

global
citizenship
report

2018

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introduction

Statement of Support

To Cartus stakeholders:

For more than 60 years, Cartus has helped families settle into new homes, new communities, and new experiences. The Cartus promise to provide **trusted guidance** applies not only to supporting clients and their relocating employees, but to how we give back to your 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, Cartus actively supports the 10 principles of the UN Global Compact by continuing efforts in the key areas of concern: Human Rights, Labor, Environment, and Anti-Corruption. Over the last year, Cartus has made exciting strides in these areas with new initiatives and practices, all described in the Global Citizenship Report that follows.

Highlights of the company's progress include:

- Remaining focused on worldwide corporate social responsibility in every aspect of business as demonstrated by Cartus' EcoVadis Silver designation, which places the company among the top 30 percent of performers evaluated by the leading supplier sustainability platform in the field.
- Working to protect clients by maintaining stringent controls to ensure data integrity and protection, including SOC 2 Type 2, SSAE 16, and ISAE 3402 compliance; Cyber Essentials accreditation; EU-U.S. Privacy Shield Framework registration; and a comprehensive plan for European Union General Data Protection Regulation (GDPR) readiness when it takes effect in May 2018.
- Having an incredible 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 sixth straight year, our parent company, Realogy—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 Cartus' commitment to global citizenship. I encourage you to read the report and internalize the spirit of giving represented by Cartus and our people.



Scott Becker
SVP, Broker and Affinity Services (*Interim CEO*), Cartus

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 nearly 2,700 Cartus employees—800 based in EMEA and APAC—and 17 offices worldwide, last year we assisted nearly 162,000 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 and innovative technology solutions 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), the market leader in residential real estate whose businesses include franchising, brokerage, relocation, and title and settlement.

Awards

- **Eaton Supplier Premier Award:** This award honors just 10 recipients out of Eaton's 50,000 global suppliers who exhibit integrity, teamwork, accountability, positivity, and superior performance. This year's award recognizes a business relationship between our two companies that has been in place since 1986.

- **Achievers 50 Most Engaged Workplaces™ 2017:** For the second consecutive year, 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.
- **No. 1 Ranking for Overall Satisfaction among large relocation management companies in the 2017 International Managers Survey conducted by Trippel Survey & Research:** Cartus also earned the number one position in the categories of Responsiveness, Supplier Management, Value for Price Paid, Cost Management, and Country Coverage.
- **2017 EMMA Award Winner:** Cartus won first place for "Outstanding Corporate and Social Responsibility Initiatives" at the annual Forum for Expatriate Management Americas Summit & Expatriate Management and Mobility Awards (EMMAs).
- **2017 Gold Stevie Winner—American Business Awards:** Cartus was recognized with the top award in the "Customer Service Department of the Year—Business Services" category.
- **Boeing Silver Performance Excellence Award 2017:** Cartus earned the Boeing Performance Excellence Award for the fourth consecutive year in recognition of the outstanding customer service we provide in support of The Boeing Company's relocation program.

cartus culture

Making the UN Global Compact Principles Our Own

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 10 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 10 principles into our strategic planning and day-to-day operations. The following Communication on Progress (COP) details our efforts to fulfill this mission.

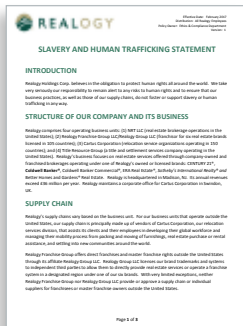
We exist to
provide trusted
guidance to help
our clients and
their relocating
employees
succeed.

cartus culture *(cont'd.)*

Making the UN Global Compact Principles Our Own



Click above to read our Human Rights Policy.



Click above to read our Slavery and Anti-Human Trafficking Statement.

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.

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, we understand the important role we have in implementing a policy of support for the human rights of our employees, suppliers, and communities globally. To make sure that Cartus continues to live according to these principles daily, we conduct annual reviews of our business with a focus on [human rights](#). We are committed to ensuring that [slavery and human trafficking](#) do not exist in any part of our business or supply chain.

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.

Being ethical and compliant is embedded in everything Cartus does, including seeking to avoid complicity in human rights abuses. To that end, we have formed a program of leaders across the organization—including Legal, HR, Ethics & Compliance, and Supply Chain—to integrate human rights decision-making into all of our business operations.

Cartus' human rights provision includes focus on the following areas:

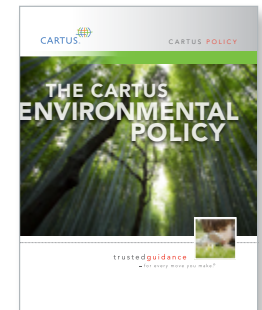
- Equal employment opportunity
- Child labor and minimum age workers
- Forced/bonded/compulsory labor
- Freedom of association/collective bargaining
- Working conditions and working hours
- Health and safety
- Fair wages and compensation
- Harassment
- Guidance and reporting for employees
- Valuing diversity
- Accessibility for persons with disabilities
- Maternity protection

cartus culture *(cont'd.)*

Making the UN Global Compact Principles Our Own

UN GLOBAL COMPACT PRINCIPLE	CARTUS EFFORTS
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.	<p>As a corporate citizen of Planet Earth, Cartus is committed to reducing the environmental impact of our company. We continually look at ways to reduce our carbon footprint and educate our employees on conservation activities. This includes maintaining an ad hoc, employee-initiated and -sponsored Conservation Committee—formed in 2002—that works closely with our various teams. It has conducted several major initiatives, including roadway pollution reduction, recycling and waste reduction, and energy conservation. It also sponsors events such as our annual Earth Day Fair, which provides employees with environmental and conservation products and services for both home and office.</p> <p>In addition, we have a formal Environmental Policy to emphasize our philosophy and approach to environmentally responsible business practices.</p>
Anti-Corruption Principle 10: Businesses should work against corruption in all forms, including extortion and bribery.	<p>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 features 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 six straight years.</p>

Our service is
only as good as
our people.



*Click above to read our
Environmental Policy.*

our people

We Respect Those We Work With and For

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

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.

A Comprehensive Focus on Health and Safety

Our global offices pursue various initiatives to encourage and support the overall health and safety of Cartus employees. For example, our global headquarters in Danbury, CT, features a fully equipped Wellness Center staffed by a physician assistant and nurse practitioner. The Wellness Center features two exam rooms and a specimen-drawing room, and serves employees' healthcare needs through the on-site 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, preventive health screenings, and vaccinations.

In the past year, the Wellness Center supported more than 3,700 visits. Since it opened 14 years ago, Cartus employees have made nearly 55,000 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.

Our On the Move fitness center in Danbury—visited by 70 employees a day, on average—also supports employee health and safety through regular classes and fitness challenges, lunch-and-learn presentations, and a library of resources that addresses issues related to well-being (e.g., sleep health, mental health, stress management, etc.). Other global health and safety highlights from this past year include:

Awards

- Platinum Award Winner – Healthy Workplace Employer Recognition Program. Awarded by the Business Council of Fairfield County, CT, Cartus was recognized for the second consecutive year for our best practices in promoting a healthy workplace.
- 2017 Corporate Merit Award at the Singapore Health Awards. Organized by the Singapore Health Promotion Board, the program aims to recognize outstanding corporate workplace health practices in Singapore.

Activities

- As part of our Workplace Health Programme in Singapore, employees were given complimentary health check-ups. There were also comprehensive health packages that staff could sign up for at a discounted rate.
- The EMEA Wellbeing Committee also offered employees free on-site health check-ups. The services included measuring height, weight, BMI, resting heart rate, body fat percentage, hip-to-waist ratio, and blood pressure.
- Likewise, our Irving, TX, office's annual Health Fair featured BMI and blood pressure screenings, a flu shot clinic, and dental and insurance information.

our people *(cont'd.)*

We Respect Those We Work With and For

- As part of the “Eat with Your Family Day” initiative, APAC employees were encouraged to head home early and enjoy dinner with their families. This initiative was founded by the Singapore-based Centre for Fathering that believes an active and involved father is essential for a child’s successful development.
- For a convenient way to add fresh foods to our diets, Cartus Danbury partners with a local produce delivery service to deliver five to eight different fruits and vegetables to participants every Friday. Similarly, the EMEA Wellbeing Committee has established a biweekly or monthly fruit delivery in different offices to keep colleagues fit and healthy.
- As an initiative to keep Cartus staff movin’ and groovin’, one ambitious team of Singapore employees formed a Zumba dance group that holds weekly dance sessions after work hours, while employees in our Geneva, Switzerland office enjoyed yoga and Pilates sessions on site in the office building.
- The Cartus Crisis Team received a firsthand look at crisis response in action when members of the Special Communications Team for Connecticut—a group funded by U.S. Homeland Security that has representatives in police departments throughout the state—visited Danbury to demonstrate the capabilities of their mobile emergency response unit: a fully equipped van that enables the team to respond to any large-scale emergencies that involve multiple agencies/departments in this region.
- Our Shanghai and Singapore offices also hosted a Lunch-and-Learn that taught employees how to apply first aid in various situations that require emergency assistance.

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

our people *(cont'd.)*

Diversity and Inclusion Make Us a Better Company

48

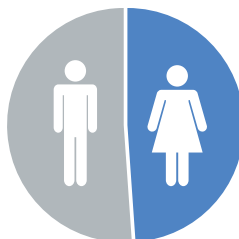
Languages
collectively
spoken by Cartus
employees
worldwide.

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 our customers' unique and individual needs not only makes us a better service provider, but also 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 equality. In fact, our senior management team—vice presidents and above—is split nearly 50/50 between male and female.

Spearheading many of the inclusion activities across our company is the Cartus Global Diversity and Inclusion Council.



Through the Diversity Council and its associated resource groups, we create an inclusive environment in our offices and learn more about each other. Please see below for some of our diversity-related initiatives.

- For National Disability Employment Awareness Month, the executive director of the Connecticut Business Leadership Network presented “A Fresh View of Disability in the Workplace,” discussing the changing attitudes toward disability and how we can understand and interact effectively in this evolving environment.
- Cartus staff in Danbury celebrated Diwali—the Hindu festival of lights signifying the victory of light over darkness, good over evil, knowledge over ignorance, and hope over despair. Cartus staff enjoyed building-wide decorations, food tastings, and dance performances, as well as a Lunch-and-Learn explaining what the holiday is all about. Cartus employees also created a beautiful Rangoli in celebration of Diwali in the Danbury lobby.
- Our EMEA offices celebrated the European Day of Languages (EDOL) with a number of culturally themed events. The EDOL is an annual event jointly organized by the Council of Europe and European Union in an effort to promote the study of foreign languages. Given that Cartus employees speak 48 different languages, this is clearly a topic near and dear to our hearts (and tongues)!
- In observance of National POW/MIA Recognition Day—which honors those who were prisoners of war (POW) as well as those who are still missing in action (MIA)—Cartus set aside a special table, a single chair, a place setting, and various other items in our cafeteria as a silent symbol of hope for those affected.

our people *(cont'd.)*

Diversity and Inclusion Make Us a Better Company

- The Cartus Diversity Council in Irving, TX, hosted an event for employees about Texas history and offered foods that have origins in Texas. Proceeds went to their Community Matters Program Projects.
- Cartus Singapore was awarded the prestigious NS Mark (Gold) by pledging commitment to and signing the Declaration of Support for Singapore's National Service and Total Defense. Currently, Cartus Singapore has 25 employees actively serving as National Servicemen.
- This year, the Danbury Diversity and Inclusion Council and the Cartus Veterans Committee marked the second year in a new tradition by commemorating Armed Forces Day and Memorial Day by selling red remembrance poppies to benefit veterans charities. Wreaths in the colors of the five service branches were also displayed in the main hallway, while outside of the building, a banner was displayed along with U.S. flags planted by both employee entrances. In November, we also honored service members related to Cartus employees around the globe through our annual Wall of Honor display.
- This past April, Cartus' Irving Diversity Council launched a multi-pronged celebration of community service within the Irving, TX, region. The founder and director of Women Called Moses Coalition and Outreach, Inc. (WCM) came to the Irving office to educate employees on recognizing the signs of domestic abuse in the workplace. A bake sale raised money to provide five nights of a hotel stay to a victim and her children when shelters are full, medical supplies to a clinic partner, and a week of childcare for one child. Irving employees were also invited to join the office's volunteer team to assist the Greater Dallas 2017 Special Olympics Spring Games.
- Cartus hosted an African-American Heritage Potluck Luncheon, where employees were asked to bring a traditional dish to share, such as jerk chicken, red beans and rice, jambalaya, black-eyed peas, peach cobbler, and more.



125

Countries in
which Cartus
employees
have living
and working
experience.

our people *(cont'd.)*

Recognizing People Who Do Great Things

More than
60%
of Cartus
employees
have flexible
schedules.

Another aspect to 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 everyone 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:

- Volunteer time-off policy
- Paid parental leave—both maternal and paternal
- Adoption assistance
- Domestic partner benefits
- Flexible work options such as 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. Over the last two years, Cartus has promoted or offered new positions to 619 employees.

BRAVO! Awards

In May 2017, our offices and employees around the world participated in 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 last year’s BRAVO! President’s Awards, which recognize exceptional achievement and consistent demonstration of one or more of Cartus’ guiding principles.

Team BRAVO! Award

EMEA iDSP (Cartus-owned Destination Services Provider)
Director Team

- **France:** Isabelle Grimbert
- **Switzerland:** Lora Foster
- **UK:** Sarah Coles and Rhiannon Roberts
- **Netherlands and Belgium:** Morgan Beaumont

Individual BRAVO! Awards

- **Gold:** Sherry Enfield—Director, Account Management
- **Silver:** Gail Ward—Project Manager
- **Bronze:** Dan Gerlich—Director, Client Services

These winners truly exemplify the Cartus culture.

ethics and compliance *(cont'd.)*

We Are Recognized for Doing the Right Thing

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 family, we are proud to be named to Ethisphere® Institute's "World's Most Ethical (WME) Companies" list for the sixth 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:

- 100 percent compliance with our 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
- New Realogy online training course on Workplace Violence Awareness.
- IT staff greeting Cartus employees in Swindon, UK, in celebration and recognition of Cyber Security Awareness Month. Armed with leaflets and keyboard brushes, they shared the message, "Have a safe and secure personal and professional digital life."

- Translating the Realogy Code of Ethics into 11 different languages representing the countries where our employees work every day. Translations can be viewed by both employees and the public any time at <http://thecode.realogy.com>.



Click the image above to watch a short video about our Code of Ethics that includes colleagues from around the globe.

- Senior Vice President and General Counsel, Bruce Perlman, traveling to Norway last April at the request of one client to present to them on Cartus' efforts in the areas of ethics, compliance, and anti-slavery.
- 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.
- Maintaining a collection of Manager Toolkits with the Ethical Leadership courses provided for all employees with one or more direct reports.

100%

of Cartus
employees
complete **Code**
of Ethics training
every year.

caring for our communities

Cartus Cares for People Where We Live and Work

Our employees
“give back” in
countless ways.

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.

In recognition of its employees’ amazing capacity for generosity, Realogy expanded its Volunteer Time Off policy to increase paid volunteer time from 1 to 5 days for local employees who assist charities in the areas affected by Hurricanes Harvey and Irma during September and October.

Other community initiatives over the last year include:

- In support of Peace Connect Singapore—a charity organization which looks after the social needs of the senior citizens—Cartus Singapore donated no fewer than 432 gifts and hundreds of dollars for their annual Christmas Party. Earlier in the year, a group of 23 volunteers participated in a Food Bundle Activity organized in partnership with Food Bank of Singapore to benefit the organization.
- A group of volunteers from Cartus Singapore spent a fulfilling day baking with members of AWWA, a local non-profit organization that provides community-based programs and services to people with special needs.

- The Cartus Hong Kong team collected 34 boxes of goodies for underprivileged children during their annual charity event, The Box of Hope.
- Patty Ginochio and her non-profit, Waves of Compassion—which she founded several years ago after receiving the Cartus Cares Global Citizenship award—helped more than 1,000 individuals from neighboring towns during this year’s Sonoma County, CA, wildfires.
- The Folsom, CA, office also banded together to provide assistance to those impacted by the fires. The team purchased and collected needed items and transported several loads of donations that were sent on to the Petaluma area.
- Every year, Cartus UK participates in the World’s Biggest Coffee Morning: Macmillan’s biggest fundraising event for people facing cancer. As well as helping with the medical needs of people affected by cancer, Macmillan also looks at the social, emotional, and practical impact cancer can have, and advocates for better cancer care.
- The EMEA Volunteer Committee joined local dog rescue charity, SNDogs, to run a stall at a village carnival parade. Cartus volunteers also walked some of the dogs to promote the charitable organization to event attendees.
- The Folsom office teamed up for this year’s Operation Backpack, which benefits underserved children of the Sacramento community. Collectively, an entire classroom’s worth of supplies—including 30 full backpacks—were donated, assembled, and presented to the organization.

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

Cartus Cares for People Where We Live and Work

- The United Way Danbury Street Fair raised nearly US\$40,000 in 2017 through numerous fun and creative activities, including food and drink stands, raffles and auctions, various games and contests—even a pie-throwing (plus face-catching) area!
- Following feedback from the Employee Engagement Survey, an EMEA Volunteering Committee was established to help employees get more involved in their local community. The group's first initiative was to create a calendar of volunteering events for employees to sign up and use their annual paid volunteering day to take part.
- 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.
- The Lisle office participated in Red Nose Day to help end child poverty. Money raised went to the Red Nose Day Fund, which distributes grants to charities that benefit children and young people both here and around the world that support projects to keep children safe, healthy, and educated.
- Cartus was named to The Governor's Prevention Partnership 2017 Mentoring Corporate Honor Roll for the seventh consecutive year. This award thanks companies for their leadership in advancing the mentoring movement in Connecticut and was awarded thanks to our mentoring involvement in the Danbury, CT, area through our alliance with local nonprofit, Danbury Schools and Business Collaborative (DSABC).
- Danbury Cartus employees collected 6,817 food items for Move For Hunger. The non-perishable goods were transported to a local food pantry facility that will feed up to 450 families in the greater Danbury area. A canned food drive competition in our Irving office collected a total of 1,451 pounds of food that will provide 1,209 meals for chronically hungry children, families, and seniors in need through the North Texas Food Bank.



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

Cartus Cares for People Where We Live and Work

- Cartus' DSABC (Danbury Schools and Business Collaborative) mentors welcomed their mentees to Cartus for the annual field trip. Students got to spend time with their mentors, learn about Cartus, and even had a little fun in the process. [One mentor was even featured in a Society for Human Resource Management \(SHRM\) article](#) in which he speaks to the DSABC mentoring program to which he, and many other Cartus employees, dedicate their time.
- The Fun Committee in Lisle made its first quarterly charity donation to Hesed House in Aurora. Hesed House's mission is to feed the hungry, clothe the naked, shelter the homeless, and give people the chance to hope again—because everyone deserves dignity. Donations were collected from Dollarama and other previous fundraising events.
- The EMEA Social Committee organized an Easter Egg collection, with our Richmond office donating them to their local food bank and our Swindon office giving them to patients at the local hospital. Swindon also held their annual "Colouring-In" competition for employees' children, with all proceeds from entry fees going toward their Charities of the Year: Brighter Futures and the Alzheimer's Society.
- The Cartus Women's Advisory Council sponsored a "NO MORE" Cell Phone Challenge drive in support of the Danbury Women's Center—a non-profit organization with a vision to end violence against women, men, and children to foster equality and empowerment for all. Donated cell phones turn into valuable financial support for domestic violence awareness and prevention initiatives. They are also donated to domestic violence shelters and nonprofit organizations for use by victims and survivors.
- The Richmond and Swindon offices held a charity day in aid of Comic Relief, a UK-based organization that helps those in poverty in the UK and Africa. EMEA directors charged people an entry fee of £5 per person for those that wore an item of red clothing and £10 for anyone that failed to wear red!
- Cartus' Montreal office held a clothing drive for Haiti to assist residents impacted by hurricane Matthew in the southern part of the island.
- The Geneva office donated 11 desktop computers to the Swiss Association for Education in Liberia. The computers were sent to the DomFah Academy and Professional Institute in Liberia, where they will be used by secondary school students to support their education.
- The EMEA Social Committee held its annual VIP Parking Auction to raise money for their 2017 Charities of the Year: Brighter Futures and the Alzheimer's Society.
- Patrick Lewis of our Danbury office became the first Cartus employee to donate his car to The Bee Foundation for brain aneurysm research.

environmental stewardship

Our Employees Are Lean, Mean, Green Machines

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, which we detail in our formal environmental policy.

In fact, Cartus took home top honors from the 2017 Forum for Expatriate Management with an EMMA Award for Corporate Social Responsibility (CSR)!

The judges' comments on Cartus' entry:

"Impressive scope, Cartus has a well-rounded CSR program that stretches amongst their employee and their supply chain."

Our Conservation Committee has been in place for 15 years, looking for ways to decrease our company's environmental impact 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 sponsored a number of initiatives and adopted various technologies to reduce our energy consumption, including:

Innovative Technologies to Reduce our Carbon Footprint

- **Printer upgrades and recycling programs:** In 2017, Cartus replaced all company printers with EPEAT- and Energy Star-certified printers that draw only 0.05W of power. We also have two printer and toner recycle 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.
- **Electric vehicle charging stations:** In 2016, Cartus installed charging stations for three plug-in electric vehicles (PEV) to contribute to the nation's PEV charging infrastructure, making us just the seventh organization in Connecticut to register for the Department of Energy's Workplace Charging Challenge.
- **New HVAC equipment:** We have replaced 25-year-old HVAC equipment in our Danbury, CT, headquarters with new energy-efficient units, including boilers and rooftop units. This has reduced the number of boilers from eight to three, with efficiency improvements of approximately 15 percent.
- **New lightbulbs:** Our Danbury, CT, headquarters upgraded its exterior and interior lighting systems with energy-efficient LED bulbs, replacing nearly 4,000 lights in the process with estimated kilowatt-hour savings ranging from 10-25 percent. Prior to installing LED bulbs, Cartus purchased more than 1,000 replacement lightbulbs each year. Since completing the transition in late 2016, Cartus has purchased a grand total of zero additional bulbs!

20-25%

Improvement
in data center
efficiency
through
technology
upgrades.

environmental stewardship *(cont'd.)*

Our Employees Are Lean, Mean, Green Machines

26.5

Tons of
recyclables
collected in
Cartus offices
last year that
didn't make their
way to a landfill.

- **Data center upgrades:** Through virtualization technology, we reduced the number of physical servers in our data center from 500 to 100 over the last several years. We also upgraded our cooling units. We estimate that these improvements have increased efficiency by 20-25 percent. We dispose of all IT server and networking equipment through an EPA-compliant service provider.

Other Employee Awareness Initiatives

- **Annual Earth Day Fair:** 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-plus attendees.
- **Promoting carpooling:** In 2017, more than 300 Cartus employees were involved in carpooling and public transit, saving half a million miles traveled and 23,000 gallons of gasoline, and reducing emissions by more 230 tons. We promote our ridesharing-friendly ways through various initiatives each year, including our International Transit Day celebration each October and inviting ride-sharing representatives to various offices multiple times per year to explain the value of their service to our employees.
- **Singapore Beach Clean-up:** In 2017, Cartus Singapore volunteers completed their first Beach Clean-up activity at East Coast Park armed with tongs, biodegradable trash bags, and big smiles. After two hours of hard work, the volunteers collected close to 50 kg of trash consisting of items such as cigarette butts, straws, plastic bags, Styrofoam pieces, bottle caps, and batteries.
- **Danbury Adopt-A-Street Program:** From May through October, employees remove trash once a month from our adopted street.
- **Recycling programs at all sites:** Cartus has implemented "single-source" recycling programs at all U.S. sites. Recyclables include white paper, cardboard, cans, and bottles (which represent approximately 25-30 percent of our waste stream). Bins are located in every workspace, conference room, and cafeteria. We have also placed paper recycling bins next to all multifunction printers. Last year, Cartus recycled 26.5 tons of materials through our on-site recycling programs.
- **Shred-it® bins in offices:** Centrally located bins in our U.S. and UK headquarters resulted in more than 1,300 trees saved last year.
- **Elimination of Styrofoam cups:** Cartus has eliminated all Styrofoam cups in our global headquarters' cafeteria and offers discounts for employees who bring their own cup or mug. As a result, the Danbury office has reduced the use of Styrofoam by 2,400 cups per week.

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, and we manage a network of suppliers around the globe who provide support to clients and relocating employees 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. We have designed our training module in a way that allows our suppliers to train *their* suppliers using the tool as well.

- Cartus utilizes a risk management system called Compliance 360, which allows us to easily document, monitor, and report on inherent risk factors associated with managing third-party vendors. The system 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. Profile assessments include annual compliance certification, background checks, and personal data/system compliance.

Supplier Network Sustainability Awards and Charitable Contributions

Global Network

Cartus' 16th 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 nearly 400 members of the Cartus Global Network, representing 180 companies from 37 countries.

Global Citizenship Awards: Awarded annually, the Global Citizenship Award identifies three individuals or companies for outstanding contributions that made an impact on the health, welfare, and safety of others, and/or improvements in a community's quality of life on a national or international level. In 2017, three companies were recognized as 2017 Global Citizenship winners: Budd Van Lines of Somerset, NJ; CWS Corporate Housing of Austin, TX; and Elite Moving Systems of London, UK. We were thrilled to make donations to the charitable funds of each of these companies.

18,000
Supplier
representatives
have completed
our online
compliance
training course
over the last
two years.

sustainable procurement *(cont'd.)*

Ensuring Compliance, Security, and Value

Move for Hunger Award: In 2017, we created a new award to recognize the domestic van lines in our network for their efforts to eliminate food waste on behalf of the 795 million people who go to bed on an empty stomach each night. The inaugural award was presented by the founder of the nonprofit, Move for Hunger, recognizing the Cartus domestic mover who rescued and delivered the most food through Q3, 2017.

Relocation Agent Network

Cartus' 24th Relocation Agent Network National Conference and Awards celebrated achievements by the UK's very best estate agents over the last 12 months. The charity fundraiser held during the awards dinner raised more than £2,000 for the network's chosen charity, Agents Giving. The Relocation Agent Network also hosted a second charity fundraiser in 2017 where members raised nearly £1,400 for the cause.

Broker Network

Our Broker Network Conference is an annual event that brings together network members, clients, and industry experts to take part in workshops, roundtable discussions, and executive presentations. The Cartus Broker Network also supports various charities. For example, last year, our brokers collected money and donations which reached the equivalent of nearly 1,000 bundles of clothing on behalf of Soldiers Angels—a volunteer-driven charity that supports active and retired military and families.

Supplier Sustainability Initiatives

We strongly encourage our supplier partners to develop and implement robust corporate social responsibility programs as well as innovative solutions to sustainability challenges in the services they provide our clients. Over the past year, some of these initiatives included:

- One supplier making a strategic decision that all future Capital Investments must be environmentally friendly **as the main criteria**, resulting in two policy decisions:
 - All new company vehicles must either be a hybrid or electric only.
 - Future office and warehouse expansion must be held to the highest environmental standards (e.g., solar panels, solar thermal and air/ground source heat pumps, LED lighting, rainwater harvesting tanks, energy monitoring systems, electric vehicle chargers, BREEAM Building Certification).
- Another supplier donating more than US\$500,000 in support of the Tiger Action Fund—a partnership between IFAW (International Fund for Animal Welfare) and SCT (Save China's Tigers)—to protect endangered tigers by helping to stop tiger poaching, protect habitats from destruction, research new ways of protecting tigers from extinction, and educate the public on the importance of tiger conservation.

sustainable procurement *(cont'd.)*

Ensuring Compliance, Security, and Value

- A third supplier undertaking a comprehensive sustainability program overhaul, including:
 - Installing solar panels in multiple office locations
 - Converting multiple offices and warehouses to LED lighting
 - Replacing the windows in their buildings to reduce energy costs
 - Recycling or reusing all boxes, leading to zero landfill use
 - Recycling 100 percent of shredding services

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\$44.9 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 chairperson of the Greater New England Minority Supplier Development Council's (GNEMSDC) board of directors.
- Cartus President and CEO and Cartus VP of Supplier Diversity attended the GNEMSDC annual awards luncheon. Our CEO was the keynote speaker, reinforcing the importance of minority business development and the impact that it has on our economy.

US\$216
million

disbursed to
minority- and
women-owned
businesses by
Cartus over the
past five years.

global citizenship report 2018



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