



ZAHRA TENTS
INDUSTRIES (PVT) LTD.

* SINCE 1973 *



ISO 9001:2008 Certified

COMPANY PROFILE



21-KM, Main Ferozpur Road, Fayyazi Street, Lahore - Pakistan. Tel: +92 42 3527 4151, 3527 4974-5
Fax: +92 42 3527 4152 Email: info@zahratents.com, zahratents@hotmail.com

Website: www.zahratents.com



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INTRODUCTION

Zahra Tents Industries (Pvt) Ltd is one of the most well reputed manufacturer and exporters of Tents, Tarpaulins, Shelters, Blankets, Mosquito Nets, Quilts, Sleeping bags, Canvas bags, Cotton Fabric, Rope, Canvas & Allied Canvas Products , We are also supplier of hygiene kits, School Kits, Jerry cans, Buckets, Soap, Towel, Kitchen Sets, Lantern, cooking stoves from Lahore, Pakistan **since 1973**.

We are **ISO 9001:2000 and 9001:2008** certified company.

We have the following units:-

1. Twisting unit
2. Doubling unit
3. Three Weaving units
4. Dyeing and waterproofing unit
5. Two huge stitching units
6. Two Metal workshops for Tent Frames and Iron Accessories

We are registered vendor of the following organizations who regularly procure from us a huge quantity of our products:-

1. **UNHCR (United Nations High Commissioner For Refugees)**
2. **UNICEF (United Nations International Children's Emergency Fund)**
3. **UNDP (United Nations Development Programme)**
4. **WFP (World Food Programme)**
5. **UNGM (United Nation Global Marketplace)**
6. **UNPD (United Nation Procurement Division)**
7. **UNOPS (United Nations Office for Project Services)**
8. **ERC (Emergency Relief Committee of Government of Pakistan)**
9. **IOM (International Organization For Migration)**
10. **UNOG (United Nation Office at Geneva)**

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- 11. SAVE THE CHILDREN**
- 12. UN-HABITAT (United Nations Human Settlements Programme)**
- 13. IFRC (International Federation of Red Cross Red Crescent Societies)**
- 14. ITC (International Trade Centre)**
- 15. IRC (International Rescue Committee)**

Zahra Tents Industries (Pvt) Ltd has been regularly supplying tents, Tarpaulins and relief items to UNHCR, USAID, UNICEF, Red Cross, UNDP, Red Crescent, IOM, ERR, Government of Pakistan, Government of Punjab, Government of Saudi Arabia and Government of Iraq.

Zahra Tents Industries (Pvt) Ltd has also doing business from last 35 years in Middle EAST, mainly in SAUDI ARABIA, Bahrain, Kuwait, Syria, Iran, Iraq, UAE, Egypt and also to Sudan, Nigeria, Ethiopia, Somalia. We have also exported to Indonesia, France, South Korea, Myanmar, Chad, Congo, Mali and China.

Zahra Tents Industries (Pvt) Ltd has also supplied its Quality products to the different Armies, especially to Saudi Arabian Army, Iran Army, Kuwait Army and Pakistan Army.

Zahra Tents is serving a quality conscious world market. Today the company has customers in every continent. This tremendous growth has been strengthened at every stage by our following vision.

“QUALITY WITHIN AN ECONOMY IS OUR PRIORITY”

MANAGEMENT

A family owned business of Professionally highly experienced and foreign educated Four brothers, who have enriched with the experience of their Late great Father Mr. Ejaz Ahmed Malik who have the experience in the field of tents and relief industry of more than 50 years, the operations of the firm is managed by qualified and highly skilled and experienced team of Professionals.

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The chief executive Mr. Ejaz Ahmed Malik was a blend of total quality, management policies and technical knowledge and his qualities were transferred enormously in all of his four sons.

BOARD OF DIRECTORS

Mr. EJAZ AHMED MALIK (Chief Executive)

Over 50 years of experience in manufacturer and exporters of Tents, Tarpaulins, Shelters, Blankets, Mosquito Nets, Quilts, Sleeping bags, Canvas bags, Cotton and Polyester Fabric, Rope, Canvas & Allied Canvas Products and hygiene kits, School Kits, Jerry cans, Buckets, Soap, Towel, Kitchen Sets, Lantern, cooking stoves.

Mr. Akber Malik (Managing Director)

Mr. Fayyaz Malik (Production Director)

Mr. Shahbaz Malik (Finance Director)

Mr. Azhar Malik (Marketing & Sales Director)

BUSINESS PERFORMANCE

Zahra Tents Industries (Pvt) Ltd. is an export orientated firm engaged in export of Tents, Tarpaulins, Shelters, Blankets, Mosquito Nets, Quilts, Sleeping bags, Canvas bags, Cotton Fabric, Rope, Canvas & Allied Canvas Products and hygiene kits, School Kits, Jerry cans, Buckets, Soap, Towel, Kitchen Sets, Lantern and cooking stoves.



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WORLD WIDE EXPORTS OF ZAHRA TENTS



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OUR MISSION

Our mission is to become the largest, most reliable and well reputed manufacturer and exporters of Tents, Tarpaulins, Shelters, Blankets, Mosquito Nets, Quilts, Sleeping bags, Canvas bags, Cotton Fabric, Rope, Canvas & Allied Canvas Products, And also supplier of hygiene kits, School Kits, Jerry cans, Buckets, Soap, Towel, Kitchen Sets, Lantern, cooking stoves to world and add value to our society by providing our employees with meaningful work and advance opportunities.

1. A market leader by providing quality products and superior service to our customers, while learning from their feedback to set even higher standards for our products.
2. To be Innovative, Customer focused and a Quality conscious company.
3. Continue to invest in the biggest asset of company which are our employees by providing them latest machinery and advance training to enhance their capabilities and to make them grow
4. To establish cordial everlasting relationships with the stakeholders including buyers and suppliers.
5. A company that attracts and retains outstanding people by creating a culture that fosters openness and innovation, promotes individual growth, and rewards initiative and performance.
6. A company which combines its people, technology, management systems, and market opportunities to achieve profitable growth while providing fair returns to its shareholders.
7. A company that endeavors to set the highest standards in corporate ethics in serving the society.

OUR VALUES

Underlying everything we do and everything we believe in is a set of core values. These guide us to deal with every aspect of any issue we might encounter in our personal and professional lives. These values help us grow inside and outside, personally and as an organization.

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SMART GOVERNANCE

We are committed to running our business successfully and efficiently, providing long term benefits to our employees and shareholders, and enriching the lives of those whom we serve by fulfilling our corporate responsibility to the best of our ability. We expect excellence from all processes, whether they relate to policy formation and accounting procedures or product development and customer service.

- ❖ **Our business is to build the better future.** All of our efforts must be measured by our success in achieving this goal. Our ability to serve swiftly to those affected by man / natural disaster, providing them with quality products and services.
- ❖ **Our commitment to the highest standards of ethics and integrity.** We are responsible to our customers, employees and their families, to the environments we inhabit, and to the societies we serve worldwide. In discharging our responsibilities, we do not take professional or ethical shortcuts. Our interactions with all segments of society must reflect the high standards we possess.
- ❖ **Our dedication for better quality products and services.** We believe in total quality management practices, where quality is managed & controlled in every aspect of products development cycle.
- ❖ **We expect profit, but only for work that satisfies customer needs.** We believe that it is fair to get rewarded for our work - work that fully satisfies customer needs.
- ❖ **We recognize that the ability to excel depends on the knowledge, imagination, skill and teamwork of our employees.** We are committed to create an environment of mutual respect, encouragement and teamwork, an environment that rewards commitment.



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WORK ENVIRONMENT

Our policies and core values are aimed towards creating an informal yet stimulating team-oriented work environment with a culture of sharing and open communication. We cherish the diversity of viewpoint of every individual; we realize this encourages innovation and develops character.

All employees have the right to a stress- and injury-free work environment. We ensure our employee safety and health by providing various in-house facilities such as a gym and making sure that all staff understand and uphold our safety policy. All our employees are permitted and encouraged to afford time and attention to personal concerns.

OUR PEOPLE

The success of any organization is largely dependent on the people working for it. Each member of our team is considered equally important and provided constant training, motivation and guidance. We possess a dedicated staff of the highest caliber dedicated to making our business a success.

We ensure that every employee has the opportunity for maximum professional development. To achieve this goal, we seek to provide challenging work prospects for all employees. Each person is compensated and rewarded for his or her performance and hard work on a strict merit basis.

CONSERVATION

We expect and encourage our employees to actively participate in community service and to take care of the environment entrusted to us as citizens sharing the earth's resources.

CUSTOMER SATISFACTION

We are customer-driven; we go the extra mile to make sure our clients' expectations are met and exceeded on every issue. We partner with leading companies to arm ourselves with the latest technology and provide customers with innovative solutions in the most cost-effective manner available.

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ETHICAL BEHAVIOR

We make it clear that being a sincere, honest and decent human being takes precedence over everything else. In the ZAHRA family, there is an all-round respect for elders, tolerance for equals and affection for youngsters. Managers are expected to lead from the front, train junior colleagues through delegation, resolve conflicts speedily, be visible at all times and act as role models for others.

We make sure that all our processes and methods conform to the highest ideals of professional behavior. Our organizational structure is straight-forward and need-based; accountability is transparent, consistent and both horizontal and vertical.

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QUALITY POLICY

Zahra Tents believe in Total Quality Management –Management where quality is controlled in every aspect of the business. We take pride in everything we do, our success is our employees.

Their commitment to continuous improvement and meeting the customer's expectations provides a basis for achieving our quality objectives.

Quality values must be internalized at every level of the company. Our approach to communicating and implementing these values is one of encouragement, education and training.

Manufacturing top quality products has always been our top priority. To achieve this, we have implemented sound engineering policies which we are constantly improving. Today, our idea of processes includes not only manufacturing policies but also business and management processes. Supporting these processes are stringent quality assurance procedures and a comprehensive system of internal audits.

“ZAHRA COMPLIES WITH THE ISO 9001:2000 AND 9001:2008 STANDARDS”.

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We have 12 Quality Improvement Teams in various departments to ensure continuous improvement focus in the organization.

Key performance indicators (KPI) concept: Each division in the company sets SMART (specific, measurable, achievable, recordable and time-based) targets for the annual improvement of its key process parameters, reviewed by the management every quarter.

We have a comprehensive set of engineering tools, rules, processes, training materials, guidelines, best practices and other supporting documents to make sure our products comply with every possible customer requirement.

HIGHLIGHTS

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CONTINUOUS IMPROVEMENT

The first ISO 9001: 2000 certification was in 2002 also made the basis of the ultimate goal of total quality management. In 2003, the concept of Quality Improvement Teams (QIT) was introduced in various departments. There are 12 QITs today, working on the Japanese principle of continuous incremental improvement called KAIZEN. Their performance is also monitored quarterly and cash awards and certificates of achievement given to the top performing team.



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QUALITY POLICY

We at Zahra Tents are committed to producing quality products which conform to our customer requirements and strengthen our position as a quality-managed company. Our pledge is to provide the market with the best quality products at competitive prices through a customer-driven and service-oriented, dynamic management team. To meet this obligation, the company will continue updating skills of its employees by training, acquisition of new technology, and regular re-evaluation of its quality control and assurance systems. Appropriate resources of the company will be directed towards achieving the quality goals through employee participation.

WE ARE COMMITTED

- ❖ To continually improve the effectiveness of the quality management systems.
- ❖ To provide better quality products to our customers that fully satisfies their needs.
- ❖ To educate our employees to understand the importance of quality and how to measure it.
- ❖ To provide a healthy environment – environment where ideas & suggestions are welcomed and shared to deliver better quality products and services.
- ❖ To utilize optimum resources to meet urgent in-time deliveries with highest reliability.

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CHILD LABOR:-

We conform that neither we or nor of our any subsidiary or affiliated entities is engaged or will not engaged in any practice inconsistent with the rights set forth in the convention on the rights of the child, including Article 32. We warrant that in our factories or the factories from which our raw materials came were free from child labour.

ANTI-PERSONNEL MINES:-

We warrants that neither we or nor of our any subsidiary or affiliated entities is engaged or will not engaged in the sale or manufacture of anti-personnel mines or components utilized in the manufacture of anti-personnel mines.

ENVIRONMENT POLICY:-

Zahra is committed to the environment. We realize that we live in a world where resources are finite and the eco-system has a limited capacity to absorb the load mankind is placing on it. That is why we make every effort to make sustainable development a reality. The numerous projects and plants implemented in and around our site bear ample testimony to our dedication.

Some of our objectives are to improve effluent and waste management, and reduce water loss. These and other environmental concerns are exemplified in our environmental policy, which every employee is expected to uphold and implement.



Environment, Health and Safety (EH&S) Policy

Zahra Tents Industries (Pvt) Ltd shall:

- ❖ Minimize its environmental impact, as is economically and practically possible
- ❖ Save raw materials including energy and water, avoid waste
- ❖ Ensure that all its present and future activities are conducted safely, without endangering the health of its employees, its customers and the public
- ❖ Develop plans and procedures and provide resources to successfully implement this policy and for dealing effectively with any emergency
- ❖ Provide environmental, health and safety training to all employees and other relevant persons to enable them to carry out their duties safely without causing harm to themselves, to other individuals and to environment
- ❖ Ensure that all its activities comply with national environmental, health and safety regulations

This policy shall be reviewed as and when required for betterment of the same.

WATER MANAGEMENT

This is a recent part of the green policy adopted by Zahra Dyeing Units. It includes reduction of the usage of water in all stages of its processes. Better water management has led to better utilization of water and other raw inputs.

To reduce it, a dissolved air flocculation system and special filters have been added to different streams of reusable water and wherever possible, fresh water in various processes has gradually been replaced with this water.

INDEPENDENT ENERGY HOUSE

Zahra is self-sufficient in its power generation capabilities with an installed capacity of 1 MW.



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RESULTS

These efforts were streamlined in 2000 through the formation of a committee of internal experts to look regularly into issues concerning environment, health and safety. The committee is currently involved in the management of fresh water use, effluent management, and control on air emissions, energy conservation and maintenance of health and safety standards in the company. It uses guidelines provided by the National Environment Quality Standards (NEQS) as a benchmark, even modifying processes to conform to its objectives.

CONTACT DETAILS:-

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Mr. Fayyaz Malik
Production Director
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Mr. Shahbaz Malik
Finance Director
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