

عام  
زايد



YEAR OF  
ZAYED



مدينة الشارقة  
للخدمات الإنسانية

Sharjah City for Humanitarian Services

## Sustainability Report

Sharjah City for Humanitarian Services

2018

Enabling a secure and sustainable future



# ENABLING A SECURE AND SUSTAINABLE FUTURE



ADVOCACY...  
INCLUSION...  
EMPOWERMENT...



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"The Emirate of Sharjah has prioritized human development and sustainable development significantly. It has also developed plans and visions that focuses and invests on each individual in the community, as they are the real wealth of our country. Countries that seek to achieve comprehensive development; equitable and sustainable strategies must take care of their citizens and stimulate Social partnership in various ways" »

(His Highness Sheikh Dr. Sultan bin Mohammed Al Qasimi, Member of the Supreme Council and Ruler of Sharjah)



مدينة العفافة  
للخدمات الانسانية  
Ab-City For Humanitarian Services

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# A Word From Our General Manager

Since the commencement of Sharjah Humanitarian City in 1979, it has begun to reduce the causes of disability through early intervention, community awareness and the empowerment of people with disabilities. It seeks best practices and ways to empower people with disabilities to education, qualification and employment to be participants and independents in their communities.

Undoubtedly, what the city seeks to achieve is ambitious work aimed at achieving the goals of sustainable development. The city has worked – and still does- within this framework, and for this purpose it is constantly looking for all the means and ways to reach the results With a significant and real impact on persons with disabilities, and thus on the family, and on society in full.

In order to achieve its goal of community sustainability, which is in line with the objectives of the Government of Sharjah and the UAE Vision 2030, SHC has begun to work seriously to play an effective and direct role in achieving sustainable development in three key areas: Economic, environmental and social development.

Since the city began its work, it is developing comprehensive strategic plans and building on it its programs, projects and initiatives, and all that can contribute to the empowerment of individuals with disabilities in order to achieve an environment without barriers and an opportunity to live independently in their society. Also enable them to face the changes and challenges as well as to continue to achieve social well-being that will enhance their safety and stability, which supports them to be productive and active members of society.

Positive and constructive cooperation between institutions of mutual interest leads to overall development. Sharjah Healthcare City is keen to build a strong relationship with a group of strategic partners who believe in the importance of cooperation.

These institutions operate under the umbrella of the Government of Sharjah and the rest of the UAE, Regional, Arab and international governments. As well as all institutions working to serve the community and support its members and empower them.

Having stated that, it has also worked with the Foundation's collaborates who help in achieving its mission of reducing the causes of disability by the intervention of community awareness and advocacy and the inclusion and empowerment of persons

with disabilities in education, rehabilitation and employment to be participants and independent in their communities.

For the third year in a row, the city has prepared a Sustainability Report, which we put into your hands to disclose our performance at Sharjah City for Humanitarian, Social, Environmental and Economic Services.

Which is prepared in accordance to the new G4 GDI model, while meeting the requirements for performance indicators transparently.

We are eager to emphasize on the city's relentless efforts to meet its obligations, the needs of those concerned also, hopeful that all efforts will achieve the required through the publication of this report and the sustainability management adopted by the debtor Approach and method of management.

Today, we are presenting Sustainability Report 2018 under the theme "Empowering a Secure and Sustainable Future". We affirm that it is a qualitative addition to us. We have presented it in all sections, centers, schools and branches of the city where we have achieved a range of remarkable achievements in line with UAE objectives and sustainable development goals. Education and rehabilitation services provided to 2,132 city and external beneficiaries who receive various services while keeping up with best practice in the field of disability.

Furthermore, we have increased our efforts to invest in our programs that directed to the families and to renew the Mothers and Fathers boards, which had a big role in increasing the awareness and their participation in boosting the demonstration of the city for the families. Moreover, there was also a follow up on the merging cases in schools that have reached 17 students from the union students that are partially and fully merged during this year in varieties of studying stage , and to offer support techniques in the rate of 80 percent for the 12 students that includes girls and boys from different disabilities. As for the health domain, the city they will have more concerns to operate in discovering and interfering early adopters from skimming on nurseries and kindergarten program, where the number of beneficiaries from the skimming operation have reached 1027 child in the kindergarten and nurseries stages in Sharjah Emirates. In addition, a comprehensive examination performed for the students and there was a periodic follow-up for nine hundred students and two students enrolled from the city.

In terms of developing our effective internal processes, the city keened to keep up the best practices in its services and operations. First, examine the increase in social issues and risks in society. Second, to design and implement the services and programs effectively. Third, meet the needs and the expectations of increasing and continuing by the dealers; which enables them to enhance their strengths and effectively deal with opportunities for improvement and development , and to provide added value to customers (internal and external) in all their operations and projects. Moreover, the achievement that wer done this year was first, modernization and development in many operations and programs, that includes policies and procedures in the city. Second, the development in the operations procedures of the plans should be consistent with the objectives of sustainable development, which includes performance indicators and balanced performance card. Third, there was a renovation and development of process manuals and services. Fourth, the development of quality standards for services for people with disabilities. According to the Balanced Scorecard, renovation and developing procedural manuals for operations and services, People with Disabilities, Customer Service Manual, Operational Standards for Early Intervention Program, Modernization in Human Resources System, and Development and Improvement in Infrastructure, Technology and Environment.

As for achievements in growth and learning, many initiatives included improving human resources performance. A number of specialized human resource development programs implemented. We achieved an Emiratization rate of 18%. The percentage of employees with disabilities reached 8.3% of the total number of employee and the turn overrate for 2018 was (8%). A range of human resources features have been provided to ensure a safe career, by organizing an annual events, including the Annual Scientific Conference (5% within the frequency range), for deaf and hearing impaired people and for the 28th Amal Camp in Sharjah under the slogan : ( We are all responsible). In addition to the AT EDUCOM Technology Support Contest, the first of its kind in the UAE , and the participation of the city in 6 local, Gulf, Arab and international exhibitions. We also reinforced our growth in local and international partnerships and agreements with various governmental, private and local, regional and international civil society organizations, which played a pivotal role in supporting our services and programs more effectively.

Furthermore, the city obtains to strengthen its financial resources and achieve the highest standards of financial efficiency and investment in

programs and services provided to beneficiaries. In addition, it appreciates the efforts of partners and supporters, both governmental and private institutions for their contributions, to enable us to sustain in providing our services and programs for persons with disabilities. Furthermore, our total resources increased by 14% to AED 71, 865, 785, 00 million in 2018 compared to 2017 with a total of AED 61,975,051.

Besides that, all our internal audit expenses are subject to external audit by the Financial Control Department of the Government of Sharjah and the Company Talal Abu - Ghazaleh & Partners International.

In addition, we are proud to recieve many awards and honors from the city and its students and employees. The city honored in the intial UAE, won the Sharjah Volunteer Award for the Voluntary Opportunities category, also won the Sharjah Environmental Awareness Award. In Addition to a group of students won with many awards in the various areas, including awards memorizing the Quraan and educational excellence and mathematics, and Olympic sports, and in the fields of creativity and arts.

At last,

I would like to thank the foundation team who strived for us to be pioneers in our services across the region and to our strategic partners who worked with us to achieve our mission, also to all members of the community for their persistent cooperation with us, which made year 2018 have a sustainable growth. We have achieved many success in this regard which we are confident that we will do more in the city, and strive to achieve its goals that reach the best levels of sustainability in the world. We hope that we will continue to approach, along with us in this process the relevant parties, to achieve together a distinct sustainability that will have a great impact on our society.

*Jamila Bint Mohammad Al Qasmi*  
General Manager

## About Sharjah City for Humanitarian Services: “Creation and Establishment”

Sharjah Humanitarian City established in 1979 as a branch of the Arab Family Organization in the Gulf and Arabian Peninsula region. The Amiri Decree No. 6/1981 in 11 March 1981 on the Government of Sharjah issued.

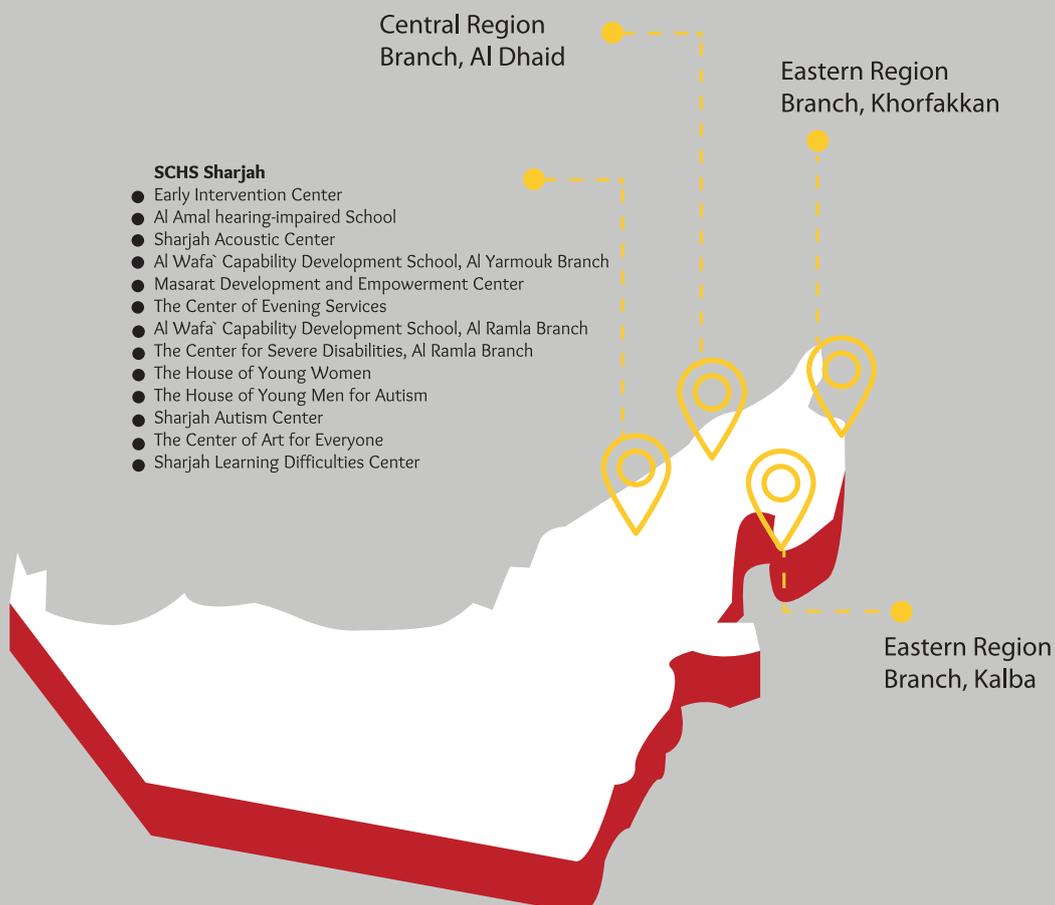
The city continued its work as a non-governmental organization that provides education, training and rehabilitation services for people with disabilities in the country. Until His Highness Sheikh Dr. Sultan, bin Mohammed Al Qasimi, Member of the Supreme Council and the sovereign of Sharjah. In 10 October 1995, it issued an Amiri Decree No 4 for the year of 1995 concerning the city condition, which needs to be independent institution. This independent institution would enable people with disabilities to have the benefit of the full legal and civil personality and to carry out the legal acts necessary to achieve its objectives and shall have financial and administrative independence.

The Sharjah city for humanitarian services is honored for presidency of His Highness Sheikh Dr. Sultan bin Mohammed Al Qassimi, Member of the Supreme Council and Ruler of Sharjah. He remains the first supporter who provides material and moral support to the city in the belief of His Highness the importance of volunteering in social development and the importance of providing education, training and rehabilitation services for persons with disabilities as a legitimate right for them.

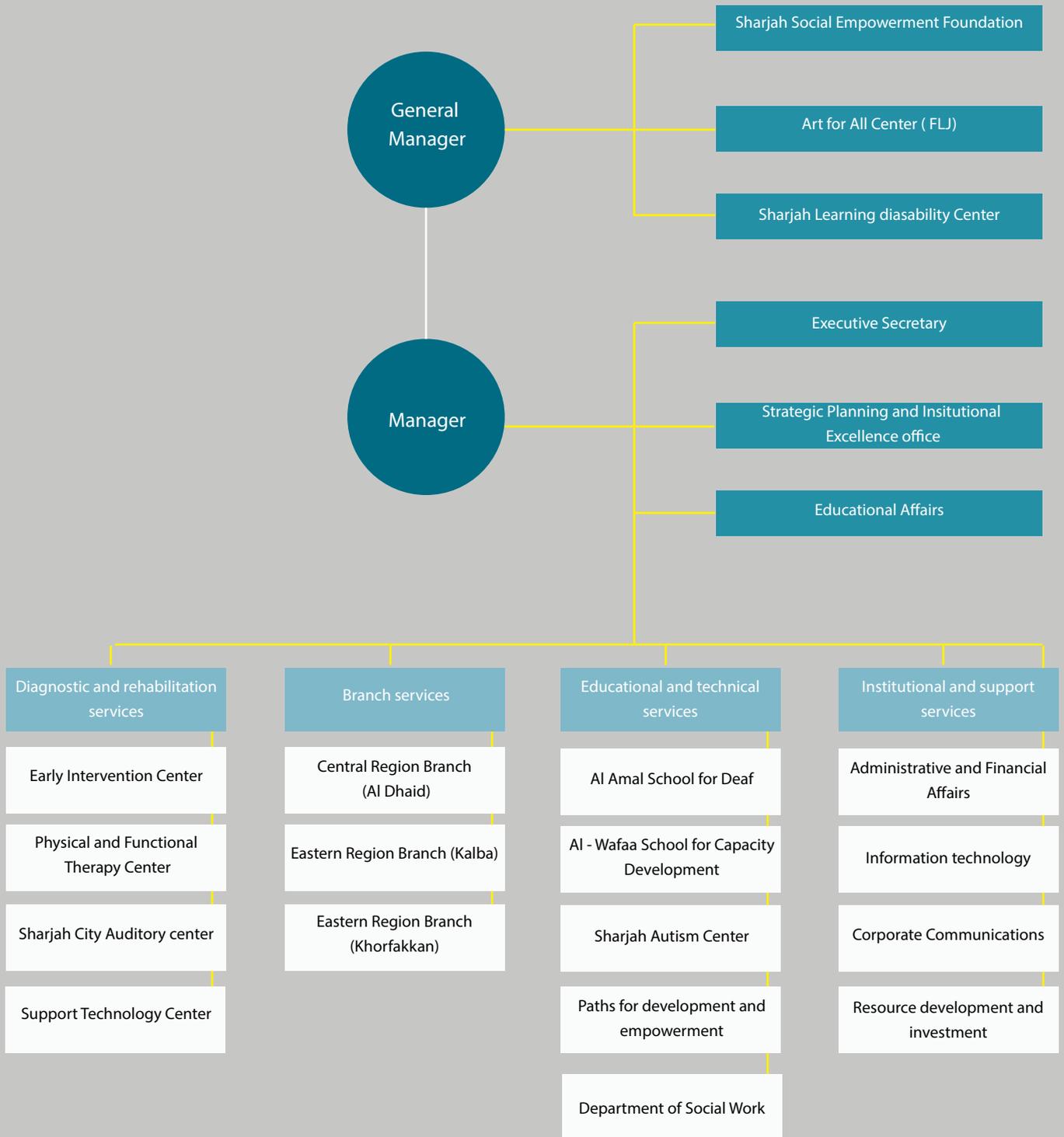
Afterward, the response to the transforms and developments that renovated in the fieldwork with disabled people and the increasing needs for this type of services. In addition to increase the role of the city and its field of awareness of the causes of disabilities and prevention by an early detection and extending the methods of training and rehabilitation to support, contain and empower people with disabilities. Based on this, His Highness Sheikh Dr. Sultan bin Mohammed Al Qassimi, Member of the Supreme Council and Ruler of Sharjah, issued Emiri Decree No. 48 of 2016 reorganizing the Sharjah City for Humanitarian Services

The Foundation has eight centers, schools, sections, 3 branches in the Emirate of Sharjah, 3 institutions operating inclusively. In addition, to 12 administrative, financial and technical support departments that provides services to all beneficiaries (citizens and various nationalities residing in the UAE) in the Eastern and Central Region and the rest of the UAE, as well as a number of beneficiaries from the Sultanate of Oman.

The map below shows the location of the city, its centers and branches on the Emirates map.



# Organizational Structure





## Our vision

To be a leader in the advocacy, containment and empowerment of persons with disabilities in the UAE and the Arab world.



## Our Mission

We work together to reduce the causes of disability through early intervention and community awareness. We work to advocate, contain and empower people with disabilities to education, rehabilitation and employment to be participants and independents in their communities.



## Our values

**Transparency:** We work very clearly and responsibly according to the rules and methodologies of individual and institutional behavior.

**Responsibility:** We are committed to taking responsibility with honesty and sincerity in all fields and exert our efforts to contribute to sustainable development.

**Teamwork:** We strive to cooperate and share in harmony at all levels of functionality to carry out our work effectively and in support of efforts to achieve our goals. And independent in their communities

**Proficiency and Quality:** We are keen to do more to improve the work and commitment to continuous development.

**Excellence and creativity:** We work to develop the spirit of excellence and development to achieve leadership in all our methods and means, mechanisms of our work, services and products and the results of our Work



## Our philosophy

To be a leader in the advocacy, containment and empowerment of persons with disabilities in the UAE and the Arab world.



## Non-discrimination

Based on the city's general policy, which focuses on the service of people who need services regardless of their ethnic, linguistic and religious affiliation, all children who meet the criteria for admission to the service are accepted and an environment free of discrimination based on race, national origin or Color or disability

## Our strategic Goals



Empowerment through direct therapeutic, Education, and rehabilitation services, in addition to employment.



Work to reduce disability by detection and early intervention through the Center for Early Intervention for the maintenance of society from the effects of disability.



An advocacy and protection for the rights of people with disabilities.



International cooperation with organizations working in the field of disability and the social sphere in general, to support the efforts of the city in achieving its objectives



# Our Services



## Educational, training and rehabilitation services

provided in schools, various sections and vocational rehabilitation workshops at the Masarat Center for Development and Empowerment.

## Family counseling services

and education on disability issues.



## Awareness and education services

through the visual, audio and visual media, and through targeted activities and lectures in schools, seminars, conferences and workshops organized by the city.

## Employment and follow-up services

services for persons with disabilities who have been rehabilitated and trained.



## Social services

such as communication with local departments, NGOs, schools, hospitals and others.

## Therapeutic services.

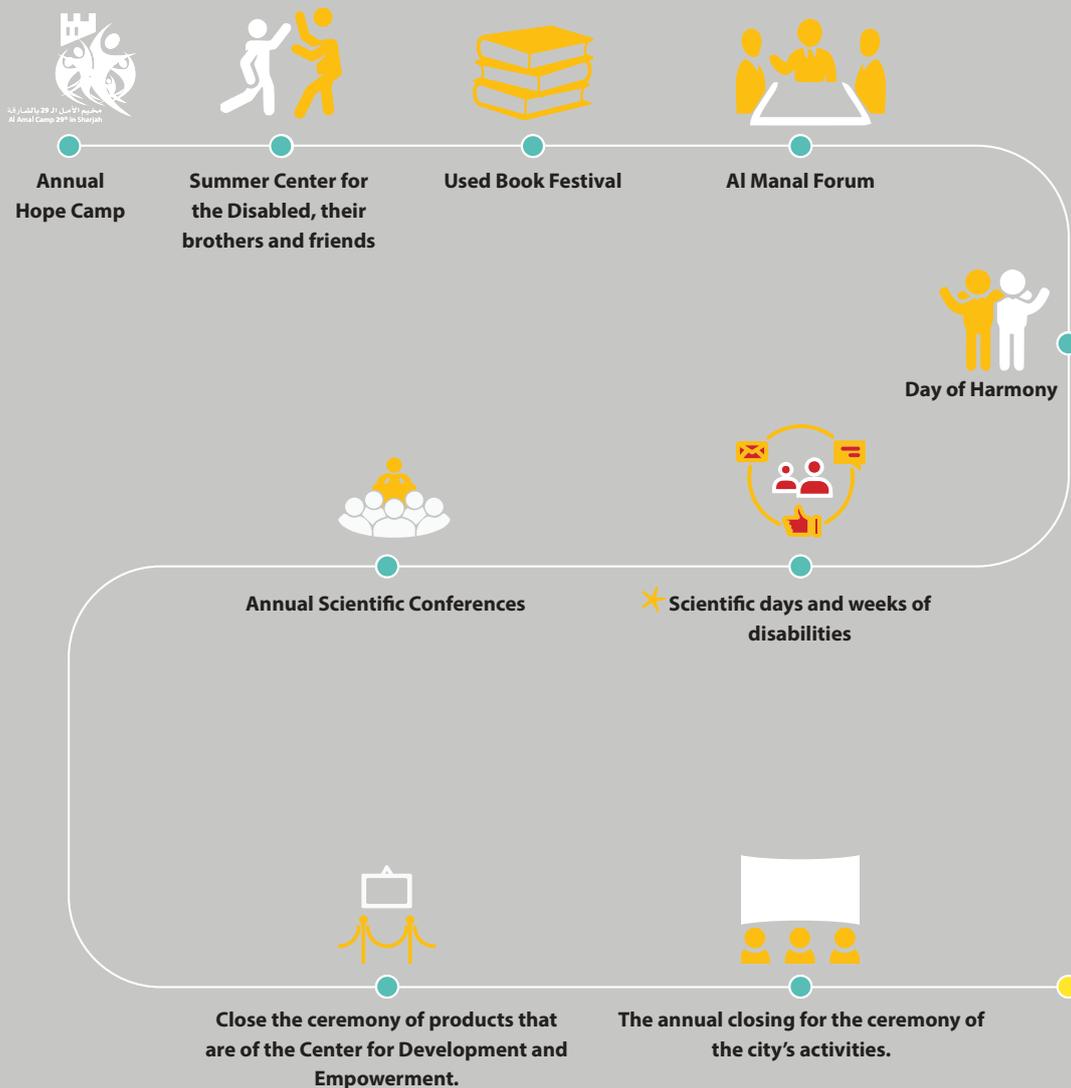


# Our Activities

We do many activities with all educational, social and cultural through our dedicated team of administrators and teachers and Specialists and therapists

In addition to the daily program, the city organizes a variety of social and recreational activities such as trips, visits, camps for different ages and disabilities throughout the year.

The most important annual activities among the year:



- ★ - World down syndrome day
- ★ - World Autism Awareness
- ★ - Arab deaf week
- ★ - The world social work day
- ★ - Zakat campaign
- ★ - Hearing and speech month
- Global Accessibility Awareness day
- World physical therapy day
- World deaf day
- International white cane day
- Assistive technology Awareness month
- World occupational therapy Day
- Early intervention week
- International day of people with disability
- Inclusive Education Month

The city pays special attention to seminars and conferences because of its active role in raising awareness of the society and encouraging Financial and moral support from individuals, organizations and bodies

## Our Affiliations and our agreements

Since its inception in 1979, SHC has committed itself to achieving the principle of sustainability in the services it provides and there are a large number of Affiliations that serve this trend with the organizations locally, regionally, Arab and internationally, the number of membership (15) membership at the local, regional, Arab and international levels.

As for the agreements, the city has been keen to strengthen its partnerships in general. It has 23 agreements and memorandum of cooperation with several institutions. During the year 2018,

7 agreements and memorandums of cooperation were signed and 3 previous agreements were renewed.



# Objectives of sustainable development

As a service institution providing education, training and rehabilitation services for individuals with disabilities, it has been striving since its establishment in 1979 to play its role in empowering persons with disabilities through early detection and intervention and providing services to persons with disabilities in accordance with best practices and to promote socio-economic and environmental progress. Its mission is not only to reduce the impact of disability and to empower people with disabilities but to increase sustainability, and that is why sustainability is an integral part of our corporate strategy.

In this regard, the city is keen to keep pace with the world in all aspects of the field of people with disabilities, including the United Nations' International Agenda for Sustainable Development (SDGs); the 17 goals that the United Nations has launched for our future and the call of the international community to achieve it in 2030. Moreover, the criteria and indicators ensure the achievement of those goals by including social protection platforms and the provisions of the International Convention on the Rights of Persons with Disabilities. However, it entered into force in January 2016. The city was committed to this Convention and Law No. 29 of 2006 on the Rights of the Disabled in the UAE; which also supports the current sustainable development goals in the quest to build a more inclusive and equitable world for persons with disabilities.

Although we indirectly contribute to achieving many sustainable development goals (eg Goals 3, 4, 8, 9, 10, 11, 17), our significant impact is clearly demonstrated by objectives that are consistent with our main areas of influence and strategic priorities.

As a service institution providing education, training, rehabilitation and employment services for persons with disabilities, and promoting sustainability within the institution and all stakeholders, the city directly linked to the objectives listed below, of which we primarily focused:

This report, in its various parts, will highlight our contributions to achieving the sustainable development goals outlined above.



**3 GOOD HEALTH AND WELL-BEING**  
**Goal 3**  
 Providing health care for persons with disabilities and worker in educational & practical environment

**4 QUALITY EDUCATION**  
**Goal 4**  
 Guarantee enabling persons with disabilities to education, rehabilitation and employment, to meet their needs and be independent in their communities

**8 DECENT WORK AND ECONOMIC GROWTH**  
**Goal 8**  
 To seek suitable opportunities for persons with disabilities according to their abilities to be effective in their societies

**9 INDUSTRY, INNOVATION AND INFRASTRUCTURE**  
**Goal 9**  
 The pursuit of supporting persons with disabilities economically in their work and promote projects to provide them with opportunities to integrate into society

**10 REDUCED INEQUALITIES**  
**Goal 10**  
 To seek the rights for persons with disabilities and awareness the importance of accepting a disabled person and equated non-disabled peers from

**11 SUSTAINABLE CITIES AND COMMUNITIES**  
**Goal 11**  
 Strive to create environments in spatial educational and practical housing in order to facilitate the access of persons with disabilities and achieve their inclusion in Societies

**17 PARTNERSHIPS FOR THE GOALS**  
**Goal 17**  
 Strengthen Partnerships, Agreements, Memberships Local, and regional, Arab and International, to achieve our ultimate goal of building a sustainable society for persons with disabilities in the UAE

## Significant Achievements of Sharjah City for Humanitarian Services

Sharjah City for Humanitarian Services is keen to emphasize on the achievements attained and distinguish the opportunities for enhancement in all its work and in all activities that aimed in the achievements of stakeholders and partners in the fields of education, rehabilitation, social, technical, sports and environmental. Indeed, there is a marked improvement in the performance of our students and departments in the city through the awards they make annually and we work hard to ensure their sustainability

We are proud of the achievements that have had an impact on the confidence of the community and the families of individuals with disabilities in the performance of the institution and its positive impact on the beneficiaries of the services of the city in all fields. Here are some of our highlights for 2018:

- 1 **Advocacy, containment and empowerment (2132) people with disabilities**
- 2 **Graduation of 12 deaf students who successfully passed 12th grade**
- 3 **Establish a production and media-training center and employ four people with disabilities and competence.**
- 4 **The inauguration of the agricultural nursery within the gardens of Sharjah Municipality is managed and operated by people with intellectual disabilities**
- 5 **Professional training for 26 people with disabilities from city and external students, 13 of whom were employed in the city and other institutions.**
- 6 **The 17th Congress of the Global Inclusion Organization of the United Arab Emirates (UAE) has appointed Sheikha Al-Qasimi as the self-proponents of the MENA region and the Global Containment Council.**
- 7 **Providing solutions for support technology services with an achievement rate of 80% for 12 students with multiple disabilities**
- 8 **Implementation of early screening and detection program for (1027) children in nursery and kindergartens, which 63 children that needs to follow up with the necessary procedures that would be prepared.**

- 9 **Activate the integration program, where 17 students integrated into 15 public and private schools and kindergartens**
- 10 **Adopting Al-Amal School for the Deaf; a Microsoft Showcase School by Microsoft for the fourth year in a row, as they follow modern teaching methods with their students and focus on the use of technology in the development of the educational process.**
- 11 **Graduation of the fourth batch of cadres of the city, with the total of 17 teachers and specialists in the program of music therapy that had a cooperation with the University of Iowa from the Republic of Korea and the Korean Society for the treatment of music. In addition, the number of cadres that graduated since the start of programs in 2014 was 61 teachers and specialists.**
- 12 **The Sharjah City of Humanitarian Services (SSC) issued the Second Sustainability Report 2017, which carried the slogan (Towards sustainable development). The report published on the GRI website in accordance with the G4 Guidelines. The report is an integrated document that highlights the direct link between Sustainability practices in the organization**
- 13 **Four researches was completed by the research team in the city and are being published in the scientific journal of the University of Sharjah**
- 14 **Launching a campaign (We are all responsible) aimed at consolidating the principles of social responsibility**
- 15 **Launching advanced ATM serving blind people and wheelchair users by Sharjah Islamic Bank in cooperation with Sharjah Humanitarian City. ATM is the first ATM in the Middle East to serve several groups at the same time**
- 16 **The reconstruction and development of the city's infrastructure and technology, was expanded in the internal network of the centers and branches of the city: Sharjah Autism Center, Al Dhaid and Kalba Branch according to sustainable technologies.**
- 17 **Organizing a 5% conference within the frequency range for deaf and hearing impaired people, with a group of specialists, experts, researchers and academics from around the world and a large number of deaf people, their parents, media professionals and those interested from inside and outside the country.**
- 18 **Organizing the AT EDUCOM Competition in cooperation with the Center for Quality of Life at Seoul National University, LG Electronics Gulf and the Entrepreneurship Center for People with Disabilities in Korea (DEBC)**

# Awards and Honors

## Sharjah City for Humanitarian Services achievements



### Honoring Sharjah Humanitarian City (Early UAE)

HH Sheikh Mohammed bin Rashid Al Maktoum, UAE Vice President, Prime Minister and Ruler of Dubai His Highness Sheikh Mohammed bin Zayed Al Nahyan, Crown Prince of Abu Dhabi and Deputy Supreme Commander of the UAE Armed Forces, honored Sharjah Humanitarian City To be the first to provide a specialized service for people with disabilities in the State

### Sharjah Award for Volunteerism

Sharjah Humanitarian City has won the Sharjah Voluntary Award in the category of "Volunteer Opportunities" for the annual Hope Camp organized by the city since January 1986.

### Sharjah Environmental Awareness Award and Recycling Competition

Sharjah Humanitarian City won the first place in the School Award for Environmental Excellence for Recycling.

**"Al Amal School for Deaf" was chosen by Microsoft,**  
as the world's model school for the fourth consecutive year.

## Students achievements



### Awards in the field of religious: (memorizing the Holy Quran)

30 students from the city's students won the prizes of the Holy Quran and preserved parts of it in competitions organized outside the city and won the first positions.

### Awards in the academic and technical

fields 4 students from Al Amal School for the Deaf won the Sharjah Prize for Excellence in Education for the distinguished student category at its 24th session. A student from the city branch of Khorfakkan won the Hamdan Bin Rashid Al Maktoum Award for Distinguished Academic Performance for the distinguished student category.

### UCMAS Mathematics Competition

5 students from Al Amal School for the Deaf participated and received the due recognition.

### Computer Competition

16 students from the city participated in the computer competition organized by the Bridges Center in Abu Dhabi, passed the special tests for the success of the investigators with an outstanding result, and received certificates of appreciation.

## Awards in the field of creative and artistic



### Latifa Award for childhood creations

3 students won a Latifa award for the creativity of childhood in the competition drawing and composition.

### Drawing Competition for Autism

13 students from the Sharjah Autism Center participated in the competition organized by the Faculty of Arts and Sciences at the University of Abu Dhabi in conjunction with the awareness of autism and the students were honored.

### Free Environmental Drawing Contest

a student from Al Amal School for the Deaf won the second place in the competition organized by the Emirates Environmental Working Group annually.

### Poetry for All Competition (Emirates Airline Festival)

Three students from the Al Amal School for Deaf participated in the Emirates NBD competition at the Emirates Airline Festival where they delivered a number of poems in sign language, leaving a significant impact on the audience.

### Award of the gallery Aoucheh Bint Hussein Gallery for creative owners of inspiration

inspiration Five students from the city's sections in Khorfakkan and Kalba participated in the Awaka Bint Hussein Award for creative and inspiring artists.

## Awards in the field of sports



Awards in the field of sports The city's students participated in many local sports competitions and received many awards and titles at several levels including:

### Regional Games for the Special Olympics for the Middle East and North Africa, Abu Dhabi 2018

13 students from the Sharjah Autism Center participated in the competition organized by the Faculty of Arts and Sciences at the University of Abu Dhabi in conjunction with the awareness of autism and the students were honored.

### Dubai Police wheelchair challenge race in cooperation with the Dubai Club for the owners of Hammam - Dubai Falcon Club

Four students from the city participated and won (4 gold medals)

### Zayed Bouchia General Championship of the UAE Federation of Disabled Sports

Two Students took part in the city and won 2 medals (silver / bronze)

### The Arthritis Society of the Emirates Arthritis Society (MAMZAR)

Five students from the city participated and won 5 medals and won (2 gold + 2 silver + 1 bronze)

### Ned Al Shaba Ramadan Tournament for NAS SPORT Dubai Falcon Club

Six students from the city participated and won medals

# Our statistical indicators for 2018

Sharjah City for Humanitarian Services seeks to reduce the causes of disability by early intervention and community awareness, and works to support, contain and empower people with disabilities to education, rehabilitation and employment to be participants and independent in their communities. The number of beneficiaries of the city services for the academic year 2018 (2132). Disability from internal and external situations benefited from direct services such as; educational, training and rehabilitation services provided in schools, sections, centers, various branches and vocational rehabilitation workshops. In addition, indirect services; support services such as counseling my physical therapy sessions and functional language and speech, and to provide some support aids and techniques.

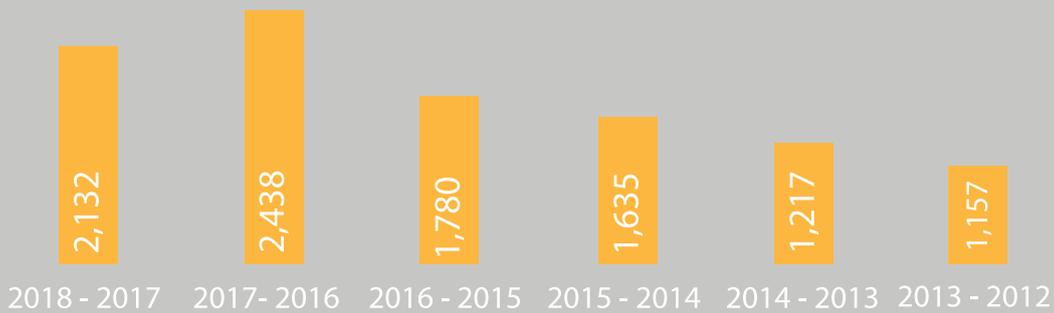
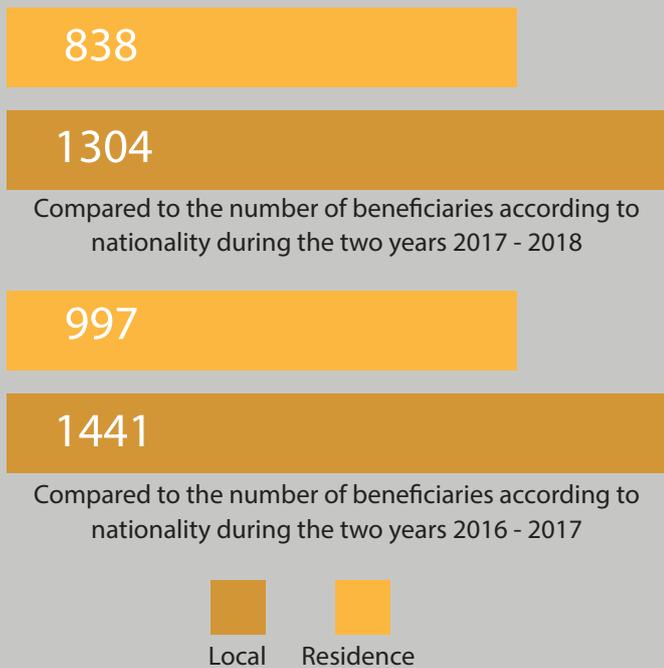
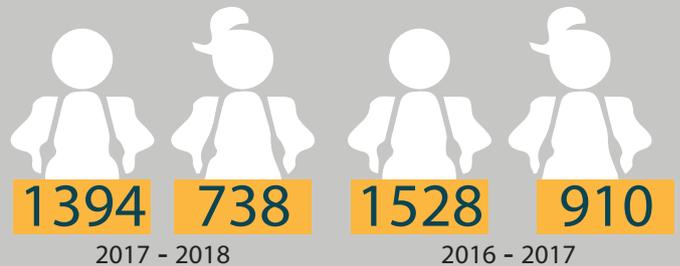


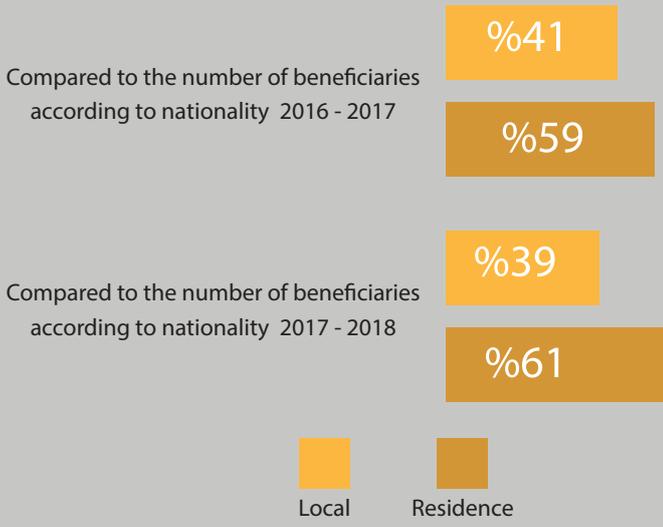
Figure (1) shows a comparison of the number of beneficiaries of the services of the institution during the last six years, which reached 2018 (2132) students, a decrease of 14% from the previous year 2017, which reached a total of (2438) students. The reason for the decrease is the conversion of external cases of physiotherapy and functional services to the evening service center with the aim of intensifying treatment sessions for both external and classroom situations.



Compared to the number of beneficiaries according to gender during the two years 2016 - 2017 / 2017 - 2018



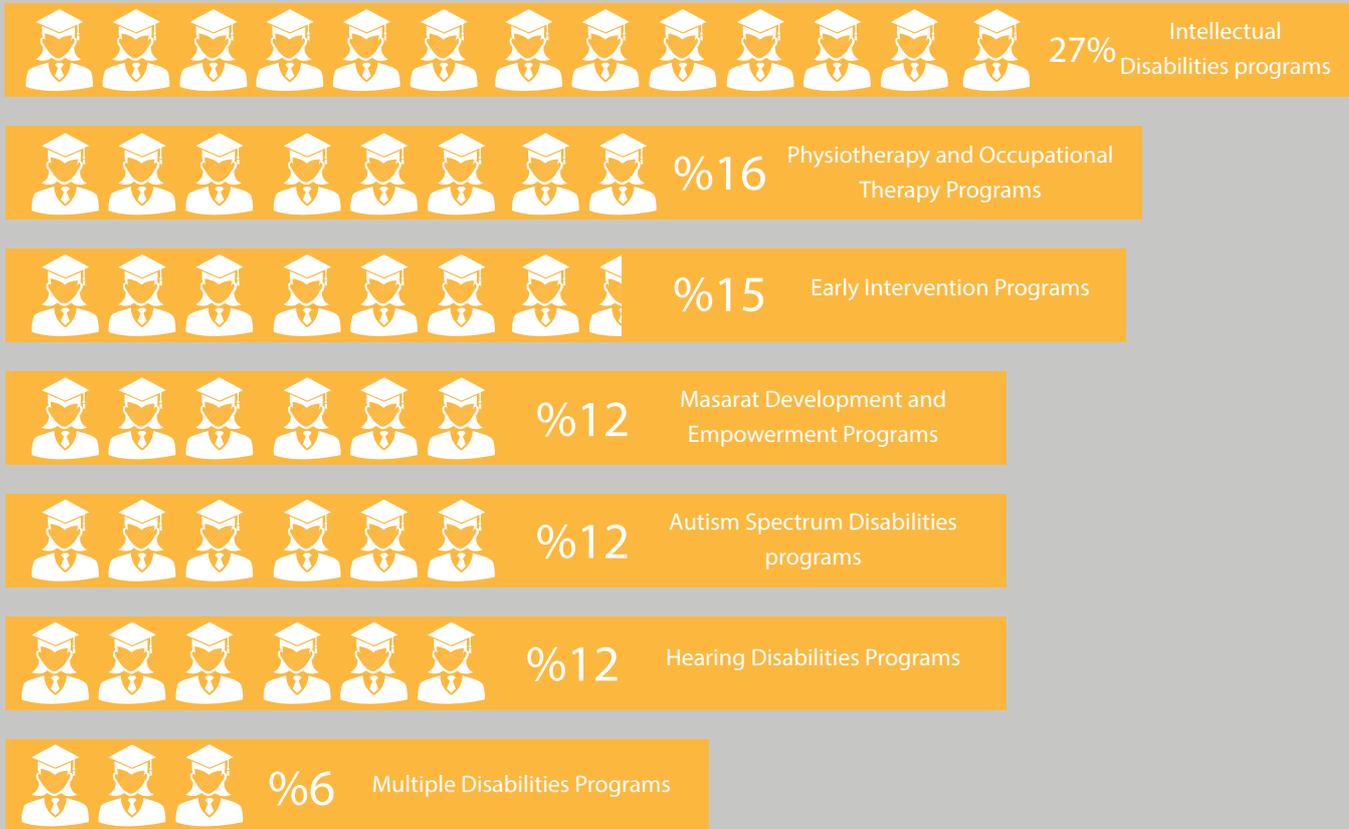
Local Residence



the proportion of beneficiaries of the services of the institution according to nationality, where it is noted that the percentage of residents is higher than the proportion of citizens, and there is no study to show why the proportion of citizens of residents in the community



the comparison of the percentage of beneficiaries of the institution's services by gender during the past two years. The percentage of males is higher than that of females.



# Sustainable Success Stories

Sustainability is an integral part of SHC's vision and mission to become a sustainable and pioneering institution in the advocacy, containment and empowerment of people with disabilities in the UAE and the Arab world. We will achieve this vision by implementing our strategic priorities to ensure that our customers, Work, communities and government, and we continue to work hard to establish sustainability at the heart of our strategic processes and integrate them into all our activities and businesses

## 1986

Al Amal Camp in Sharjah



## 2005

Al Amal School for the Deaf was the first to introduce secondary education for the Deaf in UAE



## 2015

"Al Amal School for the Deaf"  
Chosen by Microsoft as an International Showcase School



## 2009

Self-advocacy



## Al-Amal Camp in Sharjah (1986)

Al Amal Camp organized by the Sharjah City for Humanitarian Services annually since January 1986 under the patronage of His Highness Sheikh Dr. Sultan bin Mohammed Al Qasimi, Member of the Supreme Council of the Union and Ruler of Sharjah. It hosts delegations from the GCC and two guest delegations from Arab and foreign countries. For children with disabilities in order to develop their skills through recreation, increase their independence, and enhance their self-confidence by acquiring new experiences and knowledge, as well as raising awareness of the issues of persons with disabilities. The slogan supports the rights of persons with disabilities, the city and take a slogan throughout the year.

In each session of the camp, the city succeeds in raising awareness of the issues of persons with disabilities, through which it sends a strong and clear message to all societies highlighting an important issue for the present and a better future for people with disabilities. It held under the slogan "See my work, not for my handicap". In addition, the Third Hope Camp, which was dedicated to girls with disabilities and was held under the slogan "The disabled girl has the right", followed by targeted messages. Moreover, Twenty 2017 came under The slogan "We are all responsible" is based on the city's awareness of the nature of its work as a genuine and effective contribution to the application of the principle of social responsibility and for the benefit of a broad social group. In addition, it is an essential component of the society, people with disabilities and their families with all their affiliations and social extensions. As well as a stimulating, active and active institution that attracts the contributions of private companies and institutions and individual initiatives, both financial and human, and employs them all to serve a vital community cause such as the issue of persons with disabilities

### Goals of Al amal Camp

Hosting children with disabilities from the Gulf, Arab and foreign to enjoy them.

To highlight their energies and skills through activities

Strengthen the links between them

Exchange of experience and knowledge among workers in the field

Raise community awareness of issues of persons with disabilities

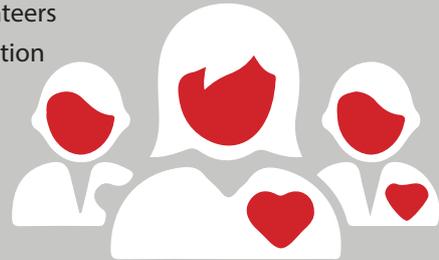
Introducing the UAE and the emirate of Sharjah and landmarks

Attract young volunteers of both sexes and instill in them the love of volunteering and the service of others.

Provide an honorable picture of the UAE and its attention to persons with disabilities.

## Sustainable achievements of the camp

- The organization of the activity continued since January 1986 until now.
- Increased numbers of volunteers and delegations
- Linking the name of the activity in the Emirate of Sharjah to tomorrow is one of the main annual activities for children with disabilities and their employees in the Gulf States, Arab countries and many other friendly foreign countries.
- The good reputation he left behind in the hearts of participants and volunteers
- Increased numbers of young volunteers and their enthusiasm for participation
- Increase the number of sponsors and supporters of the activity.
- Increased official and media attention to activity



The number of volunteers since the beginning of the camp 1986 to 2017

3928

volunteers

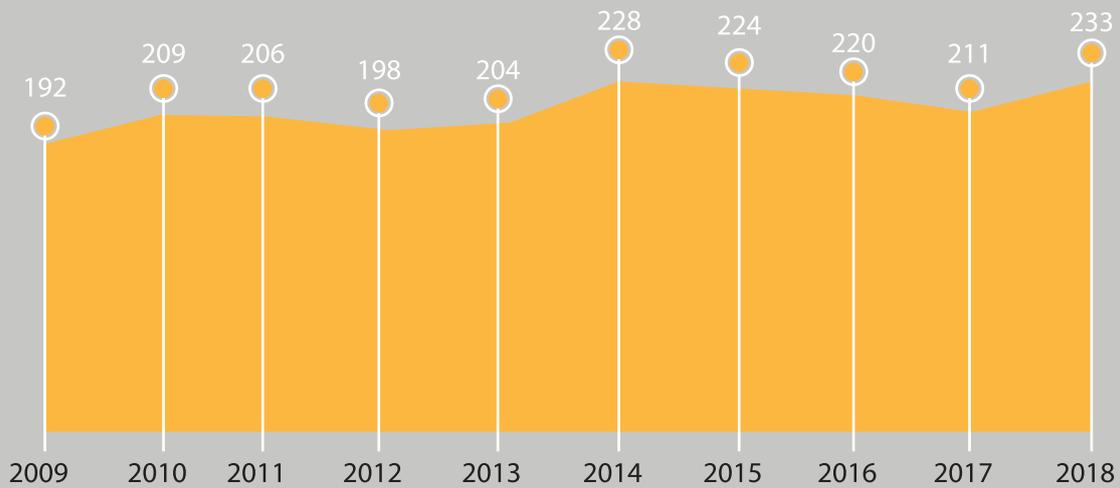


Figure shows the numbers of volunteers in Al Amal camp over the past 10 years:



3928

numbers of volunteers



1980

numbers of participants

Comparison between numbers of volunteers and participants from 1986 to 2017

Figure &amp; numbers of Al Amal camp

NO	Name of Camp and Date	Slogan	Number of Volunteers	Number of Participants
1	first Amal Camp from 18 to 23 January 1986	No Slogan	37	58
2	Second Amal Camp from 17 to 23 January 1987	Look at my work not on my disability	118	54
3	Third Amal Camp from 16 to 22 January 1988	A disabled child has the right	41	38
4	Fourth Amal Camp from 21 to 27 January 1989	Natural life is right for the disabled person	45	41
5	Fifth Amal Camp from 20 to 26 January 1990	My disability will not limit my comprisation	60	43
6	Sixth Amal Camp from 31 to 25 January 1992	Gulf of love and peace	49	56
7	Seventh Amal Camp from 16 to 27 January 1993	I am handicapped and I am not disabled	51	69
8	Eighth Amal Camp from 22 to 27 January 1994	We are united by the goal and united by Arabism	80	37
9	Ninth Amal Camp from 26 to 21 January 1995	Do not impede with desire	64	61
10	10th Amal Camp: from 26 to 31 January 1999	Our safety is in your mind and attention	100	80
11	11th Amal Camp: 15-20 January 2000	Teach us right not sympathy	93	89
12	12th Camp of Hope: 20-25 January 2001	We are with you, children stones	78	79
13	13th Amal Camp: 19 - 24 January 2002	Grab the peoples of the disabled wars	116	87
14	14th Amal Camp: 18 to 23 January 2003	Be a participant and not a viewer	164	109
15	15th Amal Camp: 17-22 January 2004	A Gulf-free environment with no barriers	168	113
16	16th Amal Camp: 21-26 January 2006	The dignity of the disabled is the dignity of society	161	76
17	17th Amal Camp of 21- 26 January 2007	Proud with your siblings , I love you with your disability	202	93
18	18th Amal Camp 27 January to 1 February 2008	With our creations we shine the future	176	88
19	19th Amal Camp: 18 to 23 January 2009	We are all a shepherd, we are all responsible	192	91
20	20st Amal Camp: 30 January - 4 February 2010	Start without borders	209	74
21	21st Hope Camp: 1 9 to 24 December 2010	Nothing belongs to us without us	206	89
22	22sd Amal Camp: 25 to 31 December 2011	My decision is my choice	198	69
23	23rd Amal Camp: December 16 to 20, 2012	Environment is my safety and defense	204	46
24	24th Amal Camp: December 16-20, 2013	My smile is in my health	228	58
25	25th Amal Camp: from 21 to 26 December 2014	To congregate	224	73
26	26th Amal Camp: 20 to 25 December 2015	Together to discover the world	220	60
27	27th Amal Camp: 18 to 23 December 2016	Learning on my own approach	211	71
28	28th Amal Camp: 18 to 23 December 2017	We are all responsible	233	78
	<b>Total</b>		<b>2928</b>	<b>1980</b>

## Experience of the Deaf School and Kindergarten in secondary education university education in the United Arab Emirates and support for (Starting from the 2005-2006 school year)

Al Amal School for the Deaf is the core around which the city founded. It is the first school for deaf and hard of hearing students' nationwide offering education, rehabilitation and empowerment services from kindergarten to high school.

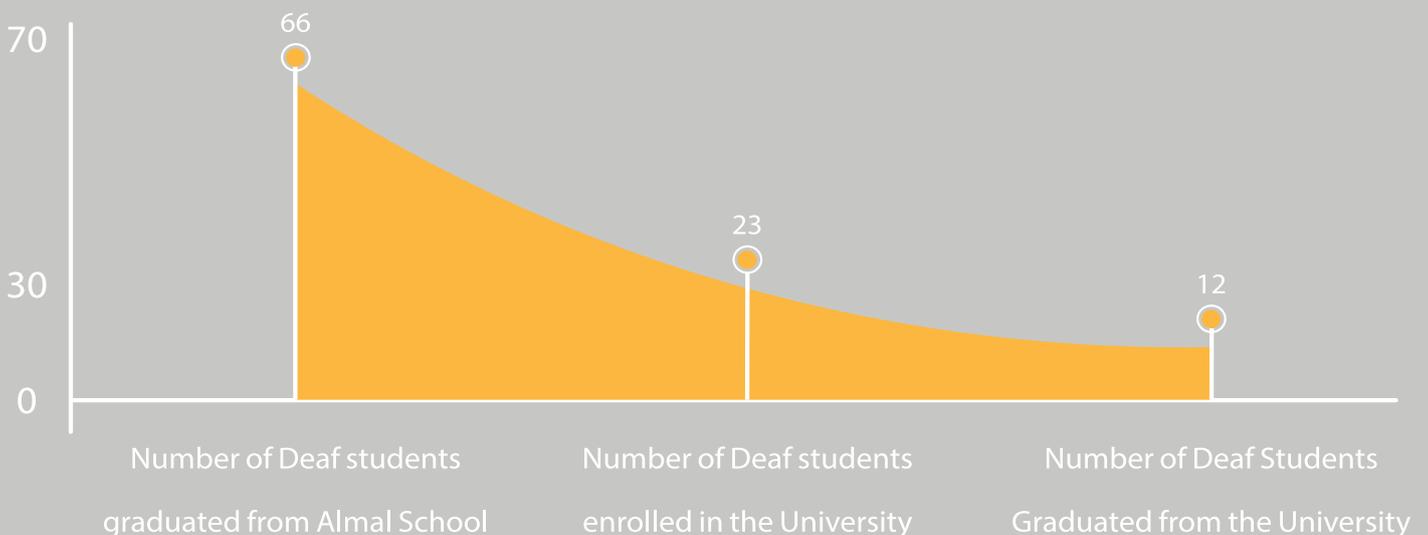
The school follows the curriculum of the Ministry of Education for all levels of education. It uses the most important and latest technology in education and in audio aids such as FM speakers. It focuses on training students to use their sound residues in sound pronunciation and teaching sign language. As well as its active partnership with Microsoft and the University of Sharjah to train deaf and hard of hearing, people to acquire computer skills.

In the last ten years (from the academic year 2007-2008 to the academic year 2017-2018), 66 students passed the high school certificate. Twenty-three students enrolled in universities from inside and outside the country to pursue their university studies, 12 of them graduated and enrolled Posts.

The Sharjah City Center for Humanitarian Services initially kept a track with the University of Sharjah to overcome the difficulties faced by Deaf students at the university, where the team was regularly followed by the city staff, in addition to providing sign language interpreters with deaf students during the lectures and translating the information directly.

In 2016, the Resource Center for People with Disabilities opened by His Highness Sheikh Dr. Sultan bin Mohammed Al Qasimi, Member of the Supreme Council and Ruler of Sharjah, President of the University of Sharjah. The center, which has been administratively linked to the university's director since its inception, he is working hard to ensure fair educational opportunities in a competitive student environment and under a comprehensive comprehensive system, starting from the first stages of enrollment and enrollment and extends beyond graduation through awareness and career guidance.

The following chart shows the numbers of students who joined the university from 2008 to 2018



## Self-advocacy in Sharjah City for Humanitarian Services since 2009

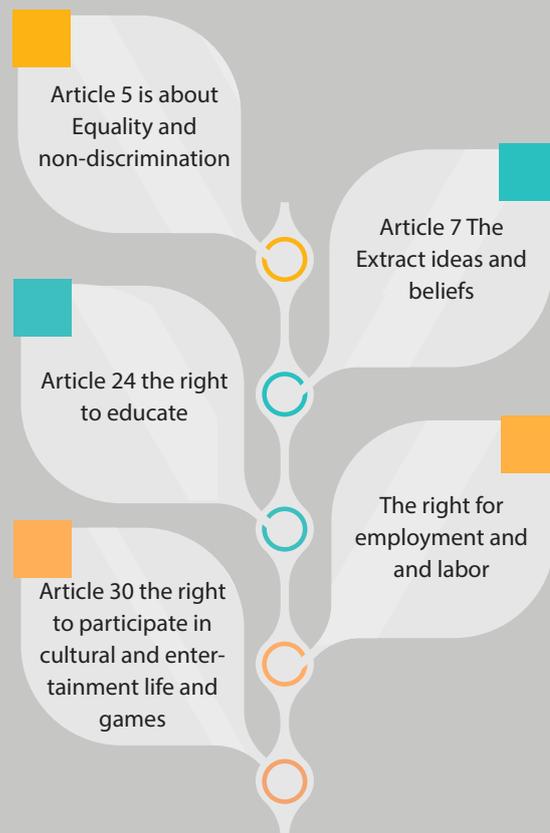
Self-advocacy is primarily a group work, designed to speak to people with disabilities about themselves and assisted by people who cannot speak for themselves. Self-advocacy means that people with disabilities make decisions in managing their own lives and work to claim their rights with full awareness of the duties they have in conjunction with their claim to their rights. It means that the person says: I know who I am and what I want and work to be more independent and more control of my life. Since its inception in October 1979, SHC has sought to provide the best educational and rehabilitation services to persons with disabilities and has undertaken to spread the culture of disability in its legal and positive form, using all means and methods available.

The self-help, program activated in the city since 2009. The first seminar was held by experts in this field, in which people with intellectual disabilities and their parents participated in the purpose of introducing the concept of self-advocacy, which is one of the concepts that imposed itself on all institutions And individuals and individuals working in the field of persons with disabilities in the world. Perhaps, the most important concerned are the families of the disabled because of the positive affect the lives of people with disabilities and their families in general. However, do not overstate when we say the life of society as a whole because self-advocacy empower people with disabilities with their human rights and to improve their social and economic conditions, to achieve effective integration among all elements of society on the basis of equality, respect and non-disregard. Since that date, the city has been training its students to claim their rights as acquired right, not as sympathy or empathy, but as a right. The work started by including the goals of self-advocacy within the individual educational plan for students with disabilities by expressing opinions and making decisions about their personal choices, for example: games, food and drink, clothing and trips ... etc,

The work continued by involving parents and training them on the concept of self-advocacy; as some families were / still believe that the child's rejection of anything considered an unacceptable rebellion and stubbornness.

In December 2010, a Council for Students with Intellectual Disabilities established after a student from the Al-Wafaa School for Capacity Development called for the formation of a special council for students to defend their rights and discuss their own issues

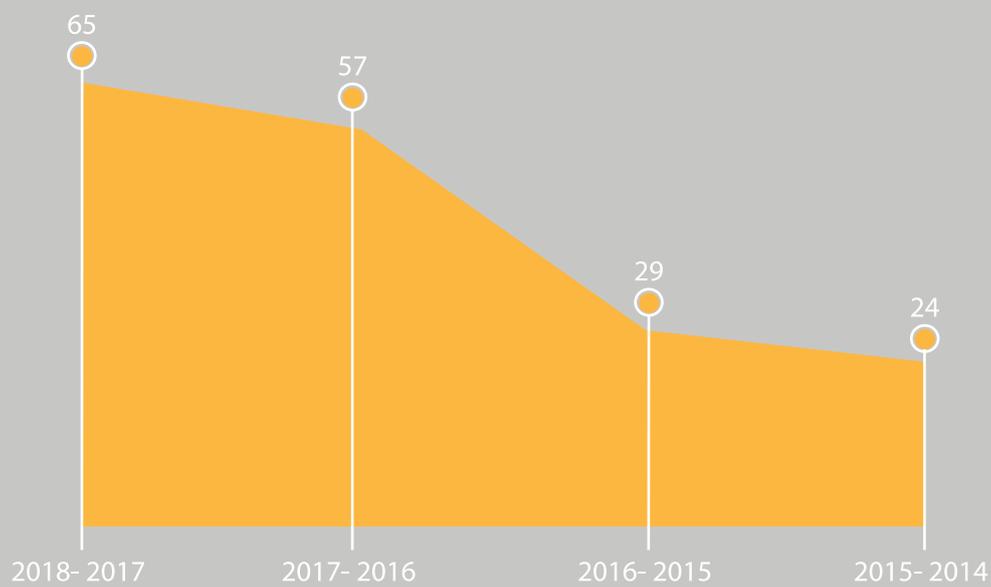
Rights implemented through self-advocacy in the International Convention for People with Disabilities





## Accomplishments

- Intermittent meetings of the self-proponents to communicate and follow up developments and put forward ideas and opinions on their stems
- Participating in conferences, forums and lectures
- Organizing several visits to official institutions regarding their demand in order to expose their rights and achievements
- The establishment of a student council citywide
- Self-proponents participated in several meetings, discussion and interviews through the media, such as (Sharjah TV), through which they expressed their rights and abilities.
- Sheikha Al Qassimi elected as the self-proponent of the Comprehensive Containment of the Middle East and North Africa (MENA) and chosen as a member of the Board of Directors of the Global Inclusion Organization.



Number of self-supporting students during the last four years

## **Al Amal School for the Deaf, modeled on Microsoft Corporation 2018 For the fourth consecutive year**

For the fourth year in a row, Microsoft in October 2018 chose Al Amal School for the Deaf of Sharjah City for Humanitarian Services as a model school because it followed modern teaching methods with its students and focused on the use of technology in developing the educational process.

The school uses a quantity of the most significant programs in the education of Deaf students, such as Skype, which allows the exchange of experiences with other schools. In addition to the Sui program that is similar to the PowerPoint program, but with better potentials, especially for the preparation of lessons and lectures. Moreover, Office Mix program which provides the opportunity to record lessons and translate them into sign language and then upload them to students' accounts within the Smart Learning Portal for review and follow-up at home

Six (6) of the school teachers received an (proficient teacher) from Microsoft after attending training courses in the field by the company that has the most experienced specialists.

Microsoft Showcase School is an initiative that focuses on innovative school leadership in teaching and using technology to explore new ways to drive innovation and improve learning outcomes. Further more, the Microsoft initiative is a global community of schools involved in innovative change to improve learning and learning worldwide, stimulate development from basic life skills, communicate with teachers locally and globally, and share best practices through the Microsoft Expert Program. Besides the collaboration with Microsoft, training courses held for the teaching staff:

- 1 Adopt the effectiveness of Vocational Training intention**
- 2 Focus on school vocational training improvement.**
- 3 Establish teams to guide and collaborate in the school and employ Microsoft programs in the educational process.**
- 4 Arrangement of effective set of teachers at Al Amal School for the Deaf**
- 5 Emphasize on augmented efforts in the use of technology to advance in the transformation and efficiency at the level of schools**
- 6 Emphasize on the self-learning for the deaf students and renovate their creative thinking and innovative use of technology**
- 7 Utilize the Microsoft software in the learning process: Office 365, Skype, Moviemaker, Sway, OneNote, and Office Mix.**
- 8 Permit students and teachers to learn and communicate in all places and enhance sign language learning through the Office Mix program**

# Our Strategy concerning sustainability

Sharjah City for Humanitarian Services is the first specialized institution in the UAE since its establishment in 1979, has provided great services to the UAE community, its residents and its attendees from various Arab nationalities and even non-Arabic speakers. It kept providing initiatives and projects, which ensures the widest support and community participation of its work based on providing the highest quality and best services to its members with disabilities and their families.

The Foundation, in its relationship with the beneficiaries of its services, based on its ethical charter, which states that the human aspect is the most important factor in life, which is its resources and purpose and that children with disabilities are the only justification for our survival, continuity and sustainability.

Based on this approach, the Foundation has established its strategy, through which it ensures the achievement of its mission and vision in accordance with the core objectives of its strategy. The Foundation aspires through its strategy, programs and plans to provide the right to education, training and rehabilitation for every person with disabilities regardless of the quality and degree of disability, Race and sex. It also aspires to enable persons with disabilities to integrate fully into society by providing work for every disabled person capable of working, and to expand the provision of family counseling services as the ideal environment for embracing and preparing the child for integration into society.

Since its inception in 1979, Sharjah City for Humanitarian services has committed itself to attain the principle of sustainability in the services it provides and is continuously developing it. Also, there are many of memberships and conventions that serve this purpose.

## Strategic ambitions towards 2021

Our strategy includes four alignments in which the city seeks to achieve its long-term sustainability objectives.

### 1) Involvement of the target audience

Achieving the satisfaction and happiness of beneficiaries is keys to success as a service institution, which is why we move forward in achieving the quality of our services while increasing our focus on enhancing the role of our stakeholders, partners and stakeholders and understanding their needs and expectations.

### 2) Excellence in internal and operational processes

We aim to achieve excellence in the provision of our services and programs to our customers and all stakeholders, by keeping abreast of the latest and leading global practices in the field of disability, working on the implementation of standards and continuing to provide excellent services to clients. Our goal is to achieve excellence and provide quality services to our customers and partners

### 3) Growth and sustainable learning

Our strategy is to promote sustainability in all our services, programs and activities. Sustainable growth is a goal of an extreme importance to us, which will allow us to enhance our capabilities to contribute to our ambitions, to preserve our resources and to ensure the sustainability of our work.

### 4) Highly qualified institutional capacities

Our staff is the true wealth and foundation on which our strategy based, and it is their responsibility to implement it. We remain committed to investing in our employees and providing a safe, productive and productive working environment to support the growth and sustainability of our business.

## Corporate governance

Because Sharjah Humanitarian City is a non-profit service organization, it has an independent legal personality with full legal competence, as well as financial and administrative independence. In addition, it is led by Her Excellency Sheikha Jamila bint Mohammed Al Qasimi, the General Manager of the city that leads the Foundation, in addition to an internal work team composed of the administrative body, the educational body and the specialist. It is required to supervise, implement, monitor, evaluate and continuously improve the progress of the operations in accordance with its duties

The city is devoted on integrity and dealing with any business that is suspicious and does not allow complacency or affect its continued existence. Moreover, the city is keen to apply a methodology and mechanism to report any process that interferes with integrity and raises the professional awareness of all employees, and is committed to the highest professional standards and accounting.

The principles of accountability, justice and transparency are the cornerstone of our relationship with all clients inside and outside the city. The city relies on corporate governance standards. Policies, procedures and regulations, taking all these factors into account, providing a framework of principles and procedures for management and stakeholders, internal and external auditing, which promotes a culture of ethics and good conduct among the employees of the institution and decision-making procedures. Every year, all actions evaluated and the achievements and successes are observed and monitored, and the negatives discussed. If the opportunities for improvement arise and develop, plans made to overcome them with greater transparency, openness and clarity. This will give the institution greater credibility to the stakeholders, supporters and understanding of its objectives to provide more sustain and support. In addition, the confidence of the community and the families of disabled people on the performance of the institution, along with positive impact on their children in all fields.

In general, the spirit of cooperation, commitment and the priority of the public concern govern the relationship of the institution with the stakeholders. In the significance of the institution and adherence to the controls and instructions which are issued by decision-makers and to propose appropriate solutions to problems and issues that may arise and inconsistent with common interests. In addition, it is interpreted as targets in annual operational plans with indicators to be achieved. Moreover, the senior management of Sharjah City for Humanitarian Services is committed to providing an exemplary model for employees through the practical application of the Code of Conduct and the business approach and adherence to their content.

## Stakeholder groups in Sharjah City for Humanitarian Services

The stakeholders in Sharjah City for Humanitarian Services include parties that internally, externally involved and that affect our activities, decisions or scope. It is also possible that our various activities or processes will affect stakeholders. The list of stakeholders in Sharjah City for Humanitarian Services currently includes the following categories:

Categories concerned	Categories concerned
Government	Local / federal
Staff	All categories of employees in the organization
Dealers	Disabled people and their families
Partners	Strategists and principals
Suppliers / Contractors	Main / Basic / Strategic
Society	Institutions operating in the field; and governmental and private in other areas

## Stakeholder expectations

Transparency is particularly important for stakeholders, so as in Sharjah city for humanitarian services we keen to establish direct channels for effective communication with stakeholders using various internal and external communication methodologies. Stakeholders must be fully aware of our internal and external activities and programs and engage with us effectively when needed to ensure their success. The following table highlights the different stakeholder groups to whom we are directly concerned, as well as their expectations.

## The expectations and needs of stakeholders

	Needs and Expectations	StakeHolders
1	Government	<ul style="list-style-type: none"> <li>• Compliance with legislation</li> <li>• Endorse the concept of good citizenship</li> <li>• Coordination with national development plans and programs</li> </ul>
2	Staff	<ul style="list-style-type: none"> <li>• Provide a positive, healthy and stimulating work environment</li> <li>• Commitment to the ethical code</li> <li>• Determine the career path</li> <li>• Recognition of excellence in work and performance</li> <li>• Justice and opportunity entirely</li> <li>• Investing in professional development</li> </ul>
3	Dealers	<ul style="list-style-type: none"> <li>• Providing distinctive and effective services that meet the needs of beneficiaries</li> <li>• Providing security, safety and health care</li> <li>• Business ethics</li> </ul>
4	Partners	<ul style="list-style-type: none"> <li>• Communications of understanding and cooperation in various fields</li> <li>• Visits and meetings aimed at enhancing cooperation</li> <li>• Share best practices</li> <li>• Participation in regular knowledge platforms</li> </ul>
5	Suppliers / Contractors	<ul style="list-style-type: none"> <li>• Simplicity in procurement procedures</li> <li>• Qualifying the supplier based on cost and quality as well as environmental and social design</li> <li>• Profitability</li> </ul>
6	Society	<ul style="list-style-type: none"> <li>• Raise awareness of disability issues</li> <li>• Implicit and effective communication</li> <li>• Participation in various community initiatives</li> </ul>



## The importance of Stakeholders

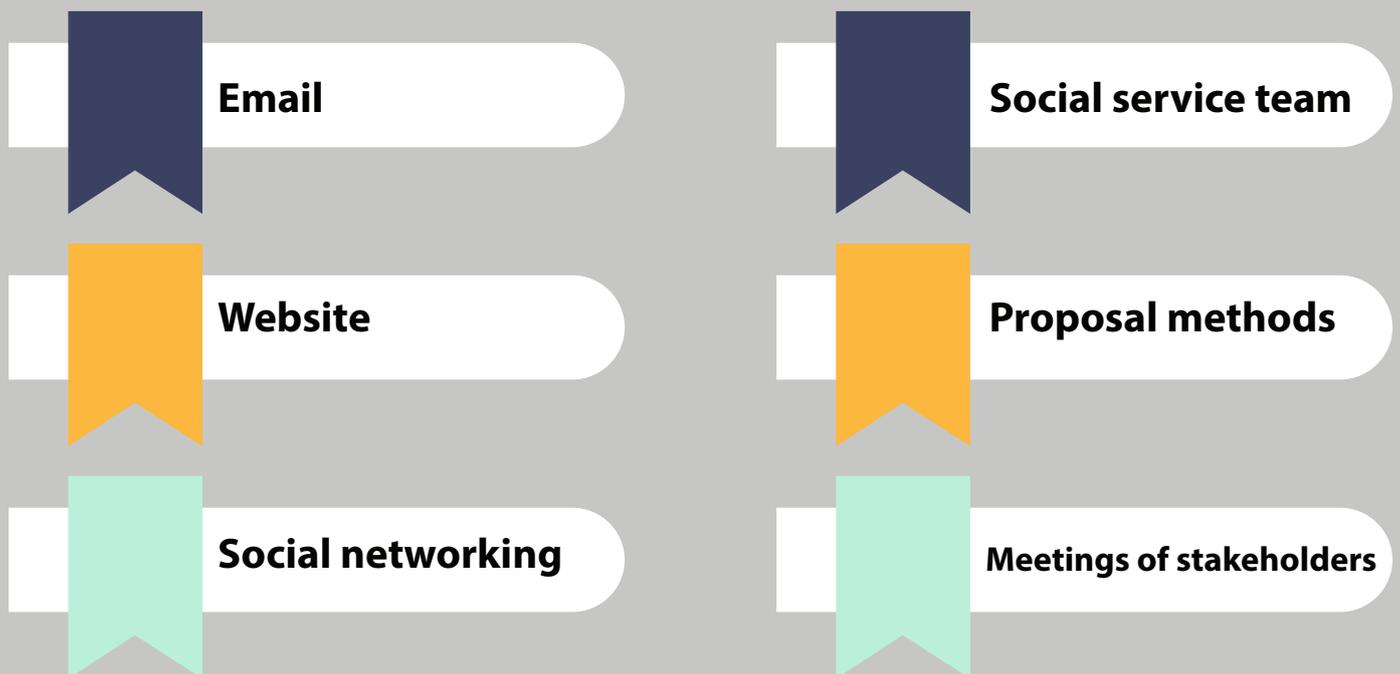
As our goals concentrate on supporting and empowering people with disabilities and their families, which means targeting all family members focusing on the people with disabilities in the family, continuous cooperation and mutual commitment across the network of relevant parties is critical to our success. Moreover, Sharjah City for Humanitarian Services is associated with a large number of relevant internal and external parties, some of which are involved with the Foundation at the operational level.

Although others are involved at the level of beneficiaries or affected by city programs, relevant groups of parties divided into four levels, which determine their degree of relevance to the work of the institution.

Importance of Stakeholders			
Linked external parties	Linked internal parties	Linked parties and non-profit beneficiaries	Linked parties and direct beneficiaries
<p>Linked external parties are an integral part of the organization's operations and the delivery of programs and services.</p> <p>This category includes our strategic partners, governmental and private institutions, civil society and organizations working in the field from within and outside the country.</p>	<p>Includes our most important assets, that is, employees who oversee the organization's operations and the surrounding environment</p>	<p>Is the group of relevant parties that indirectly affects our operations and services</p>	<p>Is a group of relevant parties that directly affect or immediate affect our operations, programs and services</p>

## Engage stakeholders

We are eager to communicate and interact with stakeholders using the various methodologies and tools we use in Sharjah City for Humanitarian Services to enhance communication and interaction with stakeholders. It includes the following:



## Core issues in the sustainability report

We strive to identify and prioritize relevant core issues and their social, economic and environmental impacts that been developed within our sustainability framework. This methodology been incorporated into annual operational plans and studies, in which we seek to identify needs, identify the root causes of priority issues. Therefore, we considered prioritizing important issues in this report and summarizing important issues for our shareholders, and within our sustainability, and these areas covered in this report. In addition, to determine the relative importance of the core issues of sustainability in SHC, we followed the G4 analysis methodology as an early opportunity for practice and training on the G4 guidelines as shown in the table below.

NO	Core Issue	Importance to Sharjah Emirates	Stakeholder Interests	Foundation Impact	The overall rate of importance
1	Indirect economic impact	Medium	Medium	Medium	Medium
2	Practice procurement	Medium	Medium	Medium	Medium
3	Eneergy	High	Medium	Medium	Medium
4	Biodiversity	Low	Low	Low	Low
5	Emissions	Low	Low	Low	Low
6	Recruitment	High	High	High	High
7	Occupational Health and Safety	High	High	High	High
8	Equal pay for women and men	High	High	High	High
9	Evaluation of work practices	High	High	High	High
10	Practices of criticism method at work	High	High	High	High
11	Investment	High	High	High	High
12	Human right criticism method	High	High	High	High
13	local community	High	High	High	High
14	Anti-Corruption	High	High	High	High
15	Public policy	High	High	High	High
16	Assess the impact of resources on society	High	High	High	High
17	Effect of criticism method on society	High	High	High	High
18	Clinets Health and Safety	High	High	High	High
19	Product Description and Service	High	High	High	High

### Keys to table core issues

- High: has a very hijj effect
- Medium : has a medium effect
- Low: has a low effect

## Increase our effects through our services

Our goal is to expand the social development and contribute to sustainable development through the services and programs we provide to the target population. This process carried out in accordance with an integrated methodology, which shared by the city's team of different specialties, which means the full process of identifying, testing, distinguishing, presenting, managing and evaluating the appropriate program for the purpose of ensuring the efficiency of high-quality programs and service. In contributing the development of sustainability for disabled people in the UAE, we are aligning them with the vision, mission, goals and aspirations of the city.

## Increasing the effects of our services and programs

### Increasing the effects of our services and programs that we provide

The desired results	Influence Level
Focus our efforts on empowering people with disabilities and achieving sustainable development for them in their community	Empowering people with disabilities
We always strive, with sincere honesty and perfect integrity, to fulfill all the responsibilities social, economic and environmental alike for our clients and partners	Social Responsibility

## Reduce the impact on our internal processes

The commitment to our internal processes is an essential requirement of our sustainability management strategy, without focusing our attention on the internal processes we offer; our efforts to become sustainable will not be credible. Sharjah City is committed to sustainability in its operations, in addition to annual plans and reports that include the achievements of the planned initiatives and the measurement of the performance indicators and the extent to which they achieved, whether in governance practices or in ensuring the sustainability of our services and programs or reducing environmental impact in our operations.

### Reduce the impact on our internal processes that we provide

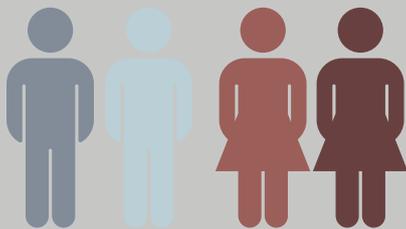
The desired results	Influence Level
Full compliance with accountable governance and simplicity	Concentration of leadership
Enhancing human resources development with a view to improving institutional performance	Human capital
Develop institutional capacity by following international best practices to increase organizational performance	Internal processes
Protect the environment and reduce the negative effects we leave on the environment at the internal level	Protection of resources and the environment
Ensure that financial resources are invested in a sustainable manner and achieve institutional objectives	Financial Stability

## Comparasion to a summary of our performance in sustainability for the year 2018

level of impact on social development		Indicator	Performance		
			2017	2018	
Programs and Services	<b>Empowering people with disabilities</b>	Total number of beneficiaries	2438 Beneficiary	2132 Beneficiary	
		Percentage of citizens and residents	41% citizens - 59% resident	39% citizen - 61% resident	
		Percentage of males and females	63% males - 27% females	65% male - 35% female	
		Total number of mergers in schools and universities (partial and total integration system)	33 (partial and total integration)	97 (partial and total integration)	
		Total survey of children in kindergartens and kindergartens	1323 children	1027 children	
		Total number of students for whom comprehensive medical examinations were conducted	943 students	902 students	
		Total persons with disabilities who have been employed in institutions	9 cases of internal and external	13 of internal and external cases	
	<b>Social Responsibility</b>	Number of partnerships and agreements	5 Agreements	Signature of 7 agreements, renewal of 1 agreement	
		Number of visits	11 visits	24 visits	
		Percentage of followers of social media	30,900 follow-up	37,651 sequentially	
		Main events and activities of the city	17 Effectiveness	23 Effectiveness	
	Methodologies of internal processes	<b>Concentration of leadership</b>	Create and update new centers	2 centers	1 center / 1 inauguration nursery
			Risk analysis and guidance for optimization opportunities	4 projects	3 projects
		<b>Human capital</b>	Total number of employees	541 staff and staff	561 staff members
Percentage of citizens and residents of the labor force			18% citizen - 82% resident	18% citizen - 82% resident	
Percentage of males and females of the labor force			32% male - 68% female	32% male - 68% female	
Percentage of employees with disabilities			7%	9%	
Number of new employees			51	57	
Number of employees resigned			34	46	
<b>Protection of resources and the environment</b>		The area of green area M2 is in all the centers of the institution	28673 square meters	28873 square meters	
		Power consumption – Electricity in kilowatt KH-W	1,942,867 kilowatts	3,547,740 kilowatts	
		Power Consumption - Water - Gallon	19,468,934 gallons	30,681,652 gallons	
		Fuel consumption - Petroleum - liter Liter	239,177 liters	264,814.87 liters	
		Fuel consumption - Diesel - liter Liter	6,200.00 liters	5,944.00 liters	
		carton consumption	258 cartons, equivalent of 645,500 sheets	281 cartons, Equivalent to 702,500 sheets	
<b>Internal processes</b>		Percentage of initiatives implemented according to annual operating plans	89%	90%	
		Percentage of development and modernization of infrastructure, technology and information technology	60%	80%	
<b>Financial Stability</b>		Total Annual Revenues (In AED)	58,445,216 AED	72,066,687.00AED	
		Annual budget received from the government (in AED)	24,907,017.85 AED	31,973,973.00AED	
		Cash donations from institutions and individuals (in AED)	3,415,215.00 AED	1,830,277.00 AED	
		Donations in kind from institutions and individuals (in UAE Dirhams)	195,963.00 AED	631,272.00 AED	
		Coverage of eligible students from Zakat account (in AED)	8,741,032.00 AED	12,777,684 AED	
		Annual expenses (in AED)	61,427,180.00 AED	71,865,785 AED	
	Net (profit deficit) (in AED)	(3,399,938.00) AED	AED 200,902		

## Our Human Capital

Sharjah Humanitarian City is proud to be the first institution in the UAE to work in the field of disability. Furthermore, to ensure our success and sustainability in this process, we rely on the experience of our employees who represent the real investment of the city and its strong tools. Regardless of their roles and levels, they enhance their competitive advantages locally, internationally and globally. As a result, we are able to provide benefit to parties involved in our business consistently and sustainably. Moreover, the city is committed to providing a positive and stimulating work environment for its employees through its sustainability practices, strict adherence to laws and the highest standards of business ethics and personal behavior, promoting a culture of integrity and adherence to the ethical code and good manner. In addition, the city is encouraging diversity in hiring staff of both sexes, which all employees in the city have equal access to all the additional benefits that the city provides to its employees that includes

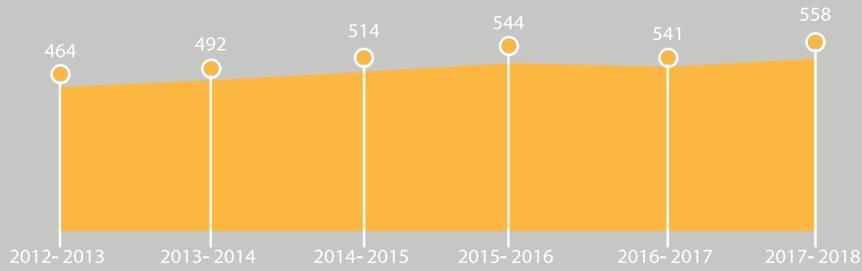


the percentage of females is higher at 68% and males 32%.



Sharjah City for Humanitarian Services seeks to recruit experienced people to develop its work in order to achieve a high level of efficiency. In 2018, 20 employees employed and this increase is due to the expansion of services and the diversity of our workforce due the activities we perform. As a working environment that provides its services and real support to people with disabilities, we are proud of the high number of employees with disabilities in the city this year, reaching 50 employees and 9% of the total employees in the institution compared to last year, where the percentage was 6%. The following are the statistics of human resources during the year 2018:

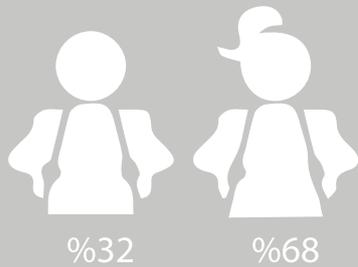
Number of employees evaluated before six years



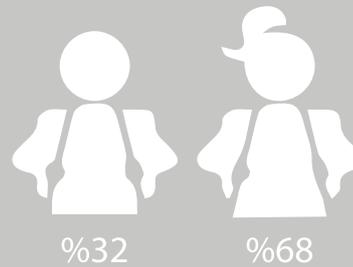
Number of employees based on genders:

Total	Female	Male	Year
541	366	175	2016 - 2017
558	380	178	2017 - 2018

Employees by gender for 2018



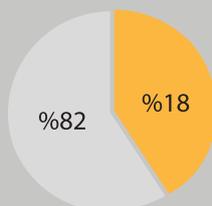
Employees by gender for 2017



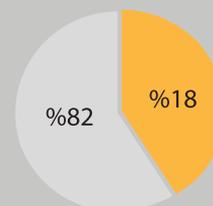
Number of employees based on Gender

Total	Residence	Citizen	Year
541	443	98	2017 - 2016
558	455	103	2018 - 2017

Compared to the percentage of employees according to nationality in 2018



Compared to the percentage of employees according to nationality in 2017



## Providing a safe and positive work environment

Sharjah City for Humanitarian Services deeply believes in its responsibility to provide a safe and positive work environment. In addition, it always strives to understand the needs and expectations of employees and respond to them in order to ensure safe employment stability and reward, respect, protection and transparency. In Sharjah City for Humanitarian Services, we seek to implement best practices and procedures to avoid accidents and maintain the health and safety of employees during their work. Therefore, this completed by identifying, evaluating, managing and maintaining security through teams working on security practices to ensure a safe and secure working environment for employees and beneficiaries. The city also boasts that it has not faced any cases of discrimination or human rights violations in the city's working environment during 2018, and prohibits forced or compulsory employment in its operations or processes regarding their support.

Among the key issues of the city's social responsibility policies are:

### Human Rights

Sharjah City for Humanitarian Services attaches great importance to human rights and regards it as one of the city's core values where neither enforced nor compulsory labor imposed. All recruitment processes conducted according to Sharjah Government's human resources policies, laws and regulations. Its policy is to ensure that all employees receive fair treatment regardless of gender, race, age, or religious belief. Moreover, We can verify this through the principle of equal opportunity while ensuring fairness, objectivity, transparency and avoiding any kind of discrimination in our systems, procedures and activities. The organization also follows the policy of delegating managers in departments and activating these practices at the level of the institution.

### Vocational Practices

Sharjah Humanitarian City is committed to enhancing employee well-being in the organization, ensuring that every employee has the right to rest, to set working hours according to human resources regulations and regulations, to be paid periodic holidays, and to receive rewards and compensation. In addition, the employees have the freedom to participate in social, cultural and environmental activities. The Foundation is keen to invite all employees to participate in the day of harmony, which is a friendly meeting includes fun paragraphs to entertain the staff and provide a good example. The city has also held annual meetings lasting several days attended by the Director General and officials, during which the annual reports of each department, center and department presented and the highlights of the achievements made during the year presented.

## Emiratisation Reinforcement

The policy of the city focuses on the employment of citizens and investment in local capacities and the proportion of civil servants is 18%, and the policy of wages of employees on the knowledge and qualifications and experience, and does not depend on discrimination by gender.

## Anti-Corruption

Sharjah Humanitarian City stands firmly in the face of any corruption or bribery. The Foundation and its affiliates are committed to not accepting corruption and not passing illegal gains.

## Diversity Principle

Sharjah Humanitarian City has also strengthened its commitment to the principle of diversity by providing opportunities for people to interact with different cultures; as well as those who perform different roles each day. In 2018, the city also assigned many internal and external missions to acquire skills and knowledge. The city collaborates with more than 35 local and international educational institutions to enhance its knowledge, recognizing that international expertise adds innovative new insights, which are a foundation of successful collaboration, cultural enrichment and best practices from around the world

## Justice Principle

The city of Sharjah for Humanitarian Services is committed to the principle of gender justice, the advancement of women, the development of women's capacities and the opportunity to participate in its growth. Currently, females comprise 68% of leadership, administrative, educational and technical positions, compared with 32% male. Both genders belong to 24 nationalities in the world. The percentage of employees from Asia is 63.1%, Africa 36.5%, Europe 0.4% all working together in harmony and efficiency. The following figure illustrates the breakdown of the city's employee category by continent in 2018

## Number of employees regarding the geographical area

Europe	Africa	Asia	Year
2	205	351	2017 -2018

## Number of employees according to cadres

Delegates from the Ministry of Education	Sharjah Government Cadre	City Cadre	Year
3	107	431	2017 -2016
3	109	446	2018 -2017



## Occupational Health and Safety

Sharjah Healthcare City is committed to providing health care through health insurance for employees and their families and contracting with the Sharjah Health Authority. The city attaches great importance to the application of occupational health and safety procedures and the application of best practices and procedures to avoid accidents and maintain the health and safety of employees while performing their duties. This completed by identifying, assessing, managing and ensuring a safe and secure working environment for employees. The following is a statistic of employees benefiting from health insurance:

Statistics of employees and their families benefiting from health insurance for 2018



Number of Residence staff and their families



Number of Local and their families

## Training and continuous development

The city of Sharjah is keen on training, development and efficiency of its human capital, and its employees are the top priority. The city seeks to create opportunities for learning, development and continuous growth by providing a wide range of training programs; starting with specialized training programs and ending with training programs related to management, skills development and human development, which continuously help their staff to develop their skills and improve the efficiency of their performance. The number of beneficiaries of the training programs during the year 2018 reached (352) employees from different disciplines. Moreover, the participation of staff in conferences, seminars and forums inside and outside the country in order to exchange experiences, knowledge, best practices and procedures to enhance their professional and personal skills. In addition, number of employees who participated in conferences and seminars inside and outside the country reached 52 employees. The city is also keen to provide training opportunities in the city to students of universities and colleges inside and outside the country. The number of students trained during the year 2018 was 13 students and employees from different universities, colleges, majors and institutions inside and outside the country to identify the city's services and gain experience.

The following are training statistics:

training statistics		
Courses and workshops in the areas of human development 2018 - 2017	Courses and workshops in the field of specialization 2018 - 2017	Subject
31	321	Number of employees benefiting internally and externally
8	10	Number of courses and workshops
%6	%65	Impact measurement: The proportion of employees who benefited from of 2018 - 2017 training during the year the total number of employees



### Number of employees participating in conferences and seminars inside and outside the country and their number during 2018-2017

Conferences and seminars outside the state	Conferences and seminars within the state	Subject
2	50	Number of Beneficiaries
1	4	Number of conferences

### University training 2018-2017

Number of Universities and Entities	Number of students and employees	Year
5	13	2018 - 2017
6	23	2017 - 2016



## Scientific Research Interest

In line with Sharjah Healthcare City's vision of pioneering and enhancing its competencies to deliver the best services to people with disabilities, and strengthening its commitment to supporting research and development initiatives so three dimensions emphasized and those are; infrastructure development, research and development projects, and capacity building. There are many achievements were achieved during year 2018 by the research team in the city, which has been for 8 years of experienced and competent staff in the field of scientific research. Therefore, based on the conviction of the city of the importance of scientific research and adoption of scientific research it had a great role in the service of sustainable development. Furthermore, supporting the element in the field of research and studies of the city ; the cooperation with the University of Sharjah and the Higher Colleges of Technology in the field of research and studies within the cooperation agreements between them to exchange experiences and prepare research and training students.

The following are research and studies completed by the research team

### Applied research entitled

"The effectiveness of the music therapy program in improving the cognitive, social, linguistic and kinetic skills of a sample of students with Down Syndrome, field study 2017", and approved for publication in the scientific journal of the University of Sharjah

### Applied research entitled

"Measuring the impact of the music therapy program on students with autism spectrum disorder in Sharjah City for Humanitarian Services".

### Survey study

the reality of disability among citizens in the Emirate of Sharjah and the difference depending on some demographic variables)

### A survey entitled

"Positive Behavioral Support for Persons with Disabilities in Sharjah City for Humanitarian Services".

### Prepare a questionnaire

to measure parents' satisfaction with the services provided in the city of Sharjah Humanitarian Services in collaboration with specialists at the Higher Colleges of Technology in Sharjah

### Applied research entitled

entitled (Behavior of nutrition and physical status in children and adolescents Down syndrome) in collaboration with graduate students from the Faculty of Clinical Nutrition and Dietetics at the University of Sharjah

Supervising the applications received from several universities in the UAE to implement research projects for graduation in the city for students of the bachelor's, masters and doctorate. During this year, eleven research papers applied by the students on samples of the city. The research projects were successfully completed according to the following diagram:

Researches done by the Research Team

5

No.of Graduations/projects

11

No.of students who applied their researches in SCHS

21

## Our Internal Process

Sharjah Humanitarian City has been keen to develop its effective internal operations by keeping abreast of the best practices in its services and operations, and taking into account the increasing social issues and risks in the community, designing and implementing services and programs to address them effectively and meeting the growing needs and expectations of the customers. This enables it to strengthen its strengths and effectively deal with opportunities for improvement and development, and to provide benefit to customers (internal and external) in all operations and projects

Achievements this year include:

**1**

To innovate and develop policies and procedures in the city.

**2**

Development of the operational procedures plans to be consistent with the objectives of sustainable development; including performance indicators according to the Balanced Scorecard.

**3**

Updating and developing procedural manuals for processes and services.

**4**

Development in quality of service standards for disabled people.

**5**

Preparation of customer service manual.

**6**

Performance measurement system.

**7**

Operational standards for the early intervention program.

**8**

Modernization of the human and financial resources system.

**9**

Development of the internal communication system.

**10**

Development of the Zajel Correspondence System



## Development of infrastructure and technology

Sharjah City for Humanitarian Services has set a strategic map for IT management to improve the services provided to employees and clients. There we should commensurate with the needs and requirements of the provision of electronic services, and the alignment of projects with the strategy of e-government of Sharjah by saving time and effort to provide services by employees and speed in obtaining the required services efficiently. In addition, The IT infrastructure and technology were developed, updated and improved.

The following are the most significant achievements of 2015



### Security System

Eset was updated and changed to symantic endpoint protection activated on oll servers in SCHS and its branches **328** licenses for **3** years



### AVAYA Telephone Systems

IP systems was instalied telephone system IP AVAYA for branches as following:

- Kalba = 9
- Al - Dhaid = 11
- Al wafa School Alrmla = 10
- Learning difficulties = 10



### Surveillance Cameras

Installing survellance cameras (CCTV) internally and externally ( full coverage )

- Al- Dhaid = 35
- Kalba nh= 27 , 46 Cameras where installed in the 2 branches



### Develop the IT Center

Establish special room for the IT Servers and communication in SCHS (Kalba & Al-Dhaid Branches)

Expanding the network in the branches and develop it:

- KALBA=58**
- ALDHAID = 67**
- SHARJAH AUTISIM CENTER =35**



### Fingerprinting System

Update the figerprinting systems and connected it to the HR, **13 devices in SCHS and its'branches**

## Health and Safety

### Health Care

Sharjah Humanitarian City has always been keen to raise awareness of the environment, health, safety and security standards, and pay great attention to the health and safety of students and staff. Through the provision of educational environment, the process of preparation and appropriate, with the conditions of health and security while ensuring the provision of all the requirements of safety and health education and professional ; where a comprehensive periodic medical examination is conducted for all students annually with the follow-up of cases suffering from chronic diseases. In addition, it is available in the centers, schools and branches of the city medical clinics equipped and equipped with all medical supplies and first aid as well as the presence of a nurse for emergency and provide medical care for students and staff. The clinic has medical records for each student. Lectures and seminars held regularly to raise awareness among students, their families and staff, organize first-aid training for employees, organize periodic campaigns and conduct free examinations b providing detailed information on certain diseases, including breast cancer, diabetes, osteoporosis and other diseases. It also facilitates students to obtain health cards for students and provide health insurance for their employees and their families.

### Safety Products

Sharjah Humanitarian City has a range of agricultural and food products in bright nurseries and nutrition workshops for Danat and Mirage products produced by students with disabilities. The city is keen to provide all the requirements of the health and safety standards of the products and their conformity with the Sharjah Food Safety Program for food products and obtain the "Good Hygiene Practices System – GHP from the Sharjah Food Safety Program in Sharjah Municipality to its nutrition and bakery workshops. In addition, The UAE Standards and Metrology Standards applied in respect of the agricultural products they produce, through the city obtaining the COOP Certificate of Organic Product of the Emirates Health Standards Authority for the city's agricultural nurseries. These products produced by students with disabilities who have been trained and trained in the skills of preparing sweets and packaging for agricultural products under the supervision of trainers and supervisors . Furthermore, the procedures and periodic medical examinations applied to all workers in the nutrition workshops, bakeries and nurseries. The environment reviewed and all practices followed according to food safety standards and standards. There are outlets in the Emirate of Sharjah and all its regions for the marketing of agricultural products and sweets, which meet the demand of the members of the community.



# Our commitment to the environmental protection and sustainability

The Sharjah Humanitarian City is committed to improving its environmental footprint and focuses on protecting the environment surrounding all operational sites. We do not neglect our responsibility to reduce the environmental impacts of our operations and resources, and are very serious to ensure safety, health and the environment. The government of the United Arab Emirates, although we do not use ISO 14001 environmental management systems, as well as occupational safety and health, but the prevailing culture of the institution based on the control of practices that reflect positively on the environmental aspects; such as reducing waste, rationalization of consumption; and recycling; and prevention of smoking. In addition to the expansion of green spaces and other positive practices, and ensure the effective use of resources and achieve the objectives of sustainability is essential to support long-term competitiveness. We have been monitoring our impact for years as we strive to improve the environment at our headquarters to include the environmental impact of each of our centers in three key areas: clean environment, good health, employee safety. This completed through the Association of Environmental Awareness in the city, which aims to raise awareness of the importance of preserving the environment; as it is not a special responsibility, but a general responsibility for everyone living on this land to work on the development of the annual operational plan. This includes goals and performance indicators for programs and projects aimed at establishing awareness Environmental impact of stakeholders and partners. Because of our practices in 2016 and 2017, no environmental violations been recorded against the city and we have not received any environmental complaints. At present, we are working hard to measure environmental protection investments separately.

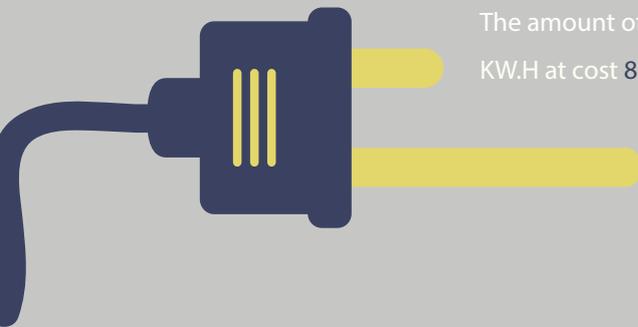
## Reduceing energy consumption and emissions

The Sharjah City for Humanitarian Services signed a document on the rationalization of electricity consumption issued by the Electricity and Water Authority of Sharjah on the commitment to rationalize the consumption of electricity. In addition, the city was keen to sensitize all concerned in the city of the importance of rationalization of energy consumption in terms of closing keys lighting and computers after the completion of work. The same printers provided in the departments of the enterprise, which had a significant impact on the control of printing processes that resulted in the rational consumption of electricity and maintenance of financial resources of the city. We continued to inventory and collect all the environmental statistics of the centers of our organization during year 2018 that includes tracking our consumption of electricity, water, paper and increasing the green area). We use two forms of energy: direct energy through fuel consumption by our buses, indirect energy through the consumption of electric power, which do SEWA, and no fuel mainly supply or heating gas used in our facilities.

## Electricity consumption

The graph below shows the number of electricity consumption and electricity consumption figures for the years 2017-2016 and 2017-2018. Despite our commitment to reduce electricity consumption this year, we see an increase in consumption by 45% .The challenges we face to reduce consumption include:

The city has 12 schools, centers and branches besides the administration and the supporting service departments. The number of students according to this year's statistics is (2132) students and (561) employees, which contributes to increasing the consumption of electricity, water and paper. Suitable internal heat that requires the operation of air conditioners even in non-working hours.



The amount of electricity consumed 1,942,867 Million  
KW.H at cost 835,901 AED in 2017

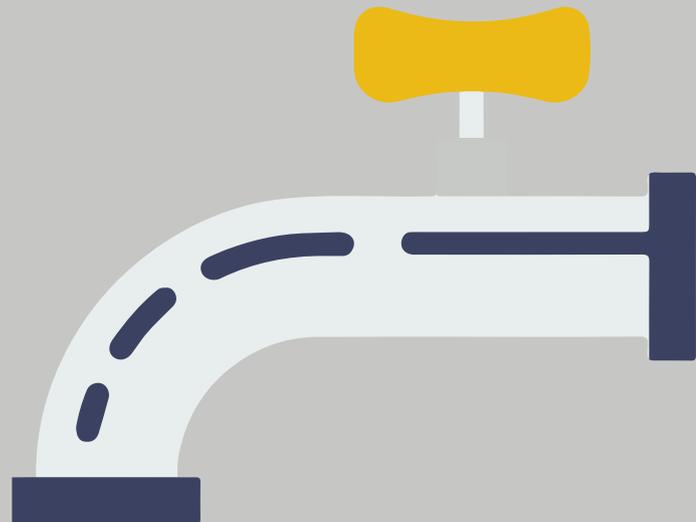
The amount of electricity consumed 3,547,740 Million  
KW.H at cost 1,653,361 AED in 2018

## Water Consumption

As for water consumption, this year's consumption increased to 37% compared to the previous year, which was 33% as shown in Figure (26) below. The reason for the increase in water consumption is the increase in green areas in agricultural nurseries that need permanent irrigation. Nurseries where people with disabilities employed and produce various vegetable crops that supplied to shopping centers

water consumption 2017 was 30,368,652 Gallon at a  
cost of 1,076,260 Million AED

water consumption 2018 was 19,468,934 Gallon at a  
cost of 1,116,679 Million AED



## Fuel consumption “petroleum and diesel”

Sharjah Municipality has increased the amount of oil consumption this year compared to last year by 24%. This increase is due to the provision of new buses to the city centers and schools, which led to an increase in the consumption of fuel and the increase in cost compared to the year Last year. As for diesel fuel, this year’s consumption decreased to 2% compared to last year due to the low number of buses using diesel this year and replacing them with oil buses to ensure the protection of the environment from harmful emissions.



Petrol

210,579,16 Liters of Petrol consumption during the year 2017 At a cost 396,978,35 AED

264,814,87 Liters of Petrol consumption during the year 2018 At a cost 562,275,14 AED



Diesel

11,590,35 Liters of diesel consumption during the year 2017 At a cost 6,068,80 AED

13,923,35 Liters of diesel consumption during the year 2018 At a cost 5,944,00 AED

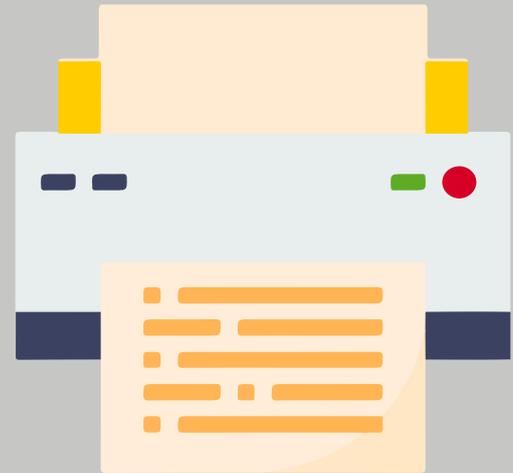
The city seeks to raise awareness of the importance of reducing consumption by following the following approaches:

- Reduce repetitive transfers from place to place for the same purpose.
- Provide guidelines aimed at consolidating the value of energy conservation.
- Monitoring drivers to reduce emissions and fuel consumption only as required.
- Combine the completion of many tasks in one place, to use one car instead of two to complete the same task.
- Minimize transfers and accreditation as much as possible on e-mail.
- Meetings held where most of the attendees are located, in order to reduce the number of vehicles used.

## Paper consumption

Throughout the year, employees made aware of the importance of reducing paper consumption through the following means:

- Using e-mail.
- Printing on both sides of the paper.
- Provide one printer used by several departments, reducing the consumption of ink and paper.
- Old printers have been replaced with new, centralized ones with digital password selection options that help reduce large numbers of printed paper.
- Provide guidance that will consolidate the value of participation in the Paperless Day initiative.
- Work to form a committee to study the main reasons for the excessive consumption of paper and ink in some centers and the possibility of providing recyclable paper.



Paper consumption 2017 was 282(707,500) Paper at a cost of 12,645 AED

Paper consumption 2018 was 258 (645,000)Paper at a cost of 11,610 AED

## Measurement (indoor air quality, noise intensity, and intensity of lighting) in city facilities

The city of Sharjah Humanitarian Services is keen to provide a clean and safe environment for students in the classrooms and in cooperation with municipal inspectors in the Department of Environmental Services take measurements by the internal air quality-measuring device in some schools and workshops in the city to find out the environmental situation. The results of the measurements were as follows:

### 1. Indoor air quality

The internal air quality was measured in several facilities in the city. It was noted that all readings were within the limits permitted by UAE Federal Law on Environmental Protection and Development No. 24 of 1990.

### 2. Measuring light intensity

Noise measurement was measured for several different places in the educational environment. Medium was 50 dB for several places measured according to UAE Federal Law on Environmental Protection and Development No. 24 of 1990, which should not exceed 50 dB.

### 3. Measuring the intensity of light

Lighting measurements were taken in several different places and the Medium lux 310 was in most places. It was recommended that precautions should be taken to control the appropriate level of lighting in the rooms. The light level in some rooms and the height in others were noted. The lighting level was recommended by installing some curtains or increasing industrial lighting in low places.

## Environmental diversity

Sharjah City for Humanitarian Services has land in the Emirate of Sharjah and its associated areas of approximately 285,481 m<sup>2</sup>, none of which is of high value in terms of biodiversity or within protected areas. Our activities do not result in negative impacts on land or other water resources. The total area of the green area in all the centers and branches of the city during this year (28873 m<sup>2</sup>) increased by 0.6% during the year from last year, which reached the area of the green area (28673 m<sup>2</sup>). Figure shows a comparison of the area of the green area in the city.

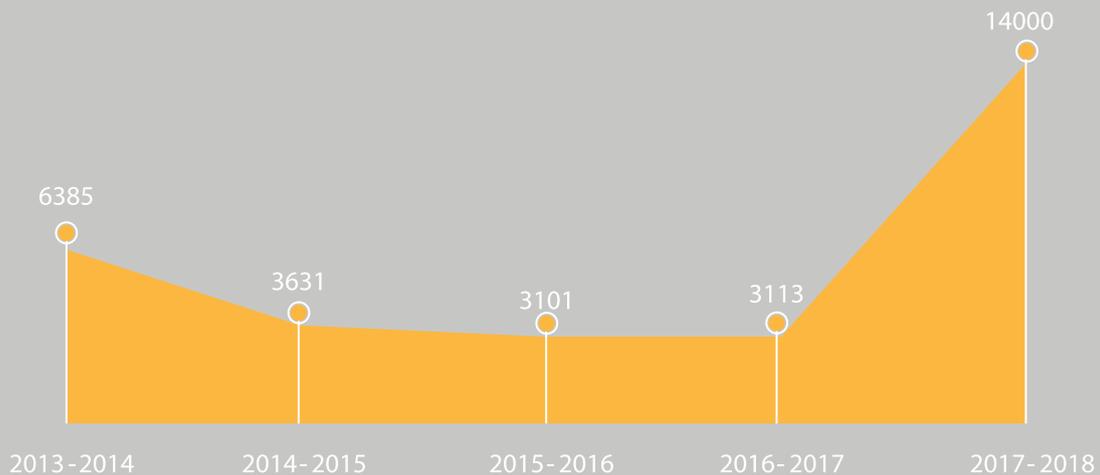


Comparison of the green area in square metres between the last 2 years

## Environmental waste management

Sharjah City for Humanitarian Services is committed to improving its environmental footprint and focusing on protecting the environment around all operational sites. Recycling of recycled waste such as paper, plastic and glass is periodically collected. None of the environmental waste issued by our organization is considered hazardous. This year Sharjah Humanitarian City participated in the recycling competition organized by Bee'ah for Schools and won the first place in the competition by collecting 14,000 tons of waste paper recycled by Bee'ah.

Figure shows a comparison of the percentage of waste collected and recycled from the city within the last five years:



Quantities of recycled materials in tons among 5 years



## Environmental campaigns and initiatives

The Sharjah Humanitarian City is committed to improving its environmental footprint and focuses on protecting the environment around all operational sites. It also aims to raise awareness among its employees and other partners about the need to protect the environment and encourages the adoption of healthy environment practices in the workplace, home, Through the Association of Environmental Awareness in the city, which was established since 2007 and aims to establish awareness of the importance of preserving the environment as not a special responsibility, but a general responsibility for each individual living on this land, and periodically develop the annual operational plan, The city is keen to participate in local, regional and international levels with the goal of improving environmental conditions and reducing the carbon footprint. We are also working to strengthen our participation in the environmental fields. Including the Earth Hour, clean-up UAE, clean-up the World Environment Day and campaigns Ch See the competitions environment in which students participate and aim of all these thousand High data to raise awareness of the importance of environmental protection.



## Sustainability of our community responsibility

Our commitment is primarily to stakeholders, society in general, persons with disabilities and their families in particular, and as a non-profit, non-profit organization, the Foundation is always working on its relationships and partnerships with the institutions of the society in general. To benefit from the energies of the community members by opening the field of volunteering, whether in the high school or the annual activities of the institution or by volunteering in the classroom.

The areas in which the institution is active with partners are not confined to its area of specialization and attention to persons with disabilities. It extends to include many programs, projects, activities and highways which aim at enhancing and activating community partnerships through programs implemented in various fields of awareness, social, national, environmental, religious, cultural, And also through the concluded partnership agreements. The Foundation has many partnerships not only with local partners but also extends to partners outside the UAE such as the city's members in the local, Arab and international federations and its contribution to the establishment and activation of many of these associations, such as the Comprehensive Containment Organization, the Gulf Autism Association and the Arab Autism Network.

The organization is also keen to assess the overall impact of any community activity through questionnaires distributed to the participants and their opinion of the activity negatively or positively. This is what happens when organizing workshops, conferences and major activities in addition to impact assessment through modern social media such as Facebook, Twitter, Instagram and Youtube.

# The major activities and activities of Sharjah Humanitarian City in 2018

The following is a summary of the main activities carried out by the Sharjah City of Humanitarian Services for Disability Awareness and Issues of Persons with Disabilities



## Pathways for development and empowerment employ six people with intellectual disabilities (May and July 2017)

The Center for Development and Empowerment of the city, in cooperation with the municipalities of the Central Region and the Ministry of Human Resources, employed 6 persons with intellectual disabilities. The decision was made between May and July 2017.



## Sheikha Jameela Al Qasimi as Chairman of the Board of Directors of the International Paratyawandu (September 2017)

In recognition of her position and leadership in the advocacy, containment and empowerment of persons with disabilities in all areas, including sports, Her Excellency Sheikha Jameela bint Mohammed Al Qasimi was appointed as Chairman of the Board of Directors of the Paratyawandu and the Taekwondo International Council by the World Taekwondo Association after being accredited as an official sport at the Paralympic Games in Japan For the year 2020



## Sharjah Humanitarian City celebrates World Physiotherapy Day (7 September 2017)

Under the slogan (physical activities for life) celebrated the Department of Physical Therapy and Functional World Day of Physiotherapy to introduce natural therapy and sensitize the staff of the city and society the importance of appropriate exercises to alleviate pain and treatment of common injuries.



## Humanitarian services affirm the eligibility of persons with disabilities in tourism and travel (20 to 30 September 2017)

The Tunisian Union for the Assistance of Mentally Disabled Persons (ASAP) paid tribute to the delegation organized by the Sharjah City of Humanitarian Services to the delegation of the Federation during its visit (September 2017) to learn more about the pioneering experience of the city and to enhance cooperation between the two sides and exchange experiences and knowledge to the best benefit of persons with disabilities.



## World Deaf Week (integrated integration only with sign language) (18 to 24 September 2017)

The Amal School for the Deaf celebrated the World Deaf Week, which was held under the slogan (not integrated integration only with sign language) through a series of media awareness messages emphasizing the importance of sign language for the deaf person and his integration into society.



## Early Intervention Center Celebrates World White Whale Day (15 October 2017)

Under the slogan (symbol of independence), the Department of Visual Disability Programs at the Early Intervention Center celebrated the International Day of the White Bar through a high level of awareness held for this purpose at the Faculty of Engineering, University of Sharjah.



### Celebration of International Day of Occupational Therapy (15 November 2017)

Within the framework of enhancing cooperation between the city and the University of Sharjah, the Department of Physical and Functional Therapy in cooperation with the Department of Physical Therapy at the Faculty of Health Sciences at the University of Sharjah celebrated the International Day of Occupational Therapy through a series of lectures and high-level lectures hosted by the College.

### Students of Human Services are distinguished in the Sheikh Latifa Award for Childhood Creativity (23 November 2017)

In a new emphasis on the ability and excellence of people with disabilities in various fields, the city's students won the Sheikh Latifa Award for Children's Creativity, the 19th season 2017, organized by the Women's Renaissance Society in Dubai.



### Ruler of Sharjah in an interview with the disabled workers at the Media Production and Training Center (22 November 2017)

In a gesture that reflects the great interest that His Highness the Ruler of Sharjah has placed on people with disabilities during his launch of the Media Production and Training Center in the city.

### Center for Supporting Technologies and Quality of Life signed in the Humanitarian Services Competition Agreement (27 November 2017)

The City Support Technology Center, in cooperation with the Center for Quality of Life at Seoul National University and with the support of LG Electronics and DEBC, launched the third edition of AT EDUCOM. The agreement was signed by the two sides to raise awareness among university students on the role of supporting techniques in empowering persons with disabilities.



### Children of Thun ... Promising start of the week of early intervention (26 November 2017)

With the participation of students from 20 schools from the Sharjah Educational Zone, together with their fellow city students, the Early Intervention Center launched the High Early Intervention Week, which coincided with the 23rd anniversary of the inauguration of the Center on 26 November 1994.

### Dubai Islamic Bank and Sharjah City for Humanitarian Services Reinforce Community Responsibility (12 December 2017)

During a visit to the city, the delegation of the Fatwa and Shari'a Supervisory Board praised the level of services provided by the city to educate, train and empower people with disabilities according to international best practices.



### **Al Amal Camp 28 emphasizes social responsibility and commitment**

**(18 to 23 December 2017)**

The city organized the 28th Hope Camp (we are all responsible) with the participation of delegates from the GCC, Republic of Nepal and the Hashemite Kingdom of Jordan.



### **Sharjah City for Humanitarian Services launches "All Responsible" Campaign (22 December 2017)**

**Campaign (22 December 2017)**

The city has launched an all-official campaign aimed at consolidating the principles of social responsibility and opening the doors for all individuals and institutions to contribute to the construction of the new buildings in Al-Badi'a, which offers students with disabilities a world-class education and training environment with a cost of 500 million dirhams.



### **Graduation of the third batch of the city's staff within the Music Therapy Program (7 January 2018)**

**Program (7 January 2018)**

The city, the second batch of 20 staff members who took part in the music therapy program, went out on Sunday, January 7, 2018 in cooperation with the University of Ewa from South Korea, bringing the total number of graduates to 56.



### **Members of the Sharjah Advisory Board contribute to the campaign (all of us responsible) (25 January 2018)**

As part of a campaign (we are all responsible), a large number of members of the Sharjah Advisory Board signed a form (request for a permanent order) for the campaign. His Excellency the President of the Council Khawla Abdul Rahman Al Mulla and HE Ahmed Saeed Al Jarwan, Secretary General of the Council, headed them.



### **The First Annual Sports Forum in Al Dhaid (28 January 2018)**

The city's branch in the central region (Al-Dhaid) organized the first annual sports forum for people with disabilities in cooperation with various sections and branches of the city and Al-Dhaid Sports Cultural Club with the participation of 120 people from different centers and institutions working with persons with disabilities in the country.



### **Sharjah City Humanitarian City honors Al-Batayeh Municipality and the shareholders of the "We Are with You" initiative (30 January 2018)**

Mrs. Abd Al-Karim Al-Yafa'i, Director of the City, honored HE Obaid Saeed Al-Tanajji, Director of Al-Battaih Municipality, the head of the "We are with you" initiative and a large number of sponsoring companies and dignitaries of the Al-Bateh area and the businesspersons who contributed to the initiative.



**Social responsibility in its highest meaning during the opening of Sanabel Al Mahaba (31 January and 1 February 2018)**

Al-Wafa School for Capacity Development organized the 18th session of Sanabel Al-Mahabah activities with the participation of a large number of students and teachers of the Ministry of Education schools to consolidate the principles of community responsibility and to purchase a group of intelligent robots that contribute to the education and training of persons with disabilities.



**Delegation from US Chico University discusses strengthening cooperation with the City of Human Services February 12, 2018**

In order to develop its relations and means of cooperation with local, regional and international institutions according to international best practices and to provide a comprehensive idea of the services it provides to persons with disabilities. The city hosted a delegation from the American University of Chico, headed by Dr. Gail Hutchinson, General City.



**The University of Sharjah team wins the first place in the third session of the design competition for supporting applications 25 February 2018**

Sharjah City for Humanitarian Services organized the third session of the support applications competition. The applications were designed by 43 students representing 9 teams from 7 UAE universities with 10 Korean students on the judging panel. The winner was the University of Sharjah team for the implementation of Dari for people with visual disabilities.



**Sharjah International Airport Authority Supports Campaign (All Responsible) (March 4, 2018)**

The managers and staff of the Sharjah International Airport Authority who came to participate and sign a form (request for a permanent order) in the belief of the objectives of the campaign, which lasts five years, witnessed a great turnout.



**UNICEF delegation visits humanitarian services and discusses ways of cooperation (6 March 2018)**

As part of the Sharjah Children and Youth Friendly Initiative, the city received a delegation from the United Nations Children's Fund (UNICEF) to learn about the training, education and empowerment services provided by the city to children with disabilities and to discuss ways of cooperation between the two sides.



**Climate change and the environment laud the efforts of Sheikha Jameela Al Qasimi in a campaign we are all responsible for (March 12, 2018)**

The staff of the Ministry of Climate Change and the Environment participated in a campaign that we all held accountable and signed a permanent order form to support the campaign.



### The artist Mohammed Sobhi in the hospitality of humanitarian services (March 14, 2018)

At the end of his visit to the Sharjah City of Humanitarian Services, the artist praised the efforts exerted by HE Sheikha Jamila Bint Mohammed Al Qasimi, Director General of the city. He also praised the efforts of trainers and specialists working with persons with disabilities in this pioneering institution, An organization that cares for them in the United Arab Emirates.



### Sheikh Khalid bin Ahmed Al Qassimi: We are all responsible for a link between the year of good and the year of Zayed (15 March 2018)

Sheikh Khalid Al Qassimi said that the campaign is a clear invitation to the local community and individuals to contribute to the great efforts of the city, which since 1979 has been able to establish the emirate's regional reputation as a leading destination for humanitarian action. .



### Humanitarian services successfully host IFM meeting (15 March 2018)

Dr. Najib Khuzam, President of the International Union for Merging and Recreation for All, confirmed the success of the regular meeting of the Federation hosted by the city in Centro Sharjah in the presence of HE Sheikha Jamila Bint Mohammed Al Qassimi, Director General of the city and a number of members of the Federation.



### Human Services hosts the meeting of the Executive Board of the Comprehensive Containment Organization (16-17 March 2018)

Sharjah Mercantile City Sharjah hosted on 16 and 17 March 2018 the regular meeting of the Comprehensive Containment Organization for the Middle East and North Africa Region. Mr. Hashim Taqi (Kuwait) as the new Chairman of the Organization elected the meeting. HE Mona Abdul Karim Al Yafie (UAE) The region in the Middle East and Ms. Salwa Malaf (Tunisia) as Vice-President in the North African region.



### Sharjah City for Humanitarian Services celebrates World Day of Down Syndrome (21 March 2018)

On the occasion of the International Day of Down Syndrome, held under the theme "My contribution to my society", Al-Wafa School for the Development of the City's capacity has organized community awareness and targeted awareness, in addition to students with Down Syndrome, a number of mothers, guardians and practitioners.



### 44 athletes from the Sri Lanka Special Olympics team visit humanitarian services (17-22 March 2018)

In the framework of the development of external and internal partnerships to serve people with disabilities in various fields in accordance with international best practices, the Director General of the city received the delegation of the Republic of Sri Lanka in the Special Olympics Regional Games for the Middle East and North Africa region hosted by the capital Abu Dhabi.



### Targeted initiatives at the conclusion of the 5% conference within the frequency band (18 April 2018)

The conference concluded with a series of targeted initiatives, which culminated in a 5% conference within the frequency band organized by the city under the patronage of His Highness the Ruler of Sharjah, with the participation of 41 specialists, academics and speakers from around the world and a large number of Deaf people, their parents, media professionals and interested people. Accounted for 37 percent of attendance.



### Sharjah Humanitarian City wins Sharjah Volunteer Award (26 April 2018)

HH Sheikh Sultan bin Mohammed bin Sultan Al Qasimi, the Deputy Ruler of Sharjah, honored the city in the category of voluntary project organized annually since 1986 for the Hope Camp in Sharjah.



### Launch of an agricultural nursery run and operated by people with intellectual disabilities (30 April 2018)

His Excellency the Director General of the city witnessed the inauguration ceremony of the new identity «Sharjah Municipality Gardens», including a nurseries (allocated by Sharjah Municipality within its nursery in the 12th Industrial Zone in Sharjah, where 10 students with mental disabilities will work after receiving specialized training lasting six months) Center for Development and Empowerment.



### Awareness Campaign for Autism (April 30, 2018)

The Awareness Campaign organized by the Sharjah Autism Center under the slogan "Empowerment of Women and Children with Autism" was held in order to raise awareness of the society and highlight women and girls with autism spectrum disorders in a clear call to support them, enhance their independence and acquire the basic skills of self-determination.



### (Your Zakat for Education) (May 2, 2018)

Sharjah Municipality has adopted the slogan "Zakatm for our education" as the title of the Zakat Campaign organized annually throughout the holy month, which aims to pay tuition fees for students with disabilities who are physically unable to provide and provide them with The latest technologies support their education in a way that suits them and take into account the individual differences between them.



### Sheikha Lubna Al Qasimi: Sharjah Learning Disabilities Center Strengthens Student Confidence (2 May 2018)

In May 2018, the Sharjah Center for Learning Disabilities held a closing ceremony for its two-week exploration program, in cooperation with the American College of Peking, with the participation of 14 students with learning disabilities aged between 15 and 22 years.



**Zakaria Al-Hamaydeh, a distinguished student from Al-Amal School for the Deaf (May 3, 2018)**

The student of Al Amal School for the Deaf Zakaria Said Al-Hamaydeh won the Sharjah Prize for Excellence and Educational Excellence, which was received by His Highness Sheikh Sultan bin Mohammed bin Sultan Al Qasimi, Crown Prince and Deputy Ruler of Sharjah at the ceremony organized by the Board of Trustees of the Award.



**Humanitarian Services the seventh batch of students from the Korean University of Iowa (May 3, 2018)**

The city organized the final meeting to present the achievements of the seventh batch of students from the University of Iowa, who completed their training on the music therapy program launched by the city in cooperation with the universities of Iowa and Sharjah since 2014.



**Support Technologies Center celebrates World Awareness Day with ease of access (May 3, 2018)**

On World Awareness Awareness Day, the city's Support Technologies Center organized a high-profile awareness and support technology tools and tools that people with disabilities can use and thus exercise their daily lives with the greatest independence.



**Renewal of Memorandum of Cooperation between Humanitarian Services and Al Dhaid Cultural and Sports Club (May 6, 2018)**

For the fifth year in a row, Mona Abdul Karim Al Yafa'i, Director of the City and Khalifa Al Sultan, Secretary General of Al Dhaid Sports Cultural Club, signed a memorandum of cooperation between the two sides in 2013 to provide the best services to people with disabilities according to international best practices.



**Student from Al Amal School for the Deaf opens his new commercial shop (13 May 2018)**

HE Sheikha Jamila Bint Mohammed Al Qassimi, Director General of Sharjah City for Humanitarian Services, congratulated the student at Al Amal School for the Deaf Bahjat Omar Mohammed Bahjat Al Samarrai on opening his new shop occasion in Sharjah City Center.



**Sharjah City for Humanitarian Services wins first place for recycling (13 May 2018)**

Sharjah Humanitarian City won the first place in the category of Medium Schools for recycling at the award ceremony of the Schools Award for Environmental Excellence, which was held at Al Jawhar Center for Conferences and Events in Sharjah.



### Self-advocacy Sheikh al-Qasimi, representative of the self-proponents of comprehensive containment

(June 1, 2018)

The Director of the Comprehensive Containment Organization for the Middle East and North Africa, Sheikh Shukha Sultan Al Qasimi, presented her self-advocacy as a representative of the region's self-proponents. She was chosen as a member of the Board of Directors of the Organization during the General Assembly meeting. The organization's 17th in the British city of Birmingham.



### 3 million dirhams from Bank of Sharjah within the campaign (Spencer 10)

As part of the Bank's voluntary contribution to support the programs offered by the Bank, Bank of Sharjah, within the framework of the SPONSOR 10 campaign, will support the operating expenses of the city's physiotherapy and occupational therapy division with an annual amount of AED 3 million. To support, contain and empower persons with disabilities and integrate them into society.



### Continuous support from Sharjah Islamic Bank

Sharjah Humanitarian City is proud of the continuous support provided by Sharjah Islamic Bank on more than one occasion and more than one area. The latest support was not the end of the bank's commitment to support the city with an annual return of 4 million dirhams and support it to finance a number of investment projects for the city. For the best practices in providing services to blind people, wheelchair users and people with learning difficulties through the launch of a sophisticated ATM for these categories at the city headquarters in Sharjah.



### Millions of dirhams from Dubai Islamic Bank for the Education of Persons with Disabilities (10 June 2018)

Sheikha Jameela bint Mohammed Al Qasimi commended the continuous cooperation with Dubai Islamic Bank and commended the support he has provided annually since 2011 to educate people with disabilities in accordance with international best practices.

## National Event



### Students of Human Services Celebrate Flag Day (November 1, 2017)

Sharjah City University students participated in the celebration of Science Day, which marks the 3rd of November, the anniversary of HH Sheikh Khalifa bin Zayed Al Nahyan, the President of the UAE, taking over the flag of the United Arab Emirates at the headquarters of the city and reciting disabled persons with the people of the country and their leadership. At the same time salute the flag of the state with one voice.. (Live my country lived the union of our emirates).



### Celebrating Martyr's Day (29 November 2017)

On Wednesday, November 29, 2017, the students of Sharjah City for Humanitarian Services celebrated the occasion of the Martyr's Day. At 8:00 am, the flag of the martyrs of the martyrs who sacrificed for the sake of their country's sovereignty and sovereignty, arrived at 11:30 am The students of the city and its employees to the flag, and took a minute of silence to mourn the souls of martyrs, and then a group of scouts of the city and her students raise the flag of the UAE high accompanied by the national anthem of the state amid feelings of pride and pride.



### Celebrating the 46th National Day The loyalty of people with disabilities to the homeland is firm and sincere

(28 November 2017)

Sharjah City for Humanitarian Services (Tuesday, November 28, 2017) celebrated the 46th National Day of the United Arab Emirates with the participation of students with disabilities, their parents and their employees in the city's sections and branches in affirming loyalty and loyalty and enhancing the patriotic feelings of people with disabilities. They express the love of the Emirates in their own way.

## Exhibitions

### Organizing and participating in local, Arab and international exhibitions



### Special Suite for Humanitarian Services at Sharjah International Book Fair 36 (1 November 11, 2017)

Sharjah City for Humanitarian Services participated in the 36th edition of the Sharjah International Book Fair in a special pavilion, which included a series of, books of His Highness the Ruler of Sharjah, as well as books from the city's publications, and included a video presentation to introduce the most important highways in the city.

## Participating in exhibitions and conferences



## Partnerships and agreements

### Cooperation Agreements and Memoranda of 2018

**Sharjah City for Humanitarian Services is keen to strengthen its partnerships in general. It has 23 agreements and memorandum of cooperation with several institutions. During the year 2018, 7 agreements and memorandums of cooperation were signed and 3 agreements were updated with the following institutions:**

- Memorandum of Understanding between Sharjah City for Humanitarian Services, LG Corporation and Quality of Life Center November 2017.
- Memorandum of cooperation between Sharjah City for Humanitarian Services and Opera Productions Company November 2017.
- Memorandum of cooperation between the City of Sharjah for Humanitarian Services and the company of the media production of November 2017.
- Memorandum of cooperation between Sharjah City for Humanitarian Services and Kalamati Center for Communication and Rehabilitation April 2018.
- Memorandum of cooperation between Sharjah City for Humanitarian Services and Community Development Authority on 5% conference in April 2018.
- Memorandum of cooperation between Sharjah City for Humanitarian Services and UAE University on 5% conference in April 2018.
- Memorandum of cooperation between Sharjah City for Humanitarian Services and Community Development Authority on 5% conference in April 2018
- Agreement between Sharjah City for Humanitarian Services and Sharjah University on 5% conference in April 2018

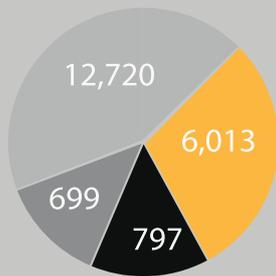
### Update in agreements

- Renewing a memorandum of cooperation between Sharjah City for Humanitarian Services and Al Dhaid Cultural Sports Club in January 2018.

## Activating the means of social communication

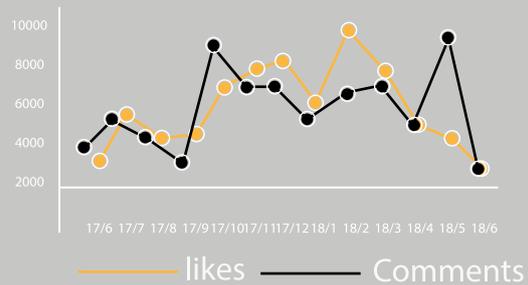
The chart below shows a comparison of the number of respondents to the social networking sites and accounts of Sharjah City for Humanitarian Services on Facebook, Twitter and Instagram. The percentage of respondents to the city's website on Facebook is 6% and the interest 20%, while the number of followers on Twitter.

Twitter 2018 - 2017



Followers: 6013    Tweets: 12,720  
Following : 699    Re-Tweets: 797

Instagram 2018 - 2017



Posts: 1,009    Comments: 1,627  
Likes: 74,527    Likes for each post: 73.9  
Comments for each post: 1.6  
Average following per month: 400

## Fourth, the most important cooperation visits for local, Arab and international delegations during 2018

The following is a summary of the most important visits and participations made by the Sharjah City for Humanitarian Services inside and outside the United Arab Emirates or the delegations received by the city from outside the country, or from within to cooperate and exchange support during the year 2018, which amounted to 24 visits and the details are as follows:

### Sharjah Humanitarian City Visits to the UAE during 2018

- From 17 October to 22 October 2017 - London (Taekwondo)
- From 4 February to 11 February 2018 - Korea (exchange of experiences)
- From 26 March to 29 March 2018 - Sultanate of Oman (Gulf Disability Forum on Tourism)
- From 27 March to 3 April 2018 - Morocco (Ninth National Forum)
- From 31 March to 8 April 2018 - Tunisia (attend the forum)
- From May 27 to June 4, 2018 - America (Honoring Her Excellency Sheikha Jameela Al Qasimi with an honorary doctorate from Peking University)

### Visits by City Students:

- From 27 March to 3 April 2018 - Morocco (Ninth National Forum)
- From 31 March to 8 April 2018 - Tunisia (attend the forum)

### Visits to the Sharjah Municipality for Humanitarian Services in the year 2018

- Visit of the Delegation of the Delegation of the Tunisian Union for the Assistance of Mentally Minors - Tunisia, September 2017
- Visit of a delegation from the South Korean Telecommunications Company 25 October 2017.
- Visit of a delegation from the Quality of Life Center and LG 27 November 2017
- Dr. Toby Long's visit from Town University, Washington, DC, December 7, 2017.
- Visit International Paralympic Committee 14 December 2017.
- Onaiza Society for Humanitarian Services - Kingdom of Saudi Arabia 9 November 2017.
- Visit to Gecko University, United States of America, February 12, 2018.
- Visit of the delegation of students participating in the competition applications support 20 February 2018.
- Visit of a delegation from the Basma Association patent of mental retardation and autism in Algeria 22 March 2018.
- Visit of a delegation from the Omani Association for People with Hearing Disabilities, April 16, 2018.
- Visit of the guest delegation to the conference 5% (18 April 2018).
- Visit of a delegation from the International Federation of Integration, Tourism and Recreation for all 14 March 2018.
- Visit of the delegation of the Republic of Sri Lanka participating in the Special Olympics 14 March 2018.
- Visit of the delegation of the Center for Entrepreneurship - South Korea March 15, 2018

### Visits by delegations from within the country to enhance cooperation and exchange of support during 2018

- Visit of a delegation from Dana Gas to Sharjah City for Humanitarian Services 27 September 2017.
- Visit of a delegation from the Higher Colleges of Technology in Sharjah, Sharjah City for Humanitarian Services, 3 October 2017
- Visit of a delegation from Al-Basil Company for General Trade of Sharjah City for Humanitarian Services 14 October 2017.
- Visit of a delegation from ZORA BOTS Sharjah City for Humanitarian Services 11 October 2017.
- Visit of a delegation from the Ministry of Interior to the Sharjah Sports Service for humanitarian services 2 October 2017.
- Visit of a delegation from the Shariah Board of Dubai Islamic Bank 12 December 2017.
- Visit of a delegation from the Consulate General of the Republic of South Korea in Dubai to the Sharjah City of Humanitarian Services 13 December 2017.
- Visit of a delegation from the Emirates Medical Center of Sharjah City for Humanitarian Services 14 December 2017.
- Visit of a delegation from the municipality of Al-Bathiyeh City to Sharjah City for Humanitarian Services March 30, 2018.

### Visits to the delegation from outside the country to neighboring countries

- Visit of Professor Lee and his companions to the Sultanate of Oman in December 2017

And to learn more about the activities of Sharjah City for Humanitarian Services and its sustainability performance  
The link to the city's website can be found at [www.schs.ae](http://www.schs.ae)

## Our Financial Resources

Based on the keenness of the Sharjah City for Humanitarian Services to implement the directives of His Highness Sheikh Dr. Sultan bin Mohammed Al Qassimi, Member of the Supreme Council of the Union and Ruler of Sharjah based on investments and self-projects to ensure stable and lasting financing that guarantees the stability and safety of active civil institutions, The financial situation of Sharjah City for Humanitarian Services and the identification of increased revenues and employment in support and development of programs, services and activities provided to its students with disabilities and upgrading them at the same time in addition to the extension of the Of what you need of efficient human element and the coach, except for the development of physical, social and health conditions of all employees, including return to work continuous and effective mobility positive mechanism.

The city is working to achieve the principle of sustainability regardless of the fluctuations of economic conditions and decline so that neither the provider nor the beneficiary is affected or harmed. Investment development was one of the best sources of rent development to ensure the sustainability and sustainability of a non-profit NGO such as the Sharjah City of Humanitarian Services. The institution has increased its reliance on stable.

An important point for Sharjah City for Humanitarian Services is that its services have been available to persons with disabilities since its inception and until now at the lowest cost. For years, it has provided its services free of charge, followed by a long period in which services were provided with a small fee. However, Of the actual cost, the exemptions remained many and are still the same as the evidence that 82% of the beneficiaries of the services of the institution are exempt from tuition fees, and exemption is based on the study of cases of needy students, which is based on the Zakat Committee to approve the cases legally due, At the same time, its responsibilities towards the beneficiaries of its services and tries in various ways to ensure the sustainability and continuous development of these services, based on fixed foundations and financial policies that are not very different from economic institutions. However, achieving a balance between imports and expenditures is difficult in an institution based on service provision of society is the most needy.

The Foundation has initiated the development of projects to generate funds, which was established and funded through donations earmarked for investment, in order to achieve the physical independence and sustainability required to provide and develop its services.

### **The financial resources of Sharjah Humanitarian City are:**

- Grants provided annually by the Government of the Emirate of Sharjah.
- Donations and donations in kind and in kind received from other governments, ministries, companies, institutions and individuals.
- Annual fees for the beneficiaries as determined by the administrative body.
- Revenues of the activities, campaigns, exhibitions and exhibitions organized by the Foundation annually.
- Proceeds of investments from movable and immovable property.

For the sake of transparency in the financial statements, the budget of the establishment, including imports and expenses, is subject to scrutiny by government and international agencies. All purchases are made by bringing quotations of at least three offers and approving the best and lowest prices.

The Financial department of the institution issues two types of financial reports: the final accounts report and the financial performance report, which analyzes the approved budget, compared to the actual expenditures. In addition to the institution's policy that the annual financial reports must be audited by an external party, the organization's budget, including imports and expenses, is audited by the Government of Sharjah's Audit Department and the International Accounting and Auditing Company Talal Abu-Ghazaleh & Co. International.

### Comparison between income and expenses for the last 2 years 2016-2017 & 2017-2018

1,830,277.00	Donations from institutions and individuals
631,272.00	Voluntary contributions in kind
25,405,431.00	Fee and transportation revenues
9,725,734.00	Income from activities, high and other
2,500,000.00	Support Investment Section
72,066,687.00	Grand Total
65,598,742	Cost of employees' salaries
6,267,043	Other expenses
71,865,785	Total running cost
200,902	Net Profit

### Beneficiaries from ZAKAT 2016-2017/2017-2018

Total amount of Zakat payable to AED	Percentage of beneficiaries and 2018 beneficiaries of zakat funds in	Year
12,777,684.00	%82 of students from Sharjah City for Humanitarian Services	2018 - 2017
8,741,032.00	%85 of the students of Sharjah City for Humanitarian Services	2016-2017

## Statistics of the Zakat Payment Committee for 2017-2018



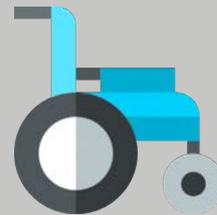
Total amount of support provided for educational sessions and rehabilitation and treatment (401,472) dirhams



The total amount of support provided to students benefiting from the services of classes with disabilities and those entitled  
AED 11,198,400



Total amount of breakfast, uniforms and housing  
AED 48,305



The total amount of support for motor, hearing and supporting aids was AED 591,657



The total amount of support provided to eligible students is AED 537,850

## Thank you

ernmental and private institutions supporting Sharjah City for Human Services in 2018. We assure them that our achievements in 2018 have been thanks to God and his generous support to the city so that it can move forward in providing its services and programs for people with disabilities to enable them to To rely on themselves to manage their lives and ensure their independence in their communities, and strive to provide a reality and a better future for them ..

### Government and private companies supporting financial institutions

- Sharjah Islamic Bank
- Dubai Islamic Bank
- Sharjah Bank
- Abudubai Islamic Bank
- Commercial Bank of Dubai
- Department of Seaports & Customs
- Sharjah Sport Council
- Sharjah CO-OP Society
- SHARJAH CHAMBER OF COMMERCE AND INDUSTRY
- Al Hamad Group of Companies
- Gibca Limited
- Sharjah National Oil Corporation
- Mega Mall
- Nazo Building Materials Trading
- United Arab Bank
- Air Arabia
- Dana Gas
- Vienna Trading Establishment
- Crescent Petroleum
- Talal central
- Medcare Medical Centre
- Mohamed Abdulrahman Al-Bahar LLC
- Fast Building Contracting LLC
- Sisley International Company
- Gulf Medical Projects Company

### Companies and governmental institutions and private supporting in kind

- Central Finance Department
- Human resources department
- E - Goverment Sharjah
- EasyLink
- Microsoft
- The Ministry of Education
- Municipality of Sharjah City
- Bee'ah Company
- Sharjah Police General Command
- Sharjah International Airport
- Department of Public Works
- Sharjah Medical Area
- Federal Police School
- Sharjah Museums Department
- Exploration Center
- Environment and Nature Reserves Authority
- Dubai Dolphinarium
- Sharjah Investment & Development Authority (SHARK)
- Sharjah Media Foundation
- A step for media production
- Dar Al Khaleej Press, Printing and Publishing
- Department of Planning and Surveying
- Department of Economic Development
- Tourism and Commercial Development Authority
- Khorfakkan Municipality
- College of Higher Technology -
- Sharjah Women's College
- Roads and Transport Authority
- Supreme Council for Family Affairs - Majalla Marami
- Sharjah Art Foundation
- Children in Sharjah
- Girls of Sharjah
- Emerging Sharjah
- Department of Culture
- Sharjah Electricity and Water Authority
- Dubai Media Incorporated
- Amiri Guard Magazine
- Emirates University
- Dubai Police General Command
- Dubai international airport
- Zayed University
- Ramal International for Advertising and Advertising
- SITE GLOBAL
- My Family Magazine
- May Fair Trade

# Sustainability Report

The principles of determining the content of the report

## About this report

This is the third annual Sustainability Report for Sharjah Humanitarian City, and addresses the core issues of the economy, the environment, society and governance, with a view to informing stakeholders about the city's performance and sustainability practices. This report also presents a presentation of the Sustainability Performance Report for Sharjah City for Humanitarian Services based in the Emirate of Sharjah, United Arab Emirates.

## The scope of the report and limits

The data and disclosures in this report relate to all major processes and procedures within the scope of the city's work. The performance data provided in the report cover the period from 1 September 2017 to 31 August 2018. The report includes ongoing initiatives and activities launched during 2018, identify the core issues related to the economic, environmental and social impacts that we develop and touch within the framework of sustainability and determine their priority. The report also includes the evaluation of the relevant bodies with which we cooperate, their needs and the reasons and issues for which they are the priority. Into account the best practices in the field when determining the material issues contained in this report and the degree of priority, and we believe that we covered all material issues pertaining to the relevant authorities in the framework set for the issue of sustainability, and we have mentioned in detail in this report.

## Selective content

This report reviews the sustainability performance of Sharjah City for Humanitarian Services and targets all stakeholder groups in the city. The city is committed to preparing a report on sustainability performance annually. The report comes after the first 2016 Sustainability Report and the second 2017 report. (G4) from the reporting framework developed by the Global Reporting Initiative (GRI) at the core level of the Global Reporting Initiative (GRI). The process of defining the content of the report has been conducted on the basis of the GRI Guidelines, Seen on the principles of determining the content of the report and include (stakeholder involvement, and the context of sustainability, importance, ratio, and completion), and the principles of the quality of the report has included: (balance, comparability, accuracy, timeliness, clarity and reliability)

## Include related parties

The main issues related to the economic, environmental and social impacts that we develop and touch within the framework of sustainability have been identified and prioritized. The report also includes the assessment of the relevant bodies with which we cooperate, the needs and the reasons and issues for which they are the priority. We believe that all stakeholders will be interested in reading our Sustainability Report and urge them to inform us by e-mail feedback on the following Sustainability issues: [sustainability@schs.sharjah.ae](mailto:sustainability@schs.sharjah.ae)

## Context of sustainability

In this report we discussed the context of sustainability and our sustainability framework, taking into account local and regional realities, while at the same time addressing international and global trends. In some examples, we have noted the context of the issue of sustainability more specifically in Sharjah. In the area of relative importance, in accordance with our estimates, we have identified all the parties most important to us and relevant stakeholders in specific areas. We cooperate with them in providing services to persons with disabilities in all emirates. We also set the expectations of the concerned parties to deal with us, Communication between us and the extent of our response to these expectations

**Completion**

As part of the third Sustainability Report, which is the starting point for our new steps towards managing and practicing sustainability. We have provided key data, information and performance indicators (KPIs) as much as possible to draw a picture of the impact we are having on the economic, environmental and social level.

**The principles of determining the quality assurance of the report****Balance**

In our estimation, the information and data we have provided in this report present a balanced report of the performance of our performance, as well as opportunities for improvement that will require improvements in the future.

Comparability: In this report, KPIs and data for 2018-2017 (as a school year), from 1 September 2017 to 31 August 2018, facilitate annual comparisons of our performance and we have worked hard to comply with the Global Reporting Initiative GRI-G4

**Timing accuracy**

Sharjah Humanitarian City is keen to regularly report annually, and by providing an annual Sustainability Report that meets the necessary data and information for relevant internal and external entities, enabling them to make the right decisions.

**Precision**

We have endeavored to ensure that the collection and presentation of performance data in this report is of the highest accuracy and, as is evident from the context of this report, we have made a reference to the assumptions and estimates contained therein.

**Clarity**

We have made no effort to present the information in this report in a clear and concise manner that will highlight the implications of the sustainability practice and its issues. The results of this report are the results of the measurement processes, and if the estimates or numbers are used clearly, Data referenced in previous years; this is also clearly indicated in the corresponding section of the report. The cover page, the content index and the glossary lists are provided in this section as an additional guidance tool for the information.

**Reliability**

All the information contained in this report has been collected, validated and certified by the original sources. Compliance with the GRI level has been verified to ensure the level of disclosure in the report. The report has been audited by the Working Group By reviewing and verifying its validity.

We at Sharjah City for Humanitarian Services always strive to develop and improve the performance of sustainability. We appreciate the views of all concerned. Therefore, if you have any comments or suggestions or suggestions for improvement related to the third edition of the Sustainability Report,

please contact Khadija Ahmed Bamakhrama at : [sustainability@schs.sharjah.ae](mailto:sustainability@schs.sharjah.ae)

Please note that the online version of this report is available on the website of the Sharjah City for Humanitarian Services [www.schs.ae](http://www.schs.ae)

Global Reporting Initiative disclosures in accordance with the new  
GRI-G 4 standards

General GRI Standards				
G4 Standards	Standards Number	The Definition	Page number	Compatibility of Sustainable Development Goals SDGs with GRI
<b>Strategy and Analyzation</b>				
G1 - 4	14-102	Statement from senior decision-maker	9 - 10	18
G2 - 4	15-102	Key impacts, risks, and opportunities	37 -38	18
<b>Organization Register</b>				
G3-4	1-102	Name of the organization	3 - 10	
G4-4	2-102	Activities, brands, products, and services	12 -15	
G5-4	3-102	Location of headquarters	10	
G6 - 4	4-102	Location of operations	10	
G7 - 4	5-102	Ownership and legal form	10	
G8 - 4	6-102	Markets served	10	
G9 - 4	7-102	Scale of the organization	23 - 22	
G10 - 4	8-102	Information on employees and other workers	40 - 41 44 - 45	
G11 - 4	41-102	Collective bargaining agreements	16, 17, 69 , 34 - 37	18
G12 - 4	9-102	Supply chain	34 - 36	
G13 - 4	10-102	Significant changes to the organization and its supply chain	37 - 39	
G14 - 4	11-102	Precautionary Principle or approach	38 - 37	18
G15 - 4	12-102	External initiatives	24 - 31	18
G16 - 4	13-102	Membership of associations	16	
<b>Topic Boundaries</b>				
G17 - 4	45-102	Entities included in the consolidated financial statements	39, 72, 73 , 74	
G15 - 4	46-102	Defining report content and topic Boundaries	76 - 77	
G19 - 4	47-102	List of material topics	77	
G20 - 4	1-103	Explanation of the material topic and its Boundary	38	
G21 - 4	1-103	Explanation of the material topic and its Boundary	37	
G22 - 4	48-102	Restatements of information	76 - 77	
G23 - 4	49-102	Changes in reporting	37	

## General GRI Standards

G4 Standards	Standards Number	The Definition	Page number	Compatibility of Sustainable Development Goals SDGs with GRI
<b>Stakeholder Engagement</b>				
G24 - 4	40-102	List of stakeholder groups	34 - 35	
G25 - 4	42-102	Identifying and selecting stakeholders	36 - 34	
G26 - 4	43 -102	Approach to stakeholder engagement	32 - 33	
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## List of Terminologies

No	Terminology	Definition
1	Sharjah City for Humanitarian Services	A non-governmental organization established in 1979 its field of work with persons with disabilities and its services, awareness of the causes and prevention of disability and early detection and development of education, training and rehabilitation methods to support, contain and empower people with disabilities in the United Arab Emirates
2	Sustainability Report	Annual report includes the achievements and performance of the annual institution and its impact on the human, social, environmental and economic. The essence of sustainability is to continue to create value for the future of empowering people with disabilities and to achieve a sustainable vision
3	Hope Camp	Al-Amal Camp in Sharjah, organized by the Sharjah City for Humanitarian Services since January 1986 under the patronage of His Highness Sheikh Dr. Sultan bin Mohammed Al Qasimi, Member of the Supreme Council and Ruler of Sharjah, hosts delegations from the GCC countries and two guest delegations from Arab and foreign countries. Disability in order to develop their skills through recreation and raise the level of independence and enhance their self-confidence through the acquisition of new experiences and knowledge in addition to raising awareness of the issues of persons with disabilities through the A logo that supports the rights of persons with disabilities and is adopted by the city as a theme during its programs throughout the year
4		Is primarily a group work, with the aim of people with disabilities talking about themselves or others speaking on behalf of those who cannot speak for themselves. And that persons with disabilities take decisions in the management of their own lives and work to claim their rights with full awareness of the duties they have in conjunction with these rights
5	Self-advocacy	Showcase school is an initiative that focuses on innovative school leadership in teaching and using technology to explore new ways to drive innovation and improve learning outcomes
6	Showcase school	A document that contains some ethical values and ethical principles that aim to establish a work environment that achieves high discipline in the principles and leads towards practicing behaviors that lead to success.
7	By Microsoft Corporation	A group of the staff of the Foundation are responsible for the preparation of research and studies and the review and approval of studies that are received to the institution for application by university students as projects graduated from within and outside the country
8	The Ethical Charter	Was established in 2007 with the aim of establishing awareness of the importance of preserving the environment in all its components by all stakeholders in the institution
9	Research team	It is organized in the month of Ramadan every year in which institutions and individuals donate their zakat. The proceeds of the campaign are allocated to pay tuition fees to needy students who are legally entitled to Zakat funds
10	Environmental Awareness Association	Our commitment to stakeholders with disabilities, their families, partners and the community In general, as a non-governmental organization, the Foundation works to strengthen and activate its relationships and partnerships in general to sustain and develop its valuable services

