

2018

SUSTAINABILITY
REPORT

Truth. Love. Integrity.

Our Company's Values Reflect Our
Commitment to the UN Global Compact



GRAEBEL[®]

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GRAEBEL CORPORATE RESPONSIBILITY 2018

This report is a reflection of the activities and results that demonstrate Graebel's commitment and willingness to "walk the talk" in maintaining a sustainable working environment and an affirmation of how these values inform everything we do.



MISSION

Become the Global Employer of Choice



VISION

Operate in a Safe and Compliant Manner



VALUES

Leave it Better Than You Found It





“
As we enter our **70TH YEAR**,
Graebel will continue to **DO WELL**
by **DOING GOOD**.
”

In this Report, we're proud to once again describe and validate our commitment to the UN Global Compact principles. Thank you for holding us accountable.

Bill Graebel

Chairman and CEO

A LETTER

FROM THE CEO

Graebel is a global company with many local footprints. Throughout the U.S., Asia and Europe, our people stay active in their communities. Yes, our management team sets some of the goals and priorities for Graebel's corporate responsibility program. But just as much of that program is driven by our employees. They carry their personal passions for stronger communities and a better world into the workplace, where they team up with colleagues to leverage the resources of our company to address those causes. I support their efforts 100%.

Our people always seem to find ways to do good while having fun! Bowling for Food. Sculptures of donated, nonperishable food. A fundraiser for a children's hospital. A Polar Plunge to support Special Olympics. A Move for Hunger truck pull fundraiser. Their energy is only exceeded by their compassion, commitment and empathy!

I'm grateful to people like Valencia Culbreath, Chair of our Diversity & Inclusion Council (see page 12), and programs like the UN Global Compact that keep me focused on important goals like:

- Creating equal opportunities for every team member to participate, contribute and advance
- Supporting relocation-related donation programs that reduce waste while also helping the needy
- Giving back to our communities with corporate financial support and through the volunteer work and local fundraising of our employees
- Working with international trade organizations to research and establish best practices and measures for reducing carbon emissions in the moving and relocation industry
- Applying our new Supplier Diversity Policy to drive improvement in diversity and inclusion in all facets of the relocation industry

In this Report, we're proud to describe and validate our commitment to the UN Global Compact principles. Thank you for holding us accountable.



Sincerely,

A handwritten signature in white ink that reads "Bill Graebel". The signature is fluid and cursive, written over a dark background.

Bill Graebel
Chairman and CEO



UN GLOBAL COMPACT ALIGNMENT INDEX

As part of their commitment to the Global Compact, businesses have a responsibility to uphold human rights both in the workplace and more broadly within their sphere of influence. The following principles show our Communication on Progress (COP) to the United Nations Global Compact (UNGC).

1

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

POLICY & IMPLEMENTATION ALIGNMENT

- Human Rights Policy
- Code of Ethics
- Mission / Vision / Values
- PTO Policy
- (Article 24 of the UN Declaration of Human Rights)

2

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

POLICY & IMPLEMENTATION ALIGNMENT

- Code of Ethics

3

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

POLICY & IMPLEMENTATION ALIGNMENT

- About Our Company

4

Businesses should uphold the elimination of forced or compulsory labor.

POLICY & IMPLEMENTATION ALIGNMENT

- Human Rights Policy

5

Businesses should uphold the effective abolition of child labor.

POLICY & IMPLEMENTATION ALIGNMENT

- Human Rights Policy

6

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

POLICY & IMPLEMENTATION ALIGNMENT

- Code of Ethics
- Diversity & Inclusion Council
- Supplier Diversity Policy

7

Businesses should support a precautionary approach to environmental challenges.

POLICY & IMPLEMENTATION ALIGNMENT

- Graebel Companies Environmental Policy

8

Businesses should undertake initiatives to promote greater environmental responsibility.

POLICY & IMPLEMENTATION ALIGNMENT

- Graebel Companies Environmental Policy

9

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

POLICY & IMPLEMENTATION ALIGNMENT

- ISO 14001 Environmental Management System (General)

10

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

POLICY & IMPLEMENTATION ALIGNMENT

- EX 001 Code of Business Conduct and Ethics
- HR-021 Conflict of Interest
- EX-003 Sanctioned Countries Policy
- TRACE International





Full-time employees are
granted up to **24 HOURS** of
volunteer paid time off to
participate in
CHARITABLE ACTIVITIES.

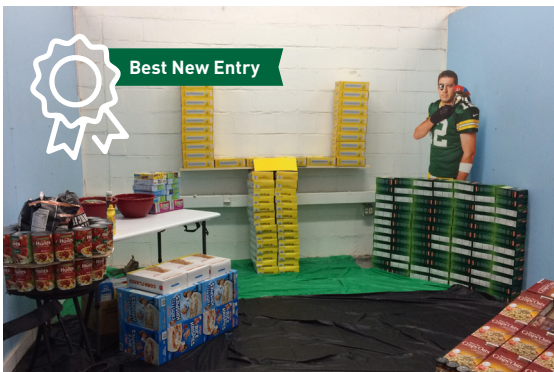
PEOPLE AND COMMUNITIES



GRAEBEL EMPLOYEES AROUND THE GLOBE LOOK FOR CREATIVE AND FUN WAYS TO SUPPORT LOCAL CHARITABLE CAUSES.

AMERICAS Region

United We Can Food Drive | UNITED WAY

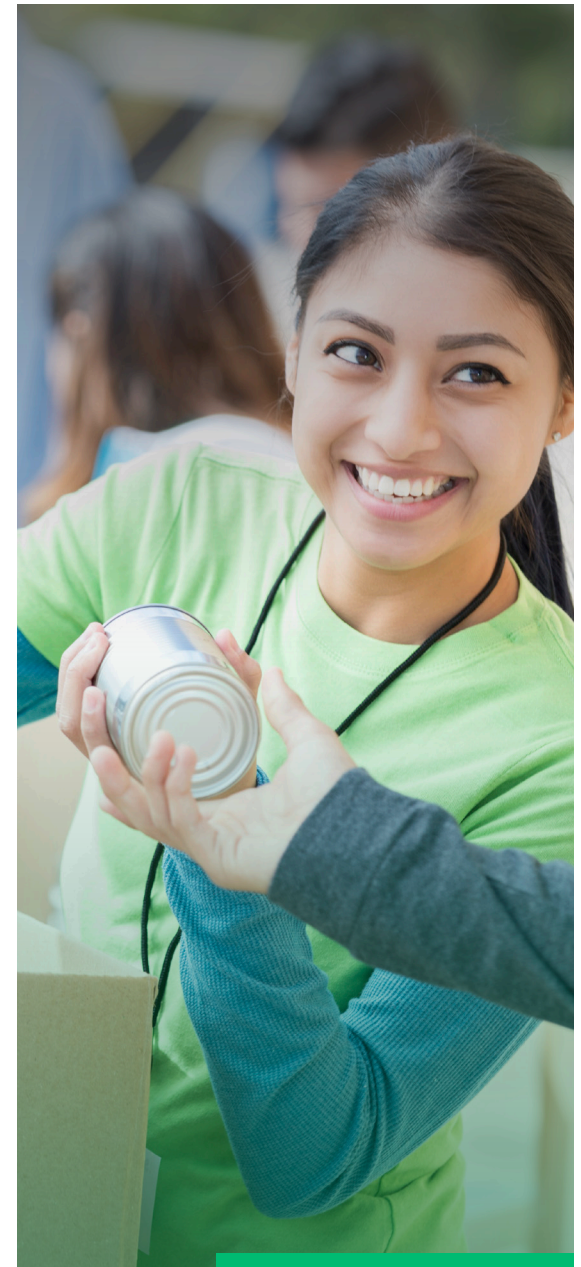


Last fall, our Wausau, Wisconsin office partnered with **United Way** for their **United We Can food drive** where local businesses compete to build the most creative display of donated nonperishable food. The Graebel team designed a Green Bay Packers football tailgate theme with food donated by employees. The display won "Best New Entry" award.

Truck Pull Competition | MOVE FOR HUNGER



Graebel is an active supporter of **Move for Hunger**, a non-profit program that recovers food items from people who are relocating in order to support local food banks and reduce food waste. Across the U.S., our teams participated in Move for Hunger's fundraising events, including a **truck pull competition** in Phoenix, marathon races in Chicago and Denver and a St. Patrick's Day fundraiser at our Denver headquarters.





VOLUNTEER PAID TIME OFF

We established a Volunteer Paid Time Off (VPTO) policy in 2015 so employees can donate their time – up to 24 hours per calendar year – toward charitable organizations in their respective communities. Through this program, we've provided donations and volunteer time to the following organization in 2018.

- Catholic Charities
- Colorado UpLift
- Dress for Success
- Habitat for Humanity
- Josephinum Academy of the Sacred Heart
- Junior Achievement
- Marathon County Humane Society
- Move for Hunger
- Northwest Harvest Food Drive
- Rotary International
- St. Jude Children's Hospital
- Salvation Army
- United Way
- Wausau Performing Arts Foundation
- Willing Hearts Soup Kitchen

PEOPLE AND COMMUNITIES (Continued)

EMEA Region

Rotary Dragon Boat Charity Challenge | ROTARY INTERNATIONAL



For the fourth consecutive year, our office in Prague participated in the **Rotary Dragon Boat Charity Challenge** to raise funds for local causes that support disadvantaged groups in the area. Twenty Graebel employees paddled in the 5K relay event, raising \$23,000 for **Rotary International**.

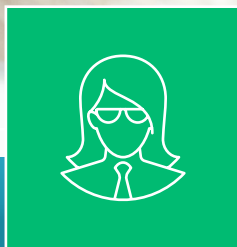
APAC Region

Willing Hearts Nonprofit Charity



In April of 2018, nearly 25 members of our Singapore team spent the day preparing food for the **Willing Hearts** nonprofit charity to support their mission to feed the needy throughout Singapore.





65%
of Graebel's
management team is
FEMALE

AN INTERVIEW WITH **VALENCIA CULBREATH**

On December 14, 2018, Graebel Chairman and CEO Bill Graebel introduced the company's Diversity & Inclusion (D&I) Council to guide the organization in its effort to be a more diverse and inclusive workplace.

For the past two years, employees worked with HR and executive leaders to highlight the importance of how a diverse workforce creates employee engagement. Valencia Culbreath, Sr. Director, Account Management, partnered the development of the D&I Council.

The following excerpts come from a conversation with Valencia to learn more about Graebel's D&I initiative.

Q Valencia tell us about what led to formation of the Council?

Over the next few months, Mary, I and others sought feedback within our own work circles. Our Chief Operating Officer also joined the discussion. What we heard was that a top-down mandate – “Be more diverse and inclusive!” – wouldn't cut it. If we were going to make progress, everyone across the organization had to understand how to do it and why to do it.

A At a company-wide town hall meeting early in 2017, our Human Resource team made a presentation on upcoming initiatives. I saw a mention about diversity, so after the presentation I spoke with Graebel's Chief Talent Officer, Mary Dymond, to hear her plans. Mary said she was excited to move forward on this and was open to input on how to tackle the D&I mission.

We felt that a credible D&I program, founded on education, had to come from across the organization, top down and bottom up. The Council was formed to develop that program.



Valencia Culbreath
Director of Global
Account Management



Q **And your chairmanship?**

A Well, when that was suggested, I didn't say no! Plus, I have experience working with a Denver-area school district in pursuit of inclusive excellence. I serve in an advisory role for the district with an explicit emphasis on the needs and experiences of underrepresented students, and I'm charged with holding the district accountable for interrupting the predictable, unfavorable experiences of marginalized members in our district.

Of course, Graebel's D&I Council is comprised of more than just myself. We have several other members from across the organization, as well as two Senior Leaders who participate as sponsors to help provide insight and support. Our team is excited to work together to make a difference in this important area. Our goal is to continue to add members to the Council and allow others the opportunity to lead as well.

Q **What has the Council accomplished so far?**

A First, we enhanced our Diversity Policy to emphasize and explain "inclusion." After all, it doesn't matter who's sitting in what seats if there isn't an equal opportunity for everyone to have their voice heard and succeed within that organization. The Council has identified a training curriculum that may

be useful for our organization. Our goal is that as individuals complete the training, they will continue to ask questions and start conversations to further the dialogue surrounding diversity and inclusion.

Q **How would you describe the difference between diversity and inclusion?**

A It's too simplistic to say diversity is categories and numbers, while inclusion is opportunity. Everyone gets that. Here's the real distinction our people need to get their heads around: Diversity is reality – it's what you see. Inclusion is choice –

it's what you consciously, intentionally try to do. No matter how progressive a person thinks they are in this area, most people are learning they still have areas in which improvements can be made. D&I is as much about self-awareness as it is training, and that's not always a comfortable process.

Our Council is a good example of what I'd like to see throughout Graebel. We've put a diverse group of knowledgeable people in the room and created an environment where each person's input and ideas matter and are sought out, heard and respected so the outcome is unified and cohesive.

“
DIVERSITY is REALITY – it's what you see.
INCLUSION is CHOICE – it's what you consciously, intentionally try to do.
”



Q **What's next for the Council?**

A We need to expand in two ways. First, there's room for a variety of people on the Council here in the U.S. and across the globe. We're a diverse group already, but there are more voices we need to hear and perspectives we need to take into account.

Other than the corporate-wide training, our program is still confined to the U.S., but we have offices throughout

Europe and Asia with cultures and legacies that vary around the globe. We also recognize that different diversity and inclusion challenges exist in Singapore than in Seattle, for example. We're discussing whether we should have separate and distinct regional, or even single-facility, D&I programs or pull everyone in under one unified approach. No matter how that comes out, I think it's safe to say that each Graebel office will be addressing diversity and inclusion and other locally relevant issues. We're also working to insert a D&I touchpoint in our leadership mentoring program. Every leader in the company has a huge responsibility to be an active participant in building a safe, inclusive environment.

Q **How will Graebel be different in five years because of the D&I Council?**

A Well, whether the Council will be able to take complete credit for it or not, we'll be better off as human beings and as an organization. Inclusion promotes engagement. Engagement affects performance. Performance drives customer service. We measure each these at Graebel, and I would expect to see improvements in all of them by 2024, if not before.

I saw a piece in the [Harvard Business Review](#) the other day explaining why diverse teams are smarter teams! So, I guess in five years we'll be a much smarter organization, too!

Q **How specifically can Graebel improve its D&I performance?**

A Every organization can find ways to foster a more diverse and inclusive environment no matter where they think they are on the curve. That's true at Graebel. However, our Council isn't willing to entertain broad proclamations and program suggestions based on subjective observations or hearsay. We're working our way through some detailed D&I organizational assessment tools to identify specific areas of challenges at Graebel that will require attention. Our recommendations to the leadership team will reflect those findings, and I think in the long run that will improve buy-in at all levels.

Q **What else should we know about Graebel's path forward on D&I matters?**

A D&I in a global environment can be challenging – language, cultural barriers, biases and business practices vary across the globe. In a couple of recent industry forums that Graebel sponsored – one in London and one in Geneva – we explored global D&I issues with mobility program leaders from many companies to learn and share best practices. We'll continue to put forth efforts to be a D&I catalyst for the mobility industry.



SINCE 2015, Graebel
contributed funds to
American Forests that
equate to the planting of
over **20,000 TREES**

ENVIRONMENTAL STEWARDSHIP

Our CSR Committee is charged with establishing environmental measures and initiatives across the globe. We integrate this work by working with supply partners, internal teams and organizations to minimize our environmental footprint through the relocation process.

Since 2007, we've maintained ISO 14001 certification at headquarters, providing structure for our environmental management systems. In addition to adhering to these standards, we're using our industry leverage to encourage partner companies to also operate according to these principles.

FOR EXAMPLE:



Moving companies are encouraged to convert to higher CARB-compliant standards and enhance the recycling and reuse of their packing materials



Temporary housing providers are mandated to offer onsite recycling services and use energy-efficient design and utilities

AS FOR OUR OWN EFFORTS, WE'VE:



Planted 6,500 trees in 2018 in partnership with American Forests – one tree for every online transferee evaluation we receive



Introduced virtual pre-move survey processes to minimize fuel usage



Instituted consolidated containerized shipping options to reduce transportation miles



Partner Spotlight

Since 2009, the U.S. nonprofit organization Move for Hunger has worked with relocation providers to collect surplus food items from families who are moving and deliver it to local food pantries. We've partnered with Move for Hunger since 2016 to promote the program to our partners, clients and their employees. Additionally, over the past four years, our teams across the U.S. have participated in local fundraisers for the organization, raising nearly \$20,000.



42 MILLION AMERICANS face food insecurity



ONE OF EVERY SIX CHILDREN face food insecurity



40% of the food produced in the U.S. is thrown away

- MOVE FOR HUNGER





Environmental Statistics



3,000,000 POUNDS
of Material Diverted



48,500 GALLONS
of Fuel Saved



6,500 TREES
Saved or Planted

ENVIRONMENTAL SUPPLIER AWARD

Each year we acknowledge one of our supplier partners for exceptional sustainability efforts. We were proud to honor Home Sweet Home in 2018 for their Discard and Donate Program.

Home Sweet Home works individually with many of our clients' assignees prior to their moves to take away items and material they don't want or need to take with them – approximately 60% of it is donated to local charities. As a result, shipments are lighter and less packing material is used. In 2018, thanks to this program, our clients' household goods shipments were reduced by more than three million pounds, saving roughly 48,500 gallons of fuel.





OPERATING RESPONSIBLY

We actively seek to identify and mitigate the impacts of our operations and those of our suppliers and we stringently uphold our commitments to the following certifications and policies:

- **TRACE International**, a non-profit membership that specializes in anti-bribery due diligence reviews
- **The Customs-Trade Partnership Against Terrorism (C-TPAT)**, which seeks to safeguard the world's vibrant trade industry from terrorists
- **Annual SOC-2 compliance audits**, which relate to data security, availability, processing integrity, confidentiality and privacy
- **ISO 14001: 2015**, which certifies our headquarters as having an effective environmental management system, providing us with a solid framework for organizational performance
- **FIDI-FAIMPLUS**, the premier seal of quality for the international moving industry. We've qualified in each of the past 20 years.
- **The General Data Protection Regulation (GDPR)**, an EU legal framework that sets guidelines for the collection of data and personal information of our clients and their employees. We've also established an annual testing plan for GDPR compliance, including breach notification.



A photograph of two women sitting on a wicker patio chair. The woman on the left is kissing the woman on the right on the cheek. They are both smiling and wearing colorful, patterned clothing. The background shows a blue wall and green foliage.

2018

SUSTAINABILITY
REPORT

FOR QUESTIONS OR
FURTHER INFORMATION,
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