

**COMMUNICATION ON PROGRESS (COP)**

29 September 2022

To our stakeholders:

I am pleased to confirm that RSA Global reaffirms its support of the Ten Principles of the United Nations Global Compact in the areas of Human Rights, Labour, Environment and Anti-Corruption.

In this Communication on Progress, 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 sharing this information with our stakeholders using our primary channels of communication.

Sincerely yours,



Abhishek A. Shah  
Group CEO



## **EXECUTIVE SUMMARY**

RSA Global is a digital freight forwarding and supply chain solutions company headquartered out of the UAE. Its focus is to provide the emerging markets of the Middle East, Africa and India with seamless access to the world, while being sustainable in its approach. The key of RSA Global's success is the combination of cutting-edge front-end technology and a deep operational expertise adding true value to its customers' businesses.

With 550 people working in over 25 facilities across the UAE, Kenya, India and China, RSA has the right set-up in place to deliver the world's products to the consumers in its targeted emerging markets at the click of a button.

RSA Global caters to a wide customer base from different key industries including eCommerce, F&B, Petrochemicals and Chemicals, Automotive, FMCG and Oil & Gas industry. We put our customer in the center of everything we do and focus on Solving their Challenges for a Better Tomorrow.

**CORE PURPOSE**

Solving Challenges for a  
Better Tomorrow

**CORE VALUES**



We have fun  
by working smart  
and being innovative



We adapt to  
change for  
disruptive growth



We learn,  
share and grow  
as a team



We are  
HSSEQ masters



We lead  
by example with  
extreme ownership



We live  
to delight  
our customers

## **HUMAN RIGHT**

To create a culture of ethical work practices, integrity and living the values, leaders lead by example and all employees including leaders comply with the code of business conduct (COBC).

Leadership ensure that workers are provided a safe working environment free of workplace harassment, including physical, verbal, sexual or psychological harassment, abuse or threats. Effectiveness of personal leadership behaviour is assessed through performance management system (PMS) at the end of each calendar year, encouraging environment of innovation and learning, encouraging sharing of knowledge and best practices, communicating and clarifying company objectives, delegating and empowering. These are designed to capture employee's perception on the personal leadership behaviours and effectiveness of company management/leadership in relation to setting organisation culture. Additionally, RSA Global encourages its business partners and clients to follow Human Rights policies.

### **Occupational Health & Safety**

Safety comes first in all our business activities. Below are the key highlights in terms of safety:

- ✓ Dangerous goods specialist on site
- ✓ Modern firefighting equipment
- ✓ Competent fire warden and first aiders
- ✓ Annual fire drills with Dubai Civil Defense
- ✓ Staff wear appropriate PPE
- ✓ Spill management equipment and trained personnel
- ✓ RSA warehouse is certified by TUV Nord (Integrated Management System), SQAS, DMCC
- ✓ HSSEQ Policy exists and is made known to all employees of the organization

- ✓ Safety Management System is in line with OHSAS 18001 standard, health and safety committee comprises of the HSSEQ Team, Operations Managers, Fire Wardens and First Aiders
- ✓ Safety culture is created throughout the organization through trainings, toolbox talks, town hall meetings, near miss awareness. Range of health and safety wellbeing exists such as work breaks during summer and awareness of heat stress, safety audits are conducted on monthly basis.
- ✓ Clear vision using the BHAG, Core purpose, core values.
- ✓ Compliance to code of conduct, UAE labour law
- ✓ Employee and Customer weekly feedback, which is presented to the senior management team, trends monitored on a monthly basis
- ✓ Annual review of organization structure.
- ✓ Performance management system
- ✓ Yoga sessions are organized on a weekly basis to buster the wellbeing of employees, music is played in the office areas to improve the liveliness and mood

## **LABOUR**

Labour relations emphasizes on relationships how employers and employees work together to create a fair workplace.

- promote good industrial relations.
- improve the working conditions of workers or enhance their economic and social status and raise productivity for the benefit of workers, employers and the overall economy.

Discrimination: At RSA, we believe in respect and justice in the workplace for all our employees coming from different background, ethnicities, and countries. Prohibit discrimination (race, colour, religion, gender, sexual orientation, national origin, etc.).

## Work Environment

Being open, sharing information, keeping the entire team in the loop is a great way to build trust. Transparency implies inclusiveness and collective effort

Employee Engagement surveys (EES) are essential for performance management in which an employer can get better information about the health of an organization and ways to improve it.

Focus group discussion: It is a form of qualitative research consisting of interviews in which a group of people are asked about their perceptions, opinions, beliefs, and attitudes towards a product, service, concept, advertisement, idea, or packaging.

Suggestion Box: Once in a year we invite suggestions from employees and the same is addressed in the town hall meeting(s)

Rewarding systems & motivation system, recognizing hard work is RSA Culture. We treat this as an important channel through which we communicate to our employees that we care about them and value their effort.

- ✓ Monthly Celebration
- ✓ Xcel Achievers Event - Annual Day Celebration

## Communication & Feedback

Being open, sharing information, keeping the entire team in the loop is a great way to build trust.

Transparency implies inclusiveness and collective effort.

We at RSA Logistics believe in “Open Door Policy”. Any employee can approach the seniors in case they have any concerns or have suggestions on workplace improvement.

Open communication, feedback and discussions are encouraged. Below are the few.

- ✓ Focus group discussion
- ✓ Suggestion Box
- ✓ Employee Engagement Survey- ENPS

- ✓ Feedback from the Labours during the Performance management system
- ✓ Town Hall.
- ✓ Daily Weekly & Monthly Meetings
- ✓ Sales & Marketing Meetings
- ✓ Quarterly Business Reviews (QBR)
- ✓ Morning Briefings
- ✓ RSA Bulletin& Business & Acceleration workshop

## **ENVIRONMENT**

RSA Global recognises the importance of conservation and care for a natural environment and aim at working towards developing an ecological sustainable business following a pollution free approach with the mantra to “reduce, reuse and recycle”.

We have implemented solar panels on our rooftops supplying 75% of the power to our facilities. In addition, LED lights are being used to reduce energy consumptions.

Awareness to switch off power lights when not in used.

Usage of low voltage equipment's.

Use of laptops instead of desktop.

Taking advantage of natural lighting.

Unplug computers when not in used and when leave the office for the day.

We currently have segregated bins for recycling spread around the premises.

Paper recycling is done through an outside agency and has been in practice for many years.

We have set password on printers to reduce wasteful printing

We enforce paperless meetings for the same purpose.

#### Carbon Footprint Management / Transport & Travel

Our biggest initiative at the moment to reduce our carbon footprint is the installation project for solar power on the main building rooftop. This will save 90% energy that has been providing through conventional sources. In addition, we do the following to reduce energy waste:

#### **Waste management**

Waste is segregated at source. We have different recycling bins for different materials.

Paper waste is collected by the vendor for recycling at regular intervals.

There are different approved vendors for the types of waste being generated. These vendors are approved by the local authorities - DWC for example, the collection of black water, food waste, general waste.

#### **ANTI-CORRUPTION**

RSA Global is strongly against corruption in all its forms, including extortion and bribery. The code of business conduct is implemented to ensure all business transactions are done in a honest, transparent and ethical manner. Management's email has been active as a channel for reporting concerns regarding corruption and malpractice. Employees, clients and partners are encouraged to report any concerns to the given email address. All employees have been briefed with an anti-corruption guide as well as the anti-corruption law of the U.A.E. Internal and external auditing are regularly conducted to ensure that all transactions are legitimate and legal.



Finance Management: financial management system is documented in financial procedures such as budgeting, forecasting, fund management, fixed assets management, general ledger. Key financial KPIs are monitored regularly on CEO Dashboard and corrective actions taken when needed. Financial reports and KPIs are compiled on monthly basis to the management team for review during the monthly review meetings led by the Co-founder & Group CEO.

Allocation of funds, investments, receivable, credit period are monitored.

Credit policy, payment procedure, general ledger

Internal and external audit of policies, manual, procedures.

Compliance and monitoring of applicable legislation and regulatory requirements