


## Communication on Progress 2010



BCD Travel recognizes and embraces the importance of operating in an ethically, socially and environmentally responsible manner, and is proud to actively support the ten principles of the United Nations Global Compact.

**John Snyder**  
*Global President & Chief Operating Officer*



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**BCD Travel**

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## BCD TRAVEL RECOGNIZES AND EMBRACES THE IMPORTANCE OF OPERATING IN AN ETHICALLY, SOCIALLY AND ENVIRONMENTALLY RESPONSIBLE MANNER, AND IS PROUD TO ACTIVELY SUPPORT THE TEN PRINCIPLES OF THE UNITED NATIONS GLOBAL COMPACT.

Over the last decade or so, Corporate Social Responsibility (CSR) has grown from being of marginal interest to companies with direct links to the environment to a standard element of mainstream business. BCD Travel is no exception, and has a long history of CSR initiatives in our operating markets.

Our internal CSR Principles and related activities rest upon five key pillars: Ethical Business Practices, People, Environment, Community and Privacy and Data Protection. Signing the UN Global Compact reinforces our dedication to CSR within our company's core culture; its framework has strengthened and supported our commitment to approaching CSR on a global scale. Our goal is to be a well-balanced, globally responsible travel management company – both inside and out.

And as a leader within our industry, BCD Travel takes very seriously our role in assisting our clients to travel responsibly by helping them align their travel program with their larger CSR goals. In doing so, we deliver cost-effective results and environmental, social and ethical protection for local and global communities. We offer services that enable clients to measure the environmental impact of their business travel and take steps to minimize their program's carbon

footprint – but our services go well beyond “green,” to encompass the wellbeing and security of our clients' travelers.

We are proud to be a driving CSR force in our industry as well as with our clients. Advito – the consulting arm of BCD Travel – has worked closely with the United States' largest corporate travel professional body, the National Business Travel Association (NBTA) to create the official NBTA CSR Toolkit. This toolkit contains a comprehensive primer on responsible travel management that links sustainability and CSR with travel management. A five-step implementation plan begins with the analysis of goals, infrastructure and stakeholders and guides readers all the way through to implementation.

Since joining the UN Global Compact in 2008, BCD Travel has made considerable efforts to strengthen its CSR position across our global organization in both wholly owned and partner markets – which translates into more than 1,500 locations in more than 90 countries. Our blend of owned and non-owned operations means that we mandate where possible and influence where we can. Every step, large and small, has made a difference. We are determined to continue our upward CSR momentum and invite you to review our progress thus far.

**John Snyder**  
*Global President @ Chief Operating Officer*



THE EXPERT IN TRAVEL FOR A GROWING GLOBAL WORK FORCE, BCD TRAVEL IS THE WORLD'S THIRD LARGEST CORPORATE TRAVEL MANAGEMENT COMPANY. OUR MISSION IS TO SIMPLIFY AND STREAMLINE TRAVEL SERVICES AND STRATEGIC BUSINESS MANAGEMENT TO BENEFIT OUR CLIENTS' ORGANIZATIONS ON EVERY LEVEL, FROM THE BOTTOM LINE TO THE BUSINESS TRAVELER. OUR COMMITMENT TO SERVICE AND INNOVATION MEANS THAT SOME OF THE LARGEST AND BEST-KNOWN COMPANIES IN THE WORLD ENTRUST US WITH THEIR TRAVEL MANAGEMENT SERVICES.

### Our Corporate Social Responsibility Principles

BCD Travel's voluntary commitment to a high level of social responsibility is the foundation of our Corporate Social Responsibility (CSR) Principles. As one of the largest corporate travel management companies in the world, we deem it vital to maintain our social activism at a level that matches our economic capacity.

Together with our shareholders, BCD Holdings N.V., we regard a commitment to and investment in improving our local and global communities as an investment in our (and their) future – we believe in building for the “next next” generation.

Our CSR Principles focus on five key areas: ethical business practices, people, the community, the environment and privacy/data protection.

### Our Commitment to Ethical Business Practices

While BCD Travel's business practices must be consistent with the business and social practices of the communities in which we operate, we believe that honesty is the essential standard of integrity in any locale. Although local customs may vary, BCD Travel's activities are to be based on honesty, integrity and respect.

### Our Commitment to People

BCD Travel is committed to providing a workplace free of discrimination where all employees can fulfill their potential based on merit and ability. We strive to deal with everyone in a fair and open manner and embrace and accept differences in others. We are committed to being an agent of positive change in the communities in which we live and work.

### Our Commitment to the Community

BCD Travel is committed to being an agent of positive change within our wider communities. We encourage our employees' efforts to support the communities in which they live through social investment, business relationships, and participation in charitable endeavors.

### Our Commitment to the Environment

BCD Travel is committed to protecting the environment and the health and safety of our employees. We are conscious of our responsibility to conserve resources and continuously look for ways to more efficiently use resources to reduce the environmental burden of waste generation and emissions to the air, water, and land.

### Our Commitment to Privacy/Data Protection

Unauthorized disclosure of sensitive information can result in BCD Travel and our customers failing to comply with industry best practices, compliance or legislative requirements. These events impact customer retention and result in financial or reputation damage. BCD Travel takes great care and responsibility with customer data and information systems.

## Responsible Travel Management

As a company, BCD Travel helps customers to align their travel program with their larger CSR goals. We deliver cost-effective results and environmental, social and ethical protection for local and global communities.

Our strategic approach moves beyond the “greening” of travel. We offer comprehensive responsible travel management solutions that focus on both:

### Sustainability

Measuring the environmental impact of business travel and taking steps to minimize the program’s carbon footprint. Solutions include:

- Carbon emission reporting
- Carbon off-setting

### Accountability

Improving traveler wellbeing and security and promoting responsible standards throughout the travel supply chain. Solutions include:

- Travel risk management
- Traveler tracking
- Medical repatriation



## HUMAN RIGHTS

[Back to Index >](#)**Principle 1**

Businesses should support and respect the protection of internationally proclaimed human rights.

**Principle 2**

Businesses should make sure that they are not complicit in human rights abuses.

**Our Commitment**

OUR EMPLOYEES ARE THE BACK BONE OF OUR BUSINESS. THEIR DEDICATION, PRODUCTIVITY AND EXPERIENCE MAKE IT POSSIBLE FOR US TO REMAIN INNOVATIVE AND COMPETITIVE. BCD TRAVEL'S CONTINUED SUCCESS IS DEPENDENT UPON OUR ABILITY TO MEET THE NEEDS OF OUR GLOBAL AND DIVERSE WORKFORCE.

BCD Travel is committed to providing a workplace free of discrimination where all employees can fulfill their potential based on merit and ability. We strive to deal with everyone in a fair and open manner and embrace and accept differences in others.

BCD Travel is committed to being an agent of positive change within our wider communities. We encourage our employees' efforts to support the communities in which they live through social investment, business relationships, and participation in charitable endeavors.

BCD Travel is committed to providing a violence-free workplace. Acts or threats of physical violence, including intimidation, harassment, and/or coercion, that involve or affect the company or that occur in the workplace or in the conduct of company business off company property, will not be tolerated. This prohibition against threats and acts of violence applies to all persons involved in company operations, including, but not limited to, BCD Travel personnel, contract workers, temporary employees, and anyone else in the workplace or conducting company business off company property.

BCD Travel is committed to user privacy in its products and services and seeks to provide a secure business environment for the protection of employees' and customers' private information. Security measures are employed regardless of the media on which information is stored (paper, overhead transparency, computer bits, etc.); systems which process it (personal computers, voicemail systems, etc.); or methods by which it is moved (electronic mail, face-to-face conversation, etc.). Information is also protected in a manner consistent with its classification.

In addition, BCD Travel ensures that our employees:

- are aware of their own human rights and respect the rights of others;
- have a substance-free working environment, which is free of harassment;
- receive a fair compensation and benefit programs and have a flexible workplace that serves the requirements of both the Company and the individual;
- have the opportunity to voice their complaints or concerns regarding human rights abuses;
- have the opportunities and resources needed to enhance their competencies and performance.

## Our Systems

### BCD TRAVEL OPERATES THE FOLLOWING SYSTEMS AND PROCEDURES TO ENSURE THAT OUR COMMITMENTS TO HUMAN RIGHTS ISSUES ARE ADDRESSED.

#### BCD Travel operations:

- Our statements on human rights issues are clearly outlined within our global CSR Principles document, which has been distributed to all employees and is also available on our Web site. Human rights policies are also highlighted on local intranet sites and in local employee and HR manuals. In the event that local laws are more restrictive than BCD Travel's standards, employees must comply with the more stringent, applicable local laws.
  - BCD Travel has established a dedicated CSR Committee to provide leadership and resources to help raise awareness of CSR issues (including human rights, labor standards, the environment and anti-corruption) throughout the organization. This committee is made up of staff members from various functions across the globe who meet virtually each month to plan and harmonize current initiatives and explore ways to further raise CSR awareness throughout the company.
  - The majority of our locations around the world have a dedicated contact person to whom employees can turn for advice on human rights abuse issues.
  - Annual employee satisfaction surveys are carried out by a third party on a global scale. These surveys are one way in which employees voice their opinions and raise any important issues.
- BCD Travel regards with paramount importance the human rights of our internal staff to ensure that their data is protected and secure at all times.
  - BCD Travel works with suppliers and sub-contractors who are encouraged to sign up to our Code of Conduct for Suppliers and Sub-contractors, which stipulates our policy on human rights issues.
  - The human rights of our community at large are equally important. Pertaining to the "Community" pillar within our CSR Principles, we believe in being an agent of positive change through:
    - *Local empowerment* – Investment in our community begins with the individual and we encourage our employees to initiate and support efforts to improve our local communities.
    - *Making a Difference* – We proudly support our shareholder's organization-wide Making a Difference foundation that is focused on supporting children's causes around the globe. See page 21 for more information.
    - *Emerging markets* – Our partnership with licensees in emerging markets helps these businesses and their employees secure their future role in a global marketplace by providing access to training, technology and opportunities for business growth. See page 23 for more information.
    - *Working with suppliers* – BCD Travel works with suppliers and other business partners to encourage joint in-kind contributions to community initiatives.

### Services for our clients:

BCD Travel ensures that our clients' human rights are also addressed. We ensure that customer and traveler data entrusted to the company remains secure and protected in accordance with legal stipulations and the company's own security standards. We also endeavor to protect our clients' travelers by offering the following services:

- **Travel Risk Management & Traveler Security**  
BCD Travel's innovative risk management technology enables our client to monitor their travelers' security anywhere in the world. Our DecisionSource platform provides crisis management reporting, pre-trip and on-trip compliance reporting, risk assessment and destination intelligence. The application offers instant access to accurate travel and security information. In the event of a crisis, a plan can be immediately executed to get travelers out of a high-risk area quickly. It monitors risk across the globe, 24 hours a day, seven days a week, generating e-mail alerts to keep travelers informed and aware.
- **Medical Repatriation**  
Bringing home travelers who become sick or are injured while on a business trip is a highly specialized and sensitive business, requiring knowledge of both travel and medicine. BCD Travel works with a third-party specialist that gets patients home with the maximum of care and minimum of fuss.

### Our Activities

- Steered by our CSR Committee, BCD Travel has developed a set of CSR Principles, which is made available in a variety of ways to our employees worldwide. These principles include detailed information on the protection of human rights and have been endorsed at the highest level in the company.
- The CSR Committee carries out a yearly audit to ensure that our global entities comply with human rights standards and the standards outlined in our CSR Principles document.
- Quarterly updates are provided from all regions, reporting on their activities and progress within our CSR Principles, which covers data protection and security for both employees and clients.
- BCD Travel has taken extensive measures to protect corporate and customer data which comply with legal provisions and BCD Travel's international security standards, such as ISO 17799, ISO 27001 and PCI-DSS, from loss, manipulation, unauthorized access and falsification of data and information.
- A number of our locations carry out external audits of all work spaces through an external company specializing in safety and ergonomic standards in the workplace to ensure that our employees are working in a safe and comfortable environment.
- We have set up the BCD Travel Information Center - an online resource designed to keep our employees and clients up-to-date on evolving issues that may affect travelers such as the recent H1N1 (swine flu) pandemic. This resource is available on our Web site and provides real-time updates.



## Our Performance

- Our systems, processes and actions above ensure that our employees' and travelers' levels of satisfaction and security are raised. In addition we help travelers stay informed, productive and safe while on the road.
- In order to make our CSR Principles easily digestible for our employees we created a condensed version of the documentation last year and made them available in five additional languages – Dutch, French, German, Spanish and Portuguese. New employees are provided with a copy of our CSR Principles document to ensure that they are aware of our commitment to support international human rights standards. We will also continue to promote our CSR Principles throughout our organization.
- Our global employee satisfaction survey was conducted in 2009 and showed a 3.7 percent increase in overall satisfaction over 2008. Any comments and concerns raised have been taken into account and will be included in our future planning processes.
- Our data centers ensure that customer data remains secure at all times. As of December 1, 2009, EMEA-specific and global customer data is stored and processed in a new state-of-the-art EMEA Data Center. Our data centers in both the U.S. and EMEA include security provisions such as video surveillance systems, motion and vibration detectors, key card access, dual-layered access authentication, mantrap, wall intrusion sensors, advanced early-warning smoke detection systems and 24x7 monitoring.
- A new company-wide interactive security awareness course *For Your Eyes Only* has been implemented in the U.S. and Canada to address security awareness and operations. This training program will also be rolled-out globally across all other regions.
- We have significantly strengthened our security position by deploying various forms of end-to-end data encryption.
- In December 2009, our Americas HQ office hosted an Inaugural Security Summit to bring together regional approaches to formulate global solutions and foster international collaboration for BCD Travel's data protection and security program. This summit was the starting point for our 2010 Security Strategy and included data security and protection representatives from all of the BCD Travel regions. To continue our cooperation efforts for data protection, our regional representatives will participate in a monthly global team meeting to track progress towards our top security priorities.
- We will continue to build a comprehensive information security framework. Our policies will take into account the national laws of the many countries where BCD Travel operates and will provide at least the minimum information security requirements for all BCD Travel entities and partners. Our initiatives will provide a clear statement to clients that we are following the information security principles globally.
- In the U.S. and Canada, a Governance committee has been set up to raise, evaluate and mitigate business risks to information assets in strategic alignment with the BCD Travel organization. The Committee has recommended establishment of a task force to address data collection and usage within BCD Travel.
- We will continue to carry out our annual CSR audit to enable us to track our progress and highlight areas that need attention. By the end of 2010, we plan to ensure that our results show a positive increase in all markets.

## ACCORDING TO OUR DECEMBER 2009 INTERNAL CSR AUDIT AND QUARTERLY REPORTS...

- Over 55 percent of BCD Travel countries provide their employees with specific training on ethics and conduct.
- Although BCD Travel has a global policy on human rights issues (highlighted in the “People” section of our global CSR Principles document), 59 percent of BCD Travel countries have an additional written human rights policy in place.
- 85 percent of our locations around the globe have a dedicated person in place whom employees can contact regarding complaints or concerns about human rights abuse.
- The percentage of BCD Travel countries with written policies dealing with the following human rights issues (over and above the company’s global policy) are:
  - Employee health and safety - 84 percent
  - Workplace and sexual harassment - 75 percent
  - Working hours - 81 percent
  - Fair compensation and benefits – 81 percent
- Over 90 percent of U.S. and Canadian employees have completed the *For Your Eyes Only* security awareness course.
- In the U.S. our offices have implemented e-mail encryption which allows automatic, transparent encryption solution for securing email communications. In addition over 1,650 laptops and 200 desktops with sensitive information have been encrypted. Back-up tapes stored off site are also 100 percent encrypted.
- Our U.S. offices plan to create and implement a consolidated information security framework that includes a data privacy statement, an overall information security policy and information security policies aligned to ISO 27001.
- In the EMEA region, BCD Travel currently has five different ways to communicate and send data securely and encrypted to clients and suppliers. In addition to VPN tunnelling and secure FTP/TLS (enforced or opportunistic), BCD Travel has implemented a secure mail gateway (SMGW) to encrypt e-mails using PGP or SMIME in an automated way. The recipient can also use an easy front-end web application to send and receive e-mails securely via https.

## LABOR STANDARDS

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### Principle 3

Businesses should uphold the freedom of association and the effective recognition of the right to collective bargaining.

### Principle 4

Businesses should support the elimination of all forms of forced and compulsory labor.

## Our Commitment

**BCD TRAVEL RESPECTS EMPLOYEES' RIGHT TO COLLECTIVE BARGAINING. BCD TRAVEL ALSO REQUESTS THAT SUPPLIERS RECOGNIZE THEIR EMPLOYEES' RIGHT TO CHOSE WHETHER OR NOT TO ASSOCIATE WITH OR ESTABLISH ANY ORGANIZATION INCLUDING LABOR ORGANIZATIONS.**

Forced or involuntary labor is not tolerated by BCD Travel. This includes work on a forced contract, slavery and other forms of work against one's will or choice. BCD Travel does not accept employment through fee-charging employment agencies, or in any other way which confines the employee in unreasonable debt bondage.

BCD Travel respects children's right to development and education. Therefore, we do not support child labor and do not use children as part of our work force. We will assist education systems, where we can, in providing work placements or internships as part of university or vocational courses of study.

BCD Travel employs individuals of different ages, genders, ethnicities, physical and mental abilities and lifestyles and values the unique

background of each of its employees. BCD Travel will not discriminate (or tolerate discrimination by its employees) against any applicant or employee based on age, gender, race, color, religion, national origin, ancestry, sexual orientation, disability, marital status, veteran status and sex (including pregnancy, childbirth, and other specific conditions), or any other characteristic protected by law.

All employment decisions related to new hires, transfers, promotions and compensation are based on experience, skills, qualifications and responsibilities. BCD Travel will strive to achieve the full potential of all employees. We operate in a fair and open manner and embrace and accept differences in others. We are committed to being an agent of positive change in the communities in which we live and work.

## LABOR STANDARDS

[Back to Index >](#)**Principle 5**

Businesses should support the effective abolition of child labor.

**Principle 6**

Businesses should support the elimination of discrimination in respect of employment and occupation.

## Our Systems

- BCD Travel endeavors to be a fair employer and to provide employees with a healthy and safe working environment, compensation and benefits inline with market standards, working hours aligned with local country labor laws and strict rules against child labor. Each employee is provided with written terms of employment stipulating the number of working hours per week, monthly salary and other terms and conditions concerning overtime etc.
- BCD Travel respects the rights of the employees to form works councils, which allow a greater degree of employee input into the company. Several works councils are currently in place in European countries and conform to local country and European Union laws.
- Our statements on labor standards are clearly outlined in our global CSR Principles document under the “People” section, which has been distributed to all employees and is also available on our Web site. Human rights policies are also highlighted on local intranet sites and in local employee and HR manuals. In the event that local laws are more restrictive than BCD Travel’s standards, employees must comply with the more stringent, applicable local laws.
- BCD Travel works with suppliers and sub-contractors and encourages them to sign up to our Code of Conduct for Suppliers and Sub-contractors, which stipulates our policy on child labor, forced labor, collective bargaining and discrimination.

## Our Activities

- **CSR Audit** – A CSR audit was conducted to measure how issues surrounding labor standards fared across our BCD Travel countries of operation. These figures will be used to highlight areas for improvement and measure our future progress.
- **Work Placements** – Work placements allow students to gain real experience in an industry or a particular function that he or she is interested in. BCD Travel has accepted various placements around the globe, working in close partnership with the students’ educational institutions. BCD Travel has provided practical experience and mentoring to help the students complete necessary coursework while on placement.
- **Training programs** – BCD Travel is dedicated to our employees’ professional development. By investing in their continuing education, we help them hone their skill levels to advance within the company. Examples of current training opportunities include:
  - Management and leadership training seminars for staff at all levels
  - Managerial potential assessment of employees and the provision of appropriate training
  - Job specific training programs for staff at all levels
  - Training programs to enhance IT skills and BCD Travel product knowledge
  - CSR awareness sessions
  - Health and Safety training
  - *For Your Eyes Only* security awareness training course.

## Our Performance

BCD Travel has continued to carry out the above activities over the last year. Our CSR audit of operating countries has been enhanced and we will use the figures obtained to benchmark our future progress.

## ENVIRONMENT

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### Principle 7

Businesses should support a precautionary approach to environmental challenges.

### Principle 8

Businesses should undertake initiatives to promote greater environmental responsibility.

### Principle 9

Businesses should encourage the development and diffusion of environmentally friendly technologies.

## Our Commitment

BCD TRAVEL IS COMMITTED TO PROTECTING THE ENVIRONMENT AND PROMOTING GREATER ENVIRONMENTAL AWARENESS. WE ARE CONSCIOUS OF OUR RESPONSIBILITY TO CONSERVE RESOURCES AND CONTINUOUSLY LOOK FOR WAYS TO USE RESOURCES MORE EFFICIENTLY TO REDUCE THE ENVIRONMENTAL BURDEN OF WASTE GENERATION AND EMISSIONS INTO THE AIR, WATER AND LAND.



## Our Systems

BCD TRAVEL OPERATES THE FOLLOWING SYSTEMS AND PROCEDURES TO ENSURE THAT OUR ABOVE COMMITMENTS TO ENVIRONMENTAL ISSUES ARE ADDRESSED.

### BCD Travel operations:

- We establish and continuously improve our policies, programs and practices for conducting our business in a safe, environmentally sound manner and in accordance with relevant safety and environmental legislation and regulations.
- We incorporate environmental considerations into our planning processes, with special attention to environmental issues during our selection and management of business locations and facilities.
- We conduct our operations in a manner that is committed to recycling, conservation of resources, prevention of pollution, and promotion of environmental responsibility among our employees.
- We provide products and services to our internal and external customers that promote environmentally sound travel management practices; focus on the efficient use of resources; and minimize the creation of waste, and reduction of harmful emissions to the air, water, and land.
- We inform suppliers and other industry business partners of our environmental principles and encourage the adoption of environmental management practices aligned with these principles.
- We conduct formal reviews of the company's activities to ensure compliance with environmental regulations and internal practices.
- We encourage learning from and working with industry suppliers who incorporate a high level of environmental responsibility into the products and services they offer.

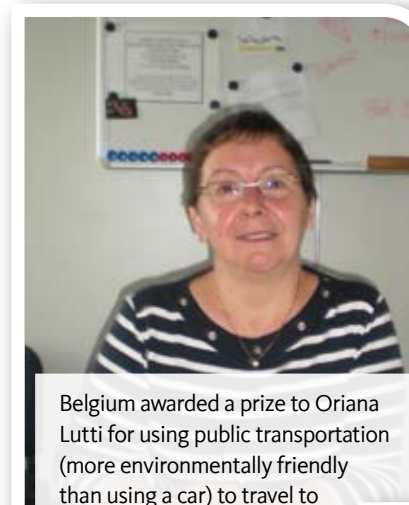
### Services for our customers:

To help our customers find solutions for their broad CSR needs, BCD Travel works with our consulting arm, Advito, as well as with industry partners, associations and experts.

- **Carbon Emission Reporting** – Our carbon emission tracker calculates emissions produced by air travel and reports on this information at company, departmental and individual traveler levels. The tool is incorporated into our information management solution, DecisionSource, which provides intelligence to targeted audiences throughout the travel and reimbursement lifecycle. DecisionSource calculates emissions in accordance with the methodologies of both the Greenhouse Gas (GHG) Protocol Corporate Accounting and Reporting Standard and DEFRA (the United Kingdom’s Department for Environment, Food and Rural Affairs). We offer two credible, transparent and consistent structures to provide our customers with maximum flexibility in integrating business travel emission reporting with their broader internal CSR initiatives.
- **Carbon Off-setting** – Carbon off-setting can help compensate for the environmental impact of travel programs by allocating funds commensurate with the emissions produced through business travel. That money is then invested in climate protection projects that generate emission-free energy, reduce demand for energy or absorb emissions that have already occurred. BCD Travel’s global carbon off-setting partner, Atmosfair, conforms to the Gold Standard for emissions calculation, project selection and funds allocation.
- **Advito** – Advito provides a range of consultative services to diagnose and improve travel program environmental and social impacts, including:
  - **Responsible Travel Program Diagnostic.** To help travel and procurement managers determine the contribution their program makes to the company’s overall CSR program and help to achieve the right balance of traditional travel management and CSR objectives.
  - **CSR Travel Strategy Workshop.** To help clarify corporate requirements and stakeholder expectations and constraints for sustainable and accountable travel management through single or multiple stakeholder workshops.
  - **Travel Avoidance Program.** To help customers to successfully implement trip avoidance programs through an integrated approach that considers all key stakeholder requirements.
  - **Sustainable and Accountable Travel Procurement.** To design and manage supplier Request for Proposals (RFPs) that are aligned with the organization’s sustainable and accountable procurement principles.
  - **Meeting Location Optimization.** To address the environmental impact of meetings through sustainable sourcing, ‘environmental housekeeping’ and a total trip perspective.
  - **Off-Setting Advisory.** To provide the customized advice needed to address the key questions on carbon off-set partner selection and implementation.
  - **Travel Risk Management Consulting.** To help to assess exposure to travel-related safety and security risks and recommend changes to operational programs, travel security initiatives and risk management providers.

## Our Activities

- In 2009, established a baseline to measure carbon emissions for global employee travel. We will continue to measure our internal CO2 emissions on a yearly basis to monitor our progress.
- Reduced paper usage by implementing online processes or by changing processes in general.
- Increased the use of environmental-friendly paper and office supplies.
- Reduced the use of toner by using central printers/copiers.
- Encouraged waste recycling onsite.
- Reduced consumption of water and electricity where possible.
- Encouraged BCD Travel to participate in local initiatives to support World Environment Day (WED) held on June 5, 2009.
- Educated our employees on environmental issues and provided tips on how to be eco-friendly.
- Offered the services referenced above to our clients.



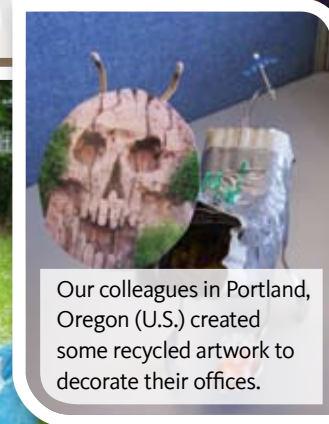
Belgium awarded a prize to Oriana Lutti for using public transportation (more environmentally friendly than using a car) to travel to and from work – for 36 years!



## World Environment Day



The Berlin (Germany) office went on garbage patrol!



Our colleagues in Portland, Oregon (U.S.) created some recycled artwork to decorate their offices.



## Our Performance

- Our processes, systems and activities detailed above enable a greater understanding of environmental liabilities linked to business travel among our employees and clients. The steps we have taken count towards reducing the carbon footprint of our travelers and educating our community at large on being more environmentally responsible.
- We will continue to encourage local BCD Travel countries to raise environmental awareness amongst our staff and implement new measures to ensure that we offer environmentally-friendly processes, technologies and services to the best of our ability.
- In addition to quality certification received for our data centers in EMEA, the U.S. and the U.K., our operations in Germany have gained the environmental management certification ISO 14001:2008.
- One of our preferred partners, the Marriott Hotel Group, is a hospitality industry leader in terms of CSR. In December, the German facility and environmental management team attended a workshop at the Marriott hotel in Cologne to learn more about the hotel's environmentally-friendly technology and how it has optimized electricity and water usage, without faltering services to customers. The knowledge gained from this workshop can then be passed on to customers, who are increasingly incorporating CSR and sustainability into their travel program, and encourage the use of such facilities.
- Our recent CSR audit details numerous steps that our offices have taken across the globe to become more environmentally friendly. Overleaf are some specific examples of how our staff has given back to the environment and community.



Flea market organized by BCD Travel staff in Germany

ACCORDING TO OUR DECEMBER 2009 INTERNAL CSR AUDIT...

- 78 percent of our locations actively encourage staff to reduce energy consumption
  - Between April and June 2009, our offices in Japan continued to reduce energy consumption compared with the previous year:

	Percentage decrease from previous year		
	April '09	May '09	June '09
Power Consumption	- 0.7	- 13.7	- 1.4
Fuel Gas Consumption	- 22.5	- 44	- 39
Gasoline Consumption:	- 9.9	- 8.5	- 4.9
Paper Use:	- 1.4	- 22.1	- 0.8

- Between Jun. 1 and Sep.30, 2009, BCD Travel Japan participated in the “Cool-Biz” campaign initiated by the Japanese Ministry of the Environment. Cool Biz is part of the government’s pledge to cut greenhouse emissions by 6 percent in the next 22 years, starting in 1990. Thermostats in public buildings were set no lower than 28 degrees to cut back on air conditioning and carbon dioxide emissions from power plants. Employees are encouraged to wear short-sleeved shirts without jackets or ties and breathable material.
- 85 percent of our locations actively reduce their material consumption by increasing online activity, therefore, having to print less material. This reduction means less usage of toner and paper.

**World Environment Day:**

- BCD Travel in Belgium donated funds to Kom op Tegen Kanker to plant 10 trees in one of the “Cancer forests” located in Belgium. Not only did they contribute to cancer research, but also provided a little more oxygen for a cleaner environment for the community.
- BCD Travel’s Bremen office donated funds to the World Wildlife Fund to purchase the protection of 60 hectares of rainforest.
- Staff in Stuttgart painted their offices using environmentally-friendly paint called “Alpina white.” Part of the proceeds from purchasing the paint goes towards protecting the Alps.
- Our office in Belgium awarded one staff member with a prize for using public transportation for 36 years to travel to and from work - more environmentally friendly than using a car.

**“Green” Newsletters**

- Key offices in the U.S. have recently started a new initiative call “Green Team News,” which is a monthly electronic newsletter distributed to employees to educate them on a variety of environmental topics and how they can do more to help.
- BCD Travel in the U.K. has created “CSR Mondays,” whereby an e-mail mail shot is distributed every first Monday of the month with environmentally friendly hints and tips for staff.

**Principle 10**

Businesses should work against corruption in all its forms, including extortion and bribery.

**Our Commitment**

BCD TRAVEL IS COMMITTED TO UPHOLDING HIGH MORAL AND ETHICAL PRINCIPLES AND SPECIFIES THE BASIC NORMS OF BEHAVIOR FOR THOSE EMPLOYEES UNDERTAKING BUSINESS ON ITS BEHALF. WHILE BCD TRAVEL'S BUSINESS PRACTICES MUST BE CONSISTENT WITH THE BUSINESS AND SOCIAL PRACTICES OF THE COMMUNITIES IN WHICH WE OPERATE, WE BELIEVE THAT HONESTY IS THE ESSENTIAL STANDARD OF INTEGRITY IN ANY LOCALE. ALTHOUGH LOCAL CUSTOMS MAY VARY, BCD TRAVEL'S ACTIVITIES ARE TO BE BASED ON HONESTY, INTEGRITY AND RESPECT.

Kickbacks, fees, commissions, or any form of payment intended to induce or reward favorable decisions and actions are unacceptable and prohibited. Employees of BCD Travel may not, in violation of any law, pay or offer to pay or give anything of value to induce or reward favorable action in any business transaction. These provisions are not intended to apply to routine, reasonable business entertainment or gifts of minor value, customary in local business relationships, provided full disclosure is made to an immediate supervisor and do not violate any law or organization policy.

**Our Processes**

- Our stance on anti-corruption is clearly stated within our CSR Principles, which has been distributed to all employees across the globe and available for download on our Web site.
- BCD Travel suppliers and sub-contractors are encouraged to sign up to Code of Conduct for Suppliers and Sub-contractors, which stipulates that: "Corruption and bribery are recognized as some of the barriers for sustainable development. BCD Travel does not accept these practices and does not, therefore, offer or accept any kind of undue payment. BCD Travel expects suppliers to act the same way."

**Our Activities**

See above.

**Our Performance**

- BCD Travel understands that anti-corruption issues may be larger in some markets than others. As a result, BCD Travel encourages local initiatives to help employees understand the broader issues surrounding anti-corruption and ensure all forms of corruption and bribery are prevented.
- BCD Travel aims to standardize the use of the Code of Conduct for Suppliers and Sub-contractors across all operating countries and ensure they sign up all suppliers to this code.
- We encourage learning from and working with industry suppliers who incorporate a high level of environmental responsibility into the products and services they offer.

ACCORDING TO OUR DECEMBER 2009 INTERNAL CSR AUDIT...

- Our Hong Kong offices invited employees to attend an Independent Commission Against Corruption (ICAC) seminar to educate staff to on how to fight and prevent forms of corruption. The seminar highlighted the long term aims to keep Hong Kong a fair, just, stable and prosperous country.
- BCD Travel in the U.K. will distribute a mail-shot to all current service providers and request them to sign up to the Code of Conduct for Suppliers and Sub-contractors.



IN ADDITION TO THE ACTIVITIES THAT DIRECTLY SUPPORT THE PRINCIPLES OF THE UN GLOBAL COMPACT, BCD TRAVEL ENGAGES IN A RANGE OF PARTNERSHIP PROJECTS THAT SUPPORT BROADER CSR PRINCIPLES, DEMONSTRATE GOOD CORPORATE CITIZENSHIP AND UNDERSCORE THE COMPANY'S COMMITMENT TO POSITIVE CHANGE.

In accordance with the "Community" pillar of our CSR Principles, we are committed to nurturing the communities in which we operate, and support social investments in the form of financial and in-kind contributions to various charitable organizations. We also invest in core business partnerships in emerging markets to contribute to economic growth, implement social, environmental or ethical standards, and allow these markets to provide services using a well known global brand.

### Our "Making a Difference" foundation

BCD Travel proudly supports our shareholder's organization-wide Making a Difference foundation, which pinpoints grass-roots level programs that make a direct difference in the lives of children and reinforces the charitable instincts of BCD Holdings employees across the globe.

According to the chairman of BCD Holdings and the Making a Difference foundation, John Fentener van Vlissingen, "Making a difference that can be felt by children living on all continents requires vision on both a global and local level. We are delighted to invite our company's staff from all corners of the globe to help improve the world for children. As an organization, we are dedicated to being an agent of positive change and truly benefiting children."

#### Actions Taken

In order to support the community at large, BCD Travel offices support numerous charity organizations and regularly organize fund raisers to support those less fortunate than ourselves. As well as monetary aid, our staff provides in-kind donations and personal time contributions. Our preferred partners also get involved and kindly donate prizes that are raffled within our offices, with all proceeds going towards the chosen charity.

#### Impact of Partnership

A small selection of the "stories behind the charity" is included below.

ACCORDING TO OUR DECEMBER 2009 INTERNAL CSR AUDIT...

- Our U.S. and Canada operations supported 258 charitable events in Q4 2009 alone. Some of the reported contributions can be seen in the table below:

	Cash contribution reported	In-kind contribution reported	Employee participants	Total volunteer hours
U.S. & Canada	US\$42,059	US\$19,523	490	1,011

- In December 2009, our German offices began a “donation marathon” and raised a total of 6,778 euros for various charity organizations.
- BCD Travel colleagues donated 97 pairs of old reading glasses to hospitals, smaller clinics and mission hospitals in countries such as South Africa, Benin, Congo, Korea, Indonesia, Bolivia and Romania through the organization *Lunettes sans Frontiere*.

**Children helping children**  
BCD Travel backs aid to Tanzanian families



**Making a Difference in Mexico**  
BCD Travel reaches out to Federico Gomez Children’s Hospital

**FOCUS ON CSR**

Volunteers returned educational aid to Tanzania recently. BCD Travel in Mexico has selected the Federico Gomez Children’s Hospital in Mexico City as its 2009 beneficiary as part of the John and Marine Fenetener van Vlissingen Foundation’s Making a Difference program.

The team in Mexico will conduct benefit dinners, movie premieres and other events throughout the year to raise money for local philanthropic efforts, including the hospital. A portion of the proceeds collected will be used to contribute to a reforestation program in the Mexico Valley to help to reverse the environmental degradation that has devastated some areas in Mexico.

Introduced in 2008, Making a Difference provides grants worldwide to grass-roots charitable efforts supported locally by BCD Holdings employees. The program targets efforts that make a direct impact in the lives of children.

In addition to its support of Making a Difference, BCD Travel in Mexico also is contributing to charitable efforts that further the company’s CSR initiatives, including:

- Reducing the usage of non-degradable materials
- Using recycled paper
- Implementing electronic fulfillment systems

25 medical experts to provide AIDS medication, health education and education to three rural clinics. CPSOA students, along with students



## Growth and Emerging Markets

Growth and Emerging Market (GEM) partners across Eastern and Central Europe, Middle East, Africa, Asia Pacific, and Latin America. BCD Travel enables our partners to operate under a well-known brand that is global in reach. Benefiting from our investment in innovative new technologies enables our partners to enhance service delivery, streamlined processes and generate efficiencies and cost savings, which can then be passed on to their clients. We train them not only to support our own multi-national accounts but also local activity and, in particular, local national accounts that plan to become multinational.

### Actions Taken

- Training provided to local travel agents
- Partnerships developed in the last year include the following markets; Greece, Nigeria, Romania and Yemen.
- BCD Travel hosted a Summit Meeting in Istanbul last year, bringing together delegates from 30 countries, along with BCD Travel's GEM team heads to analyze current economic and business trends throughout the region and map the company's strategy for future growth.
- Online training has been conducted for 30 GEM countries on introducing credit card payments in to their markets, how to deal with cash flow crises, pricing and understanding the cost structure of their businesses.
- In Romania, we supported local teams on a PR campaign focused on educating local corporations on travel management issues.



### Impact of Partnership

Our partnership with GEM partners helps to secure their future role in a global marketplace by aligning themselves with a company that understands the importance of combining global reach and purchasing power, with local expertise and flexibility for its customers.

BCD Travel provides training and support to our partners, drawing upon the company's vast knowledge and experience, as well as providing access to additional services and technology through the company's extensive global network. As a result, our partner markets are better equipped to win new multinational accounts, which in turn help boost local economies.

We have been particularly active in the African and Middle Eastern regions: with the recent addition of Nigeria, BCD Travel has doubled its presence in sub-Saharan Africa over the last two years, which include partners in Gabon, Ghana, Madagascar, Mauritius, Mozambique, Senegal, Tanzania and Uganda. With the inclusion of Yemen, BCD Travel's Middle East presence now spans Bahrain, Jordan, Kuwait, Oman, Qatar, Saudi Arabia, and the United Arab Emirates.