



PMR
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Sustainability Report 2025





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This Sustainability Report outlines PMR's Environmental, Social, and Governance (ESG) performance and initiatives for the reporting period from 1 April 2024 to 31 March 2025.

About PMR

PMR is one of India's preferred international relocation companies, with over four decades of experience delivering seamless relocation solutions for individuals, families, and organisations. Whether moving around the world or across the street, we provide a comprehensive range of services, including Corporate and Personal Relocation, Warehousing, Pet Relocation, Destination Services, Home Search, and Visa & Immigration Support.

Supported by a trusted network of partners worldwide, we help people and businesses transition smoothly to new locations. Our commitment to quality, reliability, and responsible business practices guides every relocation we manage, ensuring a positive experience for our customers while creating long-term value for our stakeholders.



Message from leadership

At PMR, we have spent more than four decades helping people and organizations navigate change. Whether relocating across the street or around the world, we recognize our responsibility to deliver not only exceptional service but also lasting value for our customers, employees, partners, and communities.

We believe that sustainability is an essential part of responsible business. It shapes how we make decisions, support our people, engage with stakeholders, and manage our environmental impact. As expectations evolve, we remain committed to strengthening our practices and embedding sustainability into the way we operate.

This report reflects our commitment to transparency, accountability, and continuous improvement. While our sustainability journey continues, we remain focused on taking meaningful actions that contribute to a more resilient and responsible future.

Aakanksha Bhargava
CEO



Executive Summary

At PMR, sustainability is an integral part of how we conduct our business and serve our stakeholders. With more than four decades of experience in delivering relocation solutions, we recognize our responsibility to operate in a manner that creates long-term value while minimizing our environmental impact, supporting our people and communities, and maintaining the highest standards of governance and business ethics.

This Sustainability Report highlights our approach to Environmental, Social, and Governance (ESG) practices and outlines the actions we are taking to embed sustainability into our operations, decision-making, and partnerships. It reflects our ongoing commitment to responsible business practices, continuous improvement, and accountability across all areas of our business.

As we continue to grow and evolve, we remain focused on strengthening our ESG performance, enhancing stakeholder value, and contributing positively to the communities and environments in which we operate. We believe that sustainable progress is achieved through purposeful action, measurable outcomes, and a commitment to doing business responsibly.



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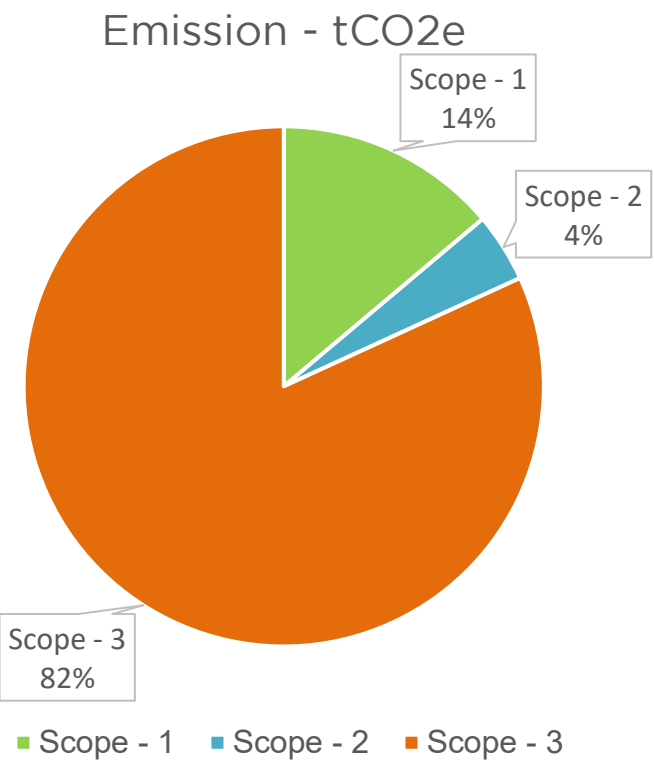
Environmental

Climate & Emissions

Managing Our Carbon Footprint

At PMR, we recognize our responsibility to reduce greenhouse gas (GHG) emissions and contribute to a lower-carbon future. During FY 2024-25, we measured our emissions across Scopes 1, 2, and 3 in accordance with the GHG Protocol, enabling us to better understand our environmental impact and identify opportunities for continuous improvement.

Category	Emissions (tCO ₂ e)
Scope 1 – Direct Emissions	555.66
Scope 2 – Purchased Electricity	171.97
Scope 3 – Value Chain Emissions	3,279.63
Total Carbon Footprint	4,007.26



Our carbon footprint is primarily driven by transportation and other value chain activities, highlighting the importance of collaboration with customers, suppliers, and logistics partners in achieving long-term emissions reductions.



Emission Profile

Understanding Our Emissions

Understanding where emissions occur enables us to prioritise improvement initiatives and develop targeted strategies to reduce our environmental impact.

Scope-wise Emissions Breakdown

Source	Emissions (tCO ₂ e)
Scope 1 – Mobile Combustion	555.66
Scope 2 – Purchased Electricity	171.97
Scope 3 – Purchased Goods & Services	797.36
Scope 3 – Capital Goods	3.97
Scope 3 – Fuel & Energy Related Activities	170.90
Scope 3 – Upstream Transportation & Distribution	1,884.33
Scope 3 – Waste Generated in Operations	198.16
Scope 3 – Business Travel	224.91

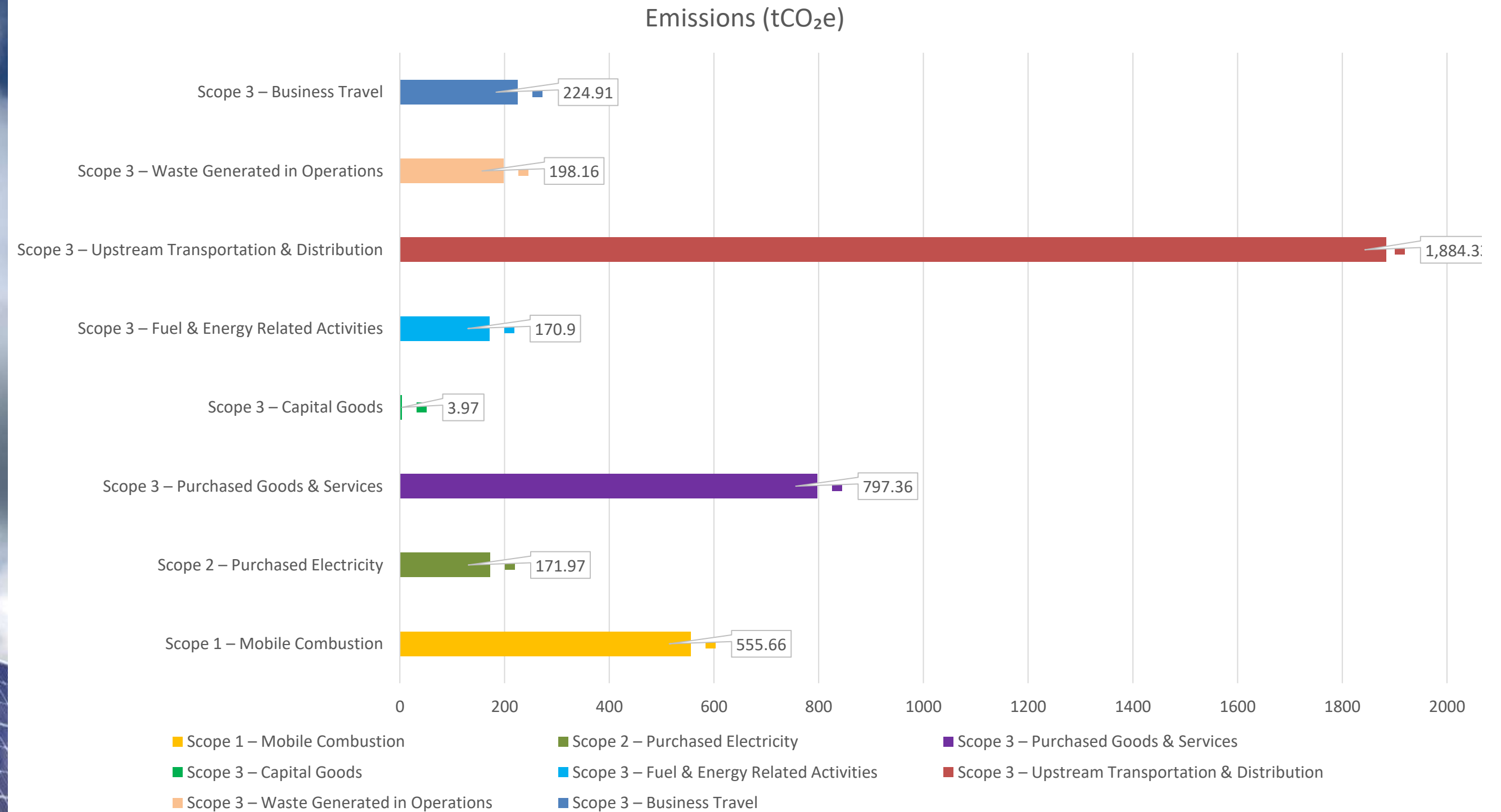
Reporting Methodology

- Greenhouse Gas (GHG) Protocol
- Scope 1, Scope 2 and applicable Scope 3 emissions assessed
- Annual emissions inventory established to support continual improvement

Transportation and distribution account for the largest share of our emissions, making logistics optimisation a key focus area in our sustainability journey.

Emission Profile

Scope-wise Emissions Breakdown



Environmental Initiatives

Driving Environmental Improvement

We continue to integrate environmentally responsible practices into our daily operations to reduce resource consumption, improve operational efficiency, and minimise environmental impacts.

Key Initiatives

- ♻ Increased use of recycled and eco-friendly packing materials.
- 🧺 Greater use of reusable packing materials such as moving blankets.
- 💡 Transition to energy-efficient LED lighting across office locations.
- ⚡ Adoption of energy-efficient equipment and machinery.
- 🚚 Increased use of CNG and lower-emission vehicles where operationally feasible.
- 🚢 Route optimisation and shipment consolidation to reduce fuel consumption.
- 🌱 Promotion of virtual meetings to reduce business travel and associated emissions.
- 🚫 Reduction in the use of single-use plastics within offices and operations.
- 🌿 Encouraging environmentally responsible workplace practices.

Small operational improvements, implemented consistently, contribute to meaningful environmental outcomes.

Challenges & The Road Ahead

Our Sustainability Journey Continues

While we continue to improve our environmental performance, we recognise that meaningful progress requires ongoing innovation, collaboration, and investment.

Key Challenges

- Balancing the cost of sustainable packing materials with customer affordability.
- Limited market availability of environmentally preferable packing products.
- Encouraging suppliers and business partners to adopt stronger sustainability practices.
- Reducing transportation-related emissions while maintaining service quality and operational efficiency.

Looking Ahead

- Increase the use of sustainable packing materials.
- Continue improving fuel efficiency and route optimisation.
- Promote greater use of low-emission vehicles.
- Strengthen supplier engagement on sustainability.
- Enhance environmental awareness across the organisation.

We remain committed to continuously improving our environmental performance while delivering reliable relocation services responsibly.





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Social



Our People

Our People: The Foundation of Our Success

At PMR, our people are our greatest strength. The success of our relocation services depends on the dedication, professionalism, and well-being of our employees. We are committed to providing a safe, inclusive, and supportive workplace where every individual is respected, empowered, and given opportunities to grow.

Our people strategy is built on five pillars:

-  Employee Well-being
-  Diversity, Equity & Inclusion
-  Learning & Development
-  Health & Safety
-  Human Rights & Fair Employment

"By investing in our people, we create lasting value for our customers, employees, and communities."



Employee Engagement & Workplace Culture

Building a Workplace Where People Thrive

At PMR, we believe that an engaged workforce is the foundation of exceptional customer service. We foster a positive work environment that encourages collaboration, recognition, well-being, and a strong sense of belonging.

Employee Highlights

- ★ 84% Employee Satisfaction
- 🔄 92% Employee Retention
- 📄 Employee Exit Feedback Program

Employee Engagement Initiatives

- 🎉 Saturday Fun Day activities
- 🎂 Birthday and festival celebrations
- 🏆 Reward & Recognition program
- 👉 Team-building and employee engagement activities
- 💙 Health & wellness initiatives
- 👏 Celebrating employee milestones and achievements

An engaged workforce creates a stronger organization and delivers better customer experiences.



Learning & Development

We are committed to continuously developing the knowledge, skills, and capabilities of our employees through structured learning program.

Training Areas

- Employee Induction
- Code of Conduct & Ethical Business Compliance
- Employee Code of Conduct – Employee Handbook.
- Anti-Bribery, Anti-Corruption & Whistleblower
- Fraud Awareness
- Information Security & Cybersecurity
- Data Privacy & Security Controls
- Health & Safety
- Fire Safety & Emergency Response
- Customer Service Excellence
- Diversity, Equity & Inclusion
- Human Rights & Code of Conduct
- Operational Packers Training and Risk Management

Continuous learning strengthens our people and supports operational excellence.



Diversity, Equity & Inclusion

An Inclusive Workplace for Everyone

PMR believes that diversity strengthens our organisation and drives innovation. We are committed to providing equal opportunities and fostering a culture where every individual feels respected, valued, and empowered.

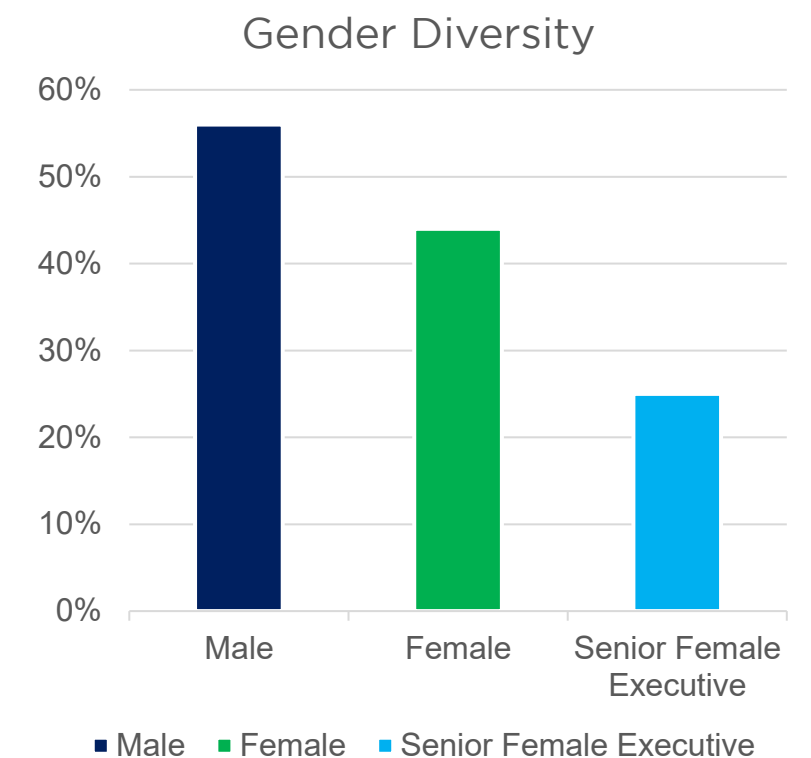
Gender Diversity Highlights (Office)

👩 44.12% Female Workforce (Office)

👩 25% Female Senior Executives

Our DEI Initiatives

- Equal opportunity employment practices
- Health and well-being program
- Diversity, Equity & Inclusion awareness training
- Respectful and inclusive workplace culture



"A diverse workforce enables better collaboration, stronger innovation, and sustainable business growth."

Health, Safety & Well-being

Safety First, Always

Protecting the health, safety, and well-being of our employees remains a top priority. We continuously strengthen our workplace safety culture through preventive measures, preparedness, and compliance.

Safety Performance

- Zero workplace fatalities recorded
- Zero minor incidents recorded
- Zero Near Miss incidents were recorded

Safety Initiatives

- Safe drinking water supported by periodic water quality testing
- Fully equipped first-aid facilities with valid medical supplies
- Quarterly fire drills and emergency evacuation exercises
- Continuous monitoring of workplace safety practices

Every employee deserves to return home safely, every day.





Human Rights & Fair Employment

Respecting People. Upholding Rights.

PMR is committed to ethical employment practices and the protection of internationally recognised human rights throughout our operations and business relationships.

Zero-Tolerance Commitment

- ☑ Child Labour
- ☑ Forced Labour
- ☑ Bonded Labour
- ☑ Human Trafficking

PMR reported zero incidents of child labour, forced labour, bonded labour and Human Trafficking in FY 2024-2025.

We are equally committed to fair wages, equal opportunity, non-discrimination, and compliance with applicable labour laws. Employee compensation is reviewed periodically to ensure fairness, competitiveness, and statutory compliance.

Respect for human rights and fair employment is fundamental to responsible business.



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Community Support

Creating Positive Impact Beyond Business

At PMR, we believe responsible business extends beyond relocation services. Through partnerships with community organizations, educational institutions, and volunteers, we support initiatives that improve lives and promote inclusive development.

Our community engagement initiatives focus on five key areas:

- 🍽️ **Food Security** – Supporting hunger relief and food distribution programmes.
- 🎓 **Education** – Encouraging learning, scholarships, creativity, and equal opportunities
- 🏥 **Community Health** – Improving access to healthcare and health awareness.
- 🏆 **Youth & Sports** – Empowering talented young athletes through coaching, equipment, and sponsorship
- ❤️ **Care for the Elderly** – Supporting organizations providing dignity, shelter, and care for senior citizens.

Through these initiatives, PMR seeks to make a meaningful contribution to society while encouraging a culture of compassion, volunteerism, and responsible citizenship.



Education & Youth Empowerment

Creating Opportunities Through Education

Education empowers individuals and strengthens communities. PMR supports initiatives that help children and young people access opportunities for learning and personal growth.

Highlights

- Scholarships for academically deserving children of PMR warehouse employees.
- Support for educational programmes benefiting underprivileged children.
- Partnerships with organizations promoting creativity, learning, and child development.



Sports Development

Encouraging Talent Beyond the Classroom

PMR believes that sports build confidence, discipline, and leadership. We support young athletes by helping remove barriers that limit their potential.

Highlights

- Partnership with Amentum Sports to support talented athletes from underserved communities.
- Sports equipment and clean drinking water for the Under-18 Girls Volleyball Team at Kadipur Government School.
- Support for girls' football teams competing at district level.



Health, Hunger & Community Care

Supporting Communities with Compassion

We work alongside trusted partners to improve health, nutrition, and well-being for vulnerable communities.

Highlights

- Logistics support and employee volunteering for food distribution drives with the Robin Hood Army.
- Community health camps and health awareness program.
- Support for medicine distribution.
- Partnering with Harmony house to support underprivileged children.
- Assistance to organizations providing care and dignity for elderly citizens.



Creating Lasting Social Value

Our community engagement efforts are guided by a simple belief—that sustainable growth must create value for society as well as business.

By investing in education, promoting health, reducing hunger, encouraging youth through sports, and supporting vulnerable members of society, PMR aims to contribute towards stronger, healthier, and more inclusive communities.

LOOKING AHEAD

We will continue to:

- Expand partnerships with credible social organizations.
- Encourage employee volunteering and community participation.
- Support initiatives that create measurable and lasting social impact.
- Integrate community development into our long-term sustainability journey.

Together, we strive to build stronger communities and create a positive impact that extends far beyond our business operations.





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GOVERNANCE:

Governance

At PMR, good governance is fundamental to responsible business. We are committed to conducting our operations with integrity, transparency, accountability, and compliance while continuously improving our management systems and business practices.

Our Governance Priorities.

- ⚖️ Ethical Business Practices
- 📋 Regulatory Compliance
- 🔒 Information Security & Data Protection
- 🛡️ Risk Management
- 🤝 Responsible Supplier Relationships
- 📈 Continuous Improvement

"We believe good governance builds trust, resilience, and long-term business success."



Governance in Action

PMR integrates responsible governance into its daily operations through ethical business practices, effective management systems, and a culture of compliance and continuous improvement.

Governance Highlights

- ✓ Code of Conduct and Ethical Business Practices
- ✓ Anti-Bribery, Anti-Corruption & Whistleblower Framework
- ✓ Information Security & Data Protection Controls
- ✓ Risk Management & Internal Audits
- ✓ Responsible Supplier Management
- ✓ Regulatory Compliance & Employee Awareness

Governance Performance

- Zero reported corruption or bribery incidents
- Zero regulatory penalties for non-compliance
- Zero incidents of child labour, forced labour, bonded labour, or human trafficking

"Responsible governance enables us to deliver reliable services while maintaining the confidence of our customers, employees, partners, and communities."





THANK YOU!

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