

# HALF YEARLY CSR REPORT 2024



# CSR FOR INTERCARE

Corporate Social Responsibility is the continuing commitment by businesses to behave ethically and contribute to economic development while improving the quality of life of the workforce and their families, as well as the local community and society at large.

## OUR AIM:

Recognizing how important CSR and Sustainability are to society, **Intercare Group** now focuses on and practices a few broad categories of CSR / Sustainability:

- **Environmental efforts:** One primary focus of corporate social responsibility is the environment. Businesses, regardless of size, have a large carbon footprint. Any steps they can take to reduce those footprints are considered both good for the company and society.
- **Philanthropy:** Businesses can also practice social responsibility by donating money, products, or services to social causes. Larger companies tend to have a lot of resources that can benefit charities and local community programs.
- **Ethical labor practices:** By treating employees fairly and ethically, companies can also demonstrate their corporate social responsibility. This is especially true of businesses that operate in international locations with labor laws that differ from one country to another.
- **Volunteering:** Attending volunteer events says a lot about a company's sincerity. By doing good deeds with the sheer intention to do better for society, companies can express their concern for specific issues and support certain organizations.



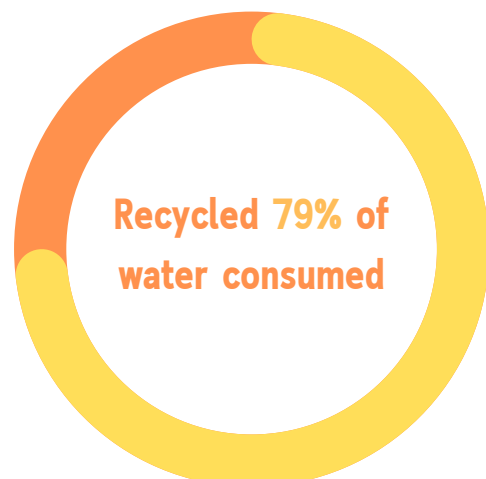


## WASTEWATER MANAGEMENT

Wastewater treatment is crucial for protecting ecosystems, conserving water, and ensuring community health, reinforcing our dedication to social and environmental responsibility.

Intercare Group has implemented rigorous measures to recycle wastewater generated from our chemical production plant and laundry facilities. All wastewater is treated and transported to the Sajja Water Treatment Plant in Sharjah, UAE, where it undergoes a comprehensive treatment process including filtration, biological treatment, and chemical purification. This not only conserves water resources but also reduces environmental pollution, aligning with our corporate social responsibility (CSR) initiatives.

Additionally, at our accommodation facilities, recycled water is utilized in toilets, and this, along with the water from production, is directed to the Recycling Plant at Sajja, Sharjah, UAE. As of June, we have successfully recycled **79%** of our total water consumption, demonstrating our commitment to sustainable and environmentally responsible practices.





# RECYCLING CARTONS

With multiple divisions across the group, Intercare generates a substantial amount of carton waste. Committed to sustainability and minimizing environmental impact, we partner with Beeah, who efficiently collects our waste cartons and processes them for reuse, ensuring that the raw material is repurposed effectively. This collaboration not only helps in reducing landfill waste but also contributes to the recycling economy. From January to June, our efforts have resulted in the recycling of approximately **200 cbm** of cardboard waste.

This achievement highlights our dedication to environmentally responsible practices and demonstrates our ongoing commitment to reducing our ecological footprint. By continuously improving our waste management processes, we strive to lead by example in promoting sustainability within our industry.





## SUSTAINABLE PROCUREMENT

The company is currently evaluating its existing supply chains to determine the most effective methods for incorporating sustainability criteria and establishing specific targets. This includes analyzing the performance of current suppliers and identifying opportunities for improvement.

**50% procurement  
spending on local supplies**

**72% local  
suppliers**

As of June, Intercare's supply chain shows a strong commitment to local engagement, with nearly **72%** of suppliers based locally and approximately **half** of procurement spending allocated to these local suppliers.

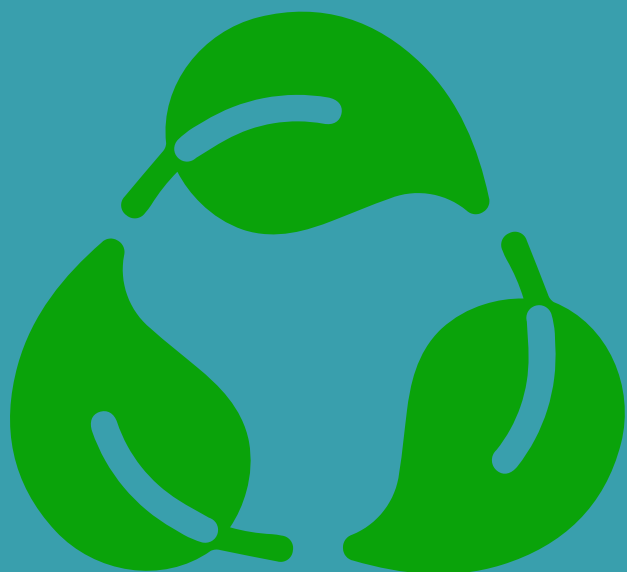
Using local suppliers enhances Corporate Social Responsibility by supporting the regional economy, reducing environmental impact through shorter transportation routes, and fostering community relationships. It encourages sustainable practices and provides greater transparency in labor and ethical standards. Additionally, local sourcing contributes to supply chain resilience and helps preserve local cultures and traditions, strengthening the overall social fabric of the community.

# ETHICAL SOURCING OF CHEMICAL RAW MATERIALS

At Intercare, we place significant emphasis on sourcing chemical raw materials ethically and ensuring their biodegradability in the production of our household chemicals. This commitment to biodegradability holds paramount importance for various reasons:

- **Sustainability:** Incorporating biodegradable raw materials into our products aligns with our dedication to fostering a sustainable future. By reducing our reliance on non-renewable resources, we actively contribute to a circular economy that promotes the reuse and recycling of materials.
- **Health and Safety:** Biodegradable chemicals not only support environmental sustainability but also enhance consumer and worker safety. These substances are typically free from harmful components that could potentially pose health risks.

Integrating biodegradability into our raw material procurement stands as a pivotal component of Intercare's CSR endeavors. This strategic direction harmonizes with our pledge to sustainability and environmental guardianship, embodying our fundamental principles of Safety, Quality, and Exceptional Service. Moreover, it underscores our unwavering commitment to social accountability by guaranteeing that our products are not solely efficacious but also eco-conscious. These initiatives signify our aspiration to catalyze beneficial transformations within our sector and play a role in fostering a more sustainable planet for forthcoming generations.



**BIODEGRADABLE  
RAW MATERIALS**



# GO PAPERLESS

This year, we launched our Go Paperless program as an integral component of our sustainability strategy. This initiative aims to advance our environmental sustainability efforts by promoting responsible paper use, preserving trees, and reducing our carbon footprint. As part of this effort, we have mandated the submission of sales invoices in soft copy format, which is expected to significantly decrease paper usage.

In our operations, we frequently use two types of paper: one for A4 sheets and another for rental service vouchers. With the transition to the Intercare Digital portal, we have observed a reduction in paper consumption. The accompanying data provides a comparison of paper consumption up to June of the current year against that of the previous year.



**Save Paper.  
Save Trees.  
Save the World.**

**7%**

**DECREASE IN A4  
PAPER USAGE**

**13%**

**REDUCTION IN  
SERVICE  
VOUCHER USAGE**

# SINGLE-USE-PLASTIC BAN



While at Intercare, we already avoid single-use plastic bags, we have taken an additional step by reducing the usage of plastic bags above 57 microns. This transition includes adopting non-woven sustainable bags.

Non-woven bags provide a durable, reusable, and environmentally friendly alternative to single-use plastic bags. Implementing these bags for all purchases serves as a tangible symbol of our commitment to sustainability, fostering a culture of environmental consciousness among both our staff and clientele.

This initiative aligns with global efforts to reduce plastic waste and positions Intercare as a leader in environmental advocacy within our industry.

# SOCIAL & HR

At Intercare, we believe that inclusion and diversity are vital drivers of organizational performance. Our diverse team, which includes young professionals, seasoned experts, and individuals from various nationalities, brings a rich array of ideas, perspectives, and experiences.

We recognize that the health, well-being, and overall quality of life at work are crucial for fostering efficiency and sustainable performance. To support this, we provide comprehensive medical insurance to all employees.

A highlight of our diversity efforts is the significant increase in female representation within our office staff. A few years ago, women made up just 11-12% of our team; today, we are proud to share that one-third (34%) of our office staff are women. This achievement underscores our commitment to gender equality and diversity.

Additionally, the youthful energy of our team is evident, with an average staff age of just 39, reflecting a dynamic and vibrant workforce ready to drive innovation and success.



34%

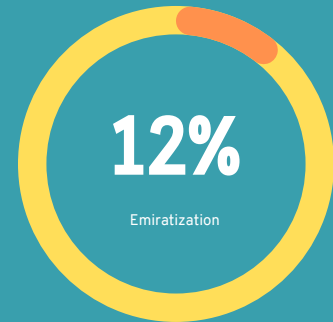
Female Ratio among Staff

18%

Combined Female Ratio

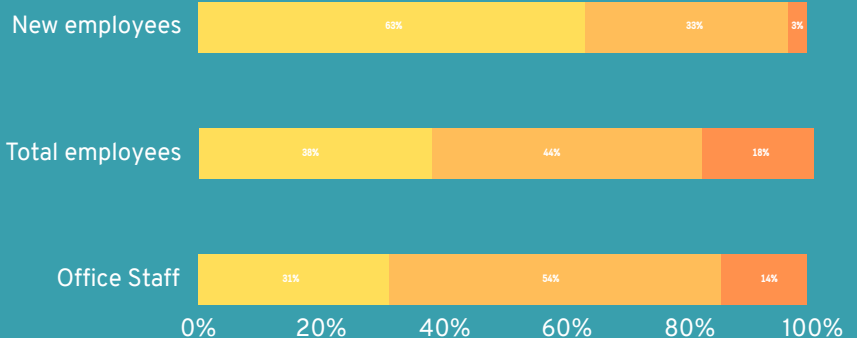
16%

Female ratio among Management Team



Number of Nationalities

- Youth (35 years or less)
- Mid-age (36years - 54 years)
- Senior (55 years and above)



39

Average age of employees



# INSPIRE INCLUSION



At Intercare Group, fostering an inclusive and diverse workplace is central to our Corporate Social Responsibility (CSR) initiatives. We believe that creating an environment where all employees can thrive leads to greater innovation and excellence.

To honor Women’s Day on March 8th, we hosted a special event under the theme #InspireInclusion. The highlight was an insightful talk show with Ms. Madhusmita Nayak, Strategy Planning & Corporate Performance Manager at Imdaad.

She is also an Ambassador for Peace with ECOSOC and The Commonwealth Entrepreneurial Club. Ms. Nayak, known for her contributions to various social causes in the UAE, shared her perspectives on advancing inclusion and creating a collaborative workplace.

The event included engaging discussions, interactive activities, and a Q&A session, offering our employees valuable insights and practical strategies to enhance inclusivity within our organization.





**THANK YOU!**

 **intercare**

**50**  
years of care