

PURPOSE- DRIVEN



AT A GLANCE



69 MILLION

Life-improving products sold



124 MILLION

beneficiaries used our products



**FINANCIAL
PERFORMANCE**

2017-2018 ▶ \$197 million

2016-2017 ▶ \$217 million

2015-2016 ▶ \$182 million



63 CLIENTS

served



63 COUNTRIES

supplied to



\$827,207

donated to charitable projects by
Bilqees Sarwar Foundation

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**AS A
COMPANY,
WE ALIGN
PROFIT WITH
PURPOSE**





PREFACE



Purpose, to us, means to ensure an effective supply of aid, relief and malaria tools to positively impact the lives of the beneficiaries who ultimately use our products. It is a deep sense of commitment to our clients, colleagues and end-users that underpins our intention to create shared value and social impact.

Purpose propels our company forward and has transcended into our business strategies. As part of a humanitarian supply chain too important to fail, serving UN and aid agencies, it is our purpose compass that guides us on the day-to-day approach to business. Every batch of tents we produce matters, every shipment of mosquito nets will save lives and every solar product we make will brighten someone's day.

In this report we reflect on the year 2017-2018 from a purpose perspective. It has been a noteworthy year for us, in which we witnessed both strong performance as well as challenges. TANA Netting's operations presented a strong result with the sale of 64 million long-lasting insecticidal nets, yet NRS Relief was confronted with the unpredictable nature of the relief sector and saw the previous exceptional growth trend stagnate.

This year we have seen an increased focus from our clients on an inclusive, sustainable supply chain, a trend we welcome. We have been advocating for accountability and transparency in the critical sector we operate in, which led to our first annual report publication four years ago.

The momentum observed has confirmed the growing interest in sustainability reporting, and therefore we have decided to disclose data on a wider range of social, environmental and economic indicators. This is NRS International's first Sustainability Report, with our annual UNGC Communication on Progress integrated to it. The disclosures will include energy consumption, carbon emissions and social aspect breakdowns of our workforce. The new indicators were identified,

among other things, as a result of an internal materiality assessment, followed by a strategic session with key internal stakeholders.

Moreover, we continue to support the ten principles of the UN Global Compact and the Agenda 2030 has provided a clear framework to tackle the world's biggest challenges, pushing corporations to apply a principled approach towards the Sustainable Development Goals (SDGs). The SDG icons on relevant pages indicate our commitment to the respective goals and the targets associated with it. In particular, our sustainable journey has led us to the realization that SDG #12 Responsible Production and Consumption speaks directly to humanitarian suppliers; half of its targets directly relate to our core business. Therefore, we have decided to go 'all in' on SDG #12 and we invite you to read more about it on page 17.

Lastly, we introduce a series of *Country profiles* in this Sustainability Report, highlighting the humanitarian and health emergencies where the products that we manufacture are deployed. We operate in a complex supply chain, yet we aim to provide insight on the road 'from factory to field'. There is a story behind every shipment and you will find these on page 30.

We believe we do better work if we keep our eyes on the purpose of our business. We collaborate and co-create with our clients and the humanitarian community, forging public-private partnerships and embracing the 'new way of working', with the overall aim to efficiently and timely supply aid and health survival tools to those who need it the most.

Ahmar Sarwar
Managing Director



PURPOSE-DRIVEN

BUSINESS

Central to our approach to business is the thorough understanding of the purpose of the work carried out by our clients. We align our business capabilities with the goals and needs of humanitarian and development actors, who respond to pressing issues such as forced displacement, natural disasters or action to end malaria.

As a leading supplier of shelter solutions, relief items and long-lasting insecticidal nets, our team is guided by a set of core values. These values are the cornerstones of our company's culture and embody the way we act towards our clients and each other.

Our 45-year company heritage has instilled a strong sense of purpose, which translates into the following five values.



NRS International's sole business is supplying to the humanitarian and public health sector. Our corporate heritage dates back 45 years. Responding to the growing global demand for canvas, we opened our first manufacturing facility in 1973, which produced high quality tents, tarpaulins and canvas. A pivotal event in our company history was the moment we started to supply tents to the United Nations during the Iran-Iraq War in 1980.

This was when we became a trusted partner to UN agencies and international aid agencies, with whom we have co-created various shelter solutions and relief items over the past decades. We have witnessed a steady growth of our product portfolio and global reach and expanded into the production of long-lasting insecticidal nets in 2012. Over time, we have invested in research and development, innovation and in our human capital to meet the humanitarian and public health challenges of today. Our vision recognizes our pursuit to produce products with a purpose, never losing sight of developing economic opportunities in the communities we operate in.

**COMMITMENT
RELIABILITY
LOYALTY
VALUE
DIVERSITY**



VISION

- ▶ **TO DESIGN AND MANUFACTURE SUSTAINABLE PRODUCTS THAT WILL IMPROVE LIVES OF VULNERABLE POPULATIONS AROUND THE WORLD.**
- ▶ **TO CREATE JOB OPPORTUNITIES IN PAKISTAN IN ORDER TO PROMOTE ECONOMIC EMPOWERMENT.**

We embrace the meaning of our company slogan in full. 'Combining strengths, improving lives' exemplifies how we leverage our individual expertise, create an environment of cross-fertilization and knowledge sharing. Our responsibility as an employer of thousands in a developing country such as Pakistan, is something we do not take lightly. Our aim is to use our (human) resources efficiently, reduce overhead costs, and to constantly improve our products to ensure beneficiaries will receive the highest quality standards products. We focus on our commitment to create products that better the lives of those who are forced to flee their homes as a result of conflict or natural disasters, or those who live in malarious areas.

OUR CORPORATE STRUCTURE

NRS International is the parent company to NRS Relief and TANA Netting and we are strategically located in Dubai, United Arab Emirates (UAE), a global humanitarian hub. We manufacture what we sell in our modern production facility – H. Sheikh Noor-ud-Din & Sons – in Lahore, Pakistan.

SUSTAINABILITY AT THE HEART

As an actor in our sector, being a responsible

business is imperative. Our corporate social responsibility and sustainability agenda is woven into the fabric of our organization. We leverage a variety of resources in pursuit of economically, environmentally and socially sustainable operations. Over the past 45 years, we have continuously made improvements across our operations and we have aligned our business goals with the Sustainable Development Goals. We understand that this entails an ongoing commitment to the well-being of our employees, the environment and the communities where we work.

We outline the actions and commitments towards our social assets and sustainability agenda on page 17. An overview of charitable work and social projects is presented on page 24.

 **NRS International**

 **NRS Relief**

 **TANA**

 **Sheikh Noor-ud-Din
& Sons Pte. Ltd.**

Manufacturing arm, supplier to NRS International







PRODUCTS OVERVIEW



CORE RELIEF ITEMS

Blankets
Buckets
Emergency shelter kits
Sleeping mats
Stove
Tarpaulins
Water containers

FAMILY TENTS

GeoHome - Geodesic family tents
Viva family tents
Winterization kits

MULTIPURPOSE TENTS

Dispensary tent
Huggy 24/42/72 m
HuggyPRO 24/42/72 m
Legend 33/45 m
LegendMEDI

MOBILE STORAGE UNITS (MSU)

Rex Hall 6.5x8 | 10x24 | 10x32 | 10x36
Rex Hall – temperature controlled

ENLIGHT SOLAR ITEMS

– NRS Relief's solar brand
Enlight Essential
Solar Shelter Kit
Solar Lighting Kit

LONG-LASTING INSECTICIDAL NETS

DawaPlus® 2.0
DawaPlus® 3.0
DawaPlus® Sandfly Net
DawaPlus® Curtain
DawaPlus® Canopy Hammock

PURPOSE-DRIVEN

IMPACT

Economic performance can be measured in a multitude of ways. Given the nature of our business as supplier to humanitarian and global health institutions, impact assessment is an important indicator of our progress. In 2017-2018 we have supplied a total of 69 million products to our clients, impacting potentially a total of 124 million beneficiaries worldwide.

We are part of a supply chain too important to fail and recognize our position as manufacturer in this value chain, yet we never lose sight of the purpose of our business; providing relief essentials, shelters, and long-lasting insecticidal nets through our subsidiaries NRS Relief and TANA Netting. Providing support to displaced populations forced to flee conflict-induced violence, natural disasters and people living in malarious areas requires a coordinated effort of public and private sectors.

Furthermore, we have calculated the value of items dispatched on country level, referenced in **Figure 1**. The top 3 countries we have supplied to carry a high malaria burden, such as Nigeria and Madagascar. In the reporting year, the highest impact of our relief and health commodities can be attributed to Africa (additionally Ghana, South Sudan, Uganda and Kenya), Asia (Pakistan and Bangladesh) and the Middle East (Jordan).



ITEMS SOLD IN 2017-2018

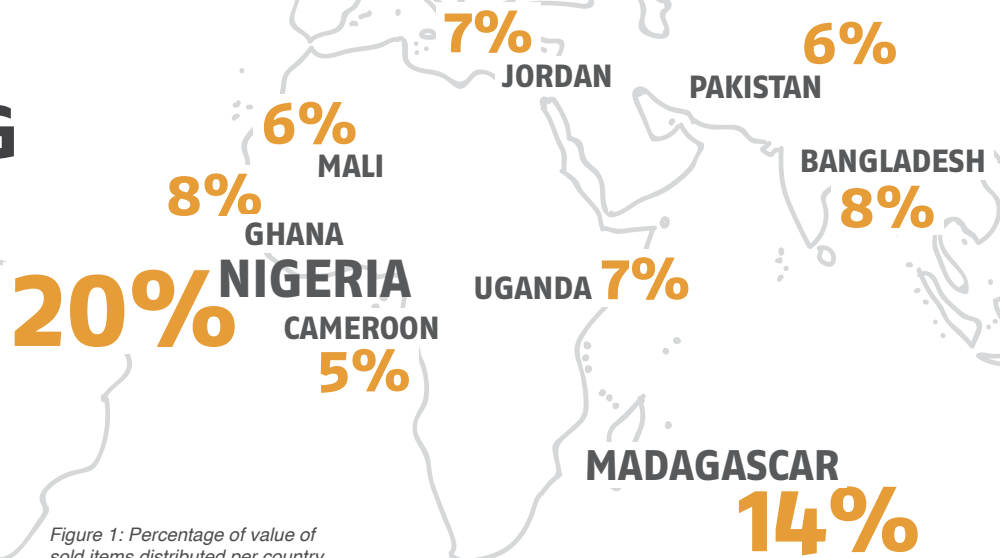
	Tents (Family & Multipurpose)	23,709
	Mobile storage units	322
	Tarpaulins	1,868,237
	Blankets	1,039,014
	Stoves	250
	Hygiene kits	4,600
	Kitchen sets	5,600
	Sleeping mats	576,215
	Water containers	1,079,344
	Solar lights	252
	Long-lasting insecticidal nets	64,395,334
Total		68,992,933

In 2017-2018 we shipped **52,000** tons of goods and **2,314** containers



11

**69
MILLION
PRODUCTS
IMPACTING
124
MILLION
PEOPLE.**



**TOP COUNTRIES
SERVED IN 2017-18**

Figure 1: Percentage of value of sold items distributed per country.





PURPOSE-DRIVEN

INNOVATION

Innovation that lasts is frequently purpose-driven. In the humanitarian sector, innovation is often led by someone on a mission to create value and social impact. At NRS International we are committed and compelled to innovate in order to overcome the product challenges we face in our respective sectors.

We strive to pioneer products that meet all present and future needs of the end-user. Product development and innovation is a holistic, collaborative process which is the result of an ongoing dialogue with our clients. Humanitarian agencies operating in the field are well-situated to establish the strengths and shortcomings of certain relief essentials and shelter solutions. Recognizing that we as a supplier have the manufacturing resources to pursue an R&D trajectory, we welcome the trend of co-creation with our clients. In this relatively new approach, suppliers like us receive a design brief specifying requirements and usages of a desired product. As with other public-private partnership models, there is a considerable degree of freedom for suppliers to design and develop the optimal solution, promoting a competitive market-driven framework.

FIRES STILL A SIGNIFICANT THREAT

A pivotal moment of our innovation journey was the introduction of fire-retardant products. In 2014, our subsidiary NRS Relief proudly introduced the first-ever fully fire retardant (FR) tents and tarpaulins to the humanitarian community. The essence of FR innovation is to improve safety in refugee camps and prevent loss of properties, injuries and deaths. The introduction of the FR products is considered a significant milestone in the history of the humanitarian sector.

We applaud the wide acceptance by leading humanitarian agencies. Unfortunately, however, fires are still a significant threat to refugees as long as non-FR products are dispatched to the field. In

the fall of 2018 two NRS International colleagues participated in a fieldtrip to Aarsal refugee camp in the Bekaa Valley in Lebanon, hosted by our client Polish



Aid. They personally witnessed how easy non-FR treated tarps catch fire, and that camp fires are still a reality. A blaze in 2017 in the same area left three people dead, almost 100 tents were burned to the ground and 700 refugees were evacuated, once more forced to flee. Therefore, it is our commitment to continue raising the relevance of safe and fit-for-purpose products to our buyers.

In this reporting year, we have brought four key product innovations to the market, ranging from a fit-for-purpose medical structure for Ebola and hemorrhagic fever patients to a treated mosquito net designed specifically for regions in which mosquitoes have developed resistance. The implementation of the following innovation projects demonstrates our commitment to nurturing ideas that serve a purpose.

1 SELF-STANDING FAMILY TENTS

Shelter is a basic human need and is critical for survival in most disasters. It is a temporary home and provides personal safety and protection against harsh climate conditions. Leading humanitarian responders, the UN Refugee Agency (UNHCR) and the International Committee of the Red Cross (ICRC) / International Federation of Red Cross and Red Crescent Societies (IFRC) have identified the need to develop new-generation family tents. In collaboration with the shelter experts of the aforementioned agencies, we have developed two new self-standing, rapidly deployable dome-shaped family tents significantly improving the living environment of displaced people, at the lowest possible cost.



LegendMEDI medical tent



GeoHome - ICRC/IFRC/IOM Standard



DomeHome - UNHCR Standard

The GeoHome is a single skin free-standing geodesic shaped dome tent focusing on rapid and temporary sheltering of families. The DomeHome offers more comfort thanks to the poly-cotton liner, square living area and vertical gable walls, making it more suitable for prolonged sheltering of families. According to the UN Refugee Agency, the latter can be divided into two separate rooms through the integrated poly-cotton partitions for increased safety and privacy.

2 LEGENDMEDI TENT

The LegendMEDI medical tent is NRS Relief's latest addition to its comprehensive range of multipurpose shelters. Developed in response to the Ebola outbreak in 2014, which has cost over 11,000 lives, this breakthrough product offers separate, easy-to-disinfect cabins for both suspected and confirmed hemorrhagic fever patients. The medical tent is in compliance with MSF's quality standards and can also be deployed for schooling, office, storage or temporary shelter purposes. Its 30-sqm structure can accommodate up to 40 persons and can be attached to one another to make a medical structure.

3 NEW-GENERATION LONG-LASTING INSECTICIDAL NET

Building on the success of TANA Netting's widely used DawaPlus® 2.0 long-lasting insecticidal nets, subsequent innovation has resulted in the new-generation DawaPlus® 3.0 net, which uses proprietary dual-insecticide release technology to improve nets efficacy. The Piperonyl butoxide (PBO) is a co-insecticide that considerably enhances the effectiveness of the primary insecticide, here deltamethrin, by suppressing the mosquito's enzyme defenses. This net is designed specifically for regions in which mosquitoes have developed metabolic resistance to pyrethroid insecticides. Our DawaPlus® 3.0 net incorporates the PBO into the roof netting, with the sides of deltamethrin coated polyester. Each roof yarn is optimized to release either PBO or deltamethrin plus PBO.

4 SOLAR SHELTER KIT AND ENLIGHT ESSENTIAL

We believe that everybody should have access to the free, clean and abundant energy of the sun. This includes the 68 million displaced people who are fleeing humanitarian crises and natural disasters, living in tented settlements in remote areas, without electricity. It is for this reason that NRS Relief has expanded its product line to launch the Enlight solar brand — to create solar products specifically designed to meet beneficiaries' needs and, ultimately, improve their living conditions. The Solar Shelter Kit and the Enlight Essential are durable solar products that promise to bring a better life to those living in temporary settlements in the aftermath of crises. Our inhouse engineering team integrates the latest solar technology in lamps, while considering the special circumstances beneficiaries will use them.

PURPOSE-DRIVEN

PRODUCTION



OUR FACTORY IS THE BEATING HEART OF OUR OPERATIONS, WHERE OUR PRODUCTS WITH A PURPOSE ARE BEING MANUFACTURED. H. SHEIKH NOOR-UD-DIN & SONS (HSNDS) ADHERES TO SUSTAINABLE BUSINESS STANDARDS AND FULLY CONTROLS THE ENTIRE PRODUCT DEVELOPMENT PROCESS, FROM MANUFACTURING THROUGH TO FINAL DELIVERY. WE OFFER JOBS WITH DIGNITY AND THE FACTORY USES THE LATEST TECHNOLOGY TO MANUFACTURE RANGES OF PRODUCTS THAT MEET THE HIGHEST TECHNICAL STANDARDS OF INTERNATIONAL AID AGENCIES.



ONE-STOP-SHOP

We manufacture what we sell and are a one-stop-shop for frequently procured non-food-items in humanitarian responses; from shelter to solar



to treated mosquito nets to combat malaria. We produce the full range of NRS Relief's family tents and core relief items such as tarpaulins, blankets, sleeping mats, winterization kits, and water containers for the humanitarian sector. The factory also produces all our multipurpose tents for medical, educational, logistic and management support use, as well as mobile storage units. Furthermore, we have the capacity to produce millions of long-lasting insecticidal nets for TANA Netting on a monthly basis, the company that sold 64 million malaria-preventing net in this reporting year. On the following page, you will find an infographic illustrating our supply chain, explaining our business model in more detail.

RECENT UPGRADES

Our factory is spread out over three manufacturing sites, covering a space of 28 football pitches (50 acres) that hosts various specialized production units. Recent upgrades have modernized our manufacturing facilities significantly, offering safe, clean and comfortable workspaces and communal facilities, such as a canteen and prayer areas.

EMERGENCY STOCK AVAILABLE 24/7

We ensure that our emergency stockpiles are available at all times to immediately respond to client demands and humanitarian crises.

COMPLIANCE AND QUALITY

Our dedicated quality team conducts ongoing audits and implements new procedures to optimize product performance and meet new standards. We apply the latest production technologies to manufacture products that are 100% compliant with the highest standards required by our clients. All our products are manufactured in a sustainable and socially responsible manner. This helps to retain skilled workers, nurture our reputation within the community, and promotes sustainable practices in our day-to-day business.

ZERO-WASTE POLICY

As part of this approach, we strive to continuously reduce waste and our environmental footprint by recycling surplus plastic into accessories and packaging items, and repurposing our fabric offcuts into circular economy initiatives, such as the Peace Doves and Tent Totes upcycling projects. Lastly, we recognize that female empowerment is fundamental to the progress of communities, and as a result, our factory has a unit completely managed and staffed by women.



SUPPLY CHAIN

THE PROBLEM

68 million

- Forced displacement due to conflict
- Natural disasters
- Health epidemics

BUSINESS DEVELOPMENT

Responding to procurement requests from UN agencies, NGOs, bilateral donors

Dubai, UAE

RAW MATERIALS

Supplies from:

- China
- South East Asia
- Middle East
- Europe

PRODUCTION

6 production units

Sheikh Noor-ud-Din
Lahore, Pakistan

QUALITY CONTROL

Raw materials > Inspection > Lab tests > Final audit > ISO 9001:2015

TRANSPORT



NRS Relief is not responsible for distribution

SOLUTIONS DELIVERY

Our clients ensure goods are delivered to beneficiaries



CASE STUDY – LOCALIZATION

Local production of long-lasting insecticidal (LLIN) nets means local incentives to make the fight against malaria sustainable. Since 2017 we proudly produce nets in Nigeria, a country that carries almost 30% of the global malaria burden. In this reporting year, we opened a treated mosquito net manufacturing facility in Aba, as part of our commitment to localize production in malarious regions. The production, a partnership with our contracted manufacturer, Rosie's Textiles Ltd., is part of our 'DawaPlus: Made in Africa' program that aims to foment local development by providing local employment.

Our facility in Nigeria operates on a cut-to-pack principle, whereby treated LLIN material is shipped in bulk to Aba from our manufacturing base in Pakistan, H. Sheikh Noor-ud-Din & Sons. All employees are trained to finish WHO pre-qualified LLINs. This allows us to maintain strict control over the critical chemical processes and core intellectual property while placing most of the employment in Nigeria – over 85% of labor needed to make LLINs lies on the cutting, sewing and packing stages.

OUR AWARD-WINNING 'DAWAPLUS: MADE IN AFRICA' PROGRAM

Our commitment to localize production through our 'DawaPlus: Made in Africa' project was awarded by the Distinction in Local Development and Empowerment in Malaria Programming in 2018. The award was presented by GBC Health's Corporate Alliance on Malaria in Africa (CAMA), alongside the Private Sector Malaria Prevention Project (PSMP), UK Aid and the National Malaria Control Programme of the Ghana Health Services, during the West Africa Regional Malaria Safe Awards ceremony in Accra, Ghana.

MEASURING THE IMPACT

In 2017-2018, the Aba facility has delivered close to 800,000 LLINs to programs overseen by NMPE and to a private NGO, being:

- >> 425,000 LLINs on behalf of The Global Fund/IDA;
- >> 10,000 LLINs to the United Methodist Church;
- >> 377,188 LLINs on behalf of The Global Fund/IDA.



PURPOSE-DRIVEN

SUSTAINABILITY



At NRS International we believe that contributing to a sustainable humanitarian supply chain is a way of honoring our purpose as relief supplier. We see purpose-driven sustainability as our contribution towards social, environmental as well as economic progress.

With a record high number of displaced people worldwide caused by conflict and natural disasters, millions of relief items were distributed to the affected populations in 2017-2018. Many of us are unaware of the production effort it takes to address these emergencies, and how responding to crises does not exempt the humanitarian sector from its social and environmental impact on the planet.

This year we have turned inwards to take a critical look at our sector, and have further invested in the sustainability of our manufacturing processes and supply chain, prioritizing transparency. We are building on the recognition we received for the second edition of TANA Netting's sustainability report based on the Global Reporting Initiative (GRI) guidelines, which we published in 2018. Following this report, we have committed to increasingly add data concerning our social and environmental performance as a group. **This publication is the first NRS International Sustainability Report.**

We hope to inspire humanitarian suppliers and buyers to adopt similar practices and regularly issue annual reports containing relevant information

that propels our sector forward. Sustainability reports are an important tool to measure and communicate our social and environmental progress and impact to our stakeholders. Moreover, it allows us to create baselines and standards of excellence for the humanitarian community.

The non-financial indicators included in this report are energy consumption, energy intensity, greenhouse gases (GHG) emissions, work-related injuries, staff training and breakdowns such as gender, age, and category. Additionally, we share our principled approach to the UN Sustainable Development Goals (SDGs) and explain why we are convinced #SDG 12 – Responsible Production and Consumption fits the humanitarian sector 'like a glove.'

We invite industry peers to join the sustainability journey, in which we aim to sustain the balance between social, environmental and financial health. Corporate sustainability for the humanitarian sector is the true meaning of honoring the purpose of our products.

ENERGY AND EMISSIONS

During this reporting period, NRS International has supplied over 69 million life-improving products to humanitarian and health emergencies. It takes great human and natural capital to make that happen. Therefore, reporting on energy impact is essential to drive improvements, create benchmarks and inform our clients on how we increase the efficiency of our processes continuously.

A clear example of that is how our subsidiary TANA Netting has eliminated an energy-intensive process upstream our supply chain. A preliminary fabric heating process that was previously conducted by our suppliers in China, was transferred to Pakistan. The reduction of energy consumption and CO₂ emissions at a global level was significant, but first met with an immediate increase of the same indicators internally due to the need of larger quantities of coal to perform the new process. Even though coal still represents 61% of our total CO₂ equivalent emissions, the first half of 2018 was marked by a drop in 7% of coal consumption, even though production was higher within the same period.

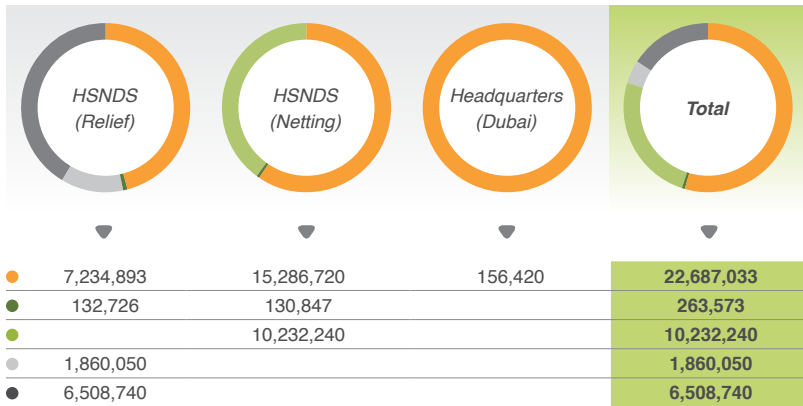
Due to the absence of national guidance in Pakistan, the conversion factors used in this

document to calculate emissions belong to the Hong Kong and the United Kingdom guidelines for quantification and reporting of GHG emissions and removals. Gases included in our calculations of CO₂ equivalent emissions were carbon dioxide (CO₂), methane (CH₄) and nitrous oxide (N₂O). The Global Warming Potential rates are from the IPCC– Intergovernmental Panel on Climate Change assessment reports based on a 100-year timeframe. Also for the first time, we are providing energy intensity in terms of product

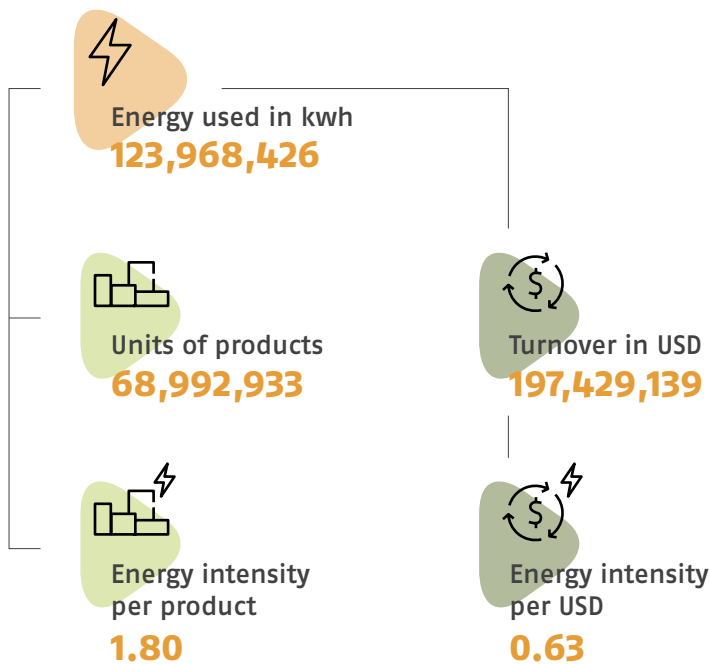
units and turnover. Energy intensity ratios frame energy consumption within a company in combination with gross values. It helps to contextualize the organization’s efficiency, and enables us to compare to other sector actors. This indicator is a clear example of how the entire humanitarian community could benefit from sustainability reporting. By including this type of information in this report, NRS International is taking an essential step towards a more sustainable humanitarian supply chain.

ENERGY CONSUMPTION – FROM FUEL AND GRID

● Electricity (kWh) ● Diesel (liters) ● Coal (kg) ● Natural gas (m2) ● Heavy fuel oil (kWh)



ENERGY INTENSITY



This is the first time we report energy consumption and emissions of all production units. The figures below represent our entire manufacturing facilities in Pakistan, with the Dubai office’s data added only to the “Electricity from grid” category.

NRS INTERNATIONAL CO₂ EQUIVALENT EMISSIONS 2017–2018 (tons)

Electricity from grid
10,663

Diesel
690

Coal
26,812

natural gas
3,807

Heavy fuel oil
1,746

Total
43,717



SUSTAINABLE DEVELOPMENT GOAL 12: CONCRETE TARGETS FOR THE HUMANITARIAN SECTOR

NRS International has decided to implement a principled-approach to #SDG 12 – Responsible Production and Consumption. To us, half of the targets under #SDG 12 speak directly to humanitarian suppliers, and we have decided to embrace them in our corporate strategy, namely:



Target 12.2



Efficient use of natural resources

Target 12.4



Chemicals and waste management

Target 12.5



Reduce, recycle and reuse

Target 12.6



Sustainability reporting

Target 12.7



Sustainable procurement

Inspired by #SDG12 and international corporate sustainability trends, we are working towards taking a stronger grip on our social and environmental indicators, tracking them periodically and systematically in order to monitor our progress. Our goal is to gradually increase the insertion of those aspects in our public reports. As previously stated, we certainly wish transparency spreads across the humanitarian sector, and we aim to provide our buyers with sustainability benchmarks to facilitate procurement decisions.

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 production social and environmental aspects, and therefore decided to apply similar methods up the supply chain. We have requested CSR forms from most of our international suppliers achieving a 33% response rate during this reporting period. We aim to continuously expand our sustainability supplier engagement, both quantitatively and qualitatively.

SUPPLIER ENGAGEMENT



Suppliers' female workforce varied from 13% to 43%



Over 80% of supplier-respondents hold ISO 9001 certification



All respondents claim to audit their own suppliers



The #SDG12 target on 'sustainable procurement' was first intended to target governments. However, it was soon transferred to corporations. More recently the global goal was also embraced by UN agencies, such as UNICEF, which has released their own supply/procurement procedures based on #SDG12. Other aid organizations followed suit. For example, the The International Federation of Red Cross and Red Crescent Societies (IFRC) has recently released a case study called Greening IFRC supply chains; mapping our GHG emissions, as part of their Green Response program. The two key messages from this study are:

- » A significant share of the greenhouse gas (GHG) emissions of humanitarian operations occur from logistics, considering it is often a global supply chain with items traveling great distances.
- » The materials and the source of energy used in the production of relief items have a drastic impact on their carbon footprint. Promotion of renewable energy and recyclable materials can have a major impact on the lifetime emissions of a single item.



Adamant to not compromise the quality of our products, we have implemented procedures to reduce their impact on the planet. For example, we have a zero-waste policy and in-house recycling facilities. We recycle and reuse our waste as much as we can, mostly on the packaging material, accessories and items for internal use. In fact, we have recently applied some circular economy principles to repurpose our waste with the PeaceDoves and TentTotes projects.

SUPPORTING UPCYCLING PROJECTS

The PeaceDoves and TentTotes are two upcycling projects launched in 2018 that highlight the importance of a sustainable humanitarian supply chain, meanwhile raising awareness for refugees and displaced people worldwide.

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 factory's female stitchers in Pakistan, who have embroidered their personal signature to the doves.

Speaking about the PeaceDoves concept, Sandy Glanfield, Innovations Manager at Empathy Action, says: "I designed the doves to nestle in their recipient's hand, but I hadn't planned on the broad shoulders they would need to carry so many messages; peace, upcycling, public-private partnerships, empowering women, the power of a gift, refugees and love. The doves carry a reminder that for the 68 million refugees around the world, a blanket or tarpaulin is a basic necessity to survive. The passionate and skillful women who made the doves, add the love into this story."

In line with similar principles, we have also created the TentTote bags, made from tent material offcuts, such as poly-cotton and mudflap fabric. These bags are literally made from the same batch of tents that are sheltering displaced people around the world. Similarly to the doves, this project gives NRS International 100% control of its supply upstream the chain, as there is no need to purchase extra materials to make them.

The PeaceDoves and TentTotes are non-profit upcycling projects, and we hope organizations will support us in extending the lifespan of these products. They make a great corporate gift, and these two projects represent an essential step towards a circular economy for relief items.

DISCLOSING SOCIAL INDICATORS

Corporate responsibility goes far beyond corporate philanthropy. As much as we recognize the importance of engaging with communities and 'giving back' to society, if humanitarian suppliers genuinely commit to being part of a sustainable supply chain, they will have to open their doors and share more about the human capital their companies are built upon.

That said, NRS International has its own non-profit arm called Bilqees Sarwar Foundation (BSF) which provides medical treatments and education to thousands of people in Lahore, Pakistan. More information about BSF can be found at 44.

Social indicators are an important factor when creating benchmarks for diversity, work conditions and the overall social-economics of a particular area and/or industry. We are happy to report zero fatalities or high-consequence work-related injuries during the 2017-'18 reporting period across all of our units of operation. Furthermore, we have logged 1165 minor injuries throughout the year, of which only 8% required a visit to a local hospital for treatment. The remainder were treated on site with simple bandages. No hospitalizations have been recorded.

The strong performance can partially attributed to the highly automated and modern production facilities, and mainly to our onsite compliance departments that have facilitated a total of 454 trainings on Health & Safety and Production & Quality during this reporting period.

Total recordable work-related injuries 2017-2018



First-aid



Hospital attention

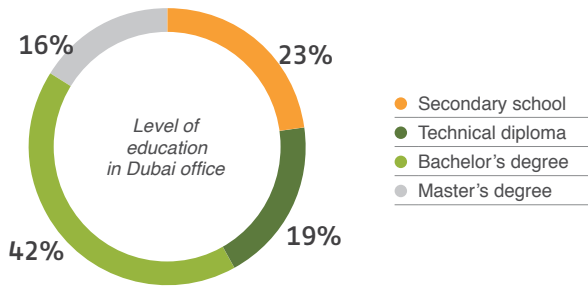
July 2017	82	11
August 2017	79	10
September 2017	93	8
October 2017	69	11
November 2017	77	11
December 2017	83	4
January 2018	72	8
February 2018	75	5
March 2018	65	5
April 2018	100	9
May 2018	147	4
June 2018	128	9

Total

1,070 95

TRAINING

Production unit (HSNDS)	No. of trainings	No. of participants	Total hours of training provided	Type of training
Unit 1 & 3 (Relief)	335	4,484	198	Health & Safety, Production & Quality
Unit 2 (Netting)	119	3,500	179	
Dubai	20	67	430	Software, Safety, Business & Extended Education
Total	474	8,051	807	



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; from two-day software trainings to long-term degree courses. This year we report for the first time on their level of education, and will expand this disclosure to our other units in the future. We look forward to keeping upgrading our employees' skills, performance, and to remain investors in their career development.

EMPLOYEE DATA

Staff breakdowns such as gender, age, and category provide a quantitative measure of diversity within an organization and can be used in conjunction with sectoral or regional benchmarks. Our biggest challenge remains to address female inclusion into our operations in Lahore, Pakistan, where job markets are predominantly male-dominated, with rates as low as 25% women participation.

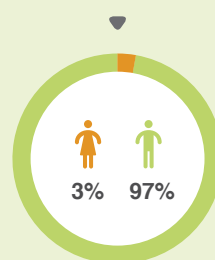
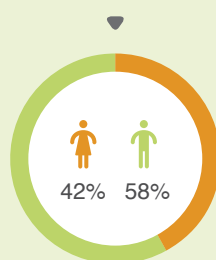
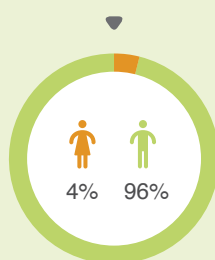
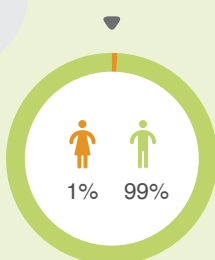
	Senior management			Management			Administrative			Factory workers		
	< 30	30-50	>50	< 30	30-50	>50	< 30	30-50	>50	< 30	30-50	>50
HSNDS (Relief)	1	5	1	40	15	0	0	0	0	682	350	61
HSNDS (Netting)	2	16	2	111	84	4	32	36	21	1214	536	46
Dubai	0	3	0	0	16	0	6	17	1	0	0	0
Total	3	2	3	151	115	4	38	53	22	1896	886	107
	30			270			113					
	413									2889		
Total number of employees												

HSNDS (Relief)
1155

HSNDS (Netting)
2104

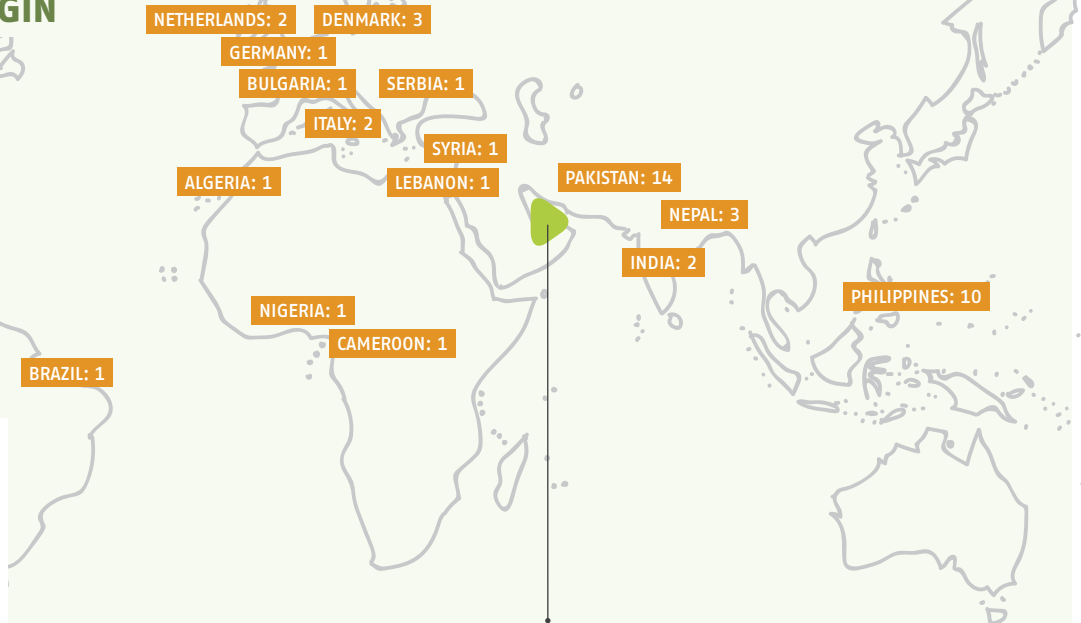
Dubai
43

Total
3302



Gender representation

NUMBER OF EMPLOYEES AND COUNTRY OF ORIGIN



Gender balance and diversity are very much present at our headquarters in Dubai, where our staff consists of 16 different nationalities, and 42% of women. Female representation at leadership positions amounted to 37% from management categories.

Dubai

	Senior management			Management			Administrative			
	< 30	30-50	>50	< 30	30-50	>50	< 30	30-50	>50	
Male		1			11		3	9	1	25
Female		2			5		3	8		18

GREEN OFFICE

In 2018, the Dubai office has launched several initiatives to decrease its environmental impact on the planet. 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. However, in less than six months operative we have managed to recycle 209.6 kilograms of waste. 20% of this is plastic, which alone is equivalent to roughly 300kg of CO₂ emissions, the same amount released by an average car driven for 11.6 hours non-stop.

Located in an environmentally challenging country when it comes to natural resources such as potable water, our office reductions of electricity, paper, and water consumption are off to a great start. Since its implementation, we have managed to keep our electricity bill lower than the previous year for

three consecutive months, something particularly significant during summer months in the United Arab Emirates.

Our water reduction has exceeded our expectations, and it shows how simple initiatives, such as encouraging people to use the dishwasher instead of hand-washing kitchen utensils, can come a long way. Monthly water reductions from our target year (2016) ranged between 12% to 50% over the past six months. We had a similar experience with paper usage: by implementing double-sided printing, we managed to extend our orders interval and drop our paper usage in 16% within six months.

The simplicity of the actions implemented demonstrates how having a 'green' office is really about coworkers taking action to make a positive impact on their work environment, and consequently the planet. We have created a Green Team in our office that meets once a month to evaluate our results, brainstorm new ideas and talk about sustainability, both corporate and individual.





PURPOSE-DRIVEN

COMMUNITY COMMITMENTS

We are committed to caring for the community we call home. Through our family-run charitable arm, the Bilqees Sarwar Foundation (BSF), we have the opportunity to create positive impact in our community in Lahore, Pakistan. The Foundation is a registered welfare organization, which aims to provide public health and educational support to the local community.

The Foundation is named after the matriarch of the Sarwar family, Mrs. Bilqees Sarwar, who, to date, serves as the Chairwoman. In March 2018, Mrs. Sarwar has been conferred with “Tamgha-e-Imtiaz”, the fourth highest state organized honor of State of Pakistan to acknowledge her efforts in serving the

community members in the sectors of healthcare, education, prisoner welfare and humanitarian assistance.

Mrs. Sarwar launched the first community impact program in 2005 after a devastating earthquake shook regions of Pakistan. She took the initiative to provide humanitarian assistance to those affected in the SWAT region. Throughout the relief efforts undertaken by Mrs. Sarwar, the Sarwar family became one of the largest donors of providing core relief items to the victims of the earthquake. While working for the welfare of the community members for over ten years, in 2014 she laid the foundation of BSF.



BILQEES SARWAR HOSPITAL PERFORMANCE IN TREATMENTS



Total
72,968



723

Diagnostic center (CT scan, MRI, X-ray, Ultrasound)



25,802

Dialysis center



44,623

Eye care center



1,661

Dentistry



159

General out-patient



KEY ACHIEVEMENTS OF BILQEES SARWAR FOUNDATION

- » BSF positively impacted the lives of 250,000 underprivileged Pakistanis to date.
- » In 2017-2018 the Foundation invested more than USD 800,000 in various projects.
- » BSF expanded the Bilquees Sarwar Hospital with a state-of-the-art diagnostic center comprising of a CT scan, MRI, ultrasound, digital x-ray and comprehensive laboratory facilities.
- » The total number of patients treated at the Bilquees Sarwar Hospital in 2017-2018 totals 72,968.
- » The hospital offers an eye care facility, treating up to 5,000 eye patients per month, and conducted more than 6,000 optical surgeries. In June 2018 the first corneal transplant surgery was performed by one of our senior eye surgeons, Dr. Akash Mathew, which was followed by numerous successful transplants at the eye care facility.
- » The hospital houses Punjab's largest dialysis center, the Razia Begum Dialysis Center. The center has the capacity to conduct 100 free dialysis procedures on daily basis and since its inception in 2016, 300,000 free dialysis procedures have been conducted successfully.
- » The Foundation has invested significantly in upgrading the medical facilities in government hospitals such as the Mayo Hospital in Lahore, where four medical wards were refurbished with the latest equipment.
- » In the District Jail Lahore, a medical ward was established to improve the welfare of prisoners, which was later named after Mrs. Sarwar.
- » The Foundation provide 100 scholarships to pupils enrolled in the Customs Public School in Lahore.





PURPOSE-DRIVEN

POLICIES AND FRAMEWORKS

NRS International welcomes the inclusion of international policies, standards, and frameworks of quality and sustainability into our corporate strategy and operations. This approach moves beyond straightforward customer requirements, and instead, represents an essential step towards sector alignment, enabling a more transparent and sustainable future.

In 2012 NRS International became a signatory of the United Nations Global Compact (UNGC), the largest corporate sustainability initiative in the world, in what can be considered our earliest action towards becoming part of an international community of responsible companies. We have now elevated our level engagement to Participant level, showing an even stronger commitment.

The Global Compact offers a policy framework to guide businesses on sustainability strategies, while offering a platform of members to encourage partnerships. The framework is based on ten principles under the four pillars of human rights, labor, the environment and anti-corruption, but since the introduction of the Sustainable Development Goals (SDGs) in 2015, the Compact has made its main mission to promote a principled

approach to the Goals by the private sector. In the past few years, the Compact has also forged partnerships, linkages and framework alignment with ISO Standards, the OECD Guidelines for Multinational Enterprises and the Global Reporting Initiative (GRI).

NRS International identifies with UNGC mission in remaining contemporary, hands-on and more importantly, relevant to its stakeholders. We are members of UNGC's Steering Committee at the United Arab Emirates local network and provide digital media, communications and marketing support on a volunteering basis, particularly for the Women's Empowerment Principles (WEPs) Taskforce in the UAE. From our experience, being part of such network has only added to our company and pushed us to do better. Our principled approach to #SDG12 is a statement to that commitment (see more information on page 17) along with the increasing support for transparency within the humanitarian sector.

During these past six years we have submitted six Communication on Progress (CoP) reports, available at UNGC's online platform, and for the **first time this year it is fully integrated within this Sustainability Report as suggested by CoP policy**. More recently we have used GRI Guidelines as our latest inspiration for reporting on sustainability aspects. Our subsidiary, TANA Netting, has published two GRI-referenced reports



This is our Communication on Progress in implementing the principles of the United Nations Global Compact and supporting broader UN goals.

We welcome feedback on its contents.



and most of the non-financial disclosures included in this Sustainability Report were based on GRI Standards 2016.

TANA Netting is also one of the ten signatories to the Integrity Pact for Global LLIN Procurement. The body is created by the Global Fund, the biggest long-lasting insecticide-treated nets (LLIN) donor in the world and monitored by the Basel Institute of Governance. Signed and effective since December 2014, the Integrity Pact resolutions focus on five aspects below.

Engaging with global aid actors and their policies come as a given to members of the humanitarian sector, relief suppliers in particular. At NRS International we have kept a close eye on the consultation process and final text of the Global Compact on Refugees, which was adopted by the UN General Assembly in December 2018. Analyses and training on the subject have been offered to our staff, focusing on the key themes such as the emphasis on local development, inclusion, and self-reliance aligned with emergency response.

LLIN INTEGRITY PACT

1. creation of an integrity monitor
2. transparency in the bidding process
3. greater alignment in compliance controls
4. enhanced transparency in the product registration process
5. reporting potential and abusive procurement practices

WHY FRAMEWORK ALIGNMENT IS ESSENTIAL TO DRIVE SUSTAINABILITY IN THE HUMANITARIAN SECTOR

12 RESPONSIBLE CONSUMPTION AND PRODUCTION



Corporate sustainability is gaining importance and recognition and is also on the rise in humanitarian supply chain (read more on Sustainability chapter page 17). Yet, given the complex nature of our sector, in which the public, private and civil society interact, it can be difficult to navigate the global web of policies and standards.

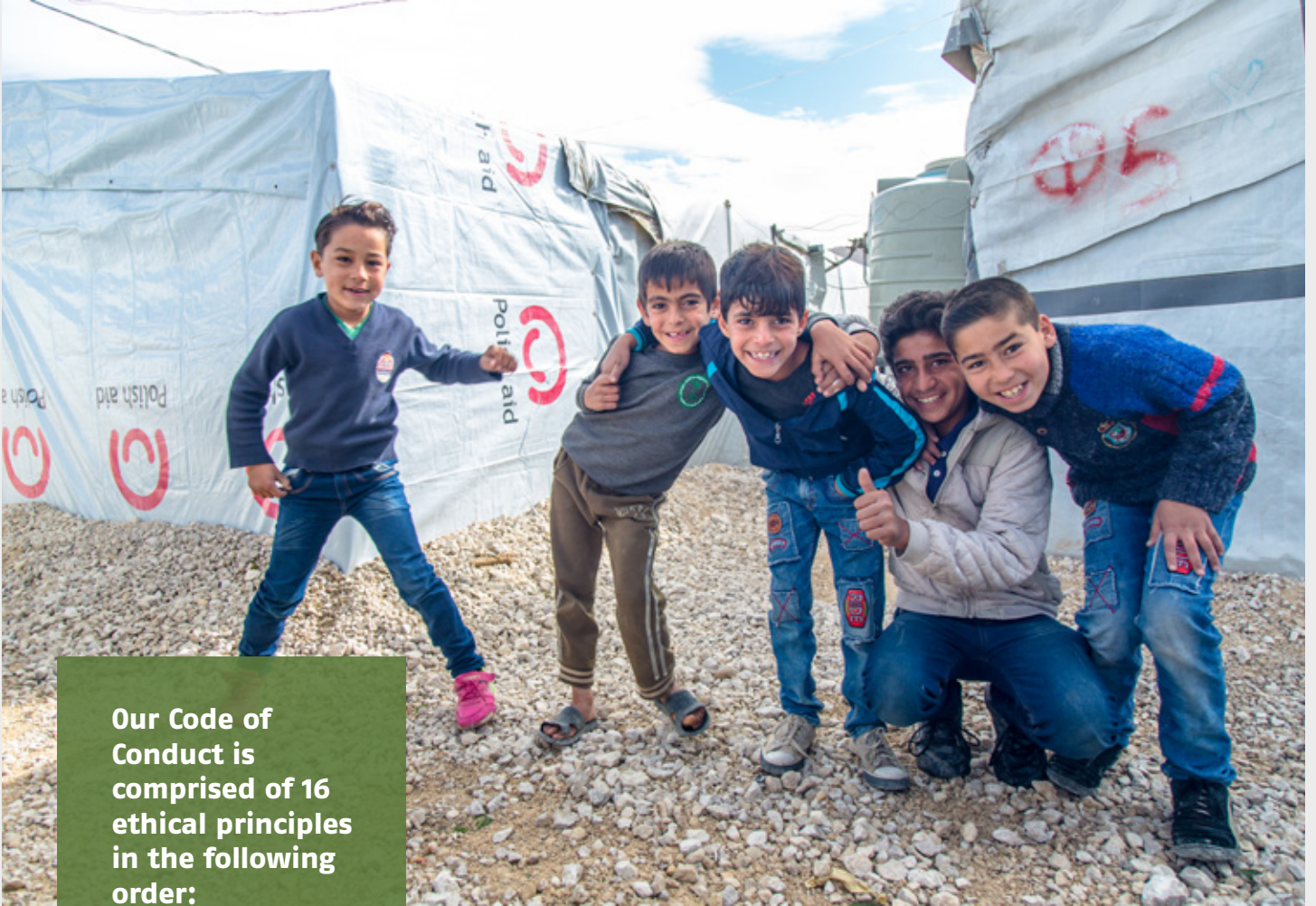
Many businesses rely on ISO Standards for management systems, and GRI Standards for reporting, considering they are tailor-made for the private sector to address the day-to-day operations. When the SDGs were launched in 2015, companies were faced with the challenge of integrating a new framework into their corporate sustainability agenda. These concerns echoed back to the United Nations,

who in turn made sure the SDGs would become a useful tool not just for governments, but to the private sector as well.

What followed was a sequence of partnerships and linkages between frameworks, such as UNGC, GRI and ISO, culminating on the publication of the SDG Compass, the ultimate guide and business case for the SDG implementation and integration to corporate strategy (www.sdgcompass.org). Framework alignment for corporate sustainability, reporting, and voluntary monitoring systems is essential to the humanitarian supply chain. The global and immediate nature of emergencies demands suppliers to take on the responsibility to assure humanitarian aid will not cause a negative social and environmental impact during production. Humanitarian suppliers should not shy away from gradual, but steady, implementation of global sustainability frameworks into their businesses, as they all become increasingly connected and custom-built for private companies.

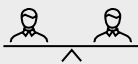
PURPOSE-DRIVEN

GOVERNANCE



Our Code of Conduct is comprised of 16 ethical principles in the following order:

Loyalty and diversity



Safeguarding of fundamental human rights



(No) Money laundering and due diligence checks



(No) Corruption and inappropriate practices



1

2

3

4

5

6

7

8



Reliability



Compliance and respect for the law



(Free) Competition



(No) Political contributions



Corporate governance can be defined as the systems, policies and processes in place which determine how companies are managed, controlled and directed. For NRS International, governance mechanisms reflect our purpose to supply quality life-saving products for those in need, while curbing our impact on the planet.

As a private company with subsidiaries and a manufacturing unit providing employment to over 3,000 employees globally, NRS International places 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 ensure human and workplace rights are respected at all times.

Every new staff member who joins the Dubai office is introduced to NRS International's Code of Conduct and Employee Handbook, the latter which contains our policies and procedures for grievance, health and safety, learning and development, among other subjects.

Several management systems are currently 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. At the end of this reporting period, all of H. Sheikh Noor-ud-Din & Sons (HSNDS) production units hold ISO 9001:2015 and ISO 14001:2015 certifications. ISO 9001 – Quality management is the most prevalent of all ISO standards with

over one million companies in over 170 countries certified. It provides guidance and tools on how to make sure customers get consistent quality products, and it is based on a number of quality management principles, including top management participation and continual improvement. ISO 14001 - Environmental Management Systems (EMS) provides companies with the requirements for a successful EMS, which in turn will enhance the organizations' environmental performance and achieve their sustainability goals.

HSNDS is also SA8000 certified, a system of standards established by Social Accountability International to advance human rights for workers around the world, reaching over 2 million workers today. This standard, which was later developed into a framework, is directed to factories and organizations that wish to demonstrate their fair treatment of workers across all industries. It focuses on human rights elements, such as child/forced labor and discrimination, fair pay policies and a safe and dignified work environmental for all. We believe corporate governance is essential to improved sustainability performance. Strong policies and procedures are the foundation of businesses' long-term survival.



CERTIFICATIONS

- » ISO 9001:2015
- » ISO 14001:2015
- » SA8000

COUNTRY PROFILE

AFGHANISTAN

(Protracted crisis)**3.3 MILLION**

Afghans in need of assistance in 2018

5.2 MILLION

Afghan refugees have returned to their home country since the early 2000s



NRS International sold a total of
2.16 MILLION
products intended to be deployed
in Afghanistan

**2.1 MILLION**

Long-lasting insecticidal nets

**57,000**

Tarpaulins

**1,200**

Viva family tents

**400**

Huggy multipurpose tents



COUNTRY PROFILES

In this Sustainability Report we introduce a series of Country profiles, highlighting the humanitarian and health emergencies where the products that we manufacture are deployed. We operate in a complex supply chain, yet we aim to provide insight on the road 'from factory to field'. There is a story behind every shipment and in this publication, we illustrate how our team has responded to client requests in Afghanistan, Bangladesh, Ethiopia, Indonesia and Yemen. This evidence-based contribution provides valuable information about the current pressures and challenges on the emergency response system, as well as insight into the social impact of the products we produce.



HUMANITARIAN ASSISTANCE CAN NO LONGER BE FRAMED WITH A SHORT-TERM LENS ALONE.¹ THE EXTENT OF GLOBAL FORCED DISPLACEMENT HAS ALREADY REACHED WORLD WAR II RECORD LEVELS, CURRENTLY STANDING AT 68 MILLION DISPLACED PERSONS, AND THE PROLONGED NATURE OF MANMADE PROTRACTED CRISES HAS BECOME THE 'NEW NORMAL'. AFGHANISTAN IS A DIRE EXAMPLE OF A PROTRACTED CONFLICT, LASTING ALREADY FOUR DECADES, WHICH HAS HINDERED POVERTY REDUCTION, DEVELOPMENT AND HUMANITARIAN SUPPORT.

» 1. WFP. The "New Normal" of Protracted Humanitarian Crises, <https://www.wfpusa.org/articles/the-new-normal-of-protracted-humanitarian-crises/>



The politically vulnerable country faces continuous security and military challenges, which handicaps the implementation of humanitarian campaigns. These obstacles compromise the ability of responding aid organizations to reach vulnerable populations and provide safety and security for aid workers. As it stands today, Afghanistan is one of the most

dangerous countries in the world, with 10 civilians being killed every day by acts of war and terror. Moreover, Afghanistan is prone to recurring natural disasters. The fragility of the political and economic landscape undermines the country's ability to cope with the consequences of such disasters, which makes humanitarian operations even more difficult.



**IN 2017–2018
NRS INTERNATIONAL
HAS DELIVERED
A TOTAL OF 2.16
MILLION PRODUCTS
TO AFGHANISTAN.**



RETURNING REFUGEES

The extremely complex humanitarian crisis has left 3.3 million Afghans in need of life-saving assistance in 2018. In addition, Afghan cross-border refugees count for the second largest refugee population in the world. The escalating violence and attacks on civilian infrastructure in country have forced over one million people to live in new and prolonged (internal) displacement. The majority of nationals are forced to flee from their homes and find a temporary place to stay within the Afghan borders. At the same time, the country is impacted by a mass of refugees who have returned from neighboring Pakistan, yet resettlement has been challenging. Returning refugees face communities under pressure, limited job opportunities and security and protection risks. According to UNHCR, approximately 5.2 million Afghan

refugees have returned home with the assistance of the refugee agency since the early 2000s, even though this trend has stalled in 2018.

OUR RESPONSE

At NRS International, the Afghan displaced population has been central to many of our emergency response operations throughout decades, both in Afghanistan and in main host-country Pakistan. In the reporting year 2017-2018 NRS International has sold a total of 2.16 million products intended to be deployed in Afghanistan, of which over two million were long-lasting insecticidal nets. A focus product has been our UNICEF standard Huggy tents, of which we dispatched 400 pieces. These multipurpose structures are most likely utilized as child-friendly spaces or classrooms. Furthermore, we have dispatched large quantities of tarpaulins and family tents.



Sources

- » *UNHCR: Returning Afghan refugees rebuild despite challenges*
- » *Norwegian Refugee Council: 7 things you should know about the crisis in Afghanistan*
- » *International Rescue Committee: Afghanistan: What you need to know about one of the world's longest refugee crises*

COUNTRY PROFILE

BANGLADESH



1.3 MILLION



people in need of humanitarian assistance

906,572

refugees, of which:



81%

are arrivals since August 2017



55%

are under 18 years old



52%

are women

About

150,000

refugees are vulnerable to landslides and flooding due to annual monsoon season.





ACCORDING TO UN OFFICIALS, THE ROHINGYA REFUGEE EMERGENCY IS AN ETHNICAL GENOCIDE THAT NEEDS TO BE ACCOUNTED FOR AS A HUMAN RIGHTS VIOLATION.¹ ONCE A SMALL GROUP RESIDING ON THE WESTERN COAST OF MYANMAR, THE ROHINGYA POPULATION WERE FORCED TO FLEE TO NEIGHBORING BANGLADESH DUE TO TARGETED VIOLENCE AND HUMAN RIGHTS ABUSE SINCE AUGUST 2017. MANY WALKED FOR DAYS THROUGH THE FOREST TO REACH SAFETY.

» 1. <https://www.reuters.com/article/us-myanmar-rohingya-un/myanmar-army-chief-must-be-prosecuted-for-rohingya-genocide-u-n-rights-envoy-idUSKCN1PJ1AK>

The forced displacement of the Rohingya minority from Myanmar to Bangladesh in the past 18 months has created the largest and most congested refugee settlement in the world in Cox’s Bazar district. Even though the Bangladesh government has responded generously to this crisis, the large and immediate influx on people has put great pressure on their villages and already limited resources.

According to the UN Refugee Agency, the biggest threat today is “an emergency within an emergency”, meaning that the lack of basic services, sanitation and infrastructure combined with the looming monsoon season will have life-threatening diseases and natural disasters, such as landslides and flooding, as a consequence.

The deployment of appropriate shelter solutions is imperative to appease the effect of overcrowding and heavy storms. Joint efforts from various sectors of the humanitarian supply chain and increased funding to aid organizations are imperative to face this challenge.

OUR RESPONSE

Since September 2017, over one million core relief and health items manufactured by NRS International have been supplied to Rohingya refugees through a variety of international aid organizations, including UNHCR, IFRC, Oxfam and UNICEF.

Two months after the main exodus, our team members visited Cox’s Bazar to assess the needs of aid organizations and beneficiaries on the ground. We identified the crucial need for high-quality plastic sheeting to ensure a safe, dignified living space for the displaced, acknowledging the area is prone to heavy rains and floods. The evident lack of quality, fit-for-purpose tarpaulins was clearly compromising the very basic living conditions of the affected community. At NRS International we believe we have the responsibility to share the message that quality means appropriate assistance and effective response.



We have effectively supplied quality life-improving products to the displaced Rohingya population through our **Rapid Response Strategy (RRS)**, which has a four-pronged approach:



Formation of 24/7 rapid response taskforce



Field assessments



Logistical support



Building community resilience

ACCORDING TO
THE UN REFUGEE
AGENCY, THE
BIGGEST THREAT
TODAY IS "AN
EMERGENCY
WITHIN AN
EMERGENCY"



This strategy has proven to be successful during emergencies, leveraging the combination of quick logistics with locally obtained situational understanding and partnerships. Field assessments are essential to better comprehend how we can optimize our intervention, learn about the challenges encountered by the organizations in field and to identify the best logistics solutions to facilitate the supply chain. See breakdown of core relief items supplied to Bangladesh during 2017-2018 reporting period on the right.

Sources

- » UNOCHA - Rohingya refugee crisis
- » Reliefweb - Country profile Bangladesh
- » International Rescue Committee - Why is the monsoon season so dangerous for Rohingya refugees in Bangladesh?
- » UNHCR - Rohingya emergency



485,000
Tarpaulins



100,000
Blankets



30,000
Long-lasting insecticidal nets



5,000
Tents



301,000
Sleeping mats



149,000
Water containers

COUNTRY PROFILE


ETHIOPIA




2.6 MILLION IDPs

 Of which **1 MILLION** were forced to flee in 2018

Climate change will result in **86 MILLION** internal climate migrants across sub-Saharan Africa by 2050




Items NRS International dispatched to country

 **77,000** Long-lasting insecticidal nets

 **20,000** Tarpaulins



Source: Rikka Tupaz / IOM



RENEWED INTERCOMMUNAL VIOLENCE AND CLASHES THROUGHOUT ETHIOPIA IN THE SPRING OF 2018 HAVE FORCED AT LEAST ONE MILLION PEOPLE TO FLEE THEIR HOMES, THE MAJORITY BEING WOMEN AND CHILDREN. IN THE REPORTING YEAR 2017-2018, NRS INTERNATIONAL SCALED UP THE RESPONSE TO THE GROWING DISPLACEMENT CRISIS.

Displaced woman and girl beneficiaries of emergency shelter and non-food-items in front of their makeshift shelter carrying a jerry can in Guji Zone Oromia Region, Eastern Africa. Photo Rikka Tupaz (UN Migration Agency).



WE ACTIVELY RESPONDED TO THE CRISIS THROUGH OUR 'RAPID RESPONSE STRATEGY' (RRS) APPROACH.

Human displacement in Ethiopia caused loss of assets, disrupted livelihoods and basic services, and damaged infrastructure. Aid agencies reported critical gaps in accessing basic services such as shelter, food and water, as the majority of internally displaced people (IDP) left their houses with close to nothing.

These newly displaced people are in addition to the 1.6 million Ethiopians elsewhere in the country that have been pushed from their homes by conflict or drought since the previous year. A recent World Bank Report concludes that worsening climate impacts will result in 86 million internal climate migrants across sub-Saharan Africa by 2050. In Ethiopia, for example, the population is projected to

grow rapidly by 60–85 percent by 2050. Reliance on rainfed agriculture makes rural livelihoods especially vulnerable to the effects of climate change.

Many of these people were sheltering in schools or temporary facilities and were in need of immediate protection services and access to safe drinking water. The latest information released by the United Nations Office for the Coordination of Humanitarian Affairs (UNOCHA) estimates there are 8.5 million people in need of some form of humanitarian aid and a multi-sectoral assistance is necessary to respond to the acute needs of this vulnerable population.

OUR RESPONSE

Recent figures of the USAID Ethiopia office reflected that 3% of the allocated budget was spent on Shelter & Settlements, 4% on Health (including malaria) and 21% on Water, Sanitation & Hygiene. This distribution can be seen as a blueprint for other UN and aid agencies, who follow similar patterns. It is in these areas our company can and is continually contributing.

In this reporting year we have primarily provided long-lasting insecticidal nets (77,000) and tarpaulins (20,000) directly at country level. Tarpaulins are sometimes referred to as the 'aid workers' secret tool', thanks to its strength and versatility. In the first phase of any emergency relief operation, adequate shelter is a basic need to ensure protection against the elements. A tarpaulin can be used to create a first-phase temporary accommodation in which beneficiaries can shelter. In addition, it provides privacy, comfort and emotional security. NRS Relief manufactures reinforced tarpaulins (UNHCR/UNICEF standard) as well as woven flexible tarpaulins (IFRC/ICRC/MSF/Oxfam standard).

Within the scope of this report, when the alarming news about the situation in Ethiopia reached us in the Spring, we actively responded to the crisis through our 'Rapid Response Strategy' (RRS) approach. For instance, we worked closely with IOM to ensure a healthy pipeline and supply of the required goods. Our account managers worked with both the Global Supply Unit in Manila (Philippines) as well as the country office in Addis Ababa, which resulted in close to half a million core relief items being dispatched in the second half of 2018. At the same time, we replenished our emergency stock in Lahore, Pakistan, to safeguard adequate levels of shelters and relief items for future operations.



Sources

- » *USAID – Crisis in Ethiopia – Complex Emergency*
- » *UNOCHA – Ethiopia – Country profile*
- » *Reliefweb – The Crisis Below the Headlines: Conflict Displacement in Ethiopia*
- » *UNFPA – Ethiopia Humanitarian Emergency*



COUNTRY PROFILE

INDONESIA (Natural disaster)



ASIA-PACIFIC REMAINS THE WORLD'S MOST DISASTER-PRONE REGION AND IN 2018 NATURAL DISASTERS ONCE AGAIN AFFECTED MILLIONS OF PEOPLE. EVEN THOUGH OUR RESPONSE TO THE EARTHQUAKE THAT TRIGGERED A TSUNAMI IN SULAWESI (INDONESIA) IN OCTOBER 2018 FALLS OUTSIDE OF THE SCOPE OF THIS REPORT, WE HAVE CHOSEN TO BRIEFLY SHED LIGHT ON THIS OPERATION.



7.4

MAGNITUDE

earthquake only 10 meter deep



More than

2,000

people lost their lives



65,000

houses destroyed,

330,000

people without adequate shelter



By the end of 2018,

134,000

still internally displaced





Our subsidiary NRS Relief immediately mobilized emergency shelters in support of the earthquake response in Indonesia led by the UN Migration Agency (IOM) to meet the emergency shelter needs of displaced persons in the region. The operation was funded by the United Nations Central Emergency Response Fund.

IOM emergency shelters were supplied to Balikpapan airport via B767 charter flight. The challenging logistic operations were successfully executed in collaboration with NRS Relief logistics team and DHL Global Forwarding Dubai.

Our Asia Rapid Response team managed to release the emergency stock in a matter of days once the order was confirmed. It can be

characterized as a very challenging emergency response due to the complicated logistics procedures in terms of permissions to grant to operate charter flights. The team had very limited time to complete the delivery due to the closure of Balikpapan airport in Indonesia. The immediate and direct collaboration with the IOM Global Procurement and Supply Unit in Manila, Philippines, was the key to a successful and speedy delivery.

The photography represents the process of tent displacement via air cargo to implementation in the field. *(All images courtesy of @iomjakarta via Instagram).*



COUNTRY PROFILE

YEMEN *(Complex emergency)***29 MILLION**

people are in need of humanitarian assistance*

14 MILLION

people were facing famine*

8 MILLION

people did not know when to expect their next meal*

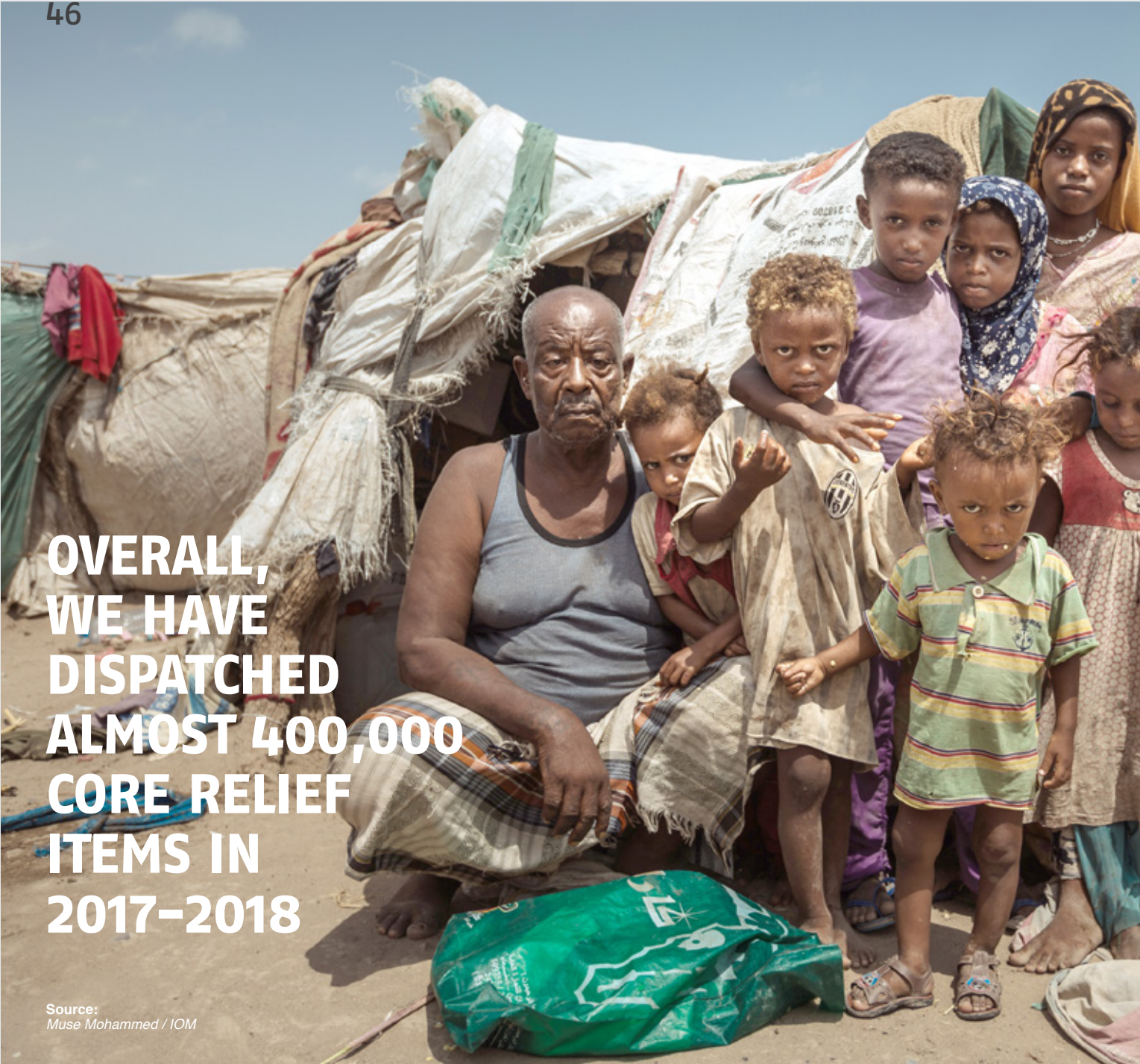
NRS International sold a total of

400,000

products intended to be deployed in Yemen

THERMAL BLANKETS **TARPAULINS** **FAMILY TENTS (VIVA)** **MULTIPURPOSE TENTS (LEGEND 45)** 

THE UNPRECEDENTED HUMAN CATASTROPHE UNFOLDING IN WAR-TORN YEMEN HAS CHALLENGED THE ENTIRE HUMANITARIAN SYSTEM AND SUPPLY CHAIN, INCLUDING SUPPLIERS. DESPITE STRONG FUNDING COMMITMENTS BY THE DONOR COMMUNITY, THE DELIVERY OF AID TO MILLIONS OF PEOPLE WAS ONE OF CRITICAL ISSUES FACED BY AID ORGANIZATIONS AND MANUFACTURERS LIKE NRS INTERNATIONAL. IT REQUIRED INTENSE HUMANITARIAN DIPLOMACY AS WELL AS NEW MODUS OPERANDI FROM THE SUPPLIER SIDE.



**OVERALL,
WE HAVE
DISPATCHED
ALMOST 400,000
CORE RELIEF
ITEMS IN
2017-2018**

Source:
Muse Mohammed / IOM





In the fall of 2018 the United Nations reported that 14 million people were facing famine and about 8 million people did not know where their next meal was coming from. Yemen is plagued by widespread violence, poverty, malnutrition and infectious diseases, resulting in the biggest global humanitarian crisis of this decade. The conflict that has entered the fourth year has taken a tremendous toll on the 29 million people in need of humanitarian assistance. At the time of publication of this Sustainability Report, peace talks in Sweden have resulted in a ceasefire, which will allow aid to enter the country.

OUR RESPONSE

The conflict destroyed public infrastructure and blocked access to basic supplies. With airports and seaports such as the Hodeidah port being affected, our operations team outlined the available shipping options to deliver cargo aid to our clients. Through a targeted email campaign, we updated our Middle Eastern clients about the transportation options by air, sea and land. At the time, we were able to offer air and sea options to the humanitarian hub in Djibouti, as well as to the Port of Aden and the Yemeni capital Sana'a.

This Rapid Response approach required ongoing monitoring and all shipping options were subject to change due to the ongoing developments and updated guidelines and restrictions as issued by international transport authorities. Our office turned into a 'situation room'

and the involved team was closely following the developments. Overall, we have dispatched almost 400,000 core relief items in our reporting year, primarily blankets and industry standard tarpaulins. Our proactive communications approach was positively welcomed by our clients and partners and hopefully this year will we are able to send even more vital goods to the country that needs it the most.

Lastly, it is worth mentioning how we benefit from our strategic location in the humanitarian hub Dubai. Part of the supplier impact story is that, in many cases, we deliver goods to our clients' warehouse facilities, from where the cargo will be dispatched to humanitarian hotspots. For instance, we work closely with Emirates Red Crescent, a key responder to the Yemen crisis based in the UAE. Since the start of the conflict we have delivered 8,000 family tents, which are now all deployed in the Arabian country. Similarly, in 2017 we produced 150 Legend 45 tents for WFP, which is based at International Humanitarian City in Dubai. These MSF standard tents currently serve as field hospitals in Yemen.



Sources

- » *International Rescue Committee: Why is Yemen the world's worst humanitarian crisis?*
- » *UNOCHA – Yemen - country profil*
- » *Mercy Corps - Yemen crisis - What is happening in Yemen*

PURPOSE-DRIVEN

PEOPLE



True fulfillment does not only stem from enjoying what you do, but also to serve a purpose. Our colleagues share the common belief that working as a supplier for the humanitarian and development sector is both meaningful and rewarding. We never lose sight of the impact our products can have on people's lives. Every shelter, every child-friendly space that is dispatched to the field, every container that leaves our factory full of mosquito nets - we know that each and every product matters.

There is a common misconception that companies must be either purpose-driven or profit-driven, and that the two are not compatible. At NRS International we disagree to this statement. According to Forbes Magazine, research proves that purpose fuels profits and this we can endorse. Purpose-driven companies are more likely to have more motivated and energized employees, more satisfied clients and as a result, better business outcomes. As a company we can thoroughly attest to this, and our growing majority market shares in our respective fields of operations ultimately prove this point.

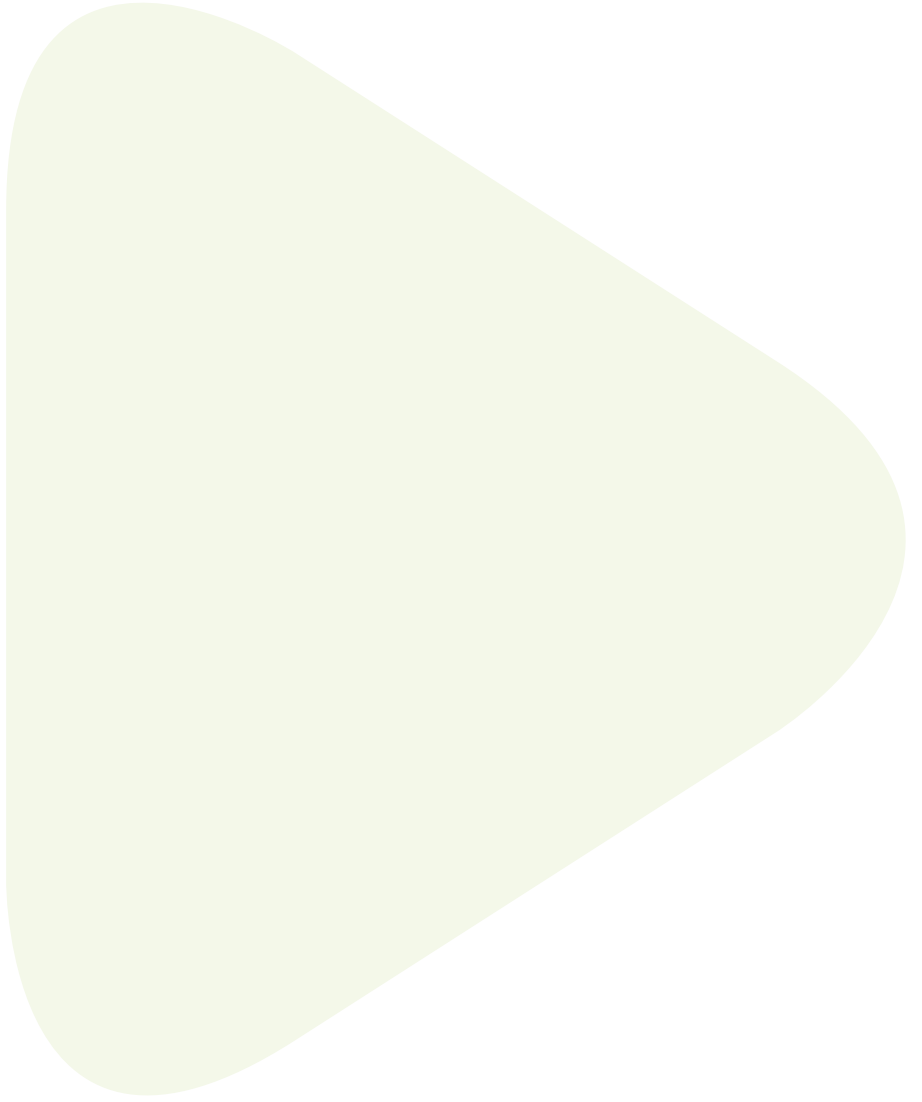
Our head office is strategically located in Dubai (United Arab Emirates), a key global humanitarian hub, from which we manage all our sales, marketing, logistics, finance and support operations. We have a multicultural and multilingual team and our professionals hail from 16 different countries and four continents: Asia, Africa, Europe

and South America. Diversity is a core value and is not only represented by the multitude of nationalities, but also by our close to even number of men and women in our team. We are an equal-opportunity employer and pursue an active gender equality agenda, from junior to decision-making level. The senior management even has a 67% female representation compared to 33% of men, however, we always aim for evenly distributed gender balance at each organizational level.

We understand that our achievements result in real social impact by our clients, which creates exceptional job satisfaction. Our Dubai Human Resources department has launched a Continual Education & Training (CET) program to support the 'lifelong learning' philosophy and both our fresh-graduates as well as more senior members of staff have demonstrated a very steep learning curve in this highly complex working environment.

We work hand-in-hand with our colleagues in Pakistan, who operate our factory H. Sheikh Noor-ud-Din & Sons. Regular knowledge exchange sessions and mutual visits ensure the understanding of our common goals and priorities. In this Sustainability Report we have dedicated a section to report on social indicators, which can be found in the Sustainability chapter on page 17, such as trainings provided, work related injuries, staff breakdowns in terms of gender, age, job category and level of education.





**PURPOSE-
DRIVEN**

2017-2018
Sustainability Report

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