



2019 / 2020

CORPORATE SOCIAL  
RESPONSIBILITY REPORT

**Truth.  
Love.  
Integrity.**

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

**GRAEBEL®**



2019

2020

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REPORT

**Truth.**

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## TABLE OF **CONTENTS**

5

A LETTER  
**FROM THE CEO**

6

UN GLOBAL COMPACT  
**ALIGNMENT INDEX**

8

PEOPLE AND  
**COMMUNITIES**

11

ADVANCING OUR  
**CORPORATE SOCIAL  
RESPONSIBILITY**

13

CASE STUDY  
**GRAEBEL'S RESPONSE  
TO COVID-19**

14

MOBILITY MAKING A  
SUSTAINABLE DIFFERENCE:  
**GRAEBEL PARTNERS  
LEAD THE WAY**

16

ENVIRONMENTAL  
**STEWARDSHIP**

17

ANNUAL ENVIRONMENTAL  
**LEADERSHIP AWARD**

18

OPERATING  
**RESPONSIBLY**

# Our Values | Truth | Love | Integrity

## GRAEBEL CORPORATE RESPONSIBILITY 2019 / 2020

This report is a reflection of the activities and results that demonstrate Graebel's commitment and willingness to maintain a sustainable, safe and equitable working environment. It's also an affirmation of how our values of Truth, Love and Integrity guide everything we do.



MISSION: DUTY OF CARE

Become the Global Employer of Choice



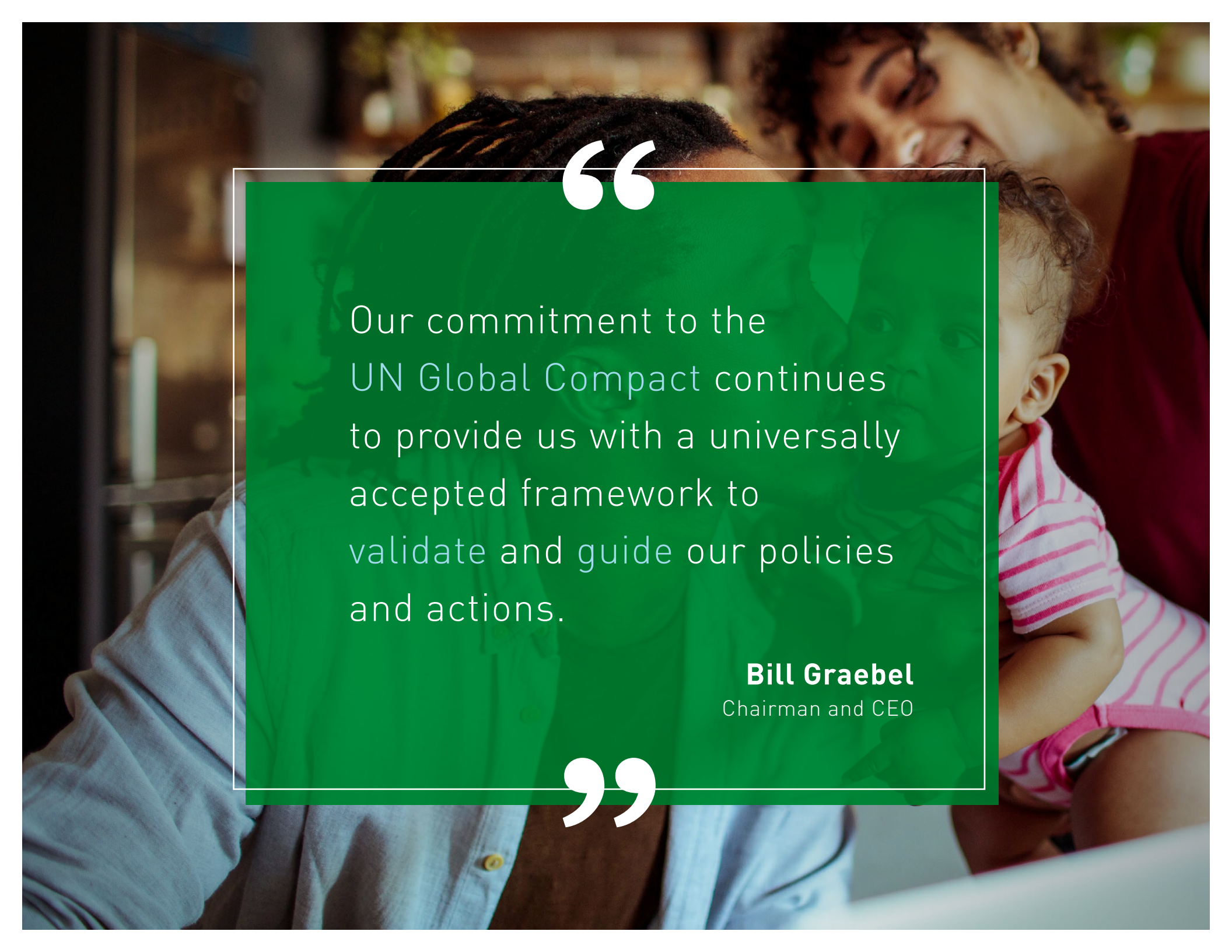
VISION: BE THE TRUSTED GLOBAL BRAND

Operate in a Safe and Compliant Manner



VALUES: TRUTH, LOVE & INTEGRITY

Leave It Better Than You Found It



“  
Our commitment to the  
UN Global Compact continues  
to provide us with a universally  
accepted framework to  
validate and guide our policies  
and actions.  
”

**Bill Graebel**  
Chairman and CEO



# A LETTER

# FROM THE CEO

**W**hat an amazing world we live in. A world full of opportunities and challenges. Our Graebel organization concluded 2019 with client, employee and supplier satisfaction at all-time highs. We attribute our success to our people and our continued emphasis on Graebel values of Truth, Love and Integrity.

Our commitment to the UN Global Compact continues to provide us a universally accepted framework to validate and guide our policies and actions. We are proud to submit our Corporate Social Responsibility (Sustainability) Report 2019-20.

We navigate a vastly new world in 2020 and find our Corporate Social Responsibility efforts more central and more critical than ever before to serving our clients and employees in the months and years ahead.

In 2019 we were very proud of:

- Improvement in our employee engagement scores aligned with our commitment to be the Employer of Choice in our industry
- The progressive work of our Diversity and Inclusion Council, which in 2020 became the Diversity, Equity & Inclusion Council and we intend to expand its strategic presence globally
- Expansion of operations, by opening offices in India, Germany and Switzerland

- Continued support and sponsorship of the Move for Hunger organization, committed to reducing hunger in North America
- Record participation in our Supplier Environmental Stewardship Award process, demonstrating the leadership of our Graebel Alliance Partners in over 165 countries

In 2020 we are excited to see the rapid deployment of new practices which will positively affect the world we live in. These include:

- Graebel's **overall response to COVID-19** helping clients and prospects, and our own employees and partners, through a pandemic crisis
- Virtual meetings and conferences reducing travel significantly
- Technology and policies to promote quality work from home
- Paperless practices and document signatures

We will engage with the UN Global Compact organization in these days ahead more formally.

Our company was founded on the simple question, of "Hey world, what do you need and how can I help?" We strive to ask and answer the question every day.

**Here's to the world ahead!**



Sincerely,

A handwritten signature in white ink that reads "Bill Graebel". The signature is written in a cursive, flowing style.

**Bill Graebel**  
Chairman and CEO



# UN GLOBAL COMPACT ALIGNMENT INDEX

**A**s 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 Business Conduct and Ethics  
 Mission / Vision / Values  
 PTO Policy  
 Business Partner Code of Conduct
- 2** **Businesses should ensure that they are not complicit in human rights abuses.**

**POLICY & IMPLEMENTATION ALIGNMENT**  
 Code of Business Conduct and Ethics  
 Business Partner Code of Conduct
- 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  
 Business Partner Code of Conduct

- 5** **Businesses should uphold the effective abolition of child labor.**

**POLICY & IMPLEMENTATION ALIGNMENT**  
 Human Rights Policy  
 Business Partner Code of Conduct
- 6** **Businesses should uphold the elimination of discrimination in respect of employment and occupation.**

**POLICY & IMPLEMENTATION ALIGNMENT**  
 Prohibitions of Discrimination and Harassment Policy  
 Code of Business Conduct and Ethics  
 Business Partner Code of Conduct  
 Diversity, Equity & Inclusion Council  
 Supplier Diversity Policy

- 7** **Businesses should support a precautionary approach to environmental challenges.**

**POLICY & IMPLEMENTATION ALIGNMENT**  
 Graebel Companies Environmental Policy  
 Business Partner Code of Conduct  
 ISO 14001 Environmental Management System (General)

- 8** **Businesses should undertake initiatives to promote greater environmental responsibility.**

**POLICY & IMPLEMENTATION ALIGNMENT**  
 Graebel Companies Environmental Policy  
 Business Partner Code of Conduct
- 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**  
 Code of Business Conduct and Ethics  
 Business Partner Code of Conduct  
 Conflict of Interest  
 Sanctioned Countries Policy  
 TRACE International



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Full-time employees are granted up to 24 hours of volunteer paid time off to participate in charitable activities.

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# PEOPLE AND COMMUNITIES



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

## AMERICAS Region

### ST. JUDE CHILDREN'S RESEARCH HOSPITAL-ALSAC

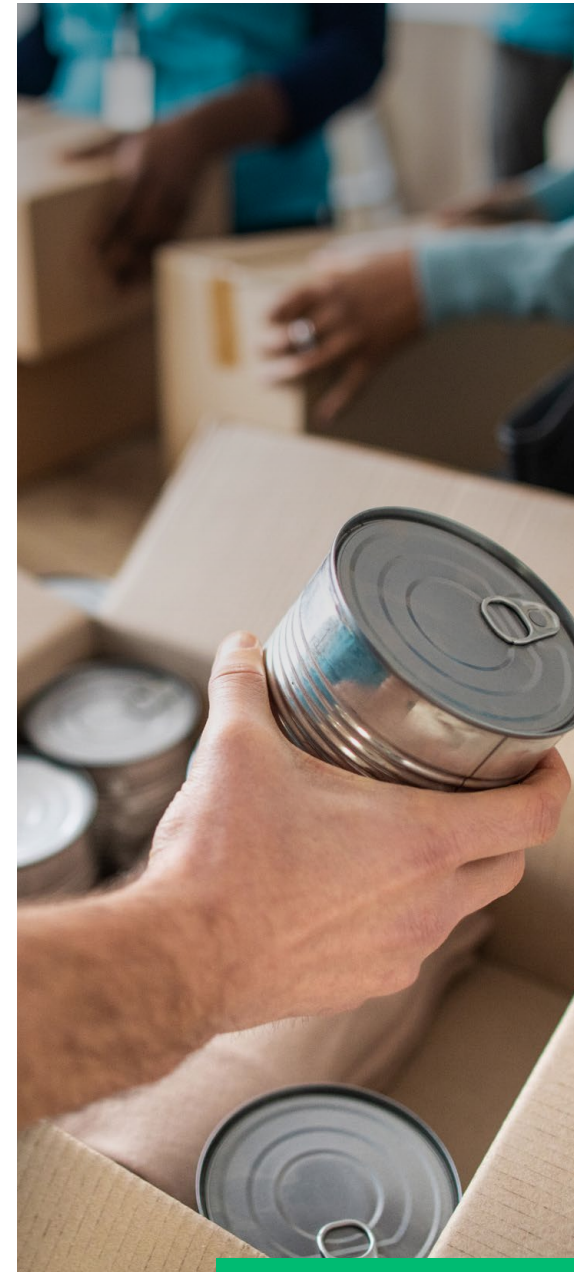


September 2019 was Childhood Cancer Awareness month, and we partnered with St. Jude Children's Research Hospital - ALSAC on our 'Pie Face Showdown,' which saw leaders from our Atlanta office graciously volunteer to (potentially) accept a pie to the face if they received the most votes. Each ballot was \$1 and teammates could vote as many times as they desired. Over 60 employees turned out for the event, laughs were shared, and funds were raised for a very worthy cause.

### MOVE FOR HUNGER - COLFAX MARATHON



In May 2019, Graebel participated in the Colfax Marathon (a run that goes through Downtown Denver and other adjacent neighborhoods along Colfax Ave.) We organized a team of Colorado employees to support our Move For Hunger partnership, and 22 employees and family members participated. We also raised an additional \$1500 from this event for this terrific organization.







## 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 2019-2020.

- Boy Scouts of America
- Colorado UpLift
- Dress for Success
- Food Bank of the Rockies
- Habitat for Humanity
- Josephinum Academy of the Sacred Heart
- Junior Achievement
- Marathon County Humane Society
- Move for Hunger
- National Leadership Academy
- 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

#### DUNDALK SIMON COMMUNITY ANNUAL COAT COLLECTION



In December 2019, Graebel Dundalk participated in the annual Coat Collection in Aid of Dundalk Simon Community. The coats that were donated have been delivered to Dundalk Simon Community where their service users were able to select a coat(s) of their choice, any additional coats were delivered to the Dundalk Simon Community Charity Shop for sale. The response across all of the local businesses involved in the coat collection was overwhelming.

### 📍 APAC Region

#### CHILDREN'S WISHING WELL CENTRE



On 6 September 2019, thirty children from Children's Wishing Well Centre in Singapore, mainly from low income families, joined us our APAC Graebel yearly charity event. The kids enjoyed watching the newly released Angry Bird movie, as well free popcorn and drinks, plus a photo session with the Angry Birds mascots. It was a great event for the community and our volunteers enjoyed spending time with the children and their parents!



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How Graebel is Expanding  
and Strengthening  
our Corporate  
Social Responsibility

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# Advancing our Corporate Social Responsibility Using U.N. Global Compact's Action Manager

Over the past four years, Graebel has increased our Corporate Social Responsibility (CSR) efforts and impact. Participation in the U.N. Global Compact has been one avenue that has opened our eyes to how our global company can make the world a better place. Integrating our Corporate Social Responsibility program with the Global Compact has helped us identify gaps and coalesce our efforts and people around well-defined goals. As a result, our CSR program is far more strategic and robust.

**This increased commitment to CSR programs – which align closely with the principles that guide the U.N. Global Compact – is evident throughout our organization. Not only do we see continued involvement by our employees, but our Sustainability Committee, along with support from our Diversity, Equity and Inclusion (DE & I) Council and executive leadership team, enhance our investment of time and resources to implement tools and programs that support our commitment.**

As we look to become more socially, culturally and environmentally conscious across the globe with an expanded CSR program, our goals and programs are being elevated to fulfill the Graebel corporate values of Truth, Love and Integrity.

Case in point, the recently released U.N. Action Manager tool, which we adopted in January 2020, will be extremely useful to take us further on this critical journey. As with the U.N. Global Compact, the elements of Action Manager will guide our CSR program and help us define even more granular action steps that will help us achieve the Sustainable Development Goals (SDGs) most relevant to our industry.

## Implementing the Action Manager Tool

In our view, Action Manager is the perfect tool to drive performance improvement, striking the right balance between self-assessment and peer review. Further, it is built on the understanding that since not all businesses and business models are the same, every participating company has the



## Diversity, Equity & Inclusion: Expanding and Strengthening our Commitment

In 2018, 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. Since then, employees continue to work with HR and executive leaders to highlight the importance of how a diverse workforce drives employee engagement.

In 2019 and the first part of 2020, our commitment related to diversity, equity and inclusion continues to strengthen and improve. Some key developments and updates include:

- An increase of Council participation by 270%, since its inception in 2018
- Graebel's D&I Council became the Diversity, Equity & Inclusion (DEI) Council
- Valencia Culbreath named Senior Director of Diversity, Equity & Inclusion and continues to chair the DEI council. She now helps guide our company's inclusive and strategic vision. This appointment increases our commitment by designating a leader accountable for long-term results.



## Advancing our Corporate Social Responsibility Using U.N. Global Compact's Action Manager (Continued)

opportunity and the responsibility to focus on those areas for improvement available to them.

We are currently in the process of identifying the SDGs most important and relevant to our company and industry. These SDGs could ultimately include:

- Updating our best practices and policies around Good Health and Well-Being (SDG #3), especially in relation to our return to workplace as COVID-19 subsides while preserving the health of employees working from home
- Adding rigor to our policies and additional staff resources to support our efforts to achieve Gender Equality (SDG #5) under our expanded DEI program
- Leveraging our involvement in environmental management systems, Green Building standards and our supplier diversity program to drive progress in Industry, Innovation and Infrastructure (SDG #9)
- Reducing greenhouse gas emissions and achieving carbon initiatives both internally and with our suppliers to further the Climate Action (SDG #13) standards.

### The Right Tool at the Right Time

The Action Manager tool arrived at an ideal time in history. Along with many other companies, Graebel has shifted to a work-from-home model due to the COVID-19 pandemic. Action Manager

provides a platform for multiple users to set and track goals. In our case, our Human Resources, Risk, Supplier Development and Enterprise Excellence Departments all have ownership of certain elements of our CSR program. Thanks to Action Manager, our organization is more broadly aware of the U.N. Global Compact and the linkage between these principles, the SDG goals and our CSR program.

In this uncertain economy, many companies are making do with fewer resources. The value of Action Manager in this context is that it helps Graebel and other organizations take on CSR-related issues more efficiently – to not lose momentum and to continue progress.

Finally, at Graebel and in companies around the world, there is a heightened awareness of social issues and responsibilities related to corporate citizenship. The Action Manager tool provides a blueprint for productively channeling these intentions.

The world is going through some fundamental challenges and changes at this pivotal time, but Graebel will not lose sight of our commitment to take our CSR efforts to ever-higher levels. Using Action Manager, we will continue to identify and address opportunities for improvement. We'll do our part so that, working with companies around the world, the goals of the U.N. Global Compact can be met by the 2030 deadline.



# Graebel's Response to the Coronavirus Pandemic: A Case Study

## PREPARING TALENT MOBILITY PROFESSIONALS TO LEAD THROUGH THE FIRST 120-DAYS OF COVID-19

As COVID-19 prompted governments across the world to close borders, restrict travel and implement stay-at-home orders, global talent mobility professionals—working for businesses classified as 'essential and non-essential' by governments around the world were tasked with adjusting strategy to meet assignee needs, stay ahead of evolving health and safety regulations and engage company leaders and other stakeholders.

Simultaneously, Graebel's top internal priority was to make sure our own people were well taken care of so that they could feel safe, equipped, empowered and confident to serve our clients and their mobile employees.

Planning efforts to help our clients—particularly those in industries deemed 'essential', like healthcare, pharmaceutical, online retailers, insurance and financial, among others—started early, when the first signs of it appeared in China and the Asia-Pacific region, and then following it closely as it progressed through the rest of the world.

Adhering to our Mission's principle of 'Duty of Care', we helped global mobility leaders respond to COVID-19 by providing strategic guidance and tactical

support while adjusting talent mobility programs and strategy to the new normal of the mobile workforce. Our Coronavirus Information and [Resource Center](#) was set up to help with:

- Repatriation
- Insights and Knowledge Sharing
- Virtual Onboarding and Internships
- Stakeholder Communication
- Supplier Network
- Immigration
- Mobility Strategy
- Duty of Care
- Extended Relief Services and in-home cleaning services

We work closely with our partners to develop Extended Relief and In-house cleaning services programs that provides a range of services to care for your employees and their families facing challenges virtually anywhere in the world.

With Graebel's guidance, mobility professionals were more prepared, felt more educated and were ready to take a seat at the table and help with the people, processes and technology needed to be successful.



All in all, a very positive experience! Very proactive, caring and responsive. Could not have been more effective or better.

— Employee of global  
pharmaceuticals company



# Mobility Making a Sustainable Difference:

## Graebel Partners Lead the Way

In October 2019, we hosted more than 150 supplier partners from over 40 countries at our annual Graebel Alliance Meeting in Denver. One of the highlights of this conference is announcing the winner of our Annual Environmental Leadership Award.

This year we had a record number of submissions and it was inspiring to learn about how our partners are making their communities cleaner, fairer and more sustainable.

This year's award winner was AGS Mobilitas, an international moving and storage company providing service on four continents with over 4,000 employees. (Please read more about AGS Mobilitas in our Environment Leadership Award feature)

As we reviewed all the award submissions, we uncovered similar inspiring stories from other companies.



For example, our destination service provider partner in South Africa, Relocation Africa, shared their seven-point CSR plan that includes practical water conservation at its facilities, rooftop gardening and solar heating. Their programs demonstrate how medium and small companies can make an impact within their communities, taking many simple steps to create a big impact.

Our partner in Argentina, Lift Van International, empowered one of their employees to develop the company's "Giving is your best move" program, helping relocating families donate unwanted clothing. The program helps the disadvantaged and reduces the volume of shipments, saving energy and reducing emissions.

Mudanzas Mundiales in Costa Rica, told us about their partnership with local and national government

recycling programs, such as the "Ecolones" initiative, which allows companies to exchange their waste materials for discounts in cinemas, restaurants, shops, etc.

In the U.S., our Washington D.C. partner, Paxton International, supports the Move for Hunger program where relocating families can donate food to lighten their load. Paxton went the extra mile and supported Move for Hunger's D.C. "Rock and Roll Marathon," collecting 20,000 pounds of donated food after the race.

These are just a few examples of our partners' sustainability efforts. We're proud to be affiliated with these companies and we'll do our best to share their ideas and best practices throughout the industry. Our nearly 900 Graebel employees around the globe join them in this commitment to make our world better, cleaner and more sustainable.





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Since 2015, Graebel  
contributed funds to  
American Forests that equate  
to the planting of over  
30,000 trees

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# ENVIRONMENTAL STEWARDSHIP

**O**ur CSR Committee is charged with establishing environmental measures and initiatives across the globe. By integrating our environmental work with that of our supplier partners, internal teams, and organizations, we help to minimize our carbon footprint throughout 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:



Revised International Supplier standards to include requirement to adopt, maintain and implement policies which align with UN Global Compact principles



Transportation service providers 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 2019 in partnership with American Forests – one tree is planted for every online transferee evaluation we receive



Expanded use of virtual pre-move survey processes to minimize fuel usage



Expanded use of consolidated containerized shipping options to reduce transportation miles



## Move For Hunger

An Ongoing Commitment and Partnership

Over the past four years, Graebel teams across the U.S. have participated in multiple local fundraisers for the Move for Hunger organization, raising over \$30,000 (see Colfax Marathon story in 'Americas Region-People and Communities' update).

Since 2009, Move for Hunger, a U.S. nonprofit organization has worked with movers and temporary living 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 clients and their employees.





### UN Global Compact Signatory since 2009:

AGS aligns their company's programs with the **ten Compact principles** related to **labor, environment** and **anti-corruption**



### Solar Heating and Eco-grazing:

Several AGS facilities use these **environmentally friendly options** for land management



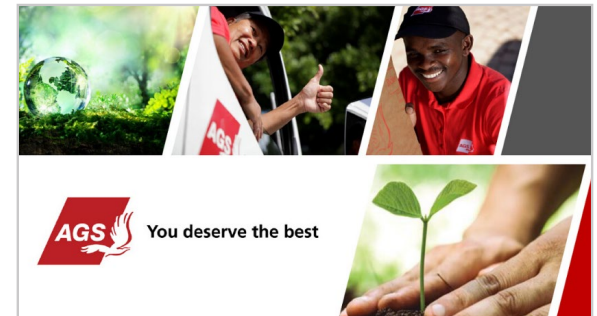
### Eco-Friendly packing material:

AGS uses more **eco-friendly, unbleached corrugated materials** moving away from classic white packing materials

# ANNUAL ENVIRONMENTAL Leadership Award

**E**ach year we acknowledge one of our supplier partners for exceptional sustainability efforts. We were proud to honor this year's Environmental Leadership Award winner, **AGS Mobilitas**, an international moving and storage company providing service on four continents with over 4,000 employees.

We were impressed with the company's sustainability initiatives in their local markets in Africa, Europe and Asia as well their efforts on a global scale. AGS has been a signatory to the **United Nations Global Compact** since 2009, aligning their company's programs with the ten Compact principles related to labor, environment and anti-corruption. AGS also maintains a unique partnership with **Planete Urgence**, funding one tree for every AGS move. Its Paris location has a Gold-level Corporate Social Responsibility (CSR) rating from the independent **Ecovadis** rating organization. Several of its facilities use solar heating as well as eco-grazing for landscape management. AGS also has moved away from its classic white packing materials to more eco-friendly, unbleached corrugated materials.



Please read about other inspiring stories from other supplier partners in our feature story entitled, **'Mobility Making a Sustainable Difference: Graebel Partners Lead the Way'**.



# OPERATING **RESPONSIBLY**

**G**raebel aspires to secure the certifications which apply to our industry segments to demonstrate our commitment to the highest standards. In addition to our commitment to the UN Global Compact, we follow guidelines from the following organizations to ensure quality for international moves, data collection, security, privacy, environmental leadership and other concerns related to protecting our clients' information, as well as anti-bribery and custom-trade partnerships:

**FIDI-FAIMPLUS**, the premier seal of quality for the international moving industry. We've qualified in each of the past 20 years.

**ISO 14001: 2015**, which certifies our headquarters as having an effective environmental management system, providing us with a solid framework for organizational performance.

**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.

**Annual SOC-2 compliance audits**, which relate to data security, availability, processing integrity, confidentiality and privacy.

**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 Audited and recertified in 2019.



2019 / 2020

CORPORATE SOCIAL  
RESPONSIBILITY REPORT

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**CONTACT US FOR QUESTIONS OR  
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world ahead<sup>®</sup>