

ISS Relocations

CSR & Sustainability Report 2023-24



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Management Commitment

ISS Relocation LLC, having its direct presence in the Middle East and South Asia with a vast global network, have its imprints of best quality services over 25 years in the region. The organization is always committed to Corporate Responsibility on Sustainable development through efficient implementation of integrated management system. We are proud to say that year 2023-24 was another year of achievement for the organization through stringent ESG policies & procedures, various CSR and sustainability initiatives, partnerships & participation, effective collaboration with our stakeholders and with the help of various testimonials & certifications like ISO standards and EcoVadis rating.

Sustainable Governance.

Sustainable 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 possible 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 policies and processes that are designed to accomplish the sustainable development goals set by the committed management.



Processes, Policies & SOPs

- Corporate Social Responsibility Manual and Policy
- HR Manual/Employee Handbook, Human Rights Policy, Labor Practices, Health & Safety Policy, Recruitment Policy, Diversity, Equity & Inclusion Policy.
- Grievance Policy- for equal opportunities and protection from discrimination & redressal of grievances
- Whistle Blower's policy – To establish a procedure for employees to voice their complaints and safeguard rights.
- Drug & Alcohol policy, Anti-bribery, and corruption policy (ABC)
- Data Protection & Privacy Policy
- Environmental Policy & Manual
- Standard Operating Procedures (SOP) and Manuals for guiding the team to make it possible and to foster a supportive and pleasant working environment.
- Procurement and Tendering policy – for the supply chain compliance.

CORE TEAM- CSR & SUSTAINABILITY



ABHILASH NAIR (Global CEO)

RADHAKRISHAN MACHINGAL (Manager Finance, Admin & HR)

SUNNY JACOB (Regional Manager Quality & Operations)/ MUHAMMAD YOUSAF (Assistant Operations)

SANGEETHA MADHAVAN (Admin- Executive)

PRATHAP SANJEEVA (Supervisor IT & Operations)

AKHILESH SHARMA (Manager- Dubai)

AMEL GAHAM (Manager – Abu Dhabi)

NAEEM RAZAK (Manager – Oman)

VAIBHAV SOOD (Manager- Qatar & Kuwait)

GITHIN SASI (Manager- Bahrain)

SHAMSHIR SHAIKH (Manager- Saudi Arabia)

WALTER PEREIRA (Manager- India)

UDITHA SOYSA (Manager- Sri Lanka)

CRISTINA GUINA (Manager- Customer Service)

KRISTINE CANICOSA (Manager- Customer Service)

NAZILA MASOUMI (Manager- DSP/Global Mobility Services)

REYNOLD SEVILLENNO (Residential Move Consultant)

NITHISH KRISHNAN (Move Coordinator)

(CSR Team reachable at csr@iss-relocations.com)

CERTIFICATIONS, RECOGNITIONS & MEMBERSHIPS

CSR, a self-regulatory approach embedded within a business model, emphasizes ethical conduct, social accountability, and sustainable practices, moving beyond the traditional profit-driven paradigm. As societal expectations have evolved with pressing global challenges like climate change and social inequality. Therefore, the need for a standardized recognition of businesses socially committed has a positive impact. CSR certification, a testament to a business's dedication to societal, environmental, and ethical well-being is crucial and gives a lot of leverage and motivation to go further in those lines. It enhances the credibility and trust, stakeholders place in a business. In an era where consumers are more discerning about the ethics of companies they patronize, this certification provides a competitive edge.

ISO 26000:2010

ISO 14001:2015

EcoVadis

Board Member of Emirates
Environmental Group

CSR Arabia Award Small Business
Category- 16th Edition, 2023

Green Award 2023- Asian
Relocation Association

PARTNERSHIPS & PARTICIPATIONS

Emirates Environmental Group (EEG)

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 common sustainability development goals.

We have registered with one of the leading and the first ISO 14001 certified NGO in 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.

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

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.

CSR & Sustainability Initiatives

ISS Relocation team implemented several CSR initiatives and successfully ongoing during the period 2023-24.

We undertake or participate in Projects like environmental protection, net zero initiatives, waste management, retrieve, recycle, and reuse, health is wealth, meals distribution, helping the needy people, Blood Donation, Introducing Bio-degradable packing, green shipping solutions, initiatives on paperless operations, clean energy & water campaigns, clean & green workspace, internship programs, employee engagement, paid CSR man-hours etc.



Can Collection Volunteers & logistics support?

Tons of aluminum cans are used in restaurants, hotels, parks and homes on daily basis 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 the 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 since 2022.



ISS Volunteers for Blood Donation

Donating blood is a humanitarian act that helps to save lives of the needy. Timely availability of blood is always a challenge and therefore it's crucial to have the awareness and readiness for donating blood. Partnered with one of the leading NGOs in the UAE, ISS Relocation Dubai staff donated blood at the DHA Headquarters, Jeddah, Dubai.

Everyday Lunch

Company arranges lunch for all staff every day, and at the session during lunch we share experiences at work. This is taken positively by all members to share best practices. In addition, we do also have potluck sessions, which brings a togetherness among staff by sharing and caring.

Planting Trees

It is encouraging to note that our employees are very enthusiastic to be volunteers of Planting Trees at various Emirates in the country. Increasing number of staff along with their family members attending planting events in Dubai, Abu Dhabi and Sharjah Emirates clearly indicates the awareness of climate change resulted from the environmental impacts and probable solutions to overcome such potential Environmental risks. Partnered with various tree planting projects of EEG in association with Ministry of Climate Change & Environment, UAE and various interested stakeholders, ISS take pride volunteering such drives which supports fight against climate change.

DIVERSITY, EQUITY AND INCLUSION

ISS Relocations leadership is committed aligning to workforce diversity, ensures equal, fair and transparent platform and always foster a culture of inclusion, to supplement Sustainable Development. DEI is integrated to our Human Resources Development structure by offering equal opportunities from the time of recruitment, learning and development and considering the marginalized sectors to bring them to the streamlines. In line with our DEI policy, ISS engage in a few of campus recruitments, student internship programs, women empowerment etc.

STUDENT PLACEMENT – WESTFORD UNIVERSITY CAMPUS, SHARJAH, UAE



100 Meals every Month & Sponsored Iftar during Ramadan

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 main highlight of this initiative is that the fund is raised from the sale of unpacking debris obtained from the delivery jobs by our Operations crew.** The CSR team identifies the needy people in the region

and schedules the meals distribution in liaison with Labour Camp Heads. ISS crew along with a few office staff volunteer the kit distribution.

Additionally, ISS Team **sponsored and volunteered Iftar at Labour Camp** at Al Quoz partnered with AKCAF Association during Ramadan months in 2023 and 2024.

Giving Back to Society – customer engagement.

ISS Relocations has introduced another community program of Giving Back to Society. During the move-out, our Operations crew collect various unused household effects from our customers, bring them to our

warehouse for a quality check, sort and carefully repack into carton boxes with appropriate labelling. These boxes are handed out to Dar Al Ber Society with whom ISS Relocations has signed an MOU.

Health is Wealth

Be physically and mentally fit ensures a healthy atmosphere at the workplace. Keeping that in mind, ISS Relocations Dubai office initiated a few best practices for the staff members. Staff going to the Gymnasium @ 5 pm on all working days is one of the unique initiatives implemented by our CSR team.

Yoga sessions for our employees on every Friday 1 hour at the ISS premises is another initiative by the team. This keeps the employees mentally and physically fit & healthy. The enthusiasm and participation of the staff is overwhelming and the results also encouraging.

Organizing indoor/outdoor Games and Tournaments as well as employee engagement activities is the key to keeping the employees feel valued and refreshed. Many games and engagement programs are conducted for our employees. To name a few, Football, Shuttle Badminton, Table Tennis, Cricket, Chess, Carroms, Ludo and engagement activities namely, Sight-seeing trips, Barbeque Nights, Celebrating National and International Festivities at office, Birthdays of the staff, Regional Meeting with fun activities etc.

In addition to that, our staff participate in events like Dubai Run, Dubai Ride, Workshops and volunteer in Clean UAE program etc. throughout the year help to keep the employees refreshing and energetic.



Recycling Projects

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.





Shipping Boxes recycling work.

Preparation of Used Carton for Bubble Replacement (Bio-degradable)

Alternative for Bubble made from Cartons.

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

We can find several sources to retrieve such as cartons, paper products, wood, plywood, plastics, Bubblewrap and other packaging materials which are available in our surroundings. We retrieve all unpacked debris from deliveries and carefully clean up, sort, 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, other corporate customers who use such boxes for shipping and logistics. Wooden boxes/pallets etc. also are procured or collected to add on to the recycling.

Recycled Materials Matrix - Wood and Cartons retrieved and reused in 2023 -2024.

Description	2023	2024 May
Total number of shipping boxes received & disassembled	1248 boxes	0 boxes
Total cubic meter volume retrieved	131 CBM	0 CBM
Number of trees of 10 mtr length x 10 cms diameter required to obtain 5 cbm asper the guidelines of asset publishing group, govt of UK.	63 Trees	63 Trees
Number of trees saved = CBM/5*63	1650 Trees	0Trees
Total number of used carton boxes retrieved from delivery jobs	55 11	2015
Total number of used cartons consumed for local + storage jobs	43 79	3190*
Value of money saved (average carton cost \$1.5/- per carton)	US\$ 8266/-	US\$3022.5/-

*Including last years' carry forward



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Our Actions and Their Impacts

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 used/waste products will help reduce their carbon footprints, by directly reducing the use of non-renewable natural resources.

Being in relocation services, paper products and wooden packaging materials are used for packing various items for international as well as local and storage 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 above gives a picture of the number of shipping boxes received and the wood we saved as well as the cost reduced and saved from recycling cartons.**

We also **collaborate with our supply chain and global partners** on such initiatives and continually improve our processes with innovative ideas and market trends. Finding new innovative solutions like Bio-degradable materials, recycling partners for paper and plastic products. Also partner with local stakeholders on waste management, can collection drives etc.

Relocation Process involves packaging works with a huge requirement of 5 ply sturdy cartons, wrapping paper, wooden batons, and plywood sheets etc. Majority of those products are manufactured out of natural resources like plants, trees etc. Obviously, excessive demand for such resources adversely impacts on the environment and manufacturing process consumes a lot of energy too. Naturally, this results in increased carbon footprints and related complexities on our atmosphere, say global warming and climate change.



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Green & Clean Drives

A good and vibrant working atmosphere motivates and rejuvenates employee productivity and thus is considered the key to the success of every organization; be it the 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.

This environmental sustainability drive is complemented by 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.

Being a responsible organization that also spends its time to give back to the environment and the community is something ISS believe and implement in day- to-day activities. We are sure this will set a benchmark for the industry, and we keep striving to achieve more in terms of protecting environment and thus help our nature for future generations to come!!!

Digitalization and Paperless Operations

Process digitalization means using digital technologies in processes to make them more efficient, productive, and profitable.

Further, the adoption and implementation of digital technology by an organization in order to create new or modify existing products, services and operations by the means of translating business processes into a digital format is called Digital Transformation.

ISS Relocations initiated Paperless Operations and Digitalization of job handling from the time of receiving leads or enquiry to the completion of delivery with the help of customized CRM and APPs etc. All data and information being fed into the CRM from the time we touch base with the private customers, corporates and agent networks, vendor management data, employee records etc. This data is stored, transmitted, and archived for future references; also, various reports have been derived from such data for data analytics and analysis purposes. The CRM allows automated messaging to customers and other stakeholders various documents could be uploaded to avoid printing.



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A **Survey APP** for digital survey in place of paper based manual survey and **digital Inventory APP** for managing packing operations are two mobile tools used to support the CRM to enhance **Paperless operations step by step**. Also, all operational documentation for pack out and delivery, obtaining customer feedback etc. are managed digitally through the Inventory App.

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 42629 liters in 2022 to 40173 liters in 2023.

Sustainable Energy: SDG 7

The objective of SDG 7 is to “ensure access to affordable, dependable, sustainable, and modern energy for all.” Being a responsible business unit, ISS Relocations is always at the forefront for responsible energy consumption. In the logistics industry which heavily depends on various resources especially the logistics, transportation, freight movements etc., can do a lot in terms of reducing carbon emissions by a number of ways. Below are the initiatives successfully implemented to support SDG 7.

Groupage containers (Consolidation of smaller shipments into bigger containers) to a common destination for cost effective and energy saving moves. This option helps for cost efficient move opportunities to the customers. Also, it is eco-friendly, supporting energy savings by utilizing the space inside the container at the optimum level. Additionally, it saves a lot of paperwork and coordination works and therefore considered as one of the best sustainable shipping solutions. In 2023, the ISS Team consolidated and dispatched 425 export shipments via Groupage option; total volume was 5102 cbm which is equivalent to 170 TEUs.

Other Energy saving initiatives: continued the replacement of all normal lighting systems to energy efficient LED lamps at office and warehouses; implemented the same to our newly added warehouses also. Periodical maintenance of transparent roof sheets allows natural lights into the warehouse; thus, reduces electricity consumption. Heat resistant roofing helps to reduce temperature inside our warehouses. Implementation of **RO water systems** in place of canned water to avoid plastic containers.

Conducting Periodical inspection and audits at the warehouse - the racks, cages, all the locations, wash- rooms, water pumps etc., maintenance of the electrical appliances etc. helps the team to immediately work on corrective actions, stop energy, and water loss. The warehouse maintenance register monitored, audited and evaluated.



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Training & Awareness Programs

- Employee awareness programs - Townhalls, Meeting, Sessions, Toolbox Talks, Panel Discussions
- Direct access to CSR policies, SOPs, Picture gallery on our website :www.iss-relocations.com
- Certified Employees – FIDI sustainability, EcoVadis ESG, CSR Works training on Stakeholders Engagement & Fire Fighters and First Aiders, Sustainability Reporting by CSR Arabia etc.
- Emailers, Whatsapp messages, Group Discussions on CSR with Employees and Supply Chain
- In house competitions on Environmental Awareness
- Engaging Employees, Vendors, Corporates, Educational Institutions and Agent Networks on ESG
- Adopting innovative ideas and encouraging Biodegradable Materials.
- Employee Engagement Programs, Employee Recognitions & Appreciations

Our commil'menl' on sus'ainable developmenl' / ISS

CSR OBJECTIVES 2024

ENVIRONMENTAL, SOCIAL & GOVERNANCE - Objectives	Objectives/Targets	Last year Status	Target	Target Date
CSR Manual, Various Policies, SOPs	Retrieve used Cartons and packaging boxes & reuse them for local/storage jobs	1000 cartons/ quarter	1500 cartons/ quarter	31st Dec 2024
	Conserve Energy Reduce Fuel Consumption Reduce Electricity consumption by 3%	10012 liters/ quarter	9711/ quarter by 3%	31st Dec 2024
	Increase Retrieval of Recycled Wood/Plywood, cartons & plastic materials	145 cbm/ quarter	170 cbm/ quarter	31st Dec 2024
	Waste Management - reduce wastage of packing materials - paper and plastic from unpacking jobs.	5000 kgs/quarter	3000 kgs/quarter	31st Dec 2024
	Reduce CSR and HSE risks	3 incidents	0 incident	31st Dec 2024
	New CSR Initiatives	2 programs	3 programs	31st Dec 2024
	Employee Retention Rate	90%	92%	31st Dec 2024



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PLANS 2024

- **Adopt a Beehive Project (collaboration with EEG)**
 - **ESG Compliance of Supply-Chain network**
- **Awareness & Participation Programs for Staff & Family Members**
 - **Sustainable Regional Meeting Initiatives**
- **Step by Step replacement of plastic packaging materials with Bio-degradable materials**
- **Enhancing sustainable development structure to other locations of ISS Relocations**



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Useful Links

[Corporate Social Responsibility & Sustainability At ISS Relocations \(iss-relocations.com\)](https://iss-relocations.com)

[Arabia CSR Awards | Previous Winners](#)

[My Performance | EcoVadis Platform \(ecovadis-survey.com\)](https://ecovadis-survey.com)

[ARA family reunion 2023 – Asia's Relocation Association \(asianreloassociation.org\)](https://asianreloassociation.org)

Conclusion

Sustainability reporting builds on our existing business management tools and concepts and applies them in a broader context in response to a complex and highly interactive social, environmental, and economic environment. It builds on conventional business management techniques such as KPIs but applies them with a focus on triple bottom line and life cycle management. It requires a sophisticated approach of integrating non-financial, sustainable performance measures into the traditional reporting of our organization.

Sustainability reporting in the hands of an initiative-taking organization that learns, adapts, and continuously improves can give a competitive advantage in dealing with the challenging environment that businesses face. IT allows us to identify business risks or “hot spots” that were previously undetected and to alert management to business opportunities related to new challenges. The tools, frameworks, and guidelines discussed can assist our company in its progression to sustainability.

The resources needed to implement aspects of sustainability reporting can be significant. Therefore, many of the concepts in this report are most relevant for our businesses and can be particularly challenging at times. Many of the tools and processes discussed in this report are geared towards small, incremental change as a part of continuous improvement. Our businesses can implement aspects of sustainability reporting into our organization to achieve improved operating results while minimizing negative societal impacts and emphasizing positive societal impacts.



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CSR & SUSTAINABILITY TEAM

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more details on

<https://iss-relocations.com/corporate-socialresponsibility-and-sustainability/>



Our commitment on sustainable development / ISS