



ISS Relocations **Sustainability Report** **2022 - 2023**



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Table of Contents	Page No
Our Commitment on Sustainable Development	3
Sustainable Governance	4
CSR & Sustainability- Core Team	6
Sustainability - The Role of Relocation Companies / Foreword by CEO	7
Certifications, Recognitions & Memberships	8
Partnerships, Participation and Collaborations	9
Initiatives	10
Employee Engagement in Corporate Sustainability	20
Communication, Awareness, Training & Conclusion	21

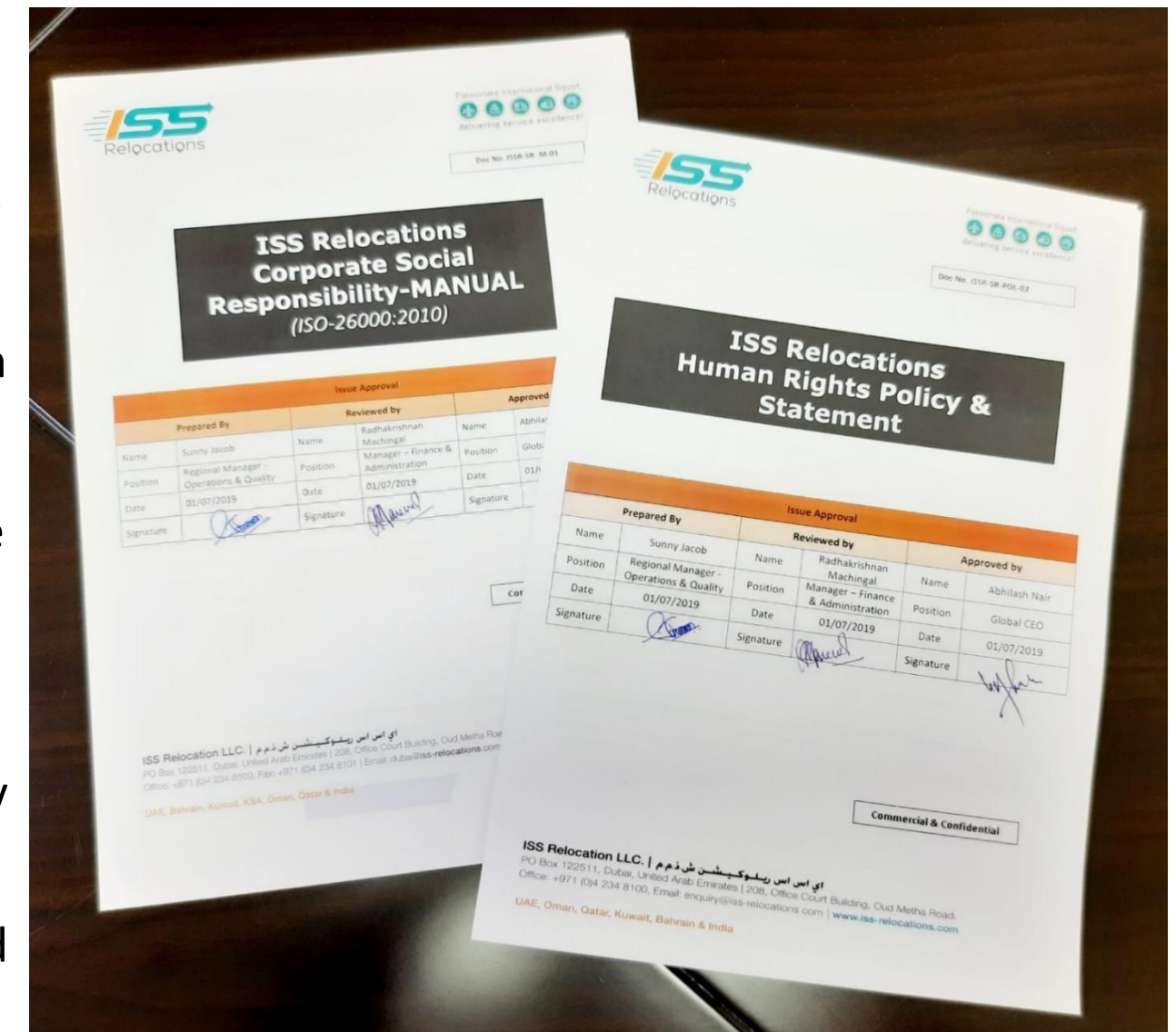
Management Commitment

We are proud to say ISS Relocation LLC, one of the leading relocation companies in the Middle East and Southeast Asia have imprints of best quality services over the last two decades in the region. ISS Relocations is always committed to Corporate Responsibility on Sustainable development through efficient implementation of integrated management system. Through stringent ESG policies & procedures, various successful CSR & Sustainability initiatives, partnerships & participation, effective collaboration with our stakeholders and with the help of various certifications like ISO standards and EcoVadis rating, we are progressing in the year 2022-23 too.

Sustainable Governance

Environmental, Social & Governance (ESG) is the system by which the entities implement sustainability strategy across the business. It helps with goal setting, reporting processes and ensure overall accountability. The best viable way to integrate sustainability in the business is by finding most suitable and sensible structure fitting to the entity's business model, structure, and available resources. ISS Relocations team implemented a set of policies and processes that are designed to accomplish the sustainable development goals set by the committed management.

- ▶ ISS Ethics, Values, Code of Conduct
- ▶ CSR & Sustainability Structure- Core Team, Social Responsibility Manual and Policy
- ▶ HR Manual, Human Rights Policy, Labor Practices, Recruitment Policy, Performance Management System, Health & Safety Policy, Anti -Bribery & Anti-Corruption Policy etc.
- ▶ Diversity, Equity & Inclusion Policy, Grievance Policy- for equal opportunities and protection from discrimination as well as redressal of grievances
- ▶ Whistle Blower's policy – To establish a procedure for employees to voice their complaints and safeguard the Business Ethics.
- ▶ Environmental Management System (EMS), Environmental Manual & Policy, Health and Safety Manual and Policy
- ▶ Standard Operating Procedures (SOP) and Manuals for guiding the team and supply chain to make it possible and to foster a supportive and sustainable working environment.
- ▶ CSR initiatives- giving back to society, community services, employee engagement programs, partnerships, participations & networking.



CSR & Sustainability Team



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(CSR Team reachable at csr@iss-relocations.com; we invite you all to participate, volunteer and join hands towards improvement)



Sustainability - The Role of Relocation Companies / Foreword by CEO

Interest in corporate environmental sustainability is rising, with companies looking for ways to reduce carbon footprints across their business practices. A recent World Economic Forum report shows that global public concern for nature has risen by 15/16 percent in the last five years. While the movement toward protecting the climate is far from new, the pandemic showed the world how big of a difference change can make. Understanding sustainability in the global mobility and relocation industry context helps companies make valuable changes that work for their employees and the planet. Here is what companies and employees will want to consider moving forward as efforts continue to blend sustainability with the needs of businesses and employees worldwide.

More Companies See the Value of Sustainability - A recent study by KPMG found that 80 percent of the top global companies have statements on sustainability and officially report on the practice. Additionally, the speculation is that this reporting practice will grow significantly. As the research shows, more investors and consumers consider a company's sustainability when considering where they spend their money. If a company does not have sustainable practices, it is easier for consumers and investors to choose a different company that takes sustainability seriously. Smaller companies are not necessarily as focused on sustainability or reporting as their larger counterparts. However, many small businesses have the potential to pull customers and investors away from bigger competitors by taking a stand on sustainability and making that information easy to find.

Sustainability is More Than Environmental Conservation - Many people think of sustainability as conserving and protecting the environment. That is certainly part of it, but there is more to the story where businesses are concerned. From a business standpoint, sustainability focuses on three factors, commonly called ESG (environmental, social, and governance).

Preserving the environment and protecting the earth
Encouraging and supporting employee and social relationships
Governing the company in a self-supporting manner (ESG)

When investors, employees, and consumers consider doing business with a company, they often look at the company's ESG considerations. Companies that are not taking all three areas of sustainability seriously will often be overlooked by those that are.

How Sustainability Impacts the Mobility Industry - Sustainability is essential for B2C relationships but also affects B2B relationships. For example, any corporation evaluating which relocation management company to use may ask about the ESG initiatives. The COMPANY may also ask its suppliers and business partners for the same information. Without the ability to work sustainably, a company may lose clients focused on more sustainable options who understand these initiatives'

importance. Even if the corporation is not concerned with sustainability, it understands that many of its customers and investors will be.

Choosing partnerships with sustainably focused companies will boost a corporation in the eyes of its employees and customers. Not surprisingly, the mobility industry is making strides toward more sustainable business practices. That includes more flexibility in programs for relocating employees and partnering with suppliers working toward similar goals and levels of accountability.

Most companies are Taking the Situation Seriously - Most companies understand that sustainability is a vital part of growing their business for the future. Some of the most significant ways the global mobility and relocation industry is working to reduce its environmental impact include:

- Recycling moving supplies and choosing eco-friendly packing materials
- Choosing self-move options for short distances
- Using hybrid/electric vehicles to transport household goods.
- Working with energy-efficient warehouses for storage options
- Implementing green cleaning procedures at temporary housing locations
- Using virtual tours and closings for property transactions
- Recycling and reselling furniture during room upgrades
- Using estimating and virtual inventories for shipments of household goods

For the companies own offices, with some minor adjustments, it becomes much easier to protect the planet and the company with initiatives such as:

- Selecting office locations that are close to public transportation, so workers do not have to drive their vehicles to the office.

- Supporting remote work options

- Using electronic payment systems

- Introducing energy-efficient lighting for offices and warehouses.

Lets work together for a greener earth.



ISS Relocations is the winner of "Green Award" 2023 instituted by Asia Relocation Association for our Commitment and continual efforts towards a Greener Earth.



EcoVadis Certification



It is equally important to focus on the measurability of Non-financial Management Systems like Environmental Management System, Labor & Human Rights, Business Ethics and Sustainable Procurement, ESG etc. EcoVadis is one of the trusted providers of rating business sustainability and in the year 2022, ISS Relocations got certified by EcoVadis.



ISS Relocations believes in a partnership approach towards achieving Sustainable Development Goals set by United Nations. Public Private Partnership is recognized as an innovative mechanism because they help the public sector provide basic goods and services by enabling the use of the expertise and funds of the private sector. Moreover, it gives immense opportunity to the common public, workforce, students etc. to be part of the SDG projects and find it easier to resolve most complex social problems with the skillsets and expertise of the people. Also, it attracts popularity faster compared to the normal exclusive projects.

We have been keen to join hands with various local and overseas organizations, common groups, agents, partners, and vendors who target the common sustainability development goals.



Dar Al Ber Society

An MOU is signed with one of the leading NGOs in UAE, Dar Al Ber Society, for donating various household effects which we collect from our customers when they move out from the city. The clothes, shoes, toys, bags, kitchen utensils, books and other personals which are not in use and good in condition would be carefully sorted and

Emirates Environmental Group (EEG)

We have registered with one of the leading and the first ISO 14001 certified NGO in The UAE, **Emirates Environmental Group (EEG)** which is dedicated to the Environmental initiatives in the region last 30+ years.

EEG's various CSR drives like planting trees, environmental initiatives, waste management, recycling projects, awareness campaigns, Panel Discussion on various sustainability subjects, competition programs for school and college students, various CSR trainings, corporate outreach, and corporate networking programs etc. give us opportunities to be part of such programs which helps us to demonstrate our commitments towards sustainability.

collected by ISS crew as a CSR initiative and the same would be brought to our warehouse for neatly packing and labelling. Thereafter these boxes would be handed out to Dar Al Ber Society for further distribution to the needy.

Our CSR & Sustainability Initiatives

ISS Relocation team implemented several CSR initiatives and successfully ongoing during the period 2022-23.

Projects like environmental protection, waste management, retrieve, recycle, and reuse, health is wealth, meals distribution, helping the needy people, green shipping solutions, initiatives on paperless operations, clean energy & water campaigns, clean & green workspace, internship programs, employee engagement, paid CSR man-hours are to name a few.



Volunteering -CAN Collection

It is surprising to know that tons of aluminum cans are used in restaurants, hotels, parks, and homes daily in the UAE. Majority of those cans are thrown into the trash without getting opportunity for a scientific recycling and therefore pollutes the earth and adversely affects the atmosphere. EEG's Can Collection drive be a classic example of how corporates can participate and contribute for such kind of net Zero objectives. ISS Relocations team always volunteer along with the fleet support to transport the collected cans to the recycling centers located at the outskirts of the city.



Planting Trees (For our Emirates we Plant)



One hundred Meals pack Every Month

UAE's National Food Security Strategy 2051 aims to zero hunger and access to safe and nutritious food to all. ISS Relocation LLC's CSR team envisaged a unique program of one hundred meals pack distribution every month to the needy people. The funding for this initiative is raised from the sale of unpacking debris obtained from the delivery jobs (import and local move deliveries) by our Operations crew. The CSR team identifies the needy people in the region and connects with the contact persons before planning the date of meals distribution. The crew themselves engage and volunteer for the distribution along with the office staff.

Giving Back to Society – customer engagement.

ISS Relocations has introduced a unique CSR program. During our customers move, our Operations crew collect the unused household effects from the customers; the same would be brought to our warehouse for a quality check, sorting and careful packing into carton boxes with appropriate labelling. These boxes are handed out to Dar Al Ber Society with whom ISS Relocations has signed an MOU. Usually we donate clothes, footwear, bags, toys, books, canned/packed food stuff along with other household items collected from our customers.

Health is Wealth Initiative

Everyday @Gym- company sponsored Health program for the staff, is another initiative of ISS Relocations CSR team. Also, we conduct various sports events for the staff as well as participate in the sports programs organized by various organizations in the region. In House Cricket, Football, Badminton Tournaments, Dubai Run Marathon, Biking, Club Cricket at various other locations are a few to name.

Reuse, Recycle & Renovate



Reuse, Recycle & Renovate: Recycling is the process of collecting and processing materials (that would otherwise be thrown away as trash) and turning them into new products. Recycling can benefit the community and the environment which humanity would need for many hundreds of years to come. Recycling is famed to be one of the most important aspects of sustainability. This makes it paramount in the sustainability process. Our team at [ISS Relocation](#), considers this aspect with utmost seriousness and endeavoring towards a better planet earth by contributing the way we can.



Careful disassembly of these shipping boxes by ISS Carpentry Team.



Removing the nails, screw, and segregating waste and unusable materials.



Assorting of the disassembled



Clean the wood and plywood parts for reuse.



Getting these heat treated & ISPM stamped for reusing.



Matrix

Wooden Boxes and Cartons retrieved and reused in 2022 -2023

Description	2022	2023
Total number of wooden shipping boxes received & disassembled	1800 boxes	600 boxes
Total cubic meter volume retrieved	190 CBM	63 CBM
Number of trees of ten mtr length x 10 cms diameter required to obtain five cbm asper the guidelines of asset publishing group, govt of uk.	63 Trees	63 Trees
Number of trees saved = $CBM/5*63$	2394 Trees	793 Trees
Total number of carton boxes received (assorted)	4336	2108
Total number of assorted cartons issued for local + storage jobs	3967	1892

Impacts of our action

Recycling is a major drive in this world as we are fast approaching alarmingly closer to global warming and related impact on the atmosphere and nature.

We strongly believe re-using and recycling the waste products will help reduce their global footprints, by directly reducing the use of non-renewable natural resources.

Being in relocation services, wooden packaging is used for fragile and heavy items especially in international-all moves.

Through our above project, we could save an enormous number of natural resources which otherwise would have been treated as waste/disposal items. The enclosed schedule below gives a picture of the number of shipping boxes received and the wood we saved as well as the cost reduced per cubic meter crating.

We urge our partners to duly work for similar causes as well!

Multiple applications – wooden boxes for chandeliers, crates for paintings, motor bikes and Pianos.

Recycling of Cartons, bubble wrap, wooden pallets, lift vans

As mentioned earlier, one of the major components of any household goods move is packaging materials -be it international or local/storage relocations. There is a huge requirement of five ply sturdy cartons, wrapping paper, wooden batons, and plywood sheet set etc. which are manufactured from natural resources like plants, trees etc. Obviously, excessive demand for such resources adversely impacts on the environment and manufacturing of such packaging materials consumes a lot of energy too. Naturally, this results in increased carbon footprints and related complexities in our atmosphere, say global warming.



Retrieving, Recycling and Reusing is the best solution for preserving our environment and the ISS Team believes in this motto and implemented in reusing projects.

We can find several sources to retrieve such cartons, wood, plywood, and other packaging materials which are available in our surroundings. We retrieve all unpacked debris from deliveries and carefully clean up, segregate, and store such clean and sturdy materials in our resolute “recycled materials” store with a register kept documenting the same. Carton boxes are reused for local moves and local storage jobs with written approval from our esteemed customers who are happy to support us in this drive. In addition to the delivery jobs, we source such materials from our known vendors, and other corporate customers who use such boxes for shipping and logistics. Wooden boxes/pallets etc. are also procured or collected to add on to the recycling.

Of course, all these materials are carefully cleaned, Segregated and quality checked before using for any jobs. This way, we could reduce the cost of the move as well as support environmental sustainability.

Green & Clean Drives

A good and vibrant working atmosphere motivates and rejuvenates employee productivity and thus is considered the key for success of every organization; be it office or any work premises. Our initiative to make the workplace clean and green gave more enthusiasm to the team and we have decided to keep live plants inside our offices and warehouse premises.

Green & clean workspace: To keep our workspace healthy, lively, and promote positivity among the workers, is a key factor towards a successful business model. “Health is wealth” This initiative of keeping the workspace neat and clean, keeping indoor plants and maintaining the decorum lively with positive vibes as well as opportunities to take part various sports/gymnastics activities organized by our company and group office/other local organizers.

This environmental sustainability drive is complemented to our reduce reuses recycle activities like preserve energy by switching off lights and AC when not in use, shifting from normal lamps to LED lamps inside warehouses, double side printing on A4 papers, wherever possible etc.

We believe this drive will contribute towards awareness of our employees, customers, and our supply chain whom we are interacting regularly.

Digitization of the job handling from the time of receiving leads or enquiry to the completion of delivery with the help of customized moving CRM called **Quickmove**. A **survey APP** on tab also in the place of paper based manual survey is also used by the survey consultants. The digitized move management system helps us to reduce the printout and paper usage and therefore minimize the carbon footprints.

The Logistics Inventory App was introduced in the year 2021 to shift to **Paperless. operations**. Inventory App helps us to prepare packing inventory electronically. and transmit it to the customer as well as destination agent without printing. and scanning.

GPS enabled fleet and AMC with Bedtco for fueling trucks at our warehouse premises. By arranging GPS tracking on all our fleet and forklift, we could monitor, review, and improve fuel efficiency. We have managed to reduce fuel consumption from 47524 liters to 42629 in 2022.

Groupage containers: This option of consolidation of smaller volumes of shipments to a common destination in a larger container for cost effective and energy saving moves option helps for cost efficient move opportunities to our customers. Also, it is eco-friendly, supporting energy savings, and therefore considered as one of the best sustainable shipping solutions. In 2022, ISS have managed 452 export shipments via Groupage option; figuring 5658.57 cbm which is equivalent to 188 TEUs. Currently we have regular Groupage containers destined to entire Europe (mainly consigned through to Rotterdam and UK ports), France, India, Qatar, Saudi Arabia, Singapore/Malaysia, Australia, South Africa, US and Canada.

Energy saving initiatives: replaced all normal lighting systems with energy efficient LED lamps at office and warehouses. Implementation of RO water systems in place of canned water to avoid plastic containers.

At our warehouse, we have cleaned the transparent roof sheets to allow natural light to come in flawlessly so that reduce use of electricity lights. We continue to educate our crew and warehouse team to keep an eye on the usage of electricity and water through various training and signages. Conducting Periodical inspection of the wash-rooms, water pumps etc., maintenance of the electrical appliances whenever required etc. helps the team to immediately take corrective action and stop energy and water loss. The warehouse maintenance register is kept for documenting these activities for monitoring and evaluation purposes.

Drinking Water – RO Filter installation

Save Energy and water is the need of the hour when the natural resources are drastically depleting due to reckless usage of the same by mankind. Every unit of electricity and every drop of water is precious. **We were using ten cans (of 5.2-gallon size) at the warehouse per day and annually it is counted three thousand cans/577 gallons. We have decided to buy a RO Filter one for the warehouse and one for the office too. This way, we can stop depending on bottled water and save our precious natural resources.**

Waste Management- Collaboration with MR Skips, Union Paper Mills and EEG (Emirates Environmental Group)

Managing unpacking debris is always a challenge. During the delivery jobs, our crew carefully unwraps and unpacks both inbound and local delivered packages. Obviously, there would be various debris of packaging materials which are unable to be reused without further processing. After the retrieval of reusable materials, the left-out debris is segregated – paper, cardboard, plastic, and wood waste- and deposited in the Skip kept at our warehouse premises. The Municipality registered AMC contractor will collect these debris in their trucks for disposal at designated yards at the outskirts of the city.

Also we have made AMC with Union Paper Mills who collect paper waste, plastic, and unusable carton pieces regularly. The vendor recycles such materials in their plants outskirts of the city and reuses them to manufacture multiple utility items in the internal and external markets.

A fund is formed from the disposal of debris and the same is used for various green office initiatives as well as donating one hundred meals/a month to the needy people in the UAE. From our records, we have an average of two tons paper/cardboard/plastic waste disposed per month which can be further calculated as twenty-four tons per annum.

We collaborate with EEG's OROC project, the sustainable endeavors for waste collection with the help of various corporate entities in the region. This drive helps to safely remove the debris - tons of paper, plastic etc without dumping them onto the landfills. These waste is further processed by recyclers for reuse of the material. ISS is proud to be partnered with EEG by donating our transport and crew for this drive and be part of sustainable development

Clean UAE projects -Participation and Volunteering

Another ecofriendly project in which ISS team is actively participating in the region is Clean UAE drive conducted at various Emirates in the UAE.

Employee Recognition, Employee Engagement, Team Building Programs.

For every organization, the employees are the backbone of their existence. Among them, the packing and delivery crew are the main pillars of relocation companies since the quality and safety of the move is in their hands. ISS Relocation believe in individuals and their families and evolved an annual rewarding program to recognize, reward and motivate the team members for their excellence. Our annual reward program chose a few crew members who outperformed their services throughout the year. This selection was based on the customer feedbacks obtained through our Feedback program, assessment by the internal staff and final scrutinization by the jury.



Conclusion

At ISS, we embrace our CSR initiatives as an ongoing process, continually seeking ways to expand and improve our programs. We infuse CSR into our business model and company culture because we believe it is the right thing to do.

Putting Our People First - Workplace ethics are fundamental to everything we undertake because doing right by our team is central to our core values. We believe in the power of people and know that our incredible employees are the heart and soul of ISS. Our people are why our clients trust us to supply seamless customized relocation services that address their unique needs in over 160 countries. We see ourselves as one unified community and provide our team members with the ongoing training, development opportunities, and work/life balance they need to thrive professionally and personally. Our employee-led diversity council meets regularly to evaluate our business practices and understand staff sentiments. The goal is to continually find new actionable steps and best practices that increase inclusion, diversity, and equity company wide. Transparency and honesty within our team are essential to us. Our company-wide open-door policy ensures that everyone at ISS feels comfortable sharing ideas and concerns or supplying feedback.

Minimizing Our Footprint - It is no secret that the relocation industry has a considerable impact on the environment, but that does not mean we should not do everything we can to reduce our ecological footprint. Our employee-led Sustainability Task Force systematically finds new ways to improve existing sustainability initiatives while bringing future endeavors into focus across all departments. Our goal is to lead by example, proving the gold standard of environmental stewardship in the relocation industry. Reducing paper and plastic use at our offices is central to our ecological initiatives, and we have switched to 100% recycled paper business wide. In addition, ISS's ever-evolving carbon management plan focuses on reducing water and energy use while proactively taking advantage of renewable energy sources.

CSR & SUSTAINABILITY TEAM

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