

To our stakeholders,

Over the past year, NRS International has made numerous efforts to maintain the implementation of the United Nations Global Compact principles, and I am pleased to submit our 2014-2015 Communication on Progress (COP).

As a family owned firm, we consistently seek to improve our daily business practices and supply chain. All three of our subsidiaries; NRS Relief, TANA Netting and Flexiway Solar Solutions, as well as our manufacturing unit, H. Sheikh Noor-ud-Din & Sons (HSNDS), in Lahore, Pakistan, uphold the UN Global Compact Principles. As we continue to grow and expand our business operations we believe in the importance of sustainability and our proud to have been nominated on the Steering Committee of the UN Global Compacts United Arab Emirates Network.

In this year's annual COP, we report the actions we have taken; some of which include signing onto the Women's Empowerment Principles (WEPs), submitting our Business for Action pledge, hiring consultants to examine our Human Resources practices, and streamlining our manufacturing units.

We look forward to maintaining this momentum and value our commitment to this important UN framework.

Sincerely Yours,



Mr. Farhaj Sarwar  
Managing Director



**UN Global Compact  
Communication on Progress  
2014-2015**



## Who we are

NRS International is a family-run company that designs, manufactures and partners with humanitarian organizations and bilateral donors to provide quality and cost-effective solutions that are used during emergencies, in public health campaigns, and in emerging markets. Responding to the growing demands of vulnerable populations, we aim to improve the everyday lives of people in need through providing aid essentials. Headquartered in Dubai, United Arab Emirates, a global humanitarian hub, we are the parent company to three subsidiaries:



- ❖ [NRS Relief](#) offers core relief items;
- ❖ [TANA Netting](#) provides long-lasting insecticidal nets to combat malaria;
- ❖ [Flexiway Solar Solutions](#) delivers fit-for-purpose solar solutions.

Our products are manufactured [H. Sheikh Noor-ud-Din & Sons Pvt. Ltd.](#) (HSNDS) based in Lahore.

## Our Yearly Progress

We remain committed to upholding the ten principles, as well as the Women's Empowerment Principles (WEPs). This year we made a commitment to creating our first public Annual Report. From 2014 to 2015 we served a combined 75 million beneficiaries—and as we continue to expand our businesses we have consciously ensured sustainability practices were considered. We not only created a stand-alone Corporate Social Responsibility Department but also engaged an external consultant to streamline our Human Resources Department and build internal transparency on policy and procedures. We also invested in new employee spaces, created new products to help vulnerable communities, as well as, streamline manufacturing to increase margins and reduce waste and energy consumption.

## Becoming a Responsible Company

Over the past forty years, NRS International has focused on creating products that serve the public and alleviate suffering, while simultaneously building sustainable employment opportunities in Pakistan. In 2009, we created the Bilqees Sarwar Foundation, our charitable arm, to improve public health care. Our commitment to sustainable business practices underscores our commitment to our employees, our products and production, and to the global community.

### Our vision

- ❖ To design and manufacture sustainable products that will improve the lives of vulnerable populations around the globe.
- ❖ To create job opportunities in Pakistan in order to promote economic empowerment.



We strongly believe in the benefits of a diverse and large workforce. We recognise that female empowerment is fundamental to the progress of communities, and as a result, our factory (**HSNDS**) in Lahore, Pakistan, has a unit completely managed and staffed by women.



We strive to bring innovative products to the market and meet end-user needs. Quality and regulatory compliance are of the highest priority. We set high standards for our production processes and maintain transparent reporting throughout the supply chain. We place great emphasis in monitoring our waste reduction, employee safety, and have introduced new tools to streamline our manufacturing process.



Our charitable arm, **Bilqees Sarwar Foundation**, which is a registered foundation in Lahore, Pakistan, aims to provide public health and education support to the community. Our work has evolved over the years and we have expanded our charitable donations to include public health, education and humanitarian relief priorities.

## Charitable Activities through Bilqees Sarwar Foundation

Our charitable arm, the Bilqees Sarwar Foundation, focused its efforts mainly on community based organizations working to support Syrians. BSF consciously partners with smaller organizations based within a country to ensure that success and to build capacity of local NGOs. This year alone, BSF supported the following activities;

- ❖ Opened one hospital in Pakistan;
- ❖ Sponsored a mobile healthcare project which provided care to over 5000 Syrian refugees in Lebanon;
- ❖ Provided over 500 lights to midwives in East Africa;

- ❖ Donated 5,000 long lasting mosquito nets to refugees and internally displaced people in S. Sudan;
- ❖ Contributed to the Mayo Hospital in Pakistan through the opening of a Female Ward and donation of new equipment;
- ❖ Donated over 1,700 core relief and solar products to Nepalese earthquake victims;
- ❖ Supplied 75 lights to refugee students in Lebanon;
- ❖ NRS International joined the Global Business Coalition for Education to better understand the global response and provide support;
- ❖ Donated two temporary shelter tents for advocacy;
- ❖ Provided financial support to the Christina Nobel Foundation Children's Foundation.

## Commitment to Women's Empowerment Principles (WEPs)

In 2015 NRS International's Managing Director signed the CEO Statement of Support for the WEPs. We review our day-to-day practices, and policy in accordance with empowering, advancing and investing in women worldwide, starting with our own employees. Recognizing that women's inclusion drives development and is necessary for success; we view the WEPs as a corporate priority. We are co-chair's of the WEPs under the UN Global Compact UAE Network in the MENA region.

## Example of WEP Activities

### *Female Unit at HSND*

HSND always employed women and would recruit women through their existing male employees. For example, men were encouraged to bring their sister or wives to work if they were seeking employment. Because NRS International is a family business at its core, it valued employing families, as well as, different generations. However, as the volume of production increased and the factory expanded they created a stand-alone Female Unit and examined how to create "women-friendly spaces" (ie. good lighting, separate latrines and pray rooms incorporated female perception in the design) to increase female employment. They hired female Managers to ensure that women would feel comfortable going to work.

Our goal in our sustainability journey under WEPs is twofold; 1) to recruit, retain and train more female employees, and 2) create more human-centered products and product lines that use gender perspectives. We have considered the four gender related COP Self-Assessment questions and the 7 WEPs principles in our submission below.

Our advancement towards UN Global Compact is outlined below. For the purpose of this report we have indicated a distinction between NRS International (which encompasses NRS Relief, TANA Netting, and Flexiway Solar Solutions subsidiaries) and HSNDs (our factory in Lahore, Pakistan).

<b>Principle</b>	<b>Assessment, Policy, &amp; Goals</b>	<b>Implementation</b>	<b>Measurement of Outcomes</b>	<b>Goals for 2016</b>
<p><b>Human Rights</b></p> <p>1.) Business should support and respect the protection of internally proclaimed human rights</p> <p>2.) Make sure that they are not complicit in human rights abuses</p>	<p>Internal Code of Conduct explicitly mentions the respect and protection of internationally proclaimed human rights.</p> <p>Prioritize innovation to create cost-effective products that alleviate suffering and builds resiliency in developing communities.</p> <p>Provide free and subsidized quality health care to all HSNDs employees and the greater community through our free hospital, in Lahore, Pakistan.</p>	<p>Our Legal Office ensures that our business adheres to the protection of human rights and we apply these principles in dealing with joint ventures partners, agents, contractors, and in our day-to-day operations.</p> <p>All employees receive regular medical check-ups.</p> <p>Reopened the Bilqees Sarwar Hospital.</p> <p>New Employee Handbook which outlines CSR strategy.</p> <p>Learning and Development opportunities for all staff, regardless of grade.</p> <p>CSR strategy that includes a responsibly to our employees which focuses on diversity, and women's empowerment.</p> <p>Dedicated Female Units at HSNDs.</p> <p>Gender perspectives activated added new product lines.</p>	<p>Nominated a new Health &amp; Safety Officer at NRS International who is responsible for ensuring all NRS Internationals policies and procedures are in line with government standards and protects employees.</p> <p>We developed a new LLIN treated hammock to protect forest dwelling communities in the Greater Mekong Sub Region. <a href="#">Read more here.</a></p> <p>Management training by Human Resources Department over new policies and procedures.</p> <p>More human-cantered products and product lines.</p> <p>HSNDs employs 284 women, of which 232 are permanent staff members, 40 are contractors, and 12 are in management. While we currently employ more men in Pakistan, 4.26% more women are represented in the Management Team.</p> <p>NRS International employs 43 staff</p>	<p>Create web based portal for HSNDs employees to apply for scholarships for their children.</p> <p>Host two trainings for all staff on WEPs.</p> <p>Host International Women's Day celebration and WEPs Training for staff.</p> <p>New creation of Management Committee will include WEPs in decision making.</p> <p>Integrate WEPs metrics.</p> <p>Host International Human Rights Day event in coordination with the UN Global Compact UAE Network.</p>



		<p>Refurbished and expanded Female Unit to recruit new staff in Pakistan.</p> <p>Launched our new Solar Street Power. <a href="#">Read more here.</a></p> <p>Field tested a solar midwife with Concern Worldwide, in a post-Ebola midwife project.</p>	<p>members (56% are women) who speak 19 different languages and represent over 14 countries.</p> <p>Hosted the first annual International Human Rights Day event increase awareness to the refugee crisis around the world under the Business Action Pledge for the Refugee Crisis.</p>	
<p><b>Labour Principles</b></p> <p>3.) Business should uphold the freedom of association and the effective recognition of the right to collective bargaining</p> <p>4.) The Elimination of all forms of forced and compulsory labour</p> <p>5.) The effective abolition of child labour</p> <p>6.) The elimination of discrimination in respect of employment and occupation</p>	<p>At NRS International and HSNDS we fully implement and adhere to local labour laws.</p> <p>We prioritize diversity and inclusion in our workforce.</p> <p>Our Human Resources Offices has a zero tolerance for child labour and supports the elimination of all forms of forced and compulsory labour.</p> <p>At HSNDS we have robust safety and security procedures.</p> <p>At HSDNS, we support the upholding of the freedom of association and the recognition of the right to collective bargaining according to the local laws.</p> <p>Implement Globally Harmonized System of Classifications and Labelling of Chemicals (GHS).</p>	<p>Management implements an open door policy for monitoring, reporting and eliminating all forms of harassment and/or abuse.</p> <p>We took robust efforts to improve the safety measure polices at HSNDS and host regular trainings on compliance, health, and safety.</p> <p>All employees are grouped purely on merit.</p> <p>Introduced new maternity policy that goes above the standard set by UAE Ministry of Labour law.</p> <p>Ongoing staff training on GHS to ensure employees protection, awareness and training against hazardous chemicals usage, handling, disposal, harmonized system of labelling and data sheets.</p>	<p>At HSNDS's female unit, we continue to empower our female employees and currently employ 284 women (232 are permanent staffs, 40 are contractors, and 12 are in management).</p> <p>At NRS International, we employ 43 staff (56% are women) who speak 19 different languages and who represent over 14 countries.</p> <p>HSNDS held a series of safety trainings.</p>	<p>Complete GHS implementation.</p> <p>Reopen Female Unit and provide more professional training to female staff.</p>

	<p>Fully banned employment under the age of 18.</p> <p>New polices encompasses Employee Safety, Wellbeing, and Grievance polices.</p> <p>Introduced a new centralized access control to ensure safety of employees.</p> <p>Introduced new movement activated solar lighting around the premise to improve visibility and security of premises.</p>			
<p><b>Environmental Principles</b></p> <p>7.) Business should support a precautionary approach to environment challenges</p> <p>8.) Undertake initiatives to promote greater environmental responsibility</p> <p>9.) Encourage the development and diffusion of environmental friendly technology</p>	<p>At both NRS International and HSNDs, we continuously review and improve our efforts to minimize our impact on the environment and improve margins</p>	<p>Both HSNDs and NRS International began introducing Systems, Applications &amp; Products (SAP) software to streamline our production.</p> <p>Exploring partnerships for an energy recovery project for TANA Netting and NRS Relief.</p> <p>Continued implementation of an internal water recycling and purification system, which was previously outsourced, and now recycles all production waste water.</p> <p>Implemented new secured printing for staff members and new ENERGY STAR® printer using solid ink sticks.</p>	<p>TANA Netting reduced production waste by an additional 4-5% this year.</p> <p>TANA Netting reduced emissions by 14% per individual product.</p> <p>Reduced printing costs by 30%.</p>	<p>Senior management has prioritized emissions as our highest manufacturing priority.</p> <p>Hire a new Environmental Executive under the Corporate Social Responsibility Department.</p> <p>Continue to implement the SAP incrementally for the next 2 years.</p> <p>Initiate a life cycle assessment on NRS Relief products.</p>



<p><b>Anti-Corruption Principles</b></p> <p>10.) Businesses should work against corruption in all its forms, including extortion and bribery.</p>	<p>Both NRS International and HSNDS strongly condemn any form of corruption and have a series of policy and procedures to ensure employee and company compliance.</p>	<p>Our teams perform due diligence when vetting new business ventures, operational systems, and new agreements, to ensure viability and transparent business practices.</p> <p>Our Code of Conduct prohibits promising, offering, and/or giving anything of value directly or indirectly, (e.g. through an intermediary such as agents, business consultants etc.), in order to obtain an improper advantage and/or to influence official action.</p> <p>Human Resource Department ensures Professional Business Practices and Standards both internally and externally.</p>	<p>Senior Management and Legal Office conducted a series of background checks and financial audits.</p> <p>Legal Office conducted two trainings for new staff and agents.</p> <p>Staff and Line Managers have been trained on policies, covering, bribery and corruption, disclosure of material interests, coercion, conflicts of interest, confidentially.</p> <p>New Whistleblowing Policy details the protection afforded to employees when making protected disclosures.</p>	<p>Implementation of new Human Resource Employee policy and procedures.</p> <p>SAP has been integrated into financial and inventory services for our charitable arm, Bilqees Sarwar Foundation.</p>
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## Other certifications include;

NRS International: ISO 9001:2008 Certification from 30 May until 30 May 2016 for Sales, Business Development, Supply Chain Management, and Warehousing of Relief Supplies

### HSNDS

- ❖ ISO 9001:2008 Certification from 11 September 2013 until 12 August 2016 Manufacturing and Export of Tents, Plastic Sheeting/Plastic Tarpaulins, Synthetic Blankets, Water Containers and Insecticidal Mosquito Netting

- ❖ ISO 14001:2004 Certification from 24 April 2015 until 23 April 2018 Manufacturing & Export of Tents, Plastic Sheeting/Plastic Tarpaulins, Synthetic Blankets, Water Containers and Insecticidal Mosquito Netting
- ❖ SA 8000:2008 Certification from 30 March 2014 until 29 March 2017 2018 Manufacturing & Export of Tents, Plastic Sheeting/Plastic Tarpaulins, Synthetic Blankets, Water Containers and Insecticidal Mosquito Netting