



2016 global citizenship report

contents

INTRODUCTION	3
Statement of Support from the CEO	3
WHAT WE DO	4
Help Families Find Their Way to New Homes, New Communities, and New Experiences	4
CARTUS CULTURE	5
Making the UN Global Compact Principles Our Own.	6
OUR PEOPLE	8
We Respect Those We Work With and For	9
Diversity and Inclusion Makes Us a Better Company	12
Recognizing People Who Do Great Things	15
ETHICS AND COMPLIANCE	17
We Are Recognized for Doing the Right Thing	18
Stringent Data Security Protocols Protect Those We Work For.	19
CARING FOR OUR COMMUNITIES	20
Cartus Cares for People Where We Live and Work	21
ENVIRONMENTAL STEWARDSHIP	26
Our Employees Take the Extra Step to “Go Green”	27
SUSTAINABLE PROCUREMENT	30
Ensuring Compliance, Security, and Value	31
Promoting Supplier Diversity	33

All interior photos
provided by talented
Cartus employees.
For more information,
please see our
[Facebook page](#).

introduction

Statement of Support from the CEO



To Cartus stakeholders:

For more than 60 years, Cartus has helped families settle in to new homes, new communities, and new experiences. Our promise to provide “trusted guidance” applies not only to supporting our clients and their relocating employees, but to how we give back to our communities around the world. When you operate in more than 185 countries, measuring success becomes more than just an accounting exercise: it relies on an understanding of—and sensitivity toward—the many cultures and environments we work with and within.

As such, we actively support the ten principles of the UN Global Compact by continuing our efforts in the key areas of concern: Human Rights, Labor, Environment, and Anti-Corruption. Over the last year, we have made exciting strides in these areas with new initiatives and practices, all described in the Global Citizenship Report that follows.

Highlights of our progress include:

- Remaining focused on worldwide corporate social responsibility in every aspect of our business as demonstrated by our new EcoVadis Silver designation, which places us among the top 30 percent of companies evaluated by the leading supplier sustainability platform in the field.
- 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 and ISAE 3402 compliance, and the capability of agreeing to the European Commission Model Contract Clauses, which contractually obligate American companies to treat data as carefully as a European company would treat it.
- A record-breaking year in terms of charitable contributions as Cartus employees around the world raised more than US\$400,000 through various events and volunteered thousands of hours of time to their chosen causes and communities.
- And, as always, being guided by the concept of what's right: a focus on ethical behavior that unifies our practices and interactions. For the fifth straight year, our parent company—and by extension, Cartus—was named one of the World's Most Ethical companies. We work diligently to earn this designation every day.

A lot has changed over the last six-plus decades, but one thing that hasn't is our commitment to global citizenship. Once again, I encourage you to read the report and internalize the spirit of giving represented by Cartus and the people who make up our company.



Kevin Kelleher
President and CEO

what we do

Help Families Find Their Way to New Homes, New Communities, and New Experiences

We have more than 60 years of thought leadership and expertise.

Our expertise began more than 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, moving employees and their families into and out of 185-plus countries.

- Cartus is the industry leader in mobility support to organizations worldwide. With more than 2,800 Cartus employees—over 800 based in EMEA and APAC—and 18 offices worldwide, last year we assisted nearly 168,000 families.

- 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 in-house international assignment compensation services, intercultural and language training, consulting services, and real estate assistance programs.
- 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.



The American Business Awards recognized Cartus with its top award in the "Customer Service Team of the Year—Business Services" category.



Cartus won the Relocation Management Company of the Year for the fourth consecutive year at the APAC Expatriate Management and Mobility Awards (EMMA).



2016 winner

For the fifteenth consecutive year, Cartus was recognized by Training magazine as one of the Top 125 companies.



Most Engaged Workplaces™

Cartus was recognized as one of the Achievers 50 Most Engaged Workplaces™ in North America. This annual award recognizes top employers that display leadership and innovation in engaging their workplaces.



Cartus earned the Boeing Performance Excellence Award for the third consecutive year in recognition of the outstanding customer service we provide in support of The Boeing Company's relocation program.



cartus culture

Making the the UN Global Compact Principles Our Own

We exist to
provide trusted
guidance.

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 is revealed 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.

Guiding Principles

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.

cartus culture *(cont'd.)*

Making the the UN Global Compact Principles Our Own

UN GLOBAL COMPACT PRINCIPLE

CARTUS EFFORTS

Human Rights

Principle 1: Business should support and respect the protection of internationally proclaimed human rights, and

Principle 2: make sure that they are 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 primary 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: Businesses should uphold the freedom of association and the effective recognition of the right to collective bargaining;

Principle 4: the elimination of all forms of forced and compulsory labor;

Principle 5: the effective abolition of child labor; and

Principle 6: the elimination of discrimination in respect of 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; and

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 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: Businesses should 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 Employment 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 five straight years.

Our service is
only as good as
our people.



our

people

our people

We Respect Those We Work With and For

At Cartus, we 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 this past year include:

- 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, on National Wear Red Day®—the first Friday of each February—Cartus employees brought attention to women's battle with heart disease by donning crimson-, scarlet-, and ruby-hued shirts to show support for the cause.
- Our Danbury headquarters saw the grand opening of a state-of-the-art, 6,750-square-foot fitness center offering the latest top-rated cardiovascular and strength-training equipment, group exercise classes, a fully trained professional staff, and deluxe locker- and shower-room facilities. In recognition of our fitness focus, Cartus was recognized as a Gold

Level Recipient of the American Heart Association's Fit-Friendly Worksites Recognition program. Additionally, Cartus was named a platinum-level Healthy Workplace Employer by The Business Council of Fairfield County, CT.

- Cartus Singapore was awarded a Singapore HEALTH Gold Award for excellence in workplace wellness programs. The award was presented by the Health



Promotion Board. As part of their Workplace Health Program, Cartus Singapore staff

were encouraged to sign up for a complimentary screening consisting of a coronary heart disease risk assessment, BMI and blood pressure measurement, and a blood test to measure blood glucose and cholesterol levels.

- A Wellbeing Committee was launched in our EMEA offices with an aim to motivate Cartus colleagues to keep fit and healthy. They kicked off the initiative with a Walking Group in Swindon, UK. Other planned events include fitness classes, discounted gym memberships, encouragement to cycle to work, running groups, and sharing of healthy recipes.
- To mark National Safety Month, the Irving, TX, office welcomed a different safety expert every week in June to provide advice, information, and demonstrations. In September, Irving also sponsored a Flu Shot Clinic, Oral Preventative Care seminar, and free blood pressure, BMI, and cardiovascular screenings.

We foster
and sustain an
environment
that is inclusive
and supportive.

our people *(cont'd.)*

We Respect Those We Work With and For

We encourage and support the overall health and safety of Cartus employees.

- Our Danbury, CT, headquarters completed remodeling its Wellness Center—now featuring two exam rooms and a specimen drawing room. The expanded space will provide Cartus with an opportunity to better serve employees' healthcare needs, with the diagnosis and treatment of occupational and non-occupational illnesses and injuries, urgent and emergent care, triage services, basic lab services, consultation, coordination of wellness programs, preventative health screenings, and vaccinations. In the past year, the Wellness Center—staffed by a physician assistant and nurse practitioner—supported more than 3,600 visits. Since it opened 13 years ago, Cartus employees have made more than 50,000 visits to the center. By doing so, they have saved hundreds of thousands of dollars in co-pays and health insurance fees. Each visit is also estimated to save employees approximately three hours away from work.
- The Cartus Facilities department installed Automatic External Defibrillators (AEDs) throughout our Danbury facility and provided training to employees on how to use them in an emergency.
- Cartus Singapore employees took some time out to volunteer for a cooking competition organized by the charitable foundation AWWA Family Support. Titled "My Family Chef," the program aims to foster deeper connections among family members through healthy eating habits and create a network with other families and/or partners within the community.
- Through our parent company, Realogy, we provide access to a wellness portal where employees can review their health statistics, manage their healthcare, and learn about wellness opportunities available to them. Realogy's wellness program, called iThrive, frequently communicates useful information on topics ranging from fitness and nutrition to mental health and fiscal responsibility.

our people (cont'd.)



Cartus Singapore employees turn up the heat to promote healthy eating habits during a cooking competition organized by AWWA Family Support charity.



Danbury employees take advantage of a “pressure free” opportunity to receive suggestions for healthier living from the 25 vendors featured at our headquarters’ Annual Wellness Fair.



Singapore’s Workplace Health Committee and HR Team proudly display their Singapore HEALTH Award trophy for excellence in employee work-life balance.



The Cartus Swiss team shows off their penguin hats and their happy feet during the Coupe de Noël—a popular cold-water swimming competition held every December in Lake Geneva.

our people *(cont'd.)*

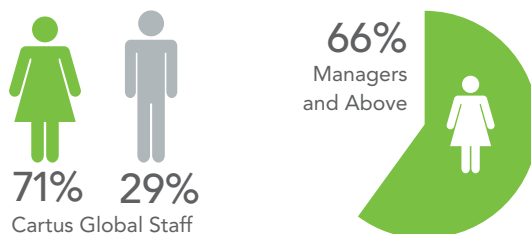
Diversity and Inclusion Make Us a Better Company

Collectively, our employees speak 45 languages worldwide.

As a provider of global mobility services with a core practice in intercultural and language training, understanding and accepting cultural diversity remains key to our guiding principle of Respect. We embrace diversity because it resonates with our culture of valuing and welcoming 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.



Spearheading many of the inclusion activities across our company is the Cartus Global Diversity and Inclusion Council, which is executive sponsored by our president and CEO, Kevin Kelleher.

Through the Diversity Council and its associated resource groups, we create an inclusive environment in our offices and learn more about each other. Diversity-related initiatives include:

- A new tradition coordinated by the Cartus Veterans Committee of selling red remembrance poppies to benefit Veterans Charities and recognize those who serve their countries around the world. For Veteran's Day, our Danbury, CT, headquarters was also honored to welcome retired U.S. Navy veteran Jason Culbreth, who described his military experiences and his subsequent transition to civilian life. Our Human Resources team also attended the Hero's 4 Hire Veterans Career Fair in support of the initiative to promote hiring local veterans.
- In Singapore, the APAC management team was trained in motivational positive leadership. Based on the "Edutainment" (entertaining education) concept "Easier Done than Said," the program teaches leaders to cultivate a workplace environment where individuals flourish and teams perform at their peak.
- For "World Language Beyond the Classroom Day" at Newtown High School in Connecticut, nine Cartus Intercultural & Language Solutions team members volunteered to speak with students on the value that a second language provides for career success.

our people *(cont'd.)*

Diversity and Inclusion Make Us a Better Company

- The Cartus Danbury Diversity and Inclusion Council presented “Living & Working in the Middle East”—a lively presentation exploring what assignees experience as they live and work in that particular region. For Disability Awareness Month, the Council also hosted a thought-provoking Lunch & Learn featuring two video clips from the TV show, “What Would You Do?” One of the clips concerned reacting to someone with Down Syndrome, while the other featured reactions to an individual who uses a wheelchair.
- We coordinate events and send regular communications celebrating various heritage/identity months, including Black History Month, LGBT Pride Month, and Hispanic Heritage Month.
- Our Marketing team, in collaboration with our Diversity and Inclusion Council, hosts a monthly photo contest featuring Cartus employees at work, at play, and special celebrations, or reflecting Cartus’ global footprint with local festivals, iconic features, or landscapes. The images are featured in our annual Diversity Calendar, and here, in our Global Citizenship Report.

In addition, as part of the continuing celebration of our company’s six decades in business, we created a new “60-Year Stories” video series capturing the memories of some of our co-workers who have been along for the ride since the early days of Cartus. Our colleagues’ recollections are in turn funny, sweet, or thought provoking, and some are all that and more.



Click above to view all the videos in our “60-Year Stories” series.

Cartus
employees
have living
and working
experience
in more than
125 countries.

our people (cont'd.)



The Danbury Diversity and Inclusion Council and the Cartus Veterans Committee honor our veterans and all who have served or are serving their countries.



The Danbury iThrive Committee wears its heart on its sleeve in celebration of the American Heart Association's "National Wear Red Day" to raise awareness about heart disease.



Our Singapore office's Workplace Health Programme offers discount flu vaccinations to Cartus employees who haven't received their yearly vaccination.



Cartus staff in Shanghai, China, and Hong Kong celebrate the start of the Lunar New Year by organizing a staff dinner and a lion dance in the office.

our people *(cont'd.)*

Recognizing People Who Do Great Things

Another part of our guiding principle of Respect is creating 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—for example:

- Volunteer time-off policy—new in 2016
- Paid parental leave—both maternal and paternal
- Adoption assistance
- Domestic partner benefits
- Flexible work options like telecommuting and flex time

More than 60 percent of Cartus employees take advantage of flexible work scheduling—whether in the form of shifted business hours, work-from-home opportunities, or a reduced or compressed work week.

Additionally, we are proud of the career opportunities we provide. Last year, Cartus promoted or offered new positions to 486 employees.

In March 2016, our offices and employees around the world celebrated BRAVO! Day—a global celebration and opportunity to say “thank you” to everyone for their contribution to great Service, Collaboration, Respect, Financial Responsibility, and Ethical Behavior. Special celebrations were held in all offices by our various departments to recognize our most important asset: our people.

Cartus is also proud to recognize the winners of our annual BRAVO! President's Awards, which recognize exceptional achievement and consistent demonstration of one or more of Cartus' guiding principles.

Team

- Group Move management team—Nancy Sedensky, Stacy Walters, and Julie Perfetti

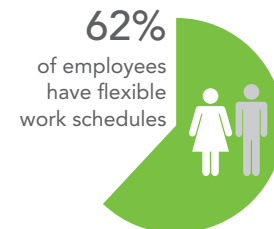


Nancy Sedensky (second from left) and Julie Perfetti (second from right) accept their President's Team Award for successfully managing the largest corporate-sponsored group move in our history.

Individual

- **Gold:** Nica Ganley—Vice President, Analytics & Technology Solutions
- **Silver:** Barbara Fainer—Director, Contract Compliance & Workflow Management
- **Bronze:** John Poklemba—Director, Account Management

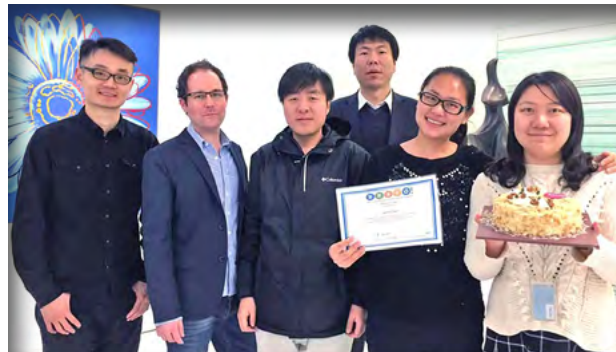
These winners truly exemplify the Cartus culture.



our people (cont'd.)



President's Gold Award Winner, Nica Ganley, provided unfailing support to the Cartus Operations team to meet our clients' complex and evolving technology needs.



BRAVO! Day recognizes those who come to work every day to help Cartus' customers and clients succeed by providing trusted guidance through actions that demonstrate the company's five guiding principles. Pictured here are employees in Cartus' Irving, TX; Beijing, China; and Singapore offices.

ethics and compliance



ethics and compliance

We Are Recognized for Doing the Right Thing

100% of
our employees
complete Code
of Ethics training
every year.

Being ethical and compliant in everything we do—“doing the right thing”—is a core guiding principle. This principle 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 culture 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 (WME) Companies” list for the fifth consecutive year. The WME designation recognizes companies that truly go beyond making statements about doing business ethically and translate those words into action.

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

- Maintaining a 24/7 Ethics Hotline, where employees can raise concerns or ask questions about ethical issues; the Code of Ethics Line is accessible in 200 languages, either by phone or by Web
- Mandatory annual Compliance and Ethics training for all Cartus employees, including:
 - Code of Ethics and Key Policies
 - Information Management and Security
 - Anti-Corruption and Bribery Efforts
- Regular distribution of a series of lighthearted-yet-serious “Ethical Moments” videos by The Second City Communications to enliven existing ethics and compliance education and training programs

- Maintaining a collection of Manager Toolkits with the Ethical Leadership courses provided for all employees with one or more direct reports



Swindon, UK, and Singapore teams celebrate our inclusion among the “World’s Most Ethical Companies” by taking selfies at a pop-up photo station.

ethics and compliance *(cont'd.)*

Stringent Data Security Protocols Protect Those We Work For

The security of our clients' and customers' personal information is of the utmost importance to Cartus. We conduct penetration tests to determine security weaknesses of a computer system, network, or Web application to find vulnerabilities that an attacker could exploit. Last year, Cartus was subject to penetration testing by both our parent company, Realogy, and by third-party resources to ensure independence.

In addition, throughout the past year, we tested and used both our internal emergency response protocols and our business continuity plans during initiatives that occurred at many of our facilities. Some of these include:

- Reviewing plans for communication to employees during IT outages and ability to provide status updates to all concerned
- Receiving updates from a leading protective services company regarding biggest challenges and security threats for businesses
- Hosting a presentation on local emergency planning by the Director of Emergency Management for the City of Danbury, CT
- Continuing to track all Cartus travelers and communicating with each as necessary regarding situations that might occur while traveling (e.g., security issues, airborne illness concerns, airport delays, weather issues, etc.)
- Successfully executing our annual Data Center Disaster Recovery Exercise, including restoration of network infrastructure, servers, applications, and databases

- Participating in two Realogy disaster recovery exercises, during which Cartus validated access to our various systems
- Maintaining annual SSAE 16 and ISAE 3402 compliance covering key controls over our domestic and international relocation accounting services

Today, one of the overriding goals of our Crisis Management team is to work with every Cartus office worldwide to make certain that a viable business continuity plan is in place. Initiatives include:

- Continuing to meet on a regular basis to ensure that our global teams are prepared to handle a variety of scenarios
- Providing continual information and training to employees worldwide regarding Crisis Management to ensure that we are all able to react effectively and efficiently in the event of a crisis
- Working with all departments to update their business continuity plans and support the team when they meet with clients who are interested in our procedures
- Testing plans regularly to ascertain their comprehensiveness and communication flow, as well as discover any gaps

Corporate Compliance & Ethics Week

Corporate Compliance & Ethics Week is celebrated the first full week of November every year to highlight the importance of ethics and compliance in our workplace.

Last year,
Cartus systems
blocked more
than 42 million
spam messages
and over 2,400
viruses. They
also encrypted
5.3 million
messages.





caring for our

communities

caring for our communities

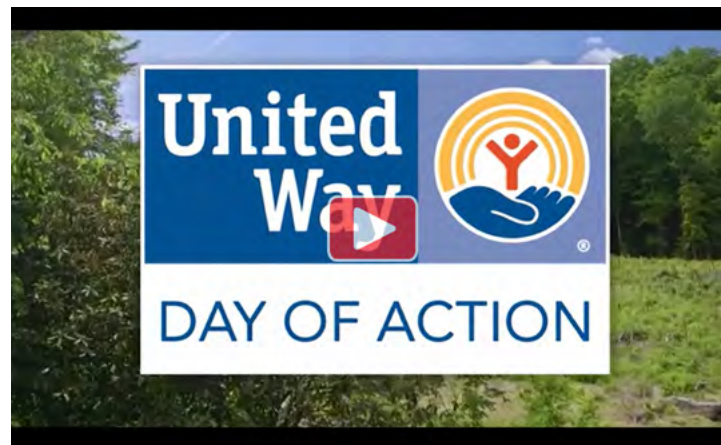
Cartus Cares for People Where We Live and Work

Last year, Cartus employees around the world raised more than US\$400,000 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 gave thousands of hours of time to their chosen causes and donated food, clothing, and other goods to where they were needed most.

- The Walk 'n' Roll—Danbury's signature kickoff event for Cartus' annual Charitable Giving Campaign—raised more than US\$39,000 in a single day.
- More than 100 volunteers participated in the United Way's annual Day of Action, volunteering their hearts, hands, and muscles to complete much-needed projects in the community around our corporate headquarters in Danbury, CT.
- A group of employees from our Singapore office volunteered to accompany residents from the Hua Kwan Seniors Activity Centre to the Sea Aquarium. Each employee partnered with an elderly couple or resident to guide them through the aquarium.
- The Swindon Charity Committee brought donated chocolate Easter eggs to dementia patients at the local Great Western Hospital.
- Our colleagues in Hong Kong celebrated "Dress Pink Day" by dressing in their rosiest hues for work and making donations to help provide Pink Recovery Packs to breast cancer patients.



Cartus kicks off its annual Charitable Giving Campaign with its signature event, the Walk 'n' Roll, which raised US\$39,435 last year.



*One Day of Action is all it takes to make a world of difference.
Click above to view the video.*

caring for our communities *(cont'd.)*

Cartus Cares for People Where We Live and Work

Our employees
"give back" in
countless ways.

- Our Swindon, UK, regional headquarters held a fundraising day to collect donations for Sport Relief, a charity helping those in the UK and overseas. In the morning, the office held a baking competition with participants entering sport-themed cakes. In the afternoon, they hosted a "Salsa-thon," which saw one employee dance continuously for two hours with colleagues.
- A "World Animal Day" celebration and fundraiser was held in our London, UK, office, with animal costumes required and a small donation requested from those who chose not to dress up.
- In Irving, TX, the FUSE Committee hosted a bake sale in support of the Wounded Warrior Project. Irving employees also raised more than US\$1,200 for the annual "Walk to End Alzheimer's" event.
- The American Red Cross presented Cartus with its Top Sponsor Appreciation Award, which is given to the top blood-drive sponsors who have made a significant impact in the community. Since 2003, employees of Cartus have donated 2,893 pints of blood, which have helped save the lives of 8,679 patients. In addition, Cartus partners with the American Red Cross Connecticut Chapter through their Ready 365 Giving Program. As part of the partnership, **Cartus has contributed US\$10,000 to the campaign.**
- Cartus was represented by 14 teams at the annual Junior Achievement (JA) Bowl-a-thon, raising more than US\$7,900 in the process. Cartus fielded more teams than any other company in Western CT and has been a supporter of JA for over 20 years.
- Danbury's iThrive Committee's "Operation Gratitude" collected 321 pounds of donated Halloween candy to send to U.S. troops overseas. (Don't worry: they collected 47 toothbrushes and many packs of floss to send along as well.)
- Cartus Singapore celebrated Halloween by organizing a bake sale to benefit Cartus Cares charities.
- The Swindon office took part in a national fundraiser in aid of UK-based charity Children in Need. One team held a bake sale while the charity committee organized a parking-space auction. Employees were also encouraged to come to work dressed as heroes, with prizes given to the best-dressed individual and team.
- Danbury employees donated dozens of gently worn suits and other business attire for the Diversity and Inclusion Council's suit drive to benefit veterans who are returning to the civilian workforce.
- Cartus Singapore volunteers dressed up as pandas for a China-focused KidzFEST event at the Children's Service Centre.
- Our Danbury office lit up its driveway in support of the American Cancer Society's Light Up New England campaign. Employees decorated and lit 112 luminaria bags in memory, honor, and support of those affected by cancer. Purchasers of the bags and other donors gave more than US\$1,000 for the cause.
- The Cartus Cares Committee hosted a Volunteer Fair at our Danbury, CT, office. We had a total of 358 employees visit 25 agencies showcasing the many volunteer opportunities available in the community.

caring for our communities in the americas



Cartus Irving contributes to the annual NE Tarrant County "Walk to End Alzheimer's," both by participating and raising funds.



The Cartus Photography Club in Danbury, CT, sold calendars featuring club members' artful photos to benefit the "Handy Dandy Handyman's" charitable endeavors.



Charlene Lingo (Irving, TX) was named "Realogy Humanitarian of the Month" for her extensive work for Community Matters.



Cartus Danbury gets the ball rolling at the annual Junior Achievement Bowl-a-Thon.

caring for our communities in emea



Colleagues in our Swindon and London offices take part in the “Macmillan Coffee Morning”—an annual event in aid of Macmillan Cancer Support.



Lions and tigers and bears unite during the London office's “World Animal Day” celebration and fundraiser.



Amsterdam colleagues smilingly solicit contributions for their Salvation Army clothing drive.



Swindon organizes a Christmas Present Appeal on behalf of the Salvation Army to collect new, unwrapped toys and gifts for those in need over the festive period.

caring for our communities in apac



Panda-monium breaks out as the Cartus Singapore team organizes a China-themed KidzFEST event at the Children's Service Centre.



Cartus Hong Kong gets pretty in pink to raise money for the fight against breast cancer.



Cartus Singapore employees accompany a group of seniors on a tour of the Sea Aquarium.



Our Singapore office celebrates Halloween by hosting a bake sale, with all proceeds going to regional Cartus Cares charities.

A full-page background image of a sunset over a rocky coastline. The sky is filled with vibrant, colorful clouds in shades of blue, purple, pink, and orange. The sun is low on the horizon, casting a bright glow. The ocean reflects these colors, and waves are breaking on a sandy beach in the foreground. Dark, silhouetted rocks are visible on the left and right sides of the frame. Overlaid on the center of the image is the text 'environmental stewardship' in a white, sans-serif font. The word 'environmental' is smaller and positioned above 'stewardship', which is larger and more prominent. A semi-transparent horizontal bar runs behind the text.

environmental stewardship

environmental stewardship

Our Employees Take 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 while pursuing and maintaining high corporate environmental standards. Therefore, we are constantly developing and implementing new policies and procedures as we see the need.

Our Conservation Committee has been in place for nearly 15 years, looking for ways to decrease our environmental impact as a company and 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.

Cartus has employed a number of innovative technologies to reduce our energy consumption, including:

- **New energy-efficient HVAC equipment:** We have replaced the 25-year-old HVAC equipment in our Danbury, CT, global headquarters with brand new energy-efficient units, including boilers and rooftop units. This has allowed us to reduce the number of boilers at the facility from eight to three. As a result, we anticipate improvements in efficiency of approximately 15 percent.
- **State-of-the-art data center technology:** Through virtualization technology, we have reduced the number of physical servers in our data center from 500 to 100 over the last several years. We have also replaced/upgraded our power-hungry cooling units. Based on calculations from the Uninterruptable Power Supply

unit that supports our data center, we conservatively estimate that these improvements have increased data center efficiency by at least 11 percent.

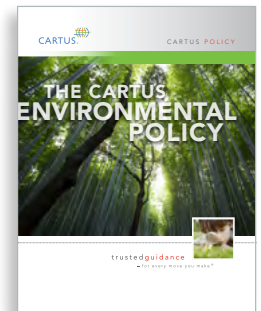
- **New energy-efficient lightbulbs:** Our Danbury, CT, headquarters upgraded its exterior lighting system with energy-efficient LED bulbs.
- **Innovative paperless business solutions:** Cartus’ Intercultural & Language Solutions division used to produce paper manuals for worldwide users of its various products. However, after converting all learning materials to an e-delivery model accessible via the user’s computer or tablet device, we saved nearly 3,000 pages’ worth of paper each year and realized other significant environmental savings in terms of production resources, postage, preparation, and shipping. This particular initiative earned us a gold award from the Connecticut Quality Improvement Awards.

Other highlights include:

- The Connecticut Department of Energy and Environmental Protection (DEEP) awarded Cartus its GreenCircle Award for the company’s efforts to protect the environment and natural resources. Cartus was one of just 16 Connecticut businesses and individuals to receive the award at DEEP’s Hartford headquarters.



We continually look for ways to decrease our environmental impact.



Click above to read our Environmental Policy.

environmental stewardship *(cont'd.)*

Our Employees Take the Extra Step to “Go Green”

Last year,
286 employees
were involved
in carpooling,
an effort
that reduced
emissions by
nearly 226 tons.

Our recycling
efforts saved
1,870 trees in
the U.S. and 297
trees in the UK.

- The Cartus Conservation Committee sponsors the annual Danbury Earth Day Fair, which provides our employees with environmental and conservation products and services for both home and office. This year's fair had 600+ attendees.
- Our Danbury cafeteria renovations featured LEED- and gold-certified, low VOC countertops; LEED-certified booth seating; zero VOC paints; and recyclable flooring. We also eliminated all Styrofoam products in the process.
- In our Swindon, UK, office, the old diesel generator tank was replaced with a new double-layer tank to further insure against any chance of leaking.
- In 2015, we published the [Cartus Environmental Policy](#) to demonstrate our commitment to promoting environmental protection, preventing pollution, supporting sustainable development, and minimizing waste.
- Cartus currently has two printer and toner recycling programs: one for multifunction printers that are being recycled by the manufacturer and another that donates any small desktop printer cartridges to a school recycling program.
- Cartus is a member of the Staples purchasing program, which enables employees to purchase office supplies made from recycled materials.

Our global recycling efforts last year resulted in these accomplishments:

- Cartus' office supply recycling program saved the company an estimated US\$28,500.
- We recycled approximately 30 tons of comingled waste—material that will not end up in landfills.
- Our employees recycled 961 pounds of lamps, batteries, and other used office items.
- Shred-it® bins resulted in 1,870 trees saved in the U.S. and 297 trees saved in the UK.

Swimming in the Carpool Lane

Last year, the Cartus Conservation Committee sponsored our third annual 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.

We also hosted multiple transit-related Lunch & Learn sessions in our Danbury, CT, headquarters to promote ridesharing initiatives. Representatives from CT Rides, Hart Bus, and VRide were on site to give information about each of their services.

environmental stewardship *(cont'd.)*



Danbury employees stop and smell the cilantro during our annual Earth Day fair, which featured local vendors offering environmentally friendly products and services.



Our third annual International Transit Day recognizes Cartus' global efforts to promote carpooling and alternative forms of transportation.



When opting for more environmentally friendly modes of transportation, it's safe to say that Swindon likes their bikes!



Danbury puts the pedal to the pavement to reduce its carbon footprint.

sustainable procurement



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 has maintained ISO 9001:2008 certification for more than a decade. We manage a



URS is a member of Registrar of Standards (Holdings) Ltd.

network of suppliers around the globe who provide support to clients and assignees in over 185 countries 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 more than 100 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 ourselves. Each network supplier signs a contract agreeing to full compliance with all laws and regulations and with global human rights mandates.
- All Cartus suppliers are required to adhere to our parent company, Realogy's, Vendor Code of Conduct. In addition, in order to be a Cartus network provider, all suppliers must take an annual online training course that includes modules on Health, Safety, and the Environment.
- Cartus utilizes a third-party risk management system that allows us to easily document, monitor, and report on inherent risk factors associated with managing

our suppliers. It tracks hundreds of data points that provide a view into the global compliance of each and every network member, including OFAC/ international watch lists and a country risk ranking. The system integrates supplier profiles with supplier contracts, providing a clear view into the companies that are interacting with our customer base. Profile assessments include annual compliance certification, background checks, and PII/system compliance. We ensure that our network consists of reputable vendors that have passed the highest level of scrutiny in the industry.

Last year, more than 8,500 supplier representatives completed our online compliance training course. We have designed our training module in a way that allows our suppliers to train their own suppliers using the tool as well.

We strongly encourage our supplier partners to develop and implement innovative solutions to sustainability challenges in the services they provide our clients and relocating employees. Over the past year, some of these solutions included:

- Innovative inventory management strategies from our corporate housing partners, which minimized rate increases through faster turns and availability, reduced need for hotels and incurred expenses, increased housing availability and selection, and better accommodated last-minute reservations.

Last year,
more than
8,500 supplier
representatives
completed
our online
compliance
training course.

sustainable procurement *(cont'd.)*

Ensuring Compliance, Security, and Value

Our van line partners have slashed their diesel consumption by up to 90%.



Our annual Global Network Conference celebrates the "World of Opportunity" available to our extraordinary network members.



ABODA Global Housing Management earned Cartus' Global Citizenship Award in recognition of their extensive nonprofit efforts through their philanthropic program, ABODA Cares.

- Specific truck-idling mandates for our van line partners, many of whom have also invested in auxiliary power units to save fuel and significantly reduce air pollution. These energy-efficient systems provide supplemental power to maintain on-board systems and heat, cool, and assist starting in cold weather without idling, slashing diesel consumption up to 90 percent.

Cartus' 15th annual Global Network Conference allowed us to recognize the extraordinary achievements of our network members in serving our clients and their relocating employees worldwide. Conference attendees included 400-plus members of the Cartus Global Network, representing 180 companies from 40 countries.

Honored at the ceremony was the winner of Cartus' Global Citizenship Award, chosen from among the members of the supplier network who are nominated for their commitment to making an impact on the health, welfare, and safety of others, and/or for improving a community's quality of life on a national or international basis. This year, ABODA Global Housing Management of Redmond, WA, was named the Global Citizenship winner, and Cartus donated US\$2,500 to the organization's charitable fund.

sustainable procurement *(cont'd.)*

Promoting Supplier Diversity

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

To achieve these goals, the department focuses on developing and maintaining bidder lists of small, minority-, and women-owned business enterprises (S/M/WBEs) from all possible sources, while also ensuring the inclusion of S/M/WBEs in all solicitations for products or services which they are capable of providing. To ensure an equitable distribution of business, we periodically rotate potential subcontractors on bidder lists and require the bid proposal review board to document its reasons for not selecting low bids submitted by S/M/WBEs.

Last year:

- Cartus disbursed US\$36.1 million to minority- and women-owned businesses. Over the past five years, we have disbursed more than US\$216 million.
- Tom Davis—Cartus' Vice President of External Supplier Diversity—continued as third vice chairperson of the National Minority Supplier Development Council (NMSDC) Chairperson's Committee. Tom was also elected chairperson of the NMSDC's Program Committee and the Greater New England Minority Supplier Development Council's (GNEMSDC) board of directors.

- Cartus President and CEO, Kevin Kelleher, was the featured speaker on minority business programs at a gathering sponsored by the Tuck School of Business at Dartmouth College. He was also a keynote speaker at the GNEMSDC Advanced Leadership Program.



Cartus President and CEO, Kevin Kelleher (center), discusses minority business programs at Dartmouth College's Tuck School of Business.

Cartus has
disbursed more
than US\$216
million to
minority- and
women-owned
businesses
over the past
five years.





Trusted Guidance – For Every Move You Make®.

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 relocation program is moving.

To learn more, please email trustedguidance@cartus.com or visit our [citizenship page on www.cartus.com](http://www.cartus.com).

www.cartus.com | trustedguidance@cartus.com

© 2016 Cartus Corporation. All rights reserved. Cartus and the Cartus logo are registered trademarks of Cartus Corporation.



WE SUPPORT

connect with us

