



INNOVATING TOGETHER

...

Sustainability Report 2019-2020



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LETTER FROM DIRECTOR



Dear Fellow Stakeholders,

It was a year most of us will never forget. I am grateful for our team, partners, and clients for their collective dedication to create innovative business solutions and coming together in the face of the COVID-19 pandemic. This past year was a reminder to us all how deeply connected we are to each other, and to the environment. In many ways the events of the past year make our sustainability commitment and achievements more impressive.

The entire world faced unprecedented uncertainty in 2020. Disruptions in our supply chains and transportation, and the importance of keeping our teams safe were the biggest challenges facing NRS Relief this year. However, we persevered, and collaborated with our clients, our manufacturing partner, H. Sheikh Noor-ud-Din & Sons, supply

and transportation partners. This collaboration during 2020 was an example of our overarching ethos of sustainability, community dedication, and professional values, in supporting others in a time of great need.

In the pages that follow, we revisit our response to COVID-19, our work towards creating innovative and sustainable core relief times and shelters. It also reflects upon our Environmental, Social, and Economic Performances which are the key areas identified by our internal stakeholders completed in our 2018-2019 Materiality Assessment. Our Environmental Performance is the best we have to date, with improvement in waste and water recycling, a reduction of diesel and natural gas. Our contribution to the United Nations' Sustainable



Francesca Cocozza
Director, NRS Relief

Development Goals (SDGs), as well as our alignment with the United Nations Global Compact (UNGC) principles is also demonstrated below.

Over the next year, we will continue to embed the lessons learned in 2019-2020 and continue to review and refine our sustainability practices. We aim to inspire others in the sector to work towards the achievement of SDGs and UNGC principles. We welcome feedback and questions on the topics found in this report and as well as opportunities to collaborate. You can reach me at francesca.cocozza@nrsrelief.com.

Sincerely,
Francesca Cocozza



ABOUT THIS REPORT



This report meets the minimum requirements for the Global Compact Communication on Progress (COP) under the United Nations Global Compact (UNGC) and demonstrates our commitment to sharing our sustainability progress regularly, and transparently. This report captures our Environmental, Social, and Economic Performances, as well as our work toward UNGC principles, Sustainable Development Goals (SDGs), and sustainability more broadly. This report covers our work from June 2019 to June 2020.

Importance of Sustainability Reporting

Sustainability reports are an important tool to measure and communicate our social and environmental progress and impact to our stakeholders. Measuring and reporting allows us to create baselines and standards of excellence for us. We aim to inspire suppliers and buyers of humanitarian aid products and services to adopt similar practices, in order to propel sustainability practices in our sector.

Global Reporting Initiative Materiality Assessment

The Materiality Assessment was conducted between

December 2019 and January 2020, we sent out electronic surveys to our staff, containing 26 material topics from the Global Reporting Index (GRI) Standards. 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 Environmental, Social, Economic Performances.

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**

For continuity, we consciously decided to report on these metrics for a three-year reporting cycle. This enables to document progress, growth and impact. This is the second year that we are reporting specifically on Environmental, Social and Economic Performance metrics.



ENVIRONMENT

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



MATERIALITY MATRIX



● Environmental ● Social ● Economic





United Nations Global Compact (UNGC) Principles

NRS Relief has adopted UNGC and sustainability principles since its inception. We are currently categorized as Active Members. This is our second submission to UNGC as a standalone company.

UN Sustainable Development Goals (SDGs)

As our work and products are intrinsically related to UN global priorities around humanitarian, aid and development, we were an early adopter of the SDGs/Global Goals. We realize the strategic role that the private sector can bring to the Global Goals. In our report we provide practical ways through policy, and practice that we support the SDGs.

Sustainable Product Development

We have included in this report our work towards creating more sustainable and environmentally friendly products. This work is done in collaboration with our non-profit and governmental partners and demonstrates the profound impact that we can have by working together through shared values and commitment towards sustainability.

This report includes our practices and policies regarding the ten principles outlined by the UNGC, including



Human rights

Principle 1: Businesses should support and respect the protection of internationally proclaimed human rights; and

Principle 2: Make sure that they are not complicit in human rights abuses



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; and

Principle 6: The elimination of discrimination in respect of employment and occupation



Environment

Principle 7: Businesses should support a precautionary approach to environmental challenges;

Principle 8: Undertake initiatives to promote greater environmental responsibility; and

Principle 9: Encourage the development and diffusion of environmentally friendly technologies



Anti-corruption

Principle 10: Businesses should work against corruption in all its forms, including extortion and bribery



OUR SHARED VALUE APPROACH



Since the inception of our company, we have continually improved upon our Corporate Social Responsibility policies, and in 2019 we embraced the concept of Shared Value. Our Shared Value approach serves as touchstone in how we conduct ourselves and underscores our commitment to environmental protection, social impact and economic expansion.

Our priority Shared Value areas include



1) Partner collaboration

We regularly have open dialogues with our clients, partners, and suppliers to identify challenges and opportunities for us to focus our sustainability efforts and to create platforms for collaboration.



3) Business alignment with the SDGs

We continually ensure that our work supports the overall SDGs, and with specific focus on



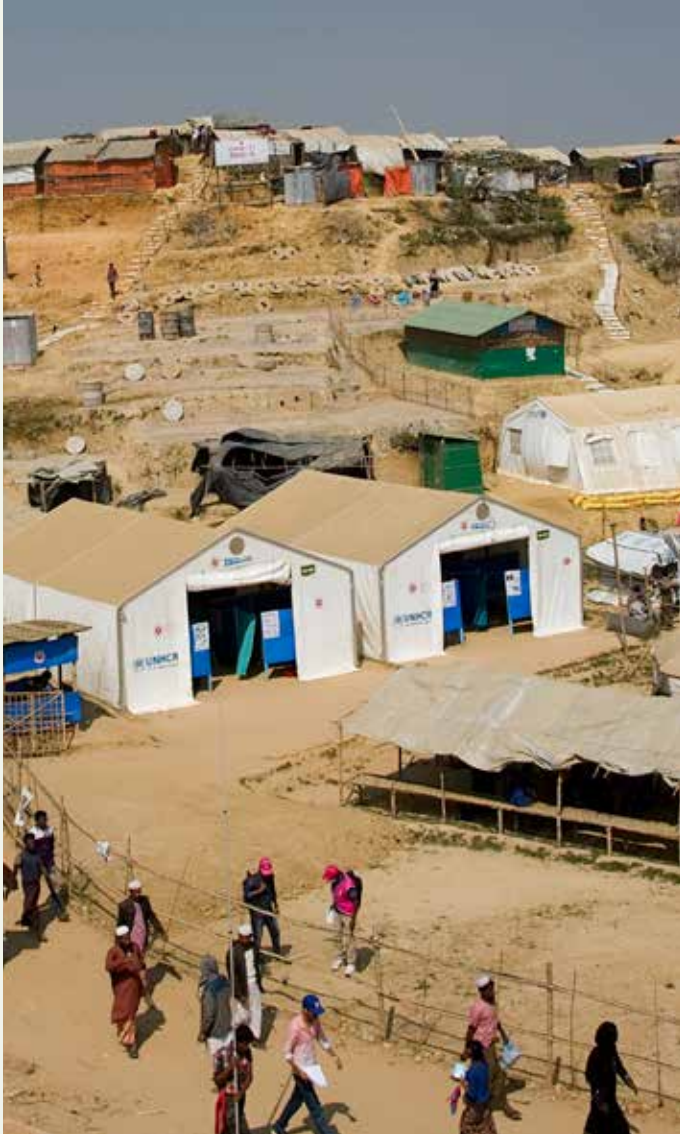
2) Sustainable product development

We prioritize our research, design and development capabilities and work to develop new products that can have a greater social impact and have minimal harm to the environment with a strong focus on quality.



4) Sustainable Humanitarian Supply chain

As members of the relief sector, we believe we have a responsibility to demonstrate the importance for the prioritization of sustainability efforts through social and environmental causes.



OUR VISION, MISSION AND VALUES



OUR VISION

To provide essential solutions to all actors responding to humanitarian crises, aimed at meaningfully impacting the lives of the affected people.

OUR MISSION

We design, develop and deliver value-engineered solutions to the humanitarian sector. We embrace responsible business practices, and create life-improving products in partnership with our clients.

OUR VALUES



Commitment



Reliability



Loyalty



Value



Diversity



HOW WE WORK

As a private company based in Dubai, United Arab Emirates and a manufacturing partner, based in Lahore, Pakistan, we provide employment to thousands. We place strong emphasis on governance through internal policies and standard operating procedures. Our aim is to create an equitable organization, to offer jobs with dignity, and to ensure human and workplace rights are respected at all times. For NRS Relief, governance mechanisms reflect our purpose to supply quality life-saving products for those in need, while curbing our impact on the planet.

Our Ethical Principles

Every new staff member who joins our Dubai office is trained on NRS Relief's comprehensive Code of Conduct and Employee Handbook, the latter of which contains our policies and procedures for grievances, health and safety, and learning and development, among other critical topic areas. Our business ethos is built upon responsible and sound business practices.

Our Code of Conduct is comprised of 16 ethical principles

Quality standard

Several management systems are in place to make sure our social and environmental principles are periodically monitored. We rely on our ISO (International Organization for Standardization) certificates to shape our operating procedures at our manufacturing site.





OUR INNOVATIONS



With an in-house product design team, we are specialized in value-engineering solutions for humanitarian actors. Our Shared Values reflect our deep commitment to both partner collaboration and sustainable product development and this year we have launched the new generation of family and multipurpose shelters. Our manufacture relationship with our partner, HSNDs, facilitates joint efforts in areas such as research, quality management, sustainability, and product development.

These new products empathize our commitment to both social and environmental impact and have a strong focus on quality.





PRODUCT AND MANUFACTURING EVOLUTION



Challenges



NRS Relief has a long history of making refugee tents out of cotton and poly-cotton fabrics. Cotton is associated with high water consumption and heavy use of chemicals, to make it waterproof, rot proof and more durable to long exposure to UV. In the last few years, we have been improving the way we manufacture (poly) cotton products, product life cycle, and exploring ways we can integrate new materials into our manufacturing.

One of the most used products in emergency response and disaster relief are tarpaulins which are made of polyethylene. Although a plastic, it has the suitable properties to make weather resistant and long-lasting fabrics. Polyethylene is both affordable and has a lower environmental impact compared to other materials, such as (poly) cotton and polyvinyl chloride (commonly known as PVC) coated fabrics and can be fully recycled.

Opportunities



NRS Relief developed in cooperation with IFRC/ICRC the GeoHome and with UNHCR the DomeHome. More recently we developed the new Huggy Pro - HPT, together with UNICEF.

These products are fully made from polyethylene and polyester fabrics, and steel and aluminium (for the frame components), which can be fully recycled and therefore remain valuable even at end-of-life. In the international humanitarian communities, several initiatives have been developed or are in development to assist local businesses to collect the end-of-life products and re-use or recycle them into new useful products for local use and resale. We support and assist in

these initiatives where possible.

Another initiative is aimed at reducing the use of single-use plastic for packing core relief items. We have now introduced reusable polyester packing straps, replacing the single use packing straps for securing and closing the frame elements and wooden boxes for the MSUs.

We also introduced reusable 'Cage Covers' to replace the plastic wrapping used to protect tents packed, stored and transported in steel cages.

We supply thousands of products that are distributed to the field every year. Although the changes in packing are small for each product, their impact is huge. It means lots of plastic waste no longer polluting communities or end up in local landfills.



GeoHome Family Tent

ICRC/IFRC/IOM Standard



Fire retardant



Waterproof



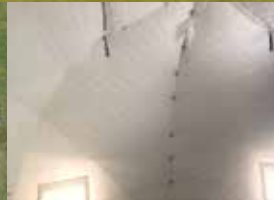
Rot-proof



UV stabilized



Logo customizable



Key features



Self-standing tent design for family of 5. To be used in both hot, cold and humid climates



Optimized volume to minimize material use



Advanced ventilation to improve performance and life span



Optimized packing volume and weight to reduce logistic costs



The packing bag is made of the same PE fabric as the tent and can be used as storage bag for personal items (clothes etc.) for the end users



85% of the tent is made from fabrics and materials produced in-house



The main material of the tent is made from polyethylene (outer cover, shade cover, groundsheet), which can be fully recycled



The tent frame is made of high-grade aluminium tubing, which can be fully recycled and remains high value.



Huggy Pro - HPT 42 m²

Huggy Pro - HPT 24 m²

Huggy Pro - HPT 72 m²



Huggy Pro - High Performance Tent (HPT)

The Huggy Pro - HPT is a co-creation with UNICEF to develop a multipurpose tent that performs better. This is a high performance product. It can last in a wide variety of climatical conditions with advanced internal durability in hot, cold and wet weather. Critical elements of this new tent are its improved life span and minimum environmental impact.

The HPT is made of 2 main materials: polyethylene for the outer cover, shade cover and groundsheet and high-grade steel tubing for the frame components. The material can be fully recycled.

The tent is made of repairable and replaceable components in case components are damaged.

The tents are designed to be repackable and reusable including easy to store and reusable packing bags. The tents remain valuable to be deployed on multiple missions.

Together with the tent, we developed a series of add-ons such as inner and winter liner, hard flooring and (solar) lighting kits, that are interchangeable with other multipurpose tent designs.



Cradle Tent

The Cradle concept was envisioned by UNHRD Lab and manufactured by us. It is a GeoHome family tent, packed in a wooden box that transfers into an innovative baby/toddler crib together with a mattress, bedding, mosquito net cover and toys. The focus of this project is on end-to-end sustainability as the family tent is supplied with a packaging that can be reused as a cot for toddlers. The cradle accessories are made of upcycled material from the production of relief items in our manufacturing unit.



Empathy Action UK trained women at HSNDs to make the teddy bear comforter for children.



Watch the production video here



View more information about Cradle tent here



GLOBAL CHALLENGES

Public health

COVID-19 numbers by
30 June 2020 (WHO)

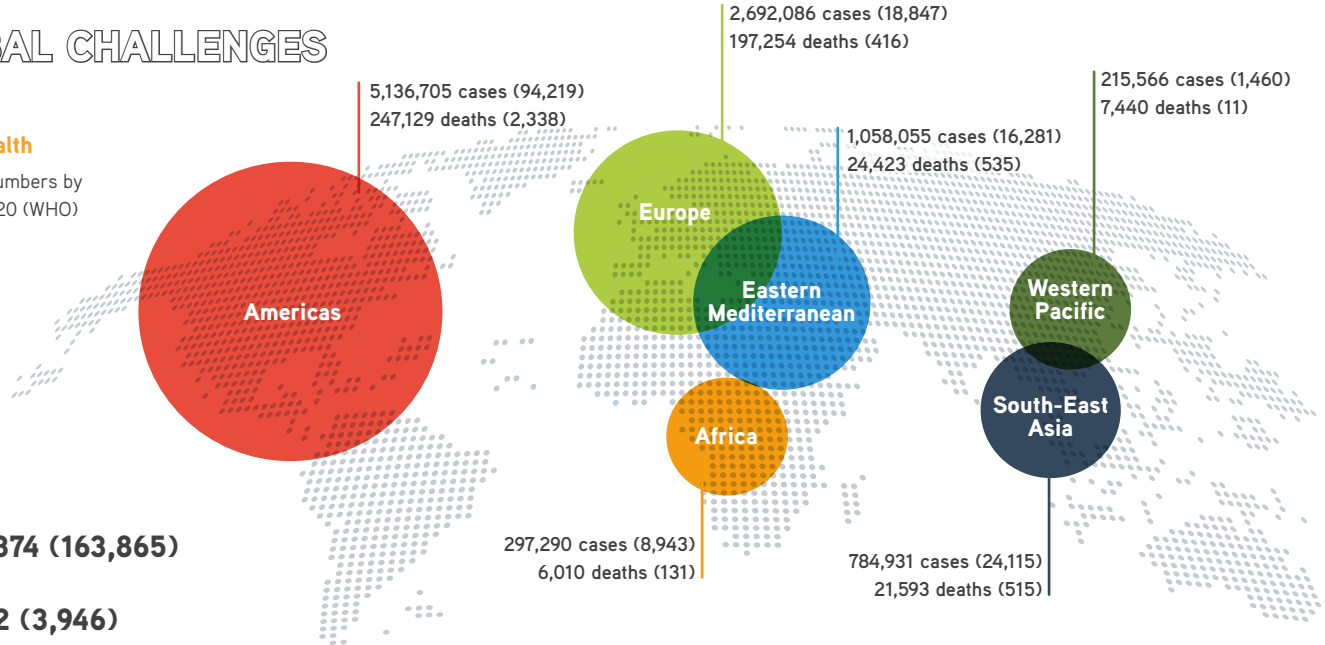
Globally

Cases

10,185,374 (163,865)

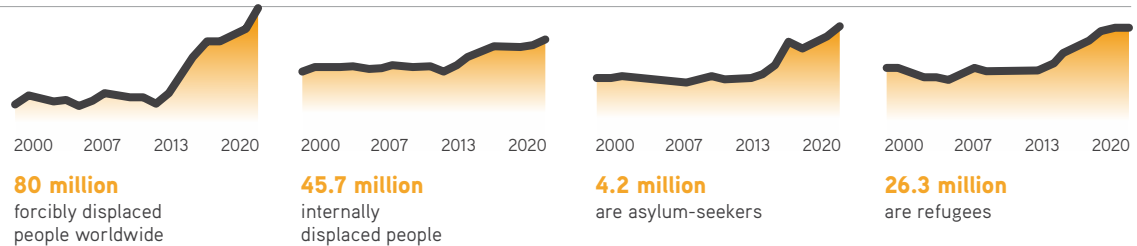
Deaths

503,862 (3,946)



People of concern

Refugees, returnees,
internally displaced
people, stateless persons,
and others of concern.





OUR RESPONSE

Total products sold

3,115,369



Beneficiaries we served

5,574,837



Number of clients

40



Products sold

1,900

Aid support structures

799,388

Blankets

1,412,045

Plastic sheets/Tarpaulins

740,401

Water container

98,020

Sleeping mats

322

Solar lights

10,580

Winterization Kit, canopies
and tent fabric covers

52,983

Tent shelters





COVID-19 PRODUCT AND DELIVERY



As COVID-19 stretched medical facilities throughout the world, many public health providers depended on outdoor storage and field hospitals for storage, safe and efficient triage and treatment of suspected cases. We used our vast experience from the 2014 Ebola outbreak and had our range of Multipurpose Tents and Mobile Storage Unit (MSU) ready and available to ship across the world. This included our LegendMedi, which offers separate, easy-to-disinfect

treatment and isolations rooms. The Huggy Tent series which is available in three sizes to meet specific requirements in the field, including Personal Protection Equipment storage, patient screening, and treatment of patients. Lastly, the Rex Hall which is our MSU product, but because of its large modular structure, it can be easily adopted to become a large fully equipped field hospital.

A snapshot of our work



Ethiopia

Ethiopia, our Rex Hall MSUs were used in humanitarian operations at the border of Djibouti. The Ministry of Transport in Ethiopia initiated this project and utilized four MSUs as COVID-19 screening centers for truck drivers crossing the border.



Nigeria

The Rex Hall MSUs have been used to create storage facilities for almost 10,000 m³ of life-saving cargo.



New York City

Multipurpose tents were included as part of a 68-bed field hospital set up in New York's Central Park by Samaritan's Purse in partnership with Mount Sinai health System. It was set up adjacent to the Mount Sinai Hospital, a field hospital provided medical support to the overwhelmed healthcare facilities in the city.



Cremona, Italy

Samaritan's Purse was the first international organization to provide emergency medical relief in Italy. They deployed their Emergency Field Hospital with more than 100 medical staff. The 68-bed Emergency Field Hospital has a unique layout with specialized respiratory equipment to provide the highest level care to patients who are suffering from COVID-19.

Photo credit (from left to right)

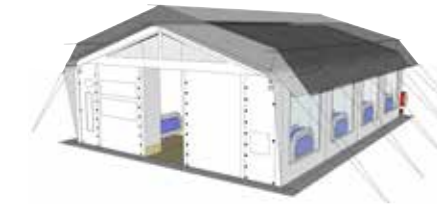
1. Logistics Sector Ethiopia, 2. Logistics Sector Nigeria, 3 and 4. Courtesy of Samaritan's Purse



COVID-19 TAILOR MADE SOLUTIONS



We designed and manufactured bespoke solutions that were used in our Multipurpose Tents and MSUs to facilitate the safe storage, triage, testing and treatment of patients. These solutions were added onto our existing product line which enabled the quick deployment and use of products.



Isolation cabins

- » Easy to clean and disinfect
- » Doors are closed with magnets
- » Private rooms



Electrical lighting kit

- » Integrated into tent
- » Power sockets
- » Individual light tubes can be turned off



Hard flooring

- » Modular flooring system for fast assemble
- » Easy to clean and disinfect
- » Non-slip surface



Beds, mattresses, and blankets

- » Standard steel motorized hospital bed
- » Antibacterial foam mattress
- » 100% virgin polyester blankets



Air condition

- » Wall mounted or floor standing split-unit air conditioning units converted into ready to use A/C units for tents



HEPA filtration

- » Modular high-performance HEPA filtration units for filtering the air inside the tents before blowing outside, as well as filtering the incoming air



Turn-key solutions

- » Power supply and distribution
- » Toilets, showers and washbasins
- » Drinkwater treatment, storage and distribution
- » Waste management solutions, including incinerators for medical waste.



SUSTAINABLE DEVELOPMENT GOALS (SDG) ALIGNMENT



1 We employ 27 people at our NRS Relief and 1150 people at HSNDS	2 Provide bottled water to staff and affordable and healthy food to our staff at HSNDS	3 Provided care to 54,068 patients. Which included free medical care to 46,216 patients and subsidized care to 7, 852 patients for kidney dialysis and specialized eye care treatment at the Bilqees Sarwar Hospital in Pakistan	4 Promote life-long learning through our Personal Continuing Education and Training program which offers training internal and extremal trainings as well as higher education reimbursement
5 Human Resources, Finance and International Procurement are headed by women in Pakistan	6 Recycled 55.3% of water used at HSNDS in Pakistan	7 New policy for lights and all devices at NRS Relief to be turned off daily resulting in reduced energy consumption	8 Trade union at HSNDS in Pakistan met quarterly with the Compliance and Senior Management for collectively bargaining and to resolve any grievances



SUSTAINABLE DEVELOPMENT GOALS (SDG) ALIGNMENT

...

9 Led research and development for a more sustainable family and multipurpose tents which prioritize environmental impact	10 60% of women are in management roles at NRS Relief offices	12 7,500 upcycled Bags of Hope were developed from family shelter tent waste	
13 NRS Green Office galvanized interest and passion of staff to stop climate change through localized initiatives which resulted in reduced consumption of water and electricity	15 Planted 850 trees in Pakistan	17 Developed three new partnerships with humanitarian organizations which resulted in new products	



POLICY AND PRACTICE OF UN GLOBAL COMPACT (UNGC)



The UNGC is the largest sustainability network in the world, with over 13,000 companies submitting yearly reports. Through our annual reporting practices, we provide transparency to our stakeholders and demonstrate our commitment. This framework is based on ten principles under the four pillars of human

rights, labour, environment and anti-corruption. In 2015, the UN Global Compact made its main mission to promote a principled approach to the SDGs by the private sector, which also remains a priority to us. We adhere to the UNGC principles as a bare minimum standard for the way we conduct ourselves.



United Nations
Global Compact



Principle	Examples of policies and best practices
Human rights 1. Business should support and respect the protection of internationally proclaimed human rights 2. Make sure that they are not complicit in human rights abuses Labour principles 3. Business should uphold the freedom of association and the effective recognition of the right to collective bargaining 4. The elimination of all forms of forced and compulsory labour; 5. The effective abolition of child labour; and 6. The elimination of discrimination in respect of employment and occupation	Our company Code of Conduct states our commitment to fundamental human rights concerning our employees, partners, and 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 partner, HSNDs, 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. 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. Our compliance team ensures we are compliant with ISO standard SA 8000:2014 in our everyday operations. We also undergo rigorous client audits (e.g. UN) with respect to occupational health and safety, labour practices and grievance mechanisms, community engagement, product safety and quality control standards.



Principle	Examples of polices and best practices
Environment 7. Businesses should support a precautionary approach to environmental challenges; 8. Undertake initiatives to promote greater environmental responsibility; and, 9. The development and diffusion of environmentally friendly technologies.	NRS Relief is an ISO 14001 certified company. We also adhere to all national and regional environmental quality standards in our operations. Our manufacturing partner, HSNDs, complies with Punjab Environment Quality Standards (PEQS) and National Environmental Quality Standards (NEQS) relevant to emissions, energy consumption, use of equipment and disposal of effluents.
Anti-corruption 10. Businesses should work against corruption in all its forms, including extortion and bribery.	Our company Code of Conduct states our unequivocal tolerance for corruption across all our operations as one of our core ethical principles. We have in place 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.



UNGC PRINCIPLE 7 8 9

ENVIRONMENTAL PERFORMANCE

Amongst all materiality topics, environmental issues emerged as the most material to our operations and it is encapsulated in all of our Shared Values. Many people are unaware of the production effort it takes to address public health, natural disasters or humanitarian aid challenges around the world. We believe that the protection of our environment is inextricably linked to responsible production and we are committed to doing our part in making a difference.

Our highlights reflect the progress made by HSNDs



Water usage
reduced by 27
millions gallons



Water recycled
increased by
2.95%



Planted
850 trees



Total waste
reduced by
36.2%



Waste recycled
increased by
1.4%



Diesel use
reduced by
113,553 L



Natural gas
reduced by
1,788,962 m³



Connected
to city-wide
electrical grid





NRS Green Office

In 2018, our Dubai office launched a Green Office and formed a Green Team. Our Green Team met once a month to evaluate our results, brainstorm new ideas and talk about sustainability, at both corporate and individual levels. The Green Team included eight team members from the Corporate Social Responsibility, Business Development, Human Resources, Information Technology, Finance, Logistics, Marketing, Solar and Legal Departments that voluntarily joined efforts to create change.

A Green Team is a group of motivated staff that works together to improve

the organization's environmental impact, reduce costs and create a healthier place to work. As a relatively small office in an urban area, such as ours, might be overlooked in terms of significance of the so-called 'green office' initiatives. The simplicity of the actions implemented demonstrates how having a 'green' office is really about co-workers taking action to make a positive impact on their work environment, and consequently the planet. The Green Team was in place from 2018 to 2019. The work of the Green Team has evolved over the past year and is now managed by the Human Resource and Finance Department.



Meriem Hadjaj
HR &
Administration
Manager

I'm happy to be a part of the Green Team as I believe it will become the driving force in planning, promoting and running eco-related programs in the company.



Hassan Aftab
Accountant

Be sustainable in life by following the behaviour you expect from others.



**NRS
GREEN**



Some of our initiatives



Reduced printing through digitalization of key documents



No more car washing outside and carpooling options



Working from home options



Staff education on environmental protection practices



Reduced international travel



Policies for turning off lights and shutting down computers at close of business



Purchased dishwasher (a dishwasher uses 7 times less water)

NRS Relief office water and energy consumption

		01 Jul 18' - 03 Jun 19' (FY19)	01 Jul 19' - 30 Jun 20' (FY20)	Variance	Variance (%)	
Water	Consumption (gallons)	151,820.00	129,800.00	22,020.00	-15%	Decrease in consumption
	Cost (AED)	6,801.00	5,683.00	1,118.00	-16%	Decrease in cost
Electric	Consumption (Kw)	160,380.00	132,180.00	28,200.00	-18%	Decrease in consumption
	Cost (AED)	67,631.00	54,089.00	13,542.00	-20%	Decrease in cost
	Carbon footprint (KG CO2)	70,572.00	58,163.00	12,409.00	-18%	Decrease in carbon footprint



Our Environmental Policy

NRS Relief recognizes that every step taken to embrace environmental sustainability must be systematic and tracked, and its impact reported. We work in partnership with our manufacturing partner, HSNDs, to promote greater environmental responsibility throughout our value chain. Our Environmental Policy was driven by senior leadership to embed and disseminate environmental practices throughout all echelons of our operations.

Launched in 2020, it encompasses the following:



Promote responsibility for the environment by reducing use of energy, water and other resources and implement this policy at all levels within the company



Use life cycle assessment in new product design and on existing products to evaluate the impact of the manufacturing process on the environment



Work to identify opportunities to minimize waste and promote a circular economy



Focus on optimizing loadability and reducing emissions from the transportation of our products



Set targets, measure, and report annually our current and future environmental issues

From 2018, our manufacturing partner, HSNDs, focused their environmental efforts

Environmental objectives

SDG relevance

Maintain emissions within Punjab Environment Quality Standards



To keep effluent water analyses within Punjab Environment Quality Standards



Develop/install renewable energy resources with grid power



Plant 1,000 trees yearly



Replace/Purchase of low electricity consuming Lights





Upcycled Tent Tote bag

In a first-of-its-kind project, we developed a Tent Tote in partnership with the UNICEF's Dubai office. In early 2019, UNICEF recognized its potential and introduced the 'Bag of Hope' concept to its fundraising partner Carrefour, one of the largest hypermarkets and supermarket chains in the world operated in the United Arab Emirates by Majid Al Futtaim. Over 7,400 Bags of Hope were manufactured in this reporting cycle.



Over 7,500 Bags of Hope were proudly produced by women in our manufacturing partner and are made from upcycled refugee tent materials. The proceeds from each reusable bag sale will go towards sending more than 100,000 children to school in Egypt, Jordan, Saudi Arabia, Oman, Lebanon and the UAE.

All bags carry important messages of sustainability, circular economy, zero-waste policy, promoting access to education and the empowerment of women in disadvantaged communities.





UNGC PRINCIPLE	1	2	3	4	5	6
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SOCIAL PERFORMANCE



At NRS Relief we continuously look to enhance staff opportunities and well-being, diversity and inclusion practices and ways to engage the local community. As demonstrated through our Shared Values, we strive to be an example in the aid and relief sector. Caring for our colleagues and communities where we manufacture is deeply important to us.

Diversity and Inclusion

At NRS Relief, we are a diversified team and over ten different nationalities are represented. 60% of women are in management roles. Professionals covering managerial, executive, and assistant roles are from Algeria, India, Italy, Lebanon, Nepal, Netherlands, Nigeria, Pakistan, Philippines and Switzerland. Retention rate for long term employment is considerably high, with more than 60% of the current staff working for the company for more than 7 years.

Our highlights



60% of women in management roles at our Dubai offices



Three new products developed focused on social and environmental impact with partners



16 ethical approach to employee standards



Maternity leave provided in Pakistan and Dubai.
Paternity leave provided in Dubai



Reduction in minor injuries down by **12.5%** and no major injuries



Over **20** hours of training provided to staff in Pakistan related to safety, health, management, quality insurance, etc.



1150 employees in Pakistan



Quick **COVID-19** response for our employees in Dubai and Pakistan



Community public health investments

Bilqees Sarwar Foundation continues to make contributions to public health efforts in Pakistan by providing subsidized care to patients at the Bilqees Sarwar Hospital. The Bilqees Sarwar Hospital is specialized in kidney dialyses and ophthalmology. The Hospital is located next to our manufacturing partner in Lahore, Pakistan.



Provided care to **54,068 patients**. Which included free medical care to **46,216 patients** and subsidized care to **7,852 patients** for kidney dialysis and specialized eye care treatment at the Bilqees Sarwar Hospital in Pakistan



16,275

number
of dialysis
procedures
performed



33,469

number of eye
OPD patients



1,150

eye surgeries
performed



3,174

number of
general OPD
patients



OUR COVID-19 WORKPLACE SAFETY MEASURES



The health and safety of our team and their families remained the highest priority to us—and while nothing could have prepared us for this past year, our ability to work together with our wider network of partners, enabled us to respond responsibly. Below we share some of our policies and wider practices which prioritized the safety of our team while simultaneously responding to the demand and delivery of our products and maintained our commitment to sustainability.

Our approach towards COVID-19 was elaborated following the guidelines of the Dubai Health Authority, Jebel Ali Free Zone Authority, where our offices are located, and it included the following:

- » A plan to minimize the conditions of COVID-19 transmission among staff and in the office
- » Coordinated and timely communication for both internal and external stakeholders
- » A robust coordination structure for reporting COVID-19 cases internally and keeping our spaces sanitized.

#we_all_are_responsible

Workplace Safety Practices at Dubai

- » No guests within offices
- » Masks and PPE required to be worn in all common areas
- » Daily temperature checks
- » Sanitization stations and daily office sterilization
- » Maintain 50% capacity of our Dubai office at all times
- » Sanitation supplies and water provided to staff daily
- » Canteen and common space social distancing
- » No in-person meetings
- » Warehouse closure to staff
- » Integration of online and remote working
- » Quarantine and safety measures for COVID-19 infections
- » No international business travel and 14-day quarantine mandatory in case of annual leave
- » COVID-19 testing for all staff
- » Meet local government standards
- » Care packages sent to sick staff.





UNGC PRINCIPLE	3	4	5	6	10
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ECONOMIC PERFORMANCE

Our economic performance facilitates our expansion and in turn enhances our ability to create impact through quality product development and employment opportunities, in places like Pakistan. Aligned with our Shared Value, NRS Relief, views product innovation as an important component in business strategy. Our profits are complexity invested back into our company, which enables us to expand our research and product development efforts.

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. By embodying our Shared Values we are able to incorporate sustainable supply chain practices into our operations, making no destination too difficult for us.



Economic performance highlights

Zero tolerance for corruption



3,115,369 products made



5,574,837 beneficiaries/ end-users served



30% of local raw materials used



5 logistic partners



40 clients



100% of profit reinvested back



Supplier sustainability verification process



Despite challenges facing businesses, no one was terminated from NRS Relief and salaries were not reduced



Sustainable Supplier Engagement

The quality and sustainability of our products are intrinsically linked to our own supply chain and in 2018, inspired by our clients, we began to scale our engagement with our suppliers. 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. We continue to work closely with our supplies throughout this reporting period.

What we
have done



Mapped our
supply chain



Developed
baseline data



Set compliance
standards



Communicated
our expectations



Worked with suppliers
to meet standards



Appendix 1

ENVIRONMENTAL PERFORMANCE

Material standard	SDG & targets	UNGC principle	Indicators	2018-2019	2019-2020	Change noted
Recycling: Volume 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	36.2% of total waste was recycled and reused for packaging for tent accessories.	1.4% increase in waste recycled and reused.
Energy consumptions and 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 (m³).	Diesel: 132,726 (litres) Natural Gas: 1,860,050 (m³) 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.	At HSND in Pakistan Diesel = 19,173 L Natural gas = 81,088 m³ Electricity = 9,052,728 kWh. At NRS Relief in Dubai Electricity = 132,180 kWh.	Diesel use reduced by 113,553L (Natural gas use reduced by 1,778,962 m³). HSND moved from diesel and gas powered generators to be connected to the power grid, resulting in a massive drop in gas and diesel consumption. Electricity consumption is now being tracked at NRS Relief in Dubai. From June 2018 to June 2020 electricity consumption has reduced by -18%.
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 (tons): a) Electricity from Grid b) Diesel c) Natural Gas.	Electricity: 3,478 tons Diesel: 347 tons Gas: 3,807 tons Total: 7,632 tons	Electricity: 4,254 tons Diesel: 49 tons Gas: 1.3 tons Total: 4,304 tons	Reduction Electricity: +776 tons Diesel: -298 tons Gas: -3,806 tons Total: -3328 tons



Material standard	SDG & targets	UNGC principle	Indicators	2018-2019	2019-2020	Change noted
Water consumption and sources	2.2: 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 BSI: 48 million gallons Percentage of total volume of water recycled and reused: 52.08%. Water consumption at NRS Relief was 151,820 gallons.	At HSNDs in Pakistan Total water usage was 21 million gallons during the reporting period out of which 55.3% water was recycled. Remaining 44.7% water was treated before disposing off in main drainage. At NRS Relief in Dubai Total water usage was 129,800 gallons.	At HSNDs in Pakistan water usage reduced by 27 million gallons. Water recycled increased by 2.95%. At NRS Relief in Dubai water consumption was reduced by -15% from the year prior.
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.	Hazardous waste is incinerated or sold to approved waste handlers and the rest is recycled for re-use. Total waste: 1,065,063 kg Recycled/reused: 371,237 kg Waste sold: 693,825 kg % recycled: 34.9%.	Total waste: 489,698 kg Recycled/reused: 177,270 kg Waste sold: 312,428 kg % recycled: 36.2%.	Total waste: -575,365 kg % recycled: 36.2% 1.3% more waste recycled compared to previous year.



Material standard	SDG & targets	UNGC principle	Indicators	2018-2019	2019-2020	Change noted
Environmental reporting and compliance	12.6: encourage companies, especially large and transnational companies, to adopt sustainable practices and to integrate sustainability information into their reporting cycle.	Environment	Compliance with regional environmental standards + ISO Certifications.	HSNDS 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.	HSNDS is certified to environment management system ISO14001:2015 and goes through regular surveillance audits by third party certification. Monthly environmental testing reports of effluent water, noise, smoke and ambient air is submitted to Environment Protection department according to Punjab Environmental Quality Standards (PEQS).	No change
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.	Same practice is in continuation for the reporting period.	No change
Sustainability reporting	12.6: encourage companies, especially large and transnational companies, to adopt sustainable practices and to integrate sustainability information into their reporting cycle.	Environment	Sustainability report integrated in the company's annual report.	This is our first report to UNGC as a standalone company. This is a benchmark document and will be used in the future to measure progress.	This is our 2nd submission to UNGC as a stand alone company.	No change



Appendix 2

SOCIAL PERFORMANCE

Material standard	SDG & targets	UNGC principle	Indicators	2018-2019	2019-2020	Change noted
New employee hires and 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 HSNDs: 15.8% Employee turnover in Dubai office: 4%.	HSNDs: Number of new hires: 150 Number of employee whom left: 360 Total number of employees at HSNDs: 1150 NRS Relief: Staff reduced from 32 to 27 employee. This was a result from three year contracts ending. No one was terminated at NRS Relief. Retention rate for long term employment is considerably high, with more than 60% of the current staff working for the company for more than 7 years. Retention rate for long term employment is considerably high, with more than 60% of the current staff working for the company for more than 7 years.	Staff reduced.
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).	Maternity leaves are being provided as per Labour law. No employee availed these leaves in reporting period.	No change



Material standard	SDG & targets	UNGC principle	Indicators	2018-2019	2019-2020	Change noted
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 and Human Rights	No. of work-related injuries that required a visit to a local treatment centre.	We are happy to report zero work-related fatalities or high-consequence injuries happened at HSNDS. There were 35 minor production related injuries that were addressed by first aid responders. Three employees needed to be hospitalised due to their previous health issues.	HSNDS has recorded 35 minor production related injuries that's were addressed by the first aid responders. Three employees needed to be hospitalised due to their previous health issues.	Reduction in minor injuries down by 12.5% and no major injuries.
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 Relief 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.	In-house training session of employees were held in HSNDS. Around 20 hours of training sessions were held covering 15 training topics. All HSNDS departments participated in training sessions. The training topics were related to health and safety, quality and environment management. NRS Relief continued to offer CET to staff members.	Began to document trainings per hour at HSNDS.
Diversity and 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.	Labour	Breakdown of employees according to gender and ethnicity.	Gender Balance: Female representation in (HSNDS) 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.	Female representation in HSNDS is 1% this year. Out of these 3 females headed HR, finance and international procurement departments respectively. Dubai office has 24 employees represented from eight different countries. 60% of management roles are held by women at NRS Relief.	Female diversity at HSNDS reduced by -4%. Countries represented in Dubai Office reduced to eight countries from eleven. Increased in management roles held by women at NRS Relief.



Material standard	SDG & targets	UNGC principle	Indicators	2018-2019	2019-2020	Change noted
	and promoting appropriate legislation, policies and actions in this regard.					
Freedom of association and 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 HSNDS.	While the UAE labour law Chapter II - Section II - Article 20-26, prohibits organized unions, HSNDS employees in Pakistan are free to organize as trade unions and enjoy collective bargaining with senior management.	Labour law is respected in each country (In Pakistan there were elections held in May 2020).	No change
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.	HSNDS and NRS Relief are fully abiding by the ILO convention 1973. Child labour is strictly prohibited. Before hiring computerised national identity card (CNIC) is required for age verification. Person without CNIC is not employed.	No change
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.	At our Dubai head office, we conduct local community engagements by forging partnerships with local and international humanitarian actors: 1. We partnered with a UK-based NGO Empathy Action for our #PeaceDoves initiative to promote peace, address the refugee crisis, up-cycle 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/	Provided care to 54,068 patients. Which included free medical care to 46,216 patients and subsidized care to 7,852 patients for kidney dialysis and specialized eye care treatment at the Bilquees Sarwar Hospital in Pakistan. 7,500 upcycled Bags of Hope were developed from family shelter tent waste to support education among Arab youth.	Changed represented



Material standard	SDG & targets	UNGC principle	Indicators	2018-2019	2019-2020	Change noted
				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" Work- shop 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 task force 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.		



Material standard	SDG & targets	UNGC principle	Indicators	2018-2019	2019-2020	Change noted
Employee grievance mechanism	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 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	Sustainability report integrated in the company's annual report.	We have strong employee grievance mechanism. This is introduced to all new employees during their induction period. We uphold labour and human rights in all aspects of operations, including during the recruitment and retention of all employees.	HSNDS provides safe and decent working environment to its employees. Workers are paid equally regardless of their ethnic back ground, gender, physical condition etc. Company does not discourage the hiring of Persons of Determination (POD). Currently 10 POD are working in different sections of HSNDS with equal pay and environment as their fellow workers. Human Rights are embedded into Code of Conduct across all lines of business operations at both NRS Relief and HSNDS.	No change



Appendix 3

ECONOMIC PERFORMANCE

Material standard	SDG & targets	UNGC principle	Indicators	2018-2019	2019-2020	Change noted
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 sheeting d) 800,000 thermal blankets e) 1 million water containers and jerry buckets f) 450,000 sleeping mats.	We supplied 3,115,369 life-improving products a) Aid Support Structures 1900 b) Blankets 799,388 c) Plastic sheet/tarp 1,412,045 d) Water Container 740,401 e) Sleeping Mat 98,020 f) Solar Lights 322 h) Winterization Kit, canopies, tent fabric covers 10,580 Tent Shelters 52,983.	Reduced products by 884,631.
	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, HSNDS, 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.	We operate in two cities. NRS Relief's manufacturing partner, HSNDS, 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.	No change



Material standard	SDG & targets	UNGC principle	Indicators	2018-2019	2019-2020	Change noted
	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	Job created.	A total of 335 jobs were created across our operations in Dubai and Lahore providing decent employment and upward social mobility.	Total number of employees at HSNDs in Pakistan: 1150 Women 15 or 20 No of new hires: 150 No of employee left: 360 Employee turnover in HSNDs: 31%. NRS Relief in Dubai: Staff reduced from 32 to 27 employee. This was a result from contractions were completed. No one was terminated at NRS Relief. Retention rate for long term employment is considerably high, with more than 60% of the current staff working for the company for more than 7 years.	Change represented
Anti-corruption assessment, 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) Whistle blowing 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.	Firm anti-corruption policies including: a) Money Laundering and Due Diligence Checks b) Corruption and inappropriate practices c) Whistle blowing 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.	No change



Material standard	SDG & targets	UNGC principle	Indicators	2018-2019	2019-2020	Change noted
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 poly-cotton 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.	We have a ratio of 70% raw material import to 30% local procurement. We work with approximately 5 logistic companies. We implement a strong Sustainable Supplier Engagement platform across all partners.	Sustainable Supplier Engagement platform created.
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.	In the past year, our products have meaningfully impacted the lives of 5,574,837 end-users.	Reduction of 2,125,163 of end-users.