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# **SUSTAINABILITY & DEI REPORT 2023–2024**



# INTRODUCTION

At PMR, we recognize the importance of our impact on people, the planet, and the communities where we operate. It is imperative to the success of our business that we continue to learn, improve, and advance our vision in those key areas by implementing a strong and thoughtful **Environmental, Social and Governance (“ESG”)** strategy. By embedding sustainability and ethical practices into our operations, we aim to create value for our stakeholders, contribute to societal well-being, and reduce our environmental footprint.

We are committed to integrating environmental, social, and ethical principles into our business decisions that significantly impact the people, and the world we live in.

In line with increasing global compliance requirements and our commitment to sustainability, we are enhancing our approach to ESG reporting. This report focuses on key areas, such as carbon emissions data, to further strengthen our sustainability efforts and provide a more comprehensive and transparent view of our environmental impact. We are pleased to present our Sustainability and DEI Report for 2024, outlining our key initiatives and progress.





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**ENVIRONMENTAL**





## ENERGY AND EMISSIONS:

For FY 2023-2024, we calculated our Scope 1 emissions (655 tCO<sub>2</sub>e) and Scope 2 emissions (254 tCO<sub>2</sub>e) following the GHG Protocol framework to ensure accurate and standardized reporting. These calculations provide a solid foundation for our carbon reduction efforts. For FY 2024-2025, we will continue to track emissions and expand our efforts to include Scope 3, assessing indirect emissions from our supply chain and other sources. This will give us a more comprehensive view of our carbon footprint, helping to develop targeted reduction strategies, aiming to align our targets with globally recognized frameworks like the Science-Based Targets initiative (SBTi) to set-up a net-zero goal.





## IN THE MEANTIME, WE ARE ACTIVELY REDUCING OUR ENVIRONMENTAL IMPACT THROUGH INITIATIVES SUCH AS:

- Increased the use of more sustainable materials (eg. Recycled material, eco-friendly packing materials, reusable packing materials like blankets)
- Enhanced efficiency of energy usage (eg. Energy efficiency in buildings like reduction of electricity usage, air-condition usage, by promoting green spaces)
- Shifting to full LED lighting in office spaces to reduce energy consumption.
- Increase in CNG based vehicles where practical or low emission vehicles.
- Increase in routing and clubbing shipments to reduce fuel consumption.
- Use of energy efficient machines and equipment.
- Discourage the use of plastic in packing operations where possible.
- Discourage the use of one-time plastic bottles and cups.
- Reducing the amount of road travel that can be avoided and an increase on online meeting through Zoom.
- Reducing the amount of Air Travel that can be avoided and increasing on online meeting through Zoom.

## CHALLENGES OBSERVED:

- Procuring eco-friendly products without significantly increasing packing material cost. The increased in packing material cost impacts the overall cost of a move)
- Requiring suppliers and business partners to meet specific sustainability criteria.





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SOCIAL



## **HUMAN RESOURCES**

Our focus on diversity, equity and inclusion makes us stronger, more productive, and more creative. It enables us to attract top talent, creates professional growth opportunities, and therefore, makes us a more successful organization.

## **EMPLOYEE SATISFACTION**

We conducted an Annual Employee Satisfaction and Engagement Survey. We also conduct employee exit surveys. Results from our surveys directly influence our management policies.

- 89% of employees agree that they are satisfied and proud to work at PMR.



## DEI (DIVERSITY, EQUALITY, AND INCLUSION)

At PMR, we are committed to fostering an inclusive workplace where everyone has equal opportunities to grow and develop. Our DEI initiatives aim to celebrate diversity and promote an environment where all individuals, regardless of their background, identity, or personal characteristics, feel empowered to thrive.

- Gender Diversity of the total workforce (office): Female 48%, Male 52%
- Cultural Diversity of the total workforce: 39% of the workforces are from minority communities and 61% workforce are from majority community.
- Percent of Female Sr. Executives: 26% female employees
- Employee Retention Ratio: 81% of the retention rate indicates strong employee satisfaction, engagement and their choice of working with us.

### DEI INITIATIVES:

- Health and Wellbeing Programs: We initiated health and wellness programs in the workplace catering to the diverse health needs and well-being concerns of employees, fostering a supportive and inclusive work environment.
- Training and Awareness: Conducted training programs to raise awareness about unconscious bias, diversity, and inclusion to ensure a more inclusive workplace culture.



## HEALTH AND SAFETY:

- No minor or major accidents were reported in the last years for 2023-2024
- No near misses were reported in the last year for 2023-2024
- Periodic fire drills were conducted periodically every quarter and exit time was satisfactory.
- Safe drinking water is provided, backed with the water potability test report.
- First Aids were in place, and all medicines were valid.
- First Aid and CPR training were conducted for employees.





## EMPLOYEE ENGAGEMENT – VOLUNTEERING FROM THE HEART

Our employees are the heart of our CSR success. At PMR, we actively involve our teams in every initiative:

- Volunteer Participation – Employees regularly join food drives, teaching sessions, and elder care visits.
- CSR Champions – Designated teams lead cause-specific programs and mobilize engagement.
- Donation Drives – Employees donate clothes, toys, books, and essentials during festive and special occasions.
- Awareness Events – Internal campaigns like blood donation camps, fitness challenges, and clean-up drives foster a responsible culture.







## COMMUNITY SUPPORT INITIATIVE:

As part of our CSR program, PMR is committed to making a meaningful impact on society. We support underprivileged communities through partnerships with NGOs and initiatives in education, sports, and social welfare. From providing scholarships to our warehouse employees' children to offering logistics support to Robinhood Army during the pandemic, we strive to serve where it matters most. This year, we've collaborated with Amentum Sports to nurture young sports talent, supported a girls' volleyball team in Kadipur Village, and backed a district-level girls' football team in Gurgaon. Through these efforts, we aim to create positive change and build a better future.



## FOOD DRIVES & ZERO HUNGER – NO ONE SLEEPS HUNGRY

We believe in sharing what we have. PMR, in partnership with the Robin Hood Army, has:

- Participated in weekly food distribution drives where surplus food from restaurants, events, and homes is repurposed and served to homeless families.
- Involved employees as volunteers, creating a company culture rooted in compassion and community engagement.
- Supported hunger-free celebrations during festivals, ensuring that joy reaches every plate.





## EDUCATION FOR ALL – LIGHTING THE PATH TO POSSIBILITIES

We believe education is the most powerful tool for change. PMR has been consistently supporting initiatives that promote education, creativity, and dignity among underprivileged children. Our collaborations include:

- **Harmony House**
- **The Toy Bank**
- **Dream Girl Foundation**
- **Lakshyam Foundation**





## DIGNITY IN ELDER CARE – HONORING WISDOM WITH COMPASSION

Senior citizens are the custodians of our cultural and emotional heritage. PMR partners with elder care organizations to bring dignity, medical attention, and emotional support to those in their twilight years:

- **Nema Eldercare** – Offers quality geriatric care and companionship to senior citizens who may be battling loneliness or health issues.
- **Earth Saviour Foundation** – Home to abandoned elderly and mentally disabled individuals, providing care, shelter, and hope for over 500+ residents.





## HEALTH & HEALTH & MEDICINE – BUILDING HEALTHIER COMMUNITIES

Healthcare is not a privilege—it is a right. PMR has extended its support to bring quality healthcare access to underserved communities by:

- Organizing free health camps in collaboration with local hospitals and clinics—offering check-ups, eye exams, and dental screenings.
- Supporting medicine distribution drives, ensuring that basic medications for diabetes, hypertension, and common illnesses reach those in need.
- Promoting awareness drives on hygiene, nutrition, women's health, and mental well-being in urban slums and low-income areas.





## SPORTS FOR GROWTH – EMPOWERING DREAMS THROUGH PLAY

Sports teach resilience, leadership, and courage. PMR supports the athletic dreams of India's youth by:

- Collaborating with Amentum Sports, an organization working to identify and train talented children in underserved communities.
- Providing kits, gear, and nutrition support to promising grassroots-level athletes across disciplines like athletics, boxing, and football.
- Enabling access to professional coaching and exposure to tournaments, helping turn passion into potential.







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# GOVERNANCE:



We encourage employees to report known or suspected violations. Employees can report openly, confidentially and/or anonymously by calling a designated contact person or team.

Employees may also send questions or comments to their manager, department head or Human Resources. The Human Resources team, along with relevant governing parties, conducts a thorough investigation of any allegation to determine whether a violation has occurred. Once the investigation concludes, we take the appropriate action and follow up with the employee who made the allegation.

## **SUPPLIER DIVERSITY:**

Our Supplier Diversity Program promotes economic inclusion by ensuring equitable opportunities for disadvantaged communities, small and diverse-owned businesses to pitch their products and services to us. The Procurement Manager manages the Supplier Diversity Program and reports to the Director of Procurement and Logistics.

- Minority Owned Supplier: 13%
- Women Owned Supplier: 04%
- Veteran Business Supplier: 02%
- MSME Business Supplier: 48%



## ETHICS AND COMPLIANCE:

PMR maintains the highest standards of business ethics and legal compliance. We ensure that all our employees, vendors, and partners adhere to applicable laws and our Code of Business Conduct and Ethics. We take prompt and appropriate action to address any potential violations.

- Compliance training is mandatory for all employees annually, and we have a clear reporting process for any suspected violations.
- Regular audits and assessments are conducted to ensure that our ethical standards are upheld.

The HR Manager, Director Finance and CEO oversee Ethics & Compliance. All employees, regardless of position or rank, undergo compliance training annually and are required to acknowledge understanding and commitment to upholding our Code of Business Conduct and Ethics.

We encourage employees to report known or suspected violations. Employees can report openly, confidentially and/or anonymously by calling a designated contact person or team.

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## EMPLOYEE CODE OF CONDUCT

At PMR, our Code of Conduct outlines the standards of behavior expected from every employee, anchored in our core values of integrity, respect, and accountability. These standards have been instrumental in our continued growth and in building a strong foundation for future expansion. All employees are expected to uphold PMR's reputation by demonstrating ethical conduct and professionalism in every action. The Code serves as a guiding framework that sets expectations, helps navigate complex situations, and ensures a unified culture of ethical behavior across the organization. Each team member is encouraged to read, understand, and commit to upholding these principles in both internal and external engagements.



## ANTI-BRIBERY & CORRUPTION POLICY

PMR is firmly committed to conducting all its business operations with the highest standards of integrity, fairness, and transparency. Our Anti-Bribery and Corruption Policy is a key component of our Code of Conduct and outlines our zero-tolerance stance toward bribery and corruption in any form. We comply with all applicable anti-corruption laws in the jurisdictions where we operate and expect the same from our partners and stakeholders. All employees and representatives are required to avoid any activity that could be interpreted as offering or accepting bribes, kickbacks, or unethical inducements. This policy ensures that our decisions and operations remain fair, legal, and aligned with our ethical values.



## CONFLICT OF INTEREST POLICY

At PMR, we believe that business decisions must be made impartially and in the best interest of the organization. Our Conflict of Interest Policy is designed to help employees recognize and address situations where personal interests may interfere—or appear to interfere—with professional duties. Employees are required to disclose any actual or potential conflicts promptly and withdraw from decision-making processes in such cases. This policy promotes transparency and helps maintain objectivity, integrity, and fairness in all business dealings, reinforcing trust within the team and with external stakeholders.



## FRAUD & WHISTLEBLOWER POLICY

PMR is committed to maintaining the highest levels of honesty and accountability across all levels of the organization. We have a zero-tolerance policy for fraud and unethical behavior. Our employees are expected to be vigilant and report any instances of misconduct, financial irregularities, or unethical practices they observe. The Fraud & Whistleblower Policy provides a confidential and secure mechanism for employees and stakeholders to voice concerns without fear of retaliation or discrimination. This policy ensures that reports are investigated thoroughly and objectively, fostering a work environment that is transparent, ethical, and safe for everyone.





## INFORMATION TECHNOLOGY SECURITY POLICY

In today's digital landscape, information security is a top priority at PMR. Our IT Security Policy ensures the protection of all digital assets and systems across the organization. We are committed to incorporating data security into every layer of our operations—whether it's through secure communication protocols, access control, threat monitoring, or employee awareness programs. Regular emailers and training sessions keep our workforce informed about potential cyber risks, responsible online behavior, and data protection best practices. By embedding IT security into our daily routines, we aim to minimize risks and uphold the trust of our clients and partners.





## DATA PRIVACY POLICY

As a responsible and globally aligned organization, PMR acknowledges the importance of protecting the personal information we collect and process in the course of our operations. Our Data Privacy Policy aligns with globally recognized standards, including the General Data Protection Regulation (GDPR), ensuring compliance with the highest benchmarks of privacy and data security. Whether information is stored digitally, recorded on paper, or shared through communication channels, we handle it with strict confidentiality. We deploy advanced data protection technologies to safeguard against unauthorized access, loss, or misuse, and provide regular training to ensure employees understand their responsibilities in managing sensitive information. Clients and partners can refer to PMR's Privacy Statements for more details on how we protect their data.





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# THANK YOU!

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