

ISS Relocations

CSR & Sustainability Report 2024-25



Date of Issue: 30th June 2025

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Management Commitment

ISS Relocation LLC, with a strong presence in the Middle East and South Asia and a vast global network, has been delivering top-quality services for over 25 years. The organization is deeply committed to corporate responsibility and sustainable development, guided by an efficient integrated management system.

In 2024–25, ISS Relocation achieved significant milestones through the implementation of stringent ESG policies, impactful CSR and sustainability initiatives, strategic partnerships, and meaningful stakeholder collaboration. These efforts have been recognized through numerous accolades and certifications, including ISO standards and a high EcoVadis rating. Notably, ISS was honored with the **Arabia CSR & Sustainability Award (17th Cycle-2024)** and the prestigious **Juan Peralta Ecology Award 2024** from the Pan American International Movers Association. These awards affirm the company's unwavering dedication to environmental stewardship, ethical business practices, and operational excellence. ISS Relocation continues to set benchmarks in the relocation industry through its values-driven and sustainable approach.

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.



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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)
NITHISH KRISHNAN (Move Coordinator)

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

CERTIFICATIONS, RECOGNITIONS & MEMBERSHIPS

Corporate Social Responsibility, embedded in modern business models, promotes ethical conduct, social accountability, and sustainability. As global challenges grow, standardized CSR certification becomes vital, showcasing a company's commitment to positive impact. It builds trust, motivates continuous improvement, and offers a competitive edge in a market where ethics increasingly influence consumer choices.

ISO 26000:2010

ISO 14001:2015

EcoVadis

Board Member of Emirates
Environmental Group

Winner CSR Arabia Award Small
Business Category- 17th
Edition, 2024

Winner – PAIMA Ecology Award,
USA -2024

Winner -Green Award 2023- Asian
Relocation Association, Thailand

PARTNERSHIPS & PARTICIPATIONS

Emirates Environmental Group (EEG)

ISS Relocations embraces a partnership approach to achieving the United Nations' Sustainable Development Goals (SDGs). Public-private partnerships offer innovative ways to address complex social issues by leveraging private sector expertise and resources, while engaging the public, workforce, and students. We actively collaborate with local and international organizations, agents and supply chain aligned with Sustainability Goals. ISS is proud to be

registered with Emirates Environmental Group (EEG), the UAE's first ISO 14001 certified NGO. Through EEG's CSR initiatives-tree planting, waste management, recycling, awareness campaigns, student competitions, panel discussions, and corporate programs—we actively demonstrate our long-standing commitment to environmental and social sustainability.

Dar Al Ber Society, UAE

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.

Westford University College, Sharjah, UAE

Started collaborating with this Educational institute to ensure engaging with community, Young pool of talents, and institution by participating and organizing more interactive Activities. Campus recruitment, Internship opportunities, Industrial visits for students, Engaging student interactive sessions at the campus are a few initiatives.

Engaging with Westford students and staff, gives us great insights and keeps our team always updated and refreshed. This Mutual partnership helps more engaging operations and activities benefiting both parties.

CSR & Sustainability Initiatives

ISS Relocation team implemented several CSR initiatives and successfully ongoing during the period 2024-25.

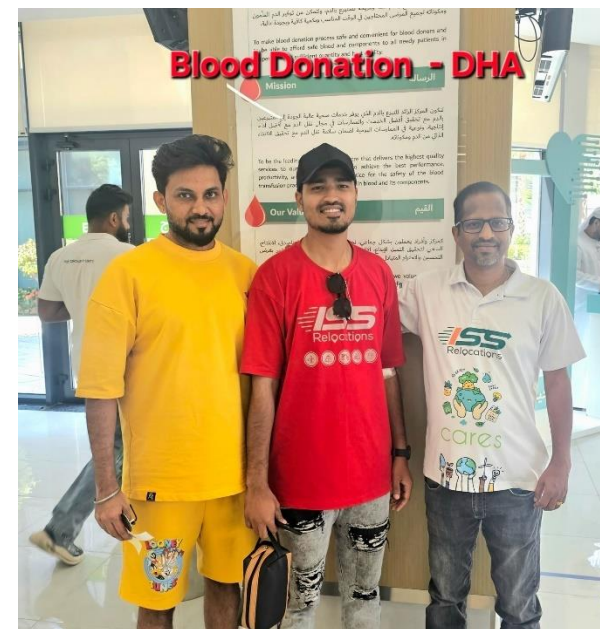
We undertake or participate in Projects like environmental protection, net zero initiatives, waste management, retrieve, recycle, and reuse, health is wealth, meals distribution, helping the needy people, Blood Donation, Campus recruitments, Student Internships, Industrial Tours conducted for Students, Introducing innovative Bio-degradable packing materials, green shipping solutions, initiatives on paperless operations, clean energy & water campaigns, clean & green workspace, Birthday and festival celebrations, employee engagement, paid CSR man-hours etc.





Can Collection Volunteers from ISS & logistics support to EEG

In the UAE, tons of aluminum cans from homes, hotels, and restaurants often end up in landfills, missing vital recycling opportunities and harming the environment. EEG's Can Collection Drive exemplifies how corporate involvement can support net-zero and circular economy goals. Since 2022, ISS Relocations has actively volunteered, providing fleet support to transport collected cans to recycling centers. This initiative reflects our strong commitment to sustainability, waste reduction, and promoting environmentally responsible practices within the broader community.



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 its 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, Jeddaf, Dubai.



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Daily Lunch at Workplace

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

Tree Planting – for greener tomorrow!

It is encouraging to note that our employees are very enthusiastic to be volunteers of Planting Trees at various Emirates 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.

ISS Relocations' leadership is committed to workforce diversity, ensuring an equal, fair, and transparent platform while fostering a culture of inclusion to support sustainable development. DEI is embedded in our HR structure, offering equal opportunities from recruitment to development, including marginalized groups. We support campus hiring, internships, and women empowerment initiatives.

STUDENT PLACEMENT – WESTFORD UNIVERSITY CAMPUS, SHARJAH, UAE



100 Meals every Month funded from debris sales & Iftar Kits distribution

Aligned with the UAE's National Food Security Strategy 2051, ISS Relocation LLC launched a monthly initiative distributing 100 meal packs to those in need. Uniquely, funds for this activity is raised through recycling unpacking debris from delivery jobs. The CSR team coordinates with labor camp heads, while ISS staff volunteer for distribution. Additionally, in partnership with AKCAF Association, ISS sponsored and served Iftar meals at Al Quoz labor camps during Ramadan in 2024 and 2025, reinforcing our commitment to food security and community welfare. Employee volunteers are excited to participate in these initiatives since it gives opportunity to engage with people.

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

Maintaining physical and mental well-being fosters a healthy and productive workplace. With this in mind, ISS Relocations' Dubai office has implemented several wellness initiatives. One standout practice is encouraging staff to visit the gym daily at 5 PM. Additionally, weekly 1-hour yoga sessions are conducted every Friday at our premises, promoting mental clarity and physical fitness.



Staff participation has been enthusiastic, and the positive impact on overall well-being has been clearly visible. Employee well-being through regular indoor/outdoor games like football, badminton, and cricket, along with engagement activities such as sightseeing trips, birthday and festive celebrations, events like Dubai Run, Dubai Ride, tournaments for operations staff, employee engagement programs, fun games during regional meeting etc.

Recycling Projects



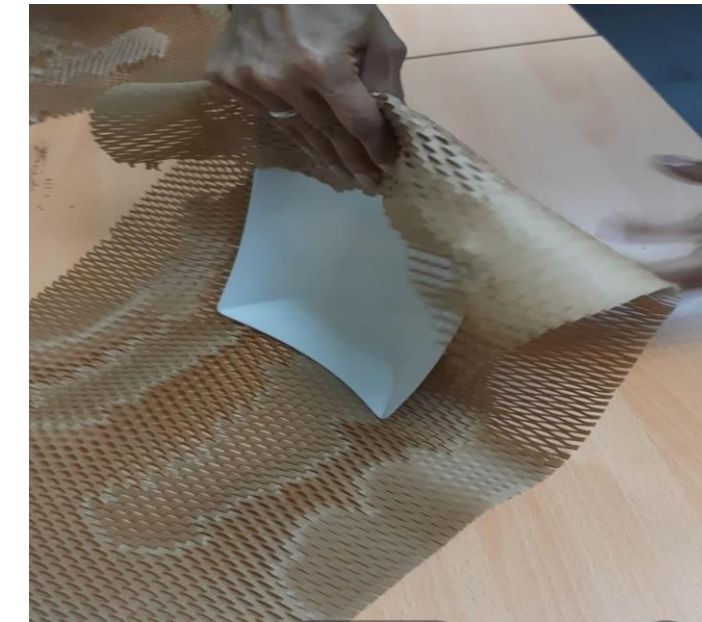
Reuse, Recycle & Renovate: Recycling involves collecting and processing materials that would otherwise be discarded, transforming them into new, useful products. It plays a vital role in sustainability, benefiting both the environment and future generations. At ISS Relocation, we take this responsibility seriously, actively contributing to a greener planet through mindful recycling practices and sustainable actions. Our team is committed to doing our part in building a cleaner, more sustainable world for the long term.



Shipping Boxes recycling work.



Preparation of Used wood for reuse



**Alternative for Bubble made from used
Cartons retrieved from delivery.**

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 2024 -2025

Description	2024	2025 May
Total number of shipping boxes received & disassembled	1102 boxes	396 boxes
Total cubic meter volume retrieved	115 CBM	41 CBM
Number of trees of 10 mtr length x 10 cms diameter required to obtain 5 cbm as per the guidelines of asset publishing group, govt of UK.	63 Trees	63 Trees
Number of trees saved = CBM/5*63	1449 Trees	516 Trees
Total number of used carton boxes retrieved from delivery jobs	6109	2673
Total number of used cartons consumed for local + storage jobs	5638	2796*
		*Including last years' carry forward
Value of money saved (average carton cost \$1.5/- per carton)	US\$ 8457/-	US\$4194/-



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Our Actions and Their Impacts

Recycling is essential as global warming rapidly impacts our environment and natural resources. At ISS Relocations, we strongly believe that reusing and recycling waste products helps reduce carbon footprints by decreasing the demand for non-renewable resources.

Our relocation services involve extensive use of paper products and wooden packaging materials for international, local, and storage moves. Through our dedicated recycling projects, we have saved a significant amount of natural resources that would otherwise have been discarded as waste. This effort also lowers costs and reduces environmental impact.

We actively collaborate with our supply chain and global partners to continuously improve our recycling processes, adopting innovative solutions such as biodegradable materials and enhanced recycling methods for paper and plastic products.

In addition to environmental initiatives, we prioritize creating a vibrant and healthy workplace. To support this, we have introduced live plants in our offices and warehouse premises, promoting a clean, green environment. This initiative has increased employee motivation and productivity, contributing to our overall success and sustainability commitment.

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.

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. Also, sustainable water resources replace plastic cans with RO machines which reduced the use of plastic containers and bottles considerably; during our conferences and meetings, we encourage refilling of glass bottles to avoid plastic waste. Double sided printing, recycled paper use at office, avoiding all pages of email chains, replacing normal lights with LED lamps, cleaning the roof for natural lighting, controlling use of water etc are a few other initiatives to reduce carbon emissions.





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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



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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.

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 40173 liters in 2023 to 38859 liters in 2024.



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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 2024, the ISS Team consolidated and dispatched 485 export shipments via Groupage option; total volume was 5692 cbm which is equivalent to 189 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



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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.

Training & Awareness Programs

- Employee awareness programs - Townhalls, Meeting, Sessions, Toolbox Talks, Panel Discussions, Regional Meeting, Workshops, Quiz, Social Media promotions, incentives to the employees for organizing and participating in CSR activities and weightage for appraisals
- 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



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- 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



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DOC NO: ISSR-CSR-MAT-002

Sl No	Objectives	Actions & Targets		Responsibility	Target Date	Status of Achievement	Remarks	Review Date
		Short term	Long term					
1	Increase the type of ESG activities in the Middle East Region by 10%	Collaborate with various NGOs/Educational Institutions on Environmental initiatives. More logistics & volunteering support	Weaving up ESG into the corporate culture through engaging all stakeholders - employees, investors, customers, supply chain & community	QHSE Manager	31st Dec 2024	Newly partnered with Westford University and K2 Mobility on ESG	Needs to find more opportunities for partnership and participation.	18th Jan 2025
		Enhance the Retrieve, Reuse & Recycle program- cartons, wood and plastic waste by 5%	Invest in the team on the importance of recycling, saving the environment and target non-financial benefits	QHSE Manager	31st Dec 2024	Wooden box recycling program continued for 3rd year helping us to recycle wooden parts	Ongoing project started in 2022	25th Jan 2025
		Awareness sessions on Human Resource Policies, SOPs, Employee Rights & Welfare. Business Ethics, Compliance of Supply chain	Engaging the employees with Human Rights & Welfare and make the organization more sustainable.	QHSE Manager	31st Dec 2024	Conducted sessions for ISS employees. Integrated ESG initiatives in Corporate Regional Meeting	Satisfactory progress	18th Jan 2025
2	Training & Awareness Initiatives on Waste Management & Recycling Increase by 10%	Recycling initiatives through innovative technology & incorporate in daily operations	Reduce carbon footprints, reduce impacts on the environment, replace outdated methods by innovative and cost effective innovative technology.	QHSE Manager	31st Dec 2024	Introduced recycling machine and started replacing air bubble sheets	Integrated daily operations with bio-degradable materials	18th Jan 2025
		Train the crew, middle Management and Executives on the importance of waste management	Knowledgeable employees for better ESG management; indirectly contributing to the well being of the employees and the organization	QHSE Manager	31st Dec 2024	Direct and Virtual Sessions with employee engagement activities	Ongoing	18th Jan 2025
				QHSE Manager	31st Dec 2024	Enhanced the CSR Team with more volunteers with Recognition Programs	More participation and volunteering by the staff	18th Jan 2025
3	HSE training & implementation- use of PPE, ensure tools box talk, FFE and Fire emergency drills	Preventive actions - maintenance, training, periodical checks/HSE audits	Zero accidents, Healthy employees and stakeholders & happy customers and community	QHSE Manager	31st Dec 2024	HSE internal audits conducted; ISO14001 and 26000 external audits and FAIM audits 2024	Achieved target	7th Jan 2025
		Ensure use of PPE, compliance of Safety Rules, Fire Drills	Improved work efficiency and reduced loss of man hours	QHSE Manager	31st Dec 2024	PPE inventory revamped; Tools Box talks & Fire Drills conducted	On the track	7th Jan 2025
		Top Management involvement in HSE, Participation, Review and Encouragement initiatives	Motivated and knowledgeable staff; reduced HSE risks, more productivity	QHSE Manager	31st Dec 2024	ISS ambassadored growth of ESG at PAIMA conference at USA; CEO delivered a speech	Improvement noticed	7th Jan 2025



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PLANS 2025

- Integrate ESG, CSR & Sustainability to the HR evaluation & appraisal of employees
 - Incentivize the employees for organizing & participating in CSR activities
 - Ensure ESG Compliance of Supply-Chain network
 - Sustainable Regional Meeting Initiatives- integrating KPIs
- 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)



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For a proactive organization like ISS Relocation, sustainability reporting provides a strategic advantage. Sustainability reporting enhances traditional business management by incorporating broader social, environmental, and economic dimensions. It builds on conventional tools like KPIs, applying them through the lens of the triple bottom line and life cycle thinking. This approach integrates non-financial performance indicators into mainstream reporting, enabling a more holistic understanding of organizational impact. It also helps us identify previously unnoticed risks, uncover new opportunities, and align our operations with emerging environmental and social priorities. By using proven frameworks and guidelines, we can better navigate the complexities of today's business landscape while reinforcing our commitment to sustainable development.

Although implementing sustainability reporting requires resources and effort, it promotes continuous improvement through incremental changes. These tools support smarter decision-making, greater transparency, and accountability. As we embed sustainability into our operations, we aim to achieve better business outcomes while minimizing negative societal impacts and amplifying our positive contributions to the communities and environments we serve.

CSR & SUSTAINABILITY TEAM

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more details on

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

