

2018-2019

Communication on Progress Report



NRS Relief: At a Glance

From **2018 to 2019**, we supplied more than **4 million** life-improving products and served **7.7** million people.

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25K

Refugee tents and
Multipurpose shelters



250

Mobile storage
units



2 million

Tarpaulins and
Plastic sheetings



800K

Thermal blankets



1 million

Water containers and
Jerry buckets



450K

Sleeping mats



3K

Other core relief
items

NRS Relief FZE is a company developing and supplying core relief items to the humanitarian and aid sector. We strive to provide our partners with higher quality, value-engineered products that will impact on the lives of thousands of people displaced by war and/or natural disasters. Our efficiency, collaborative approach and technical expertise allow us to pioneer products that truly fit the needs of the end user.

In our processes, as a stand-alone company and in conjoint with our manufacturing arm, we integrate the values of the UN Global Compact and Sustainable Development Goals into our day-to-day operations.

As a member of the UNGC since 2012, I am glad to announce that this is our first attempt to identify and report on economic, social and environmental matters that my colleagues and I care about the most.

We hope this report will inspire other parties involved in the humanitarian supply chain to report their efforts and stimulate dialogue about what it means to be a socially responsible supplier. This report serves as the foundation of our commitment to sustainability, and our resolve to report on the UN Global Compact principles in the years to come.



Francesca Coccozza
Director
NRS Relief

About this Report

At NRS Relief, we believe that being sustainable is good for business. We fully endorse the UN Sustainable Development Goals (UN SDGs) that aim to achieve a balanced development of economy, society and environment through business engagement and value creation.

For us, this year's report is a benchmark document as it marks the first time that we assess NRS Relief's individual performance on the sustainability scale. So for the year 2018-2019, we have focused on our triple bottom line performance - meaning this report will address our achievements in the environmental, social and economic realms of NRS Relief's operations.

REPORTING SCOPE

We respond quickly and efficiently every time a disaster strikes, or a conflict flares up. This is a result of the close partnership we share with our manufacturing arm, H. Sheikh Noorud-Din & Sons, a reputable manufacturer of core relief items for aid and development sector. This supply chain relationship is characterized as a strategic collaboration to facilitate joint efforts in areas such as research, sustainability, and product development, making HSNDS, a key part of our journey towards becoming a sustainable supplier.

The other significant entity contributing to our triple-bottom-line, is the Bilqees Sarwar Foundation (BSF). It is a family-founded charitable organization, running a heavily subsidized public health facility for underserved population in Lahore, Pakistan. This report consolidates data from NRS Relief, HSNDS and BSF, to reflect on how our operations impacted the people, the planet and our profit in the year 2018-2019.

REPORTING METHODOLOGY

This report combines the strength of three sustainability frameworks: GRI principles, UN Global Compact pillars and principles and the Sustainable Development Goals. In our reporting, we take inspiration from GRI principles. The Sustainable Development Goals remain the leading framework, while we also map our sustainability practices against the 10 principles of the UN Global Compact.

MATERIALITY MAPPING

As a first step, we scanned the complete list of GRI materiality standards for relevance to our own operations. A total of 26 topics were deemed most material. Next, a materiality assessment was designed to identify which of these GRI standards (read: sustainability issues) are prioritized by our internal stakeholders. Two electronic surveys were sent out to our Business Development Managers overlooking key regions of the business, asking them to rank each sustainability issue on the basis of its relevance and its likelihood to impact decision-making at NRS Relief. This was labelled an 'Interest and Impact Assessment', as each topic was evaluated for boundaries by considering the level of interest to both our company and our stakeholders and the impact (both actual and potential) upon them. The responses from our team helped us outline a materiality map for NRS Relief, highlighting priority sustainability issues, to be reported on, and more importantly, to be reflected in future communications and strategy.

We confined this year's report to internal stakeholders as we navigate the process of creating our internal reporting protocol. Our objective for next year will be to enhance the scale of this exercise and engage external stakeholders.

CROSS-REFERENCING

The most material standards highlighted in the mapping exercise were cross-referenced against all seventeen SDGs and 169 targets, in accordance with the four pillars of UNGC. This activity aligns our sustainability efforts with the most significant frameworks, as well as indicating our commitment to the cause.

Taking inspiration from the SDGs and the UNGC principles, we designed our own unique indicators/disclosures for each standard. A graphical representation of the materiality assessment can be found on the following page 4 of this document.



MATERIALITY MAPPING



Materiality Mapping can broadly be described as, 'what matters' in terms of sustainability to each organization's operations. In other words, 'who is important' and 'what is important'? The 'who' part is relevant to the stakeholders that the company initiates dialogue with about 'what' sustainability issues they think are the most important and likely to impact internal decision-making. The results are significant as materiality assessment reveals priority issues that speak directly to a company's operations and must therefore be disclosed and reported on.

Who is important?

For NRS Relief, stakeholder engagement for materiality mapping serves as evidence that we take our commitment to sustainability seriously, and have included key stakeholders in determining the most important sustainability issues to our operations. Instead of working on it in silos. We designed our own unique procedure to reach out to our Business Development & Sales Team overlooking key regions of the business. This year's materiality assessment was confined to our internal stakeholders as an initial process. Our objective for following years will be to enhance the scale of this exercise by including external stakeholders.

Between December 2019 and January 2020, we sent out electronic surveys to our Business Development-Managers, containing 26 material topics from GRI Standards. All respondents were required to rank each topic on a scale of 1-4 (1 being the highest and 4 being the lowest) in two areas:

- **Relevance to our operations**
- **Likelihood of each issue impacting our internal decision-making**

The surveys achieved an 80% response rate. The responses were then mapped out on a materiality matrix reflecting priority sustainability issues that are directly relevant to us, allowing NRS Relief to report on our company-specific economic, environmental and social impacts. For us, the results stretch far beyond the production of a sustainability report – it inspires our long-term strategy, relationships, communications and even the design of shelter solutions and relief items with sustainability impacts in mind. The following issues emerged as the most material to NRS Relief, and the respective disclosures are prioritized in the rest of the report:

Environment

- Recycling
- Compliance with environmental laws
- Energy intensity
- Emissions in the atmosphere
- Waste production and its disposal
- Screening suppliers on environmental criteria
- Water consumption & reusability
- Energy consumption and energy sources

Social

- Local community engagement & impact
- Compliance with human rights laws
- Diversity & gender balance
- Injuries & work-related fatalities

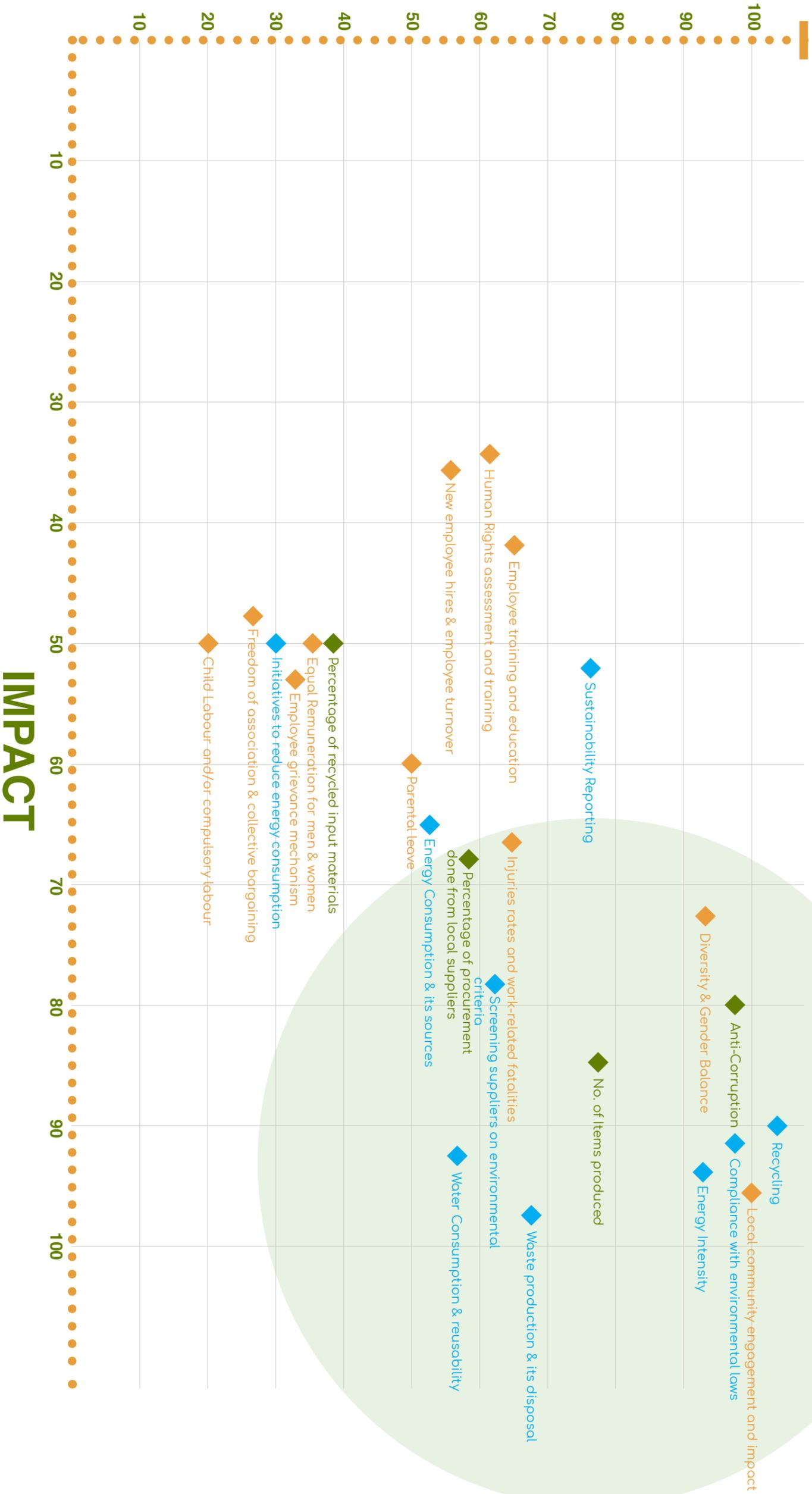
Economic

- Anti-corruption
- Number of items produced
- Percentage of procurement done from local suppliers

What is important?

MATERIALITY MATRIX

◆ Economic ◆ Environmental ◆ Social



Environmental performance

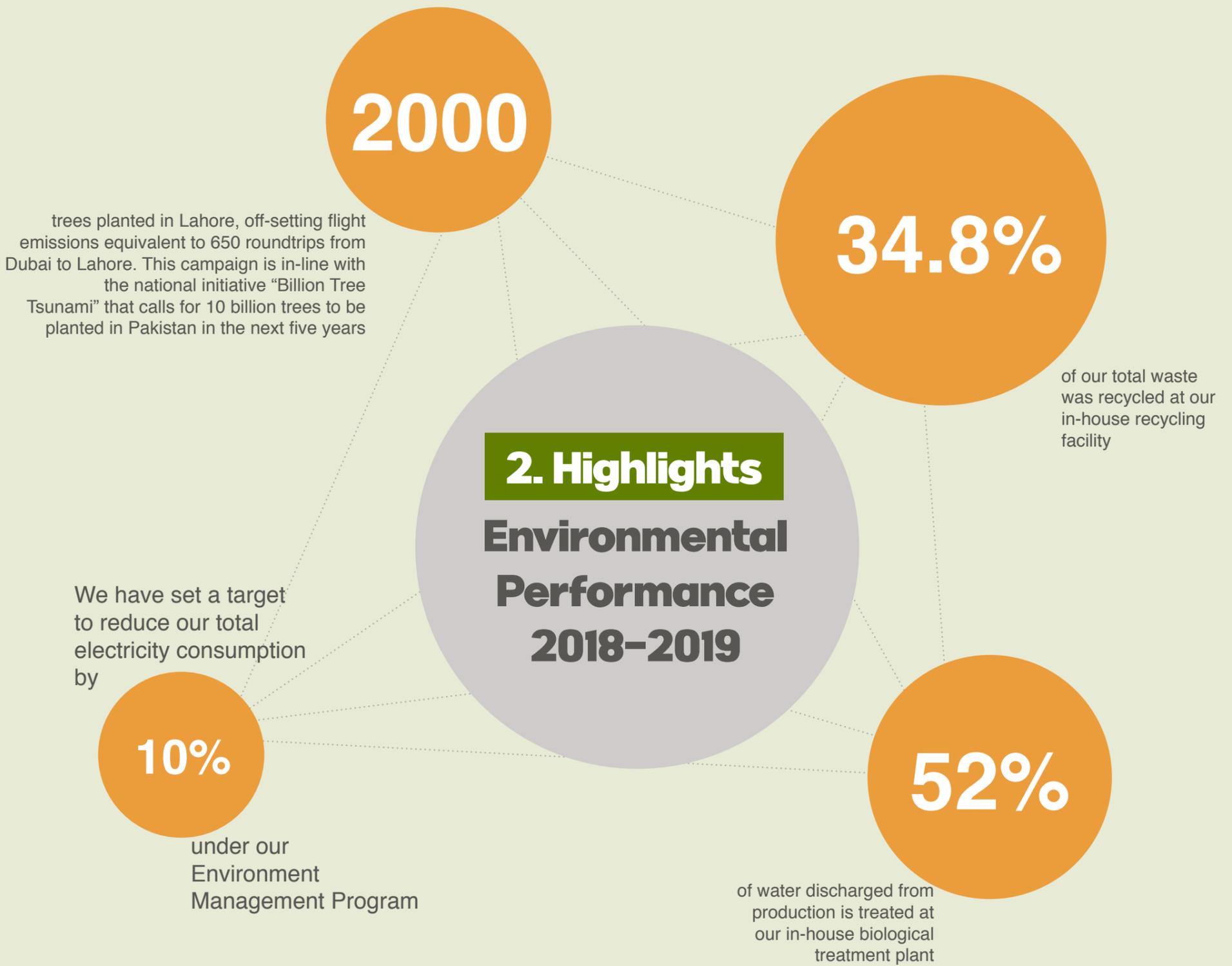
1. Environmental Sustainability at NRS Relief

The world we live in faces an unprecedented displacement crisis with over 70.8 million people left without a home, owing to either conflict, persecution or natural disasters. In 2018 alone, 25 people were forced to flee, every minute. As a leading supplier of emergency shelter and core relief items, we anticipate that the demand for our products is most likely to grow in the future. However, we believe, that being a supplier in the humanitarian supply chain does not exempt us from the responsibility of putting the world on a sustainable path. Rather, sustainability for us, is a way to honour the purpose of the products we provide and the sector we operate in. Therefore, at NRS Relief, we strive to reduce our ecological footprint, every step of the way.

We recognize that every step taken to embrace sustainability must be systematic and tracked, and its impact reported. The same is particularly true for sustainability reporting. At NRS Relief, we have designed our own framework to accurately report on our sustainability efforts. A key component of this is the materiality mapping assessment undertaken to ensure that we report on issues that are most relevant to our operations and most likely to impact internal decision-making, as a result. Amongst all materiality topics, environmental issues emerged as the most material to our operations.

The following sections on our triple bottom-line performance elaborate on the specific most material environmental, social and economic issues to NRS Relief, our efforts and future goals, in these areas.

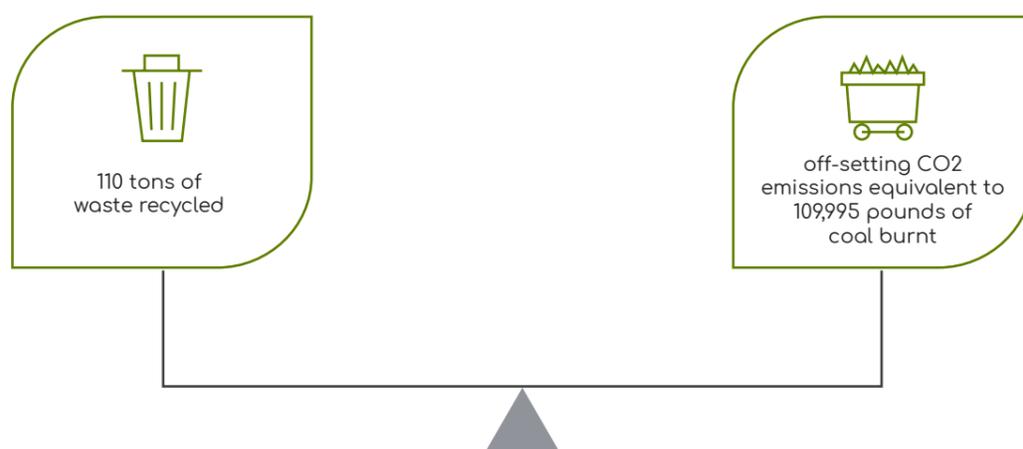




Recycling

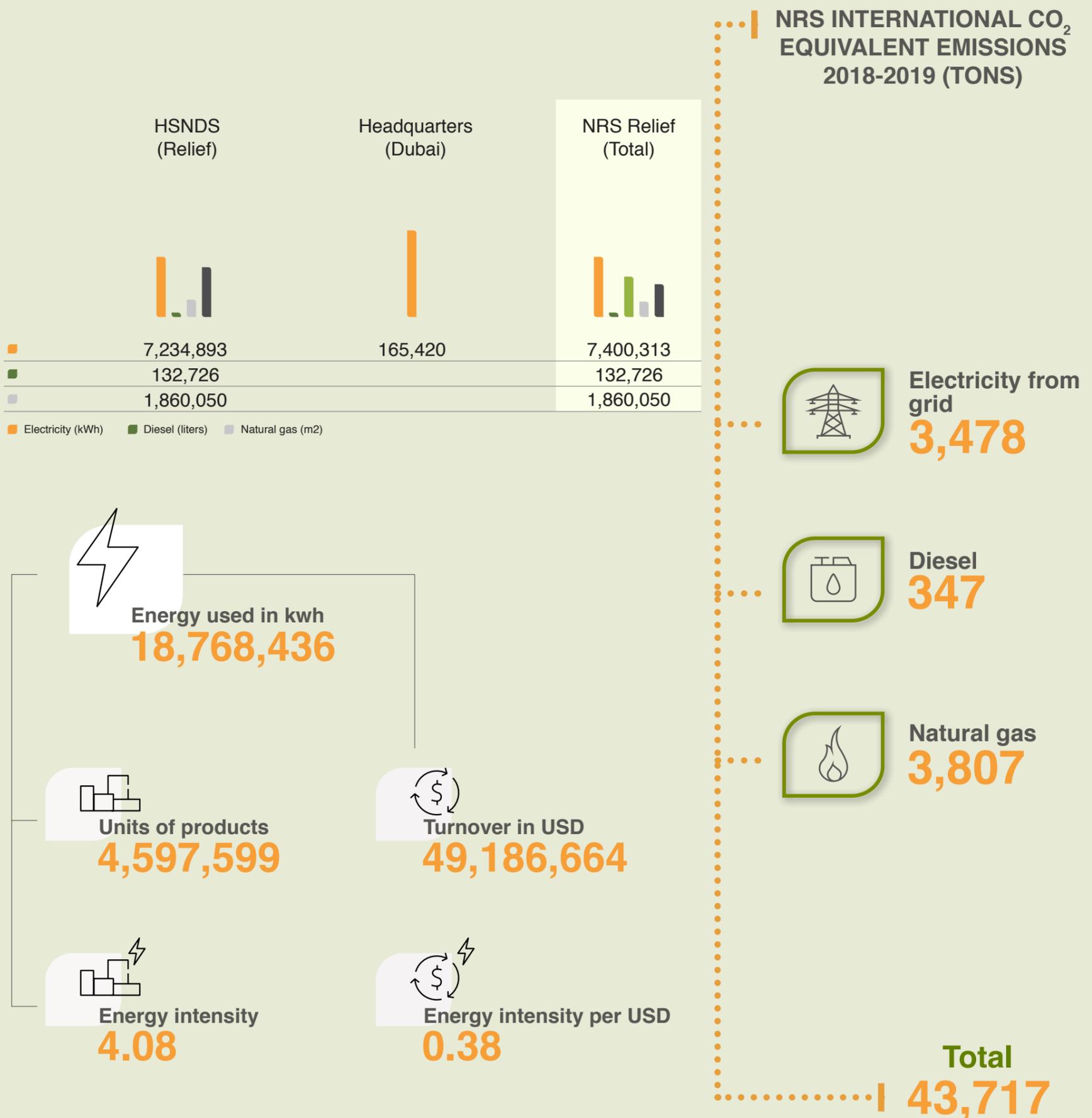
From the environmental sphere, recycling is deemed the most material issue. We are happy to report that 38.4% of our total waste was recycled to be utilized for packing and accessories. This amounts to approximately 110 tons of waste being recycled each year at our in-house recycling facility. Alternatively put, this is equivalent to off-setting carbon dioxide emissions from 109,995 pounds of coal burned in the atmosphere. Going forward, we aim to increase our recyclability rate at least up to 45% in the next manufacturing cycle.

Carbon off-setting through Recycling



Energy Consumption, Energy Intensity and Emissions

Energy consumption, energy intensity and emissions also featured at the top of our materiality matrix, necessitating relevant disclosures to be included in this year's report. Our focus on reporting in this context, is again on our manufacturing arm in Lahore. This is where most of our activities take place and where our environmental impact is the most significant. Nonetheless, the Dubai office's data is added to the "Electricity for grid" category.





Environmental laws and standards

NRS Relief is an ISO 14001:2015 certified company. Our manufacturing arm keeps a close check on our environmental impact to ensure that we comply with local and regional environmental laws through our Environmental Management System (EMS). We are happy to report that we were able to maintain emissions and effluent water from our manufacturing unit under the Punjab Environmental Quality Standards (PEQS) and National Environmental Quality Standards (NEQS). Recognizing our responsibility towards our home town, under our EMS objectives last year, we planted 2000 trees to replenish Lahore's rapidly depleting tree cover. These trees off-set flight emissions equivalent to almost 650 roundtrips from Lahore to Dubai.

WATER CONSUMPTION & REUSABILITY



Following our materiality assessment, this is the first time NRS Relief is reporting on water consumption and its reusability, as it is deemed one of the most material sustainable issues to our operations. Our total water consumption amounted to 48 million gallons, 52% of this water was recycled and then re-used in the production process. This is equivalent to 25 million gallon of water being recycled and reused instead of being discharged, in this reporting period.

SUPPLIER ENGAGEMENT

Inspired by our customers, UN agencies and aid organizations, we are also engaging with our own suppliers on sustainability aspects. Over the past few years, we have seen an increase in questionnaires, audits and general inquiries regarding our social and environmental impact, and therefore decided to apply similar methods, up the supply chain. This year, we requested CSR forms from most of our international suppliers achieving a 33% response rate. Over 80% of our supplier-respondents hold ISO 9001 certification, while their female workforce varied from 13% to 43%. In addition, all respondents claimed to audit their own suppliers.



Female workforce varied from 13% to 43%



Over 80% of our supplier-respondents hold ISO 9001 certification



All respondents claimed to audit their own suppliers

Sustainable Development Goals and UN Global Compact



At NRS Relief, we have gone above and beyond in our reporting efforts to cross-reference each of our most material sustainability issue against the UNGC principles and pillars as well as the 169 targets of the Sustainable Development Goals. All our efforts in the environmental sphere lead to the direct implementation of principles under the Environment” pillar of the UN Global Compact framework; undertaking a precautionary approach to environmental challenges (Principle 7) while promoting greater environmental responsibility (Principle 8). These can then be tracked against global goal 12 and 7, and their corresponding targets.

Sustainability Pyramid 1



Environment

Principle 7: Precautionary approach
Principle 8: environmental responsibility

UNGC principles are at the heart of our sustainability journey



SDGs guide us in action enabling us to incorporate sustainability into our corporate strategy & operations

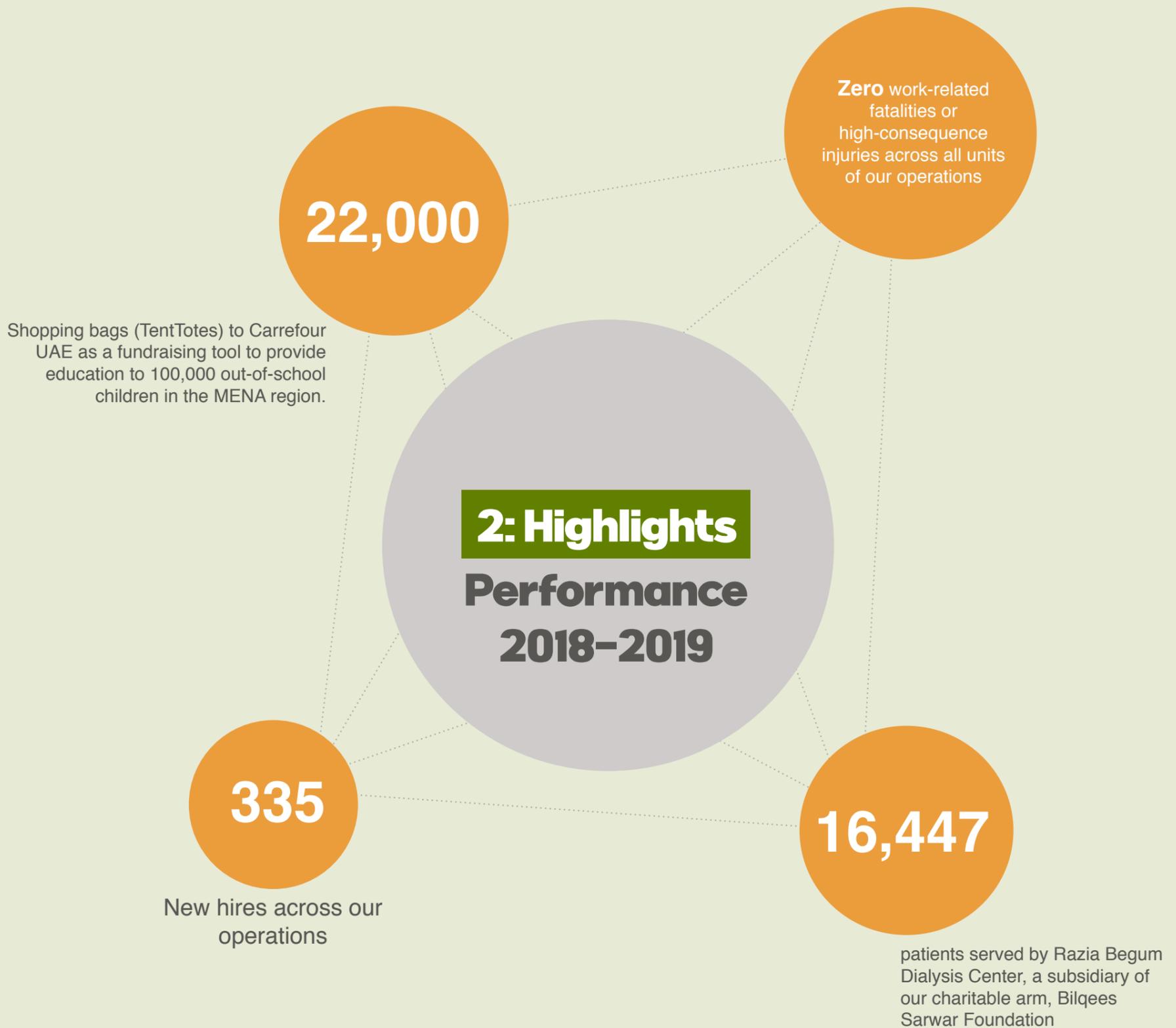


Social performance

1. Social Sustainability at NRS Relief

The nature of our business is such that human costs and benefits of our operations cannot be neglected in our sustainability journey. In this report, we are sharing our company-specific disclosures categorized first under the theme of a) human rights issues such as local community engagement & impact and child and/or compulsory labour. The second theme encompasses our b) human resources such as injuries and work-related fatalities, diversity and equal opportunity, employee training and education. While social indicators ranked second compared to environmental issues in our overall materiality assessment, priority is given to each social issue based on its individual materiality score. Local community engagement and impact, injuries and work-related fatalities and diversity and equal opportunity were ranked the highest, and therefore merit detailed disclosure in this report.





Zero work-related fatalities and injuries

At NRS Relief, we value and nurture the human capital that enables us to provide life-improving shelter solutions and core relief items to displaced people around the world. Therefore, we ensure a safe and dignified work environment for the entire workforce. We are happy to report zero fatalities and work-related injuries in this reporting period across all our operations. Our manufacturing arm has recorded 40 minor production-related injuries that were addressed internally with a simple bandage. Only one employee suffered a serious injury that resulted in an arm fracture and was taken to the hospital.

Local Community Engagement & Impact

Local Community Engagement & Impact was ranked the highest for its materiality to our operations, amongst all other social indicators. This reinforces our belief that a healthy well-resourced local community is vital to the sustainability of our business. We are happy to report that we hire heavily from our immediate surroundings and use local suppliers wherever possible. Our manufacturing arm employs thousands of people in Lahore, ensuring upward social mobility for a community of around 5000 people. However, to report on our community engagement and impact, we will focus on the activities of our charitable arm, Bilqees Sarwar Foundation. The foundation is a registered welfare organization, running a heavily subsidized public health facility for underserved population of Lahore, the community we call home.

Key achievements of Bilquees Sarwar Foundation

- To date, the foundation has positively impacted the lives of around **300,000** people in Pakistan through its operation.
- The hospital houses Punjab's largest dialysis center, the Razia Begum Dialysis Center. The Center has the capacity to conduct **100** heavily subsidized dialysis procedures.
- The hospital offers an eye-care facility treating up to **3100** eye patients per month. In addition, **1,379** optical surgeries were successfully conducted at the facility
- The total number of patients treated at the Bilquees Sarwar Hospital in **2018-2019** amounts to approximately **60,000**.



BILQEES SARWAR HOSPITAL PERFORMANCE IN TREATMENTS



2,801
Diagnostic center (scan, MRI, X-ray, Ultrasound)



16,447
Dialysis center



1,379
Optical surgeries at the eye care centre



611
Eye centre OPD

Total
58,407



Community Engagement in UAE

We partnered with a UK-based NGO Empathy Action for our #PeaceDoves initiative to promote peace, address the refugee crisis, upcycle production waste and empower women in a skills amplification project.

We also partnered with TheDubai College of Fashion Design (CFD) and IHC to host the "Bag of Hope" sustainable fashion show, on World Refugee Day to raise refugee awareness, promote sustainable supply chain and create social impact through the power of fashion.

At our Dubai head office, we conduct local community engagements by forging partnerships with local and international humanitarian actors

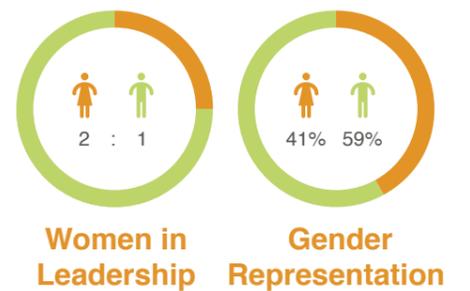
Not only are we signatories to the Women Empowerment Principles (WEPs), we are also members of the Communications taskforce for WEPs UAE local, routinely providing valuable digital marketing and communications support.

Our CSR team travelled to Lahore to conduct a skills amplification "Peace Doves Bookmarks" Work shop later this year, with female employees of the stitching and trimming departments of our manufacturing arm, HSNDS.

Diversity & Gender Balance



	Senior management	Management	Administrative	
Male	1	8	5	16
Female	2	3	8	11



At NRS Relief, we have championed diversity and gender balance. Our staff hail from 11 different countries adding value to our work from diverse vantage points. Moreover, women comprise 41% of our employees, while the ratio of women in senior leadership positions is 2:1, double the industry average for female leadership in the humanitarian sector.

**HSNDS data is not added in this section*

Sustainable Development Goals and UN Global Compact



We welcome the inclusion of international policies and frameworks of sustainability as a compass to guide us in strategy and action. Our efforts in the social realm are a manifestation of the principles 1, 2 and 6 of the United Nations Global Compact; proving that we support and uphold internationally proclaimed human rights (1), that we are not complicit in human rights abuses (2), and that we believe in the elimination of discrimination in employment and occupation (6). These principles then tie up with Sustainable Development Goals 7,8 and 10, and their relevant targets. Framework alignment for our most material social sustainability issues, is represented in the sustainability pyramid below.

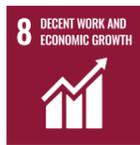
Sustainability Pyramid 2



Human rights & Labour

- Principle 1: Protection of human rights
- Principle 2: No human rights abuses
- Principle 6: No discrimination

UNGC principles are at the heart of our sustainability journey



Target 17.16
Public-private partnerships for Sustainable Development

Target 17.1
Multi-stakeholder partnerships for sustainable development

Target 12.7
Decent work for all

Target 12.7
Economic, social, political inclusivity for all ethnicities and sexes

Target 12.7
Equal Opportunity and reduced inequalities of outcome

Partnership for community engagement



Gender balance



Diversity



Zero fatalities or high consequence injuries



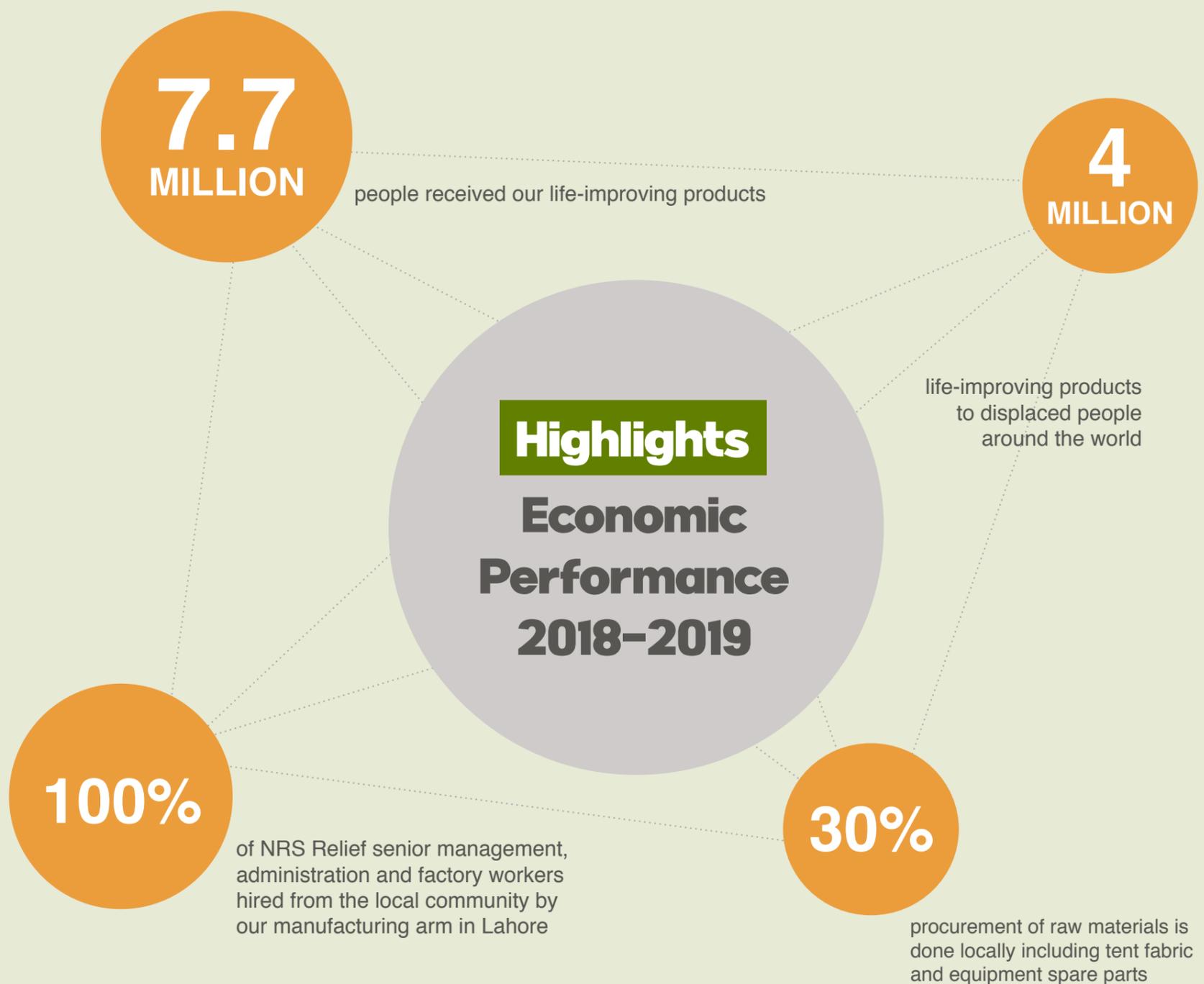
SDGs guide us in action enabling us to incorporate sustainability into our corporate strategy & operations

Economic performance

1. Economic Sustainability at NRS Relief

At NRS Relief, we follow a beneficiary-centered approach through continuous innovation and product diversification. We fulfill our client's requests, while respecting the real needs of end-users and never compromising on our quality. This approach positively impacts our ability to thrive as leaders in the humanitarian supply chain and sustain the livelihood of our employees. We understand that humanitarian logistics is crucial to disaster response and have implemented the right strategies to ensure a stable and efficient global supply chain. No destination is too difficult for us. Our international network and multilingual professionals work hand-in-hand with our clients to ensure that the required goods are exactly where they need to be at the agreed time. We arrange reliable transportation by air, land and sea with our trusted carriers to facilitate our clients responding to emergency scenarios. Above all, we acknowledge that being recognized as a responsible supplier in the eyes of our many stakeholders is the ultimate pillar of financial stability. We therefore seek to improve our engagement with local suppliers and invest in our community wherever possible. With regard to economic sustainability, number of items produced and delivered, percentage of procurement done from local suppliers and anti-corruption, emerged as the most material to our operations. Therefore, the same indicators are disclosed below in detail.





Number of Items Produced and Delivered

As the leading supplier of emergency shelter solutions and core relief items, NRS Relief saw another year of meaningful impact with over 4 million products produced and delivered to our beneficiaries.

These products include:



Refugee tents and multi-purpose shelters
25,000



Mobile Storage Units
250



Tarpaulins and plastic sheeting
2 Million



Thermal blankets
800,000



Water containers and jerry buckets
1 Million



Sleeping mats
450,000

Overall, through our operations, we were able to touch the lives of **7.7 million** people in this reporting year.



Anti-Corruption

We aim to eliminate corruption in the humanitarian supply chain through our operations. Within our internal legislative framework, we have firm anti-corruption policies clearly laying out our business ethos against anti-corruption and malpractice in our company Code of Conduct to ensure employee and company compliance.

These products include:

- Money laundering and due diligence checks
- Corruption and inappropriate practices
- Whistleblowing
- Compliance and respect for the law

Percentage of local procurement

We have a ratio of 70% raw material import to 30% local procurement. Locally procured materials include polycotton fabric for family tents, as well as machinery spare parts and tools for our manufacturing arm. Additionally, we partner with local logistics companies when transporting finished goods and materials to and from the port of Karachi. We also engage local partners when distributing our waste materials for reuse or recycling.

As a market leader, we recognize that our purchasing decisions impact social, economic and environmental conditions across the supply chain. For NRS Relief, the trust of our stakeholders will be damaged, if we are unable to monitor and address our supply chain sustainability issues. This is why we seek to scale up local procurement in the following years, while ensuring the quality of our products is not compromised.

We routinely engage with all our suppliers through due diligence checks and assessments. In addition, this reporting year we engaged with most of our international suppliers by sending out CSR forms assessing them on social criteria and achieving an overall 33% response rate. We discovered that over 80% of our supplier-respondents hold ISO 9001 certification, while their female workforce varied from 13% to 43%. In addition, all respondents claimed to audit their own suppliers.

Sustainable Development Goals and UN Global Compact



NRS Relief identifies with UNGC mission in remaining contemporary, hands-on and more importantly, relevant to its stakeholders. This is why we don't shy away from the implementation of the UNGC pillars and principles in everyday operations. In the economic realm, our most material sustainability issues result in the implementation of principles 1, 2 and 10 of the UNGC framework; protection of internationally proclaimed human rights (1), ensuring that we are not complacent in human rights abuses (2), and eliminating corruption including extortion and bribery (10). These are then mapped out against Sustainable Development Goals 7, 8 and 10, and their relevant targets. Framework alignment for our most material social sustainability issues is represented in the diagram below.

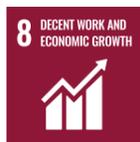
Sustainability Pyramid 3



Human rights & Labour

- Principle 1: Protection of human rights
- Principle 2: No human rights abuses
- Principle 6: No corruption

UNGC principles are at the heart of our sustainability journey



SDGs guide us in action enabling us to incorporate sustainability into our corporate strategy & operations

Sustainable Procurement



Gender balance



Anti-Corruption





**Our Commitment to
the UNGC Principles
and Sustainable
Development Goals**



No Poverty

Our manufacturing arm employs thousands of people, ensuring upward social mobility for a community of around 5,000 people



Zero Hunger

Distributed food parcels and Iftar meals in Lahore during Ramadan



Good Health & well-being

Bilqees Sarwar Foundation (BSF), provides treatment for up to 60,000 patients per year. BSF is a heavily subsidized public health facility that includes the 32-bed Razia Begum Dialysis Centre serving 16500 kidney patients and an eye-care facility treating up to 14,000 patients each year.



Quality Education

Our 'Bags of Hope' were picked up as a fundraising tool aimed at providing education to more than 100,000 out-of-school children in MENA region.



Gender Equality

At our headquarters in Dubai, women occupy 41% of key roles while Ms. Francesca Coccozza, leads this team of experts at our strategic hub. NRS Relief is also a signatory to the Women Empowerment Principles in UAE and part of the WEPs Communications Taskforce providing digital media, communications and marketing support on a volunteering basis. From our experience, being part of this network has pushed us to strive for further equality in our business.



Clean Water and Sanitation

We delivered 1 million Jerry buckets to combat the alarming incidence of drinking water contamination for our beneficiaries



Affordable and Clean Energy

Produce and supply clean, affordable solar energy solutions. We encourage the use of renewable energy at our premises and supply solar energy systems to our clients.

Our commitment to the Sustainable Development Goals

We have aligned our business operations with the 17 Sustainable Development Goals (SDGs), a set of globally agreed targets to end poverty, protect the planet, and ensure prosperity for all. We strive to advance the SDGs in all facets and capacities.

To actively promote the SDGs in our community, we took part in the World's Largest Lesson in 2019. Our colleagues in Dubai recently volunteered to introduce six graders at a local school to the Sustainable Development Goals to inspire them to take action by understanding the power of the SDGs. In addition, through our CSR agenda, we aim to highlight the importance of a sustainable humanitarian supply chain while raising awareness for refugees and displaced people worldwide.

The PeaceDoves and TentTote are two upcycling projects launched in 2018 that delivered on this agenda. The PeaceDoves is a partnership with UK-based NGO Empathy Action. The toy doves are made from leftover refugee blanket and tarpaulins, with a special touch from our manufacturing arm's female stitchers in Pakistan, who have stitched their personal signatures into the doves.

In line with similar principles, we have also created the TentTote bags, made from tent material off-cuts such as polycotton and mudflap fabric. These bags are literally made from the same batch of tents that are sheltering displaced people around the world. Like the doves, this project gives NRS Relief 100% control of its supply upstream the chain, as there is no need to

purchase extra materials to make them. Both upcycling projects represent an essential step towards a circular economy for relief items, and manifest our commitment to Agenda 2030 and the Sustainable Development Goals.



Decent Work & Economic Growth

We are a SA-8000 certified company. Our compliance team ensures short-term and long-term strategies are in place to improve policy and practices around occupational health and safety, discrimination, disciplinary practices, working hours, compensation, and management systems.



Industry, Innovation and Infrastructure

Under our Innovation in Action Campaign, we have previously pioneered significant additions like the fire-retardant tents and tarpaulins in the humanitarian supply chain. The most recent of these additions have been the self-standing family with improved features on climate and insulation, stability and safety. In 2018 we launched the LegendMedi in response to the outbreak of hemorrhagic fever in DRC – a customized multipurpose shelter that offer separate, easy to disinfect cabins for confirmed and suspected patients.



Reduced Inequalities

Prioritize diversity and inclusion in our workforce.



Sustainable Cities and Communities

Bilqees Sarwar Foundation, provides heavily subsidized healthcare to the underserved population in Lahore (tree projects).



Responsible Consumption and Production

We are working hand-in-hand with our manufacturing arm to integrate SDG 12 targets; Reduce, recycle and reuse; Sustainability reporting and Sustainable procurement into our production processes. Currently, 21% of our packaging comes from recycled materials, we seek to scale up this rate to 25% by the next financial year. This year, we have also sent out CSR forms to almost all our international suppliers, achieving a response rate of 33% while this report serves as a testament to our commitment to sustainability reporting.



Peace, Justice and Strong Institutions

We are a signatory of Business for Peace (B4P).



Partnership for the Goals

At NRS Relief, we follow a longstanding tradition of collaborating for impact. Our CSR initiatives are a testament to that. More recently, we have joined hands with a UK-based NGO Empathy Action and our women stitchers in Pakistan, to create gifts like the #PeaceDoves and #PeaceDove-Bookmarks to send a message of peace, love and resilience all over the world. Similarly, our "Bags of Hope" are the result of our collaboration with Carrefour and UNICEF, currently being used as a fundraising tool to educate more than 100,000 out-of-school children in the region.

17

5

12

9

Putting the **UNGC principles** into policy and practice:



Human Rights

Principle 1

Businesses should support and respect the protection of internationally proclaimed human rights

Principle 2

Make sure that they are not complicit in human rights abuses

Policy: Our company Code of Conduct states our commitment to fundamental human rights concerning our employees, our beneficiaries, as well as those indirectly impacted by our operations. Part of our standard operation procedures is to verify that our contracting parties also uphold and share the same principles. In addition, our manufacturing arm follows a formal Human Rights policy comprising of the following six issue areas; Children and Young Workers, Freedom of Engagement, Equality of Opportunity, Compensation, Freedom of Association, Relationships with Indigenous Peoples.

Practice: Our Legal and HR departments ensure that our business adheres to the protection of human rights. On a principal level, as a supplier of premium quality fit-for-purpose emergency shelter, through our operations, we uphold Article 25 of the United Nations Declaration of Human Rights and the right to an adequate standard of living, in the pretext of disaster and conflict.



Labour

Principle 3

Businesses should uphold 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

Principle 6

The elimination of discrimination in respect of employment and occupation.

Policy: We are a SA 8000:2014 certified company. Adherence to this international social accountability standard, our internal code of conduct as well as regional, national and international legal regulations, organically puts us on the right path with regard to labour practices.

Practice: Our compliance team ensures we are compliant with ISO standard SA 8000:2014 in our everyday operations. Furthermore, we undergo rigorous client audits (e.g. UNHCR, ICRC etc) with respect to occupational health and safety, labour practices and grievance mechanisms, community engagement, product safety and quality control standards. proclaimed human rights



Environment

Principle 7

Businesses should support a precautionary approach to environmental challenges

Principle 8

Undertake initiatives to promote greater environmental responsibility

Principle 9

Encourage the development and diffusion of environmentally friendly technologies.

Policy: NRS Relief is an ISO 14001 certified company. We also adhere to all national and regional environmental quality standards in our operations. Our manufacturing arm HSNDS, strives to comply with Punjab Environment Quality Standards (PEQS) and National Environmental Quality Standards (NEQS) relevant to emissions, energy consumption, use of equipment and disposal of effluents.

Practice: Under our Environment Management Program, our manufacturing arm has undertaken a tree plantation campaign this year. As part of this campaign, 2000 trees were planted in Lahore, off-setting flight emissions equivalent to approximately 650 roundtrips from Lahore to Dubai. In addition, 34.8% of waste from our production of refugee tents and core relief items was recycled at our in-house recycling facility. We aim to increase our recyclability rate to at least 45% in the next financial year.



Anti-Corruption

Principle 10

Businesses should work against corruption in all its forms, including extortion and bribery.

Policy: Our company Code of Conduct states our unequivocal tolerance for corruption across all our operations as one of our core ethical principles.

Practice: Firm anti-corruption policies in our company Code of Conduct include:

- Money laundering and due diligence checks
- Corruption and inappropriate practices
- Whistleblowing
- Compliance and respect for the law

These policies clearly lay out our business ethos against anti-corruption and malpractice to ensure employee and company compliance. All contracting parties including employees are bound to sign this document as part of recruitment procedures.

Appendix 1

Environmental performance and specific disclosures				
Material Standard	SDG & Targets	UNGC Principle	Indicators	Reporting
Recycling: Volume of recycled material used	12.2: by 2030 achieve sustainable management and efficient use of natural resources 12.5: by 2030, substantially reduce waste generation through prevention, reduction, recycling, and reuse	Environment	percentage of recycled materials used for packaging and accessories	34.8 % of our total waste was recycled and re-used in plastic packaging for tent accessories
Energy Consumptions & its sources	12.2: by 2030 achieve sustainable management and efficient use of natural resources 7.3: double the global rate of improvement in energy efficiency by 2030	Environment	Electricity (kWh) + Diesel (litres) + Natural Gas (m2)	Electricity from grid: 7,400,313 (kWh) Diesel: 132,726 (litres) Natural Gas: 1,860,050 (m2) (The Dubai office data is added only to the "Electricity from grid" category.) For us, reporting on our annual energy consumption is a first step towards achieving energy efficiency.
Energy Intensity	12.2: by 2030 achieve sustainable management and efficient use of natural resources 7.3: double the global rate of improvement in energy efficiency by 2030	Environment	Energy Intensity: per product/per USD/per refugee tent supplied	Energy Intensity per product: 4.08 Energy Intensity per USD: 0.38 Energy Intensity per refugee tent: 0.75
Emissions in the atmosphere	7.2: increase substantially the share of renewable energy in the global energy mix by 2030 12.2: by 2030 achieve sustainable management and efficient use of natural resources	Environment	CO2 Equivalent Emissions (tonns): a) Electricity from Grid b) Diesel c) Natural Gas	Electricity from Grid: 3,478 Diesel: 347 Natural Gas: 3,807 For us, reporting on our annual energy emissions is a first step towards achieving energy efficiency.
Water Consumption & sources	12.2: by 2030 achieve sustainable management and efficient use of natural resources 12.4: by 2020 achieve environmentally sound management of chemicals and all wastes throughout their life cycle in accordance with agreed international frameworks and significantly reduce their release to air, water and soil to minimize their adverse impacts on human health and the environment 6.4: by 2030, substantially increase water-use efficiency across all sectors and ensure sustainable withdrawals and supply of freshwater to address water scarcity, and substantially reduce the number of people suffering from water scarcity	Environment	Groundwater withdrawn by source + percentage of total volume of water recycled and reused	Total water used in BS1: 48 million gallons Percentage of total volume of water recycled and reused: 52.08%
Waste production and its disposal	12.5: by 2030, substantially reduce waste generation through prevention, reduction, recycling, and reuse	Environment	Total weight of waste (kg) and disposal method	Waste from our production is categorized as wooden waste, plastic waste, iron waste, general waste and hazardous waste. Hazardous waste is incinerated or sold to approved waste handlers and the rest is recycled for re-use. Total waste for 2018-2019 (kg): 1,065,062.49 Total waste recycled/re-used (kg): 37,1237 Net waste available for sale (kg): 69,3825
Environmental Reporting & Compliance	12.6: encourage companies, especially large and trans-national companies, to adopt sustainable practices and to integrate sustainability information into their reporting cycle	Environment	Compliance with regional environmental standards + ISO Certifications	NRS Relief is an ISO 14001 certified company. We also adhere to all national and regional environmental quality standards in our operations. Our manufacturing arm HSNDS, strives to comply with Punjab Environment Quality Standards (PEQS) relevant to emissions, energy consumption, use of equipment and disposal of effluents

Screening suppliers on environmental criteria	12.7: promote public procurement practices that are sustainable in accordance with national policies and priorities	Environment	NRS Relief Code of Conduct to be signed by suppliers	Before entering a new business relationship, the supplier must sign the company Code of Conduct that clearly specifies our commitment to "Protection of Environment", as one of the company's key business ethos. In addition, we routinely engage with our suppliers through due diligence assessments.
Sustainability Reporting	12.6: encourage companies, especially large and trans-national companies, to adopt sustainable practices and to integrate sustainability information into their reporting cycle	Environment	Sustainability report integrated in the company's annual report	We have been signatories to the UN Global Compact since 2012. Since then, NRS International has been submitting annual reports outlining the company's efforts towards sustainability. This is a benchmark document as this is the first time NRS Relief is reporting on its triple bottom line as an individual entity, a supplier of shelter solutions and core relief items to the humanitarian sector.

Appendix 2

Economic Performance and specific disclosures				
Material Standard	SDG & Targets	UNGC Principle	Indicators	Reporting
Economic Performance: Direct & Indirect Impact		Human Rights	Number of items supplied	We supplied more than 4 million life-improving products: a) 25000 refugee tents and multi-purpose shelters b) 250 Mobile Storage Units c) 2 million tarpaulins and plastic sheetings d) 800,000 thermal blankets e) 1 million water containers and jerry buckets f) 450,000 sleeping mats
	11.6: by 2030, reduce the adverse per capita environmental impact of cities, including by paying special attention to air quality, municipal and other waste management	Environment	Number of cities of operation	NRS Relief's manufacturing arm, HSND, is based in Lahore, Pakistan. Our international headquarters is based in Dubai, United Arab Emirates. In Lahore, our manufacturing arm complies with regional and national environmental quality standards. In addition, we report on energy consumption at both units of our operations.
	1.1: by 2030, eradicate extreme poverty for all people everywhere, currently measured as people living on less than \$1.25 a day	Labour+Human Rights	Jobs Created	A total of 335 jobs were created across our operations in Dubai and Lahore providing decent employment and upward social mobility.
Anti-corruption assesment, training, policies & procedures	16.5: substantially reduce corruption and bribery in all its forms	Anti-Corruption	Anti-corruption policy	Firm anti-corruption policies including: a) Money Laundering and Due Diligence Checks b) Corruption and inappropriate practices c) Whistleblowing d) Compliance and respect for the law, clearly lay out our business ethos against anti-corruption and malpractice in our company Code of Conduct to ensure employee and Company compliance.
Procurement Practices	12.7: promote public procurement practices that are sustainable in accordance with national policies and priorities	Human Rights, Labour, Environment, Anti-corruption	Procurement from local suppliers	We have a ratio of 70% raw material import to 30% local procurement. Locally procured materials include polycotton fabric for family tents as well as machinery spare parts and tools for our manufacturing unit. Additionally, we partner with local logistics companies when transporting finished goods and materials to and from the port of Karachi. We also engage local partners when distributing our waste materials for reuse or recycling.
Indirect Economic Impact		Human Rights	Extent of Impact	In the past year, our products have created a meaningful impact on the lives of 7.7 million people living under challenging circumstances.

Appendix 3

Social Performance and specific disclosures				
Material Standard	SDG & Targets	UNGC Principle	Indicators	Reporting
New employee hires & employee turnover	8.5: by 2030 achieve full and productive employment and decent work for all women and men, including for young people and persons with disabilities, and equal pay for work of equal value	Labour	Total number of employees, number of new hires, turnover percentage	Total no. of employees: 1,359 No. of new hires: 335 Employee turnover in HSND: 15.8% Employee turnover in Dubai office: 4%
Parental leave	3.7: by 2030 ensure universal access to sexual and reproductive health care services, including for family planning, information and education, and the integration of reproductive health into national strategies and programmes	Labour & Human Rights	relevant policies as per local legislation	Our Employee handbook clearly lays out the Maternity Leave Policy (Article 14.8) that states all female employees are entitled to ordinary maternity leave of 45 days. In addition, an unpaid leave of 100 days is also possible, upon the submission of a medical certificate confirming an illness linked to childbirth or pregnancy. As spouses of expectant mothers, male employees are allowed a paternity leave of 2 days (Article 14.9).
Injuries rates and work-related fatalities	8.8 protect labour rights and promote safe and secure working environments of all workers, including migrant workers, particularly women migrants, and those in precarious employment	Labour & Human Rights	no. of work-related injuries that required a visit to a local treatment center)	We are happy to report zero work-related fatalities or high-consequence injuries. Our manufacturing arm has recorded 40 minor production-related injuries that were addressed internally with a simple bandage. Only one employee suffered a serious injury that resulted in an arm fracture, the affected was taken to the hospital.
Employee education and trainings	4.4: By 2030, substantially increase the number of youth and adults who have relevant skills, including technical and vocational skills, for employment, decent jobs and entrepreneurship	Labour	Programs for skills management and lifelong learning that support the continued employability of employees and assist them in managing career ends.	Several members of our staff in Dubai have embraced the life-long learning principle and took the opportunity to make the most of our Continuing Education and Training (CET) Policy. Members of NRS team have enrolled in a diverse set of academic and technical trainings; from postgraduate courses in Political Science for International Organizations and Institutions to Amazon AWS training and RPA (Robotic Process Automation) Awareness training by UI path, over the past year.
Diversity & Gender Balance	8.5: by 2030 achieve full and productive employment and decent work for all women and men, including for young people and persons with disabilities, and equal pay for work of equal value 10.3: ensure equal opportunity and reduce inequalities of outcome, including through eliminating discriminatory laws, policies and practices and promoting appropriate legislation, policies and actions in this regard	Labour	Breakdown of employees according to gender and ethnicity	Gender Balance: Female representation in (HSND) head office: 5% Female representation in factory units: 12% Female representation in Dubai office: 41% Diversity: Our Dubai office has championed diversity with staff members from 11 different countries including Italy, Pakistan, Philippines, Algeria, Nigeria, Lebanon, Netherlands, Nepal and India.
Freedom of association & collective bargaining	8.8: protect labour rights and promote safe and secure working environments of all workers, including migrant workers, particularly women migrants, and those in precarious employment	Labour	As per national policies for NRS Relief head office and HSND	While the UAE labour law Chapter II – Section II - Article 20-26, prohibits organized unions, HSND employees in Pakistan are free to organize as trade unions and enjoy collective bargaining with senior management.
Child Labour and/or compulsory labour	8.7: take immediate and effective measures to secure the prohibition and elimination of the worst forms of child labour, eradicate forced labour, and by 2025 end child labour in all its forms including recruitment and use of child soldiers	Labour	Relevant policies and practices	One of our 16 ethical principles constituting the company Code of Conduct is "Safeguarding Fundamental Human Rights". This principle clearly states our unequivocal zero tolerance policy regarding child labour. Part of our standard operation procedures is to verify that our partnering Contracting Parties also uphold and share the same principles.

Local community engagement and impact	17.16: enhance the global partnership for sustainable development complemented by multi-stakeholder partnerships that mobilize and share knowledge, expertise, technologies and financial resources to support the achievement of sustainable development goals in all countries, particularly developing countries	Human Rights	Number of operations that implemented local community engagement/ Partnerships	<p>At our Dubai head office, we conduct local community engagements by forging partnerships with local and international humanitarian actors:</p> <ol style="list-style-type: none"> 1. We partnered with a UK-based NGO Empathy Action for our #PeaceDoves initiative to promote peace, address the refugee crisis, upcycle production waste and empower women in a skills amplification project. See: https://www.nrsrelief.com/news/peacedoves-made-from-refugee-blankets-fly-high-on-world-peace-day-to-spread-peace-messages/ 2. We also partnered with The Dubai College of Fashion Design (CFD) and IHC to host the "Bag of Hope" sustainable fashion show, on World Refugee Day to raise refugee awareness, promote sustainable supply chain and create social impact through the power of fashion. 3. Our CSR team travelled to Lahore to conduct a skills amplification "Peace Doves Bookmarks" Workshop later this year, with female employees of the stitching and trimming departments of our manufacturing arm, HSNDS. 4. Not only are we signatories to the Women Empowerment Principles (WEPs), we are also members of the Communications taskforce for WEPs UAE local, routinely providing valuable digital marketing and communications support. 5. In Lahore, our charitable arm, Bilqees Sarwar Foundation, provided treatment for up to 60,000 patients last year. BSF is a heavily subsidized public health facility that includes the 32-bed Razia Begum Dialysis Centre that served 16,447 kidney patients in the previous year.
Employee grievance mechanism	<p>8.5: by 2030 achieve full and productive employment and decent work for all women and men, including for young people and persons with disabilities, and equal pay for work of equal value</p> <p>8.8: protect labour rights and promote safe and secure working environments of all workers, including migrant workers, particularly women migrants, and those in precarious employment</p>	Environment	Sustainability report integrated in the company's annual report	We have been signatories to the UN Global Compact since 2012. Since then, NRS International has been submitting annual reports outlining the company's efforts towards sustainability. This is a benchmark document as this is the first time NRS Relief is reporting on its tripple bottom line as an individual entity, a supplier of shelter solutions and core relief items to the humanitarian sector.