

Ref: TPI/RES/0011/13
January 15th, 2013

Mr. H.E Ban Ki-Moon
Secretary General
United Nations
New York, NY 10017
USA

Subject: First Annual COP

Dear Mr. Secretary General,

TigerPROFILES & INSULATION LLC, is a manufacturing company specialized in metal roofing and cladding systems and solutions. The company was established in the United Arab Emirates in 1993, and has since then grown to a three factory company with 50 staff and about 120 labor. We extend to our invaluable clients Design, Engineering, Manufacturing, Supply and Installation services thus enabling them to source prime, customized solutions to all their roofing and cladding requirements from us as their one ideal source.

What our company, **TigerPROFILES & INSULATION**, stands for:

Technology, Performance& Integrity, which also happen to be our acronyms (TPI)

Technology is our passion: employing only the most advanced to enable us to revolutionize our production processes, methods and products in a manner that has greatly enhanced our standing as innovative users of state of the art machinery and technology.

Performance is our motivating driver: improving it, surpassing our client expectations and generally excelling at it, is a key driver.

Integrity is our binding law: high above all, it is the governance governing our every action.

Our commitment to Corporate Social Responsibility loud and clear – we are active members of the US Green Building Council, United Nations Global Compact and the Emirates Environmental Group.

Our commitment is to put our customers first by providing excellent service & by focusing on them, our customers & being a responsible member of our communities, and thus producing a solid return for our company, while create meaningful work for ourselves & provide something of lasting value for society.

We are pleased to confirm that **TigerPROFILES & INSULATION** has supported, and will continue to support the Global Compact's ten principles in regards to human rights, labor standards, protection of environment and anti-corruption. Today we renew our commitment to continue to support these principles while seeking new ways to make our commitment more evident and have more of an impact in the area that we believe we have an influence.

We recognize that a key requirement for participation in the Global Compact is an annual submission of a Communication on Progress that describes our efforts to implement and uphold the ten principles. As such, we confirm that we support public accountability and transparency, and therefore commit to report on progress within one year of joining the Global Compact and thereafter on an annual basis in adherence to the Global Compact COP Policy.

In our first annual Communication on Progress enclosed here, we describe our actions to continually improve the integration of the Global Compact and its principles into our business strategy, culture and daily operations. We also commit to share this information with our stakeholders using our available channels of communication.

Sincerely,



Bernard R Nasr

CEO



HUMAN RIGHTS: ASSESSMENT, POLICY AND GOALS

Our core values are built on our firm belief that all humans are equal, and thus human rights should be exercised with equality.

This belief is woven into our action and operations and is evident through the measures taken by the company to ensure respect and fair treatment to all employees and clients alike.

Our activities are governed first and foremost by our sense of integrity and compassion, and are always in line with the existing labor laws. Our competent HR Dept ensures that all grievances are dealt with in an appropriate manner, while in parallel, the CEO and his assistant are available via open door management policy for any direct communications with the staff.

The HR Dept counsels & advises employee, assists in putting problem in writing & visits with employee's manager(s), if necessary.

We do not tolerate any form of discrimination including gender, race, religion or handicap.

Implementation

Implementation starts from the screening process of our employees and suppliers.

Employees:

We have in place an equal opportunity policy that states that "In order to provide equal employment & advancement opportunities to all individuals, employment decisions at **TigerPROFILES** will be based on merit, qualifications, & abilities.

TigerPROFILES does not discriminate in employment opportunities or practices based on race, color, religion, sex, nationality, age, or any other characteristic protected by law.

This policy governs all aspects of benefits & training.

Any employees with questions or concerns about any type of discrimination in the workplace are encouraged to bring these issues to the attention of their immediate supervisor or to the HR Dept."

Upon hiring of the selected employee, an employee handbook which details rights, dues, obligations, support mechanisms, policies, procedures and our code of conduct is handed over to each employee. These apply to both staff and labor.

All our employees have the opportunity to contribute to our future success & growth by submitting suggestions for practical work-improvement or cost-savings ideas. A suggestion is an idea that will benefit **TigerPROFILES** by solving a problem, reducing costs, improving operations or procedures, enhancing customer service, eliminating waste or spoilage, or making **TigerPROFILES** a better or safer place to work.

All suggestions will be kept confidential, and be reviewed by Management. As soon as possible, if you have mentioned your name, you will be notified of the adoption or rejection of your suggestion.

TigerPROFILES strives to ensure fair & honest treatment of all employees. Supervisors, managers, & employees are expected to treat each other with mutual respect. Employees are encouraged to offer positive & constructive criticism.

If employees disagree with established rules of conduct, policies, or practices, they can express their concern through the problem resolution procedure. No employee will be penalized, formally or informally, for voicing a complaint with **TigerPROFILES** in a reasonable, business-like manner, or for using the problem resolution procedure.

If a situation occurs when employees believe that a condition of employment or a decision affecting them is unjust or inequitable, they are encouraged to make use of the many available measures in order to reach to a suitable solution.

Suppliers:

All our suppliers are required to state and confirm that they respect and abide by the Human Rights principles and do not tolerate discrimination, child labor or abuse of any form.

Outcome

We are proud to say that our stand for equal employment opportunity has earned us the ability to hire and retain a diverse workforce consisting of more than 15 different nationalities from both genders.

In the past year we are proud to confirm that we have not been subject to any investigations, legal cases or incidents involving Human Rights.

LABOUR: ASSESSMENT, POLICY AND GOALS

TigerPROFILES recognizes the importance of providing a working culture based on respect and trust throughout the organization on all levels.

All employees are made aware of their rights and responsibilities along with compensation and benefits as per the labor laws of the UAE.

Implementation

An annual performance appraisal is scheduled to take place between the employee and their supervisor discussing goals, achievements and future goals. Employees are always given feedback and motivate to improve themselves and their performance.

Personal development and training courses are encouraged and provided by the company. Regular assessment of these training is currently being out in place.

Outcome

Employees who show personal growth and take the initiative to take on training and courses are likely to be internally promoted which in turn creates a strong sense of belonging and raise the level of motivation internally. We have a large ratio of employees who have been with the company since inception – for more than two decades and in general have a low turnover ratio as compared to other companies in our industry and in our regional environment.

ENVIRONMENTAL PRINCIPLES: ASSESSMENT, POLICY AND GOALS

Being environmentally friendly in the manufacturing industry in general and in our field of work in specific is a huge challenge with an enormous cost attached to it. One that we have stepped upto since inception, long before there were any obligatory regulations that govern industries such as ours' impact an behavior in regards to the environment.

In production we use the cleanest technology, and ensure that our foam insulated products are produced using ozone and global warming friendly, zero cfc products. All our waste is recycled in a manner reflective of the world's highest safety and environment standards, and in line with our three certificates (ISO 9001: 2008, ISO 14001: 2004 and OHSAS 18001: 2007).

Within our operations all paper that is purchased for use is 100% recycled paper, and all paper that is consumed is sent for recycling together with our plastic and tin can waste. The level of waste is monitored on a regular basis, and we have managed this past year to reduce the amount of waste by almost 25% by providing all possible means of recycling and implanting rules enforcing the minimizing of printing and paper usage.

Implementation

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Our production waste is also monitored, and has shown considerable reductions.

In parallel, we are proud to state that we have not been subject to any investigations in regards to any harmful environmental activities, nor have we received any major non-conformances in regards to the audits carried out for renewal of our (ISO 9001: 2008, ISO 14001: 2004 and OHSAS 18001: 2007) certificates.

Anti-Corruption : Assessment, Policy and Goals

It is **TigerPROFILES** commitment since inception to maintain the highest levels of integrity and transparency and to exercise as zero tolerance policy in regards to all its operations and dealing with stakeholders and third parties.

The successful business operation & reputation of **TigerPROFILES** is built upon the principles of fair dealing & ethical conduct of our employees. Our reputation for integrity & excellence requires careful observance of the spirit & letter of all applicable laws & regulations, as well as a scrupulous regard for the highest standards of conduct & personal integrity.

The continued success of **TigerPROFILES** is dependent upon our customers' trust & we are dedicated to preserving that trust. In parallel, employees owe a duty to **TigerPROFILES**, its customers, & shareholders to act in a way that will merit the continued trust & confidence of the public.

Implementation

TigerPROFILES will comply with all applicable laws & regulations & expects its directors, officers, & employees to conduct business in accordance with the letter, spirit, & intent of all relevant laws & to refrain from any illegal, dishonest, or unethical conduct.

Compliance with this policy of business ethics & conduct is the responsibility of every **TigerPROFILES** employee.

Disregarding or failing to comply with this standard of business ethics & conduct could lead to disciplinary action, up to & including possible termination of employment.

Employees can raise concerns & make reports without fear of reprimand. Anyone found to be engaging in any type of unlawful discrimination will be subject to disciplinary action, up to & including termination of employment.

TigerPROFILES & INSULATION LLC will conduct its business honestly & ethically wherever we operate in the world. We will constantly improve the quality of our services, products &



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operations & will create a reputation for honesty, fairness, respect, responsibility, integrity, trust & sound business judgment. No illegal or unethical conduct on the part of officers, directors, employees or affiliates is in the company's best interest.

TigerPROFILES will not compromise its principles for short-term advantage. The ethical performance of this company is the sum of the ethics of the men & women who work here. Thus, we are all expected to adhere to high standards of personal integrity.

Officers, directors, & employees of the company must never permit their personal interests to conflict, or appear to conflict, with the interests of the company, its clients or affiliates. Officers, directors & employees must be particularly careful to avoid representing **TigerPROFILES** in any transaction with others with whom there is any outside business affiliation or relationship.

No bribes, kickbacks or other similar remuneration or consideration shall be given to any person or organization in order to attract or influence business activity. Officers, directors & employees shall avoid gifts, gratuities, fees, bonuses or excessive entertainment, in order to attract or influence business activity.

Violation of this Code of Ethics can result in discipline, including possible termination. The degree of discipline relates in part to whether there was a voluntary disclosure of any ethical violation & whether or not the violator cooperated in any subsequent investigation.

Outcome

TigerPROFILES has not been involved in any legal cases, rulings or any other incidents related to corruption or bribery.



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