



2014 GLOBAL CITIZENSHIP REPORT

CARTUS® 

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About this report:

For more information on global citizenship efforts at Cartus, please visit our online resource page at <http://guidance.cartusrelocation.com/global-citizenship.html>.

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INTRODUCTION

Statement of Support from the CEO

To Cartus stakeholders:

I continue to be extraordinarily proud of our company and its people for the generosity, involvement, and commitment to our sustainability efforts and results. This is part of our company culture—not only supporting our clients and their relocating employees, but also in how we give back to our communities around the world.

We continue to support the Ten Principles of the UN Global Compact. In 2013, we built upon our commitment to the Global Compact by continuing our efforts in the key areas of concern (people development, support for our communities, environmental stewardship, and sustainable supplier management). In addition, we made great strides in these areas with new initiatives, all described in the Global Citizenship Report that follows.

Highlights of our progress include:

- Remaining focused on worldwide compliance in the environmental and human rights circles, evidenced by continued efforts in every aspect of our business.
- Working to protect our clients by maintaining stringent controls to ensure data integrity and protection, including policies and procedures for protection of private information, SSAE 16 certification, and Safe Harbor self-certification.
- And always, we are guided by the concept of what's right—a focus on ethical behavior that unifies our practices and interactions—our parent company was named one of the world's most ethical companies for the third straight year, a designation that Cartus takes equally seriously and considers a primary goal.

Our laser focus on social responsibility and global citizenship is something that differentiates Cartus in our industry. Once again, I encourage you to read the report and learn about how Cartus and the people who make up our company are making a real difference.

Kevin Kelleher
President and CEO



Kevin Kelleher serves as vice chair of the capital campaign for Regional Hospice and Home Care of Western Connecticut's new 12-bed hospice residence, Connecticut's first such facility with private patient suites, to be built in Danbury, CT. Kevin and his family wrote messages of hope and inspiration before the metal beam was lowered into its place at the center of the building.



Kevin welcoming Tanzanian medical providers visiting the Cartus Wellness Center during their trip to the U.S.



WHAT WE DO

Solutions for Every Move You Make

Our expertise began almost 60 years ago, when Cartus first offered U.S. domestic home-finding assistance. Since then, we have grown to become the most trusted guide in the global relocation industry.

- Cartus is part of Realogy Holdings Corp (NYSE: RLGY), a global leader in real estate franchising and provider of real estate brokerage, relocation, and settlement services.
- Cartus is the industry leader in mobility support to organizations worldwide. With nearly 3,000 Cartus employees—more than 800 based in EMEA and Asia/Pacific—and 20 offices worldwide, our clients trust us to assist more than 165,000 transferees, expatriate assignees and relocating families each year into and out of more than 150 countries.

- Our services cover every aspect of the relocation process—from selling a home and shipping household goods to settling into new communities around the world. We provide logistical support as well as international assignment compensation services, intercultural and language training, consulting services, real estate assistance programs, and talent management and retention.
- Through our ISO-certified Supply Chain Management team, we employ the best suppliers in the industry, obtain the best prices, and manage them better than anyone else.

Our Asia/Pacific team was honored with a Gold Award for Excellence in Employee Work-Life Balance, recognizing innovative approaches that enable our employees to achieve a healthy work-life balance.

Presented by the Forum for Expatriate Management, the 2013 Expatriate Management and Mobility Awards (EMMAs) marked a second successful year of EMMA wins for Cartus. Our 2013 EMMAs included Best Vendor Partnership with Procter & Gamble, Most Innovative Use of Technology in Global Mobility, Relocation Management Company of the Year, and the Thought Leadership—Survey or Research Study of the Year.

For the third straight year, our parent company, Realogy, was named one of the World's Most Ethical (WME) companies by the Ethisphere® Institute. The WME designation recognizes companies that truly go beyond making statements about doing business ethically and translate those words into action.





CARTUS CULTURE

Our Commitment to the UN Global Compact Principles

The Cartus culture drives everything we do—both collectively as an organization and individually as members of the Cartus family. As part of that culture, our focus on global citizenship reflects our commitment to the Ten Principles of the UN Global Compact. Specifically, this commitment shows not only in how we provide service to our clients and their relocating employees, but also in what our company and employees give back to our communities and our planet.

Mission

We come to work every day to help our customers and clients succeed, fulfilling the needs and earning the trust of those whose lives we touch.

Vision

We will provide trusted guidance by sharing and leveraging our vast body of knowledge and experience to create superior solutions, build relationships, and bring more value to all our stakeholders. We will work together each day to achieve excellence in all we do, fostering trust and confirming our leadership position in the markets we serve.

Values

Service: We are defined by our service.

Financial Responsibility: We manage all resources as if they were our own.

Respect: We respect others and treat people well.

Collaboration: We are better when we work together.

Ethical Behavior: We do the right thing.

As a business participant in the UN Global Compact, Cartus has made a commitment to integrate the Ten Principles into our strategic planning and day-to-day operations. The following Communication on Progress (COP) details our efforts to fulfill this mission.

UN GLOBAL COMPACT PRINCIPLE

CARTUS EFFORTS

Human Rights

Principle 1: Support and respect the protection of internationally proclaimed human rights.

Principle 2: Ensure that the company is not complicit in human rights abuses.

Because Cartus is a service-based business, the services we offer are only as good as our people. Our mission is to provide trusted guidance so our clients and customers succeed—that is our focus. As part of this mission, we follow the UN Global Compact human rights principles according to the nature of our business.

Labor

Principle 3: Uphold the freedom of association and the effective recognition of the right to collective bargaining.

Principle 4: Work to eliminate all forms of forced or compulsory labor.

Principle 5: Work to effectively abolish child labor.

Principle 6: Eliminate discrimination with respect to employment and occupation.

We are an extremely diverse global organization, including age, gender, religion, heritage, family, interests, experiences, and style. This diversity helps everyone—from employees to suppliers worldwide—expand their understanding of the world, and these differences foster richly varying perspectives.

Environment

Principle 7: Businesses should support a precautionary approach to environmental challenges.

Principle 8: Undertake initiatives to promote greater environmental responsibility.

Principle 9: Encourage the development and diffusion of environmentally friendly technologies.

As a corporate citizen of Planet Earth, we are committed to reducing the environmental impact of our company and continually look at multiple ways to reduce our carbon footprint and to educate our employees on conservation activities. Through these efforts, we show our commitment to the Environmental Principles of the UN Global Compact.

Anti-corruption

Principle 10: Work against corruption in all forms, including extortion and bribery.

We know that how we carry ourselves and treat others affects how our stakeholders ultimately view our company. In support of this goal, we maintain a Compliance and Ethics Program that includes specific anti-corruption policies and procedures; key components include our Code of Ethics and Key Policies, the two cornerstone documents of our corporate culture. The result: our parent company has been named one of the world's most ethical companies for three straight years.



OUR PEOPLE

We Respect Those We Work With and For

At Cartus, we continue to respect others and treat people well. We show respect to everyone we interact with, internally and externally, earning both their confidence and their trust in return. Being both global and diverse, we are attuned to the nuances of culture and diversity. We foster and sustain an environment that is inclusive and supportive; we consider this essential to both the excellence of our work and to the company we strive to be. We create opportunities for our employees to get involved, build satisfying careers, balance life and work, and grow personally and professionally.

Comprehensive Health and Safety Program

Highlights of the ways in which we continued to encourage and support the overall health and safety of Cartus employees in 2013 include:

- We completed and implemented health and safety policies that now cover all of our global offices.
- Our Crisis Management Team updated the company's Pandemic and Infectious Disease Plan to reflect changes in direction from the World Health Organization.
- Our Facilities and Security teams participated in a SWAT drill in Danbury, held in conjunction with the Danbury Police Department and Western Connecticut Health Network Paramedics.

- In November, Cartus hosted an enrollment for American Cancer Society's Cancer Prevention Study 3 (CPS-3). CPS-3 is a long-term research study to help better understand the lifestyle, environmental, and genetic factors that cause or prevent cancer and to ultimately eliminate cancer as a major health problem. The enrollment consisted of a survey, a small blood sample, and the promise to complete periodic surveys in the future.
- Our offices around the world held wellness fairs, health screenings, and information sessions. As part of a workplace program to promote healthy living, for example, employees in the Hong Kong office recently participated in the "Weight Management & Blood Pressure Monitor"—a monthly program to better understand their body composition in terms of weight, body fat, water content, muscle mass percentage, and blood pressure.
- Our onsite Wellness Center in Danbury supported 4,000 visits in 2013 and saved employees hundreds of thousands of dollars in health insurance fees since it opened 10 years ago.



Drew Morten, MPH, PA-C, at the onsite Wellness Center in Danbury.



American Cancer Society's Cancer Prevention Study 3.



Our Singapore, Shanghai, Danbury, and Geneva offices have set up running clubs, with participants meeting regularly during lunch to exercise.



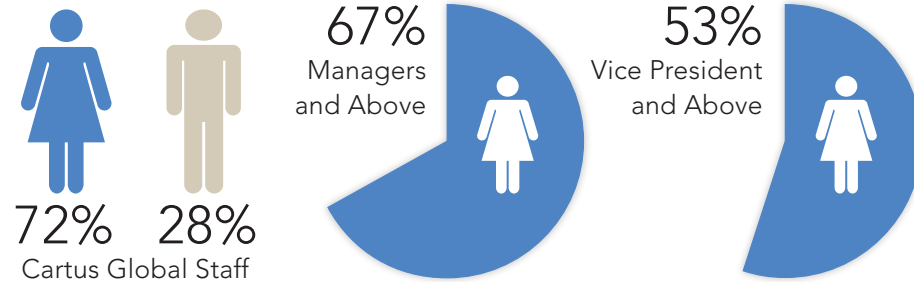
OUR PEOPLE

Diversity and Inclusion Makes Us a Better Company

At Cartus, understanding and accepting cultural diversity remains key to our core value of Respect. We embrace diversity because it resonates with our value to respect and welcome differences. Our sensitivity to each other and to our customers' unique and individual needs not only makes us a better service provider, but also makes us a richer, more vibrant company.

In our hiring and advancement practices, Cartus continues to disregard race, color, religion, national origin, citizenship, age, sex, gender, sexual orientation, sexual preference, veteran status, marital status, disability, or any other characteristic protected under applicable laws and regulations. We make reasonable accommodations for qualified disabled employees and applicants.

We are particularly proud of our gender diversity.



The Cartus Global Diversity and Inclusion Council, executive sponsored by President Kevin Kelleher, has coordinated inclusion activities across our company.

Collectively, our employees speak more than 50 languages worldwide.

Through the Diversity Council and its associated resource groups, we create an inclusive environment in our offices and learn more about each other. Diversity events have included:

- Cultural celebrations, such as our Singapore office's celebration of the Year of the Horse.
- The Veterans Hall of Fame, which was created in the Danbury headquarters.
- A program on the Holocaust, consisting of recorded interviews of two survivors as well as a discussion with a local rabbi.
- A panel on Women in Leadership.
- International Food Day, held around the globe in our offices.
- A lunchtime presentation on Doing Business in China.
- Regular emails describing facts about African-American history for Black History Month.

Cartus Honors Veterans—2013 video. Click to watch.



Director of Supply Chain Management Ken Eng has been chosen as the 2013 winner of the Cartus Diversity and Inclusion Award and the winner of Realogy's 2013 Diversity and Inclusion Award.



OUR PEOPLE

Recognizing People Who Do Great Things

As part of our core value of Respect, Cartus creates opportunities for our employees to get involved, build satisfying careers, balance life and work, and grow personally and professionally. We extend this internal culture of respect to all those whom we touch every day—because respect is essential to every healthy relationship.

Evidence of the value we place on our employees includes the exceptional benefits Cartus provides, including:

- Paid parental leave—a new benefit in 2014
- Adoption assistance
- Domestic partner benefits
- Flexible work options such as telecommuting and flex time

Additionally, we are proud of the career opportunities we provide. Last year, Cartus promoted or offered new positions to 450 employees—16 percent of our workforce.

In March 2014, our offices and employees around the world celebrated BRAVO! Day—a global celebration and opportunity to say thank you for everyone’s contribution to great service, collaboration, respect, financial responsibility, and ethical behavior. Special celebrations were held in all offices by our various departments to say thanks to our most important asset—our people.

Cartus is also proud to recognize the winners of the 2013 BRAVO! President’s Awards, which reward exceptional achievement and consistent demonstration of one or more of Cartus’ company values:

- Gold: Patty Ginochio—Director, Account Management; Bodega Bay, CA
- Silver: Anne Sorrells—Director, Customer Finance; Danbury, CT
- Bronze: Alzone Ang—Director, Client Services; Singapore

These three winners exemplify the Cartus Culture.



BRAVO! Day—a global celebration and opportunity to say thank you for everyone’s contribution to great service, collaboration, respect, financial responsibility, and ethical behavior.

BRAVO! President’s Gold Award winner Patty Ginochio.



ETHICS AND COMPLIANCE

We Are Recognized for Doing the Right Thing

In 2013, Cartus continued to live our core value of being ethical and compliant in everything we do—“doing the right thing.” This value mandates ethical behavior in all our business dealings. We conduct ourselves and our business with the utmost integrity. We comply with our internal and external commitments, and we make the ethical choice whenever challenges present themselves. Our cultural of integrity as a company is absolute and non-negotiable.

As part of the Realogy value circle, we are proud to be named to Ethisphere® Institute’s “World’s Most Ethical Companies” list for the third consecutive year.

Our company’s and people’s efforts to continue doing the right thing include:

- Maintaining the 24-7 Ethics Hotline, available to all Cartus employees—the company addressed 43 issues brought to our attention through the hotline.
- Annual required Compliance and Ethics training for every Cartus employee, including:
 - Code of Ethics and Key Policies
 - Information Management and Security
 - Anti-corruption and bribery efforts





ETHICS AND COMPLIANCE

Stringent Data Security Protocols Protect Those We Work For

The security for all of our systems remained a key focus for us in 2013 as we:

- Were subject to regular reviews by our clients, external auditors, and other professional oversight organizations.
- Completed three Data Center Disaster Recovery Exercises and participated in two Realogy Disaster Recovery Exercises.
- Ensured seamless service and business delivery in the face of 14 major weather-related events globally through our Business Continuity plans.
- Received annual SSAE 16 certification covering key controls over our Relocation Accounting Services.
- Protected data by implementing encryption strategies for data backups and data at rest.

Additionally, penetration tests are used to determine security weaknesses of a computer system, network, or Web application to find vulnerabilities that an attacker could exploit. They can also be used to test an organization's security policy compliance, its employees' security awareness, and the organization's ability to identify and respond to security incidents. As part of our ongoing focus on system security, Cartus penetration testing in 2013 included:

- Testing conducted by third-party resources to ensure independence.
- Penetration testing by our parent company, Realogy.

In 2013, Cartus' systems blocked approximately 50 million spam messages and a total of 125,055 viruses.





CARING FOR OUR COMMUNITIES

Cartus Cares for People Where We Live and Work

In 2013, Cartus employees around the world raised over US\$300,000 through charitable events in support of the United Way, Community Health Charities, American Cancer Society, Junior Achievement, March of Dimes, Red Cross, British Heart Foundation, Singapore Cancer Society, Children's Aid Society of Singapore, and many other charities supported by our employees. Our people also donated hundreds of hours of time to their chosen causes and donated food, clothing, and other goods to where they were needed.

- Minneapolis staff collected food and clothing for their city's homeless population.
- A team in the Singapore office collected 150 bags of clothing for typhoon victims in Mindanao.
- Chicago staff walked to support the search for an MS cure.
- In the Swindon UK office, an employee took her first skydive to raise funds for her local ambulance service.



A UK employee took her first skydive for charity.

- Two Swindon colleagues made and sold Easter candy to support a cure for motor neuron disease.
- 92 volunteers participated in the United Way's annual Day of Action, volunteering more than 650 hours dedicated to projects in the community around our corporate headquarters in Danbury, CT.
- Employees in Hong Kong dressed in various shades of pink to show their support for the breast cancer campaign.



Cartus employees participate in United Way's annual Day of Action.



Cartus Hong Kong supports the breast cancer campaign.



CARING FOR OUR COMMUNITIES

Cartus Cares for People Where We Live and Work

- Cartus was recently named for the fourth straight year to The Governor’s Prevention Partnership 2014 Mentoring Corporate Honor Roll, which thanks companies for their leadership in advancing the mentoring movement in Connecticut. Cartus has 29 employees who serve as mentors through Danbury Schools and Business Collaborative’s program.
- Cartus Shanghai held its first Charity Family Day, welcoming 11 children and family members on this fun-filled day promoting bonding and camaraderie. A silent fundraising auction of items donated by the children and Cartus staff raised RMB400 for the Cartus APAC Cares fund.

- A Cartus team recently took part in Swindon’s Mad March Hare 10K Run to raise awareness for Breakthrough Breast Cancer—UK’s leading charity dedicated to preventing breast cancer deaths.
- Cartus was honored by United Way of Western Connecticut with its “Corporate Volunteer Award.” The award honors Cartus employees who annually dedicate thousands of hours to volunteer outreach efforts—locally and around the world. With the leadership of Cartus employees, more than \$1.5 million has been raised for the needful in local communities.



Cartus attendees at The Partnership’s 25th Anniversary Celebration and Corporate Honor Roll recognition—including Larry Post (far left), a mentor for 20 years.



Charity Family Day—Cartus, Shanghai.



Swindon’s Mad March Hare 10K Run.



ENVIRONMENTAL STEWARDSHIP

Taking the Extra Step to “Go Green”

At Cartus, we are committed to staying abreast of the ever-growing environmental needs of our industry and our clients and pursuing and maintaining high corporate environmental standards. Therefore, we are constantly developing and implementing new policies and procedures as we see the need.

We make environmental stewardship a priority through carpooling, recycling, conservation, and effective office management practices such as paper reduction. Our Conservation Committee has been in place for more than 10 years. We are committed to reducing the environmental impact of our company and continually look at multiple ways to reduce our carbon footprint and to educate our employees on conservation activities.

- We participate in the Carbon Disclosure Project and continually look to reduce our footprint in all areas. We are also working to establish additional baseline measures (e.g., travel miles, domestic and international air travel) to set more meaningful goals.
- The Cartus Conservation Committee sponsored the annual Danbury Earth Day Fair, which provides our employees with environmental and conservation products and services for both home and office.
- Ongoing technology conservation efforts include:
 - All computer monitors are turned off at the end of the business day.
 - Monitors enter sleep mode after 10 minutes of non-usage.
 - Computers, printers, and photocopiers are programmed to switch to power-save mode when they have been idle for a specified time period.
 - Multi-function printers default to double-sided printing for all printing and copying jobs.

- Our global recycling efforts in 2013 resulted in these accomplishments.
 - We recycled approximately 30 tons of comingled waste—material that will not end up in landfills.
 - Cartus’ office supply recycling program saves the company an estimated \$25,000 annually.
 - Use of Shred-it® bins (U.S. offices only) resulted in 1,312 trees saved.
 - Our people have recycled 990.42 pounds (0.495 tons) of lamps, batteries, and other office items.
- Elimination of Styrofoam cups from our global headquarters’ cafeterias and discounts for employees using their own cup or mug (headquarters cafeterias). The Danbury office has reduced the use of Styrofoam by 2,400 cups per week.



Cartus Conservation Committee at Earth Day Fair—
Cartus, Danbury.

The 2013 amount of carbon produced was 6929.743 metric tons, including 9.82 percent Scope 1 carbon and 90.18 percent Scope 2 carbon.



ENVIRONMENTAL STEWARDSHIP

Carpooling—Making a Difference for the Earth

Last year, the Cartus Conservation Committee sponsored our inaugural International Transit Day. Cartus employees all over the world joined together to make a positive impact on the environment by sharing a ride, walking, taking a train or a bus, or riding a bike to work—and in some cases, using roller skates, skateboards, and tricycles.

The goal of this event was to decrease (and track) our company's carbon footprint in an effort to raise environmental awareness.

The Cartus International Transit Day—2013 video. [Click to watch.](#)



Two hundred ninety-seven Cartus employees worldwide participated in the International Transit Day, saving approximately 359.3 gallons of gas and reducing emissions by about 3.5 tons.

In 2013, 350 employees were actively involved in carpooling, an effort that reduced CO₂ emissions by nearly 335 tons and resulted in a savings of more than 34,000 gallons of gasoline.





SUSTAINABLE PROCUREMENT

Ensuring Compliance, Security, and Value

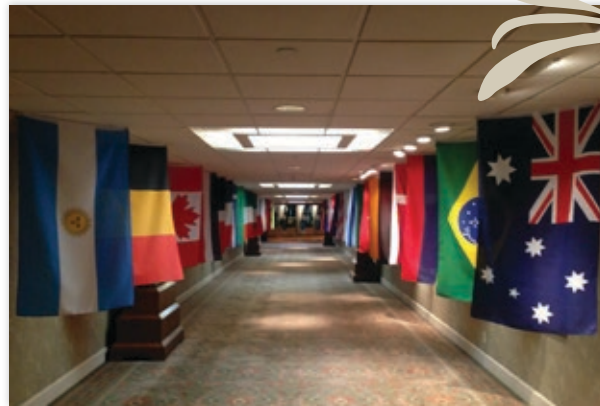
Our commitment to global sustainability extends to managing the suppliers we use to serve our clients and their employees. Cartus maintains a vast ISO-certified network of suppliers around the globe who provided support to clients and assignees in more than 150 countries in 2013 and in every key phase of the relocation experience, including destination support, home finding, temporary housing, and household goods shipment. Our networks are experienced and monitored by 186 regionally based Cartus Supply Chain staff, facilitating accurate, proximate monitoring and support.

- Cartus holds every member of our supply chain to the same standards we apply to our efforts. Each network supplier signs a contract agreeing to full compliance with all laws and regulations and with global human rights mandates.
- Our global network suppliers undergo mandatory annual ethics and compliance training, and Cartus introduced a new standardized Risk Management System (SAI) to further reinforce supplier compliance through a formal reporting and contract management system for annual compliance certification, background checks, and PII/system compliance.

- We strongly encourage our supplier partners to develop and implement innovative solutions to sustainability challenges in the services they provide our clients. In 2013, some of these solutions included:
 - One of our van line partners developed environmental solutions to deal with fleet maintenance and field operations challenges, including recycling engine oil, taking steps to improve fuel efficiency, and recycling packing materials on a regular basis.
 - Another van line partner created a gas and oil drain service to prevent accelerant fires during moves.
 - A temporary housing partner implemented a new centralized and automated data system that eliminated much of the paperwork associated with its services.



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Flags displayed for each country represented at the 2013 Cartus Global Network conference.



SUSTAINABLE PROCUREMENT

Promoting Supplier Diversity

Cartus is dedicated to promoting diversity and building it into our corporate culture. Since establishing a formal Supplier Diversity Initiative in 1983, Cartus has become a recognized leader in this area and the recipient of numerous awards. Our diversity department conducts outreach, monitoring, and measurement.

- In 2013, we disbursed \$41.5 million to minority- and women-owned businesses (and over the past five years have disbursed more than \$200 million).

- Cartus was nominated for the Greater New England Minority Supplier Development Council (GNEMSDC) Corporation of the Year Award, given to the company that exhibits exemplary achievements in the area of minority supplier development.
- Tom Davis, Vice President of External Supplier Diversity, continues to serve on the board of directors of GNEMSDC.
- Cartus awarded the 2013 Global Citizenship Award to our supplier, Nuss Relocations.



Tom Davis and Cartus professionals at the GNEMSDC conference.



Nuss Relocations, winner of the 2013 Global Citizenship Award.

cartus

Trusted Guidance – For Every Move You MakeSM.

Cartus guides our clients through thousands of unique and complex programs. Ideally equipped to lead you, Cartus is ready to help—whatever, whenever, wherever your program is moving.

To learn more, please email trustedguidance@cartus.com or visit www.cartus.com, www.cartusblog.com.

