

الإستدامة والمرونة بعد الجائحة
تقرير الاستدامة
2021

Sustainability and resilience after the pandemic
Sustainability
Report
2021



مدينة الشارقة
للخدمات الإنسانية
Sharjah City for Humanitarian Services
www.schs.ae

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The development process continues despite the effects of the Corona pandemic (November 29, 2020)

**His Highness Sheikh Dr. Sultan bin Muhammad Al Qasimi,
Member of the Supreme Council and Ruler of the Emirate of
Sharjah Statement**



General Director's Statement

I am so happy by the success of Sharjah City for Humanitarian Services in issuing the sixth sustainability report for the year 2021. The sixth sustainability report for Sharjah City for Humanitarian Services 2021 bears the title (Sustainability and Flexibility after the Pandemic). SCHS prepared the report according to the guidelines for preparing sustainability reports issued by the Global Reporting Initiative (GRI) and in accordance with the core. The report highlights the efforts of Sharjah City for Humanitarian Services in the field of social responsibility, its activities and their results and the challenges faced by SCHS and its most prominent achievements. This gives a clear image of our commitment to include the principles of sustainability in all functional aspects of the organization. This report is an integrated document that highlights the direct link between the organization's sustainability practices and its activities.

Sharjah City for Humanitarian Services realizes that its success today requires making sustainability an essential part of the way it does business. Therefore, our vision focuses on integrating the environmental, social and economic dimensions of sustainability into our core business strategy, and making sure that we have a deep understanding, in all areas of our business, of the major trends that will affect the organization and society. We also recognize that our response to these major trends must actually integrate with the fabric of our business processes, tools, and priorities, and depend on taking ambitious actions on important issues related to our field of competence and integrating principles of practice into every aspect of our business. By doing so, we contribute to supporting the stakeholders we work with to thrive on our responsibility.

In general, we can say that the Covid-19 pandemic has emphasized the importance of sustainability for our business. We initially worked to ensure the health and safety of our students, employees and beneficiaries. With the start of the closures, we developed new methods that are flexible and adaptable to working conditions remotely. We were keen to identify potential challenges and responding to it, including plans to ensure the safety of all operations. Following the protocols issued by the state is critical to ensuring safety during the outbreak of the pandemic. We were keen to implement preventive

measures and precautions so that these do not affect the conduct of our operations. We confirmed the fact that integrating sustainability into our business model is one of the best ways to increase flexibility, adaptability, and effective contribution to achieving our goals. The benefits of sustainability provided by our services, programs and products. We also expanded our vision to include sustainability performance at the level of our services in order to explore the best solutions. This approach allows us to set strategic and comprehensive revenue goals to achieve the greatest benefits of sustainability.

Sharjah City for Humanitarian Services has also been keen to prepare a sustainability report that express our disclosure in the field of the organization's social, environmental and economic performance, according to the updated standards model of the Global Sustainability Report Initiative (GRI), while we meet the requirements for performance indicators transparently. We emphasize the organization's relentless pursuit to fulfill its obligations and with the needs of stakeholders and work to exceed their expectations. We hope to achieve all of this and others through the publication of this report, and the sustainability management that SCHS adopts as an approach, style and management.

We are proud that we achieved in the years 2020-2021 a number of remarkable achievements. The flexibility of our business constituted the key to long-term sustainability success. Despite the unprecedented challenge imposed by the Covid-19 pandemic on the world, the various relevant parties continued to focus on practices. We believe in SCHS that social, environmental, economic and corporate governance practices are an essential part of the success and sustainability of our business. Our resolve has also increased by the growth we have achieved in local partnerships and agreements with various governmental and private bodies and civil society organizations, which played a pivotal role in supporting our services and programs more effectively.

All gratitude and appreciation to His Highness Sheikh Dr. Sultan bin Muhammad Al Qasimi - Member of the Supreme Council and Ruler of the Emirate of Sharjah, may God protect him... Honorary President of SCHS for his keenness, constant support and guidance so that Sharjah City for Humanitarian Services is always a leading organization in serving the community of the United Arab Emirates. We are working on translating this and showing it by this report. This confirms that we are able to achieve sustainability for our business due to our great efforts.

We pledge to His Highness and we are optimistic about the future of Sharjah City for Humanitarian Services. We have great faith and confidence in the flexibility of our services, programs and products and our ability to meet the needs of our targeted audience, keep pace with best practices and adapt to the new future of work after the pandemic. Our focus remains on long-term growth and learning ambitions, and benefit from our efficiency. We are intensifying our efforts for continuous development and improvement and more solutions that contribute to the advancement of the targeted audience, as embodiment of the title of our report (Sustainability and Flexibility after the Pandemic)

In conclusion, I would like to thank our students and the wonderful team of the Foundation who worked hard to sustain our services and deal with resilience during the pandemic. Special thanks go to our strategic partners who worked with us to achieve our mission, and to all stakeholders for their cooperation with us. This cooperation that made 2020-2021 the year of "Sustainability and Flexibility after the Pandemic", in which we achieved many successes in this regard. We are confident that we will achieve more in light of the services of our leading organization, and its constant quest to achieve its goals that bring society to the best levels of sustainability in the world. We hope that we will continue our approach, along with the relevant parties in this path, to achieve together a distinct sustainability that will leave a significant impact on our society.

I hope that the 2021 Sustainability Report is a real opportunity to look at Sharjah City for Humanitarian Services accomplishments during the year 2021. I hope it will have your satisfaction and interest.

Jamila bint Muhammad Al Qasimi
General Director

A brief introduction to 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 supporter 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, departments 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 integration.

NON-DISCRIMINATION

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.

OUR SERVICES

- Educational, training and rehabilitation services provided at the level of the centers, schools, branches and divisions of Sharjah City for Humanitarian Services.
- 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
- Social services, such as communication with local departments, NGOs, schools, hospitals, and others.
- Family counseling and disability education services.
- Employment and follow-up services for trained and rehabilitated persons with disabilities.
- Therapeutic and rehabilitation services.

MEMBERSHIPS

Sharjah City for Humanitarian Services has committed itself since the beginning of its work in 1979 to achieve sustainability in its services and even continuously develop this concept. Sharjah City for Humanitarian Services is a member in many local, regional, and international organizations. These memberships serve SCHS very well. The number of memberships has reached (16) at local regional and international levels, including previous and active memberships



Branches and Sections

Sharjah City for Humanitarian Services In the main center

- 📍 Al-Amal School & Kindergarten for the Deaf
- 📍 Al-Wafa School for Capacity Development
- 📍 Physical & Occupational Therapy Department
- 📍 Masarat Center for Development & Empowerment
- 📍 Early Intervention Center
- 📍 Sharjah City Audiology Center
- 📍 Sharjah Autism Center
- 📍 Autism Youth Department
- 📍 The Center for Severe and Multiple Disabilities
- 📍 The Center for Young Women with Mild and moderate Intellectual Disabilities
- 📍 Evening Education Center for adults who are deaf
- 📍 Therapy center
- 📍 Assistive Technology Center for Persons with Disabilities
- 📍 Media Production and Training Center

Under the umbrella of the city

- 📍 Sharjah Organization for Social Empowerment
- 📍 Sharjah Centre for Learning Difficulties
- 📍 Art for All Center (Falaj)



Sharjah City for Humanitarian Services
Al Dhaid branch



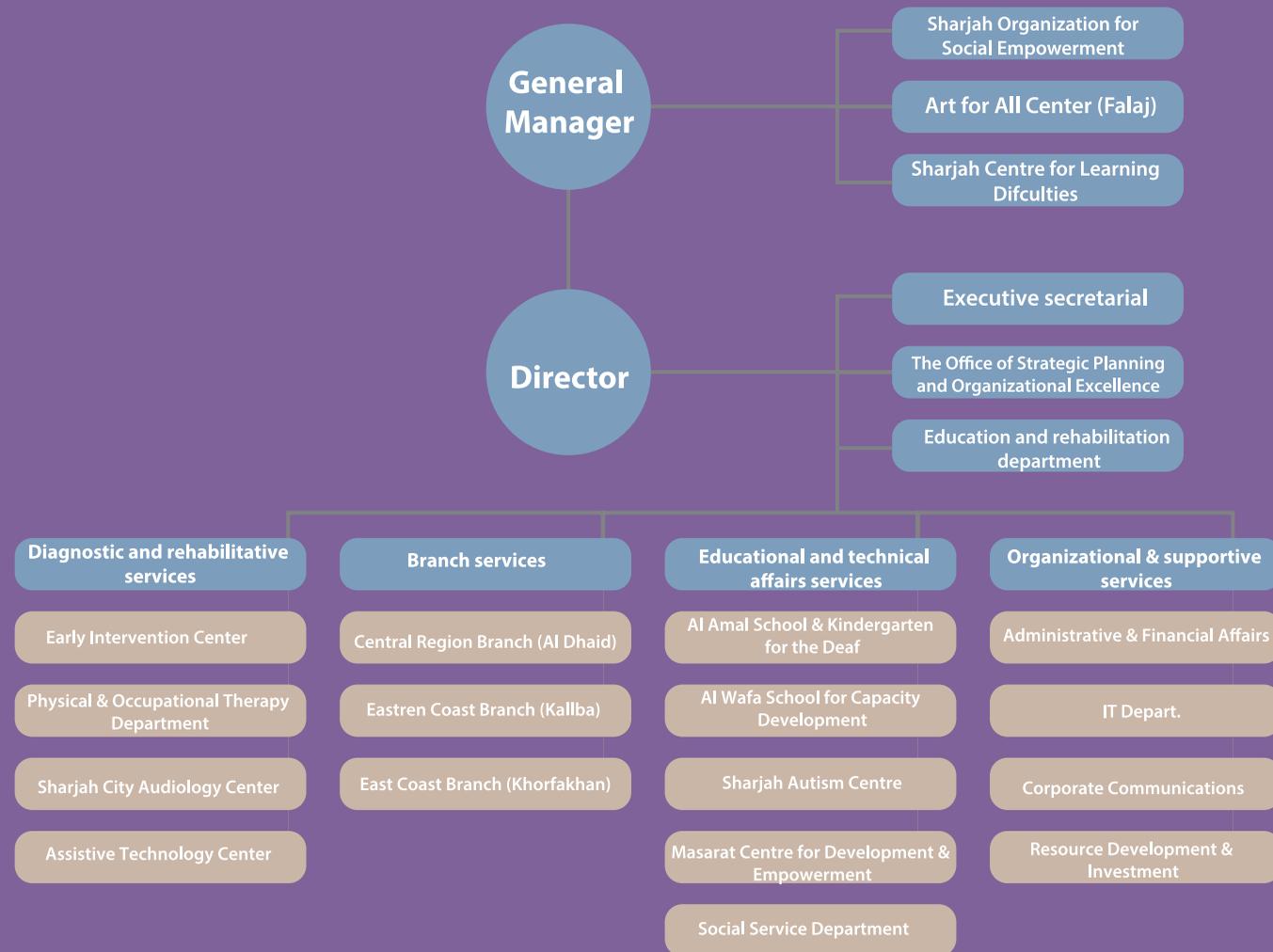
Sharjah City for Humanitarian Services
Khorfakkan branch



Sharjah City for Humanitarian Services
Kalba branch



Organizational Structure



Strategic Plan of Sharjah City for Humanitarian Services

Our 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

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



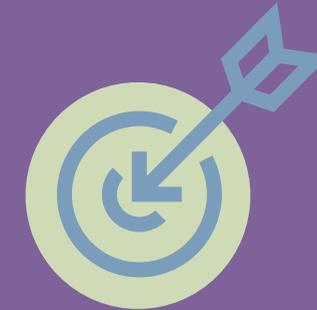
Objectives of the operational plan

Growth & learning
Providing an organizational environment that stimulates and supports creativity and adopts a policy to enhance capabilities and encourage innovative ideas to achieve excellence and leadership

Internal operations
nsure that all services and administrative processes are provided in accordance with standards of excellence, quality and efficiency

Dealers
Empowering students with disabilities and their families to follow the best cultural, educational, artistic and technical methodologies and activating the role of partners and society to achieve quality and leadership

Financial
The development of financial and investment sources for the organization to achieve self-financing



Our strategic plan

International cooperation with organizations working in the disability and social fields in general to help SCHS achieve its goals

Providing social, informative and educational services through reaching out to the various organizations of society

Advocacy and defending the rights of persons with disabilities

Working to reduce disability by detecting and early intervention through the Early Intervention Center to protect society from the effects of disability

Empowerment through direct treatment, cultural, educational, and rehabilitative services in addition to employment



Our values

- creativity and innovation
- Perfection & quality
- Teamwork
- Take responsibility
- Transparency

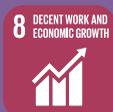


Alignment of 2030 Sustainable Development Goals with SCHS Goals

Provide health care to persons with disabilities and those working in the educational and work environment



Seek to find suitable employment opportunities for persons with disabilities according to their capabilities and interests to be effective



To enable persons with disabilities from obtaining their rights and raise people's awareness of the importance of their acceptance and equality with their peers without disabilities



Strengthening local, regional, and international partnerships, agreements and memberships to achieve our ultimate goal of building a sustainable community for persons with disabilities in the UAE



Ensure that persons with disabilities are empowered with education, training, and employment and meet their needs to be participants and independent in their societies



Seek to empower persons with disabilities economically by supporting their business ventures, enhancing their self-confidence and providing them with opportunities to integrate into society



Seek to create accessible educational, practical, and residential environments with the aim of facilitating access for persons with disabilities and achieving their inclusion in their communities

Our strategy towards sustainable development

Sharjah City for Humanitarian Services is the first specialized organization of its kind in the UAE. Since its establishment in 1979, it has provided great services to the UAE community, its residents, and those coming to it from various Arab nationalities, even non-Arabic speakers. SCHS worked on providing the finest and best services to its affiliates of persons with disabilities and their families.

The moral charter governs the organization, in its relationship with the beneficiaries of its services. The charter states that the human element is the most important in life. It is the means and desired end. Children with disabilities are the only justification for our existence, continuity and sustainability.

Based on this approach, the organization has set its strategy, through which it ensures the achievement of its mission and vision in accordance with the core objectives of its strategy. The organization, through its strategy, programs and plans, aspires to provide the right to education, training and rehabilitation for every person with a disability, regardless of the quality and degree of his disability and within the limits that his condition permits without differentiating between race and gender. It also aspires to enable persons with disabilities to integrate fully into society by providing work for every person with a disability who is able to work. It also seeks to expand the provision of family counseling services, considering the family the ideal environment to embrace and prepare the child for inclusion into society.

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, and even developing them continuously, through its strategy. SCHS has ambitious goals through which it seeks to achieve its sustainability.



Creating value for a sustainable vision

Human capital
 Building competencies and experiences for employees and a supportive structure from the knowledge and intellectual assets of the organization



Sustainable strategy
 Empowering people with disabilities with education, rehabilitation and employment to be active in their communities, and to achieve leadership in our services



Financial assets
 Creating economic value by investing in governance and providing innovative systems solutions



Social capital
 Strengthening relationships and partnerships and contributing to activating social responsibility



Natural Resources
 Protecting and preparing the environment and reducing the ecological footprint



Knowledge and technical assets
 Achieving knowledge progress through a serious investment in technological foundations, by intensifying forms of knowledge to reach more comprehensive and richer methodologies



The relative importance of sustainability

Sharjah City for Humanitarian Services, through its vision, seeks to be the leading and preferred organization in the field of services for persons with disabilities and in accordance with the best international practices. Sustainability is a strong pillar of this vision, as it helps to realize and keep pace with the long-term trends and expectations in society. Financial performance by achieving efficiency that reduces operating costs and develops innovative sustainability solutions for services and programs, which contributes to the growth of net profits. The implementation of the sustainability strategy in (Sharjah City for Humanitarian Services) depend on working towards achieving its goals, depending on the comprehensive internal governance structure. It is very important to have strong cooperation with relevant internal and external parties and all stakeholders to monitor their needs and challenges and turn those challenges into opportunities. The organization has adopted the principle of sustainability for the aim of continuous improvement of its operational performance, identifying the challenges that stimulate the transformation process. This promote a collaborative approach necessary to accelerate positive change and to enhance the value of the organization's services and programs and increase their impact as follows:

The relative importance of sustainability

3 levels of priority	<p>The most important priority issues for the Sharjah City for Humanitarian Services and the development of key performance indicators with targets</p> <ul style="list-style-type: none"> 1- Social capital 2- Natural Resources 3- Human capital 4- Knowledge and technical assets 5- Sustainable strategy 6- Financial assets
	<p>Continuous improvement of internal and external KPIs</p> <ul style="list-style-type: none"> - Enhancing SCHS social responsibility and societal impacts - Supervising services and human resources
	<p>Internal and external reports (National, regional and Arab priorities, and reporting according to the Global Reporting Initiative (GRI)</p>



Organizational Governance

Given that 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, General Manager 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.

Sharjah City for Humanitarian Services is keen on integrity and countering any suspicious conducts regarding work that does not allow complacency or affect its continued existence. It applies a methodology and mechanisms to report any operation that conflicts with integrity and raises occupational awareness among all employees, and adheres to the highest professional and accountability standards

We have the rules of professional conduct that define the standards for the implementation of our daily actions, and decision-making procedures. In addition, the organization evaluates, analyzes, and monitors every business achievement and successes annually. It also discusses opportunities for improvement if there is any, and find appropriate solutions for it through setting plans to overcome difficulties with more transparency, frankness and clarity. This gives the organization great credibility in front of stakeholders, supporters and those who understand their goals to provide more support, as well as increasing community and the families of persons with disabilities confidence in the organization's performance and its positive impact on their children in all fields.

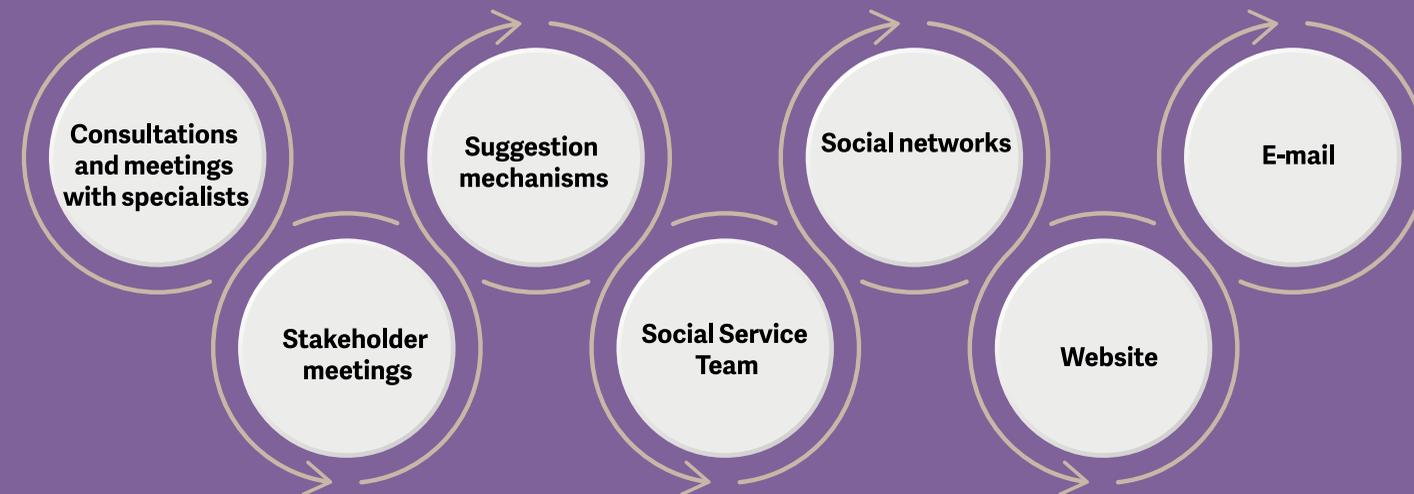
In sum, the spirit of cooperation and commitment, prioritizing the public interest over the organization's interest, adhering to the controls and instructions issued by decision makers, and proposing appropriate solutions to problems and issues that may arise and that do not conflict with common interests governs organization's relationship with stakeholders. The organization translate these factors as targets in the annual operating plans, which include indicators that need achievement. The senior management of Sharjah City for Humanitarian Services adheres to present a role model for employees, through the practical demonstration of the rules of professional conduct and work approaches and adherence to their content

The importance of stakeholders

Since our goals focus on supporting and empowering people with disabilities and their families, which means targeting all family members with a focus on the person with disabilities, continuous cooperation and mutual commitment with the relevant parties is crucial to our success. Sharjah City for Humanitarian Services connects to a large number of internally and externally related parties. Some of those parties participate with the Foundation at the operational level, while others participate at the level of beneficiaries or those affected by the Foundation's programs.

Involvement of stakeholders

We strive to communicate and engage with stakeholders using various methodologies and communication tools that Sharjah City for Humanitarian Services uses to enhance communication and interaction with stakeholders, including the following:



Related Categories "Stakeholders" in Sharjah City for Humanitarian Services

The process includes the participation of the concerned groups and the identification of all parties that our activities affect. It also include those who have the ability to influence it, depending on the impact and the level of impact. Therefore, we have identified and arranged concerned groups in order of priority as follows: beneficiaries, employees, suppliers, customers, strategic partners and the community. We work to direct our work to bring benefit to all. We commit to cooperating with the parties related to our business

Sharjah City for Humanitarian Services attaches great importance to "stakeholders" in internal and external relations that in one way or another affect its activities, decisions, or scope of work. It is also possible that SCHS various activities or operations affect stakeholders as well.





Stakeholder expectations and needs

Stakeholders	Expectations and needs	The organization's approach to response
Government local / federal	<ul style="list-style-type: none"> - 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 	<ul style="list-style-type: none"> - 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
Employees (all categories of employees in the organization)	<ul style="list-style-type: none"> - 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 	<ul style="list-style-type: none"> - 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
Beneficiaries (persons with disabilities and their families)	<ul style="list-style-type: none"> - 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 	<ul style="list-style-type: none"> - Ensuring the impact of the services provided on beneficiaries 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
Partners (strategic and primary)	<ul style="list-style-type: none"> - 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 	<ul style="list-style-type: none"> - 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 - Promote and support joint and targeted initiatives that support infrastructure and important local issues and events - Providing local community sponsorships and events, - Partnership with educational and service bodies and stakeholders with government and private sectors - Participation and cooperation with many NGOs,

Stakeholder expectations and needs

Stakeholders	Expectations and needs	The organization's approach to response
Suppliers / Contractors (Main / Basic / Strategic)	<ul style="list-style-type: none"> - Transparency in procurement procedures - Qualification of the resource based on cost and quality in addition to social environmental design - profitability 	<ul style="list-style-type: none"> - Introducing the organization, its rules and regulations - Provide training to employees for the organization's procurement policies, standard processes and contracts - Supplier evaluation
Society (governmental, private and charitable organizations)	<ul style="list-style-type: none"> - 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, 	<ul style="list-style-type: none"> - Strengthening strategic partnerships to empower beneficiaries, transfer knowledge and build capacity - Ensuring activation of support and assistance to achieve the objectives of the organization
Environment (natural resources)	<ul style="list-style-type: none"> - Environmental impact of our operations, programs and services - Establishing partnerships and cooperation agreements with the concerned authorities 	<ul style="list-style-type: none"> - 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.

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

Based on the keenness of Sharjah City for Humanitarian Services to expand the effects of social development and contribute to sustainable development through the services and programs it provides to people. According to an integrated methodology in which SCHS work team from various disciplines participate. The work team present it after an in-depth study and a tight management of all aspects of the program and services cycle and subject it to evaluation. This aims at ensuring the efficiency and effectiveness of programs and services, and their compatibility with the SCHS vision, mission, goals and ambitions. At the same time, SCHS contribute to the development of sustainability, for people with disabilities in the UAE.

The commitment to reduce the impact on the internal processes provided by Sharjah City for Humanitarian Services is a necessary requirement for its sustainability management strategy. As without focusing our attention on the internal processes that we provide, there will be no credibility for our efforts to transition to sustainability. Therefore, the organization commit to adopting sustainability in its operations and pay great attention to the preparation of annual plans and reports that include the achievements of the planned initiatives and the measurement of the targeted performance indicators and the extent of their achievement with their sustainability. The following table shows the effects of expansion and impact and a summary of performance results during the two years.

Disclosure number GRI	Core issues	The level of importance	Enterprise impact	Stakeholder interests	overall rate of significance
201-1, 4	Economic performance	H	H	M	M
202 - 2	Presence in the market	M	M	M	M
203 - 1, 2	Indirect economic impacts	M	M	M	H
204 - 1	Procurement practices	H	H	M	M
301 - 1, 2	Materials	H	H	M	M
302 - 14, 5	Energy	H	H	M	M
303 - 5	Water	H	M	M	M
304 - 1	Biodiversity	M	L	L	L
305 - 5	Emissions	H	M	L	L
306 - 2	Liquid and solid waste	H	M	M	M
103 - 2	Environmental grievance mechanisms	H	M	M	M
401 - 1, 2, 3	recruitment	H	H	H	H
403 - 2, 3, 4, 5, 6, 7, 8, 9, 10	Health, safety and professionalism	H	H	H	H
404 - 2, 3	Education and training	H	H	H	H
405 - 1	Diversity and equal opportunity	H	H	H	H
103 - 2	Work practices and complaints mechanisms	H	H	H	H
412 - 2, 3	Investment and human rights	H	H	H	H
409 - 1	Forced or forced labor	H	H	H	H
410 - 1	Security practices	H	H	H	H
103 - 2	Human rights grievance mechanisms	H	H	H	H
205 - 1, 2, 3	anti-Corruption	H	H	H	H
103 - 2	Community impact complaints mechanisms	H	H	M	M
416 - 1, 2	Customer health and safety	H	H	H	H
102 - 2	Labeling of products and services	H	H	H	H
102 - 2	Activities, brands, products and services	H	H	H	H



Keys to the table of core issues:

High (H): has a very high effect Medium (M): has a medium effect Low (L): has a low effect

Expand the effects of our services and limit the impact on our internal operations

	Impact level	Desired results
Expand the effects of our offered services and programs	Empowering people with disabilities	Focus our efforts on empowering people with disabilities and achieving sustainable development for them in their community
	Social Responsibility	We always strive, with sincere honesty and exemplary integrity, to fulfill our responsibilities All: both social, economic and environmental for our beneficiaries and partners
limit the impact on our offered internal operations	Leadership focus	Full commitment to accountable governance and transparency
	Human capital	Enhancing human resource development in order to improve organizational performance
	internal operations	Developing organizational capabilities by following international best practices in order to raise organizational performance
	Protection of resources and the environment	Protecting the environment and limiting the negative effects we leave on the environment at the internal level
	financial stability	Ensuring the investment of financial resources in a sustainable manner and achieving corporate goals

The level of impact on social development

	The level of impact on social development	Indicator	Performance	
			2020 - 2019	2020-2021
Programs and services	Empowering people with disabilities	● Total number of beneficiaries	2,235 beneficiaries	1,923 beneficiaries
		● Percentage of citizens and residents	39% citizens, 61% residents	41% citizens, 59% residents
		● Male and female ratio	64% male, 36% female	63% male, 37% female
		● Total Inclusion in Schools (Partial and Full Inclusion)	134 (partial and full integration)	127 (partial and full inclusion)
		● Total screening process for children in nurseries and kindergartens	219 male and female students	1,332 male and female students
		● The total number of students who have had comprehensive medical examinations	282 male and female students (Full examination) 190 male and female students check height and weight only	665 male and female students 10 inside and outside the organization
		● The total number of persons employed in the organizations	8 outside the organization	
social responsibility	● Number of partnerships and agreements	4 cooperation agreements	12 cooperation agreements	
	● number of visits	14 visits	4 visits	
	● The percentage of followers of social media on Instagram, Twitter and Facebook	46,265 followers	46,566 followers	
	● Main informative events and activities	31 events	12 events	

Follow up The level of impact on social development

Methodologies for internal operations flow

The level of impact on social development	Indicator	Performance	
		2020 - 2019	2020-2021
Leadership focus	● Create and update new centers	SMART Farm	Renovation of the treatment center, the center for sever disabilities
	● Risk analysis and guidance for improvement opportunities	4 projects	3 projects
human capital	● Total number of employees	664 male and female employees	639 employees
	● Percentage of citizens and residents in the labor force	19% citizens - 81% residents	19% citizens - 81% residents
	● Percentage of males and females in the labor force	30% male - 70% female	31% male - 69% female
	● Percentage of employees with disabilities	9.3% of employees with disabilities	9.2% of employees with disabilities
	● Number of employees by geographical area	62% from Asia 38% from Africa 0.3% from Europe	62% from Asia 38% from Africa 0.33% from Europe
	● The number and percentage of the four job levels in the organization (administrative category, teachers category, supervising specialists category, handymen category (drivers, assistants, maintenance technician users)	13% of the administrative category 44% teachers category 19% category of specialists and supervisors 24% handymen category	18% of the administrative category 41% of teachers 19% category of specialists and supervisors 23% handymen category
	● Number of new employees	84 employees	7 employees
	● Number of resigned employees	31 employees	25 employees

Follow up The level of impact on social development

Methodologies for internal operations flow

The level of impact on social development	Indicator	Performance	
		2020 - 2019	2020-2021
Resource and environment protection	● The green area in square meters in all the centers of the organization	3,341 square meters	45,220 square meters
	● Energy/electricity consumption in kilowatts KH-W	3,350,600 kW 1,541,276 dirhams	3,760,686 kilowatts 1,636,232 dirhams
	● Energy/Water Consumption - Gallon	2,785,000 gallons 977,350 dirhams	16,338,272 gallons 70,003 dirhams
	● Fuel Consumption - Petrol - Liter	137,589 liters 256,840 dirhams	58,051 liters 124,706 dirhams
	● Fuel Consumption - Diesel - Liter	4,200 liters 7,896 dirhams	NA
internal operations	● Paper consumption per carton	226 cartons, equivalent to 565,000 sheets 11,300 dirhams	97 cartons 242,500 sheets 4,462 dirhams
	● Percentage of initiatives implemented according to annual operational plans	92%	93%
	● The percentage of development and modernization in infrastructure, technology and information technology	89%	90%

Follow up The level of impact on social development

The level of impact on social development	Indicator	Performance	
		2020 - 2019	2020-2021
financial stability	Total annual revenue (in UAE dirhams)	72,166,063	78,610,663
	The annual budget received from the government (in UAE dirhams)	42,799,810	43,825,622
	Cash donations from organizations and individuals (in UAE dirhams)	3,812,638	2,453,190
	In-kind donations from organizations and individuals (in UAE dirhams)	442,252	353,541
	Revenue from other activities	7,939,896	7,525,141
	Covering the fees of eligible students from the Zakat Fund (in UAE dirhams)	7,674,667	7,538,690
	Fees and transportation from parents, authorities and the Emiri Diwan	9,496,800	16,914,479
	Annual expenses (in UAE dirhams)	89,379,716	89,165,512
	Net (profit - deficit) (in UAE dirhams)	(17,213,653) - dirhams	(10,554,849) - dirhams

Methodologies for internal operations flow

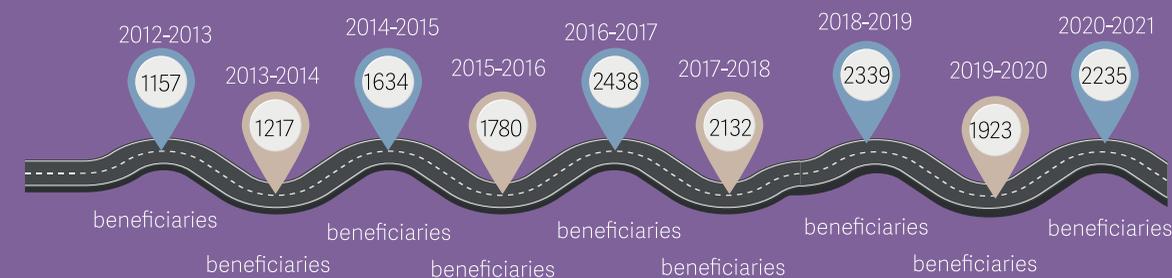


Our most notable achievements and their alignment with the Sustainable Development Goals During the year 2020 - 2021

Statistics for 2020-2021

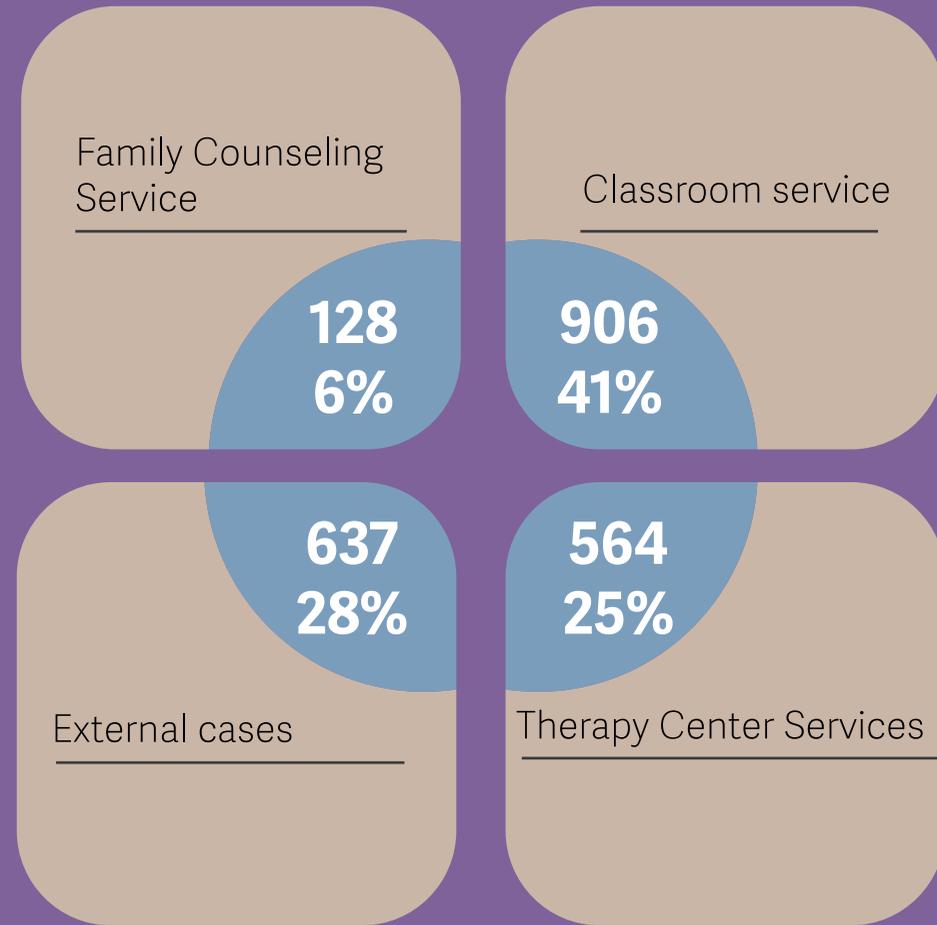
Sharjah City for Humanitarian Services, through its mission, seeks to reduce the causes of disability through early intervention and raising community awareness. It works to advocate, include and empower people with disabilities with education, rehabilitation and employment to be participants and independent in their communities. The number of beneficiaries of the Foundation's services for the academic year 2020-2021 has reached (2235) of persons with disabilities from internal and external cases. They benefited from direct services such as educational, training and rehabilitation services provided in schools, centers, departments, and various branches at the organization level. The following is a comparison of statistics

A comparison to the number of beneficiaries of SCHS services during the last 9 years



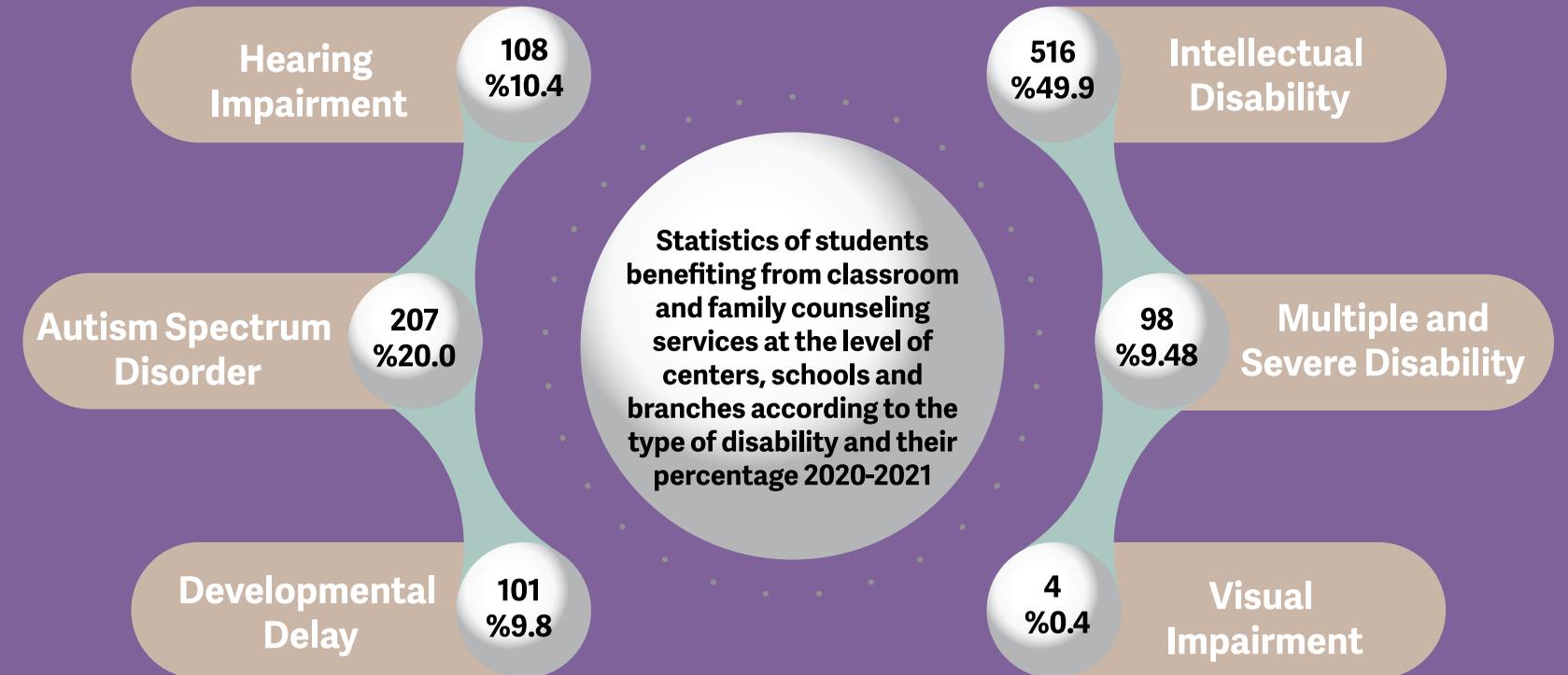
The above chart shows a comparison of the number of beneficiaries of the organization's services during the last nine years. The number during the year 2020-2021 has reached (2,235) male and female students, an increase of 14% over the previous year 2020 -2019 The number totaled to (1,923) male and female students. The reason for the decrease is due to the COVID-19 pandemic, which led to the absence of some cases of chronic diseases from beneficiaries receiving internal and external services.

Statistics of beneficiaries by type of services 2020-2021



**Total Served persons
(2235)**

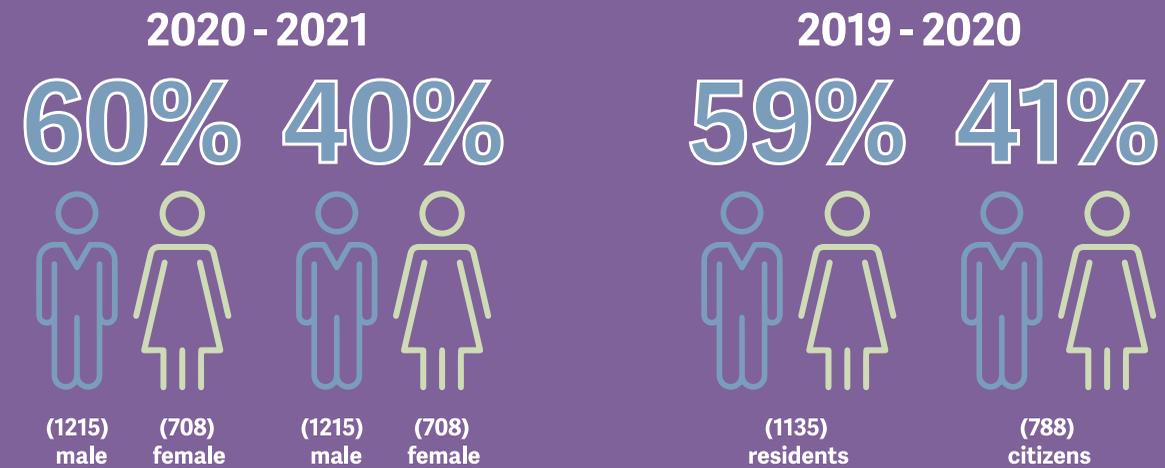
Statistics of students benefiting from classroom and family counseling services at the level of centers, schools and branches according to the type of disability and their percentage 2020-2021



Total and Percentage of Number of Beneficiaries of Services by Gender for the Year 2020-2021



Total and Percentage of Number of Beneficiaries of Services by Nationality for the Year 2020-2021



أهم الجوائز والتكريمات أولا : أهم الجوائز والتكريمات لمدينة الشارقة للخدمات الإنسانية



Honoring Sharjah City for Humanitarian Services with a shield and a medal by Dar Al Khaleej Foundation on the establishment of Dar Al Khaleej 50th anniversary and meaningful cooperation with SCHS



Sharjah City for Humanitarian Services won first place in the Arab Award for Social Responsibility (14th edition)



Honoring Sharjah City for Humanitarian Services by the Ministry of Interior



Al Amal School for the Deaf win in the Bett Asia Award

Second: The most important awards and honors for students Students who won prizes and competitions in the centers, schools and branches of the organization for the year 2020-2021

Holy Quran competitions

Student Youssef Mohamed Said

- Obtaining the second place in the Holy Quran Award for the Dibba Al-Hisn Student Council on 10/5/2021
- Winning first place in the Fujairah Holy Quran Competition on 4/5/2021

Student - Maria Rostom

- Obtaining the third place - the third category, a certificate of appreciation and a financial reward in the Dibba Al-Hisn competition on 11/18/2020

Student - Maitha Abdul Rahim Muhammad Al Hammadi:

- Winning sixth place in the People of Determination competition (section three) within the Ras Al Khaimah Holy Quran Award in its twentieth session on 12/6/2020

Student Mohammed Khalfan Al-Suwaidi:

- Obtaining the first place duplicate, a certificate of appreciation and a financial reward in the competition of Sheikha Hind Bint Maktoum 12/12/2020
- Obtaining the first place, the third category, a certificate of appreciation and a financial reward
- Obtaining the first place - the third category, a certificate of appreciation and a financial reward in a competition in the "With Quran, we prosper" on 20/2/2021

Sharjah Award for Educational Excellence

Student - Louay Saleh

- Won in the Distinguished Student Category from the Special Categories - Grade 12 - Sharjah Educational Excellence Award 27th session for the year 2020 - 2021

Arts Competitions

Student - Fatima Rashid Al-Daif

Won the third place in the photography competition organized by the Juvenile Awareness and Sponsorship Association

Student Mohammed Khalfan Al-Suwaidi:

Won first place - third category + certificate of appreciation + financial reward in the environmental drawing competition

Student: Zaid Maher Zuaiter

won the third place in the Latifa Bint Mohammed Award for Childhood Creativity

Student: Abdullah Musa Mustafa

won first place in the Latifa Bint Muhammad Prize for Childhood Creativity

Chess competition

Student - Reda Ismail

Won in the junior category in the Positive Spirit Chess Championship for People of Determination

Artificial intelligence competition

Student - Mohamed Hatem El-Knawy

Won the first place in the category of people with disabilities and 14th at the level of private schools in the Tanner Artificial Intelligence Robot Competition of the Ministry of Education

Music competitions

Student: Khalifa Juma

Winning the first place for playing and singing on the iPad of three pieces: (National Anthem + ABC SONG + Anthem of God is my Creator) in the fiftieth week of health and family fun for People of Determination 2021 in the field of music on 30-6-2021 organized by the Zayed Higher Organization for People of Determination at the level of Arab countries

Sports competitions

Student: Abdullah Salem

Obtaining two silver medals in the sports competition of the 50th week of Health and Family Fun for People of Determination 2021

Student: Saif Ali Al-Zahmi

- Won the second place and the silver medal in the sports competition of the 50th week of Health and Family Fun for People of Determination 2021

Student: Shamsa Mir

- Won 2 gold and 1 silver medals in the sports competition of the 50th week of Health and Family Fun for People of Determination 2021
- Won a silver medal in the fitness challenge
- Won first place in the basketball challenge under the slogan (basketball for all)
- Won the gold medal in the first virtual national competition of the Special Olympics (basketball, football, fitness)

Student: Othman Adel Abbas

- Winning first place and the gold medal in the sports competition of the 50th week of Health and Family Fun for People of Determination 2021
- Obtaining the second place and winning the silver medal in the fitness challenge organized by the Kalba branch via the Zoom platform on November 1- 2021
- Obtaining the gold medal in the first virtual national competition of the Special Olympics (basketball)
- Winning the golden medal in the outdoor badminton competition

Student: Khaled Al-Raisi

1st place and gold slalom Zigzag (for autism category)

Student: Abdul Razzaq Muhammad

Wining the first place in the first virtual national competition of the Special Olympics (basketball)

Student: Abdul Rahman Mir

- Won the golden medal in the fitness challenge
- Obtaining the gold medal in the first virtual national competition of the Special Olympics (basketball)
- Obtaining two bronze medals in the sports competition for the 50th week of Health and Family Fun for People of Determination 2021

Student: Hala Abdel Latif

- Won a gold medal in the fitness challenge
- Obtaining a silver medal in the "My Sports at Home" initiative
- Wining the first place in the basketball challenge under the slogan (basketball for all)

Student: Khalifa Juma Salem

- Obtaining the gold medal in the "My Sports at Home" initiative
- Won a silver medal in the fitness challenge
- Wining second place in the basketball challenge under the slogan (basketball for all)

Student: Hamad Salem Khalfan

- Obtaining the gold medal in the "My Home Sports" initiative
- Obtaining a bronze medal in the first virtual national competition of the Special Olympics (basketball, football, fitness)

Student: Abdullah Musa

Obtaining the third place in the annual Bocce tournament organized by the Emirates Down Syndrome Association

Student: Munira Ahmed

Winning the first place in the second meeting of the Basketball Championship organized by Khorfakkan Club for the Disabled

Student: Fatima Salah

Winning the first place in the second meeting of the Basketball Championship organized by Khorfakkan Club for the Disabled

Student: Fatima Salah

Winning the first place in the second meeting of the Basketball Championship organized by Khorfakkan Club for the Disabled

Student: Miqdad

Winning the first place and the gold medal in the fitness challenge (for autism category)

Student: Omar Adel

Won Bronze Medal in Fitness Challenge

Student: Youssef Zamzam

Winning the third place in the first virtual basketball tournament May 2021

Student: Saif Muhammad Ali Murad

Winning the second place in the first virtual basketball tournament May 2021

Student: Mustafa Ibrahim

Winning the first place in the annual Bocce tournament organized by the Emirates Down Syndrome Association

Student: Fadel Muhammad Sultan

Obtaining second place in the first virtual bocce competition (the challenge of will) organized by the Zayed Higher Organization for People of Determination (Al Ain Center for Care and Rehabilitation via Zoom platform)

Student: Awad Saeed Hamad

First place in the outdoor badminton competition, the UAE Special Olympics in cooperation with the UAE Badminton Committee live / Dubai Club for People of Determination

Student: Hoda Ghobari

Obtaining the third place in the first virtual Bocce competition (the challenge of will) organized by the Zayed Higher Organization for People of Determination (Al Ain Center for Care and Rehabilitation via the Zoom platform)

Student: Salem Obaid Al Madhani

Obtaining the third place in the first virtual Bocce competition (the challenge of will) organized by the Zayed Higher Organization for People of Determination (Al Ain Center for Care and Rehabilitation via the Zoom platform)

Student: Mona Reda

Promotion of the student and obtaining a yellow belt in the Para Taekwondo Therapy Initiative

Student: Mohamed Khader Atef

Promotion of the student and obtaining a yellow belt in the Para Taekwondo Therapy Initiative

Student: Maria Rostom

- Promotion of the student and obtaining a yellow belt in the Para Taekwondo Therapy Initiative

- Winning the third place in the first virtual basketball tournament in May 2021

Student: Omar Ahmed Omar

Promotion of the student and obtaining a yellow belt in the Para Taekwondo Therapy Initiative

Winning the third place in the first virtual basketball tournament May 2021

Scout teams / youth of challenge

Student: Hamad Salem Khalfan Al Ketbi

Obtaining the first place at the level of the Arab Scout Region (information technology theme) and obtaining 2 gold medals for scouts and leader 28/3/2021 in the Youth Challenge competition



International accreditation for programs and services according to best practices



Pearson Foundation accredited Masarat Center for Development and Empowerment (for the Work Skills Unit Program)



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

Sharjah City for Humanitarian Services participates annually in arbitration in the awards for Sustainability, Social Responsibility, Excellence, Quality and Environment

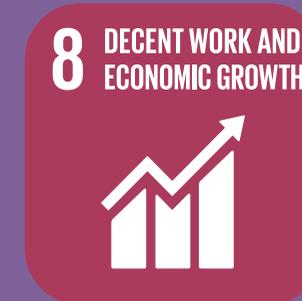


مــدارس
وحدات
صديقة
للطفـل
& NURSERIES
للطفـل



الجائزة
العربية
للمسؤولية
الإجتماعية
للمؤسسات

Our achievements aligned with the sustainable development goals in 2020-2021



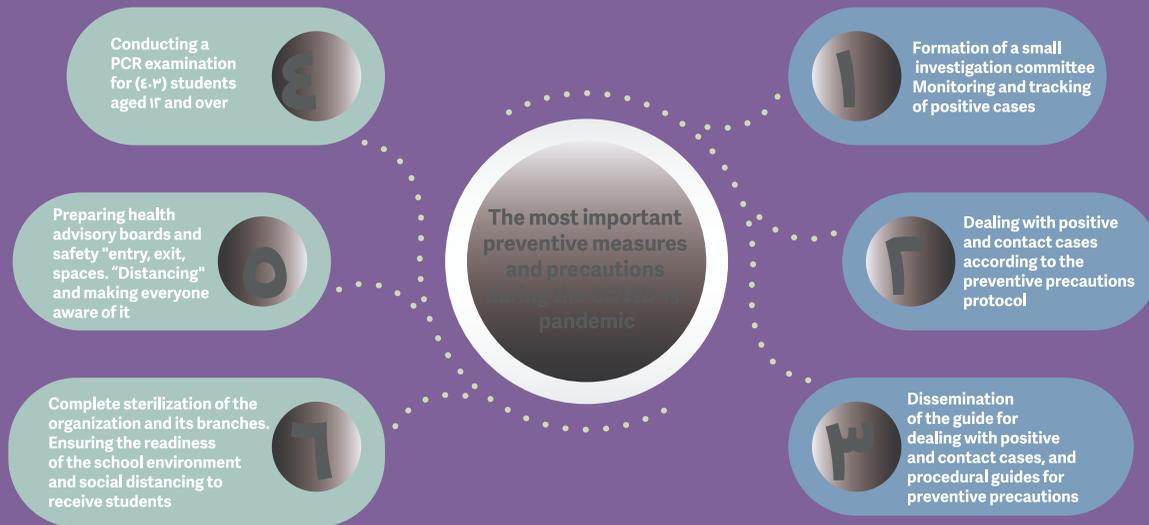
Our achievements in the field of health that aligned with the sustainable development goals in 2020-2021

Sharjah City for Humanitarian Services is keen on having a conscious culture of health and safety. It is a major part of its strategy and in accordance with its vision. Therefore, we give absolute priority to the field of occupational health and safety in our daily operations, ensuring a healthy life and encouraging the well-being of people with disabilities. This has become an indispensable element in sustainable development. It aims at obtaining appropriate health care for persons with disabilities, in order to achieve the highest standards of health and safety in our services and operations. Below is our accomplishments during this year, in light of the COVID-19 pandemic, and the rapid and flexible response of Sharjah City for Humanitarian Services to ensure the protection of the health and well-being of all beneficiaries and employees

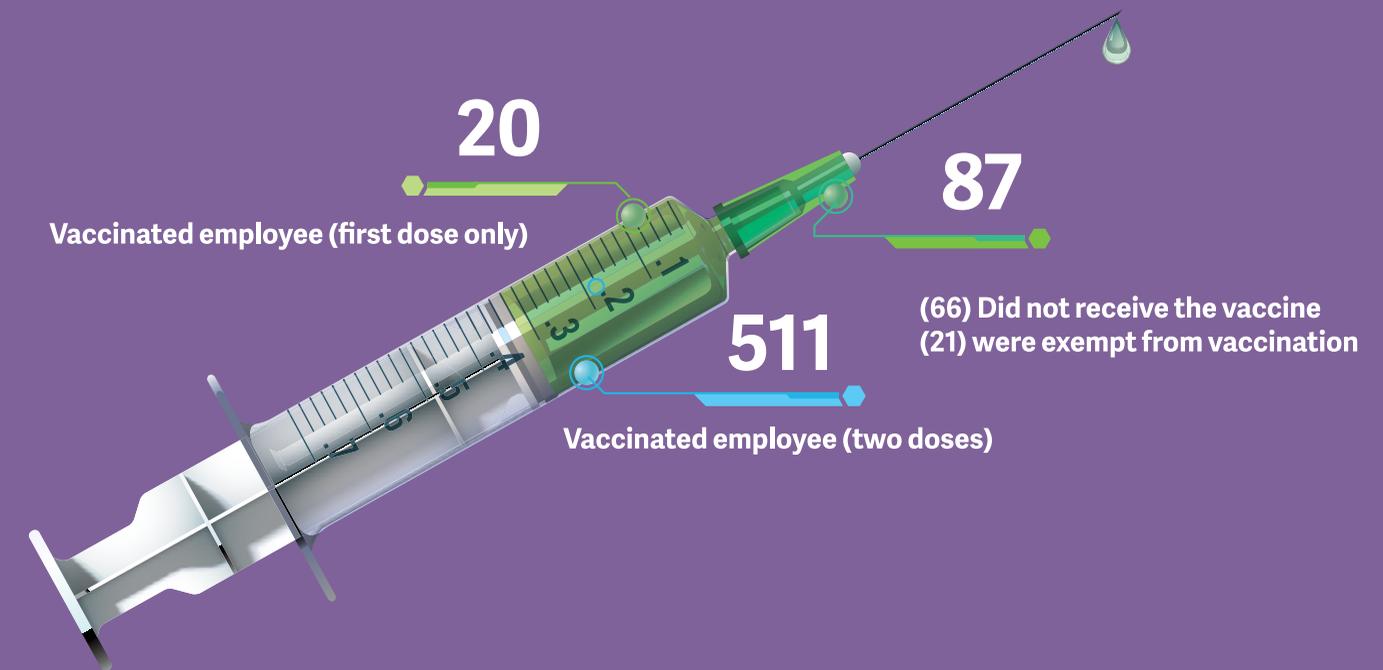


Provide health care to persons with disabilities and those working in the educational and work environment

First: educational services and programs



Statistics of vaccinated employees

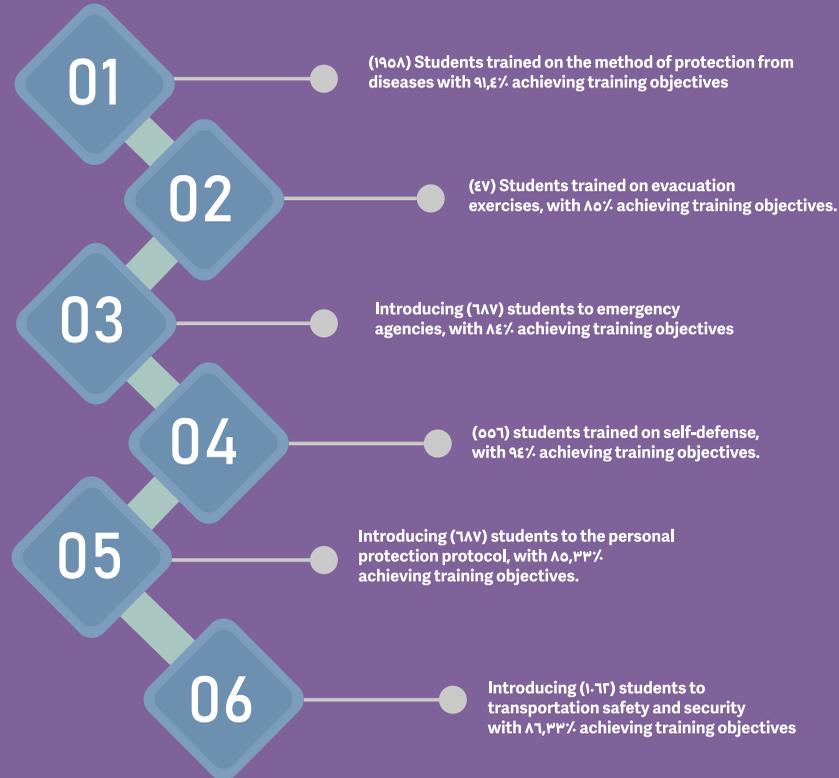


Training students to apply (18) goals within (6) health and safety concepts

Presenting (47) lectures and various internal workshops on fire, health and safety, bus safety, prevention and security for guarders, for (1062) beneficiaries, including (729) employees, (293) students, (40) families, during the year

Cooperation and partnership with agencies and bodies

- Providing the Sharjah Government Human Resources Department, the Sharjah Government Executive Council, with daily statistical reports with supporting documents for the percentage of remote work, positive cases, contacts, and vaccinations during the year
- Cooperating with the Department of Preventive Medicine and conducting monthly periodic examinations within the organization for employees
- Cooperating with the Sharjah Prevention and Safety Authority to adopt some decisions and procedures and to implement workshops and courses for employees



First: educational program services

Sharjah City for Humanitarian Services, in light of the circumstances caused by the Covid 19 pandemic, was keen to achieve rapid response and flexibility with its expertise and concern for its students, specialists and workers. SCHS has confirmed its commitment and great interest in their health and ensuring the provision of its services remotely to students with disabilities and their families in line with international best practices and in full accordance with the prevention, security and safety measures approved by the United Arab Emirates. SCHS wanted to ensure the continuity of the educational, pedagogical and rehabilitation process for persons with disabilities of various intellectual and motor disabilities, autism spectrum disorder and hearing impairment during the Covid 19 pandemic. The following are the achievements of the educational process during the academic year 2020-2021

Early intervention programs services from birth to 5 years

Sharjah City for Humanitarian Services is the first to introduce early detection and intervention service to the region through the Early Intervention Center, which began work in October 1993 to be the first center of its kind to provide integrated early intervention services for children with disabilities, from the first day until the age of 5 years. The center provide services according to the best and latest programs, curricula and methods such as (Assessment Evaluation and Programing System - AEPS), (Individual Education Plan - IEP) and (Individual Family Service Plan - IFSP) in the field of early intervention. A specialized team with experience and competence offer these services.



Ensuring the empowerment of persons with disabilities with quality and equitable education and rehabilitation, and promoting lifelong learning opportunities for all

Early intervention services include:

Screening service, early detection, assessment and diagnosis, family counseling, training classes' services, support services including (speech and language, physical and occupational therapy, music therapy, audiology, and consultations) During the year 2020-2021, in light of the COVID-19 pandemic, the center continued to provide early intervention services at the level of the organization, and the number of beneficiaries was the following:



Beneficiaries of family counseling services



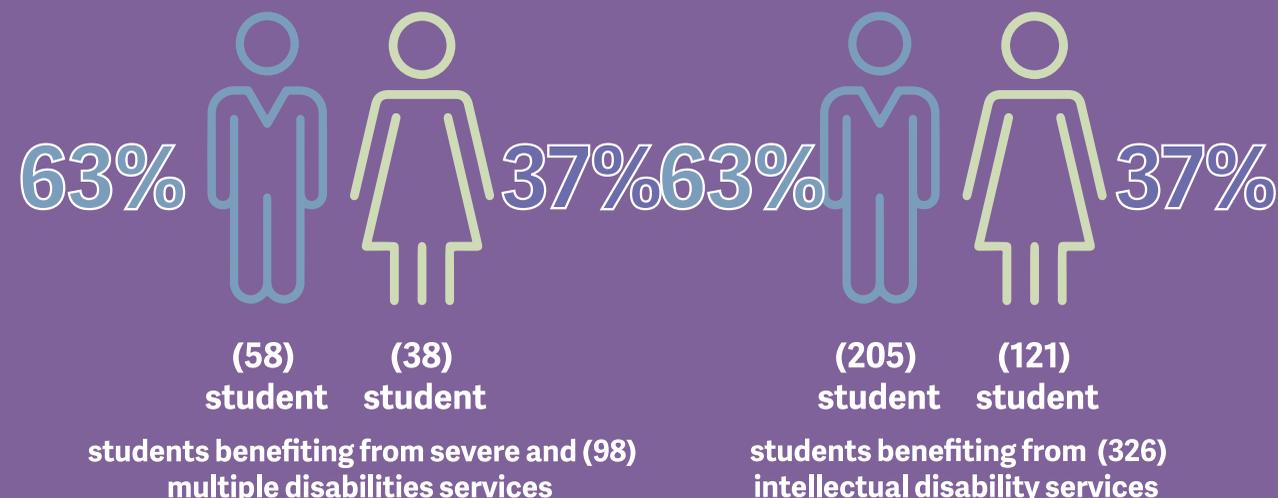
Beneficiaries of targeted service (training and community awareness)

External training: 12 male and female students and specialists from (4) universities and destinations inside the country received training
Community Awareness: Early Intervention Week Within the week's activities, an Early Intervention Forum organized under the slogan "Roots and Bridges" from November 22 to 26, 2020. It aimed at shedding light on the latest and best contemporary practices, research and experiences in the field of early intervention

Intellectual and multiple disability programs services from 5-16 years old

Since the beginnings of the work of Sharjah City for Humanitarian Services in 1979 through Al-Wafa Schools for Capacity Development, SCHS has been providing the services of intellectual and multiple disabilities programs according to the latest curricula, programs, modern methods and standards for children with intellectual disabilities from 5 to 16 years old. A team of specialists, teachers and educational supervisors with expertise and competence in the field of special education in general and the field of intellectual and multiple disabilities offer these services. During the year 2020-2021 and in light of the COVID-19 pandemic, SCHS continued to provide the following services:

Beneficiaries of intellectual disability services (Assessment and Diagnosis Programs, Educational and Rehabilitation Services for the year 2020-2021)



Beneficiaries of smart learning:



6 طلاب



5 طلاب



100 طالب وطالبة



16 طالباً وطالبة

Beneficiaries of targeted service (Training and Community Outreach)

Students training:

- Self-advocacy: Training (35) male and female students as self-advocates with (35) teachers on protection and self-advocacy
- External training: Training (16) female students in the specializations of intellectual disability services from five universities inside the country



Training and Community Outreach

Held a virtual conference on World Down Syndrome Day under the theme "CONNECT". The media campaign to raise awareness of intellectual disability entitled (Not all disabilities are visible) to educate the community about invisible disabilities, schools and educational organizations

Autism spectrum disorders program services from 5-16 years old

Sharjah City for Humanitarian Services was the first to introduce a specialized service for people with autism spectrum disorder in the United Arab Emirates in the 1994-1995 academic year by establishing a department attached to the Institute of Intellectual Development (formerly) and

currently the Al-Wafa School for Capacity Development, which included 8 students. In February of the year 2002, SCHS established and opened the Sharjah Autism Center to provide appropriate specialized educational and treatment services for students with autism spectrum disorder and their families starting from the age of 5 years. The center also includes a special section for young people with autism spectrum disorder, which the center opened in 2007. It aimed at continuing to develop and expand services and extend their scope to include adolescents and young people with autism spectrum disorder. SCHS provides the services of autism spectrum disorder programs in the centers affiliated with the organization, namely: Sharjah Autism Center and Youth with Autism Spectrum disorder department and the organization's branches in the areas of Sharjah, Khorfakkan, Kalba and Al Dhaid. A number of specialists, supervisors and teachers who are qualified and experienced in the field of autism provide these services. The organization provides its services by following the latest curricula, programs, techniques and international scientific standards in the fields of autism, which is the (TEACCH) approach: Treatment and Education of Autistic and Related Communication Handicapped Children. It is the latest scientific approaches, which depend on many studies that have proven the effectiveness of this approach. SCHS use this approach to offer services to students with autism spectrum disorder. During the year 2020-2021, in light of the COVID 19 pandemic, the center continued to provide services.

(136) male and female students benefiting from the services of Autism spectrum disorder programs

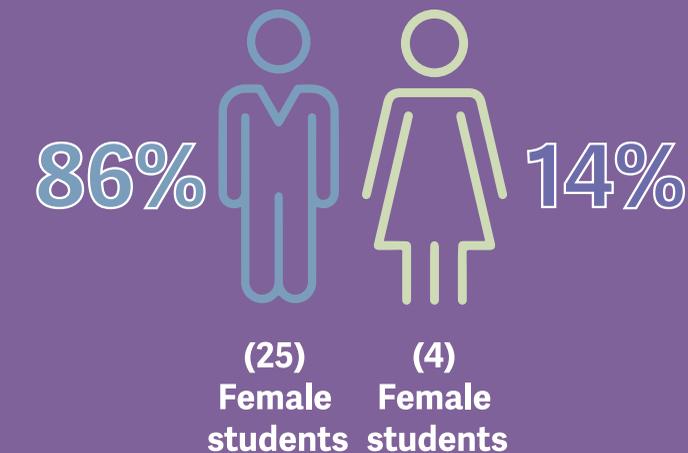


male and female students benefiting from the (136) services of Autism spectrum disorder programs

Youth with autism spectrum disorder Program (Assessment, Diagnosis and Training)

The organization provides services for young people from 12 to 16 years of age. It aims to enhance students' abilities to communicate independently, develop hobbies and fill free time. This contributes to improving their social and interactive skills, in addition to training on some workshops and professional work. This qualify them to Masarat Center for Empowerment and Development. The organization nominated nine students to join Masarat Center for the academic year 2020-2021

Youth with autism spectrum disorder Program (Assessment, Diagnosis and Training)



Students benefiting from youth with autism spectrum disorder programs (29) (118) family Benefiting from internal and home family support services and psychological support

Community Outreach Programs:

- Autism Spectrum Disorder Awareness Campaign During Autism Spectrum Disorder Week
- The virtual conference and the dialogue session, "Kind in Blue" 4/4/2021
- Art exhibition for the slogan "Be Kind to the Blue" with 14 paintings of student products
- Preparing an informative film about the symptoms of autism spectrum disorder, definition and publishing it on social media

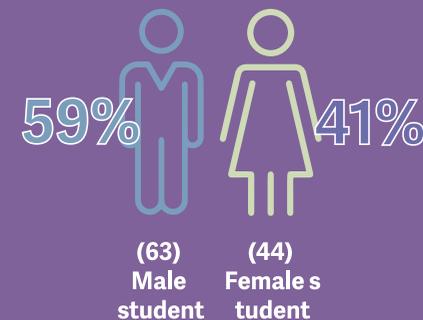
Evening Education Services for Deaf Adults

Al-Amal Kindergarten and School for the Deaf aims through the opening of the evening education department to empower deaf people improve their conditions and provide the opportunity for adults to complete their secondary and university studies. Like their deaf colleagues in the morning period, to continue studying like peers without disabilities. Whether those who are still completing their education at school, or those who have joined the University of Sharjah, they proved their scientific and cognitive ability

Hearing impairment programs services from 2.5-18 years old

Al-Amal School for the Deaf is the nucleus around which the Foundation was founded in 1979. It provides education, rehabilitation and empowerment services for children and people with hearing disabilities from the age of two and a half for kindergarten, and six years for school up to the high school stage. It relies on the curriculum of the Ministry of Education in the UAE at all academic levels. The organization uses the most important and latest educational technology means. A specialized team of specialists and teachers with experience and competence in methodologies for teaching students with hearing disabilities provide these services. In addition to the effective partnership with Microsoft, where the school has been accredited for the sixth year to communicate as a Showcase school. During the year 2020-2021, SCHS achieved many accomplishments. It continued educating and training students, both face-to-face and remotely. The provided services of hearing impairment programs include the following:

Educational services for students with hearing impairment



male and female students benefiting from the services (107) of the hearing impairment programs

Graduation of the twelfth batch (3) students From high school

Follow up on hearing aids

- They were followed up and an audiogram was performed for each student, knowing the type and degree of hearing loss, and following up on the progress of hearing aids and cochlear devices.
- Routine maintenance procedures for students' hearing aids

Community Outreach

- Conscious Community Initiative
- Let's have a discussion forum entitled "Promoting the Rights of Deaf and Hard of Hearing Persons in the Light of the Pandemic"
- 4 community sign language courses
- Activating the role of cyber security ambassadors by organizing informative workshops on digital security and bullying

Achievements

- 6 high school students graduated from the twelfth batch
- Al Amal School for the Deaf wins the Bett Asia Award
- Inspiring teachers initiative, the winning of Hana Mohamed, the math teacher at school
- School students and staff win the Positive Spirit Chess Championship for Persons with Disabilities

74
male and female students

Evening Education Services for Deaf Adults



Male and female students benefiting from evening (16) education services for the deaf adults

Graduation of the fourth batch (3) students from high school

Smart education across 7 educational platforms



Continuing education programs services for Intellectual Disabilities, Autism Spectrum Disorders, and Hearing impairment from 16 years and above

The Masarat Center for Development and Empowerment offer continuing education and employment services. It is one of the centers affiliated to the Sharjah City for Humanitarian Services. The center aims to empower persons with disabilities through education, rehabilitation and training to find job opportunities by providing various services to develop the skills of job seekers and qualify them for the labor market. Masarat Center also provides services to organizations through training programs, workshops, and consultations in the field of employment of persons with disabilities.

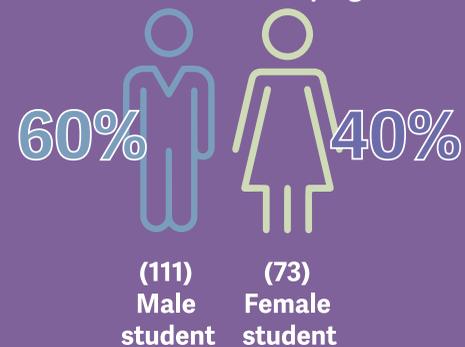
The center has obtained international accreditation for teaching Pearson Foundation programs from the United Kingdom. Thus, SCHS is the first organization concerned with persons with disabilities in the region to obtain this accreditation. The center provides its services to students with different disabilities from the age of 16 years and older. The center provides a variety of professional qualifications that combine theoretical and practical aspects. Accredited programs from BETC program, which is Pearson Education and Business Technology Council. During the year 2020-2021, in light of the COVID-19 pandemic, the center continued offering services and programs to students, both face-to-face and remotely. The center provided the following services and programs during the year to beneficiaries.

Continuing Education Program Services

The Continuing Education Program includes several areas: Foundation Program, Independent Living Program, Sports Program, Art and Design Program



male and female students benefiting from continuing (184)
education services and programs



Training and Community Outreach Programs

- Partnership with Pearson Foundation for Business Skills. SCHS obtained Diploma accreditation
- Providing 5 awareness-raising and professional workshops for families
- Holding the orientation day to familiarize the family with the program in which the student enrolled in, to introduce the student and the family to the teachers, and to identify the family's needs (if any).
- Art and design exhibition to display the paintings of the students, numbering (27) male and female
- Communication and cooperation were made with (10) government organizations and private companies with the aim of:
 - obtaining training and employment opportunities, providing consulting services, providing training workshops
 - A training workshop was provided for (6) government agencies and private companies, (4) government agencies - 2 companies
 - In particular, 27 male and female employees were targeted

Most Important Achievements

Obtaining a Business Skills Diploma

Second: Rehabilitation and Supportive Treatment Program Services

Physical and Occupational Therapy Programs Services for the year 2020-2021

The center began providing its services to people with disabilities at the beginning of the eighties as part of the Institute of Intellectual Education (formerly) currently the Al-Wafa School for Capacity Development. As for the early intervention center, the beginning was in the year 1994. The center began its work independently at the beginning of September of the year 1999 and continued providing its services in the form of two basic services at the present time. They are the physical therapy service and the occupational therapy service. The physical and occupational therapy programs include a set of services that aim to develop the capabilities and motor and functional skills of people with disabilities using the latest technologies and strategies such as the Bobath approach and sensory integration as a treatment method as the best practices, tests and measures such as: the sensory intervention scale for infants, adolescents and adults, the sensory input scale for caregivers, and the independence skills scale. A group of experienced and competent specialists supervise these tests and methods. The Department of physical therapy and the occupational therapy obtained license of the Ministry of Health and Community Protection in 2020-2021. SCHS transferred the name of the center from a section to a center. These services include the following:

Regular Therapeutic Services (Physiotherapy Service, Occupational Therapy, Assessment, Reassessment, and Consultations)

During the year 2020-2021, and in light of the Covid-19 pandemic, the center provided services mainly and directly to children in the fields of physical and occupational therapy through individual treatment sessions. It provided these services regularly, daily or periodically, through services provided for external and internal cases and supportive services. It depends on the extent of the beneficiary's need.

Regular Therapeutic Services (Physiotherapy Service, Occupational Therapy, Assessment, Reassessment, and Consultations)



male and female students benefiting from physical and occupational (284) therapy services and programs

Beneficiaries of supportive treatment services: Supportive treatment services are provided to cases according to need and include the following:



Training and Community Outreach Services

Employee (21) and family

They benefited from training, development and awareness in the fields of physical and occupational therapy

Students (27)

From the University of Sharjah, they trained in the field of physical and occupational therapy

Community Outreach: Organizing the International Day for Physical and Occupational Therapy, and 34 employees, families and specialists benefited

Most Important Achievements

- Adopting special international standards and tests for occupational therapy service.
- Introducing the classroom service to reduce the waiting list for occupational therapy services: 70 students benefited from the classroom occupational therapy session service, with 290 sessions for 11 classes.
- The Physical and Occupational Therapy Center obtained a license from the Ministry of Health and Community Protection for the year 2020-2021

Audiology services and programs

Sharjah City for Humanitarian Services has a vision to work together with the community to reduce the causes of disability through early intervention and awareness-raising activities. SCHS advocates, include and empower persons with disabilities with education, rehabilitation and employment to be participants and independent in their communities. Therefore, SCHS established the audiology clinic in 1994 as an integral part of its early intervention services. The clinic provides audiology examination services and follow-up hearing aids for students registered in SCHS's schools and centers.

As the scope of the audiology clinic services expanded and workers developed its services, to include beneficiaries who are not students in SCHS. The Senior Management issued a decision to establish the Sharjah City Audiology Unit in 2010. So that SCHS continue to provide services in accordance with the latest standards followed inside and outside the country in the field of audiology. As a center licensed by the Ministry of Health Community Protection and prevention, it diagnoses hearing impairment (type and degree). It provides appropriate solutions to beneficiaries by providing the latest audiology devices, following up and rehabilitating them. Specialists with competence and experience in the field of audiology provide these Services. The following are its services and programs:

For 417 beneficiaries, which includes the following:

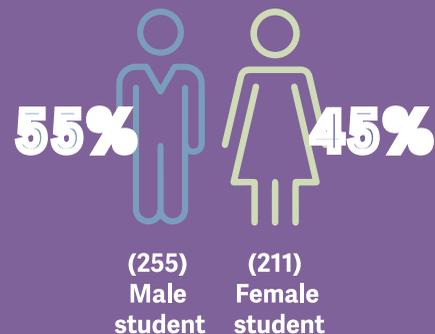
Audiology services and programs, Audiological Evaluation, Hearing Aids and Cochlear Devices

Hearing assessment services: The center provides a comprehensive set of diagnostic tests and examinations, in addition to providing audiological consultations to clarify the degree and severity of hearing impairment for families and individuals.

Hearing aid services and cochlear devices: The center provides the latest hearing aids and cochlear devices to the beneficiaries. It is keen to follow up on them periodically to ensure that they benefit from the devices through programming, maintenance and follow-up services, in addition to providing the requirements of these periodic devices



Hearing aid services and cochlear devices



students benefiting from Audiology Services and Programs (466)

Audiological screening services for students of Sharjah City for Humanitarian Services and External Cases

The center provides the audiological screening service for students registered in the organization. Due to the spread of the Corona virus during this period, an electronic audio survey form was developed. It was sent to the families, and then the audiological screening was conducted for the students who needed it

students benefiting from screening services (188)
inside and outside the organization



Community Outreach

21
beneficiaries

World Hearing Day Activities

- Holding an informative lecture on World Hearing Day on 3/3/2021 in the presence of 15 interested people and families
- Hear, Learn, succeed initiative Conducting a free examination and providing hearing aids (12) hearing devices for (6) beneficiaries

54
beneficiaries

May activities for better hearing and pronunciation

- The "Ask a Specialist" initiative, rehabilitation and educational consultations in Al Dhaid Club, an informative lecture on hearing impairment and hearing aids

Therapeutic and Rehabilitation Services and Programs for Speech and Language

The organization's centers provide Speech, language Therapy, Rehabilitation services, and programs in schools, and branches for children directly. Specialists use many tests and curricula to carry out Language Assessment, including: the receptive and expressive skills curriculum, the assessment, evaluation and programming system for children under six, speech rehabilitation for hearing A to Z, and the Jish rehabilitation program Audio and verbal, Apple Tools, ABLLS_R. During the year 2020-2021 and in light of the Covid 19 pandemic, SCHS provide services mainly and directly to children in the speech and language program through individual therapeutic sessions. SCHS provide it on a daily basis or periodically through the services provided for internal cases and supportive services. It depends on the extent of the beneficiary's need. The following are the beneficiaries of services and programs

students benefiting from speech and language (361) therapy services and programs



Services provided to (361) male and female students



Family counseling services and programs

Sharjah City for Humanitarian Services provides training services for children and families through a home training program and individual plans. It provides family services to children from birth depending on the best and latest programs, curricula and methods. The assessment, evaluation and programming system for children under the age of six includes, (Plan Individual Education Plan - IEP) and (Individual Family Service Plan - IFSP). During the year 2020-2021 and in light of the Covid-19 pandemic, SCHS continued providing family counseling services and programs, and the following are the statistics of the beneficiaries.

boys and girls benefited from family counseling and home training services (119) individual session presented to children, face-to-face and remotely (1942)

Screening Services and Programs for Nurseries and Kindergartens

Sharjah City for Humanitarian Services is keen and aware of the importance of early detection through its early intervention programs and the necessity of activating disability prevention and limiting program. Therefore, SCHS applies the program of screening and detection of disabilities. It aims at reducing the causes of disability in kindergartens since 2006. Therefore, it does not turn into weakness and a complete disability. SCHS implement the program through the development of a plan and mechanism of work and follow-up by a team of all disciplines and by following the latest assessment, evaluation and review tests in the screening process. This would achieve the desired goals. A team of specialists including (Physiotherapist, Occupational Therapist, Audiologist, Speech-Language Pathologist, Psychologist, Social Specialist and Optometrist) carries the program. This year, in light of the Covid-19 pandemic, the organization continued the implementation of the screening program targeting children in nurseries and kindergartens. The following is a statistic of the program.

(219) boys and girls inside and outside the organization in nurseries and kindergartens

Music Therapy Program Services

Sharjah City for Humanitarian Services is the first organization in the United Arab Emirates to include Music Therapy Program within its rehabilitation and training curriculum. It did this to contribute to providing all the favorable conditions for its specialists and teachers to be able to provide services for persons with disabilities by themselves.

SCHS has also been unique in keeping pace with the best methodologies for treatment programs. Since 2013, SCHS began incorporating Music Therapy Program into organization's programs. This program was the result of the cooperation agreement between the University of Ewha in South Korea and Sharjah City for Humanitarian Services. This agreement aims to strengthen cooperation and share experiences between the two parties.

The Music Therapy Program is one of the most important and most advanced methods of treatment for sensory, motor, social, linguistic and cognitive skills for people with disabilities. Studies conducted in Sharjah City for Humanitarian Services proved the effectiveness of the Music Therapy Program on children with disabilities. To ensure the sustainability of the program, a supportive structure of SCHS's employees received training by specialists from the University of Ewha in South Korea on music therapy. So far, in cooperation with the University of Ewha, 7 batches of qualified Sharjah City for Humanitarian Services including (92) teachers, specialists, supervisors and educators graduated. In addition, 27 master's degree students from the University of Ewha received training at SCHS. During the year, 2020-2021, in light of the COVID-19 pandemic, services continued to beneficiaries as follows:

Music Therapy Session (1025)

male and female students benefiting from the services of the Music Therapy Program (174)

Training and Community Outreach Services

The International Music Therapy Forum: The forum was organized on March 6-7, 2021 with the participation of 22 speakers who are experts from (22) Arab and foreign countries, and in the presence of 360 participants.

Training: (12) Teachers Training the seventh batch of the organization's employees on the Music Therapy Program

Most important achievements:

- Graduation of the seventh batch of SCHS employees from the Music Therapy Program, numbering (12) male and female graduates for the year 2020-2021
- Preparing a research entitled "Perception of parents of children with disabilities towards music therapy in the United Arab Emirates – a survey study in cooperation with the University of Ewha and publishing it in scientific journals



Therapy Center Services and Programs

Sharjah City for Humanitarian Services established its Therapy Center since 2013-2014 under an administrative decision of the senior management. It has the vision to make it an integrated and leading center in providing the best quality of advisory and rehabilitative services (Educational, Psychological and Therapeutic) to all members of society. The center aims at providing specialized and integrated rehabilitative training and treatment services as well as Psychological and Educational Assessment Services. It applies some advanced tests for the largest number of persons with disabilities, whether enrolled in SCHS or not, and raising the level of quality of services provided. The center also provides counseling services to families when needed.

(284) beneficiaries
(9825) session for all services
(6) Services (education, psychology, and therapy)

Inclusion Program Services

Since its establishment, Sharjah City for Humanitarian Services has been raising community's awareness and shedding light on this category of society. It sought to reach the problems that children with disabilities and those around them may face in society. SCHS developed mechanisms and methods to reach a solution to problems through training courses and seminars to include this category according to their abilities and capabilities and support the concerned persons.

SCHS started the inclusion program since 1993. Scientists define inclusion as "The social and academic integration of children with disabilities along with other children in regular classrooms, even for a certain period of time from the school day." In the simplest sense, inclusion of children with disabilities in regular schools and regular classes with their peers without disabilities. In addition, they need to have access to special education services.

SCHS activate the inclusion program annually through partial and comprehensive social and academic inclusion. SCHS follow up inclusion children in nurseries, kindergartens and schools. During the year 2020-2021, SCHS followed up the inclusion program in Kindergarten and schools partially and completely, academically or socially. The following is the statistic of the beneficiaries

78

(134) Students benefiting from the services of the inclusion program
(106) Students (total inclusion)
(28) Students (partial inclusion)

Community Outreach and Partnerships

The month of inclusive education February 2021: (14) various events were organized, attended by (571) students, families and teachers

Signing a memorandum of understanding with the National Charitable Schools Group, numbering 7 of its schools, to cooperate in the inclusion program for students with disabilities.

Most Significant Achievements

- The inclusive education scholarship initiative from the Nama Fund for Sustainable Development benefited (7) students with a total of 59,800 dirhams to pay tuition fees
- Initiative Together we complete the road to quality inclusive education for volunteering work. (41) students benefited from the initiative, (39) volunteers participated and provided (550) sessions

Assistive Technology Program Services

Sharjah City for Humanitarian Services is keen to keep pace with the latest and best assistive technologies for people with disabilities. Therefore, SCHS established its Assistive Technology Center in March 2014. . The center provides a range of services in the field of assistive technology, including providing specialized consultations to individuals and organizations and raising awareness. The center conducts the assessment and diagnosis process by evaluating students who need Assistive Technologies that support people and Individuals with Autism Spectrum Disorder". A specialized and experienced team provide technical support and services to persons with disabilities. During the year and in light of the Covid 19 pandemic, the center provided services and programs to beneficiaries and included the following:

Students benefiting from the services of Assistive Technology Programs (329)
Modern technology services in education of (177) students
Evaluation service for (152) students

79

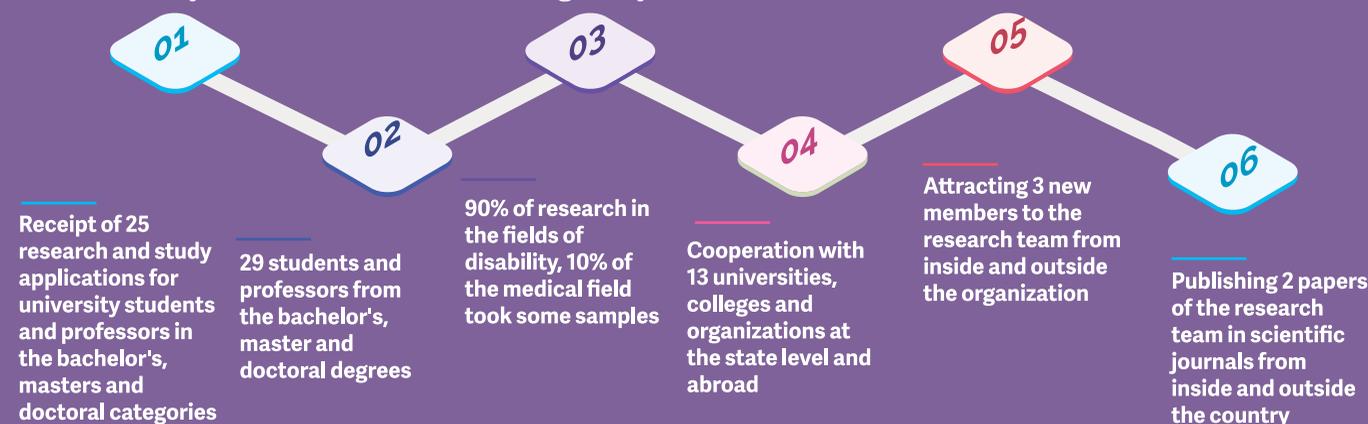
Community Outreach Assistive Technologies Awareness Month: 5 workshops were held, attended by 188 students, teachers and families

Organizing exhibitions of assistive technologies in the presence of 127 students, teachers and families

International Day of Accessibility Activities: 2 workshops were held with the attendance of 168 teachers, students and families

Caring for scientific research and enhancing cooperation in the research field

Sharjah City for Humanitarian Services pays great attention to the field of research and studies based on the organization's keenness on the importance of scientific research and the adoption of scientific research because of its great role in serving sustainable development. During the year 2020-2021, the research team which includes a group of employees with experience and competence in the field of scientific research made many achievements. The team updated programs, systems and methodologies, and developed the level of services in line with the policies and procedures in the organization through cooperation with the various departments. SCHS provided the necessary support and consultations in the field of research and studies for research students and specialists from inside and outside the organization in the studies and research provided by them according to the procedures, as the number of research papers in the bachelor's, master's and doctoral category amounted to (18). (32) Students and university professors presented these papers. The following are the achievements of practical research by the research team during the year.



Meaningful achievement of Sharjah City for Humanitarian Services, research team and music therapy program

Perception of parents of disabled children towards music therapy in the United Arab Emirates - University of Ewha, Sharjah City for Humanitarian Services

The effectiveness of the Music Therapy Program in improving the cognitive, social, language and motor skills of a sample of students with Down syndrome, a field study, Sharjah City for Humanitarian Services

The University of Ewha, South Korea published the research

2288-2774(pISSN) / 2671-5791(eISSN)

<https://bit.ly/367ug7H>



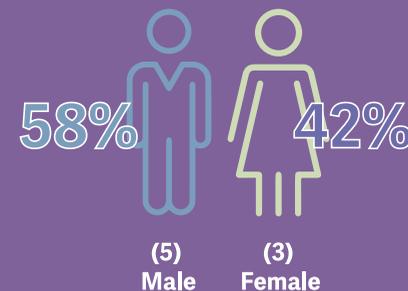
The University of Sharjah published the research in the Scientific Journal for Research and Studies

<https://bit.ly/3sZ1RKd>

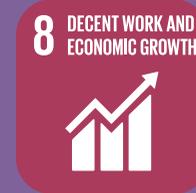


Recruitment methodology

One of the best results of our work in Sharjah City for Humanitarian Services is to provide job opportunities for young people with disabilities in various local government departments and public and private bodies. The future is promising if we improved, diversified training, and rehabilitation programs. A good example: 10% of Sharjah City for Humanitarian Services employees are with disabilities. They are sincere and efficient. This is a source of pride for SCHS, as it moved quickly from theoretical presentation to practical application. Everyone knows that employment is the primary and main objective of the process of vocational rehabilitation and external training, which is a real preparation for the persons with disabilities to coexist with members of the community, interact with them, and acquire social skills behavior, building public relations and friendships, and identifying the requirements of the labor market. The Sharjah City for Humanitarian Services and its branches have so far succeeded in employing a large number of persons with disabilities since 1998. Their number has reached (428) male and female employees until 2021, with various types of physical, intellectual and hearing disabilities, in the public and private sectors. During the year 2020-2021, SCHS followed up the recruitment process.



Persons with disabilities employed in government and private organizations (8)
They were employed in (6) government and private organizations in the Emirate of Sharjah



Seek to find suitable employment opportunities for persons with disabilities according to their capabilities and tendencies to be effective

Recruitment Department goals

- Obtaining suitable job opportunities for persons with disabilities that guarantee their independence and inclusion as active members of society
- Achieving economic empowerment, sustainability, independence and career development through the access of all persons with disabilities to equal work opportunities and non-discrimination in employment
- Empowering persons with disabilities in the labor market in a way that guarantees their rights on equal basis with others
- Raising community awareness of the importance of employing persons with disabilities and planting confidence in their ability to integrate into organizations and various community facilities
- Guiding and directing families on the issue of employment of persons with disabilities in the public and private sectors
- Building and strengthening relationships with government and private organizations to train and employ persons with disabilities

Employment Program

The Employment Department provides services to job seekers with disabilities, pre- and post-employment support, vocational guidance and counseling, job readiness, providing training programs with different objectives, and practicing real field training in the workplace. Follow-up continues after employment. So, SCHS is working on:

- Preparing job seekers to be ready for the work environment and striving to acquire skills through the services provided by the Employment Department, including training courses,

skills development and career guidance.

- Encouraging job seekers and employees to develop and sustain their skills and career paths.
- Providing field training programs
- Provide support and guidance for career development and follow-up after employment

Training for job seekers

- Holding 5 workshops for (16) new job seekers, which included workshops on: skills for job interviews, CV writing, the art of etiquette and the art of dealing with others
- Providing 16 career counseling sessions for job seekers

Community partnership

- Attracting 11 governmental, semi-governmental and private bodies, strengthening partnerships with them, and providing advice and support to agencies and bodies regarding the employment of persons with disabilities.
- Providing a training workshop for some government agencies and private companies, in the presence of 27 male and female employees in various agencies and jobs.



The Section of Productive Projects

The Section of Productive Projects aims to be a model for a leading social enterprise to empower people with disabilities in the United Arab Emirates. SCHS provides vocational training and employment opportunities for people with disabilities. It seeks to enable them to accomplish their work in a typical work environment and developing the skills of talented people to produce luxury handmade and custom-made products in productive 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.

The section also 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.

Objectives

- Raising people with disabilities awareness
- Empowering people with disabilities to achieve a higher social status
- Supporting persons with disabilities to assume leadership roles in society
- Establishing a leadership model on best practices that any organization can adopt
- Encouraging persons with disabilities to develop their carriers through the center and other bodies.
- Increasing employment opportunities for people with disabilities in the UAE
- Inspiring other organizations to support the employment of people with disabilities



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

Productive Projects



Productive Projects

Sharjah City for Humanitarian Services pays great attention to making the most of the energies of students with disabilities and discovering their inherent capabilities in terms of providing an environment that encourages distinguished performance and stimulates creativity. It aims at seeking to support students to adapt and integrate into their environment and local community, familiarize the community with the roles and activities of the Persons with disabilities, build a new partnership with society and move from the stage of introversion to inclusion in a single society that only recognize the preference of work and productivity. The organization works to find productive cadres of girls and boys with disabilities who have the ability to learn, quickly acquire skills from their supervisors, and create a field for them to work. SCHS does that through a group of agricultural products at Al Zahia farm and sweets in Danat and Rofah bakery that students with disabilities work in. The organization is keen to provide all the requirements of health and safety standards for products and their compliance with the Sharjah Food Safety Program and the Emirates Authority for Standardization and Metrology.

Various copper products

Copper stimulates the flow of energy and enhance mental abilities. With each product, this energy will lead to the empowerment and encouragement of working cadres with disabilities who worked hand in hand to produce such handicrafts. It is beautiful because it is different. In it, there is a spirit embodied by their fingers that express their love.

- Book divider product: made of brass, silver or gold plated. The product comes in a variety of shapes, including: camel, palm, or fort, and comes in a small suede bag.
- Handmade bracelets made of braided threads interlaced with an elegant piece of copper, the map of the United Arab Emirates
- The brooch, by magnet or pin, with a map of the UAE.
- Any other products manufactured upon request, (eg medals).



Copper book divider product models



Danat Sweets Bakehouse

It includes many types of sweets, cakes, biscuits, maamoul and walnuts. They are made by the hands of persons with disabilities, under the direct supervision of production technicians and craftsmen, who have great experience in these products.

Some types of maamoul and cake made from the finest ingredients, with Nutella, dates, sesame, pistachios, walnuts and fruits



FAN AL DARZA for Sewing and Embroidery Project

It is one of of SCHS's projects in Khorfakhan. SCHS established it on 27 December 2018. The project aims at achieving economic support and empowerment for workers with hearing disabilities in the field of handicrafts and mechanical works. Girls with disabilities carry out Embroidery and sewing works under the supervision of their mentor.

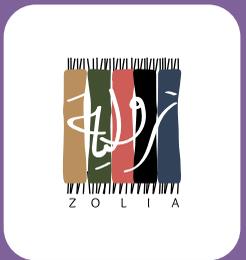


Samples of FAN AL DARZA products



ZOLIA Project - Emirati product with a modern and innovative character

Weaving carpets called in the local language (Zolia). SCHS students produce them in different sizes that suit the needs of the consumer, using raw materials for weaving carpets such as looms and yarns, and recycled fabrics of cotton and other types. People use them for many purposes in the home or in different places. Some people like to sit on them or add an aesthetic aspect to the place such as placing it on the wall or decorating the house. As for the small sizes, students can use them in more than one area, such as dividers for books, cup stands, some electronic devices, and many uses preferred by the consumer



ZOLIA Project product models



Al Zahia Farm

Sharjah City for Humanitarian Services opened Al Zahia Farm for Organic Agriculture in 2014 in its branch in Khorfakhan. It is one of the productive projects of the Masarat Center for Development and Empowerment within the branch. It aims to empower people with disabilities economically. The farm offers organic, chemical-free products by students with disabilities and the highest standards and specifications for agricultural products, and has a COOP Certificate of Organic Product - from the Emirates Authority for Standardization and Metrology and a facility card licensed by the Ministry of Agriculture and Climate Change. SCHS depend on 12 outlets in the Emirate of Sharjah and its regions for the external marketing of agricultural products, which are popular among community members.



the Art for All Center

Artworks from the artists of the Art for All Center - Falaj of Sharjah City for Humanitarian Services. It hosts large elite of artists with disabilities, whose artworks include a range of creativity and inspiring abilities.



Annual awareness campaigns and events for the rights of persons with disabilities and their inclusion into society for the year 2020-2021

Based on the keenness of Sharjah City for Humanitarian Services since its organization 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 in their communities.

During the year 2020-2021, despite the conditions of the Covid-19 pandemic, SCHS did not stop providing its services, its annual awareness programs and events for students with disabilities, their families, and the community in general.

10 REDUCED INEQUALITIES



To enable persons with disabilities from obtaining their rights and raise people's awareness of the importance of their acceptance and equality with their non-disabled peers



Down syndrome Virtual Seminar October 31, 2020



Raising-awareness of the International Day of Occupational Therapy under the slogan "Reimagine doing" October 27, 2020



International White Cane Awareness Day October 15, 2020



Raising-awareness of the World Physiotherapy Day under the slogan "Long-Term Covid-19 & Rehabilitation" September 8, 2020



Sanabel Al-Mahabah Festival February 10, 2021



Raising-awareness of Inclusive Education Month February 2021



Kashta Winter Program during the mid-year vacation from December 13-31, 2020



International Day of Persons with Disabilities under the slogan "Not all disabilities are visible" December 3, 2020



Early Intervention Awareness Week "Team and Bridges" November 22-26, 2020



Assistive Technology Awareness Month November 2020



46th Arab Deaf Week Forum "Let's Have a Conversation" April 27, 2021



The closing ceremony of the activities of SCHS the Play (Exit- 4 July 2021)



The virtual seminar for the World Autism Spectrum Disorder Day under the slogan "Be Kind to the Blue" April 2021



The International Music Therapy Forum under the slogan "Inspirational Steps" March 6-7, 2021



World Hearing Day 3 March 2021



The second Camp for Self-Advocacy to contribute to their inclusion, advocacy and empowerment February 18, 2021



Summer Caravan from 11 July to 5 August 2021



The virtual forum for artificial intelligence and the latest features of existing technology June 8, 2021



Al-Manal Forum (Simply... Easy Read & Disability) May 25-26, 2021



Raising-awareness of the International Day of Accessibility May 5, 2021



Hearing Awareness "Better Hearing & Speech Month" May 2021

Together towards Sustainable Leadership

Sustainability Report 2020



The most important achievements and development in internal operations for the year 2020-2021

Based on the efforts of Sharjah City for Humanitarian Services to improve the internal operations, organizational culture and performance, the organization and its employees paid great attention to ensuring compliance and compatibility with the strategic direction of SCHS to become a leading organization. The Organization wants to have high efficiency in providing services at international levels that achieve the interests and needs of all beneficiaries and stakeholders. SCHS keeps pace with the increasing social issues and risks in the community and the design and implementation of services and programs to confront them effectively. In addition to meeting the growing and continuous needs, aspirations and expectations on the part of the beneficiaries. Sharjah City for Humanitarian Services has adopted several mechanisms and methodologies, focusing on the following:

- Focusing on the benefit of the organization and the beneficiaries (internal and external) in all its operations and projects.
- Achieving greater flexibility with respect to all systems and processes and their control within the organization
- Maintaining making the customer the focus of attention.
- Learning about the best practices that enable the organization to enhance its strengths and deal effectively with possible improvement and development opportunities.

The most important achievements in planning and follow-up for the year 2020 - 2021

Sustainability Report 2020

- Issuance and publication of the Sustainability Report for the year 2020 under the slogan "Towards Sustainable Leadership". SCHS published it on the GRI website in accordance with the principles of Sustainability Reporting



Seek to create accessible educational, practical, and residential environments with the aim of facilitating access for persons with disabilities, and providing a safe and inclusive environment for all and achieving their inclusion in their communities

(GRI) in English

The report was published on the Sharjah City for Humanitarian Services website in Arabic and English www.scha.ae, and circulated to stakeholders

Achievements of monthly, quarterly and annual plans and reports for the year 2020-2021

Completion of 25 annual operational plans and monthly, quarterly and annual reports for the year 2020-2021 according to the balanced scorecard, including performance indicators and annual targets at the level of all educational, rehabilitation, administrative and technical departments. The following plans explain their content



The most important achievements of projects, services and programs during the year 2020-2021

- Policy, Objectives and Framework for Risk Management: The policy and objectives of the Sharjah City for Humanitarian Services have been set in managing risks efficiently and effectively. It aims at regulating the optimal use of the organization's resources available at various levels. Ensuring everyone's commitment towards organizational risks.
- Diversity and Cultural Efficiency Policy and Plan: The general framework document for the policy and procedures for the principles of diversity and cultural competence of Sharjah City for Humanitarian Services aims to encourage dialogue and cultural communication. It aims also at developing interaction and support for respect between cultures, building bridges of cooperation and exchanging experiences at the local, regional and global levels.
- Data Coding System: This methodology seeks to simplify practices and make them accessible to everyone in order to ensure consistency and effectiveness and to constitute a reference source to be activated on the ground in Sharjah City for Humanitarian Services.
- Electronic transformation in the internal processes of human resources: The electronic transformation and internal development in the human resources department in the organization aim at facilitating the flow of information, activating operations and shortening the time. The self-service system achieved a comprehensive automation of operations
- Establishing a Self-Advocacy Unit: As part of keeping pace with the city's work in the field of self-advocacy, and for the purposes of organizing these efforts, the city approved the organization of a Self-Advocacy Unit. The city added the Unit to the Department of Educational and Rehabilitation Services.
- The therapy center was opened in the Kallba branch: it aims to provide diagnostic, therapeutic and rehabilitative services to the beneficiaries in the city of Kallba

Preparing and updating procedural manuals for the progress of operations and programs



Design Guide for Centers, Schools and Branches in SCHS First Edition 2020



Human Resources Self-Service System Manual



Handbook of Accidents and Epidemics - October 2020



Executive Regulations for Human Resources SCHS 2020



Home guide for families of children with developmental disabilities during the period of the emerging corona virus Covid-19



Guidelines and Procedures for Normal Return to Work second Edition August 2021



Guide to dealing with positive cases and contacts - February 2021

Developing of the information infrastructure

Sharjah City for Humanitarian Services is keen to upgrade the management of information technology and services provided to employees and beneficiaries 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 2020 -- 2021

Infrastructure improvement

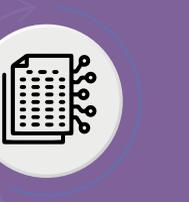
Providing backup copies and activating the unified archive on the central storage devices in SCHS by 90% for departments, centers and schools



Raising the efficiency of computer hardware through hardware maintenance, installing updated software, in addition to upgrading 105 computers.



Follow-up to activate and update the distance-learning platform for parents and students during the pandemic



Activating (My Data) system with updates (for the main centers, support centers and the Therapy Center) by 100%.

Building a donation site and activating the electronic payment gateway (not yet published)



Raising the efficiency of wired and wireless internet speed, while enhancing the security of browsing operations through the updated firewall. Upgrade 105 computers.



Upgrading and modernizing the central server systems of the information center





Protecting our environmental resources and providing a sustainable environment

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 Organization also abides by all relevant environmental regulations and laws determined by the Government of the United Arab Emirates and Sharjah Municipality. These regulations set standards for controlling aspects of health, safety and environmental quality. 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 in three main areas: a clean environment, good health, the safety of beneficiaries and all stakeholders. 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.

Because of our practices, authorities did not record any environmental violation against the organization. We have not received any complaints regarding environmental matters. Now, we are working hard to measure environmental protection investments separately.

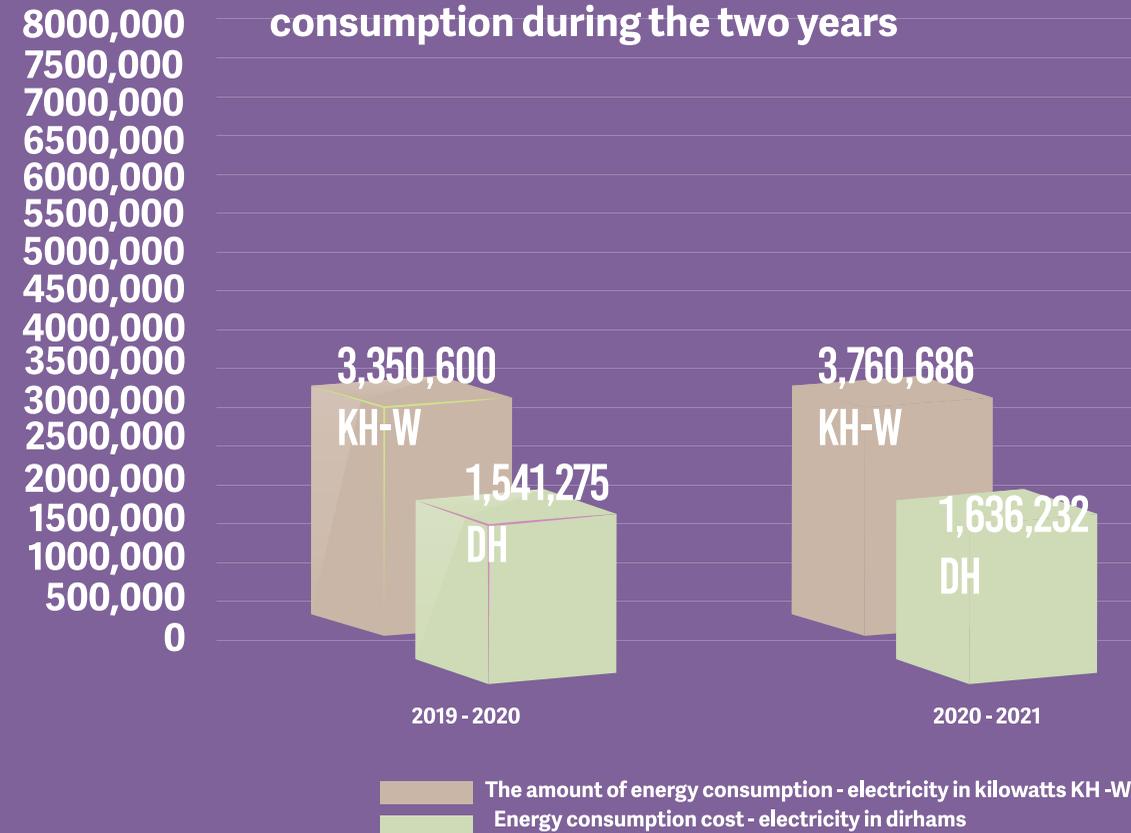
Energy and emissions

Our environmental initiatives include our carbon footprint and environmental footprint. We are keen to collect all the environmental statistics of the organization. This includes tracking our consumption of (electricity, water, paper and increasing the green area). We use two forms of energy: direct energy through fuel consumption by our buses, and indirect energy through energy consumption of electricity. We do not use fuel or gas for heating in our facilities. Below are comparisons of our consumption

Electricity consumption

In the graph below, we see an increase in electricity consumption by 11% over last year. The cost increased by 16% despite our commitment to reduce electric energy consumption. Due to the pandemic and the reliance on technology significantly in the achievement of remote work, it had an impact on the rise in consumption.

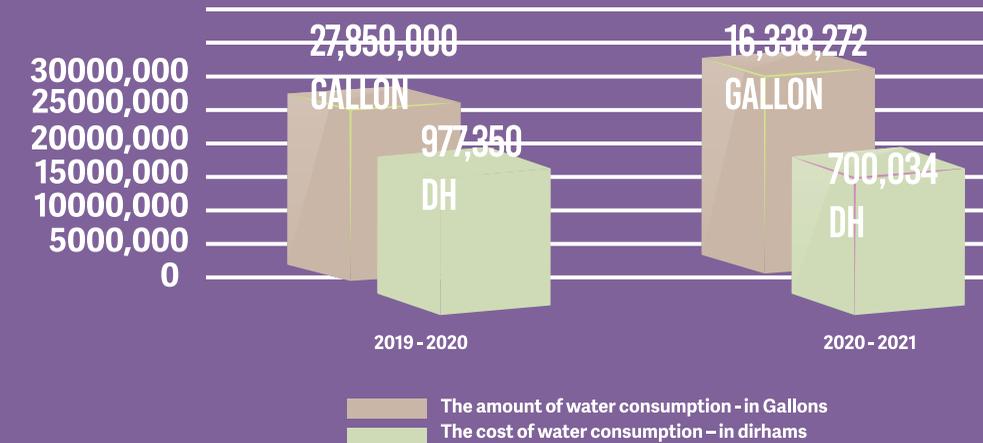
Comparison the amount and cost of electricity consumption during the two years



Water Consumption

As for water consumption, the amount of consumption decreased by 41% this year from last year and the cost by 28% due to the provision of a discount to the organization by the Electricity and Water Authority, as well as raising awareness among the work team in the organization of students and employees of the importance of rationalizing water

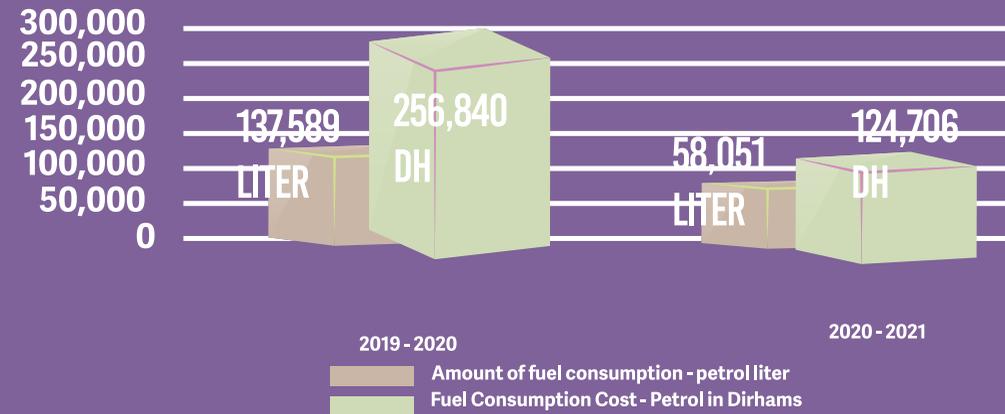
Comparison of the quantity and cost of energy-water consumption during the two years



"Fuel consumption" petroleum

Sharjah City for Humanitarian Services has great care in reducing gas emissions by reducing fuel consumption. The city dispensed the use of diesel buses this year in order to reduce the effects of emissions and pollution. The amount of oil consumption has decreased to 49% compared to last year. Moreover, the cost has decreased by 42 %, It is due to remote work and education due to the pandemic.

Comparison of the quantity and cost of fuel consumption-petroleum during the two years



Measuring (indoor air quality, noise intensity, and lighting intensity) in the organization's facilities

Sharjah City for Humanitarian Services is keen to provide a healthy, clean and safe environment for students in the classrooms and all educational, rehabilitation and administrative facilities. SCHS cooperates with the Environmental Services Department in Sharjah Municipality to measure the intensity of noise and lighting, in some schools and workshops in the organization using an indoor air quality-measuring device. SCHS wants to determine the environmental situation and to ensure a healthy and safe environment for the beneficiaries. The results of all measurements were within the permissible limits in accordance with the federal law of the United Arab Emirates

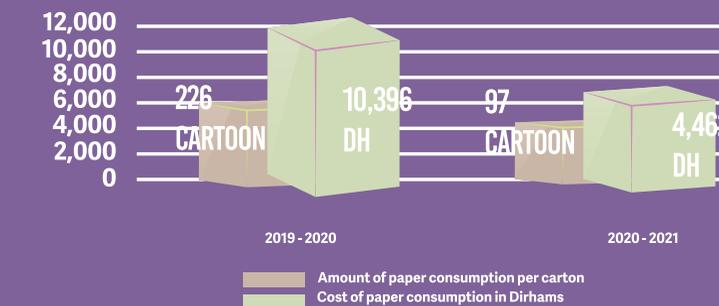
Paper consumption

Sharjah City for Humanitarian Services seeks to go to a paperless environment. SCHS prepared a methodology to provide new central printers with options for setting digital passwords to reduce the large number of printed papers. This has had an impact on the reduction in paper

consumption this year by 43% and the decrease in cost by 43% also. The graph below shows the statistic of paper consumption and cost. The city made its employees aware throughout the year of the importance of reducing paper consumption through the following means:

- Use of e-mail
- Printing on both sides of the paper
- Providing a single printer that several departments use, which leads to reducing ink and paper consumption
- Replacing old printers with new, centralized ones with digital password setting options, helping to reduce large numbers of printed papers.
- Providing guidelines that will consolidate the value of participating in the Paperless Day initiative

Comparison of the amount and cost of paper consumption during the two years



Environmental Biodiversity

Sharjah City for Humanitarian Services owns lands in the Emirate of Sharjah and its regions with land area of 2,285,481. 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 the year 2020 – 2021 is (2, 45,220 m), with an increase of 26% during this year



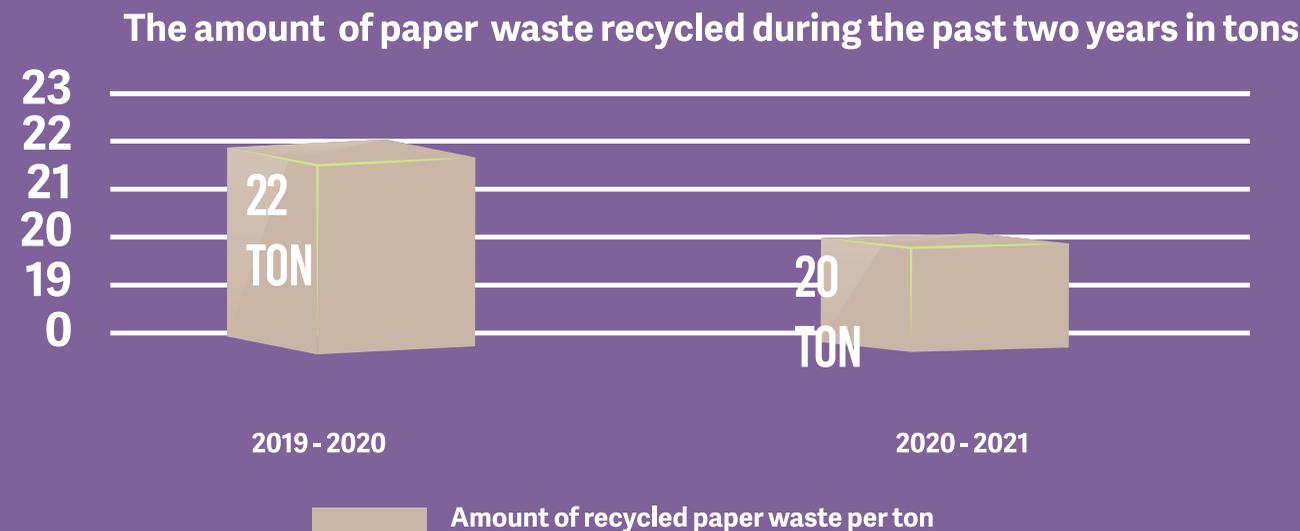
compared to the last year in which the amount of the green area was (28,873 m²). The reason for the increase is due to the organization's keenness to provide the green space. SCHS does this to achieve various positive health effects. Studies proved that it includes improving mental health, mitigating the effects of climate change and reducing air pollution and external emissions. The green spaces help to reduce exposure to a major non-communicable disease pathogen

A comparison of the green area per square meter at the level of the organization and all its centers, schools and branches during the two years (in square metres)



Environmental waste recycling

Sharjah City for Humanitarian Services is committed to improving its ecological footprint and focuses on 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. In our endeavor to achieve environmental sustainability, we have implemented several waste disposal and recycling initiatives in cooperation with Bee'ah Organization. The total waste recorded this year has reached 20,000 tons of paper waste. Sharjah City for Humanitarian Services participated this year in the recycling competition organized by Bee'ah for Schools and won the second place for collecting paper waste that Bee'ah recycled. The following graphs show a comparison of the percentage of waste collected from the organization and recycled in the past two years:



Environmental campaigns and initiatives

Sharjah City for Humanitarian Services is making 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. The Organization encourages the adoption of healthy environmental practices, whether in the work environment, at home or on the street. The Environmental Awareness Association, which the organization established in 2007, does this. 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 develops the annual operational plan periodically, which includes objectives and performance indicators for programs and targeted projects that SCHS organizes to raise environmental awareness among stakeholders and partners. Sharjah City for Humanitarian Services is ensuring to participate in local, regional and international events, with the aim of improving the environment for people with disabilities, and joining memberships and partnerships in joint projects with government and private agencies. The Organization participated in many events and activities. It includes (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. The Organization also participates annually in judging panels for environmental and sustainable development awards such as (Sustainable Green Schools Award and Schools Award for Environmental Excellence). All these participations aim emphasizing that the importance of preserving the environment is the responsibility of all individuals and organizations.

Procurement and supplies

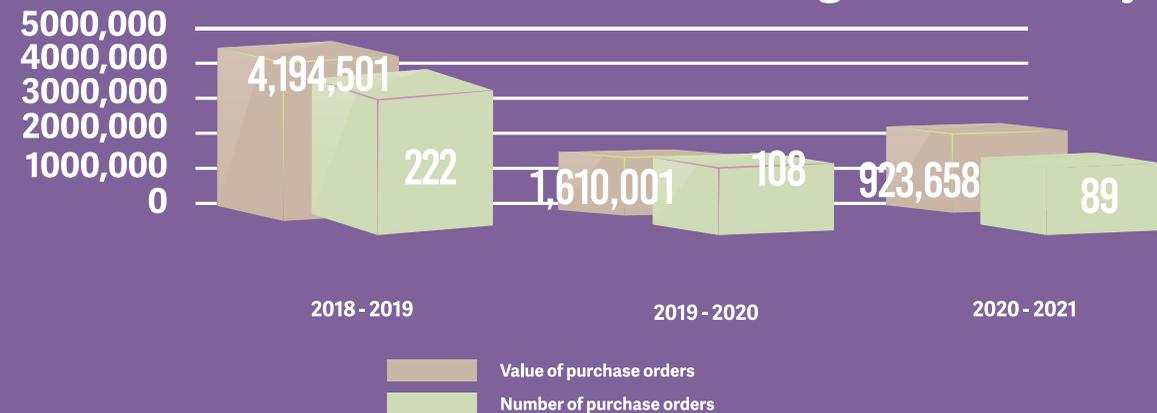
Sharjah City for Humanitarian Services' Procurement Chain includes a framework for supplying policy. This comprehensive framework includes a matrix to regulate the procurement mechanism for the organization and provide work requirements with quality and good specifications required to maintain the level 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. During the year 2020-2021, SCHS renewed contracts with suppliers. We renewed 8 contracts, and signed 3 new contracts for cleaning, maintenance and guarding.

Comparison of the statistics of registered suppliers during the last three years



Comparison of the statistics of the number of purchase orders and their value in dirhams during the last three years



Our social responsibility is an approach to sustainable development

Our social responsibility

In Sharjah City for Humanitarian Services, we realize the importance of continuing to participate and cooperate with the main relevant parties wherever we do business. We are also committed to achieving benefits for stakeholders. In addition, we seek, through our social responsibility programs, to support social sustainability in all the sites in which we work.

Sharjah City for Humanitarian Services also 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 civil organization in the field of advocacy, inclusion and empowerment of persons with disabilities. This leads us to affirm constantly that our surrounding community and the environment in which we work in receive a great deal of benefits and advantages that are useful to everyone because of the responsible and mature practices that the city undertakes in its field of competence. The availability of a strong and well-established CSR management system ensures the core sustainability performance across all activities of the city. In order to achieve a balance between its economic, social and environmental values, and to enable sustainable growth for our organization and for our stakeholders and society in general alike.

Sharjah City for Humanitarian Services pays great attention to strengthening partnerships and agreements with various bodies from inside and outside the country, organizing programs, events, training workshops, conferences, major activities, visits and participations. This is happening in addition to evaluating the impact through modern social media such as Facebook, Twitter, Instagram and YouTube. The following is a summary of the achievements in the field of social responsibility during the year 2020-2021.



Strengthening local, regional, and international partnerships, agreements and memberships to achieve our ultimate goal of building a sustainable community for persons with disabilities in the UAE



Agreements, memoranda of understanding and partnerships concluded during the year 2020-2021

Sharjah City for Humanitarian Services is keen to strengthen targeted partnerships by signing agreements to achieve the desired goals for the benefit of all parties. SCHS signs new agreements and partnerships every year. It updates the necessary ones. The organization currently has 38 agreements and memoranda of cooperation with the authorities from inside and outside the country, including 12 new agreements and memoranda of cooperation. New ones signed during the year 2020-2021, include the following:



Cooperation agreement with Al Dhaid City Municipality for cooperation and partnership in sports, cultural and social services January 10, 2021



Update of the cooperation agreement with the University of Sharjah for cooperation in the academic, research, training and diagnostic fields December 8, 2020



Cooperation agreement with Rawabi Emirates Company to support services provided to people with disabilities October 15, 2020



Cooperation agreement with the Sharjah Education Council to develop health services for students through the Nursing Department September 22, 2020



Cooperation agreement with the Innovation Box to provide online store services September 21, 2020



A contract with Excellence Training & Consulting to prepare a strategic plan for SCHS for a period of ten years, April 15, 2021



Cooperation agreement with the Kallba Sports and Cultural Union Club for cooperation and partnership in sports, cultural and social services March 24, 2021



Cooperation agreement with the municipality of Kallba for cooperation and partnership in sports, cultural and social services March 24, 2021



Cooperation agreement with Al Ihsan Charity Association to support services provided to people with disabilities February 3, 2021



Al Dhaid Cultural and Sports Club Cooperation Agreement for Cooperation and Partnership in Sports, Cultural and Social Services January 12, 2021

Cooperation agreement with the General Administration of National Charitable Schools April 1, 2021



Cooperation agreement with the University of Sharjah - Kallba Branch to support services provided to people with disabilities March 24, 2021

Memberships

Sharjah City for Humanitarian Services has committed itself since the beginning of its work in 1979 to achieve sustainability in its services and even continuously develop this concept. Sharjah City for Humanitarian Services is a member in many local, regional, and international organizations. These memberships serves SCHS very well. The number of memberships has reached (16) at local regional and international levels, including previous and active memberships:



Regionally



International



News achievements for activities and events during the year 2020 - 2021

News of the participation in the various awards and competitions at the level of the organization, departments and students

News of the signing of cooperation agreements

News of visits and participation in community events

News of services, programs and activities

Health, peace and education news during the COVID-19 pandemic

News of organizing annual informative events



Posts and followers on social media during the year 2020-2021

Social media followers
46,566 followers on Instagram,
Facebook and Twitter



Posts in social media
posts on Instagram, Face- 1037
book and Twitter

The most important visits for the year 2020-2021



Visit of the delegation of the Saudi cultural attaché 10/6/2021



Visit of the delegation of the Sharjah Academy of Performing Arts



The visit of the artist Najat Makki to the Falaj Center 11/29/2020



The visit of the artist Matar bin Lahej to Falaj Center 11/23/2021

Achievements of Al-Manal Electronic Magazine An introduction to Al-Manal magazine

Al Manal Magazine is a monthly-specialized publication issued by Sharjah City for Humanitarian Services since 1987. It aims at educating the Arab family, providing it with information, theoretical, and applied knowledge as well as training programs and raising their health awareness. Her Highness Sheikha Jameela bint Mohammed Al Qasimi, Director General of SCHS, is the Editor-in-Chief of Al Manal Magazine. SCHS later issued the magazine electronically since March 2012 with the aim of expanding and spreading and reaching the largest possible audience provided by the electronic network and its applications. SCHS has been issuing the magazine electronically to date.

Vision:

A comprehensive vision of a conscious society

Mission:

Taking care of the affairs of persons with disabilities and their families in the United Arab Emirates and the Arab world

Objectives:

- Raising awareness of the Arab family and providing it with information, theoretical and applied knowledge, training programs, and health and preventive awareness
- Interest in providing consultations and scientific studies in everything related to family upbringing and community development
- Shed light on the issues of women, children, people with disabilities, their parents, and the laws related to them



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دمج الطلاب ذوي الإعاقات الشديدة والمتعددة

فى: أبريل , 2022 فى: بحوث ودراسات

إعداد: وائل أحمد علام wael.allam@schs.sharjah.ae لم يعد حق الطلاب ذوي الإعاقة في الدمج داخل الصفوف النظامية محل نقاش أو جدل داخل الأوساط العلمية و التربوية على أقل تقدير، وعلى ص... اقرأ المزيد



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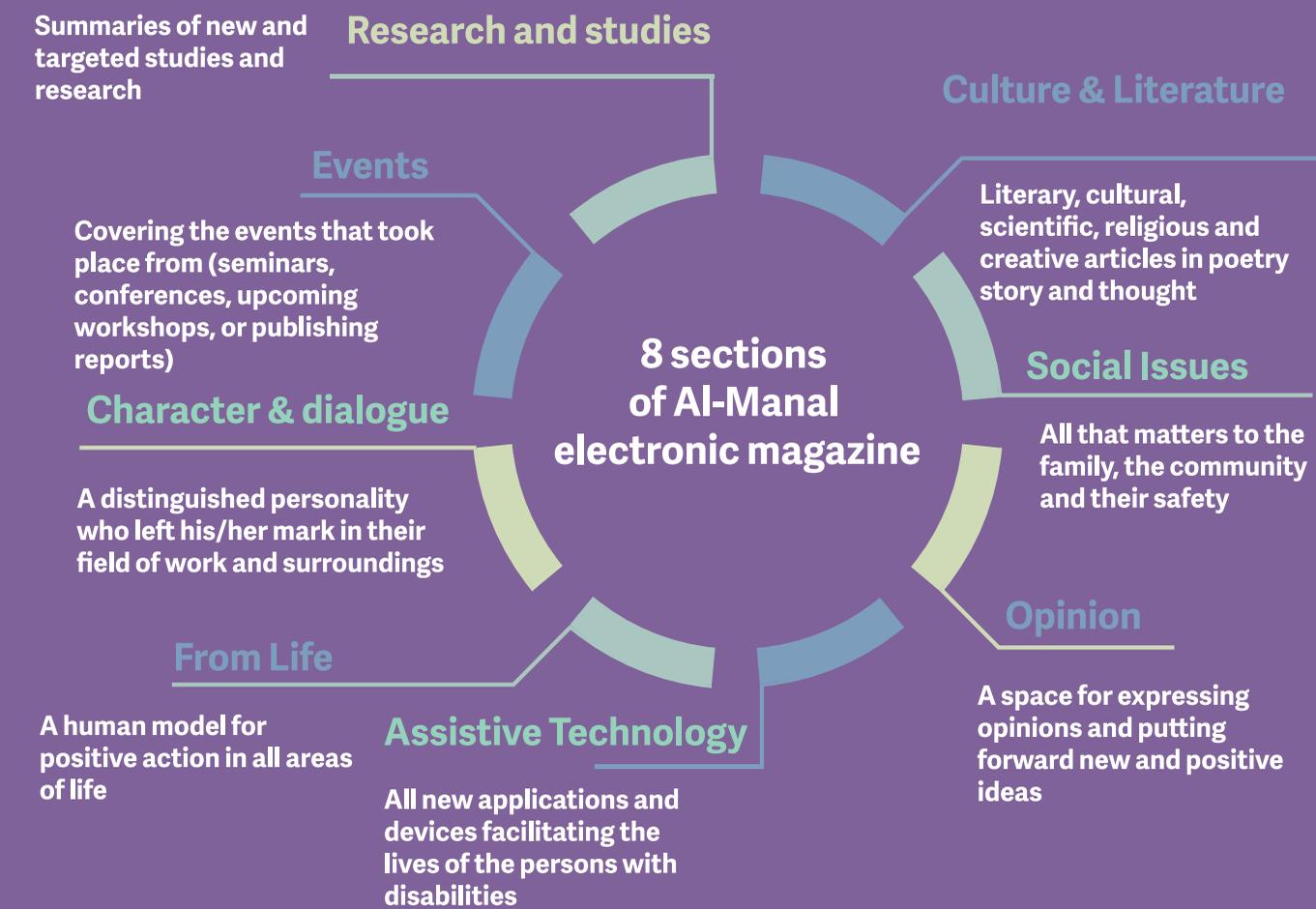
أثر الإرشاد المهني في خفض القلق حول المستقبل لدى أسر الأشخاص ذوي الإعاقة الذهنية

فى: أبريل , 2022 فى: بحوث ودراسات

إعداد: نوره سعد الثبيتي norahh6665@gmail.com تطمح أسر الأشخاص ذوي الإعاقة الذهنية أن يصبح أبنائها أفراداً ذوي مكانة في المجتمع، فالأبناء هم المرأة التي يرى فيها الآباء طموحهم، ومشروع المستقبل... اقرأ المزيد



Sections of Al-Manal magazine The main sections of Al-Manal magazine cover all topics of interest to the family in general, persons with disabilities and their families, namely:



The main achievements of Al-Manal E-Magazine for the year 2020-2021



Al-Manal E-Magazine competition

Objectives

- Working to attract readers and followers of the magazine and urge them to browse it and enhance their reading culture
- Motivating readers to participate in the competition, which will lead them to browse and read the magazine's chapters and benefit from the knowledge
- Opening new horizons for writers and specialists to contribute and participate in writing in the magazine
- The research team should be scientifically and cognitively supportive of Al-Manal magazine

The monthly issues of Al-Manal E-Magazine published seven competitions for the year 2020-2021
readers participated in the competition, most of them are new, and 10 of them won by 101 lottery

The winners of the monthly issue of Al-Manal E-Magazine during the year 2020-2021 from inside and outside the country

N.	الفائز	Country	Year	No.	Issue
1.	Ghadeer Refaat Hamamra	Jordan	2020-2021	9	Issue 346 January 2020
2.	Khair Muhammad Abdullah	Jordan	2020-2021	10	Issue 347 February 2020
3.	Hadeer Ibrahim Abdel Latif	UAE	2020-2021	11	Issue 348 March 2020
4.	Abdullah Mohammed Al-Menirawi	Palestine	2020-2021	12	Issue 349 April 2020
5.	Fahim Sultan Al Qudsi	Yemen	2020-2021	13	Issue 351 June 2020
6.	Najat Mohammed Al-Badrawi	Egypt	2020-2021	14	Issue 352 July 2020
7.	Tahani Hussein Saif Ahmed	Yemen	2020-2021	15	Issue 353 September 2020
8.	Rasha Samir Al-Hosari	UAE	2020-2021	16	Issue 354 October 2020
9.	Khaled Antar	UAE	2020-2021	17	Issue 355 November 2020
10.	Hana Mohamed Kamel Ayyash	Palestine	2020-2021	18	Issue 356 December 2020
11.	Fahim Sultan Al Qudsi	Yemen	2020-2021	19	Issue 357 June 2020

Our Capital... Our Human Resources

The Achievements of our Human Resources for the Objectives of the Annual Plan and its Alignment with the Sustainable Development Goals for the Year 2020 - 2021

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. The Organization 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. The organization 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. 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 organization this year, reaching 59 male and female employees, 9.2% of the total employees in the organization, and 639 male and female employees representing 23 nationalities from different countries of the world. All employees in the organization 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 2020-2021



Statistics of our human resources during the year 2020-2021



We can see in the above graph that there is a 4% decrease in the number of employees during the year 2020-2021, compared to the previous year, when the increase was 10%

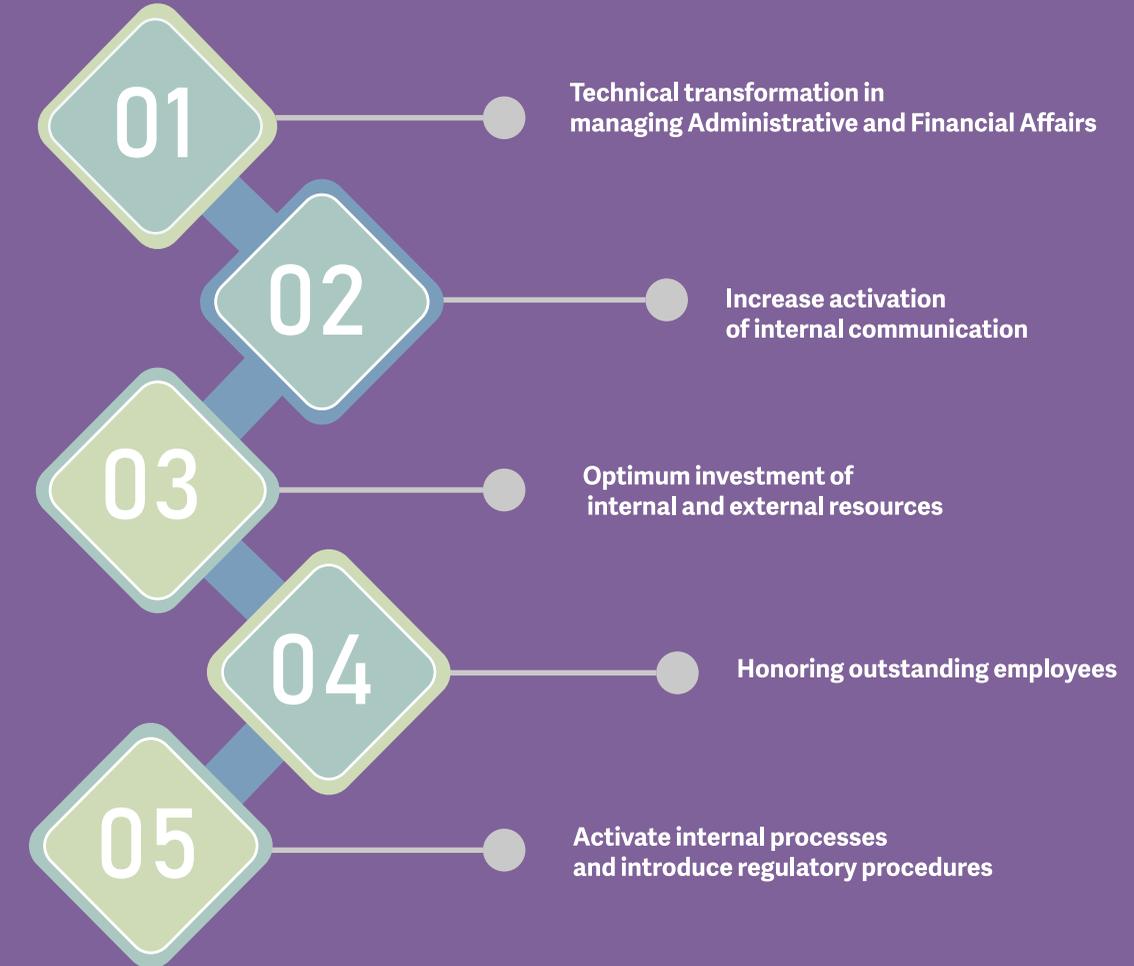
Comparison of the number and percentage of employees by gender during the two years



إحصائية مقارنة بعدد ونسبة الموظفين وفق الجنس خلال العامين



The most important achievements of human and administrative resources



Honoring outstanding employees for the year 2020-2021, numbering 34 employees from the administrative, educational, technical and handymen

موظفو مدينة الشارقة للخدمات الإنسانية المتميزون للعام الدراسي 2019-2020

مريم ليث مشارف وحدة الخدمات والمراجعة قسم الشؤون الفنية والمالية	نهلة حسن على شؤون عمال قسم الشؤون الفنية والمالية	هشام كرامي مشارف تقني إدارة العمالة	صفية محمد مشارف نظم المعلومات إدارة العمالة	حديقة باعكرمة مشارف الخطط والمشاريع إدارة العمالة - شعبة التخطيط والمصانعة
ياسمين حسن معلقة بركة إدارة الاتصال المؤسسي	أحمد خان المحاسب الأساتذة	أحمد العلي مساعد فني الأساتذة	علاء النجار محلل أنظمة قسم نظم المعلومات	منصور تاركوهي فني صيانة كمبيوتر قسم نظم المعلومات
مصطفى الضويبي معلم مركز شهادة التوحيد	محمد وليد الشمالي مشارف ترميم مطبخ مركز الشارقة للتوحيد	زينب أحمد حسين معلمة مدرسة وروضة الأمل للشمس	فيروز علي صقر معلمة مدرسة وروضة الأمل للشمس	أنس اللدعي معلمة مركز الفنون والتدريب الفني
يسرى عبدالعزيز مشارف ترميم مدرسة الوفاء للتربية الخاصة - فرع البصيرة	مريم القحطاني معلمة مدرسة الوفاء للتربية الخاصة - فرع البصيرة	هبة حسن معلمة مدرسة الوفاء للتربية الخاصة - فرع البصيرة	ليلى بلانجاس معلمة مدرسة الوفاء للتربية الخاصة - فرع البصيرة	كلود الجليبي معلمة مدرسة الوفاء للتربية الخاصة - فرع البصيرة
فراس الهنادة مشارف علاج وطبقي مركز العلاج الطبيعي والتأهيل	ياسمين تحسين مشارف علاج طبيعي مركز العلاج الطبيعي والتأهيل	عائشة المرزوقي معلمة مركز الفنون والتصانيع	منار رشيد مشارف علاج وطبقي مركز العلاج الطبيعي والتأهيل	حنان حيلزه معلمة مدرسة الوفاء للتربية الخاصة - فرع البصيرة
أمل الزعابي معلمة نفسي فرع خيما	فاطمة البلوشي معلمة اجتماعي فرع خيما	برديس الشربيني معلمة فرع خيما	فاطمة الطنجي معلمة فرع الخيما	شيماء الفيومي معلمة متدربة فرع الخيما
أشرف شايبان معلمة مركز الفن والتصانيع	مي عصام الدين معلمة مركز مهارات التلميز والتدريس	ماجد محمود سامي معلمة مركز مهارات التلميز والتدريس	ليلى حسن محمد معلمة فرع خيما	

The advantages that SCHS provides to its employees

Sharjah City for Humanitarian Services deeply assume its responsibility to provide a safe and positive work environment. It always strive to understand and respond to the needs and expectations of employees to ensure safe job stability, reward, respect, protection and transparency. We are also proud that employees come from different specializations, genders and nationalities. We are proud of our employees .We always strive to appreciate and reward them for their achievements appropriately. From this standpoint, we annually review the performance of employees to study the possibilities of promotion, salary increase and other benefits, in addition to updating the database with additional qualifications and certificates that they obtained to develop their career path. All employees in Sharjah City for Humanitarian Services have equal opportunities to benefit from all the additional advantages that the organization provides for its employees, including the following:





The most important achievements of 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 main pillars of its social responsibility

Professional practice & health safety

Sharjah City for Humanitarian Services commits to promoting professional practices, providing job stability in the work environment, ensuring employee comfort and providing benefits that make him feel safe. He can participate in social, cultural and environmental activities. He can hold annual meetings attended by the general manager and officials of each department in the organization to present their annual achievements of benefits to the sustainability of the organization

Sharjah City for Humanitarian Services was also keen to continue providing benefits to the organization's employees in spite of the repercussions of the Covid 19 pandemic. SCHS continued to provide Health insurance services. The number of beneficiaries for the year 2020-2021 has reached (852) employees and their families. To ensure the provision of care, the Organization was also keen to achieve and maintain the highest levels of social, psychological and physical fitness for employees in the fields of work, and to deliver informative lectures. SCHS aims at ensuring a safe healthy environment for employees. The following is a statistic for employees benefiting from health insurance for the year 2020-2021.

Human rights

Sharjah City for Humanitarian Services is fully committed to government policies and regulations for human rights. It also pays close attention to this aspect. It is one of the basic values of Sharjah City for Humanitarian Services. It includes respect for basic human rights, avoiding the support of forced labor. The organization also encourages anti-discrimination policy between employees and calls for gender equality. The Organization is also proud that it did not face any violations of human rights in the work environment. All employees of the organization enjoy equal opportunities to take advantage of the benefits offered by the Organization.

Comparison of the number and percentage of employees and their families who benefited from health insurance during the two years



Anti-Corruption

The approach taken in the internal and external oversight of Sharjah City for Humanitarian Services depend on protecting integrity and fighting corruption by creating a healthy and ideal work environment characterized by justice and transparency with the application of a legal framework and appropriate operational provisions that guarantee relevant legal and operational provisions. The results of oversight work are efficient and avoids considerations of discretion. Job integrity is among the ethical behaviors that characterize employees. The employee must follow ethical behaviors to perform the job duties honestly. Sharjah City for Humanitarian Services stands firm in combating manifestations of financial or administrative corruption in all its forms, and educating employees to ensure integrity and transparency in the work environment.

Principle of justice

Sharjah City for Humanitarian Services adheres to the principle of justice and accountability between employees of different nationalities, jobs, gender and educational qualifications. HR policies include principles of fairness and transparency. The organization is ensuring to embody the principle of justice in the work environment in terms of providing opportunities for participation and expression of opinions to employees. SCHS aims at establishing an organizational culture based on excellence and organizational ethics and achieve a

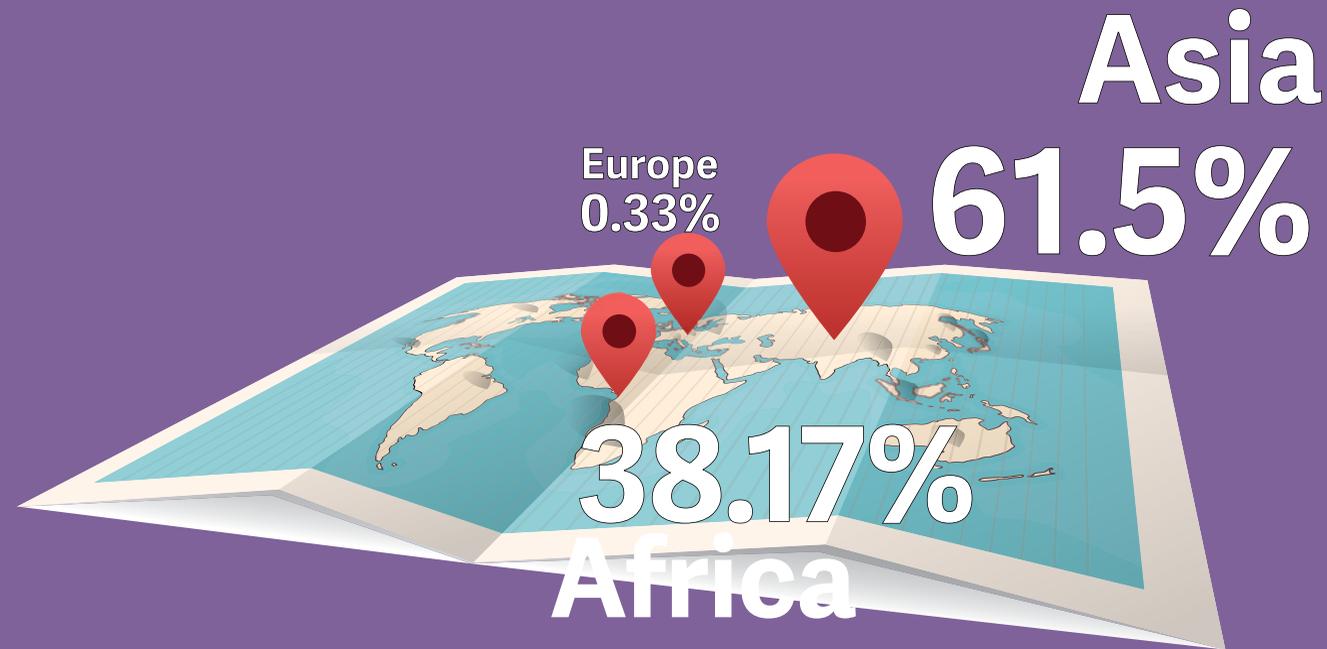
comprehensive integrity in the organization. The Organization is also proud that it has not faced any cases of discrimination, and all employees in the Organization enjoy equal opportunities and benefit from its advantages.

Principle of justice

Since its establishment in 1979, 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 (638) 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 69% and males 31% of the employees.

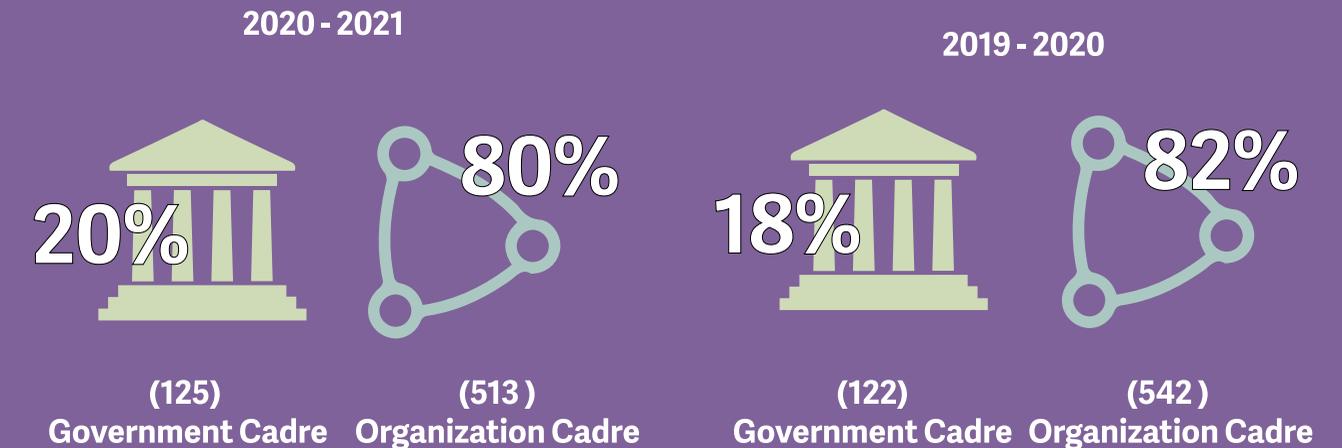
Employees of different genders and nationalities occupy various positions, including 17.58% in the category of administrators, 40.5% in the category of teachers, and 19.12% in the category of specialists and 22.8% in the category of professionals. Sharjah City for Humanitarian Services is proud of its 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 2020-2021

Distribution of the percentage of employees according to the geographical region of the continents of the world



Promoting Emiratization

The organizations policy focuses on employing citizens and investing in local capabilities. The percentage of citizen employees has reached 19%, with 1% increase than last year. The employee wages policy depends on knowledge, qualifications and experience of employee, and does not depend on discrimination by gender between them. We are proud to increase the percentage of our citizen employees at all levels to support the state's orientation towards the Emiratization of jobs. The following is the statistics of employees according to cadres.



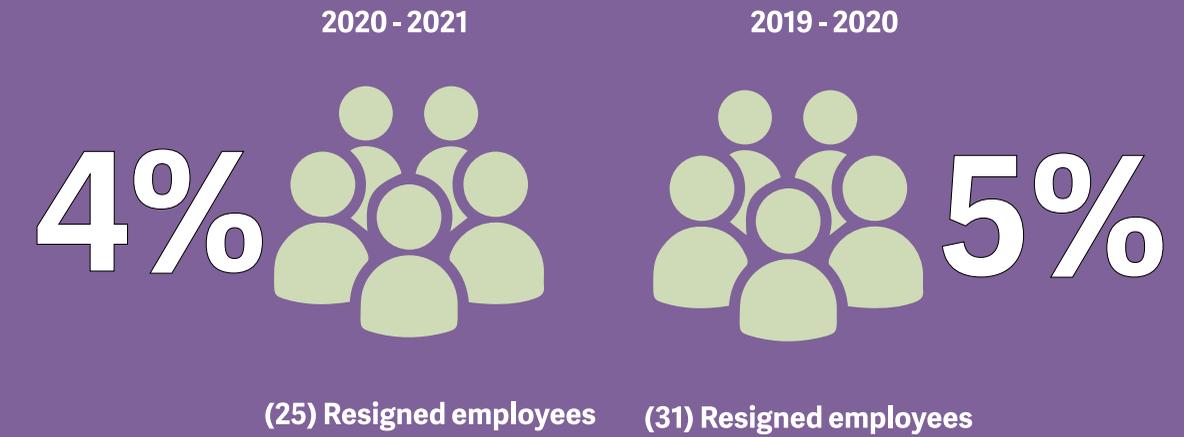
Comparison of the number and percentage of employees according to the cadre during the two years

Career rotation

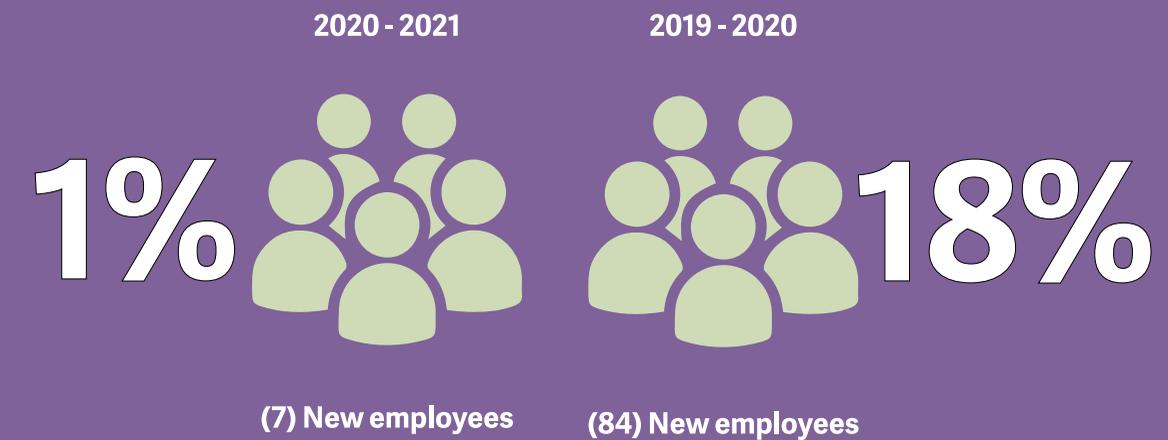
The total percentage of employee turnover in the Organization this year was 4% compared to last year, where the rate was 5%. On the other hand, the percentage of new employees during this year has reached 1%, due to the pandemic conditions. SCHS reduced appointments during the pandemic. The following is a comparison of the number and percentage of resigning and new employees during the two years



Comparison of the number and percentage of employees who resigned during the two years

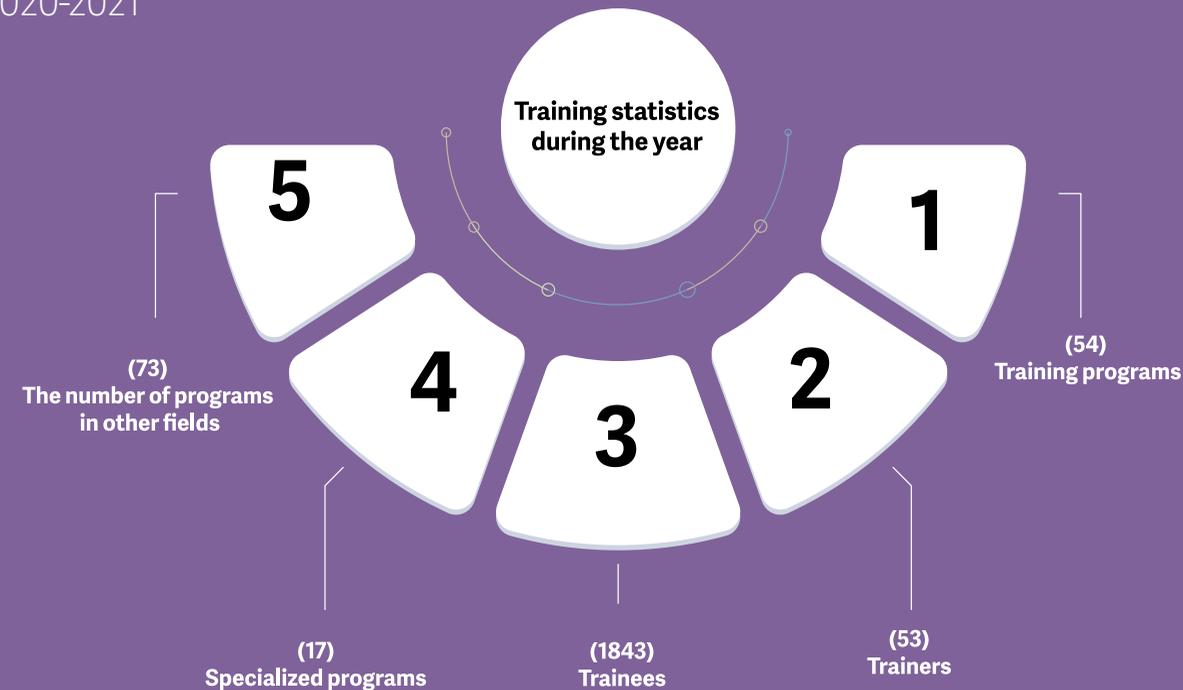


Comparison of the number and percentage of new employees during the two years



Training and development

Training and developing employees' skills are the most important element of empowerment in the process of organizational development in Sharjah City for Humanitarian Services. The organization gives it great care because it aims to raise the efficiency of its human capital who are responsible for its performance, which is a top priority. Training is a strategic choice for any entity looking to prepare employees who are capable of meeting business needs and keeping abreast of developments and rapid changes happening in work techniques. The organization is aware of the great importance of training in view of the new knowledge that the employee gains in terms of skills required for his profession. He would know about the best solutions to the problems he faces during his work, which enables him to perform more of the tasks assigned to him without making mistakes. This enables the organization from reaching the desired level of advancement. The following are the statistics of training programs and achievements during the year 2020-2021



Training Center achievements

- Introducing new and quality programs such as the Easy Read program and protection from abuse
- Attracting trainees from different countries as a result of virtual training, such as (Saudi Arabia, Egypt, Palestine, Brazil, Australia)
- Preparing a new logo for the Ajad Training Center
- Cooperation has been made with Ajman University and the Hashemite University in Jordan
- 21 female students from 5 academic organizations and bodies were received for field training in the various schools and centers of the Organization

Specialized Programs

The annual training program for music therapy was held for the seventh batch of the organization including 12 employees, in cooperation with the University of Ewha in South Korea, during the period from February 3 to July 6, 2021, and the seventh batch was graduated

A remote professional diploma was held to prepare a special education teacher with the participation of 22 trainees from inside and outside the organization during the period from 1/2/2021 - 31/3/2021 remotely in cooperation with Ajman University

The Leiter-3 scale training was held with the participation of 17 trainees during the period from 15-18/2/2021, in cooperation with the Bana Center in Jordan.

A course for preparing Easy Read documents was held remotely, with the participation of 20 external trainees, in cooperation with trainer Martin Dobson Easy Read, during the period from 10/14/2021-11/11/2021.

-



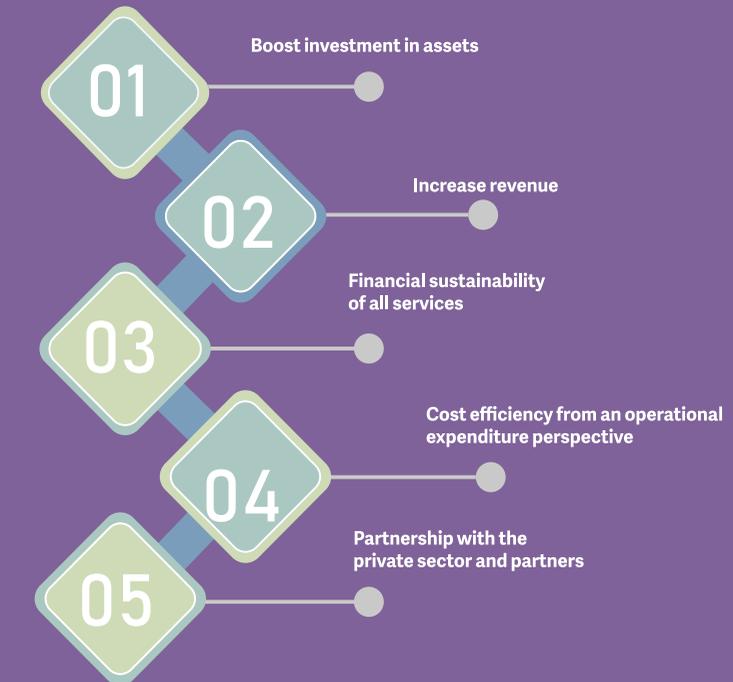
Group photo of the seventh batch of graduates of the Music Therapy Program.

Sustainability of our financial resources

Financial sustainability

Sharjah City for Humanitarian Services benefited from the developments witnessed by the UAE society in the past few decades. SCHS launched and pushed towards adopting a set of initiatives that guarantee a better future for people with disabilities. This would achieve the principle of sustainability regardless of the fluctuations and decline of economic conditions. So that neither the service provider nor the beneficiary is affected. Investment development was one of the best sources of rent development to ensure the achievement of the principle of sustainability and continuity for a civil social organization such as the Sharjah City for Humanitarian Services. Sheikh Mohammed al Qasimi, Member of the Supreme Council and Ruler of Sharjah directed more than once to the need to find projects and stable sources of income that make the principle of sustainability in the provision and development of services an achievement.

Achieving the principle of financial sustainability





The investment strategy of SCHS

01

Investment vision

Determine the direction and overall ambition of the investment strategy

Investment goals

1. Make a better investment
2. Increased operating surplus from operations
3. Provide balanced financing

02

03

Strategic investment programs

1. Operational efficiency
2. Financing alternatives
3. Real estate projects
4. Investment opportunities
5. Ads
6. Consulting Services
7. Technical solutions

**Sharjah City for Humanitarian Services follows the following procedures to ensure transparency and financial responsibility according to the following:
First, the financial responsibility**

The Financial Affairs Department in the organization issues two types of financial reports: the final accounts report and the financial performance report that analyzes the approved budget compared to the actual expenses, in addition to the organization's policy that emphasizes the need for annual financial reports, organization's budget, including imports, which are audited by an external party. The expenses are subject to auditing by the Sharjah Finance Department and the International Company for Auditing and Accounting Talal Abu Ghazaleh and International Partners. The organization also applies several measures to ensure that the funds are spent effectively and within the framework of the specified budget, which is subject

to review and update periodically.

Second: Financial auditing

Sharjah City for Humanitarian Services includes a well internal audit system whose goal is to provide reassurance and confidence in financial management. This system is responsible for evaluating the annual risks at all levels of programs and services implemented by the organization, while covering several aspects including schedule, information, performance, financing and information of human resources, and other audit related matters that occur every year.

Third: Audit and financial control procedures in SCHS

Sharjah City for Humanitarian Services attaches great importance to the process of auditing and accountability. The Organization provides regular reports to the General Secretariat of the Executive Council and the Financial Department, the Office of Control and Regulation in the Financial Department in the Government of Sharjah, on its financial performance, to ensure the disclosure of financial performance in the form of an appropriate, reliable and transparent mechanism.

- **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.

Zakat Campaign

SCHS has been organizing its annual Zakat Campaign since 1989 in the holy month of Ramadan. The campaign aims at covering school fees for students with disabilities who are in need and whose parents are unable to pay the fees. In the year 2020-2021, SCHS organized

the campaign under the slogan (Your Zakat for Our Education) to collect alms and zakat funds from benefactors, donors and supporters. It aims at covering students' fees and ensuring their continuity in the educational and rehabilitation process. The Organization was keen to continue its services to educate persons with disabilities under the conditions of the Covid 19 pandemic depending on the advanced strategy that it has planned for educating people with disabilities (remotely) through educational and training platforms

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:



Comparison of revenues and expenses for the years 2019 - 2020 / 2020 - 2021

Statement	Total expenses and revenues for the year in UAE dirhams 2020 - 2019	2021 - 2020
Sharjah Government Donations	42,799,810	43,825,622
Donations of organizations and individuals in-kind donations	3,812,638	2,321,268
Revenue from fees and transportation	442,252	353,541
Revenues from activities, events and others	17,171,797	27,498,870
Investment department support	5,415,316	2,186,422
total amount	72,141,813	78,685,723
Salaries	82,534,448	83,399,191
Other expenses	6,780,837	5,766,608
Depreciation	2,167,746	1,612,203
Total current expenses	91,483,031	90,778,002
net (profit - deficit)	(19,341,218) Dirhams	(12,092,279) Dirhams

Our finances		
Indicator	Total financial resources in dirhams	
	2020 - 2019	2021 - 2020
Total annual revenue (in UAE dirhams)	772,141,813	2021 - 2020
The annual budget received from the government (in UAE dirhams)	42,799,810	78,685,723
Cash donations from organizations and individuals (in UAE dirhams)	3,812,638	43,825,622
In-kind donations from organizations and individuals (in UAE dirhams)	442,252	2,321,268
Revenue from other activities	7,915,646	353,541
Covering the fees of eligible students from the Zakat Fund (in UAE dirhams)	7,674,667	4,686,422
Fees and transportation from parents, authorities and the Emiri Diwan	9,496,800	7,538,690
Annual expenses (in UAE dirhams)	89,315,285	19,960,180
Net (profit - deficit) (in UAE dirhams)	(17,173,472)	89,165,799

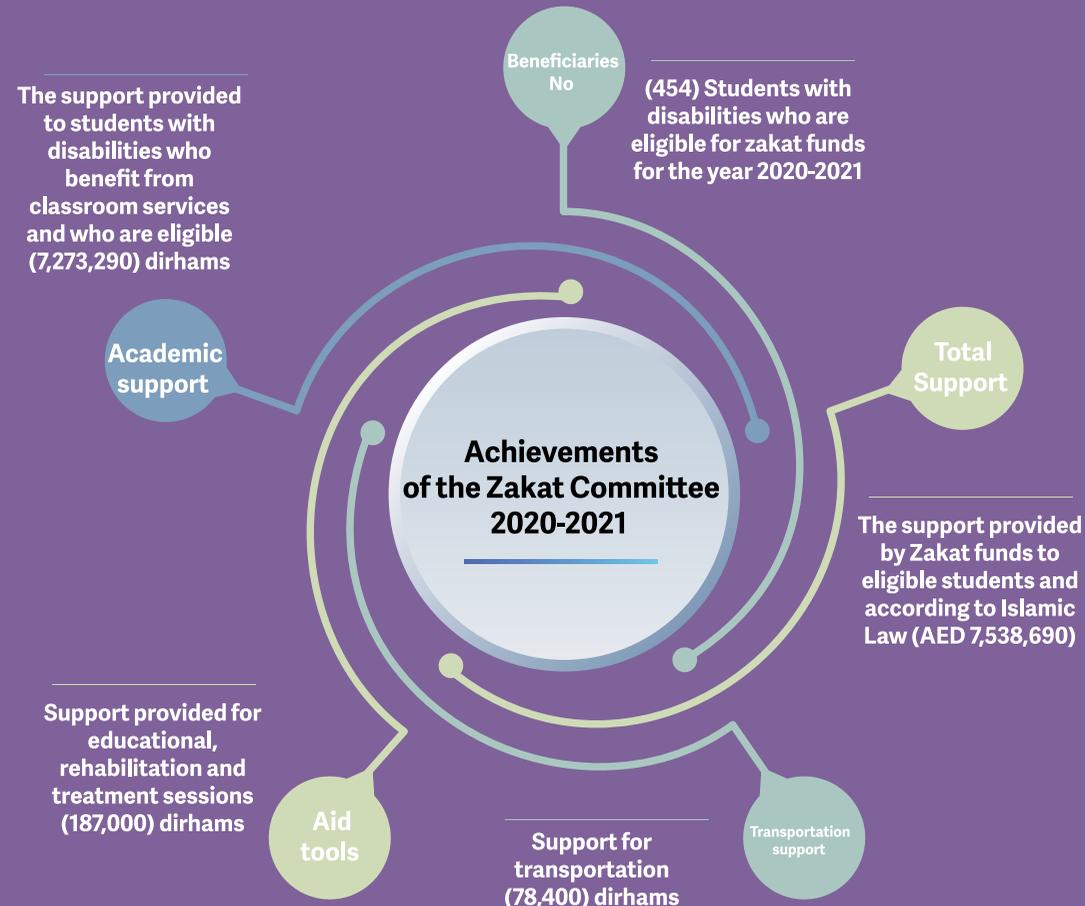
Comparison of the statistics of Zakat funds granted to eligible students of the Organization during the last 5 years



We notice in the above graph that the support for the Zakat campaign decreased last year, due to the conditions of the Covid 19 pandemic. However, the Organization was able to work with these conditions with flexibility without affecting the workflow and services.



Statistics of beneficiaries of Zakat fund for the year 2020-2021



Aiding support from the SMS campaign fund



Students who are (33) eligible for support in providing them with motor and hearing aids and assistive technology (330,390) dirhams

They said about the city (2020-2021) the

Sharjah City for Humanitarian Services cares about culture and raising society's awareness and spreading high values and morals among its children.

The audience of "Souq Al Warraqin (September 2020)

"SCHS's interest in art and using it in serving people with disabilities is consistent with its leadership and ancient history.

Emirati artist Najat Makki, (October 2020)

"Sharjah City for Humanitarian Services provides great support to people with disabilities of different ages and nationalities in the country, in addition to social, educational and informative services for their families in particular and for society in general".

Prof. Dr. Hamid Majul Al Nuaimi, (December 2020).

"Sharjah City for Humanitarian Services' keenness to develop and strengthen cooperation relations with local, regional and international institutions and bodies to provide the best educational and training services for its students with disabilities in all fields, including assistive technologies, is clear evidence of its great interest in them".

Mr. Faisal Hamid, Director of International Development at Kaligoo Writing Improvement Company, (December 2020)

“Colaborating with SCHS is a great honor”.

**Plastic Artist and Artesita Gallery founder Lamia Manhal,
(December 2020)**

“We highly appreciate Sharjah City for Humanitarian Services’ leadership and its continuous efforts for 42 years to advocate, include and empower persons with disabilities and educate the people of the community to prepare them for persons with disabilities inclusion to improve their quality of life”.

**His Excellency Ali Musabeh Al Tunaiji, Director of Al Dhaid Municipality,
(January 2021)**

“Cooperation with Sharjah City for Humanitarian Services is a gain for any party, because the honorable history of this institution, which is full of achievement and empowering people with disabilities, speaks for itself”.

**His Excellency Salem Muhammad bin Howaiden, Chairman of the Board of Directors of Al Dhaid Cultural and Sports Club,
(January 2021)**

“The cooperation with SCHS within the Music Therapy Program since its inception in 2013 is the first of its kind between the university and an Arab institution. It is not limited to the aspects related to serving people with disabilities, but rather it includes training SCHS’s occupational staff on achieving sustainability in the program and making specialists from SCHS qualified to use it in the best way”.

**Professor Hyang Joo Chung, Head of the Department of Music Therapy at the University of Iowa,
(January 2021)**

Lt. Col. Jaber Saeed Al Nuaimi, Director of the Department of the Office of the Commander-
“The fruitful cooperation between SCHS and Sharjah Police, which goes back to many years, continues for all that is good and beneficial to society.

**in-Chief of Sharjah Police,
(January 2021).**

“We always wish success for SCHS in its noble quest and in achieving its goal to serve people with disabilities and society”.

**Dr. Hakki Ismail, Executive Director of Al-Ihsan Charitable Society,
(February 2021)**

Head of the Department of Suburbs and Villages Affairs in Sharjah, “We praise the wise administration of SCHS and its team for its keenness to provide the best services to its students with disabilities in all fields”.

**H.E Khamis bin Salem Al Suwaidi,
(February 2021)**

Art is not restricted to anyone. People with disabilities can be very good in art if the community supported and created an appropriate environment for them, which SCHS is working to achieve and raise society’s awareness of this idea”.

**Emirati Plastic Artist, Photographer and Sculptor Matar bin Lahej,
(March 2021)**

“SCHS spares no effort to bring happiness and joy to the hearts of people with disabilities”.

**His Excellency Brigadier General Mohammed Butti Al Shamsi, Director of Public Relations at the Ministry of Interior,
(April 2021)**

“The fruitful cooperation with SCHS is in the service of people with disabilities and society”.

**Lt. Col. Muhammad Saeed Al Dhahouri, Head of Public Relations at the General Command of Sharjah Police,
(April 2021)**

“The services provided by Sharjah City for Humanitarian Services in all fields deserve all respect and appreciation.

**Emirati writer Sultan Al-Amimi, President of the Emirates Writers Union,
(May 2021)**

“We praise SCHS’s leading role and its continuous efforts to empower, advocate and include persons with disabilities. The importance of its informative role seeking to reflect the correct image of persons with disabilities and work to integrate them into society and improve their quality of life under the directives of Her Excellency Sheikha Jamila bint Muhammad Al Qasimi, Director General of SCHS”.

Mr. Badr Muhammad Al-Qahtani, Director of Academic Affairs at the Saudi Cultural Mission in Dubai, (June 2021)



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 2020-2019 was thanks to Allah 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.

Partners, government and private organizations that support financially and in kind for the year 2020-2021



Banks



Supporting Personal

السيد صقر بن راشد القاسمي السيد حميد ضياء جعفر السيد خليفة جمعة النابودة

Universities and Colleges



Private, service and media organizations and companies



Private, service and media organizations and companies



Sustainability Report First: The principles of determining the content of the report

About this report

This is the 6th annual sustainability report for Sharjah City for Humanitarian Services, aims to provide comprehensive, transparent and up-to-date information on the organization's sustainability and performance strategy for 2021. 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 reviews its practices regarding sustainability and core issues related to the economy, environment, society and governance

Report scope and limits

The data includes and the disclosures in this report relate to all the major processes and procedures within the scope of the organization's work. The performance data provided in the report covers the period from 1 September to 31 August, 2021. The report includes the ongoing initiatives and activities that launched during the year 2020-2021. Where it 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 evaluation of the relevant bodies with which we cooperate their needs, causes and issues of priority to them. We have considered the best practices in the field when determining the material issues contained 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 set for the issue of sustainability, and we have mentioned in details in this report

Selective content

This report reviews the sustainability performance of Sharjah City for Humanitarian Services, and targets all stakeholder groups in the organization. The organization is committed to preparing a report on its sustainability performance annually. The issuance of this report comes after the issuance of 5 Sustainability Reports since 2016 till the 6th one for year 2021. 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 organization conducted the process of de-fining the report's content according to the guidelines of the Global Reporting Initiative. This report depends on the principles of de-fining the report content including (stakeholder involvement, and the context of sustainability, importance, ratio and completion). The report quality principles include (balance, comparability, accuracy, timeliness, clarity and reliability).

Include relevant parties

The core issues related to the economic, environmental and social impacts that we develop and touch within the framework of sustainability have been identified and prioritized. The report also includes the assessment of the relevant bodies with which we cooperate, the needs, the reasons and the 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

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, while at the same time addressing international and global trends. In some examples, we have noted the context



of the issue of sustainability more specially in Sharjah, 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 set the expectations of the concerned parties 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 6th Sustainability Report, which is a milestone to our new taken steps towards sustainability management and practice, we have provided key data, information, and performance indicators (KPIs) as much as possible to reflect an image of the impact that we have on the economic, environment and social level

Second: The Principles for determining the quality assurance 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 2020 - 2021 (as a school year), from 1 September, 2020 to 31 August, 2021, which facilitates the conduct of annual comparisons of our performance, and we have worked hard to comply with the guidelines of the Global Reporting Initiative (GRI),

Accuracy of timing : Sharjah City for Humanitarian Services is keen to regularly submitting annual reports, and by providing 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.

Precision: 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, The Principles for determining the quality assurance of the report

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 City 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 6th version of the Sustainability Report, please contact Khadeja Ahmed Bamakhramah who is responsible for Planning, Follow-up Dept. 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 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			
Standards Number GRI	The Definition	Page Number	Page number compatibility of sustainable Development Goals SDGs with GRI
Strategy & Analyzation			
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102-11	Precautionary principle of approach	30, 52-80	52,56,82,86,94,97,113
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103-1	Explanation of the material topic and its Boundary	30	
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follow up Disclosure of the Global Reporting Initiative according to the new standards GRI

General Standard Disclosures			
Standards Number GRI	The Definition	Page Number	Page number compatibility of sustainable Development Goals SDGs with GRI
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102-21	Consulting stakeholders on economic, environmental and social issues.	19-28	
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102-23	Chair of the highest governance body	23	
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follow up Disclosure of the Global Reporting Initiative according to the new standards GRI

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Standards Number GRI	The Definition	Page Number	Page number compatibility of sustainable Development Goals SDGs with GRI
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follow up Disclosure of the Global Reporting Initiative according to the new standards GRI

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follow up Disclosure of the Global Reporting Initiative according to the new standards GRI

General Standard Disclosures			
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201-44	Approach to stakeholder engagement Key topics and concerns raised	19-23,30	
Aspect: Marketing Communications			
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LIST OF TERMS

No.	Terms	Definitions
1	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.
2	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
3	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.
4	Screening program for nurseries and kindergartens	Conducting development screenings, quick examination of different developmental domains, motor development, communicative development, emotional, social, adaptive development (problem solving) for early childhood (infants, toddlers, nursery and kindergarten children) to help early detection of disabilities, developmental problems and developmental delays through a qualified team that may include [psychologist, psychiatrist, audiologist, visual impairment specialist, physiotherapist, occupational therapist, speech and language specialist] and the preparation of summary reports including recommendations.

LIST OF TERMS

No.	Terms	Definitions
5	Self-advocacy	Self-advocacy is primarily a group work, designed for persons with disabilities to speak for themselves and people who cannot speak for themselves can be assisted. Self-advocacy means: that persons with disabilities make decisions in managing their lives and work to claim their rights with full awareness of the duties in conjunction with their claim of their rights. It means that the person says: I know who I am and what I want and work to be more independent and more in control of my life. The self-advocacy program has been activated in Sharjah City for Humanitarian Services since 2009
6	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
7	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
8	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.
9	Al-Manal electronic magazine	Al Manal Magazine is a monthly-specialized publication issued by Sharjah City for Humanitarian Services since 1987. It aims at educating the Arab family, providing it with information, theoretical, and applied knowledge as well as training programs and raising their health awareness. Her Highness Sheikhha Jameela bint Mohammed Al Qasimi, Director General of SCHS, is the Editor-in-Chief of Al Manal Magazine. SCHS later issued the magazine electronically since March 2012 with the aim of expanding and spreading and reaching the largest possible audience provided by the electronic network and its applications. SCHS has been issuing the magazine electronically to date.

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10	Al-Manal magazine electronic competition	The issue contest is a monthly competition that motivates readers to participate in the award that encourage them to browse, read and access the magazine's sections, and it includes questions from the topics in the magazine
11	Music Therapy Program	(Music therapy is the clinical and evidence-based use of music interventions to achieve individual goals within a therapeutic relationship by a qualified and certified professional who has completed a music therapy program) American Music Therapy Association (AMTA, 2015) The application of the music therapy program in Sharjah City for Humanitarian Services has been included in its rehabilitative, therapeutic and training curriculum since 2013
12	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
13	Diversity and cultural competence	It is a system of beliefs and behaviors that recognizes and respects the presence of all diverse groups in an organization or community, recognizes and values their social and cultural differences, and encourages and enables their continued contribution to an inclusive cultural context that empowers all within an organization or community.
14	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
15	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

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16	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
17	Sustainability Report	It is an organizational report containing information about social, environmental and economic performance in accordance with the standards of the GRI
18	Global Reporting Initiative GRI	The Global Reporting Initiative (known as GRI) is an international independent standards organization whose strategic structure depend 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