

# Towards sustainable entrepreneurial

Sustainability Report  
2022

prospects







Advocacy

Inclusion

Empowerment



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The wise vision of His Highness Sheikh Mohammed bin Zayed Al Nahyan contributed clearly and very significantly to the achievements made by the state, and his constant support and direct guidance is the reason for the state's high status



His Highness

**Sheikh Dr. Sultan bin Hamad Al Qasimi**

Member of the Supreme Council and Ruler of the Emirate of Sharjah





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The most important achievements of the strategic objectives of the Sharjah City for Humanitarian Services, in line with the sustainable development goals for the year 2021-2022, include:

- Good health and well-being
- Quality education
- Gender equality
- decent work and economic growth and industry
- innovation and infrastructure
- reducing inequalities
- sustainable cities and communities
- conduct partnerships to achieve goals

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# General Director's Statement

With pride and gratitude, I present to you the Sustainability Report for the year 2022 under the slogan "Towards Sustainable Pioneering Horizons", through which we seek to shed light on our achievements during the year and disclose our practices in the social, economic, environmental and corporate governance fields. We also want to disclose our contribution to achieving the United Nations Goals for Sustainable Development 2022, and the vision of Sharjah City for Humanitarian Services (SCHS), and the vision of the United Arab Emirates 2030. We are witnessing an important shift related to sustainability reports. It is undeniable that disclosure in corporate reports and business strategies is more necessary than ever before to ensure the resilience of organizations and build a sustainable future.

Since its inception in 1979, SCHS has sought to continue following the approach of His Highness Sheikh Dr. Sultan bin Muhammad Al Qasimi, Member of the Supreme Council and Ruler of Sharjah. SCHS has always been concerned with science and education in line with its leadership, as the first organization concerned with persons with disabilities in the United Arab Emirates, and in line with the new strategy of SCHS for the upcoming ten-years 2022-2032. It is in line with the goals of the Sharjah government and the vision of the United Arab Emirates for the year 2030. This plan aims to develop SCHS organizational sustainability and achieve sustainable development goals for the basic economic, environmental and social factors. SCHS has been working within this framework. Therefore, it is constantly looking for all means and practices that enable it to reach distinctive and meaningful results that have an important and real impact on people with disabilities. SCHS seeks to enhance its social responsibility towards the interests of stakeholders from the beneficiaries and their families, employees,

customers, partners, shareholders and societies as a whole.

SCHS confirms its policies and commitments to its services, activities, and operations and ensuring their sustainability according to the best global practices. SCHS was able to transform the challenges posed by the COVID-19 pandemic into achievements through the creative solutions it devised to provide agility, speed, and the ability to adapt. The necessary efficiency, development, and disclosure of data in the sustainability report on the high capacity that SCHS possesses in accelerating and facilitating procedures and providing the best services, relying on the efforts of its qualified cadres in all disciplines and expertise. Although SCHS is keen to move forward on the sustainability journey with a confident plan, we all acknowledge that the pandemic has changed our view of things. We have never felt such an urgent need to achieve growth in a sustainable way. We, with God's grace and help, and the support of our leadership and partners, are able to play a vital role in the transition to a safer situation by enhancing the positivity of our services, programs and activities and mitigating their negative effects. We will only be able to achieve our ambitions by continuing to invest in technologies and in accordance with modern best practices, adopting solutions that adapt our services, programs and operations, and pushing forward towards digital transformation.

Today, we are pleased to present the Sustainability Report 2022 under the slogan "Towards Sustainable Pioneering Horizons". We confirm that it embodies a benefit to our annual achievements towards our sustainable goals, as we have achieved a set of remarkable achievements in line with the goals of the UAE and the goals of sustainable development during the year 2021-2022.



In the field of good health and well-being, SCHS provided health care to persons with disabilities and workers in the educational and practical environment, ensuring the empowerment of persons with disabilities with quality education and rehabilitation. SCHS provided education and rehabilitation services to 335.2 beneficiaries of various disabilities, in accordance with best practices in the field of disability. Promoting the principle of gender equality, non-discrimination, acceptance of cultural diversity and peaceful coexistence for all stakeholders in the work environment. SCHS has 651 employees, male and female, representing 23 nationalities from the continents of Asia, Africa and Europe. SCHS provides decent work for all. SCHS has employed 13 persons with disabilities according to their abilities and tendencies to be active members in their society. We promote persons with disabilities rights by raising awareness. SCHS organizes annual campaigns and conferences on the importance of promoting their rights and their inclusion into society. Development took place in productive projects and programs, infrastructure and information development, internal operations and ensuring their sustainability, and the preparation of educational, practical and residential spatial environments with the aim of facilitating access to everyone and achieving work and inclusion flexibly.

We have achieved in terms of growth in partnerships, many agreements with local, regional, and international bodies and memberships with various governmental and private bodies and local, regional and Arab international civil society organizations. These agreements played a pivotal role in supporting our services and programs more effectively to achieve our ultimate goal of building a sustainable society for people with disabilities in the UAE. SCHS seeks to strengthen its financial resources, achieve the highest standards of financial efficiency,

and invest them in the programs and services provided to the beneficiaries. All our expenses are subject to internal auditing by SCHS work team and through external auditing by the Financial Control Department in the Government of Sharjah and the global auditing and accounting firm Talal Abu-Ghazaleh & Partners International

We are proud that SCHS students and staff have received many awards and honors. SCHS won first place in the Arab Award for Corporate Social Responsibility (14th session), which the Arab Network for Corporate Social Responsibility organized. SCHS obtained the Quality Management System Accreditation ISO 9001, 2015. A group of students won many awards in various fields, including awards for memorizing the Holy Quran, sports Olympics, and in the fields of creativity and arts.

In conclusion, I would like to thank our students and the wonderful team of SCHS who worked hard to be pioneers in our services in the region, and to our strategic partners who work with us to achieve our mission, and to all members of society for their cooperation with us always. This cooperation made 2022 the year of growing sustainability. We have achieved many successes in this regard. We are all confident that we will achieve more in light of SCHS's activity and its constant endeavor to achieve its goals that bring the community to the best levels of sustainability globally. We hope that we will continue in our approach and with us in this march, the relevant parties, to set off together **"towards sustainable pioneering horizons."**

**Jameela Mohammad Al Qasimi**  
Chairperson



# About us



## Sharjah City for Humanitarian Services "Birth and Establishment"

Sharjah City for Humanitarian Services (SCHS) is a local non-profit organization founded in 1979 as a branch of the Arab Family Organization in the Gulf region, aiming to advance the Arab family and develop the social services it needs. SCHS was authorized under decree number 6/1981 issued by the Government of Sharjah on March 11, 1981. On October 10, 1995, His Highness Sheikh Dr. Sultan bin Muhammed Al-Qasimi, Member of the Supreme Council and Ruler of Sharjah, issued a decree under edict number 4/1995, declaring SCHS as an independent organization in the Emirate of Sharjah aiming at serving people with disabilities in the UAE. Sharjah City for Humanitarian Services is proud by the honorary presidency of His Highness the Ruler of Sharjah who remains the best assistant who provides material and moral support to the organization. His Highness believes in the importance of volunteer work in social development and the importance of providing education, training and rehabilitation services for people with disabilities, as this is their legitimate right.

His Highness Sheikh Dr. Sultan bin Muhammed Al-Qasimi has issued Emir Decree No. 48 of 2016 to reorganize Sharjah City for Humanitarian Service. This is a response to the changes and developments occurring in the field of working with persons with disabilities, and the growing needs for this type of services and the expansion of organization's role and scope of work. SCHS make efforts to raise awareness of the causes of disability and its prevention methods and early detection and developing of education, training and rehabilitation to advocate, include and empower persons with disabilities.

The organization has 8 centers, schools, and 3 branches in the Emirate of Sharjah and 3 organizations operating under its umbrella in addition to 12 departments for administrative, financial and technical supporting operations. It provides services to all beneficiaries (Local citizens and other nationalities in the country) in the eastern and central region and the rest of the emirates in addition to a number of beneficiaries from the Sultanate of Oman.

## OUR PHILSOPHY

Sharjah City for Humanitarian Services seeks, through concerted and integrated efforts in society, to provide social and specialized service to people with disabilities. It relies in this on building bridges of understanding and love between them and their community, and on guiding and educating their families to enable them to participate actively in society. SCHS achieved this only by ensuring persons with disabilities right to full participation and equality, and through early detection and intervention programs for disability based on educational and cultural plans, and highly efficient rehabilitation and employment programs that achieve this inclusion.

## NON-DISCRMINTION

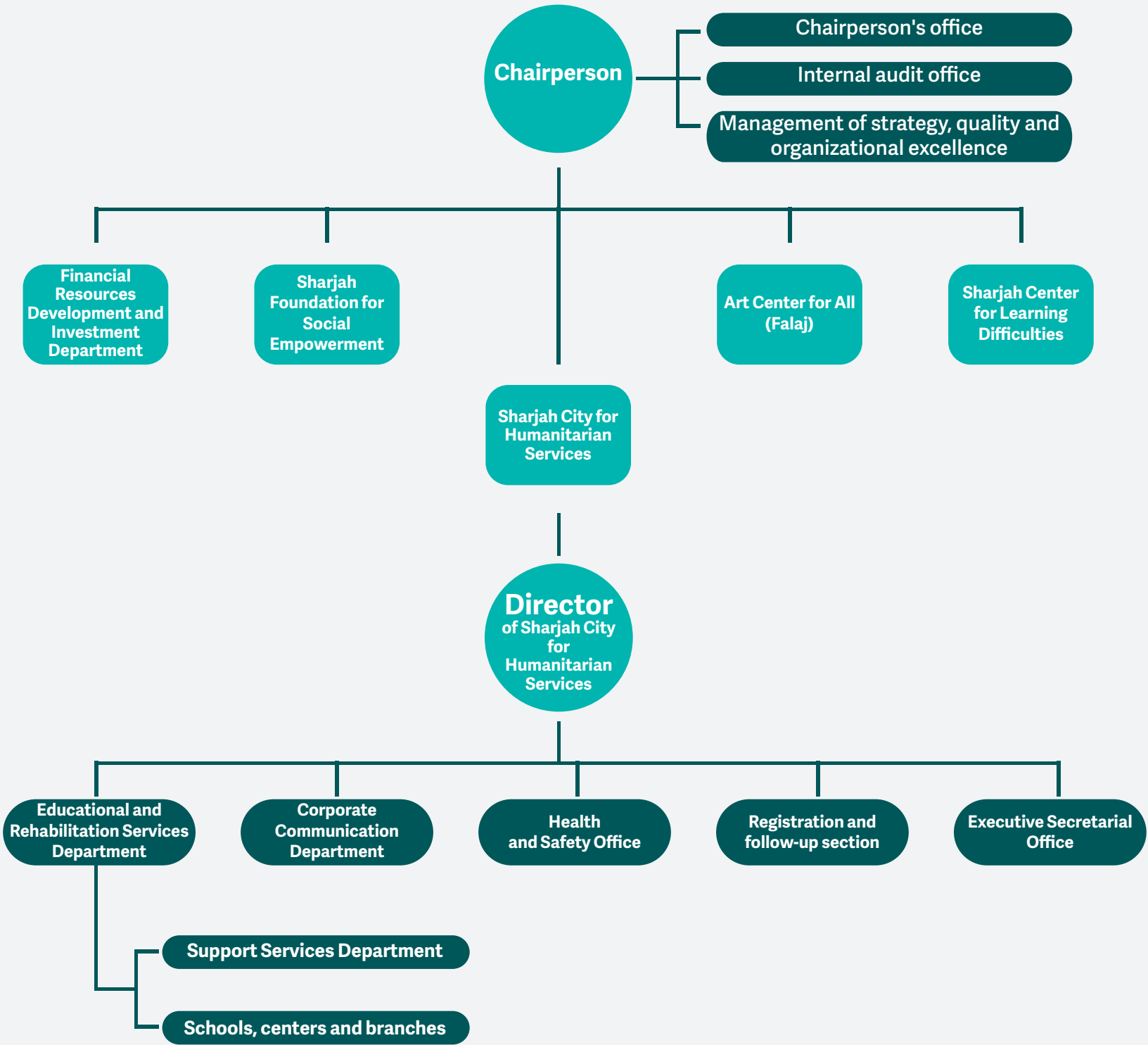
Based on SCHS's general policy, which focuses on serving people who need services, regardless of their ethnic, linguistic or religious backgrounds. We accept all children who meet the conditions and criteria for joining the service. We create an environment that is completely free from discrimination based on gender, race, nationality, origin, color, disability or age.





## **The organizational structure**

of Sharjah City for Humanitarian Services






# Our Centers







## Our branches

- 1985**  **Sharjah City for Humanitarian Services (Khorfakkan) branch**  
the first specialized service of its kind in the eastern coast
- 1999**  **Sharjah City for Humanitarian Services (Al Dhaid) city branch** is  
the first specialized service of its kind in the central region
- 2006**  **Sharjah City for Humanitarian Services (Kalba) city branch**  
in the Eastern Coast



## OUR SERVICES

These services are as follows



Educational, training and rehabilitation services provided at the level of the centers, schools, branches and divisions of Sharjah City for Humanitarian Services



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



Awareness & Educational services through mass media i.e. Radio & Television and press, and through targeted activities and lectures in schools, seminars, conferences and workshops organized by SCHS



Employment and follow-up services for trained and rehabilitated persons with disabilities



Family counseling and disability education services

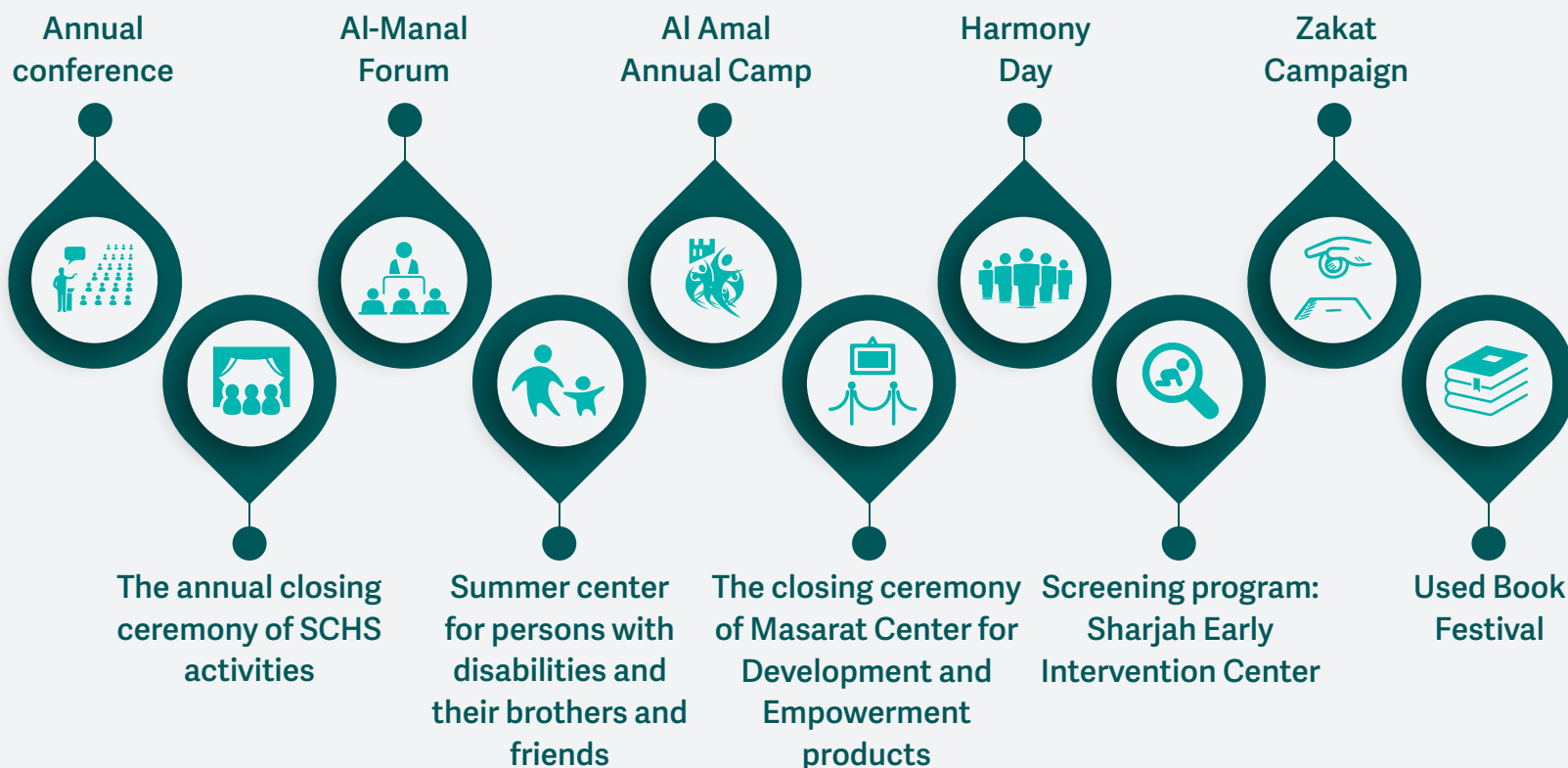


Therapeutic services



# OUR ACTIVITIES

We carry out many activities using all educational, social and cultural means and through our dedicated team of administrators, teachers, specialists and therapists. In addition to the daily program, SCHS organizes a variety of social and recreational activities such as excursions, exchange visits, clubs and summer centers for different ages and disabilities throughout the year. Among the most important annual activities



- |  |  |
|--|--|
| <p><b>Global and Arab awareness weeks, including</b></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Early intervention week</li> <li><input type="checkbox"/> People with intellectual disability week</li> <li><input type="checkbox"/> Arab Deaf Week</li> <li><input type="checkbox"/> Arab Autism Week</li> </ul> | <p><b>Qualitative activities on global days</b></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> World Physical Therapy Day</li> <li><input type="checkbox"/> World Occupational Therapy Day</li> <li><input type="checkbox"/> World White Cane Day</li> <li><input type="checkbox"/> World Mental Health Day</li> <li><input type="checkbox"/> International Day of people with Disabilities</li> <li><input type="checkbox"/> World Down Syndrome Day</li> <li><input type="checkbox"/> World Hearing Protection Day</li> <li><input type="checkbox"/> World Social Service Day</li> <li><input type="checkbox"/> World Awareness Day of accessibility</li> </ul> |
|--|--|

## Beneficiary statistics for the year 2021 - 2022

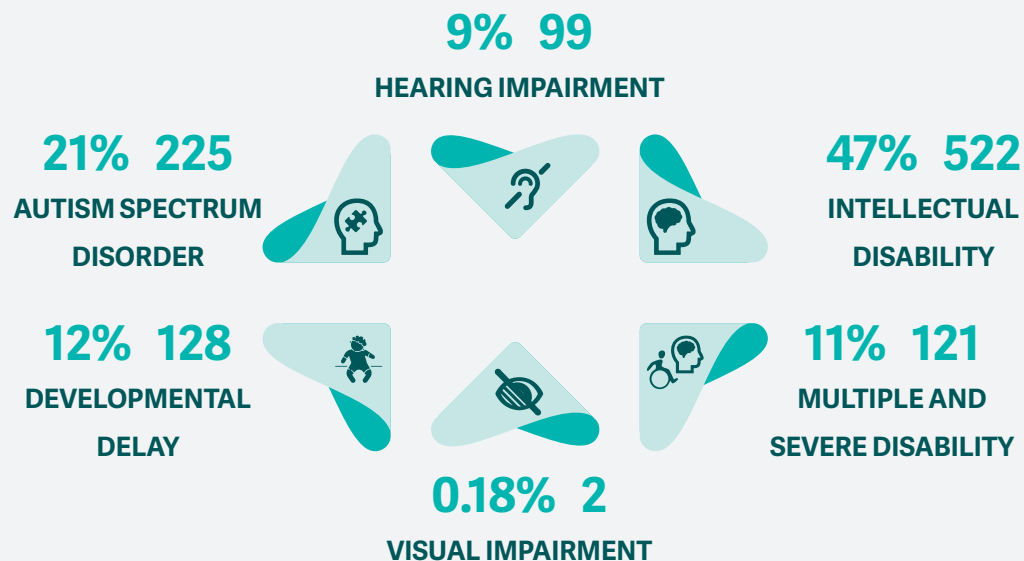
Based on Sharjah City for Humanitarian Services keenness to improve and develop its services and programs by keeping pace with the best global practices and methodologies to enable people with disabilities through empowerment, inclusion and advocacy.

The number of beneficiaries of SCHS's services during the year 2021-2022 has reached (2335) students with disabilities benefited from all the services provided. The following is a comparison of the beneficiaries' statistics. Beneficiaries'

statistics according to the type of service 2021-2022

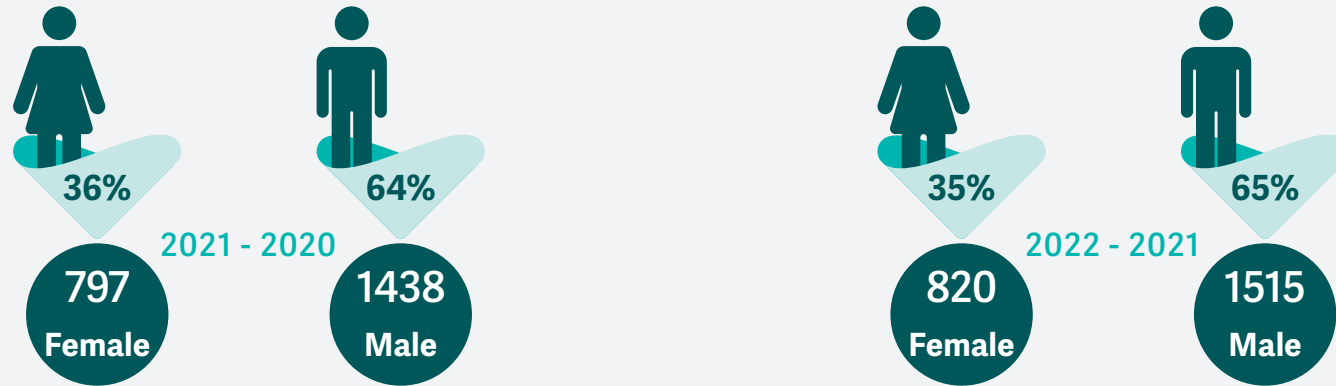


## Statistics of students benefiting from classroom and family counseling services at the level of centers, schools and branches, according to the type and percentage of disability, 2020-2021

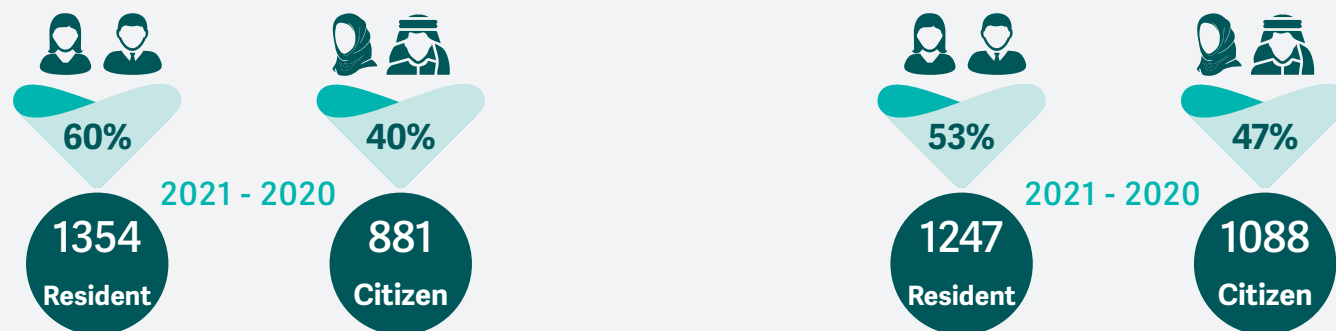




## The total number and percentage of service beneficiaries according to gender for the year 2021-2022



## The total number and percentage of service beneficiaries according to nationality for the year 2021-2022





**First: The most important awards and honors of Sharjah City for Humanitarian Services**

## Leadership level



Her Excellency Sheikha Jameela bint Muhammad Al Qasimi, Chairperson of Sharjah City for Humanitarian Services, received an Honorary Doctorate in Humane Letters from California State University - Chico May 2020 because H.H made a difference in the lives of people with disabilities and made a significant and influential contribution to improving the quality of their lives.



Appointment of Her Excellency Sheikha Jameela bint Muhammad Al Qasimi, Chairperson of Sharjah City for Humanitarian Services, to the Board of Directors of the International Taekwondo Federation, November 4, 2021

## The level of Sharjah City for Humanitarian Services



Sharjah City for Humanitarian Services won first place in the Arab Award for Corporate Social Responsibility (14th session), which was organized by the Arab Network for Corporate Social Responsibility on October 4, 2021



The Art for All Center "Falaj" affiliated to Sharjah City for Humanitarian Services won first place in the (Show and Fine Arts) competition. Third place in the (Music) competition for its participation in the fifth session of the International Forum for the Arts of People with Disabilities "Our Children Under the slogan (Together.. we return our joy) in the Arab Republic of Egypt 16-23 November 2021

## Staff level



Muhammad Abu Zahra, the teacher of art education at Al-Amal School for the Deaf of Sharjah City for Humanitarian Services, won the title of the first deaf person in the world to receive the title of "Expert Teacher" from Microsoft International - September 2021





Second : **The most important awards and honors for students**  
Students who won prizes and competitions in SCHS centers,  
schools and branches for the year 2020-2022.

126 students participated in prizes and competitions during the year 2021-2022

80 students won the first three places and received prizes, medals and certificates

46 students received participation certificates

## A. Holy Quran prizes and competitions

3 Winners

Sheikha Hessa bint Mohammed Al Nahyan Award for the Holy Quran

3 Winners

Award of the Department of Islamic Affairs and Endowments in Abu Dhabi

6 Winners

Dubai Holy Quran Competition for People of Determination

4 Winners

Ajman Quran Contest

5 Winners

Dibba Al Hisn Competition

## B. Reading competitions

1 Winner

The second category of Al Salah center for care and rehabilitation

6 Winners

Al Ain Autism Unit

6 Winners

The second reading competition for people of determination, the third category

4 Winners

Capacity Development Center competition for the rehabilitation of people of determination

2 Winners

Reading competition for people of determination at the Mohammed bin Rashid Center for Special Education

6 Winners

Reading for everyone competition

## C. Sports competitions

3 Winners

The first Ramadan competition for blitz chess

4 Winners

UAE Open Taekwondo Championship

16 Winners

The Thirteenth UAE Bocce Championship for Down Syndrome

1 Winner

The championship (Stay Fit) a joint organization between Al Wafaa School and Al Ain Center for Care and Rehabilitation

1 Winner

The Open Championship of Poomsa (Taekwondo) at the Dubai Club for People of Determination

## D. Art competitions

1 Winner

Photography, intellectual disability category, in the Summer without Free time competition

3 Winners

Abu Dhabi University drawing competition for autism, the sixth session

4 Winners

Creative drawing competition, organized by SCHS, Khorfakhan branch, under the slogan "I am creative."

1 Winner

Youth Cultural Heritage Award in the drawing category





## **International accreditations for programs and services**

according to best practices during the year 2021-2022





Sharjah City for Humanitarian Services obtained the ISO 9001-2015 certification for the quality management system from Lloyd's Register



Sharjah Audiology Unit affiliated to Sharjah City for Humanitarian Services obtained the Ministry of Health and Community Protection license



The Physical and Occupational Therapy Center of Sharjah City for Humanitarian Services obtained the Ministry of Health and Prevention license



Al-Amal School for the Deaf obtained accreditation as a Showcase-school by Microsoft for the seventh year in a row



Accreditation of the Vocational Studies Program - Level One - from "BTEC" for the Masarat Center for Development and Empowerment



The students of the Masarat Center for Development and Empowerment obtained the certificate of the Foundation Program "Self-Development Program and the Sports and Recreational Activities Program" accredited by Pearson International

## Sharjah City for Humanitarian Services annually participates in arbitration in the Sustainability, Community Responsibility, Environment, Excellence, Quality and Environment Awards





# The strategic map

of Sharjah City for Humanitarian Services 2022-2032



## Vision

To be a leader in Advocacy, inclusion, and empowerment for persons with disabilities in the United Arab Emirates and the Arab world.

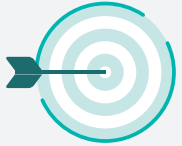


## Mission

We strive to reduce the causes of various disabilities through early intervention and community outreach. We are advocates aiming at the inclusion and empowerment of persons with disabilities through education, rehabilitation, and job placement to shape independent, self-reliant individuals in society.







## The objectives of the strategic plan 2022 - 2032

01

Adopting organizational learning and knowledge production approaches

Beneficiaries

02

Achieving sustainability in human, financial and technological resources

Finance

03

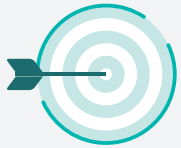
Investing in governance and organization alization of internal systems and processes

Internal Operations

04

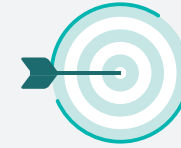
Developing the scope and quality of services and facilitating access to them

Grow and learn



## Objectives of the operational plan 2022 - 2032

- Evaluating and documenting methods, tools and programs used
- Disseminate business models and best practices in the media
- Networking with universities and research centers locally and internationally
- Dissemination, sharing of developed models through holding Arab and international conferences
- Dissemination and sharing of knowledge and internal education of the staff
- Providing advisory services to organizations operating in the sector
- Employing human energies and expertise in SCHS, graduates and volunteers
- Building a unit for developing financial resources and donations according to the latest practices
- Reviewing investment department programs for development and marketing
- Production and marketing of supportive technological tools and applications for people with disabilities
- Investing in partnerships and relationships with supporting agencies and financiers
- Forming a board of trustees with clear powers, responsibilities and committees
- Diagnosis and development of human resources management systems
- Documenting internal processes and procedures and framing them in a clear governance system
- Developing internal communication systems and channels
- Control the quality of internal operations and their follow-up
- Investing in the new generation through succession planning programs
- Developing the scope and quality of electronic services and facilitating access for beneficiaries
- Investing in partnerships and cooperation with supporters of entrepreneurship for the interest and rights of persons with disabilities.
- Review and evaluate the tools and programs currently used and work on developing them
- Investing in human and technical energies to implement disability awareness and education programs.



## Sustainable Development Goals 2030





## Our strategy towards sustainability

Based on the vision of Sharjah City for Humanitarian Services to be a leading organization in advocacy, inclusion and empowerment of persons with disabilities in the United Arab Emirates and the Arab world, SCHS has been committed since the beginning of its work in 1979 to achieving the principle of sustainability in the services it provides and developing them continuously. Therefore, the inclusion of sustainability practices in its operations and strategies is essential to its work. In order to achieve sustainable development, we must apply sustainable practices at the basic internal level across our organization. In addition to expanding the scope of application to include our external operations with the community. Our strategy includes four pillars through which the organization seeks to achieve its long-term sustainability goals.



# Strategic Ambitions

## Engage the target audience

Achieving beneficiary satisfaction is an essential factor for achieving success as a social service organization. Our goal is to move forward in achieving the quality of our services with increased focus on strengthening the role of the target audience, partners and stakeholders and understanding their needs and expectations.

## Excellence in internal and operational processes

SCHS seeks to achieve excellence in providing its services and programs to customers and all stakeholders, by keeping pace with the best modern and world-leading practices in the field of disability. Our goal is to achieve excellence and provide quality services to customers and partners.

## Sustainable growth and learning

Our strategy revolves around promoting sustainability in all our services, programs and activities. Sustainable growth is a goal of utmost importance to us, that would allow us to enhance our capabilities to contribute to achieving our ambitions, preserving our resources and ensuring the sustainability of our work.

## Highly efficient organizational capabilities

Our employees are the real wealth and the cornerstone on which we build our entire strategy. It is their responsibility to implement the strategy. We will remain committed to investing in our employees and providing a comfortable, safe and productive work environment to support the growth and sustainability of our business.



## Corporate Governance

Sharjah City for Humanitarian Services is keen to abide by the basic principles of governance, which are (justice, responsibility, accountability, integrity). This is the foundation of our relationship with all stakeholders. This is represented in policies, procedures and systems. Considering all these factors provides a framework principles and procedures related to management and stakeholders, internal and external auditing.

In general, the spirit of cooperation and commitment governs the organization's relationship with stakeholders. SCHS gives priority to the public interest over the interest of the organization, adhering to the controls and instructions issued by decision-makers, proposing appropriate solutions to problems and issues that may arise in a manner that does not conflict with common interests. SCHS translates this into goals in the annual operational plans that include indicators that SCHS work to achieve. The senior management of SCHS committes to providing an example and an ideal model for employees, through the practical application of the rules of professional conduct and the work approach and adhering to their content,

Given that the Sharjah City for Humanitarian Services is a non-profit service organization, it has an independent legal personality, with full legal jurisdiction, as well as financial and administrative independence. Her Highness Sheikha Jameela bint Mohammed Al Qasimi, Director General of the organization leads it in collaboration with an internal work team consisting of administrators, educators and specialists who are responsible for supervising, implementing, following-up, evaluating and continuously improving the course of operations each according to their tasks.

### The corporate governance policy includes :



Preparing guidance and control frameworks for all operations and activities of SCHS



Provide a work environment characterized by transparency, integrity, justice and responsibility



Adopting and applying the best governance practices that enhance the performance of SCHS





# Pillars of the value of sustainability

for the goals of SCHS related to the goals of sustainable development



## Sustainable Development Goals

- 3 GOOD HEALTH AND WELL-BEING**
- 4 QUALITY EDUCATION**
- 5 GENDER EQUALITY**
- 8 DECENT WORK AND ECONOMIC GROWTH**
- 9 INDUSTRY, INNOVATION AND INFRASTRUCTURE**
- 10 REDUCED INEQUALITIES**
- 11 SUSTAINABLE CIT AND COMMUNITI**
- 17 PARTNERSHIPS FOR THE GOALS**

## Pillars of sustainability value

✦ Providing health care and a safe environment for people with disabilities and workers in the educational and practical environment

✦ Ensure healthy living and promote well-being for all

✦ Ensuring the empowerment of persons with disabilities through education, rehabilitation and employment, and meeting their needs to be participatory and independent in their communities

✦ Promoting the principle of gender equality and non-discrimination on the basis of gender, age, race, religion, origin, language, color or disability so that acceptance, cultural diversity and peaceful coexistence are achieved for all employees in the work environment

✦ Recruitment for competencies and finding suitable job opportunities for people with disabilities according to their abilities and tendencies to be active in society

✦ Strive to empower persons with disabilities economically by supporting their business projects, enhancing their self-confidence, and providing opportunities for them to integrate into society

✦ Ensure that persons with disabilities obtain their rights and raise awareness of the importance of accepting the disabled person and equating him with his peers without disabilities

✦ Work to create educational, practical, and residential spatial environments, prepare policies and procedures, and keep abreast of best practices, with the aim of facilitating the access of persons with disabilities and achieving their inclusion into their communities

✦ Promoting Arab and international partnerships, agreements, and memberships to achieve our ultimate goal of building a sustainable society for people with disabilities in the UAE

## aspects of sustainability

✦ Access to appropriate health care for people with disabilities

✦ Work to protect the health and well-being of all beneficiaries and employees

✦ Providing educational programs that keep pace with the best and latest practices and enhance the abilities and skills of people with disabilities

✦ Building knowledge and developing talent

✦ Ensure non-discrimination of races, ethnicities and religions

✦ Establishing the concept of acceptance, cultural diversity and peaceful coexistence for all employees in the work environment

✦ Attracting specialized competencies in the field

✦ Creating work environments

✦ Providing suitable job opportunities for highly skilled persons with disabilities

✦ Specialized and supportive professional programmes

✦ Promoting the projects of people with disabilities and supporting them in developing and marketing them

✦ Activating national economic development and marketing productive projects

✦ Work on activating awareness programs on the rights of persons with disabilities

✦ Educating the community about the importance of integrating the disabled person into his community

✦ Commitment to the highest standards and legislation that provide for the provision of a suitable environment, facilitating access to them and ensuring the security and safety of stakeholders

✦ Developing a strong well-established culture of security and safety

✦ Strengthening the means of implementation through the preparation of a "sustainable development" methodology based on multiple strategic partnerships between the different institutions of society, and is built on common rules, values, vision and goals that place persons with disabilities within these efforts, and guarantee the mechanism of implementation and sustainability





## Stakeholders

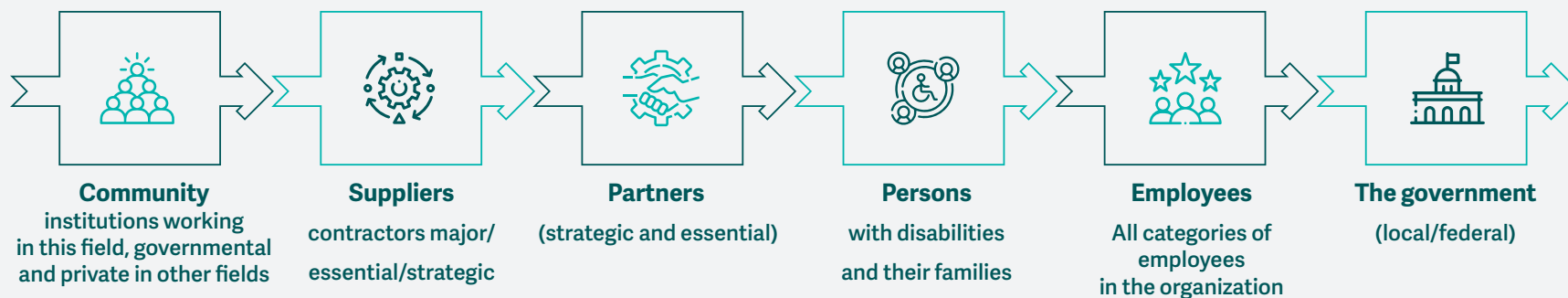
in Sharjah City for Humanitarian Services



## The importance of “stakeholders”

Sharjah City for Humanitarian Services pays great attention to “stakeholders” and their meaningful role in supporting its strategy and working with it to embody community partnership in all that contributes to internal and external relations that affect one way or another on our activities, decisions, or scope of work. Stakeholders are also likely to be affected by our various activities or operations. Below is a list of “stakeholders”

### قائمة “أصحاب المصلحة” في مدينة الشارقة للخدمات الإنسانية



## Involvement of “stakeholders”

We are keen to communicate and deal with stakeholders by using the various communication methodologies and tools we have in Sharjah City for Humanitarian Services to enhance communication and interaction with stakeholders, including the following :

- 01 > E-Mail
- 02 > Website
- 03 > Phone call
- 04 > Social networks
- 05 > Stakeholders meetings
- 06 > Meetings & consulting sessions with specialists
- 07 > Social service team
- 08 > Suggestion mechanisms
- 09 > Local, Arab and international platforms

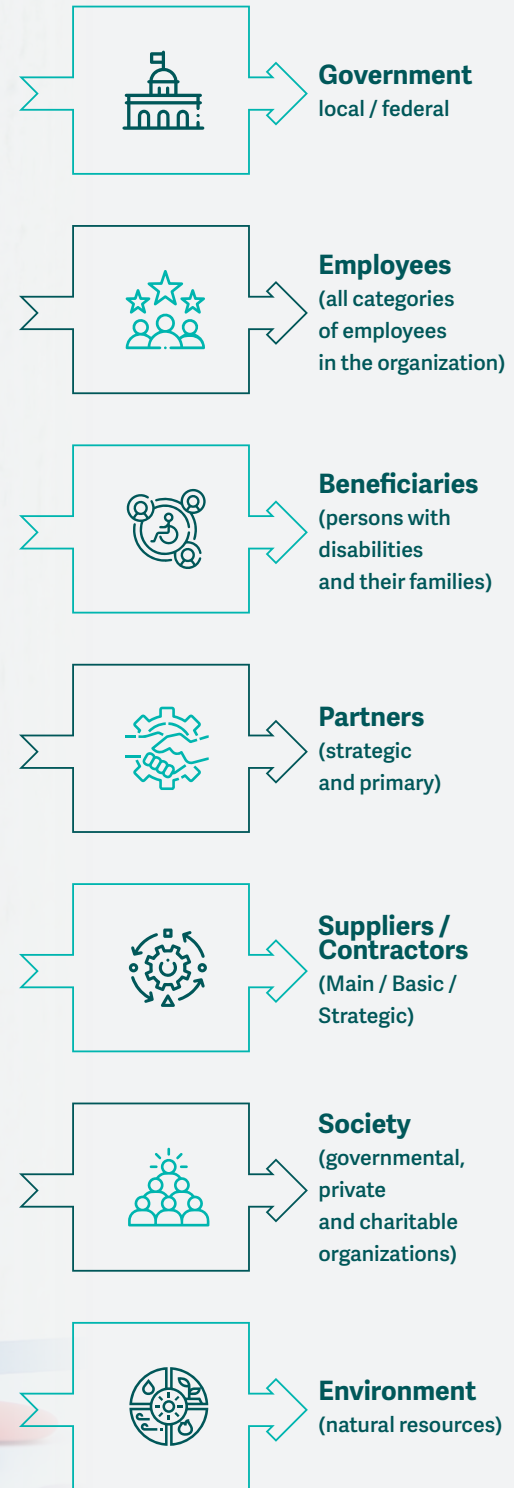
## Expectations and needs of those involved (stakeholders)

Sharjah City for Humanitarian Services is keen to build a strong relationship with stakeholders and strategic partners who believe in the importance of cooperation. Among those institutions are those who work under the umbrella of the Sharjah government and the rest of the Emirates. Some are regional, Arab and international. All institutions work to serve the community and support and empower its members. From this point of view, SCHS has worked with partners who help achieve its mission and strategy, and the following table highlights the different categories of stakeholders with whom we are keen to communicate directly, along with an overview of their expectations.

# Stakeholder expectations and needs



## Stakeholders



## Expectations and needs

- ✧ Compliance with legislation
  - ✧ Promote the concept of good citizenship
  - ✧ Collaboration on strategic and operational programs
  - ✧ Alignment with national development plans and programs
  - ✧ Monitor performance and achievements
- 
- ✧ Providing a positive, healthy and stimulating work environment
  - ✧ Adherence to the ethical code
  - ✧ Determine career path
  - ✧ Appreciation of excellence in work and performance
  - ✧ Justice and opportunity for all
  - ✧ Professional development and upgrading
- 
- ✧ Providing distinguished and effective services that meet the needs of the beneficiaries
  - ✧ Providing security, safety and health care
  - ✧ work ethics
  - ✧ Providing social, psychological, cognitive and financial support
- 
- ✧ Concluding agreements, memoranda of understanding and cooperation in various fields
  - ✧ Visits and meetings aimed at enhancing cooperation
  - ✧ Sharing best practices
  - ✧ Providing support and activating community participation
- 
- ✧ Transparency in procurement procedures
  - ✧ Qualification of the resource based on cost and quality in addition to social environmental design
  - ✧ profitability
- 
- ✧ Raising awareness of disability issues
  - ✧ Transparency and effective communication
  - ✧ Joint charitable initiatives in support of important local infrastructure, issues and events
  - ✧ local community sponsorships and events
- 
- ✧ Environmental impact of our operations, programs and services
  - ✧ Establishing partnerships and cooperation agreements with the concerned authorities

## The organization's approach to response

- ✧ Cooperation and partnership in the implementation of strategic programs and services
  - ✧ Take advantage of Sharjah City for Humanitarian Services and its unique position to communicate with people with disabilities and their families
  - ✧ Participation and benefit from programs with other government agencies and activate their positive effects
- 
- ✧ Continuous investment in human capital by continually organizing training programs, reviewing development, evaluation system and administrative system for health, safety and security
  - ✧ Providing social and financial support
- 
- ✧ Ensuring the impact of the services provided on customers and meeting their individual expectations (students, parents and siblings)
  - ✧ Ensuring the positive contribution and meaningful support for the development of each of the social, environmental and economic aspects of the customers
- 
- ✧ Activating and evaluating cooperation and strategic partnerships in accordance with memoranda of understanding and agreements
  - ✧ Identify the positives and opportunities for improvement and work together to develop them in order to activate the partnership and ensure its sustainability
  - ✧ Providing local community sponsorships and events
- 
- ✧ Introducing the organization, its rules and regulations
  - ✧ Provide training to employees for the organization's procurement policies, standard processes and contracts
  - ✧ Supplier evaluation
- 
- ✧ Strengthening strategic partnerships to empower beneficiaries, transfer knowledge and build capacity
  - ✧ Ensuring activation of support and assistance to achieve the objectives of the organization
- 
- ✧ Commitment to the highest standards and legislation that provide for the provision of an educational and rehabilitative environment for the beneficiaries
  - ✧ Facilitate their accessibility while working to prevent pollution, preserve biodiversity, conserve water and energy sources, and deal with waste effectively
  - ✧ environmental monitoring & Raising awareness





## Core issues in the sustainability report

Sharjah City for Humanitarian Services pays great attention to identifying and prioritizing the relevant core issues and their social, economic and environmental impacts that SCHS developed within the framework of sustainability. It aims at achieving its vision to be a sustainable organization on a global level and ensuring its sustainability to achieve a better reality and future for people with disabilities. SCHS included the priorities of the core issues in the annual operational plans through which SCHS carry out its work. SCHS took into consideration identifying and prioritizing the important issues in this report and listing the important issues related to its shareholders. Within our sustainability framework, we covered these areas in this report. To determine the relative importance of the core issues of sustainability in Sharjah City for Humanitarian Services, we followed the methodology of analysis on the Global Reporting Initiative guidelines as shown in the table below.

Core Issues	GRI Disclosure Number	level of importance
Occupational Health And Safety	403 – 2,3,4,5,6,7,8, 9,10	High
Customer Health And Safety	416 -1, 2	High
Recruitment	401 - 1, ,2 ,3	High
Education And Training	404 - 2, 3	High
Diversity And Equal Opportunities (Diversity Of The Governance Body And Employees)	405 -1	High
Investment And Human Rights	412-2,3	High
Forced Or Compulsory Labour	409 -1	High
Security Practices	410-1	High
Work Practices And Complaints Mechanisms	103-2	High
Human Rights Grievance Mechanisms	103 - 2	High
Anti-Corruption	205 – 1,2,3	High
Labeling Products And Services	102 - 2	High
Activities, Brands, Products And Services	203 - 1	High
Significant Indirect Economic Effects, Including The Extent Of Impact	203 - 2	High
Economic Performance	201-1,4	Medum
Presence In The Market	202 - 2	Medum
Purchasing Practices	204 - 1	Medum
Materials	301-1, 2	Medum
Energy	302 - 14, 5	Medum
Water	303 -5	Medum
Liquid And Solid Waste	306 - 2	Medum
Environmental Grievance Mechanisms	103 - 2	Medum
Complaint Mechanisms Related To The Impact On Society	103 - 2	Medum
Biodiversity	304 - 1	Low
Emissions	305 - 5	Low

● High  
● Medum  
● Low







## Compared to a summary of our performance indicators in terms of sustainability and our impact on social development during the past two years

Sustainability is essential in Sharjah City for Humanitarian Services' mission, vision and values. SCHS is keen annually to measure its performance and ensure the sustainability of its impact on social development and its objectives, which are reflected in programs, services and workflow methodologies, including :



Below is a summary comparison of our sustainability performance over the past two years

The level of impact on social development		Indicator	Performance	
			2021-2020	2022-2021
programs and services	Empowering people with disabilities	Total number of beneficiaries	2,235 beneficiaries	2,335 beneficiaries
		The percentage of citizens and residents	39% are citizens, 61% are residents	47% are citizens, 53% are residents
		The ratio of males and females	64% male, 36% female	65% male, 35% female
		Total inclusion in schools (partial and total inclusion)	134 (partial and total inclusion) 106 total, 28 partial	170 (partial and total inclusion) 125 total, 45 partial
		Total screening process for children in nurseries and kindergartens	219 male and female students	767 male and female students - early intervention 16 - Kallba Branch (6 females - 10 males) 15 Khorfakhan branches (9 females - 5 males) 20 Dhaid Branch Total = 818 male and female students
		The total number of students who have undergone comprehensive medical examinations	282 male and female students (comprehensive examination) 190 male and female students examined height and weight	472 male and female students (comprehensive examination) 190 male and female students examined height and weight
		The total number of people employed in SCHS	8 from outside SCHS	3 from outside SCHS
social responsibility		Number of partnerships and agreements	12 agreements	7 agreements
		number of visits	4 visits	12 visits
		The number of social media followers on Instagram, Twitter and Facebook	46,566 followers	46,000 followers
		Main and awareness events and activities	12 events	12 events

## Compared to a summary of our performance indicators in terms of sustainability and our impact on social development during the past two years

The level of impact on social development	Indicator	Performance	
		2021-2020	2022-2021
Leadership focus	Create and update new centers	Modernization of the treatment center, the Center for Multiple Disabilities	Construction of the new building for Khorfakhan branch
	Risk analysis and guidance for improvement opportunities	3 projects	Development in productive projects
Our human capital	Total number of employees	638 employees	651 employees
	Percentage of citizens and residents in the workforce	19% are citizens - 81% are residents	19.20% are citizens - 80.9% are residents
	Male and female ratio of the labor force	31% males - 69% females	30% males - 69.58% females
	Percentage of employees with disabilities	9.2% of employees with disabilities	10.3% of employees with disabilities
	The number of employees according to the geographical area	62% from Asia 38.8% from Africa 0.33% from Europe	61.90% from Asia 37.84% from Africa 0.30% from Europe
	The number and percentage of the four job levels in the organization (administrators, teachers, supervising specialists, and professionals categories (Drivers, assistants, maintenance technician, and janitors)	Administrative category 17.58% Teachers category 40.5% The category of specialists and supervisors 19.12% Professionals category, amounting to 22.8%	Administrative category 16.7% Teacher category 40.76% Specialists and supervisors category 18.92% Technicians and Janitors category 23.50%
	The number of new employees	7 employees	55 employees
	The number of employees who have resigned	25 employees	42 employees
Protecting resources and the environment	The green area in square meters in all centers affiliated to the organization	3341 square meters	3,850 square meters
	Energy / Electricity Consumption in KH-W	3,760,686 kilowatts 1,636,232 dirhams	4,491,419 kilowatts 2,010,234 dirhams
	Energy/Water Consumption - Gallons	16,338,272 gallons 70,003 dirhams	28,799,298 gallons 1,225,589 dirhams
	Fuel consumption - petrol - liters	58,051 liters 124,706 dirhams	70,869 liters 245,569 dirhams
	Cardboard paper consumption	97 cartons 242,500 sheets 4,462 dirhams	157 cartons 392,500 sheets 7,536 dirhams

internal process flow methodologies

## Compared to a summary of our performance indicators in terms of sustainability and our impact on social development during the past two years

The level of impact on social development	Indicator	Performance	
		2021-2020	2022-2021
internal operations	Percentage of implemented initiatives according to annual operational plans	93%	95%
	Local and international accreditations	<ul style="list-style-type: none"> <li>- The Masarat Center for Development and Empowerment obtained the accreditation of the Pearson Foundation (for the Work Skills Unit Program)</li> <li>- Al-Amal School for the Deaf has been accredited as a Showcase-school by Microsoft for the sixth year in a row</li> </ul>	<ul style="list-style-type: none"> <li>- Obtaining the ISO 9001-2015 certification for the quality management system</li> <li>- Accreditation of the Professional Studies Program - Level One - from "BETC" for the Masarat Center for Development and Empowerment</li> <li>- Sharjah Audiology Unit obtained the Ministry of Health and Prevention license</li> <li>- The Physical and Occupational Therapy Center obtained Ministry of Health and Prevention final license</li> </ul>
Procurement and supply chain	Number of registered suppliers	151	163
	The number of purchase orders	89	115
	Total purchase expenses (in AED) during the year	923,658	1,563,132
	Percentage of development and modernization in infrastructure, technology and information technology	90%	93%
financial stability	Total Annual Revenue (in AED)	78,685,723	79,410,431
	The annual budget received from the government (in UAE dirhams)	43,825,622	45,818,955
	Cash donations from organizations and individuals (in UAE dirhams)	2,321,268	3,100,000
	In-kind donations from organizations and individuals (in UAE dirhams)	353,541	266,000
	Revenue from other activities	4,686,422	8,210,879
	Covering the fees of students who are eligible from the Zakat account (in UAE dirhams)	7,538,690	9,032,561
	Fees and transportation from parents, authorities, and the Amiri Diwan	19,960,180	12,982,036
	Annual Expenses (in AED)	90,778,002	94,454,125
Net (profit - deficit) in UAE dirhams	-12,092,279	-15,043,694	

internal process flow methodologies








**The most important achievements of the strategic objectives of the SCHS, aligned with the sustainable development goals for the year 2021-2022**


Sharjah City for Humanitarian Services is keen, as a social service organization, to keep pace with the world in everything related to the field of persons with disabilities. This include the global agenda for the Sustainable Development Goals (SDGs), the 17 goals launched by the United Nations for our desired future. The UN called on the international community to work towards achieving them in the year 2030. They include in detail many criteria and indicators that ensure the achievement of these goals. They include social protection and the provisions of the International Convention on the Rights of Persons with Disabilities. These goals entered into force in January 2016. Sharjah City for Humanitarian Services was committed to this

Convention and Law No. 29 of 2006 regarding the rights of persons People with Disabilities in the UAE, which also supports the current Sustainable Development Goals in striving to build a more inclusive and equitable world for people with disabilities. Although we indirectly contribute to achieving many of the Sustainable Development Goals, our significant impact is evident in the goals that align with our main areas of influence and strategic priorities. They are eight Goals No. 3, 4, 5, 8, 9, 10, 11, 17, on which our focus is mainly in our strategy, and our commitment to achieving a sustainable future. The following are the most important pillars of the value of sustainability for the goals of Sharjah City for Humanitarian Services.


**3 GOOD HEALTH AND WELL-BEING**  
  
 Providing health care and awareness for persons with disabilities and workers in the educational and practical environment in the organization

**5 GENDER EQUALITY**  
  
 Promoting the principle of gender equality and non-discrimination on the basis of gender, age, race, religion, origin, language, color or disability so that acceptance, cultural diversity and peaceful coexistence are achieved for all employers in the work environment.

**9 INDUSTRY, INNOVATION AND INFRASTRUCTURE**  
  
 Enhancing the economic field and work practices and empowering persons with disabilities by supporting their business projects and providing opportunities for them to integrate into society.

**11 SUSTAINABLE CIT AND COMMUNITI**  
  
 Creating educational, practical and residential spatial environments with the aim of facilitating everyone's access, achieving work and flexibly integrating into their communities.

Ensuring the empowerment of persons with disabilities through education, rehabilitation and employment, and meeting their needs to be participatory and independent in their communities

**4 QUALITY EDUCATION**  


Employing competencies and finding suitable job opportunities for people with disabilities according to their abilities and tendencies to be active in society

**8 DECENT WORK AND ECONOMIC GROWTH**  


Striving for persons with disabilities to obtain their rights and raising awareness of the importance of their acceptance and equality with their non-disabled peers

**10 REDUCED INEQUALITIES**  


Promoting Arab and international partnerships, agreements, and memberships to achieve our ultimate goal of building a sustainable society for people with disabilities in the UAE

**17 PARTNERSHIPS FOR THE GOALS**  




## United Nations Sustainable Development Goals 2030

### Third goal - good health and well-being

## Pillars of strategic goals 2022

### Providing health care and awareness for persons with disabilities and workers in the educational and practical environment in the organization

Sharjah City for Humanitarian Services attaches great importance to providing the highest standards of health and safety to all stakeholders. Part of its strategy and within its operational plans is the occupational health and safety policy. The policy focuses primarily on prevention and ensuring a healthy and safe work environment while establishing a solid culture of health and safety and enhancing its understanding by all stakeholders. During the year, and in light of the precautionary measures of the pandemic, the care of our beneficiaries and employees was a top priority, as the rapid response by us to confront the crisis, determine daily priorities, and implement measures to protect everyone and preserve their health and safety. Thanks to the flexibility of our employees and the comprehensive and strict safety measures that we took and the cooperation of stakeholders, we were able to successfully maintain business continuity and achieve our goals in our annual operational plans. We also conducted a comprehensive periodic medical

examination for all students annually, with follow-up of cases suffering from chronic diseases. SCHS delivered many lectures and seminars to enhance awareness among students, their families and employees, and organized training courses in first aid for employees. We also facilitated the procedures for obtaining health cards for students, and we provided health insurance for our employees and their families.

We are also keen to enhance cooperation with various multilateral organizations in order to comply with the legal requirements for health and safety. Our policies aim to achieve transparency and provide important information related to health and safety and comply with the general principles and ethics of work in force in the organization, which we expect all employees and stakeholders to abide by. SCHS published and distributed Health and safety information for all those concerned and stakeholders in the organization. The following are the most important achievements for the year 2021-2022.

## "Statistics of Preventive Precautions for COVID 19 "Vaccines and Immunizations

**626** An employee who has been vaccinated (two doses)

**545** An employee who receives booster doses

**27** Employees who are not vaccinated due to their health conditions



Vaccination rate for employees 96%

**427** Students aged 12 years and over who have had a PCR test

**11,270** A PCR examination was conducted for employees with the aim of periodic preventive measures to ensure the health and safety of everyone



**308** Positive cases (employees and students)



**596** Cases of contacts (employees and students)



**Application of the National Authority for Emergency, Crisis and Disaster Management**

Applying the circular of the new procedures announced by the National Emergency, Crisis and Disaster Management Authority regarding the epidemiological situation June 13, 2022

**Health and safety procedures manual**

Updating and circulating the health and safety procedures guide regarding positive cases, contacts, and periodic examinations in March 2022

**A guide to normal return to work and study**

Issuing and circulating the updated Return to Work and Study Guide "Guidelines and Procedures" for the Covid-19 August 19, 2021 pandemic

## Health and safety awareness actions and quality of life enhancement for stakeholders

**Periodic medical examination for students**

472 students who have undergone a periodic medical examination for students and a partial examination (height and weight)

**Health and safety awareness**

Organizing 31 lectures, benefiting 1,429 employees, students and families, including workshops and awareness sessions on health, safety and prevention in work environments, classrooms, facilities and buses.

### SCHS's interest in health

**paying attention to the mental health and physical fitness of employees under the slogan ; "Let's make sport a way of life"**

**Challenge activity for health and fitness**

114 employees from various jobs and departments participated in the challenge event and organizing sports activities, and 6 participants won

**Health and safety awareness**

Organizing 31 lectures, benefiting 1,429 employees, students and families, including workshops and awareness sessions on health, safety and prevention in work environments, classrooms, facilities and buses.

**Psychological well-being protocol**

Achieving the psychological well-being protocol in the work environment for employees

## Enhancing cooperation and partnerships with entities at the state level in the areas of health, safety and prevention

- The National Authority for Emergency, Crisis and Disaster Management
- Executive Council of the Emirate of Sharjah
- Sharjah Preventive Medicine Department
- Sharjah Prevention and Safety Authority
- Human resources department
- Tomooh Healthcare Corporation
- Emirates Health Services Corporation
- Department of Health Care for the Department of Care and Activities of the Sharjah Education Council
- Sharjah Private Education Authority



United Nations Sustainable Development Goals

## The fourth goal - quality education

### Pillars of strategic goals 2022

Ensuring the empowerment of persons with disabilities through education, rehabilitation and employment, and meeting their needs to be participatory and independent in their communities

Sharjah City for Humanitarian Services is keen to ensure the continuity of the educational and rehabilitation process in accordance with strategic plans and best practices during its work in serving the community and persons with disabilities for 43 years. The path of SCHS was not always easy. This pioneering organization has always faced challenges, but it was able thanks to God and the support of His Highness Sheikh Dr. Sultan bin Muhammad Al Qasimi, Member of the Supreme Council and Ruler of Sharjah, and the directives of its Director General, Her Excellency Sheikha Jamila bint Muhammad Al Qasimi, to overcome these challenges successfully. SCHS continuity in providing its services in accordance with international best practices over four decades is the best evidence of this success including, advocating, empowering, educating and integrating people with disabilities.

SCHS also worked on educating society about their issues and rights in various fields. We made many achievements in the field of quality education during the year 2021-2022, including the following:

Educational and rehabilitative services provided to beneficiaries enrolled in the organization and external cases, include: Training Classes and Family Counseling Services, Rehabilitation and Therapy Support Services: Speech and Language, Physical and Occupational Therapy, Music Therapy, Audiology, Inclusion, Screening, Early Detection, Evaluation and Diagnosis

## Total beneficiaries for the year 2021-2022

**2,335 beneficiaries**

Beneficiaries of education and rehabilitation services and programs

**949 beneficiaries**

Class program beneficiaries

**148 beneficiaries**

beneficiaries of counseling program

**550 beneficiaries**

Beneficiaries of the external morning period

**688 beneficiaries**

Beneficiaries of the treatment center services



## Statistics of beneficiaries of services and programs

**314 beneficiaries**

PT & OT services and programs

**463 beneficiaries**

Language and speech services

**279 beneficiaries**

Music therapy program services

**670 beneficiaries**

Audio services and programs

**7 beneficiaries**

Visual impairment services and programs

**109 beneficiaries**

Continuing education services and programs

**120 beneficiaries**

Assistive technology services and programs

**818 beneficiaries**

Developmental survey program and comprehensive early detection of nurseries and kindergartens

**134 beneficiaries**  
106 total inclusion,  
28 partial inclusion

Full and partial inclusion services and programs

**125 male and female students**

Masarat students were granted graduation certificates from the Continuing Education Program "BETC"



**The most important achievements to keep abreast of best practices  
in methodologies and project programs in educational  
and rehabilitation services**



## Introducing new diagnostic and evaluation measures and completing a list of used and unused standards, tests and curricula (educational history)

- The Communication Matrix and obtaining translation rights for it into Arabic from the Friends of the Communication Matrix Foundation, with publishing it through the website and Al Manal Magazine to allow its use by Arabic speakers for free all over the world (Pronunciation and Language Council)
- The Gilliam Rating Scale for Diagnosis of Symptoms and Severity of Autism Disorder - 3rd Edition GARS-3
- LEITER-3 scale
- Home scale for solving behavioral problems for children with multiple disabilities
- School scale for solving behavioral problems for children with multiple disabilities

## Methodologies and policies for educational fields

- Methodology of interventions in behavioral crises (questions and answers)
- List of curricula used in Sharjah City for Humanitarian Services by centers and schools 2022
- Code of ethics for special education teachers
- Updated admission policies and regulations at Al-Amal School and Kindergarten
- Formation of the Board of Trustees of Al-Amal School for the Deaf
- Arbitration of Anamal bag in cooperation with the Emirates Foundation for School Education
  - Work on preparing bags according to standards (TTAP-ABLLS)
- Evaluation of the First School for the Deaf within the framework of the standards of school control and evaluation of the Ministry of Education and obtaining a rate of (good)

## Projects and Programs

- Creating a salt cave service for the Physical and Occupational Therapy Center
- The "Together we complete the road to the quality of inclusive education" initiative, to promote volunteer work with the aim of providing specialized services to integrated students in schools
- Obtaining the accreditation of the Professional Studies Program - Level One - from "BETC" for the Masarat Center for Development and Empowerment
- The initiative "check on your hearing. I communicate. I success" for community outreach in the fields of audiology
- Applying and activating easy read as one of the measures of self-advocacy and easy access to information

## New services and classes

- Completion of the new Khorfakhan building project
- Opening a class for severe disabilities at Al-Wafa School for Capacity Development
- A kindergarten class was opened at Al-Amal School for the Deaf, and (2) students benefited
- New classes at the Masarat Center: Independent living (4 classes), vocational studies (4 classes), a classroom that simulates the natural environment, a robot workshop, preparing the internal environment of the center to suit students with visual impairments



5

GENDER  
EQUALITY



United Nations Sustainable Development Goals

## Fifth goal - gender equality

Pillars of strategic goals 2022

Providing an environment that promotes gender equality and non-discrimination on the basis of sex, age, race, religion, origin, language, color or disability so that acceptance, cultural diversity and peaceful coexistence are achieved for all stakeholders in the work environment





Sharjah City for Humanitarian Services is committed to the principle of justice among employees of all nationalities, jobs, gender and educational qualifications. SCHS is keen to embody the principle of justice in the work environment in terms of providing opportunities for participation and expression of opinion for all employees, to establish an organizational culture based on excellence and corporate ethics and to achieve comprehensive integrity in the organization.

SCHS is also proud that it did not face any cases of discrimination. All employees in the organization enjoy opportunities equal benefit, and everyone works hand in hand to achieve the goals and vision of the organization and ensure its sustainability. SCHS, since its inception, pays great attention to the principle of diversity and cultural competence, and this embodies its policy, which includes the following principles and includes the following:

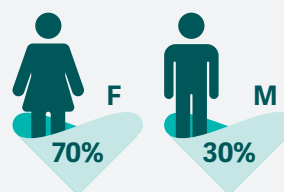


## CULTURAL DIVERSITY

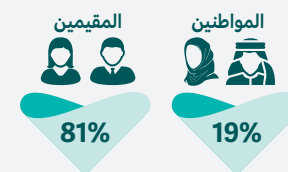
Sharjah City for Humanitarian Services has paid great attention to the principle of cultural diversity in work environments to ensure a balance on creating a positive work environment that supports the lifestyle of employees and give them opportunities to deal with different cultures, races and ethnicities. The total number of employees has reached (651) male and female employees of 23 nationalities from different countries and continents of the world. Employees are from Asia, Africa and Europe. The two sexes also work side by side in harmony, efficiency, respect and appreciation. The percentage of females has reached 70% and males 30% of the employees. Sharjah City for Humanitarian Services is proud of its ability to attract the best human resources from various countries, realizing that the diversity of experiences, knowledge and ideas makes it more creative, innovative and effective. Through this, the organization managed to achieve this mixture to be a single fabric, but it does not contradict and does not intersect, but maintains its privacy and identity. It provides an internal communication platform to understand employees' aspirations and experiences, and to direct them to career development programs that best meet their needs and goals. This diversity is an advantage for the organization and its workers. Therefore, protecting, promoting and maintaining diversity is a prerequisite for achieving sustainable development for the benefit of present and future generations.

It is a recognition that all cultures are equal in dignity, rights and respect. The map below shows the nationality distribution of employees in the world's continents during the year 2021-2022

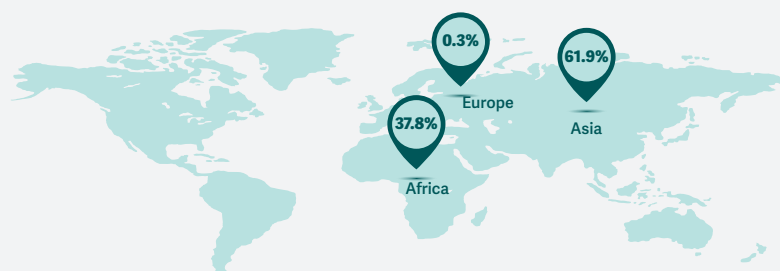
The ratio of males and females to the workforce in the year 2021-2022



Percentage of citizens and residents of the workforce in 2021-2022



Percentage of nationalities of employees in the organization at the level of the world's continents in 2021-2022





United Nations Sustainable Development Goals 2030

**Eighth Goal - decent work and economic growth**

Pillars of strategic goals 2022

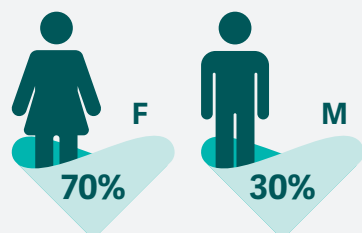
**Employing competencies and finding suitable job opportunities for people with disabilities according to their abilities and tendencies to be active in society**



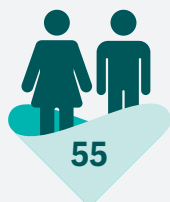


In Sharjah City for Humanitarian Services, we seek to employ people with expertise and specializations to advance the work in order to achieve a high level of efficiency in our services and programs, in order to strengthen our position as a leading organization in the field of disability services, and to ensure our success and sustainability in this path. We rely on the expertise of our human capital, which represents the real investment of SCHS and its powerful tool to enhance its competitive advantages locally, regionally and internationally. During this year, we hired 55 male and female employees in various specializations.

We are also keen to provide job opportunities for young people with disabilities in various local government departments and public and private agencies. We do this through the process of systematic vocational training and external training, which is a real preparation for the disabled person to coexist with members of society and interact with them, acquire social and behavioral skills, build public relations, friendships and get to know each other. This would enable us to meet the requirements of the labor market and qualify them to engage in various fields of work that are compatible with their abilities and inclinations for the vocational rehabilitation process. Sharjah City for Humanitarian Services and its branches have so far succeeded in employing a large number of people with disabilities since 1998, and their number until the year 2022 has reached (441) employees of various types such as physical, mental and hearing disabilities, in the public and private sectors. During the year 2021-2022, we hired 13 male and female employees with disabilities. The following are the achievements during the year:



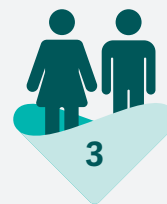
**people with and 68 without disabilities were employed in SCHS and external parties during the year 2021-2022**



persons without disabilities



persons with disabilities



Persons with disabilities have been employed in government and private organizations



persons with disabilities are graduates of Masarat Center for Development and Empowerment

### Achievements of the Skills Development Initiative for Persons with Disabilities for the year 2021-2022

1. Creating job opportunities for all graduates of the Masarat Center for Development and Empowerment of the SCHS, and 30 graduate students were nominated for various external agencies, and 10 graduates were employed from the Masarat Center - Department of Continuing Education.
2. Creating job and training opportunities for job seekers with disabilities from outside the organization, and 61 job seekers were nominated for various external parties, and 3 job seekers were employed in external agencies.
3. Updating the database of job seekers registered in the employment and data inventory department.
4. Providing vocational counseling sessions for job seekers and graduates of the Masarat Center (29) individual vocational counseling sessions for job seekers and graduates of the Masarat Center.
5. Providing (2) group counseling sessions for employees in the entities.
6. Developing employees' skills in making sweets, sewing and embroidery, and introducing the new work mechanism within the Danat and Darza sewing project.
7. Providing consulting services to 5 government and private agencies.
8. Working to consolidate community partnership relations with external entities, expanding relations with entities, and communicating and cooperating with government organizations and private companies in order to attract training and employment opportunities in various entities.





United Nations Sustainable Development Goals 2030

## The ninth goal - industry, innovation and infrastructure

Pillars of strategic goals 2022

Enhancing the economic field and work practices and empowering persons with disabilities by supporting their business projects and providing opportunities for them to integrate into society.



### Productive Projects

Sharjah City for Humanitarian Services attaches great importance to the productive projects offered by the Masarat Center for Development and Empowerment. It aims to enable people with disabilities in the UAE by providing vocational training and employment opportunities for people with disabilities and enabling them to complete their work in a typical work environment and develop talented skills to produce premium handcrafted and bespoke products in production projects.

In addition, SCHS aims at empowering persons with disabilities through the development of personal and professional skills and capacity development during the training period and promoting economic empowerment, sustainability, independence and career development to become active members in the society and obtain equal employment opportunities. SCHS provides various programs and services such as counseling service, individual project support service, training and flexible workshops for the rehabilitation and employment of persons with disabilities. The following are the most important achievements for the year 2021-2022





United Nations Sustainable Development Goals 2030

## The ninth goal - industry, innovation and infrastructure

Pillars of strategic goals 2022

Enhancing the economic field and work practices and empowering persons with disabilities by supporting their business projects and providing opportunities for them to integrate into society.



### Copper Project

New Product Design (Heritage Group)

- **7 new designs** inspired by Emirati heritage have been introduced.

### The Porcelain Project

New and innovative products integrating porcelain and copper.

- Making models for decorative dishes and small accessories.
- Making models of ceramic cups.
- A dome design in Sharjah, consisting of a dome and a bowl of porcelain painted in gold, in addition to a piece of copper plated with gold at the top of the dome.

- Dome Project in Sharjah: It is an educational project about the domes of the buildings known in Sharjah, with an identification card for the building. Executing the first dome (the dome of the Sharjah Museum of Islamic Civilization in Sharjah), and using it for gifting and congratulating, with the addition of a card for each occasion.
- Cooperation in displaying Ateeq and porcelain products in several outlets in Sharjah.

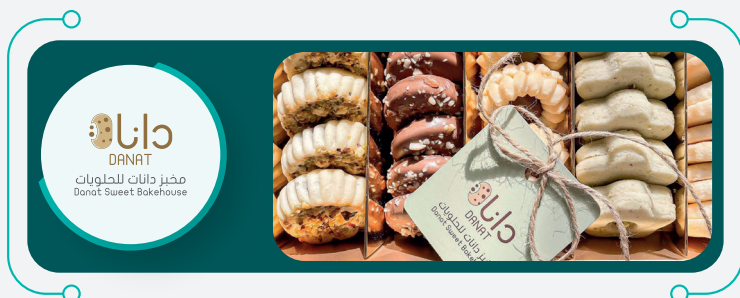
**Ateeq and porcelain products were displayed in several sales outlets:**

**House of Wisdom**

**Showroom 1020**

**Double Tree Hotel**

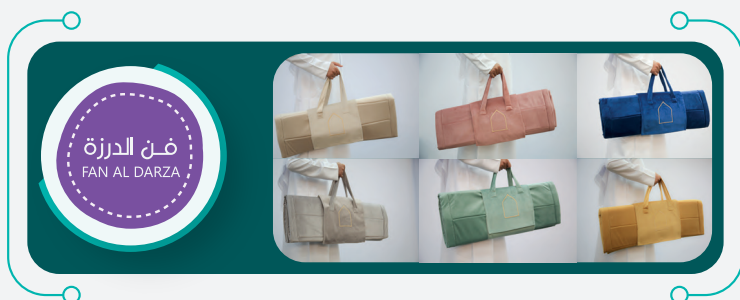




## Introducing new items of sweets and bakery products

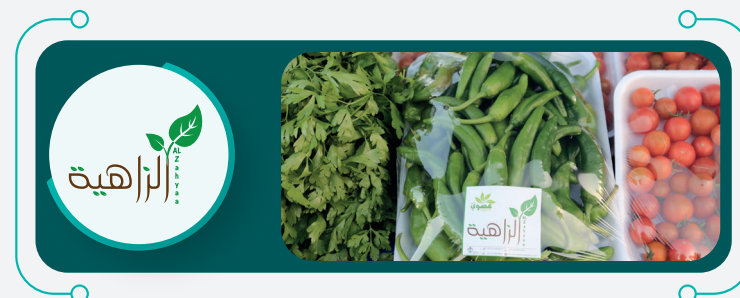
Production reached: 1,078 kilos of biscuits.  
Number of marketing agencies: 20

- (12) new marketing destinations were opened
- The efficiency of the workers has been developed through enrollment in (3) training programs, to develop the quality of products in terms of contents, increase the quantity of production, and develop the performance of workers.



## A new product produced by Fan Al Darza is the prayer bag with its accessories

Production amount: 827 pieces  
The prayer bag includes (a prayer mat, a wrapped Qur'an with a separator, and a bag for the prayer mat).



## Diversification in the production of new agricultural crops

The amount of production reached : 1,835 kilos annually. The number of marketing agencies: 9

- **Diversification in the production of agricultural crops:**

New crops were presented, including: eggplant, peppers, tomatoes and leafy greens.

- **Participation in exhibitions:**

Participation in the Manpet exhibition in Sharjah, in coordination with the exhibition management in Sharjah, for a period of one and a half months.

- **Promote volunteer work on the farm:**

Giving the opportunity to experience volunteering at Al Zahia Farm through the participation of the external community, where (9) volunteers were received.



United Nations Sustainable Development Goals 2030  
**Tenth Goal - Reducing inequalities**

**Pillars of strategic goals 2022**

Striving for persons with disabilities to obtain their rights and raising awareness of the importance of their acceptance and equality with their non-disabled peers



**Annual informative campaigns and events on the rights of persons with disabilities and their inclusion in society for the year 2021-2022**

Based on the keenness of Sharjah City for Humanitarian Services since its establishment in 1979, it has been taking the responsibility of serving, raising-awareness, including, advocating and empowering persons with disabilities in all fields of life. SCHS adopts their causes, defend their rights, and include them into society, as well as accepting persons with disabilities and equalizing them with their peers without disabilities to be participants and independent members in their communities. The following are the achievements of community outreach during the year 2021-2022



**World Physiotherapy Day**  
**Long-term covid and rehabilitation**  
 September 8, 2022



**International Week of the Deaf**  
**"Celebrating the thriving Deaf community"**  
 September 23-27, 2021



**International White Cane Day**  
**"My Learning Environment"**  
 October 15, 2021



**Mental health symposium for educational and rehabilitation workers**  
 under the slogan **"Mental Health in an Unequal World"**  
 October 10, 2021



**International Occupational Therapy Day**  
**"Belong.. Be You"**  
 October 27, 2021



**Assistive Technology Awareness Month**  
 November 2021



**Awareness-entertainment sports activity**  
**"Childhood Thon"**  
 November 22, 2021



**Early intervention week**  
**my natural environment. Right.. Life**  
 November 21-26, 2021



**Falaj Art Exhibition**  
 30 November - 5 December



**International Day of Persons with Disabilities**  
 December 3, 2021



The virtual forum **"Services provided to persons with disabilities at the level of government and private organizations in the city of Kallba**  
 under the slogan **(Inclusive World)**  
 December 8, 2021



The annual national campaign **"Clean Up the Emirates"**  
 at the level of the Emirate of Sharjah in its twentieth session  
 December 6, 2021





United Nations Sustainable Development Goals 2030  
**Tenth Goal - Reducing inequalities**

**Pillars of strategic goals 2022**

Striving for persons with disabilities to obtain their rights and raising awareness of the importance of their acceptance and equality with their peers without disabilities



Winter camp  
December 12-23, 2021



World Braille Day  
January 4, 2022



Virtual auction "**Sanabel Al-Mahaba**" to support educational and training programs for persons with disabilities at Al-Wafaa School for Capacity Development - January 19, 2022



**The virtual international forum on the quality of inclusive education**  
February 3, 2022



**World Hearing Day**  
March 3, 2022



**Quality of Life Conference for People with Severe and Multiple Disabilities**  
March 8-9, 2022



**World Down Syndrome Day**  
March 21, 2022



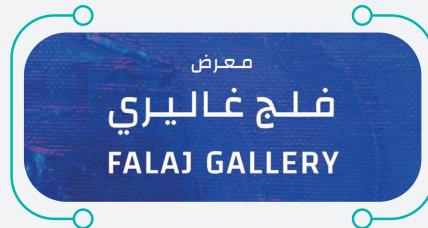
**Autism Awareness Campaign**  
April 2, 2022



**Inclusion of sign language in educational curricula at all levels**  
Arab Deaf Week  
20-27 April 2022



**The month of May for better hearing and speech, let us communicate**  
May 2022



**Falaj Gallery**  
20-24 May 2022



**Self-Advocacy Awareness Media Campaign**  
14 June 2022



**International Accessibility Day**  
**Quality of Life Assistive Technologies Exhibition**  
June 2022



**Theatrical performance (extraordinary) at SCHS closing ceremony**  
July 7, 2022



**"Summer Caravan" Let's go together in an atmosphere of fun and joy**  
12 July - 4 August 2022





United Nations Sustainable Development Goals

## Eleventh Goal - sustainable cities and communities

Pillars of strategic goals 2022

Creating educational, practical and residential spatial environments with the aim of facilitating access for all, achieving work and flexibly integrating into their communities.





Sharjah City for Humanitarian Services endeavor to improve internal processes, organizational culture, and integrated performance. Thus, SCHS's leadership and employees have paid great attention to ensuring compliance and compatibility with the strategic direction of the organization by becoming a leading organization with high efficiency in providing excellent services that meet the interests and needs of all beneficiaries and stakeholders, and keep pace with the growing social issues and risks in society. SCHS seeks the design and implementation of services and programs to address them effectively, meeting the ever-increasing needs, aspirations and expectations of beneficiaries.

SCHS has adopted several mechanisms and methodologies focused on the following:

- Sharjah City for Humanitarian Services is keen to keep up with the best practices to achieve its vision of being a leading Arab and international organization
- Ensuring sustainability in providing operations, services and programs according to the best quality standards and focusing on benefits for beneficiaries
- Focusing on the benefits of the organization and its beneficiaries (internal and external) in all its operations and projects
- Achieving greater flexibility with regard to all systems and processes and monitoring them within the organization

## The most important achievements in planning and follow-up for the year 2021-2022



### Sustainability Report 2021

SCHS issued and published the Sustainability Report for the year 2021 under the title (Sustainability and Flexibility after the Pandemic), and in accordance with the new updated GRI standards for United Nations global reports. The report was published on the SCHS website in Arabic and English [www.schs.ae](http://www.schs.ae), and circulated to stakeholders



United Nations Sustainable Development Goals

## Eleventh Goal - sustainable cities and communities

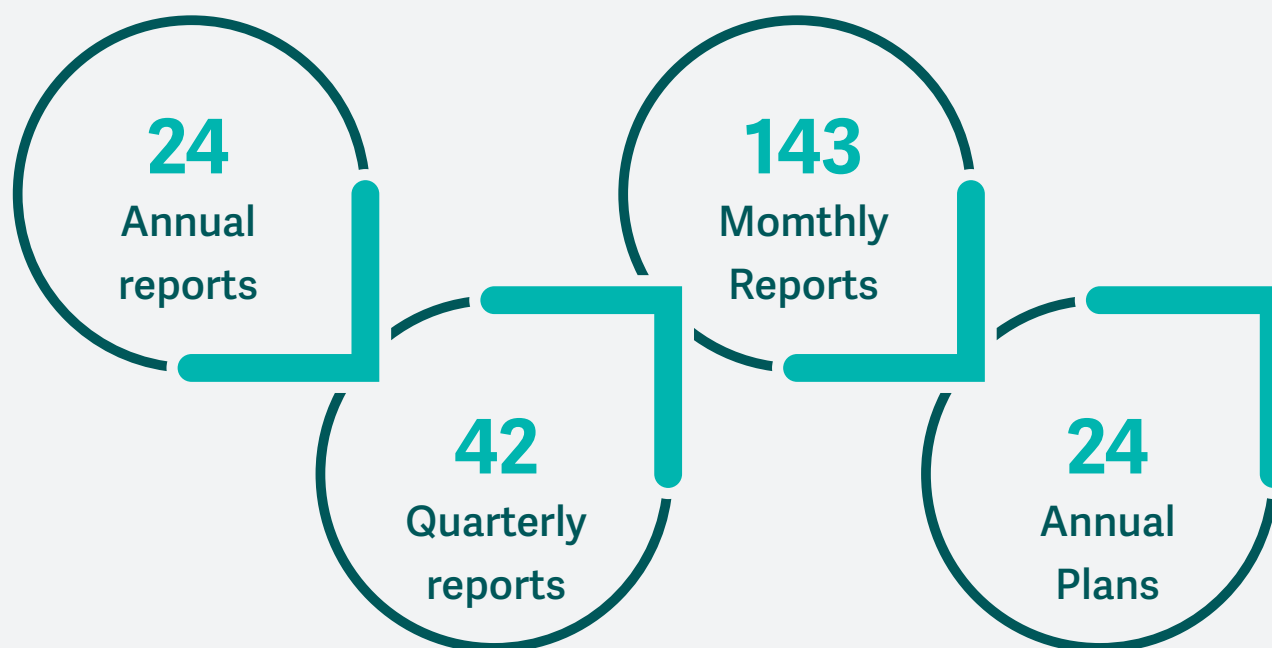
Pillars of strategic goals 2022

Creating educational, practical and residential spatial environments with the aim of facilitating access for all, achieving work and flexibly integrating into their communities.

### Achievements of monthly, quarterly and annual plans and reports for the year 2021 - 2022

The completion of 24 annual operational plans and monthly, quarterly and annual reports with a total of 209 reports during the year 2021-2022 according to the balanced scorecard, including performance indicators and annual targets at the level of all educational, rehabilitation, administrative and technical departments, and the following chart shows their number

### The percentage of achievement of the objectives of plans, reports and performance indicators achieved from 86% - 95%



# The most important achievements of projects, services and programs during the year 2021-2022

## Preparing policies for projects and programs



**The Policy of donations, zakat, and the Framework for achieving this policy**



**Risk Management System (RMS) Policy & Framework to Achieve This Policy**

## Preparing and updating procedural guides for the flow of operations and programs



**Procedural guide to the basics of storing and moving equipment between departments of SCHS**



**Updating the Procurement Unit Procedural Manual - Second Edition 2022**



**Executive Regulations for Human Resources - Simplified Reading Version**



**Quality Management System Guide in Sharjah City for Humanitarian Services**



**Risk assessment and Processing Guide for Sharjah City for Humanitarian Services**



**A protocol for psychological well-being in the work environment for SCHS employees**



**WebEx Application User Guide**





United Nations Sustainable Development Goals

## Eleventh Goal - sustainable cities and communities

Pillars of strategic goals 2022

Creating educational, practical and residential spatial environments with the aim of facilitating access for all, achieving work and flexibly integrating into their communities.

### Procurement and supplies

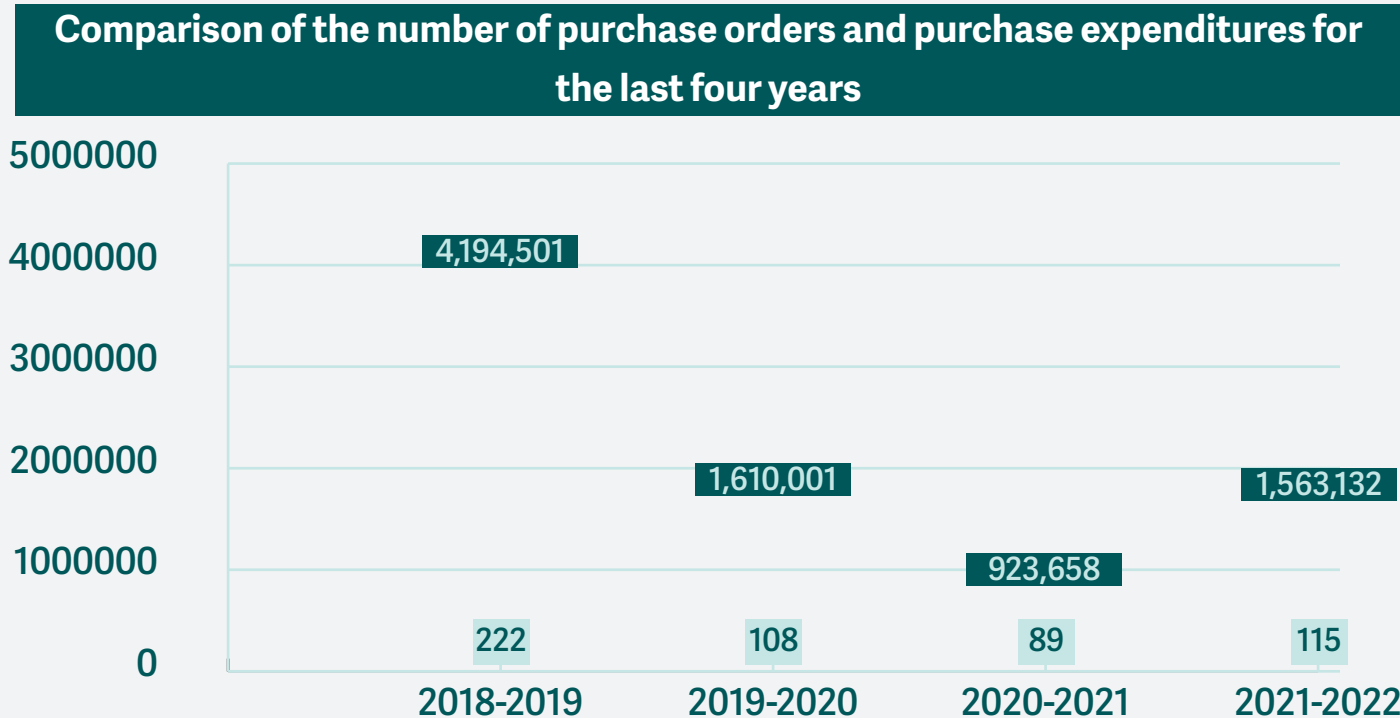
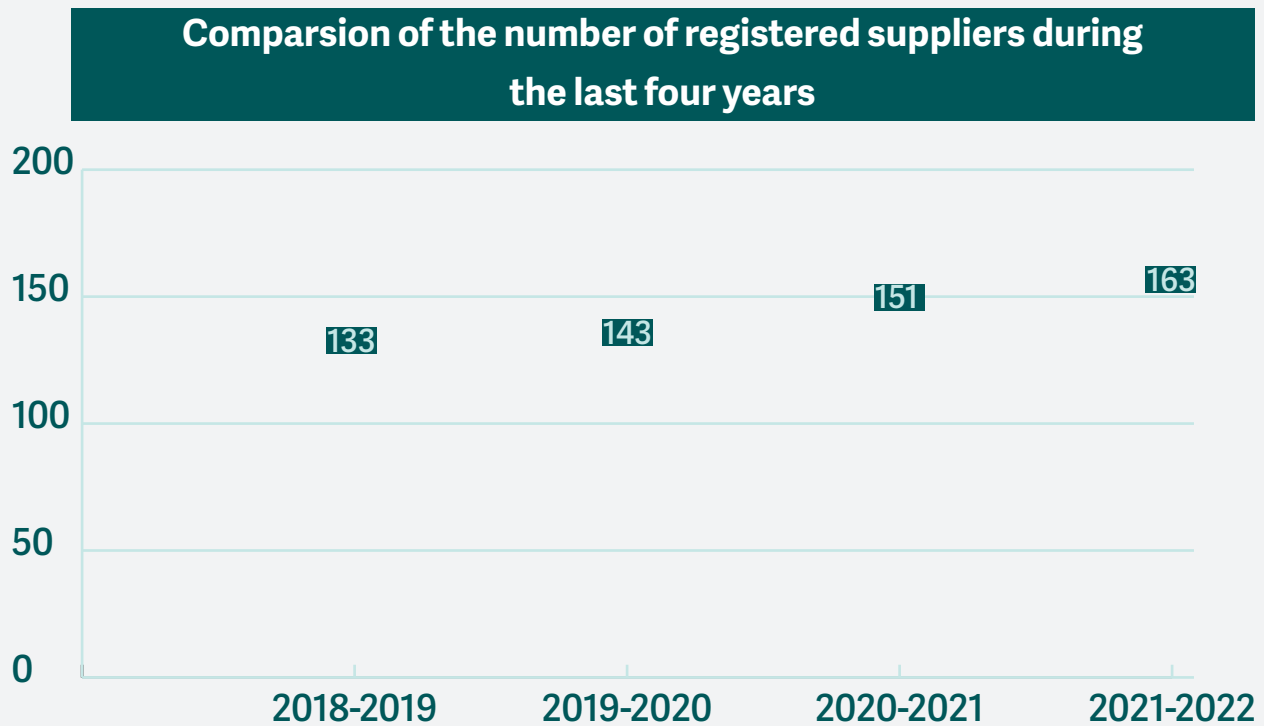
Sharjah City for Humanitarian Services' Procurement Chain includes a framework for supplying policy. This comprehensive framework includes a matrix to regulate the procurement mechanism for the organization and provide work requirements with quality and good specifications required to maintain the level of quality of acquisitions and services provided by the organization. The strategy is in line with the highest ethical and quality standards. SCHS strives to purchase its goods and services from local suppliers to achieve the maximum economic benefit for the UAE from its projects. The Purchasing and Supply Department at SCHS also works to achieve the organization's goals represented in achieving and maintaining the quality of financial operations supplying the organization with the highest standards, implementing relevant suppliers of all environmental and social policies and procedures related to work in the organization. SCHS complies with the law to ensure quality in the services provided, and the following are the most important achievements and statistics for the year 2021-2022

Renewal of 11 contracts, including 8 for cleaning, 1 for technology and infrastructure, and 2 for maintenance of facilities

Updating the Procurement Unit Procedural Manual - Second Edition 2022

Code for storage devices

## Compared with the statistics of suppliers, orders and the purchase budget during the last four years





United Nations Sustainable Development Goals

## Eleventh Goal - sustainable cities and communities

Pillars of strategic goals 2022

Creating educational, practical and residential spatial environments with the aim of facilitating access for all, achieving work and flexibly integrating into their communities.

### Infrastructure and information development

Sharjah City for Humanitarian Services is keen to upgrade the management of information technology and services provided to employees and customers in line with the needs and requirements of providing electronic services. It aligns projects with the strategy of the e-government of the Emirate of Sharjah, saving time and effort to provide services by its workers and obtaining the required services quickly and efficiently. In addition, SCHS developed updated and improved the infrastructure and technology of the Information Technology Department. The following are the most important achievements during the year 2021 – 2022

- 1- A platform for following up individual educational and treatment plans for beneficiaries has been developed.
- 2- Developing the Bayanati platform by adding many features to (Therapy Center, financial system, support centers).
- 3- Risk analysis of the IT infrastructure.
- 4- Updating and activating the updated version of the internal website (SharePoint) for employees.
- 5- Enhancing hardware and browsing security by updating security software.
- 6- Developing and raising the efficiency of the devices for 90 computers.
- 7- Launching the (Digital Safety) project to educate employees about cyber security and safe browsing.
- 8- Creating an electronic signature for certificates issued through the Zajel program.
- 9- Completion of the technical equipment for the new building of the Khorfakhan branch .

### Our commitment to environmental protection and sustainability

Sharjah City for Humanitarian Services attaches importance to preserving our environment and resources. We do not abandon our responsibility to reduce the environmental impacts of our operations and resources. The Foundation also abides by all relevant environmental regulations and laws determined by the Government of the United Arab Emirates and Sharjah Municipality.

SCHS basis its culture on controlling practices that reflect positively on environmental aspects, such as reducing waste, rationalizing consumption of electricity, water, and paper, recycling, expanding green spaces and other positive practices. SCHS ensures the effective use of resources and achieving sustainability goals, as this is essential. We have been working hard to monitor our impact for years to improve the environment at the enterprise level. So that the environmental impact includes each of our centers. The Environmental Awareness Association in the organization works to establish awareness of the importance of preserving the environment. It is not a private responsibility but a public responsibility for every individual who lives on this earth. SCHS sets its annual operational plan to include goals and performance indicators for programs and projects aimed at consolidating environmental awareness among stakeholders and partners. The following are the achievements for the year 2021-2022 to protect the environment and ensure its sustainability.



## Protecting our environmental resources and providing a sustainable environment



Years	Energy consumption - electricity in kilowatts (KH-W)	Cost in dirhams
2021 - 2020	3,760,686 kilowatts	1,636,232 dirhams
2022 - 2021	4,491,419 kilowatts	2,010,234 dirhams



Years	Water consumption in gallons	Cost in dirhams
2021 - 2020	16,338,272 gallons	70,003 dirhams
2022 - 2021	28,799,298 gallons	1,225,589 dirhams



Years	Fuel consumption "Petroleum" in liters	Cost in dirhams
2021 - 2020	58,051 liters	dirhams 70,869
2022 - 2021	124,706 liters	dirhams 245,569



Years	Carton consumption	Paper consumption	Cost in dirhams
2021 - 2020	97 cartons	242,500 sheets	4,462 dirhams
2022 - 2021	157 cartons	392,500 sheets	7,536 dirhams



United Nations Sustainable Development Goals

## Eleventh Goal - sustainable cities and communities

Pillars of strategic goals 2022

Creating educational, practical and residential spatial environments with the aim of facilitating access for all, achieving work and flexibly integrating into their communities.

### Biodiversity

Sharjah City for Humanitarian Services owns lands in the Emirate of Sharjah and its regions with land area of 2,814,666. None of these lands is of high value in relation to environmental diversity, or fall within the scope of the protected areas. Our activities have no negative impact on land or other water resources. The amount of the green area in all centers and branches affiliated to the organization during this year is (2, 33,850 m), with an increase of 2% during this year The graph shows a comparison of the area of green space in the organization:

### The green area in square meters in all centers affiliated to SCHS

Years	Green area size
2021 - 2020	33,341 sq.m
2022 - 2021	33,850 sq.m

### Environmental waste recycling

Sharjah City for Humanitarian Services is committed to protecting the environment surrounding all operational sites. We are committed to reducing waste by enhancing recycling and waste management opportunities related to our operations at the enterprise level. We collect recycled waste such as paper, plastic and glass regularly. We cooperate with Bee'ah in collecting waste in containers designated for the organization. Note that any of the environmental waste coming out from our organization is not hazardous. SCHS also annually participates in the recycling competition organized by Bee'ah Company for Schools and won the first places in the last round of the competition -

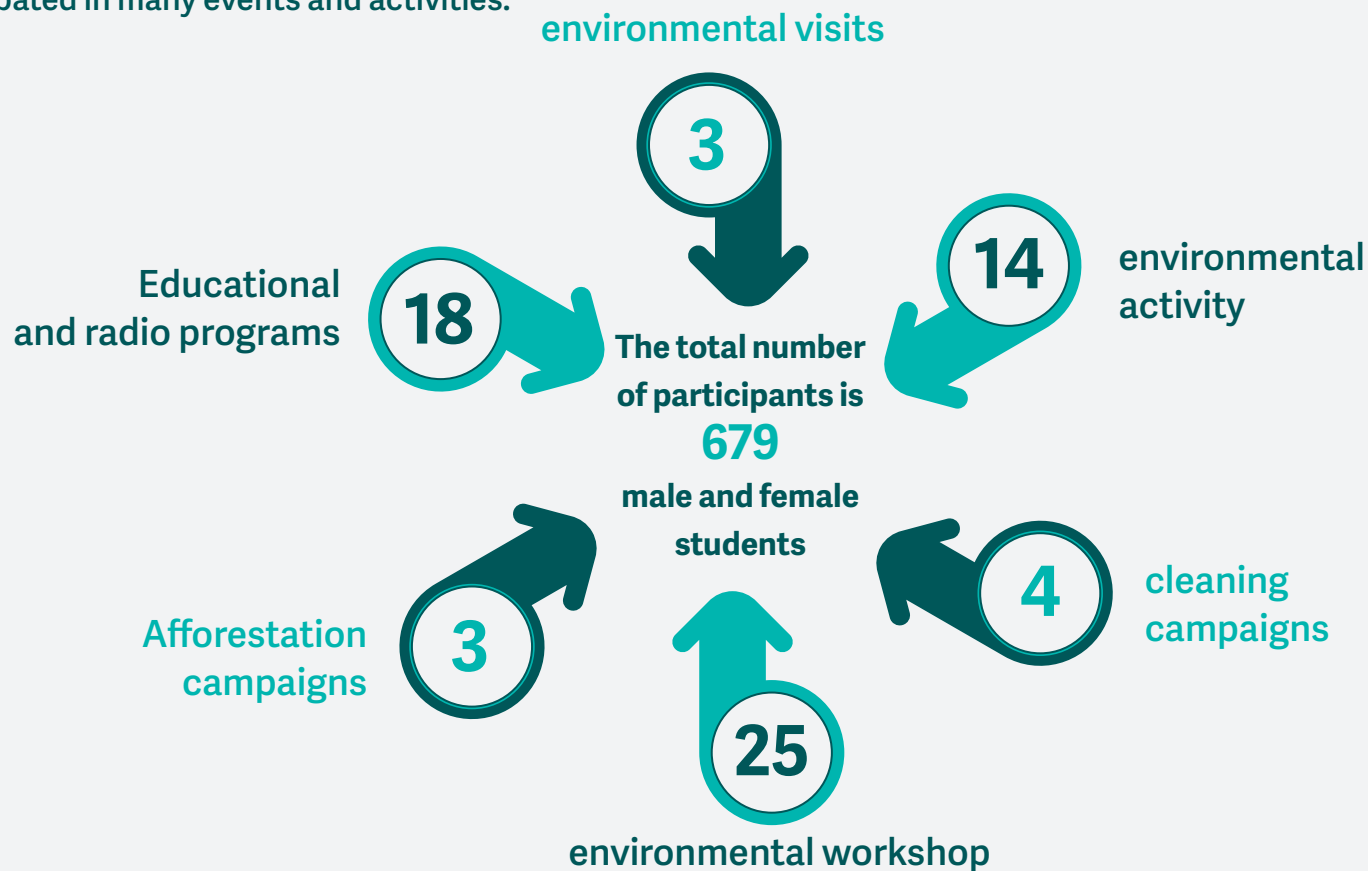
### The following is a statistical comparison of the waste that was collected from the organization and recycled during the two years

Years	Collection of recycled environmental waste
2021 - 2020	22 tons
2022 - 2021	9 tons

## Environmental campaigns and initiatives organized by SCHS Environmental Awareness Association during the year 2021-2022

Sharjah City for Humanitarian Services makes sure to participate in campaigns and initiatives related to the environment through which it seeks to raise awareness of its employees and other partners about the need to protect the environment. It also organizes and participates in campaigns and initiatives related to the environment. This is done through SCHS Environmental Awareness Association. It aims to establish awareness of the importance of preserving the environment. It is not a special responsibility but a general one of all stakeholders in the organization and every individual living on this land. The Organization participated in many events and activities.

It include (Earth Hour), (Clean-Up UAE) campaign, (Clean-up the World). In addition to the anti-smoking campaigns that SCHS conduct in order to protect the environment, and World Environment Day, planting campaigns and environmental competitions in which students participate in order to consolidate environmental awareness and promote the principle of preserving the environment as everyone's responsibility. The following are the most important achievements that were organized during the year 2021-2022







**United Nations Sustainable Development Goals 2030**  
**The Seventeenth Goal - Partnerships to achieve the goals**

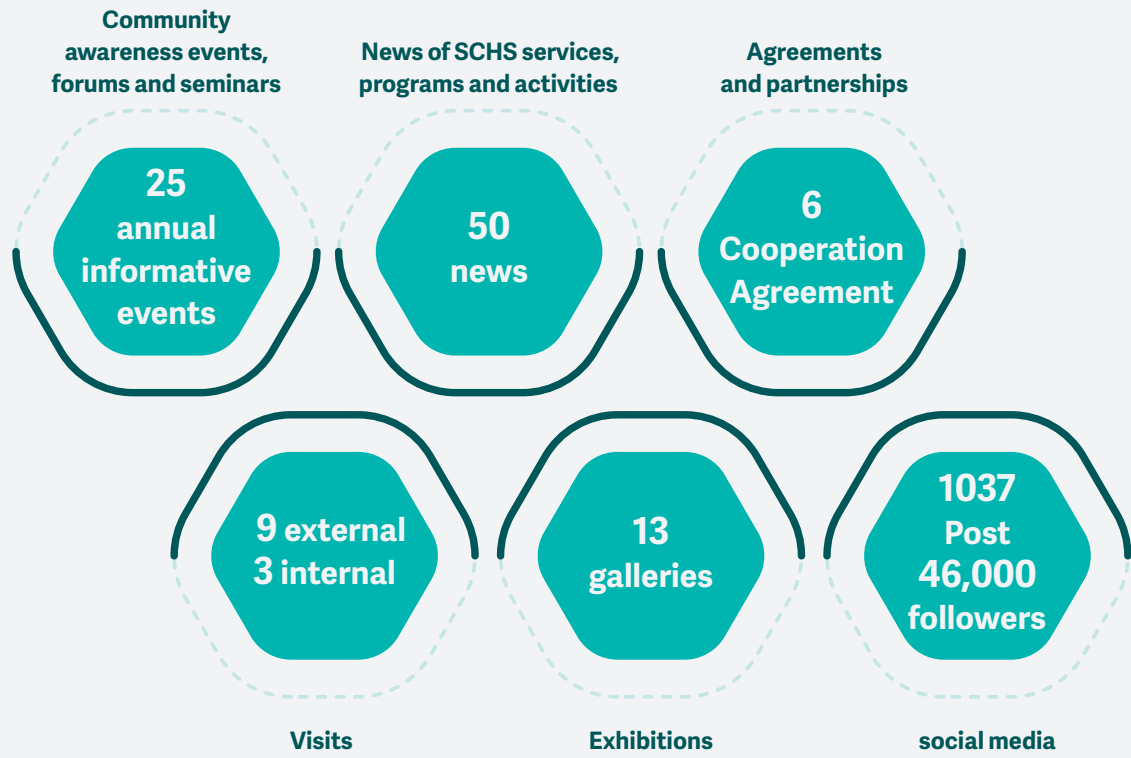
**Pillars of strategic goals 2022**  
**Promoting Arab and international partnerships, agreements, and memberships to achieve our ultimate goal of building a sustainable society for people with disabilities in the United Arab Emirates**

Sharjah City for Humanitarian Services firmly believes in the importance of promoting social responsibility as a principle of sustainability. This firm belief stems from the role played by SCHS as a leading organization in advocating, containing and empowering people with disabilities. This makes SCHS affirm its commitments, which is primarily towards stakeholders, society in general and people with disabilities and their families in particular. As a social service organization, SCHS is always working to strengthen its relations and partnerships with community organizations in general to continue providing its great services and developing them at the same time.

We always strive to fulfill all our responsibilities (economic, social and environmental), which allows the growth and sustainability of our organization in the field of social responsibility towards stakeholders and related parties through the implementation of many educational,

social, health, environmental and technical initiatives and practices.

We promote meaningful partnerships through the conclusion of agreements and memberships and organizing visits, holding conferences and forums, and annual awareness campaigns at the Arab and international levels. We activate our communication with the community through SCHS's social media. The following is a summary of the social responsibility achievements that SCHS was able to implement during the year 2022. We monitor it in this report, which we prepared according to the guidelines Global Reporting Initiative (GRI). We provide updated, comprehensive and transparent information on social responsibility and its sustainability in the performance of the organization.





## Details of the news published on the events, programs, activities and participations of SCHS during the year 2021-2022

**50**  
published news  
for the year 2021-2022





United Nations Sustainable Development Goals 2030

## The Seventeenth Goal - Partnerships to achieve the goals

Pillars of strategic goals 2022

Promoting Arab and international partnerships, agreements, and memberships to achieve our ultimate goal of building a sustainable society for people with disabilities in the United Arab Emirates

### First: Our agreements are solid partnerships for sustainable development

Sharjah City for Humanitarian Services attaches great importance to strengthening its cooperation with its partnerships in order to achieve the desired goals of the stakeholders. SCHS aims to form a supportive structure of constructive cooperation between all parties. It is keen annually on updating and establishing new partnerships as required by the work interest between the parties. SCHS currently has 38 active agreements and memorandums of cooperation with many institutions inside and outside the country.

They include six new agreements and memorandums of understanding that SCHS signed during the year 2021-2022. In addition to the memberships that are being implemented with institutions. They include the following:

### Agreements, memorandums of understanding and partnerships concluded during the year 2021-2022



COMMUNICATION  
MATRIX

Memorandum of Cooperation with the Friends of the Communication Matrix Foundation - United States of America to translate a communication assessment tool into Arabic - September 2021

حكومة الشارقة  
مجلس الشارقة الرياضي  
GOVERNMENT OF SHARJAH  
SHARJAH SPORT COUNCIL



Cooperation agreement with the Sharjah Sports Council - United Arab Emirates to develop sports services and community activities - September 2021



Cooperation agreement with the American University - United Arab Emirates to enhance cooperation, partnership and exchange of experiences and information in the affairs of people with disabilities - October 2021



Cooperation agreement with Yemou e-marketing platform company - Kingdom of Saudi Arabia to provide educational technology solutions for people with disabilities - January 2022



Cooperation agreement with the French Center of the International Theater Institute / UNESCO - France in the field of art therapy, drama and theater - January 2022



Cooperation agreement with Dubai Islamic Bank - United Arab Emirates to provide community support for services for people with disabilities - March 2022





## Second: permanent memberships of Sharjah City for Humanitarian Services

Since the beginning of its work, Sharjah City for Humanitarian Services has been committed to achieving the principle of sustainability in the services it provides. It works continuously to develop them. A number of memberships serve this approach with Arab and international organizations.

### Regional



الإتحاد الدولي للملكية الفكرية والترويج للجميع

2009



منظمة الإحتواء الشامل لمنطقة الشرق الأوسط وشمال افريقيا  
MENA Region

2006

### Global



منظمة الإحتواء الشامل الدولية  
إقليم الشرق الأوسط وشمال افريقيا  
Inclusion International  
MENA Region

1990

**vsa** The International Organization on Arts and Disability  
المؤسسة الدولية للفنون والإعاقة التابعة لمركز كينيدي للفنون الأدائية

2000

عضو في  
UNESCO  
منظمة الأمم المتحدة للتربية والعلم والثقافة  
المدارس المنتسبة لليونسكو

2018



United Nations Sustainable Development Goals 2030

## The Seventeenth Goal - Partnerships to achieve the goals

Pillars of strategic goals 2022

Promoting Arab and international partnerships, agreements, and memberships to achieve our ultimate goal of building a sustainable society for people with disabilities in the United Arab Emirates

### Third: The most important participations of SCHS in the Arab world and globally (inside the country)



Participation in a photo exhibition (**People with Disabilities and Accessibility**) within the Swedish Pavilion (The Forest) at Dubai Expo 2020 17-21 November 2021

- Sharjah City for Humanitarian Services Pavilion at the Sharjah International Book Fair, the fortieth session 3-13 November 2021
- Participation in the World Down Syndrome Congress Dubai. 18-20 November 2021
- Participation with a pavilion in Sharjah Shines with its Activities Festival. December 10-11, 2021
- Participation with a pavilion in the fourth Al-Bataeh Folk Festival. January 18, 2022
- Participation in the International Photography Festival "Exposure" 2022, February 18, 2022
- Korean World Team Taekwondo Show, February 9, 2022 March 10-28, 2022
- Sharjah Heritage Days 19. 10-28 March 2022
- Sharjah Qualifying Championship for the Asian Paralympic Games Hangzhou 24-27 May 2022

### The most important participations of SCHS in local events (outside the country)



The International Forum for the Arts of People with Disabilities «Awladona» **"Together.. we return our joy"** fifth session - Egypt 16-23 November 2021

- International qualitative participation of SCHS in the Clara Conference for Easy Read. 30-31 August 2021



**Fourth: The most important cooperation visits and exchange of experiences for local, Arab and international delegations for the year 2021-2022** || The most prominent visits of the delegations that visited Sharjah City for Humanitarian Services from inside and outside the United Arab Emirates. The visits aim at cooperation, exchange of experiences, support, and the promotion of partnerships for the benefit of both parties for cooperation during the year 2021-2022. They amounted to 14 visits, and the following are their details:

### Visits of delegations from outside the country



**Visit to the wife of the Brazilian President, First Lady (Michelle de Paula Fermo Reynaldo Bolsonaro) to see SCHS services**  
November 14, 2021



**The visit of the first lady of South Korea, "Kim Joon Sook", granting the "black belt" of deep meaning in the sport of Taekwondo to His Excellency the President of SCHS,**  
January 17, 2022

- Visit of a delegation from the Norwegian International Society for Justice and Peace, to see SCHS services. October 17, 2021
- The visit of the University of Lovei from Finland to the Masarat Center for Development and Empowerment. December 15, 2021
- Visit of a delegation from the Scholarship Services Center at the Ministry of Education in the Kingdom of Saudi Arabia. January 11, 2022
- Artists with hearing disabilities from France, Belgium and Switzerland visit the Art for All Center Falaj to view the center's technical services. March 3, 2022
- A visit by a delegation from Cloud State University, to learn about the services of Al-Amal School for the Deaf, teaching methods, and discuss ways of cooperation. November 30, 2021
- Visit of a delegation from (Yanmo) Foundation - Kingdom of Saudi Arabia. January 5, 2022
- Visit of a delegation from the Bahraini Para Taekwondo Club. March 29, 2022

### Delegation visits from within the country



**A delegation from Dubai Islamic Bank visited SCHS in order to review the services and provide support for the education of persons with disabilities.**  
October 26, 2021

- Visit of a delegation from the Family Affairs Committee of the Sharjah Consultative Council to SCHS. January 12, 2022
- A visit from the Higher Colleges of Technology in Sharjah to learn about SCHS services and enhance cooperation. March 30, 2022





United Nations Sustainable Development Goals 2030

**The Seventeenth Goal - Partnerships to achieve the goals**

**Pillars of strategic goals 2022**

Promoting Arab and international partnerships, agreements, and memberships to achieve our ultimate goal of building a sustainable society for people with disabilities in the United Arab Emirates

## **Fifth: The achievements of Al-Manal electronic magazine for the year 2021-2022**

Increase in the number of followers of social media accounts (10,468 on Facebook, 593 on Twitter, 201 on Telegraph)

Completion of the "Inspired" initiative (success stories) and publishing (23) stories of success and excellence locally, regionally and internationally in from life section

279,000 browsers in 148 countries, according to statistical monitoring on Google Analytics

Publishing (7) issues for Al-Manal magazine competitions and publishing a competition for today World Braille 2022 and Honor

Releasing (11) issues, (11) newsletters, and (5) news in paper newspapers and websites



**The most prominent achievements of Al-Manal electronic magazine for the year 2021-2022**

## Sixth: Publications and followers on social media in 2021 – 2022



The number of posts **253**

Impressions **458,377**

The number of times SCHS content was viewed, regardless of whether it was clicked or not

Access **58,527**

The number of people who view City account content

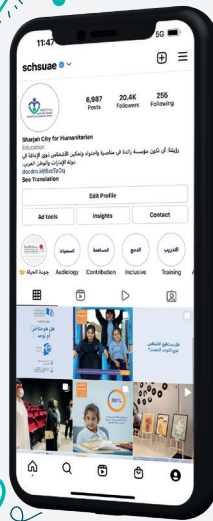
Likes **18,193**

Followers **20,724**

New followers **220**

Comments **434**

Story **2,100**



Tweets **58**

Impressions **8,139**

Participations **113**

Likes **39**

Visit the link **17**

New followers **32**



▲ 10%  
Number of posts **278**

▲ 34%  
Impressions **296,760**

The number of times a city's content was viewed, regardless of whether it was clicked or not

▲ 30%  
Access **146,950**

The number of people who view SCHS account content

▲ 104%  
Interaction **18,038**

Followers **20,502**

New followers **149**

▲ 99%  
Page and share **29,752**

▲ 124%  
Visit the link **262**





## Our human resources... our capital

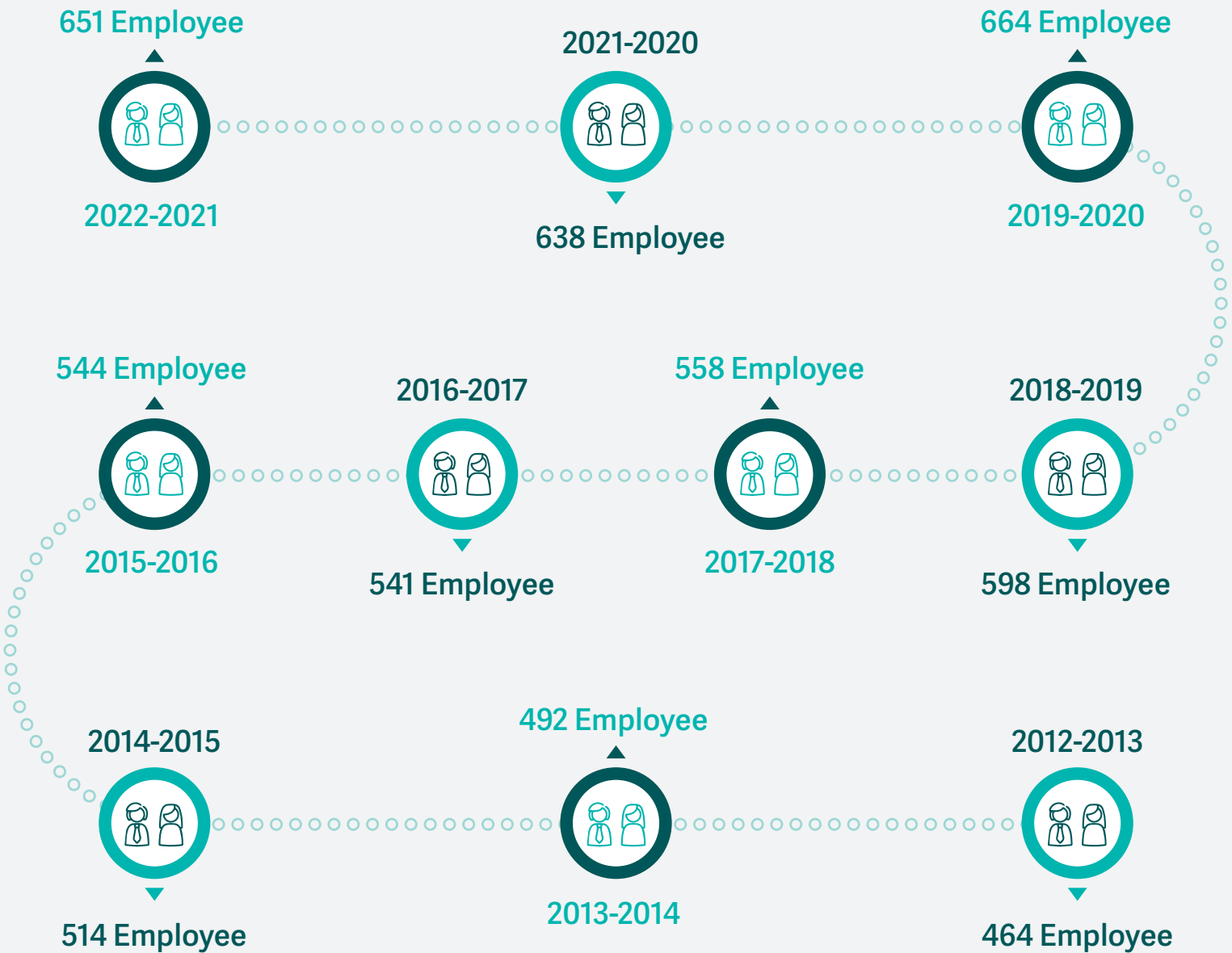
Proceeding from the keenness of Sharjah City for Humanitarian Services with its human capital, which represents the real investment of the organization and its powerful tool to enhance its competitive advantages locally, regionally and globally, the success of the organization depends on achieving its goals. The most effective way to achieve these goals is its human resources to be able (with God's help) to carry its mission. As a result, we are able to provide benefits to the parties involved in our business in a consistent and sustainable manner.

Sharjah City for Humanitarian Services, as a work environment, provides its services and real support for people with disabilities. We are proud of the increase in the number of employees with disabilities in the city this year, reaching 67 male and female employees, 10.3% of the total employees in the organization, and 651 male and female employees representing 23 nationalities from different countries of the world. All employees in SCHS enjoy equal opportunities to benefit from all the advantages that the organization provides to its employees through a supportive environment that ensures job stability for them. The following are the statistics and achievements during the year 2021-2022

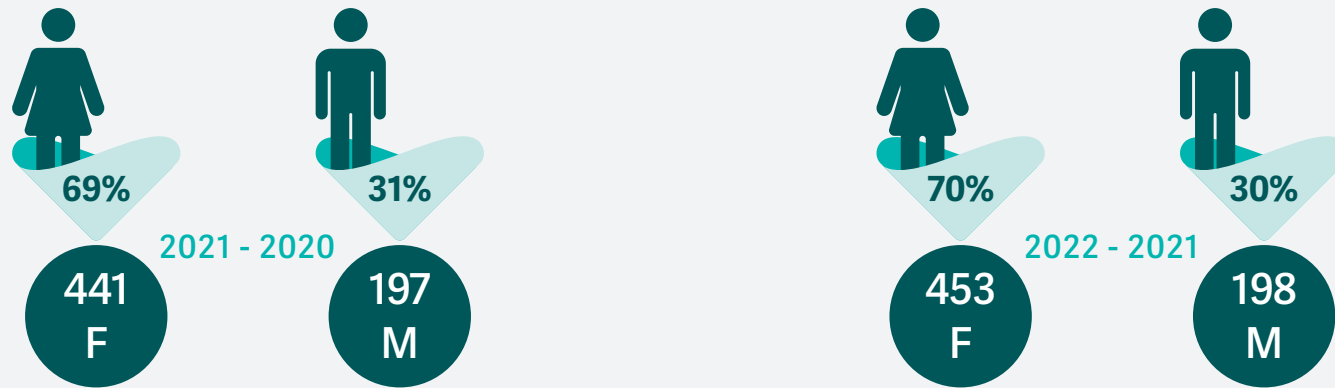


# Our human resources statistics for the year 2021-2022

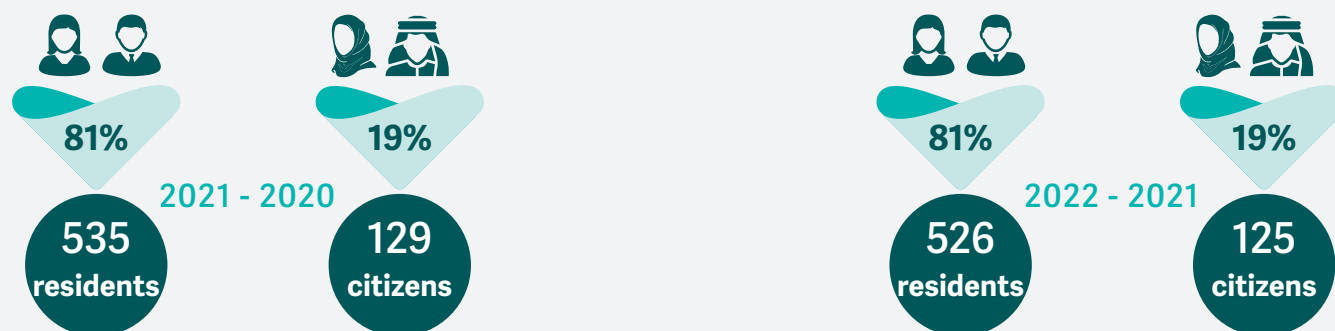
## A comparison to the number of employees during the previous 10 years 2012-2022



## Statistical comparison of the number and percentage of employees according to gender during the two years



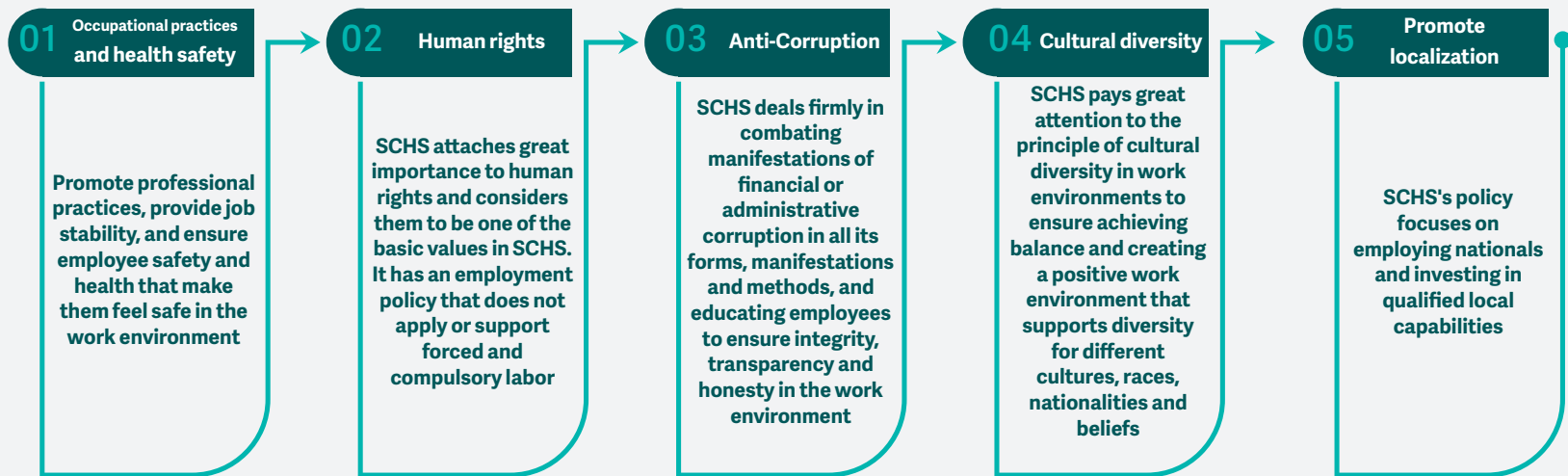
## Statistics compared to the number and percentage of employees by nationality during the two years



## Our main pillars for the sustainability of our social responsibility

Sharjah City for Humanitarian Services, since its inception in 1979, has adopted the principle of social responsibility and sustainability as a concept and value. It is an essential part of its purposeful mission.

The following are the most important pillars of its social responsibility

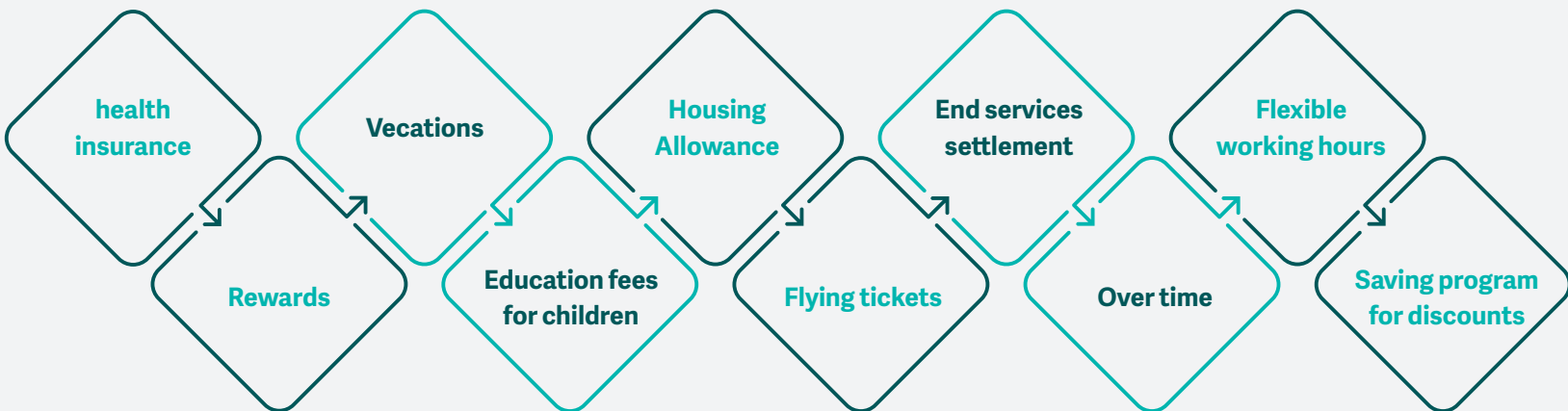


## Provide positive work environment

Sharjah City for Humanitarian Services also pays attention to providing a positive and motivating work environment for its employees through sustainability practices, and the keenness to abide by the laws and follow the highest standards in terms of work ethics and personal behavior of individuals, and promoting a culture of integrity, commitment to the ethical

charter and proper behavior. Sharjah City for Humanitarian Services encourages diversity in the employment of people of both sexes and different nationalities. It is keen to ensure continuous development by improving learning opportunities for all our employees. including the following:

## Additional employee benefits





## Statistics of job categories in SCHS for the year 2021-2022

SCHS is proud that its human capital comes from various fields and specializations. It consists of four job levels: the category of administrators (all leadership and administrative positions), the category of teachers, which is the highest percentage, the category of specialists and supervisors, and the category of professionals (drivers, assistants, janitors and maintenance technicians).

The total number of employees in the organization during this year is 651. Sharjah City for Humanitarian Services pays attention to providing an attractive and motivating work environment for its employees through the sustainability practices it adopts, and keenness to adhere to laws and follow the highest standards in terms of work ethics and personal behavior of individuals.



Occupational categories statistics for the year 2021-2022

## Statistical comparison of the number and percentage of new employees during the two years

The percentage of new employees during this year was 8%, while last year it was 1%, and the reason is the pandemic. The following is a comparison of the number and percentage of new employees during the two years



## Statistical comparison of the number of employees and their families who benefited from health insurance during the two years

Sharjah City for Humanitarian Services is keen to provide health insurance services for employees and their families. To ensure the provision

of care and a safe health environment for them, the following is a statistic for employees who benefit from health insurance for two years.

**852**  
employees and their families

2020-2021



**901**  
employees and their families

2021-2022

## Continuous training and development for the year 2021-2022

Sharjah City for Humanitarian Services provides exceptional opportunities for learning and development, which is one of the most important pillars of empowerment. Its basic strategies include providing programs that continuously help its employees to develop skills and raise their performance efficiency, and exchange knowledge, best practices and procedures to enhance their skills on the professional and personal levels.

Employees have great opportunities for developing their careers by providing a wide variety of training programs, starting from specialized training programs and ending with training programs related to management, skills development and human development. Over the past year, SCHS has organized several training programs for various job categories in order to raise their efficiency. The following are the statistics of the training programs implemented during the year.

### Training statistics for the year 2021 - 2022

**650** trainees  
from inside and  
outside the  
organization

**145** students  
from the College of  
Medicine at the University  
of Sharjah were trained in  
the skills of working with  
people with disabilities  
within the framework of  
cooperation with the  
university

**83** various  
training  
programs

**3** Professional  
diplomas accredited  
by the Continuing  
Education Center of  
Ajman University, which  
are the Special Education  
Diploma, the Inclusive  
Education Diploma, and  
the Early Intervention  
Diploma



**(9) Employees who are graduates of the eighth batch of the Music Therapy Program in cooperation with the University of Iowa in South Korea for the year 2021-2022**

## The graduate employees from the 2021-2022 training programs



**(16) of the elite male and female employees graduated as part of the program for preparing leaders of the second grade in SCHS**



## Paying attention to scientific research and enhancing cooperation in the research field

Sharjah City for Humanitarian Services focuses on the importance of scientific research and the adoption of scientific research because of its great role in serving sustainable development. Therefore, during the year 2021-2022, SCHS achieved many things by its research team with experience and competence in the field of scientific research to be a supportive building block in the field of research and studies.

It would provide the necessary support and consultations in the field of research and studies for research students and specialists from inside and outside SCHS in the studies and research submitted by them in accordance with the procedures followed in the organization for undergraduate university students. The following are the most important achievements for the year

**1** Receiving requests for 9 research papers for students of undergraduate universities

**2** Cooperation with 3 universities, colleges and organizations at the state level and abroad

**3** Completion of 3 researches by the research team

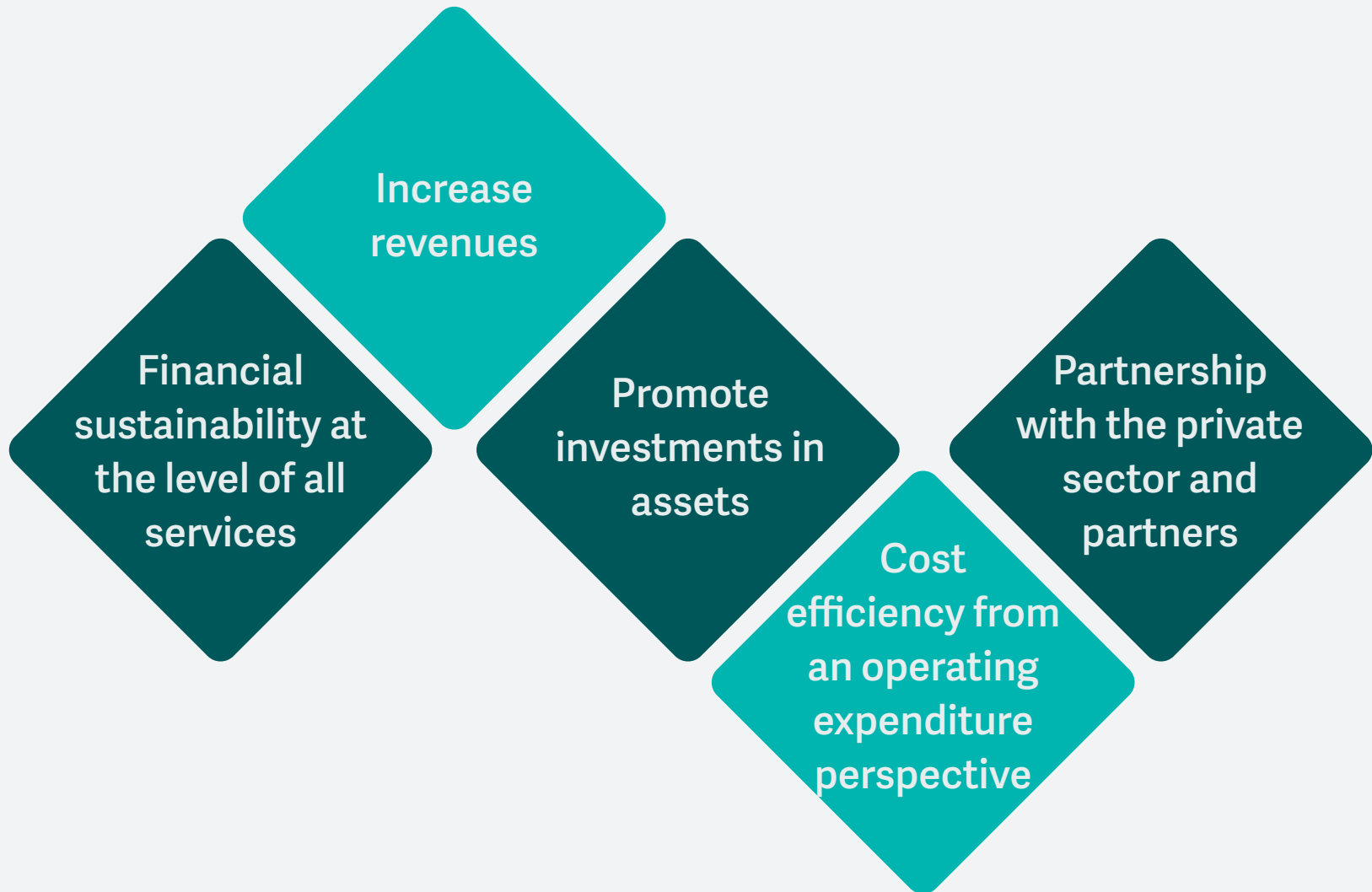
**4** Attracting 6 new members to join the research team from inside and outside SCHS



## **Our financial resources and ensuring their sustainability**

Based on the keenness of Sharjah City for Humanitarian Services to follow the directives of His Highness Sheikh Dr. Sultan bin Muhammad Al Qasimi, Member of the Supreme Council of the Federation and Ruler of the Emirate of Sharjah, to promote “Financial Sustainability”, which represents one of the strategic goals of SCHS.

The continuous growth is an essential part of SCHS’s work plan. In order to meet the growing needs for services, it required the development of new technologies that keep pace with international best practices. SCHS is also aware that reaching financial sustainability requires:



Therefore, it is our ongoing objective to maintain an optimal capital structure in order to achieve our future endeavors. This would ensure stable and permanent funding that guarantees the stability and safety of the organization. SCHS has deep understanding of the importance of clarifying its financial situation and showing the increase in revenues and employing them in support and development of the programs,

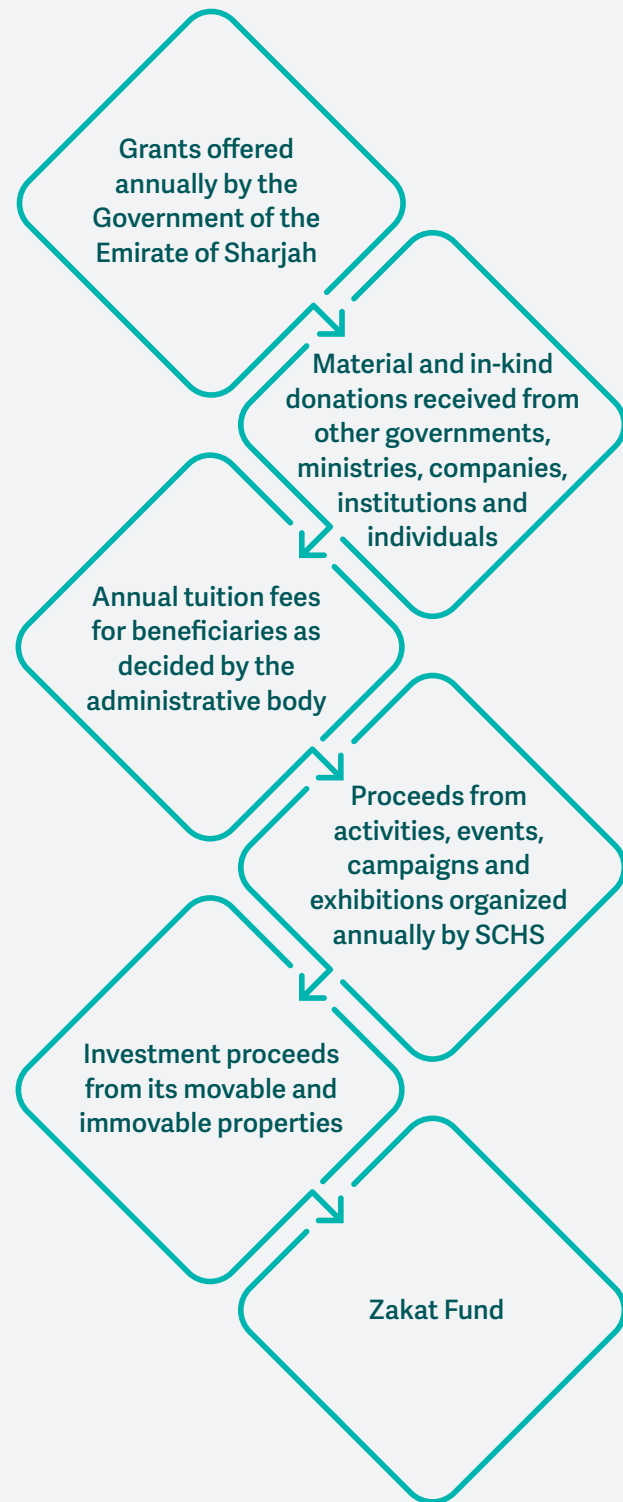
services and activities that it provides to its children students with disabilities. In addition to providing the organization with its needs from efficient and trained human being. In addition to developing the physical, social and health conditions of all employees, which is based on the work mechanism through continuous and effective positive movement.



## Our financial resources are a benefit

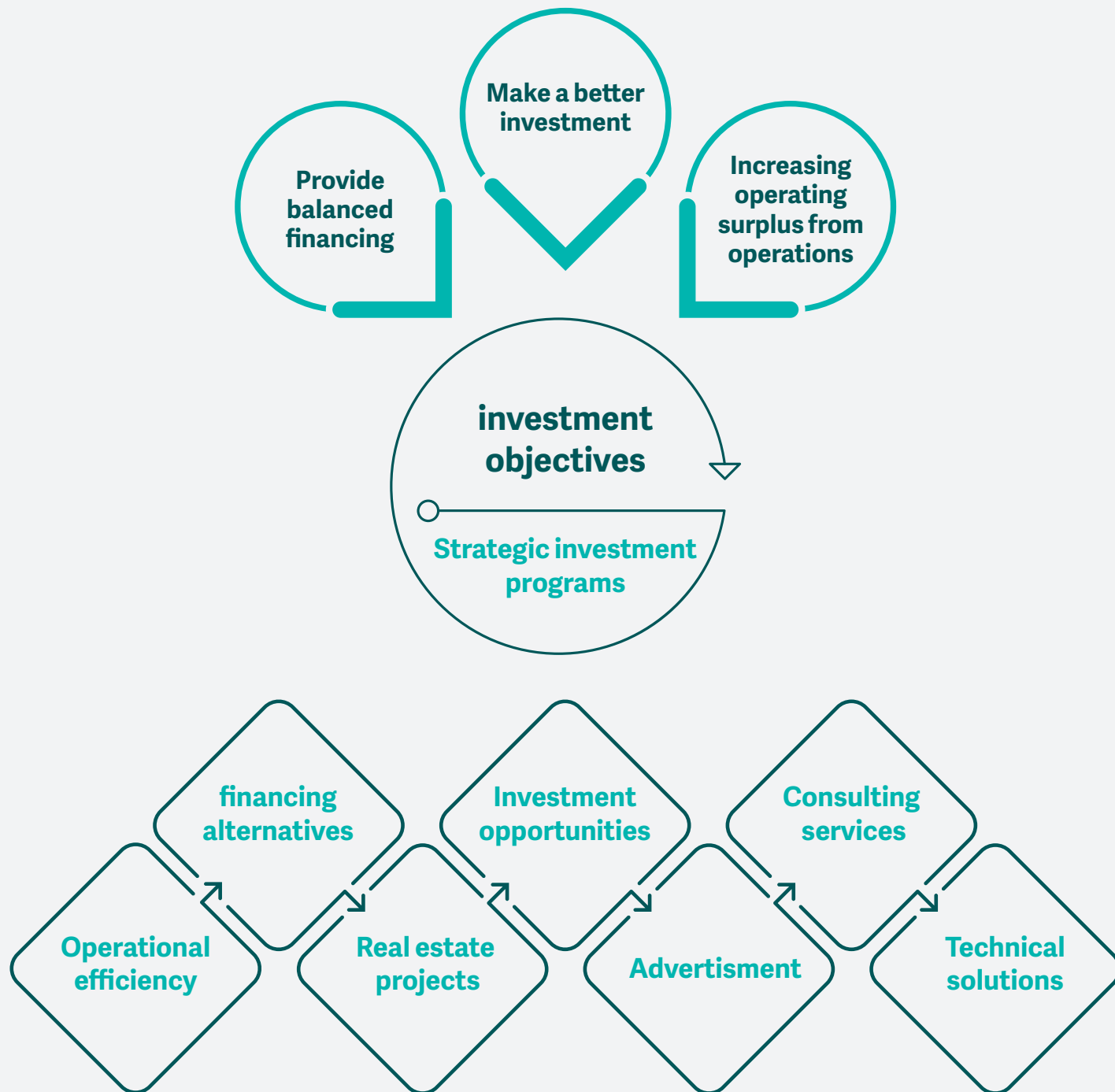
Sharjah City for Humanitarian Services offered its services to persons with disabilities from its inception until now at the lowest costs. It is an important point in the favor of the organization. SCHS continued providing its services free for years, followed by a long period in which SCHS provided services for a small fee. However, the exemptions were many, and even a few years ago when the organization demanded fees based on the actual cost, the exemptions remained many and are still the same. As an evidence, about 82% of the beneficiaries of the organization's services are exempt from tuition fees. The Organization bases exemptions on studying cases of needy students by the Zakat Committee, which approves legitimate cases according to Islamic Law. The organization is aware at the same time of its responsibilities towards those benefiting from its services while trying in various ways to ensure the sustainability of these services and develop it constantly. The Organization relies on firm organizations and financial policies that are not very different from Economic organizations to achieve this process, even if reaching a balance between income and expenses is difficult in an organization based on providing services to a group of society that is most in need. The following are the financial resources of Sharjah City for Humanitarian Services:

## The financial resources of SCHS consist of:



## Investment strategy

Investment vision: Determine the general direction and ambition of the investment strategy





## Financial responsibility

Sharjah City for Humanitarian Services pays great attention to transparency in the financial statements. SCHS's budget is subject to auditing by governmental and international agencies, namely the Financial Control Department in the Government of Sharjah and the global auditing and accounting firm Talal Abu-Ghazaleh & Co. International. The financial affairs department in the organization issues two types of financial reports. The final accounts report and the financial performance report, which analyzes the approved budget compared to actual expenditures. SCHS follows the following procedures to ensure financial transparency as follows.

### Audit and financial control procedures in Sharjah City for Humanitarian Services

Sharjah City for Humanitarian Services attaches great importance to the process of auditing and accountability. SCHS provides the General Secretariat of the Executive Council and the Financial Department, and the Office of Control and Regulation in the Financial Department, with regular reports on its financial performance. In order to ensure timely and fair disclosure of financial performance, the following mechanisms are applied:

#### Legal Auditing:

Government auditors from the Sharjah Financial Supervisory Authority who performs the role of the legal auditor conduct this task. They also audits the work of Sharjah City for Humanitarian Services own auditors in order to ensure compliance

#### The internal audit:

where the financial and non-financial systems, procedures, and results for the Sharjah City for Humanitarian Services are subject to regular review and audit

#### External Auditing:

It is an annual financial audit conducted by an independent external organization. The independent organization then submits results directly to the Organization's Senior Management



## Annual statistics of our financial resources

A comparison of revenues and expenses during the two years

### Our financial resources

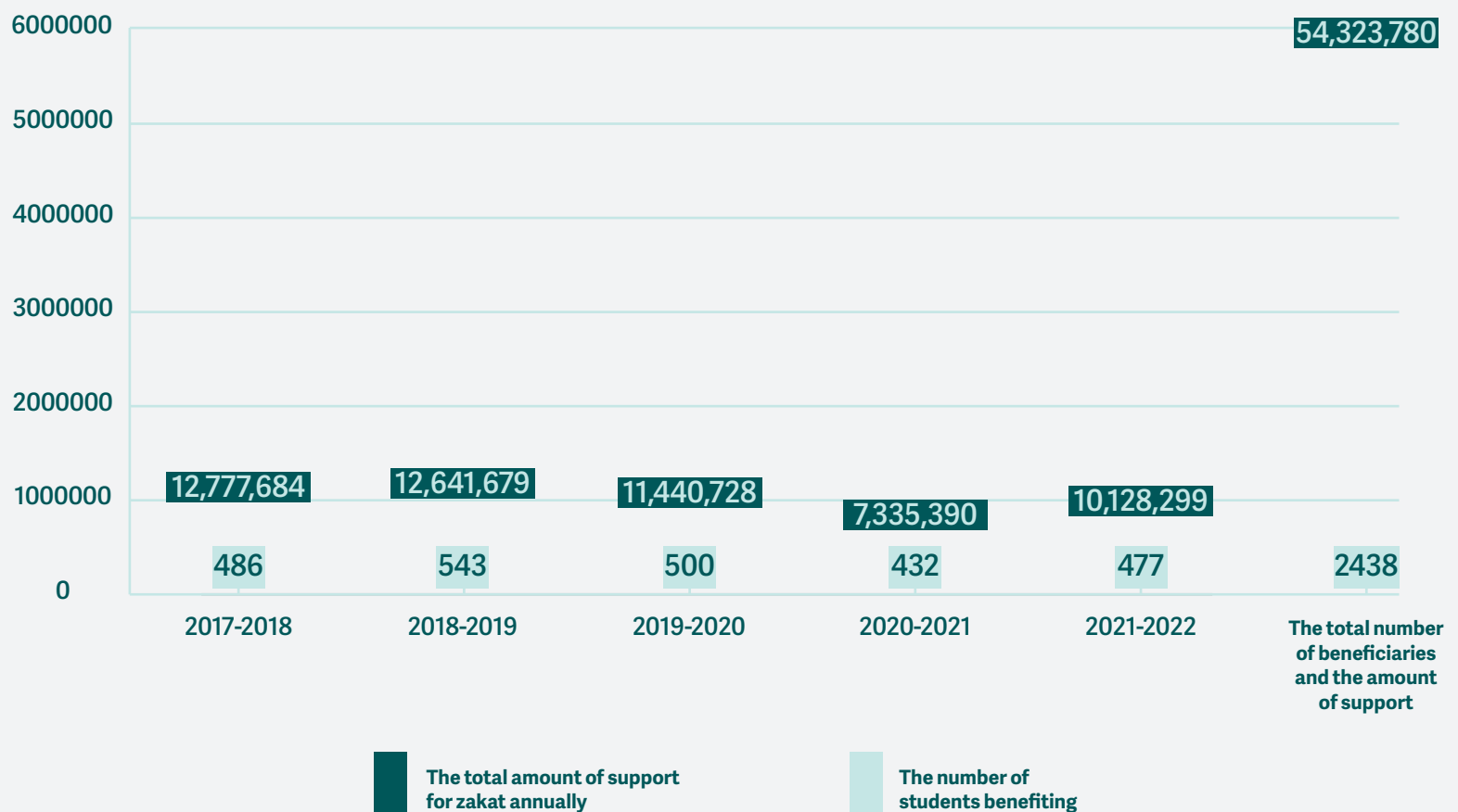
Indicator	Total financial resources in dirhams	
	2021 - 2020	2021-2022
Total Annual Revenue (in AED)	78,685,723	79,410,431
The annual budget received from the government (in UAE dirhams)	43,825,622	45,818,955
Cash donations from organizations and individuals (in UAE dirhams)	2,321,268	3,100,000
In-kind donations from organizations and individuals (in UAE dirhams)	353,541	266,000
Revenue from other activities	4,686,422	8,210,879
Covering the fees of students who are eligible from the Zakat account (in UAE dirhams)	7,538,690	9,032,561
Fees and transportation from parents, authorities, and the Amiri Diwan	19,960,180	12,982,036
Annual Expenses (in AED)	90,778,002	94,454,125
Net (deficit) (in AED)	- 12,092,279	- 15,043,694

### Comparison of expenses and revenues for two years

Statement	Total expenses and revenues for the year 2020-2021 in AED	Total expenses and revenues for the year 2021-2022 in AED
Sharjah government donations	43,825,622	45,818,954
Organizational and individual donations	2,321,268	3,100,000
In-kind donations	353,541	266,000
Fee and transportation revenues	25,217,154	22,014,597
Revenue from the treatment center	2,281,716	4,028,183
Revenues from activities, events and others	2,186,422	1,682,697
Support the investment department	2,500,000	2,500,000
total amount	78,685,723	79,410,431
The cost of workers' salaries	83,399,191	86,210,408
Other expenses	5,765,959	6,563,607
asset depreciation	1,612,203	1,680,110
Total current expenses	90,778,002	94,454,125
net (deficit)	- (12,092,279)	-15,043,694

## A comparison of the statistics of zakat funds granted to the eligible students of SCHS during the last 5 years

### A Comparison Of The Total Amount Of Zakat In AED Granted To Eligible Students Of SCHS During The Last Five Years



# زكاتكم لتعليمنا

Your Zakat  
to support  
our education



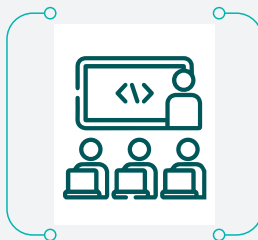
## Statistics of beneficiaries from the zakat funds for the year 2021-2022



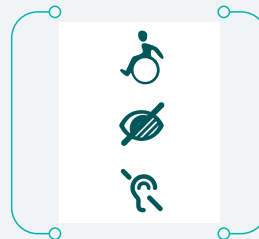
The total amount of support provided by zakat funds to eligible students, according to Islamic Sharia (10,526,099) dirhams



(477) male and female students with disabilities and those who are eligible have benefited from Zakat funds for the year 2021-2022



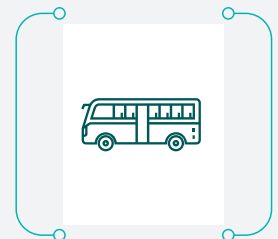
The total amount of support provided to students who benefit from classroom services with disabilities and who are eligible (10,128,299) dirhams



The total amount of support provided for educational, rehabilitative and therapeutic sessions is (68,800) dirhams




The total amount of support provided for motor, hearing and technical support aids from the SMS campaign (163,275) dirhams



The total amount of transportation beneficiaries is (237,200) dirhams





## They've said about SCHS 2021-2022

“ We praise the great role, which Sharjah City for Humanitarian Services plays in serving people with disabilities. We aim through our support, and in partnership with SCHS, to integrate and empower this group in society and build a better future for them. ”

The Delegation of Dubai Islamic Bank  
October 26, 2021

“ We highly appreciate and value the efforts of the Art for All Center of the Sharjah City for Humanitarian Services in including, advocating and empowering persons with disabilities artistically in accordance with international best practices. We wish them our best. ”

Her Excellency the Egyptian Minister of Culture, the Artist, Dr. Enas Abdel Dayem  
November 16-23, 2021

“ During our tour of its classrooms and departments, we noticed the advanced level, which Sharjah City for Humanitarian Services achieved through keeping pace with the best international and technological practices in education and training of persons with disabilities. ”

**Consort of the Brazilian President, Mrs (Michel de Paula Firmo Reinaldo Bolsonaro)**  
November 17, 2021

“ The high level of SCHS's specialized services and its keeping up with modern best practices in education, training and rehabilitation of persons with disabilities has encouraged us to choose SCHS as the destination for Saudi students on scholarships. ”

**Dr. Issa Al-Essa, General Supervisor of the Scholarship Services Center at the Ministry of Education in the Kingdom of Saudi Arabia - Tuesday, January 11, 2022**

“ I am very happy with the determination and persistence of Sharjah City for Humanitarian Services students with disabilities as they train and master the skills of "Taekwondo", whose positive effects not only reflect on physical health, but also include psychological and mental health. We are so proud of the achievements made as a result of the fruitful cooperation between SCHS and a number of Korean institutions and agencies. ”

**South Korean First Lady "Kim Joon Sook"**  
January 17, 2022

“ Full respect and appreciation for the great and influential role, which SCHS plays under the leadership of Her Excellency Sheikha Jamila bint Muhammad Al Qasimi in including, advocating and empowering people with disabilities and demanding their rights through self-advocacy and emphasizing their inclusion in society. ”

**Dr. Chung Won Choi - President of the International Taekwondo Federation**  
February 8, 2022

“ We emphasize the importance of cooperation between the university and Sharjah City for Humanitarian Services, establishing a new approach in joint work that paves the way for qualitative success opportunities. We work to empower people with disabilities, improve their quality of life, integrate them into society, and make them reach the fullest extent of their potentials, which contributes to improving the quality of their lives and the lives of their families. ”

**Dr. Fawaz Al-Abd Al-Haq, Al-Zaboon - President of the Hashemite University of Jordan**  
March 8, 2022



# Thank You

A word of gratitude and appreciation to all governmental and private partners and organizations supporting Sharjah City for Humanitarian Services. We assure them that what we have achieved during 2019-2020 was thanks to God first and secondly to your generous support of our organization so that we can move forward in providing our services and programs to people with disabilities. This would enable them to become independent in managing their lives. We make sure of their independence in their societies, and strive to provide them with a better reality and future... Thank you



# Partners and governmental and private institutions that supported us financially and in kind for the year 2021-2022

## Governmental institutions

حكومة الشارقة  
دائرة التخطيط والمساحة  
GOVERNMENT OF SHARJAH  
Department of Town Planning & Survey



حكومة الشارقة  
دائرة الأشغال العامة  
GOVERNMENT OF SHARJAH  
Directorate of Public Works



حكومة الشارقة  
دائرة الحكومة الإلكترونية  
GOVERNMENT OF SHARJAH  
Department of eGovernment



حكومة الشارقة  
دائرة الموارد البشرية  
GOVERNMENT OF SHARJAH  
Department of Human Resources



حكومة الشارقة  
دائرة المالية المركزية  
GOVERNMENT OF SHARJAH  
Finance Department



حكومة الشارقة  
مجلس الشارقة الرياضي  
GOVERNMENT OF SHARJAH  
SHARJAH SPORT COUNCIL



حكومة الشارقة  
دائرة شؤون الضواحي والقرى  
GOVERNMENT OF SHARJAH  
Districts & Villages Affairs Dept.



حكومة الشارقة  
مجلس الشارقة للتعليم  
GOVERNMENT OF SHARJAH  
Sharjah Education Council



دائرة الثقافة  
Department of Culture  
حكومة الشارقة  
GOVERNMENT OF SHARJAH



حكومة الشارقة  
دائرة التنمية الاقتصادية  
GOVERNMENT OF SHARJAH  
Economic Development Department



هيئة الشارقة  
للإذاعة والتلفزيون  
SHARJAH BROADCASTING AUTHORITY



شروق  
SHUROOQ



مطار الشارقة  
Sharjah Airport



اتصالات  
etisalat



بلدية الشارقة  
SHARJAH MUNICIPALITY



مركز شرطة  
Sharjah Police Headquarters



بلدية الشارقة  
SHARJAH MUNICIPALITY



هيئة كهرباء ومياه وغاز الشارقة  
Sharjah Electricity, Water and Gas Authority



جمعية  
الشارقة التعاونية  
SHARJAH CO-OP SOCIETY



حكومة الشارقة  
هيئة الشارقة للتعليم الخاص  
SHARJAH PRIVATE EDUCATION AUTHORITY



وزارة التربية والتعليم  
MINISTRY OF EDUCATION



وزارة الصحة ووقاية المجتمع  
MINISTRY OF HEALTH & PREVENTION



دائرة الموانئ البحرية والجمارك



هيئة الشارقة للمتاحف  
Sharjah Museums Authority



بلدية مدينة خورفكان  
Khorfakan City Municipality



سجايا فتيات الشارقة  
Sajaya Young Ladies of Sharjah



أطفال الشارقة  
Sharjah Children



ناشئة الشارقة  
Sharjah Youth



نادي الشارقة للفروسية والسباق  
SHARJAH EQUESTRIAN & RACING CLUB



SHARJAH ART FOUNDATION



هيئة الطرق والمواصلات  
ROADS & TRANSPORT AUTHORITY



غرفة تجارة وصناعة الشارقة  
Sharjah Chamber of Commerce & Industry



مؤسسة  
الإعلام  
DUBAI MEDIA INC



Dubai Airports  
Connecting the World



شرطة دبي  
DUBAI POLICE



نادي الذيد الثقافي الرياضي  
DHAID CULTURAL AND SPORTS CLUB



بلدية الشارقة  
SHARJAH MUNICIPALITY



بلدية الشارقة  
SHARJAH MUNICIPALITY

## Partners and governmental and private institutions that supported us financially and in kind for the year 2021-2022

### Banks



### Supportive individuals

Sheikh Saqr bin Rashid Al Qasimi || Mr. Hamid Zia Jaafar || Mr. Khalifa Juma Al Naboodah

### Universities and colleges



## Partners and governmental and private institutions that supported us financially and in kind for the year 2021-2022

### Institutions, private companies and media services





# Sustainability Report

## First: principles of defining the content of the report

### About this report

This annual sustainability report of Sharjah City for Humanitarian Services aims to provide comprehensive, transparent and up-to-date information on the organization's sustainability and performance strategy for 2022. This report deals with a presentation of the sustainability performance report for the organization and its headquarters in the Emirate of Sharjah and all its branches in the regions of Sharjah in the United Arab Emirates. Through it, the Organization organization reviews its practices regarding sustainability and core issues related to the economy, nvironment, society and governance

### Report scope and limits

The data includes the disclosures contained in this report, which relates to all the basic processes and procedures that fall within the scope of the organization work. The performance data in the report covers the period from September 1, 2021 to August 31, 2022. The report includes the ongoing initiatives and activities that SCHS launched during the year 2019-2020. In addition, SCHS identifies the core issues related to the economic, environmental and social impacts that the Organization created in the context of sustainability and determining their priority level. The report includes an assessment of the relevant bodies with which we cooperate, their needs, causes and issues of priority to them. We have taken into consideration best practices in the field when determining the material issues mentioned in this report and the degree of their priority. We believe that we covered all material issues pertaining to the relevant authorities in the framework that we identified for the issue of sustainability. We have detailed them in this report.

### Determining the content

This report reviews the sustainability performance in Sharjah City for Humanitarian Services, and targets all groups of stakeholders. SCHS is committed to preparing a report on its sustainability performance annually. The issuance of this report comes after the issuance of five Sustainability Reporst since the first in 2016 and the sixth in 2022. The organization designed the report according to the new standards of the reporting framework developed by the Global Reporting Initiative (GRI) according to the core of the Global Reporting Initiative. The city conducted the process of defining the report's content according to the guidelines of the Global Reporting Initiative. This report depend on the principles of defining the report content including (stakeholder engagement, sustainability context, importance, proportion and completeness). The report quality principles includes (balance, comparability, accuracy, timeliness, clarity and reliability).

### Include relevant parties

We identified the core issues related to the economic, environmental and social impacts that we created in the context of sustainability and their priority. The report included an evaluation of the relevant agencies with which we cooperate, their needs, causes and issues for which they are a priority. The report included the entities with which we have direct relationship and those with which we have indirect relationship. We think that all relevant parties will give importance to reading the sustainability report that we are issuing. We also urge these bodies to provide us with feedback via the e-mail dedicated to the following sustainability issues: [sustainability@schs.Sharjah.ae](mailto:sustainability@schs.Sharjah.ae).

## Sustainability Context

In this report, we discussed the sustainability context and the sustainability framework that we adopt taking into consideration the local and regional realities, and at the same time exposure to international and global trends. We have mentioned in some examples the context of the sustainability issue in a more specific way in Sharjah, and in the field of relative importance and according to our estimates. We have identified all the relevant bodies that are most important to us, and those related to specific areas, with which we cooperate in providing services to persons with disabilities in the whole country. We also defined the expectations of the relevant authorities that are dealing with us, from the existing communication channels between us, and the extent of our response in relation to these expectations.

## Completion

Within the framework of the issuance of the seventh Sustainability Report, which is a milestone to our new taken steps towards sustainability management and practice, we have provided as much data, information, and basic performance indicators (KPIs) as possible to reflect an image of the impact that we have on the economic, environment and social level.

## Second: Principles for determining the quality of the report

**Balance** according to our estimates, the information and data that we provided in this report present a balanced report on the positives of our performance, as well as opportunities for improvement that will require improvements in the future

**Comparability** We have included in this report basic performance indicators (KPIs) and data for the years 2021 - 2022 (as a school year), from September 1, 2021 to August 31, 2022, which facilitates the conduct of annual comparisons of our performance, and we have worked hard to adhere to the guidelines of the Global Reporting Initiative (GRI).

**Accuracy of timing** Sharjah City for Humanitarian Services is ensuring to regularly submitting annual reports, and by submitting an Annual Sustainability Report that meets the necessary data and information to the relevant internal and external parties, enabling them to make the right decisions.

**Accuracy** We have endeavored to ensure that the collection of performance data and their presentation in this report is of the highest degree of accuracy. As evidenced by the context of this report, we have indicated the assumptions and estimates contained therein,

**Clarity** We did not spare any effort to present the information in this report in a clear and concise manner that sheds light on the effects and issues of sustainability practice, and the results presented in this report are the results of the measurement processes and in the case of using estimates or average numbers, this is clearly indicated. Re-mentioning data from previous years, we mention this clearly in the corresponding section of the report. This section includes the cover page, the content index and lists of terms that serve as an additional guidance tool for the information.

**Reliability** We used the original sources to collect, validate and certify all the information in this report. We ensured its compliance with the level of the Global Reporting Initiative (GRI) to ensure the level of disclosure of information in the report, knowing that the work team audited the report by reviewing it and verifying its authenticity.

We in Sharjah for Humanitarian Services always strive to develop and improve the performance of sustainability. We value the opinions of all our stakeholders. Accordingly, if you have any comments, inquiries or suggestions for improvement related to the fourth version of the Sustainability Report, please contact Khadija Ahmed Bamakhramah who is responsible for Planning, Following-up and Preparing for Sustainability Report on the E-mail: [sustainability@schs.sharjah.ae](mailto:sustainability@schs.sharjah.ae)

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

## Disclosure of the Global Reporting Initiative according to the new standards GRI

General Standard Disclosures			
Disclosure No GRI	Definition	page number	Aligning the SDGs with the GRI
Strategy and analysis			
102-14	General Director statement	7 - 8	83 - 47, 34, 29
102-15	Describe effects and risks and opportunities	42 - 40	
Organization Record			
102-1	Establishment name	15, 14, 13, 11, 1	
102-2	Activities, Brands, Products, and Services	59, 19, 18, 16	83 - 47
102-3	Location of the Corporation's Headquarters	14 - 13	
102-4	Number of Operational Locations Covered by the Corporation	14 - 15	
102-5	Nature of Ownership and Legal Form	15 - 13 - 11	
102-6	Markets in which the organization serves	15 - 14	
102-7	Size of the organization	51 - 50, 19 - 18 90 - 89, 88 - 85	84 - 47
102-8	Number of employees and their classifications (gender, nationality, jobs)	71 - 70, 39 - 36 105 - 103	83 - 47, 29
102-41	Economic, environmental and social agreements with external parties and listing economic, environmental and social pacts, principles, or others that the organization is involved or supported	79 - 78, 9 81 - 80	34 - 29
102-9	FAO's supply chain - Partners, collaborators and supporters	71 - 70, 39 - 36 105 103	
102-10	List any significant changes during the reporting period in relation to the size of the organization	45 - 43, 19 - 18 89 - 88, 85, 57	83, 47, 29
102-11	Preventive methodology whether organization deals with the precautionary approach or the precautionary principle and how to deal with it. The organization's approach to risk management in planning operations	41 - 37	35 - 34
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# LIST OF TERMS

## **Sharjah City for Humanitarian Services**

A local non-profit organization founded in 1979 aiming to advance the Arab family and develop the social services it needs. SCHS strives to reduce the causes of various disabilities through early intervention and community outreach. We are advocates aiming at the inclusion and empowerment of persons with disabilities through education, rehabilitation, and job placement to shape independent, self-reliant people with disabilities in the UAE.

## **Sustainability Report**

An annual report that includes the Organization's annual achievements and performance and its impact on the human, social, environmental and economic fields. The essence of sustainability is to continue to create value for the future of empowering persons with disabilities and achieve a sustainable vision.

## **Early Intervention Center**

Sharjah City for Humanitarian Services established its Early Intervention Center on October 14, 1992. SCHS signed the Early Intervention Project in cooperation the United Nations Development Program and UNICEF. The actual work and providing services begin in October of the year that followed 1993. His Highness Sheikh Dr. Sultan bin Muhammad Al Qasimi, Member of the Supreme Council, Ruler of Sharjah, and Prince Talal Bin Abdul Aziz Al-Saud, President of the Arab Gulf Program for United Nations Development Organizations (AGFUND), officially opening the center on November 26, 1994, as the first center of its kind in the region.

## **Screening program for nurseries and kindergartens**

Through the Early Intervention Center of the Sharjah City for Humanitarian Services, priority is given to implementing the comprehensive early detection and screening program in the Emirate of Sharjah through SCHS Early Intervention Center.

It is the first and most comprehensive of its kind in the United Arab Emirates since 2006. SCHS performs screenings and examinations of different areas of growth to help in the early detection of disabilities, developmental problems, and manifestations of developmental delay (for children in early childhood (infants, nursery and kindergarten) by a multidisciplinary team.

## **Self-advocacy**

Self-advocacy is primarily group work. It aims to enable people with disabilities to speak for themselves and people who cannot speak for themselves can be helped. Self-advocacy means: that people with disabilities are the ones making decisions in managing their life affairs and work to claim their rights with full awareness of the duties that entail them in conjunction with their claim for their rights.

It means for the person to say : I know who I am and what I want and to work on being more independent and more in control of my life. Sharjah City for Humanitarian Services has activated Self-advocacy Program in 2009

## **Summer Center for the Disabled and their Friends**

The Summer Center is an annual activity for children with disabilities from the age of 7 to 18. The Organization involves their non-disabled brothers and friends who belong to different nationalities. It aims to take advantage of their free time in doing useful activities and achieve harmony between students with disabilities and their friends, throughout the various activities (recreational, social and educational) that help to developing their abilities and skills in various fields, as well as developing their spirit of cooperation and love for participation.

## **Jobs for people with disabilities in government departments and the private sector**

One of the best fruits of our work in Sharjah City for Humanitarian Services is to provide job opportunities for youth with disabilities in various local government departments and public and private agencies

## **Our sustainable contributions to social responsibility**

Our commitment to stakeholders with disabilities, their families, partners, and society in general. As a private organization, the Organization works to enhance and activate its relationships and partnerships in general to sustain and develop its great services.

### **Al-Manal E-Magazine**

Al-Manal is a specialized monthly magazine published by the Sharjah City for Humanitarian Services since May 1987. Its editor-in-chief is Her Excellency Sheikha Jamila bint Muhammad Al Qasimi, Director General of SCHS. It deals with the affairs of persons with disabilities in the United Arab Emirates and the Arab world. It was later issued electronically since March 2012. This shift aims at expanding and spreading and reaching the largest possible audience that the electronic network and its applications provide. It has been communicating with readers electronically until now.

### **Al-Manal E-Magazine Contest**

The issue competition is a monthly competition that motivates readers to participate in the award, leading them to browse, read and view its sections. The contest includes questions from the topics in the magazine.

### **Music Therapy Program**

(Music therapy is the clinical, evidence-based use of music interventions to achieve individual goals within a therapeutic relationship by a qualified, certified professional who has completed a music therapy program) American Music Therapy Association (2015)

The application of the music therapy program has been introduced in Sharjah City for Humanitarian Services as part of its rehabilitation, treatment and training curriculum since 2013.

### **Ethical Charter**

A document that includes some ethical values and professional principles that aim to establish a work environment that achieves high discipline with principles and is directed towards the practice of behaviors that lead the work towards success

## **Diversity and cultural competence**

It is a system of beliefs and behaviors that recognizes and respects the existence of all diverse groups in an organization or society. Moreover, it recognizes and values their social and cultural differences, and encourages and enables their continued contribution to an inclusive cultural context that empowers everyone within the organization or society.

### **research team**

A group of the Organization's staff who undertakes the preparation of research and studies and the review and approval of the studies that come to the Organization for application by university students as graduation projects from inside and outside the country

### **Environmental Awareness Association**

Established as part of the Organization in 2007 with the aim of raising people's awareness of the importance of preserving the environment with all its components by all stakeholders in the organization

### **Annual Zakat Campaign**

It is organized in the holy month of Ramadan every year in which organizations and individuals donate zakat of their money. The Organization allocates campaign revenue to pay tuition fees for students in need and who are legally entitled to zakat funds

### **Sustainability Report**

It is an organizational report containing information about social, environmental and economic performance in accordance with the standards of the GRI

### **Global Reporting Initiative GRI**

The Global Reporting Initiative (known as GRI) is an international independent standards organization whose strategic structure depends on a networked system that aims to provide frameworks for the preparation of sustainability reports that are widely used throughout the world in order to disseminate the information that is disclosed regarding social, economic, environmental and governmental performance. This initiative is also committed to continuing to make improvements in frameworks implemented worldwide





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