nationals and improve their prospects. Typically, the specific requirements of each project are taken into account when formulating a project specific implementation plan, but value sharing and skills transfer are always paramount in all our policies and procedures. For this reason, it is general policy for senior management, mid-level management, and specialist personnel to be internationally sourced and well trained permanent staff members. Remaining personnel are generally recruited from the surrounding communities, wherever possible, before casting the net wider to the local population and then the regional population. Our personnel understand the concept of skills transfer and how this process develops a feeling amongst the local community that change has indeed started to happen and that they are a part of it.

Furthermore, it engenders a strong groundswell of community support for the project which assists us tremendously in achieving our objectives.

Frequently, we assist potential candidates from within the local community in setting up small businesses, particularly where these individuals have demonstrated a willingness to learn and improve their capabilities. These new businesses are then incorporated into the supply chain, usually with excellent results. Camp services, construction projects and maintenance projects are perfectly suited to this type of initiative. We are currently achieving excellent results with this model in Mogadishu, with local suppliers being integral to the success of the project.

Additionally, we frequently sponsor general training facilities and support schools and clinics, with many of these services being provided free of charge. It is, and always has been, our objective to combine our business projects with sustainable outcomes for the local environment and local communities.



A PROUD AND ACTIVE SUPPORTER OF THE UN GLOBAL COMPACT

The Code of conduct provides general guidance regarding key issues that an employee needs to be aware of and outlines the professional standards and behaviors everyone needs to adopt whilst in the employment of RA International. The Code applies to all employees equally throughout all levels within the Company. In accepting employment with our company, the employee undertakes to discharge his/her duties and to regulate his/her behavior and conduct in accordance with the requirements of the Code and other applicable documents (Employment Agreement and the Employee Handbook).

The four issue areas:

1. Human rights

Gender Equality is a Human Right

Our established standards on equality are relevant to our ways of working. They relate to the way we treat, work with and value those who are different from our selves. We fully recognize that all people and employees are treated with respect, have positive contributions to offer and have equal right to fair employment opportunities and open access to resources and opportunities. Any form of harassment is incompatible with our aims and belief in the dignity of

all people and undermine our vision of equal opportunity. We will never tolerate the harassment of any employee, contractor, partner, client or other person.

The element of personal relationships applies to all staff of RA International. It provides guidance in areas where personal relationship overlap with working relationships and is intended to ensure that employees do not act with impropriety, bias, abuse of authority or conflict of interest and do not expose themselves to any allegations of such conduct.

RA International employs staff based on merit and not on gender. In cases where jobs are situated in areas that may present risk to women, the company highlights the risks and ensures that clear and current information is supplied along with the job posting. We fully support the UN's viewpoint that empowering women is an indispensable tool for advancing development and reducing poverty.

Awareness of each others' beliefs, culture and values is of great importance and we support interactive discussions and create an environment of cross cultural education in the hope to increase this further.

The organization strongly believes that no one should live and/or work under threat or pressure based on their colour, race, ethnic origin, age, religion, sex, sexual orientation or marital status. Both employees and suppliers are expected to always show respect and consideration for others. Co-operation between staff members is expected at all times. Employees are encouraged to help one another and disseminate information around the company.

Zero Tolerance of Sexual Harassment

Harassment is harmful, unlawful and reduces the effectiveness of the organization by undermining the confidence of employees and creating a threatening environment. Employees have a right to work in an environment that is free from harassment of any kind. The company will take positive action to prevent its occurrence. Any complaint will be taken seriously and the necessary resources deployed to investigate and resolve the matter.

Our company recognizes that people are our most significant assets. We are committed to ensuring that we are not complicit in human rights abuses and monitor this carefully. We have an open communication between our employees and management to ensure that any form of abuse or violation of human rights will be dealt with immediately. We aim to act honourably in our dealings with our own and other people, treating people fairly, respecting the sanctity of human life and allowing gifted people to unfold. We are also committed to providing a work environment that is free from any form of harassment or intimidation by eliminating any form of behavior or abuse that could affect the individuals' self esteem, including bullying and victimization.

Our employees are valued as individuals and treated with dignity and respect and our employment and recruitment practices support this principle. We take action when necessary to ensure all current and potential members of the company are able to maximize opportunities.

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2. Labour

The thought behind involving the local work force is to integrate them in the development process. Their knowledge and experience of local cultures is invaluable to us. If our presence can contribute to greater awareness of human rights, equality and the importance of stamping out sexual harassment and gender discrimination, we must see it as a great success.

Outlawing Child Labour

RA International does not tolerate child labour and does not engage in any practice inconsistent with the rights set out in the Convention on the Rights of the Child, the International Labour Organisation (ILO) Minimum Age Convention or the Prohibition and Immediate Elimination of the Worst Forms of Child Labour Convention.

Embracing Diversity

We recognize that to produce work of high quality, to maintain our reputation of “delivering regardless” through innovation and creativity, and to understand and meet the needs of our clients, we need to fully embrace the skills, talents and knowledge that only a diverse workforce can deliver. As a global organization, we recognize and respect each others’ differences and strive to build a working environment where our different values and perspectives are actively harnessed to create the best solutions for our equally diverse client base. We aim to ensure that everyone feels their contribution is valued and their successes are celebrated through our process and through our training and development, thereby encouraging knowledge sharing and intellectual growth. The diversity and inclusiveness of our workforce is supported by our ethics on sustainability and human rights.

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RA International employees come from:			
UK	South Africa	Sierra Leone	Lebanon
Uganda	Nepal	Chad	Sudan
Philippines	Canada	Sweden	Somalia
India	Ghana	Yemen	Benin
Kenya	Pakistan	Zimbabwe	Sri Lanka

3. Environment

RA International continues to create a working environment that is conducive in creating facilities of high standards, with minimal environmental impact. We go to great lengths to ensure our procedures and protocol support Health, Safety, Environment and Quality (HSEQ) Mitigating and managing risks are important to us.

Our risk management program guides and controls our work while maintaining what is most important to our clients; value and reliability. Our HSE dedication also strive us to design eco-friendly waste management solutions that are innovative, cost effective and efficient. We use high quality products, equipment and cleaning techniques, all compliant with the leading environmental standards.

RA International always ensures to put health and safety first in our operations and we stress the importance of Personal Protection Equipment (PPE), commitment to HSE regulations and general awareness of the risks involved.

Environmental targets for 2013:

RA International objectives for 2013 are to improve our customer care, increase environmental awareness among staff and find the most environmentally friendly procedures. We are conducting quarterly meetings and follow up to ensure that the standards are being followed and implemented, along with formal HSE training.

The company is continuously updating and improving its HSE manual, HSE- and Environmental Policies to ensure they are up to date with the international requirements. The company is ISO certified with ISO 9001:2008, ISO 14001:2004, OHSAS 18001 and ISO 22000 and integrated QMS & EMS Management System has been established to comply with the requirements.

Records are kept in the office to keep track of the amount of food and paper being wasted. Paper is collected in binds to ensure confidentiality and picked up for recycling. The company is

also trying to keep water consumption down and make sure the staff is fully informed about being more environmentally aware.

RA International is committed to providing a productive, safe and healthy work environment for associates, contractors, clients, customers and visitors on its premises or that of its clients. The commitment extends to ensuring that the company's operations create an environment for proactive prevention of incidents that could place the local community at risk of injury, illness or property damage and to ensuring its works are conducted in an environmentally sustainable and responsible manner. Our commitment is communicated to all employees, contractors and suppliers. Our commitment:

- Use safe systems of work that are environmentally sustainable and supported by documented procedures and audited systems.
- Be proactive in assessing health, safety and environmental hazards for new business, new and existing work systems, practices and equipment.
- Encourage team problem solving at all levels of the organization to implement work practices that continually improve safety, environmental standards and productivity.
- Report and investigate incidents and implement systems and practices that prevent recurrence.
- Train managers and employees to competitively perform work described in safe work procedures.
- Provide information to all employees, contractors and customers that inform them of health, safety and environment issues relevant to the company's operations.
- Ensure products are safe and without adverse environmental impact.
- Reduce, re-use and recycle waste materials wherever practical, and dispose of waste materials in an environmentally responsible manner.

Meeting international standards and local regulations

The EU has some of the highest environment standards in the world, developed to tackle climate change, preserve biodiversity, reduce health problems from pollution and encourage a more responsible use of natural resources. Ra International is a staunch believer in protecting, preserving and improving the world around us and adheres not only to EU environmental legislation but works with best practice in the countries we operate in when it is in keeping with our high environmental standards.

We also adhere to environmental governance as enshrined in various United Nations and other international conventions. The United Nations Environment Programme (UNEP) provides with substantial information regarding the environmental challenges we are facing but also gives

guidelines how to battle them. We support this program through ensuring our own practices and training in local communities serves the same principle.

Many of the areas where we operate in, lack environmental laws or any environmental impact on society. It is therefore crucial for us to ensure these regulations are being enforced and implemented in our daily business procedures.

Health and Safety in the field

RA International always ensures to put health and safety first in our operations and we stress the importance of Personal Protection Equipment (PPE), commitment to HSE regulations, and general awareness of the risks involved.

Daily toolbox talks are held onsite and Site Managers continuously supervise that everyone shows commitment and does not put themselves or others in any danger by violating any rules. Our HSE manual is continuously reviewed and distributed among our staff. HSE training is also conducted in various operational areas and staff receive certificate after completed training.

In Somalia, the work-related injuries have decreased with over 50% since the toolbox talks were enforced and proper safety regulations were adopted by all the staff. Our employees see immediate positive results of their involvement which encourages them even further to engage in preventive HSE- activities and to always improve their work environment.



4. Anti- Corruption

The company fully supports the UN Global Compact 10th Principle, which requires participants to not only avoid corruption, but also to develop policies and concrete programs to address it. Our business relationships are built on honesty, fairness and trust.

The company is committed to working against corruption in all its forms, including extortion and bribery. It is our policy that everyone in the company must be free to pursue their career solely

on the basis of their ability and effort, without intimidation, humiliation, harassment or abuse. Any conflict of interest will be disclosed and no gifts or hospitality is offered to our Clients. We adhere to the highest standards of moral conduct via a "zero tolerance" policy. Employees are not allowed to accept or give gifts.

We believe that engaging the supply chain through meaningful anti-corruption programs improves product quality, reduces fraud and related costs, enhances the company's reputation for honest business, improve the environment for business and create a more sustainable platform for future growth.

RA International's approach to business has always aimed to deliver the very best solutions based on the overarching cornerstone of integrity of business.

We are focusing on selecting a number of suppliers with the aim of forging longer-term business relationships, Primary factors include price sensitivity for the areas in which we operate, as well as the quality for the materials. Other good practices recommended for procurement include developing social responsibility standards, maximizing functional team benefits, opening up lines of communication throughout the supply chain encouraging trust between buyers and suppliers thereby leading to greater co-operation and finding creative ways to share knowledge with colleagues.

By using local suppliers in the countries we operate in, Ra International has a beneficial impact on labour costs which directly inject money into the local economy through payment of wages and benefits to local residents. Profits will remain in the community in proportion to local ownership. Procurement of local goods and services for resale and operation also creates a charitable impact, where local firms contribute a greater share of revenue to local causes.

Other benefits are direct and indirect employment, infrastructure improvements, access to information, direct support for social services through taxes and overcoming cultural communication. It also increases local integration by providing access to local knowledge and by helping the growth and development of local SMEs.

RA International maintains good relationships with its suppliers by fostering a sense of commitment by working with suppliers, instilling confidence in them that we will return with future business. We discuss upcoming orders with our suppliers rather than waiting until our needs arise and see our suppliers as business partners which boosts efficiency and profitability.

Contracts to suppliers are always awarded on the basis of merit, by fair and unbiased competition against other submissions. No special favour(s) must be shown or provided to any businesses, governments or any other entity run by (or in any way associated with) friends, partners, relatives or any other similar relationship exists.

Any employee who does not adhere to this statement may be subject to disciplinary action and/or dismissal.

List of local suppliers

Somalia:

- Camel logistics and trading
- Ijabo enterprise
- liman Trading
- Indian Ocean Trading
- Banadir Gate General Trading
- Supreme Fuel
- Dambar General Supply and Services

South Sudan:

- Nature Valley Organic Farms
- Bima Enterprises Ltd
- Irene's Groceries
- Power Links
- Juba Trading Company
- Blue Flag General Trading Company
- Ghandour & Quinassy for General Trading
- Afri Timber Dealer & Hardware
- Trad Bross Company
- David Logistics and Construction Company
- Juba Supplies & Maintenance
- Freedom Logistics
- Lelty General Trading
- Wadaradep Shop
- Abraham Construction
- Protector Fumigation Services & Pest Control
- Zeregaber General Trading Ltd

Uganda

- Hima Cement
- Roofings LTD
- Uganda Baati
- Punjab Fabricator
- Roko Construction
- Roofclad
- Rokas Agencies
- Kibao Investment
- Davis & Shirliff
- Arrow Centre Uganda Limited

- Malaysia Furnishing Centre
- Power Products Uganda Limited
- Rhino Footwear Ltd
- Bata Shoe CO. (U) Ltd
- Gentex Enterprises Ltd
- Multiple Industries Limited
- Nile Plywoods (U) Ltd
- Steel & Tube Industries
- Terrain Plant Ltd
- Crane Roofings (U) Ltd

Percentage of local procurement

35% Somalia

61 % Sudan

98% Uganda

CASE STUDY

Construction operations in Mogadishu, Somalia

Somalia had been without a stable government for nearly 20 years, and since the withdrawal of U.N. peacekeeping forces in the mid '90s, it had suffered civil strife, war, and a prolonged humanitarian crisis. Uganda, and Burundi provided contingents of soldiers for the African Union (AU) Peacekeeping Mission in Somalia (AMISOM), but faced serious equipment, deployment, and sustainability challenges. With the redeployment of the UN to Mogadishu the requirement for infrastructure was a priority to enable the peace keepers to operate.

RA international was contracted to provide power ,water and camp infrastructure the peacekeepers would need to carry out their mission. The client chose RA International (RAI) - the company which, over the years, has successfully taken on and fulfilled many of the most challenging operations in Africa.

Requirements

RA international was required to deploy over 500 staff to support the operations in Mogadishu. With limited resources to hand the company had to develop innovate solutions to resolve pressing issues such as:

Adding value through health and safety in Remote locations

Companies have overall responsibility for the health and safety of their employees and others. The responsibility of the company relates to creating and implementing the overall framework,

e.g. the policies, procedures and training which create a good health and safety culture. However, employees also have responsibilities. Employees' responsibilities include:

- to take reasonable care of their own health and safety
- to take reasonable care not to put other people – fellow employees and members of the public – at risk by what they do or do not do in the course of their work
- to co-operate with their employer, making sure they understand and follow the company's health and safety policies.

Safety management system

To carry out risk management effectively a company needs to have an overall safety management system. *RA INTERNATIONAL* has a safety management system that includes the following elements:

- a general statement of intent (commitment to health and safety)
- identification of who is responsible for H&S
- reporting structure (what H&S reports will be produced, by whom and for whom)
- arrangements for H&S (the actual details of H&S practice)
- identification of legal requirements and how these are being met
- objectives and targets (setting the internal standards to be achieved)
- monitoring and measuring (e.g. recording incidents to check objectives are met)
- periodic review for continual improvement (e.g. recording accidents/incidents to check incidents are closed).

HSE responsibilities

One of the most important parts of the safety management system at *RA International* is the identification of where responsibility for HSE lies. *RAI* has put in place comprehensive documentation that clearly shows what employees are responsible for:

- Taking care of their own health and safety and that of fellow employees.
- Understanding the health and safety policy and carrying out their work safely.
- Ensuring that all protective equipment is properly used and looked after.
- Reporting any accidents/incidents or near-misses which might lead to injury.
- Using the correct tools and equipment in line with training and instructions.
- Co-operating with any investigation designed to improve health and safety.
- Setting a personal example when visiting the workplace or sites by abiding by local rules and wearing appropriate protective equipment.
- Promoting the company's commitment to H&S at all levels.
- Knowing emergency procedures at the location where working.

The Solution

Despite all of the above it was apparent that due to erratic flights and the unavailability of even the simplest of medical facilities, the company determined a requirement to have a clinic in house with a Trauma Doctor and a nurse along with a reasonable stock of medicines and equipment in order to ensure self- sustainability and immediate treatment for any incidents.

A 3 bed clinic was built within our camp facilities and a Trauma doctor and Nurse were deployed along with a quantity of medicines and equipment to support staff health and safety.

As a matter of course , staff have become more aware of taking care of their own health and access to a Doctor has allowed them to discuss and understand any medical issues they may be experiencing.

Measure of success

With the establishment of the clinic, there has been a significant reduction of sick leave for ailments such as Malaria, flu, and various stomach viruses and the immediate treatment on site of other incidents has ensured a healthier and more capable work force with less down time as a whole.

The accessibility of a Doctor on site has ensured that staff have a better understanding of managing their own health and ensuring that treatment can be administered before small issues become severe.

SUMMARY

RA International has always had a strong commitment to the countries in which we operate. Our name, Reconstruction Assistance, highlights our support and dedication to help people, not only improve their daily life, but generate opportunities that will have an impact on both the economical and social sector. To do so, one needs a solid understanding of the local environment best gained by engaging local staff, learning about and respecting local culture and customs, and embracing the knowledge and traditions which already exist.

Our contribution is not only to improve the infrastructure but also create shared values, pride and awareness of equal value, non discrimination and environmental consciousness which will have a great impact on communities in the future.

RA International is a dynamic people-oriented service provider. Quality and service have always driven our business. We value the relationship with our clients and our highest goal is to ensure that we continue to offer the best quality. We strive for excellence and we constantly seek to improve our products. RA International is not simply a for-profit company. We understand that with working in some of the poorest parts of the world comes also a great responsibility. By designing projects that involve local communities with a positive impact on the local economy encourages entrepreneurship and skills training. We involve local labour and local resources whenever it is feasible. We sponsor training facilities and support schools with some of our services free of charge. It is our objective to combine our business projects with sustainable outcomes for environment and people.

What differentiates RA International is our strong service culture. At the foundation of our success are our people. Each of our people has a passion for quality and a 'can do' attitude

With pride, integrity, and good humour, we strive as a team to make a positive contribution to our customers, clients and suppliers but importantly in the countries we are guests in. By embracing the principles of the UN Global Compact, RA International is further supported in continuing to share our own values with the people we work with.