

United Nations Global Compact

Communication on Progress 2016



Global relocation
for a changing world

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About the United Nations Global Compact

The United Nations (UN) Global Compact is a call to companies everywhere to voluntarily align their operations and strategies with ten universally accepted principles in the areas of human rights, labour, environment and anti-corruption, and to take action in support of UN goals, including the Millennium Development Goals.

The UN Global Compact is a leadership platform for the development, implementation, and disclosure of responsible corporate policies and practices. Launched in 2000, it is the largest corporate responsibility initiative in the world, with over 10,000 signatories based in 140 countries. Team Relocations has been following these principles since 2007 and, in 2013, formally affirmed its commitment to, and integration of, the principles.



www.unglobalcompact.com

The Commitment

- Make the UN Global Compact and its principles an integral part of business strategy, day-to-day operations, and organisational culture;
- Incorporate the UN Global Compact and its principles in the decision-making processes of the highest-level governance body (e.g., Board);
- Take actions in support of UN goals and issues, including the Millennium Development Goals;
- Communicate annually with its stakeholders on progress made to implement the principles, ideally integrated into the annual report or similar public document (known as the Communication on Progress – COP); and
- Advance the UN Global Compact and the case for responsible business practices through advocacy and active outreach to peers, partners, clients, consumers, and the public at large.



10 Principles of the UN Global Compact



Human Rights

- Businesses should support and respect the protection of internationally proclaimed human rights; and make sure that they are not complicit in human rights abuses.



Labour

- Businesses should uphold the freedom of association and the effective recognition of the right to collective bargaining; the elimination of all forms of forced and compulsory labour; the effective abolition of child labour; and the elimination of discrimination in respect of employment and occupation.



Environment

- Businesses should support a precautionary approach to environmental challenges; undertake initiatives to promote greater environmental responsibility; and encourage the development and diffusion of environmentally friendly technologies.



Anti-Corruption

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

A Statement from the Chairman and Founder

To All Stakeholders,

For some 40 years, our growth and success has been based upon a strongly held set of core business values. From the early days, as a path-finding corporate moving company, to our present day position as one of Europe's leading global mobility services providers, we have empowered our people to deliver the highest professional and ethical services possible.



Much has changed over four decades, but the six core values, upon which our business is based, have not: Excellence, Responsibility, Integrity, Security, Synergy and Resourcefulness. They have developed, of course, to keep pace with the demands of 21st century business and, more recently, we have uniquely brought all these elements together under our Excalibur 'core values' programme.

Excalibur unites our values into one clear integrated strategy by which we might drive the pursuit of our goal to provide our clients with excellence in global relocation and move management services. The success of this mission is further supported by our commitment to, and support of, the United Nations Global Compact which we formally subscribed to in August 2013.

I am delighted to submit Team Relocations' third annual Communication on Progress, which outlines the on-going effort and progress we have made during 2015 to embed the Global Compact and its ten principles encompassing human rights, labour, environment and anti-corruption into the strategy, culture and day-to-day operations of our organisation. It also includes our objectives for 2016, as the Global Compact and its principles become further integrated into our business.

Aligning our company with the principles and reporting against them on an annual basis enables us to ensure we remain focused on the issues most relevant to us as a global business, and to play our part in the crucially important transition to a sustainable future.

As Chairman, I am pleased to confirm that Team Relocations will continue to support the United Nations Global Compact in the coming year.

Yogesh B. Mehta
Chairman

About Team Relocations

Team Relocations is a leading independent company specialising in the delivery of fully integrated global relocation services within the corporate market place, supporting in the region of 60,000 cases per annum.

We deliver end-to-end services that span policy consultation, predeparture counselling, destination and moving services, assignment management, expense reporting, repatriation, and transition.

Our partner network is central to our goal of delivering excellence in mobility solutions and supports our ability to maintain consistently high service standards from home to host location, even in the most remote and inhospitable regions.

Team remains privately owned and our portfolio of clients includes some of the industry's largest contracts currently in operation within the marketplace. A substantial percentage of our major corporate relationships have come about due to numerous contract extensions over many decades, as these companies have recognised our unique ability to handle their most challenging mobility requirements, whilst remaining small enough as a company to really care about what we do.

Our Mission

To provide our clients with excellence in global relocation management through:



Recruiting
and developing
talented people



Creating
relocation
solutions which
meet the needs
of each client



Delivering
levels of
service which
exceed client
expectations



Applying
vigorous cost
controls to the
mobility process



Partnering
with only the very
best



Being
excellent
corporate citizens

Our Core Values: Excalibur

Excellence
Quality



ISO 9001:2008

Quality FAIMplus
Traning & Competence
Customer Satisfaction

Resourcefulness
Environment



ISO 14001:2004

Carbon Neutral
Recycling & Refuse
UN Global Compact

Responsibility
Health & Safety



OHSAS 18001:2007

Health & Safety
Risk Assessment
Client Policy Integration

Integrity
Social Responsibility



ISO 26000

Diversity
Community
Transparency & Trust
Ethics & Compliance
CSR
UN Global Compact

Security
Information Security



ISO 27001:2013

Risk Management
Data Protection
Business Continuity

Synergy
Supply Chain



OHSAS 18001:2007

AEO Certified
Security Processes
Monitoring Supply Flows
UN Global Compact



Human Rights

Team recognises its responsibility under the Universal Declaration of Human Rights to promote and protect human rights throughout its business operations

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

Assessment, Policy and Goals

Team Relocations is committed to respecting and supporting international human rights throughout our business operations, and ensuring that we are not complicit in human rights abuses. This is reflected in our Integrity policy, which also expresses our commitment to uphold the Principles outlined in the UN Global Compact and the UN Guiding Principles on Business and Human Rights.

Although already enshrined within our core values declaration policy document, Excalibur, Team has effected several changes throughout 2015/16 to further embody the two essential human rights principles within the fabric of its everyday operational working.

Implementation

HR

As part of our HR and staff awareness criteria, we have committed to achieve Investors in People Silver accreditation for the UK offices. While the European countries do not have this accreditation available to them, we are committed as a Group to impart and set the same standards and values.

Measurement of Outcomes

Our Investors in People taskforce will be involved in taking the IIP Silver project forward and reviews of progress will be conducted during this year and early next year as to compliance and the progress of application.

Group Compliance Team

The requirement for greater client account compliance has necessitated greater sharing of the varied account compliance agreements.

We are in the process of putting in place a master umbrella compliance programme that covers the many different client account compliance requirements, thus removing the need to set up individual programmes.

Supply Chain

The team has been reviewed and, in-keeping with requirements within our organisation, is now a smaller more cohesive unit implementing the business criteria more effectively.

Within the moving and relocation sectors we have now appointed a team made up of Team in the UK and Team in the Netherlands to drive this forward for our Group, which will provide better strategic and commercial outcomes.

Our People

Team’s commitment is to an inclusive environment where we attract, retain, train and advance the most competent employees without regard to their race, colour, religion or religious belief, sex, national origin, age, marital status, sexual orientation or disability.

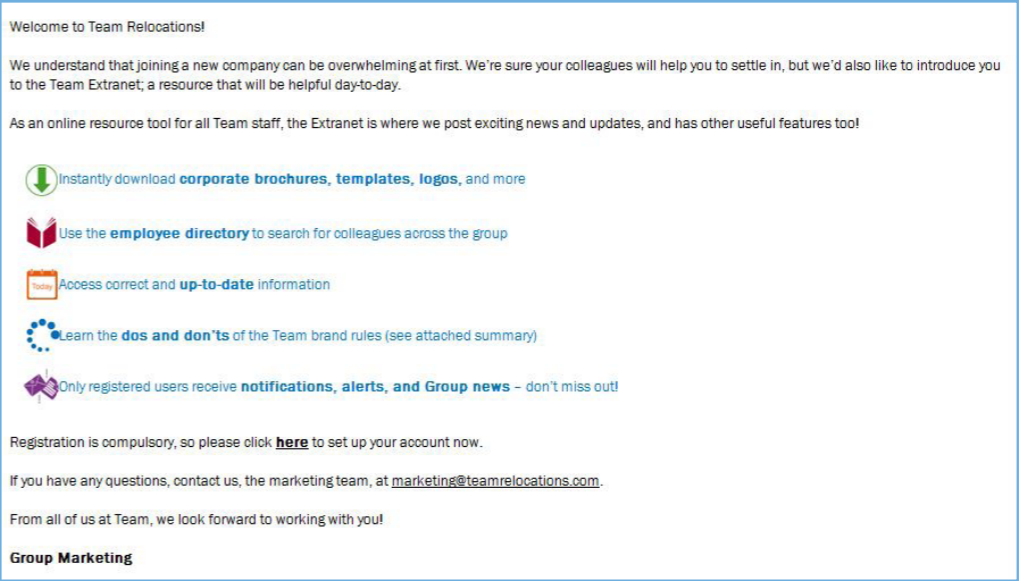
We are committed to diversity and inclusion within the Group and have developed a strategy which underpins Team’s values of mutual respect, responsibility and teamwork. This is best encapsulated in our Integrity policy. We believe it enables us to hire the best talent, build the most effective teams, deliver the highest level of client service and be effective contributors to our local communities.

Team is a diverse company, with a valuable mix of nationalities, cultures and expertise; 22 languages are spoken in the UK offices alone.

Team’s human and intellectual capital is one of our most valuable assets. It can be measured by our overall staff turnover rate, the investment in training and development and ultimately in our ability to innovate.

As our organisation of over 500 employees operates across 13 countries, we value every one of our people on their merits as individuals and their ability to carry out their work to the highest standards. We therefore strive to ensure that everyone at Team Relocations has access to career development and training opportunities in line with their abilities and skills. This is monitored and measured in annual staff appraisals.

We place a high priority on employee communications and make use of the Staff Extranet to provide a wide range of company information and news, and to promote knowledge sharing and best practice exchange. We continue to develop the Extranet as a source of information to all employees. All company policies available on Extranet.



Our Suppliers

Team Relocations is committed to utilising suppliers who respect human rights through promoting safe and fair working conditions, and ensuring respect for the four key rights and principles in the International Labour Organisation's Declaration on Fundamental Principles and Rights at Work:

- Freedom of association and the effective recognition of the right to collective bargaining
- Elimination of all forms of forced or compulsory labour
- Effective abolition of child labour
- Elimination of discrimination in respect of employment and occupation.

Supporting the ISO standard, Team's process for supplier selection, management and, most importantly, ongoing quality control measurement, is effected under the SUREFAST programme which covers all Team services and suppliers within the supply chain.

All new strategic suppliers sign up to our SUREFAST programme and complete a self-assessment questionnaire to enable us to appraise their performance

Supplier partners must comply with all Team policies, processes and procedures at all times, and all staff working on Team cases must be trained to Team standards.

As part of a number of Key Performance Indicators, Team monitors feedback from all sources and in order to maintain accreditation, all suppliers must consistently reflect outstanding or above average service delivery.

In a significant step since our last annual Communication on Progress, our SUREFAST Manager has begun the roll-out of a new Supplier Portal, initially targeting our largest suppliers, which will enable us to capture detailed and consistent information on sustainability performance going forward.

Additionally, to further strengthen the supply chain, our SUREFAST management team has introduced rigorous performance targets and standards for all our accredited SUREFAST partners.

Throughout 2016, we will continue to pursue ISO 28001 and AEO accreditation across all Team operational facilities, whilst maintaining the improvement in supply chain performance as shown by the data below.

Our Clients

Our clients are at the very heart of our business; we strive to achieve excellence in everything we do for them as described in our Quality Policy. Consistent with this approach, we are taking steps to further develop our expertise to support our clients' respect for human rights through our advice on client matters (e.g. integrating policies), providing client seminars about our core values and any community projects we can carry out collaboratively with them.

During 2015 we provided further Business and Human Rights Training for our staff to help them to understand and respond to the expectations of the United Nations Guiding Principles on Business and Human Rights, which outline the responsibilities of businesses in relation to upholding human rights such as privacy.

Team also successfully achieved renewal of our ISO 27001 certification for Information Security Management Systems with certification running through to 2016. This international standard provides guidelines for organisational information security standards and management practices including the selection, implementation and management of controls, taking into consideration our security risk environment.

The process of rolling out ISO 27001:2013 across the entire Team Group will continue throughout 2016.

Part of this process includes the collection of relevant data to evaluate performance year-on-year. With the help of a new intensive training programme, knowledge and awareness of Information Security will be further improved amongst all our employees.

Throughout 2016, we will continue to pursue ISO 28001 and AEO accreditation across all Team operational facilities, whilst maintaining the improvement in supply chain performance as shown by the data below.

In 2016, our focus will remain on three areas:

Confidentiality

Continued training of staff both in class and online, whilst working with our clients to align risk management programs.

Integrity

We are constantly working on further integration of systems and fine-tuning of process templates to reduce the risk of data integrity issues.

Availability

A priority is managing our centralised server farm in such a way that downtime of any component is reduced as much as possible (see downtime report below on our devices and servers).

Our Communities

Our community affairs strategy is to make a positive contribution to all the communities worldwide that we work with.

Our commitment to global issues and supporting community needs through pro bono is underpinned by our Integrity Policy.

We are seeking to consistently expand the reach, scale and engagement of our pro bono and sustainability programmes and in 2016 we will be working with our colleagues at every office across the international Group to further improve participation and the adoption of proactive practices.



Team aims to create a working environment that allows the full potential of employees to be realised

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 labour;

Principle 5

the effective abolition of child labour; and

Principle 6

the elimination of discrimination in respect of employment and occupation

Assessment, Policy and Goals

Through our Responsibility Policy, we are committed to creating a safe working environment for all employees, providing training and supervision when necessary.

Team Relocations recognises and accepts its moral and legal obligations under all applicable European regulations to ensure, as far as is reasonably practicable, the health, safety and welfare at work of all its employees, persons in training, directors, contractors and temporary workers, and the health and safety of visitors and other persons who attend or use its premises and who may be affected by its work (visitors).

Our activities throughout 2015 have been to consolidate Team's approach to the wellbeing and safety of clients, staff and suppliers alike across our global operations, whilst also incorporating client-specific initiatives on HSSE as has been required on three occasions.

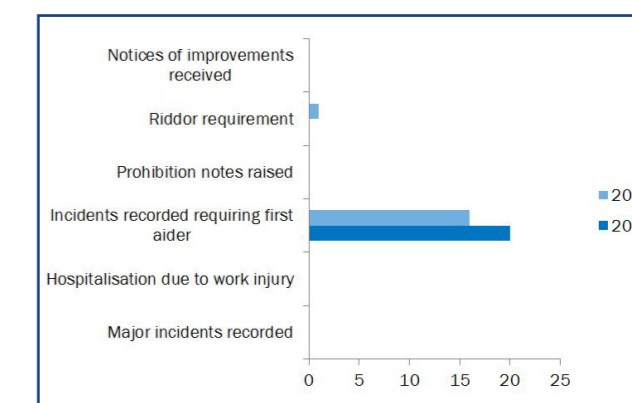
Our OHSAS 18001:2007 certificate, renewed by an accredited external party in 2013, runs through to 2017 while we also continue to roll out this internal standard across Team Relocations at Group level. We take pride in providing a safe environment for employees and visitors on our premises.

By adopting this standard, we continue to demonstrate our commitment to our employees, their families and all interested parties that may be exposed to health and safety risks associated with the activities and operations of our organisation.

In 2015, much attention and time has been invested in training both employees and suppliers in our supply chain with regards to

our health and safety standards and policies. New training materials and processes have been developed and a strong awareness programme regarding hazardous situations has been established. This has resulted in more detailed registrations in the Group database, leading to a better analysis and understanding of root causes, thus furthering and developing the continuous improvement cycle.

Our dedicated compliance team has set rigorous targets for 2016, including those for the performance of our partner network under SUREFAST membership.



Implementation

Policy Changes

We have invested in our blue collar workers by introducing intensive in-house training and skills development courses. To this end we have taken on a Staff Development and Training Officer, and are encouraging our Physical Resources team to take advantage of elements of QHSSE.

Staff Suggestion Box

In 2014 we introduced a Staff Suggestion Box process within the Team Extranet, available to all staff and covering any and every aspect of employment with Team.

HR

Team continues in its commitment to diversity, and to upholding the Global Compact principles in its everyday workings.

Project Saksham

In late 2013, we embarked on a 3 year commitment to a major fundraising initiative in support of Plan, the global children's charity. Spearheaded by Team's Group Compliance Officer, the commitment to the project encompasses all 34 locations across the 13 countries in which we are based, and includes all staff in developing and executing significant fundraising initiatives aimed at contributing €50k to the project annually.

Measurement of Outcomes

Results of questionnaires have shown an improved level of understanding and knowledge within our labour force, and a higher level of job satisfaction.

We received three Suggestions through the electronic staff Suggestion Box but none were related to any of the 10 Global Compact principles.

Team continues to enjoy a very diverse employee demographic. This includes a comprehensive range of ethnicities and backgrounds (22 different languages are spoken in our UK offices alone), sexual orientation and disability, and a strong split between genders (68%:32% women:men).

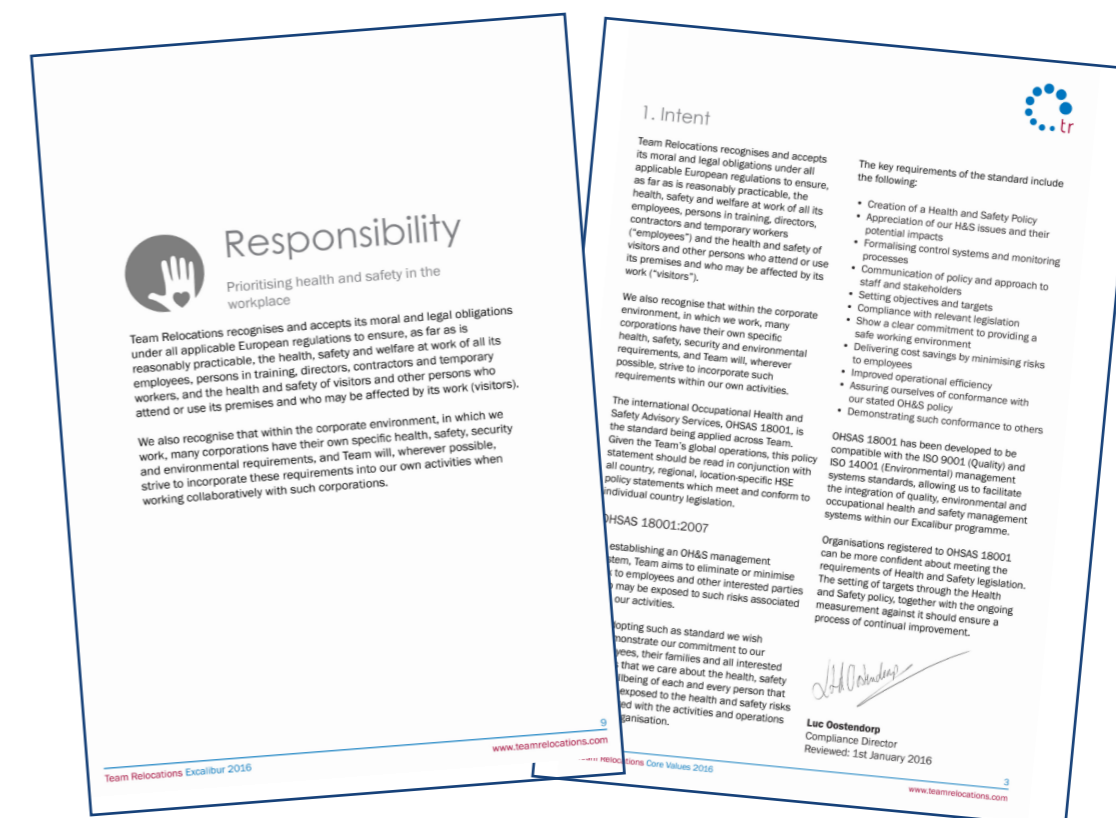
Regular communications specifically concerning the Plan Saksham labour initiative were distributed across the organisation and throughout social media platforms aimed at reporting on progress on the great work completed to date, whilst also continuing to encourage even greater efforts in this worthwhile endeavour.

We actively promote a culture that is inclusive of all, where everyone has the opportunity to further their career and where pathways to career progression are transparent. Managing diversity and inclusion means valuing and utilising the differences our people bring to the business, and ensuring that no one is disadvantaged.

We recognise that one size does not fit all when it comes to diversity and inclusion, and actively welcome the thoughts and feedback of all our people. Each of our regions operates within different demographics, culture, sociopolitical and legislative frameworks, so our approach centres around regional diversity and inclusion action plans. Each action plan is developed locally, focusing on gender and at least one other under-represented group in that particular geography.

In July 2013, Team entered into a three-year major fundraising initiative in support of Project Saksham of Plan, the global children's charity. Saksham is a project where youth from disadvantaged and marginalised rural and urban communities in India are offered market demand driven 'Job Oriented Vocational Training'. The project was targeted at the underprivileged aged 18 to 29, in various resettlement colonies of Delhi and poor districts in the Himalayas.

Team's commitment to the project encompasses all 34 locations across the 13 countries in which they are based and includes all staff in developing and executing significant fund raising initiatives. Throughout 2015, fund raising events included a Christmas package donation and a Christmas raffle. We were delighted to raise over £1,000.





Environment

Our activities are designed to reduce our harmful impact on the environment and everyone working for Team

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

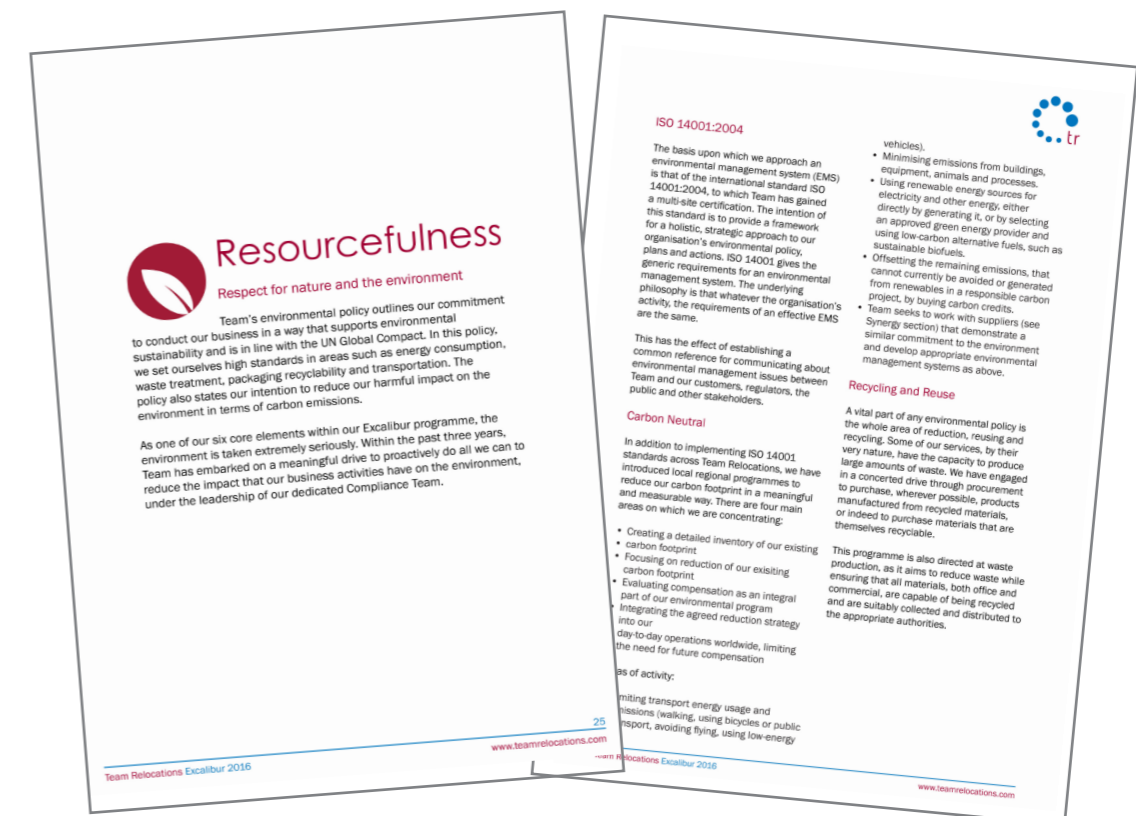
Assessment, Policy and Goals

Team Relocations strives to be a leader in environmental sustainability. We undertake initiatives to reduce our own operational environmental impact and we believe that our greatest contribution to a sustainable environment is the advice and support we provide to our clients – both in managing their own environmental impacts and assessing and responding to climate-related risks and opportunities.

2015 showed continued significant activity and positive results in our drive to improve our approach to, and use of, the environment.

Each year we calculate our carbon footprint with the assistance of the Climate Neutral Group (CNG), providing a total CO2 output. This total is offset 100% by paying CNG, which invests the revenues in projects that make a measurable contribution to sustainable development.

We also make an active contribution to international climate policy discussions and the development of an investment in low-carbon technology and infrastructure.



Implementation

HR

Team continues in its commitment to the environment, and to upholding the Global Compact principles in its everyday workings.

Measurement of Outcomes

There has been a renewed drive to encourage all staff to recycle wherever possible, and we have introduced a dedicated member of staff to transport cardboard from our central London office to the compactor at our site in NW10, thus preventing wasteful use of recycling bags. Additionally, all staff are encouraged to work paperlessly.

Paradigm Project

We continued to support The Paradigm Project which delivers improved efficient cooking stoves in Africa. This targeted regional environmental project in Africa not only assists in reducing the harmful effects of emissions on the environment, but also work towards protecting the environment (see page 21).

With our contribution, we are supporting the people in Kenya where about 90% of rural households cook on open fires, the charcoal or wood for which produces toxic fumes harmful to the environment. In the project, Improved Cooking Stoves (ICS) are produced and sold through a participatory approach with local communities across Kenya.

Environment-friendly Initiatives

We produced significant improvements year-on-year on emissions, waste disposal and recycling.

- Purchasing vehicles conforming to the Euro 6 standard
- Promoting the use of public transport amongst our employees
- Promoting a national bicycle plan for employees, where appropriate
- Safe disposal of batteries and toners
- Installation of catalytic converters

During 2015, we have continued to operate under our multi-site ISO 14001:2004 certification for all Team global operations.

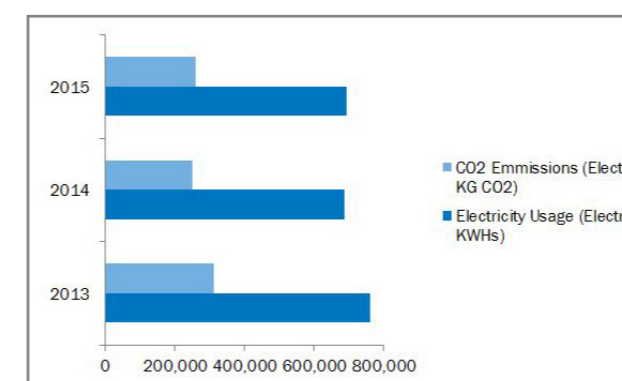
Environmental Sustainability within our Company

We have a global Environmental Policy that applies to all of our offices and requires every employee to take reasonable care of the environment. Our employees also receive training on our environmental approach as part of their induction when joining the firm.

We work to reduce our environmental impact in four strategic focus areas: energy, procurement, travel and waste/resource use.

Our global sustainability initiative is governed by a committee of senior leaders from across the Group that meets quarterly to discuss progress against the strategic focus areas. In addition to each country representatives, the committee includes representatives from the most relevant functions of our business for implementing change – Corporate Responsibility, Procurement, IT, Risk and Facilities Management.

In an effort to further drive our commitment to the environment and energy conservation, we set a new challenging range of goals for the upcoming year at Group level. One of these commitments is to phase out all lease cars that do not meet the latest CO2 standards, and roll out a paperless operation across Team.



Our Environmental Footprint - Key Goals 2016

Energy

Further reduce energy consumption: Encourage staff to switch off lights, computers, photocopiers and other electrical equipment at night

Enable energy-saving features on all computers and copiers

Procurement

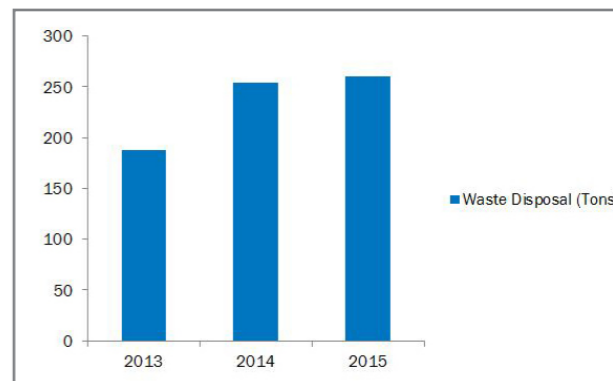
Appraise suppliers sustainability performance and identify key areas for engagement and improvement

Travel

Further increase the use of IT communications systems as an alternative to travel

Waste

Further reduce paper and card consumption increase the level of recycling taking place across the group





Anti-Corruption

Integrity is what we do, what we say, and what we say we do

Principle 10

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

Assessment, Policy and Goals

Good corporate governance is at the core of our Integrity Policy and is best encapsulated by our approach to transparency and trust. As a result of recent well publicised corporate scandals, public opinion on the honesty of 'business' has taken a knock. Within Team, we have a clear framework for a code of business ethics which we believe will demonstrate greater transparency and accountability, not only in our financial reporting, but in all areas of activity touched by our business.

With legislation as the backdrop, Team is committed to conducting itself in an atmosphere that is open, fair and transparent with the aim of enhancing trust in all its business activities. Unless there are compelling reasons to the contrary, Team will provide clients, directors and staff, external bodies and the general public, relevant information affecting them and the actions of Team, speedily and in a manner consistent with our overall Corporate Social Responsibility statements as defined within our ethical values programme.

As a global relocation company, we adhere to the highest regulatory and professional standards in order to protect our business, our reputation and our clients.

Our global anti-bribery and corruption policy is an integral part of Team's risk management and compliance framework, which incorporates policies, procedures, guidelines and a Compliance Handbook covering a wide range of issues, including anti-money laundering, sanctions and ethics.

We also have a Whistle-blowing Policy and associated procedures which may be used for reporting breaches on a confidential or anonymous basis.

These procedures include:

Training and communication – mandatory e-learning which must be completed by all of our people and forms part of our new-starter induction programme; – training delivered to members of the Board and Executive; – training incorporated into the company's management academy and other formal training programmes;

Incorporating consideration of bribery and corruption risk into our new client due diligence and on-going monitoring processes and procedures;

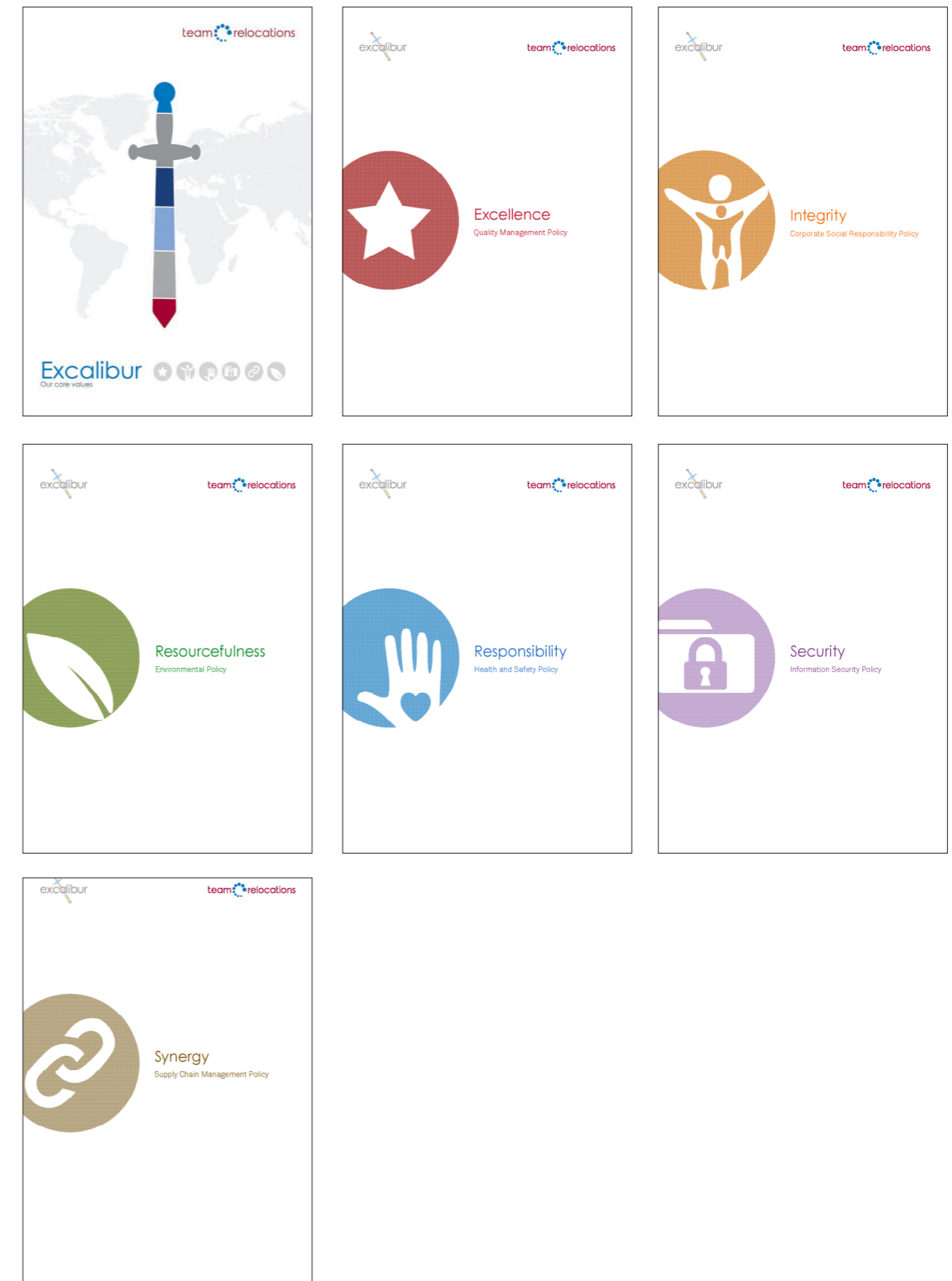
A clause in our standard terms of business with clients which sets out our anti-bribery and corruption policy and our expectations of our clients;

Supplier due diligence processes operated by our central procurement team, and a clause in all our supplier contracts setting out our anti-bribery and corruption policy and expectation of our suppliers; and

Procedures and controls which address:
– working with Governments and public officials; – the giving and receiving of gifts and hospitality; – the giving of political and charitable donations; and – working with third parties.

Supplementary Reading

Implementation	Measurement of Outcomes
<p>Supply Chain</p> <p>In 2014, we tightened controls to ensure that our supply chain adheres to the UK's anti-bribery legislation. Now that this is in place, we shall roll out a more expansive anti-bribery policy to which our suppliers will need to subscribe. This is more closely in line with many of our corporate accounts' requests to see good labour and reward practices in some of the third world countries.</p>	<p>Team is pleased to report that it has not been involved in any legal cases, rulings or other events related to bribery or corruption.</p>
<p>Whistle Blowing</p> <p>Our 'Whistle Blowing' procedure has been kept in place and promoted within the company, so as to allow any member of staff to raise an issue or concern with respect to corruption without fear of recrimination.</p>	<p>Our 'Whistle Blowing' procedure has not raised any issues by members of staff concerning anti-corruption during the reporting period.</p>
<p>Audit</p> <p>Our financial accounts are naturally audited by a leading independent financial specialist annually and audited reports submitted as legally required.</p>	<p>Such financial reports are publicly available and again we are pleased to report that they show a clean bill of health with no signs of impropriety.</p>





Abu Dhabi

Paris

Copenhagen

Athens

Beijing

Buenos Aires

Sofia

Compliance Team

Group Compliance Director

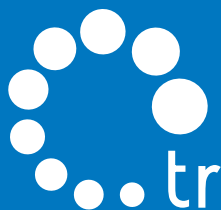
Luc Oostendorp

Group Compliance Officer

Danny Damsma

Regional Compliance Officers

Belgium: Catherine Guns
Denmark: Steffen Scharff
France: Alain Meriguet
Germany: Heiko Thomas
Luxembourg: Catherine Guns
Netherlands: Leonie Kerkelaan
Norway: Finn-Petter Haugen
Sweden: Christina Federspiel
Switzerland: Jean-Sylvain Nicoud
United Kingdom: David Boreham



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