



Communication on Progress 2021

Environmental, Social and
Governance



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Statement of Support



Sterling Lexicon is proud to present our 2021 Communication on Progress Report.

This report confirms our continued commitment to supporting the ten principles of the United Nations Global Compact (UNGC), and its vision to mobilise a global movement of sustainable companies and stakeholders to create the world we want.

2021 was another challenging year. The uncertain global recovery from COVID-19, along with societal, economic and, political shifts, highlighted the fragility of our world, its infrastructure, and its communities. This emphasised the critical need of working together as a global community to address the UNGC's ten principles of human rights, labour, environment, and anti-corruption.

Sterling Lexicon has successfully supported our clients and their assignees, as well as each other, through these uncertain times. We continue to look forward and remain adaptable to develop opportunities for a more sustainable and inclusive world of work.

Sterling Lexicon's Environment, Social and Governance programme is not an isolated initiative at Sterling Lexicon, it is integrated into our culture, strategy, and business decisions.

I am grateful to our teams around the world for living our values of Caring, Teamwork, Innovation, Agility, and Trust every day, to make a difference in the communities in which we live and work.

As our teams focus on delivering our Vision 2025 strategy, we will continue to develop our programme with an emphasis on the principles of the UNGC, making certain it engages our people and delivers real, tangible results, ensuring the greatest possible impact.



Peter Sewell
Sterling Lexicon
Managing Director EMEA & APAC

“Sterling Lexicon's Environment, Social and Governance programme is not an isolated initiative at Sterling Lexicon, it is integrated into our culture, strategy, and business decisions.”

Mobility Optimised

Sterling Lexicon is setting a new standard in employee relocation services. Our innovative, end-to-end solutions can be tailored to the requirements of our customer's business, culture and locations.

Our extensive relocation services means every employee gets a personalised experience and global mobility teams get to meet their management and operational goals.



Our Culture

Sterling Lexicon is a global team that cares for customers, partners, communities and each other.

Sterling Lexicon's values are the heart and soul of our company. Our values represent who we are, how we work, and who we aspire to be. We live by these values every day and this is reflected in our interactions with each other, our customers, our partners and the communities we serve.



Caring

We care about each other, our customers, partners and community. We provide a caring and safe environment that supports our employees' growth, development and wellbeing



Teamwork

We win together, as one team around the globe, respecting and encouraging the perspectives of others, with full commitment to each other, our customers and our common success



Innovation

We strive to innovate, inspiring and encouraging passionate and creative ideas that solve customer problems and improve how we work.



Agility

We are agile and flexible. We think and act quickly to creatively solve unique customer and employee challenges, while readily adapting to changing market needs.



Trust

We foster an environment of trust through our integrity and always doing the right thing the right way. We fulfil our promises to each other and our customers by being reliable, transparent and trustworthy.



UNGC Alignment Index

The following principles show our Communication on Progress (COP) to the United Nations Global Compact (UNGC):

UN Global Compact Principle	Sterling Lexicon Alignment
<p>Human Rights</p> <p>Principle 1: Businesses should support and respect the protection of internationally proclaimed human rights; and</p> <p>Principle 2: Make sure that they are not complicit in human rights abuses</p>	<p>Code of Conduct and Business Ethics Human Trafficking Policy Supplier Code of Conduct</p>
<p>Labour</p> <p>Principle 3: Businesses should uphold the freedom of association and the effective recognition of the right to collective bargaining;</p> <p>Principle 4: the elimination of all forms of forced and compulsory labour;</p> <p>Principle 5: the effective abolition of child labour; and</p> <p>Principle 6: the elimination of discrimination in respect of employment and occupation</p>	<p>Code of Conduct and Business Ethics Human Trafficking Policy Supplier Code of Conduct Diversity Policy Harassment Policy</p>
<p>Environment</p> <p>Principle 7: Businesses should support a precautionary approach to environmental challenges;</p> <p>Principle 8: undertake initiatives to promote greater environmental responsibility; and</p> <p>Principle 9: encourage the development and diffusion of environmentally friendly technologies</p>	<p>Code of Conduct and Business Ethics Human Trafficking Policy Supplier Code of Conduct Environmental Policy ISO 14001 Accreditation</p>
<p>Anti-Bribery and Corruption</p> <p>Principle 10: Businesses should work against corruption in all its forms, including extortion and bribery</p>	<p>Code of Conduct and Business Ethics Supplier Code of Conduct Anti-Bribery and Corruption Policy</p>

Integrity Matters

ecovadis

EcoVadis is an independent organisation that provides holistic sustainability ratings covering management systems including Environmental, Labor & Human Rights, Ethics and Sustainable Procurement impacts.

Sterling Lexicon has been awarded a Silver rating for 2021. This places us in the 88th percentile of 75,000 companies rated worldwide and is testament to every employee's commitment to making us a responsible business.



ISO 14001

The ISO 14001 accreditation confirms Sterling Lexicon is managing the aspects of our business which have a significant impact on the environment. Sterling Lexicon's ISO 14001 accreditation is valid until 25th May 2024.

ISO 9001

Demonstrating our commitment to quality and continual improvement. Sterling Lexicon's ISO 9001 accreditation is valid until 25th May 2024.

ISO 27001

Sterling Lexicon ensures strict adherence to applicable global data protection laws, while keeping client and employee data secure. Sterling Lexicon's ISO 27001 accreditation is valid until 2nd June 2024.

FIDI FAIM Moving and Destination Services

Sterling Lexicon proves compliance with the stringent FAIM Moving and Destination Services requirements, covering topics such as data protection, supply chain management and anti-bribery and corruption processes.



Our People

Diversity, Equity and Inclusion (DEI)

Sterling Lexicon's DEI strategy is carried across our organisation by ensuring:

- We have alignment among the executive team to ensure shared understanding and common language
- Our employee population reflects of the diverse communities we serve
- Our employees feel heard and listened to, and confident that leadership will take the appropriate action to do the right thing
- We foster an inclusive culture that encourages collaboration, flexibility and fairness and addresses any internal barriers to full inclusion
- We understand what matters most to our employees and the interdependencies that has with talent hiring/management

DEI Strategic Pillars



Creating an inclusive environment



Fostering a diverse culture



Providing DEI lens on products, service and policies

Recent DEI initiatives include:

DEI Council

formally created and moving forward with DEI strategy

\$35,000+

invested in start up of DEI programme

Two full-time

employees to oversee DEI efforts globally

80%

DEI survey response rate from employees

Create Equity Across All Types of Cross-Border Moves

Make all your international job opportunities inclusive

Every department in the company has a role to play in advancing diversity, equity and inclusion (DEI) initiatives. For global mobility teams, that means creating equitable talent opportunities through unbiased programs and policies. Today's employees recognize that a vital part of business growth is challenging the status quo, a skill that comes from diverse perspectives on a project team and diverse experiences in the employee's career.

Benefits of Experience Abroad
It is well documented that living abroad is associated with a clearer sense of self and this clarity, as stated in the *Harvard Business Review*, "has been linked to a host of benefits, such as psychological well-being, the ability to cope with stress, and job performance." As work teams become increasingly multicultural, whether in-person or virtual, having cross-border living experience fosters cultural sensitivity and more awareness of nuances in communication styles, adding valuable skills to a career trajectory.

As more organizations recognize the value to the employer – as well as employee – of international experience, companies are initiating new programs to increase cross-border work situations.



Sharing our industry insights and communicating trends to help our network ensure their policies are optimised for equity and inclusion.

Our People

Investing in training our employees so they are the best at what they do

Training and development is a vital part of growth, not just for Sterling Lexicon, but for all our employees. All employees are given the necessary support to:

- Develop the knowledge, skills and attitude they require to carry out their jobs effectively
- To prepare them for changes that affect their roles and tasks
- To equip them to meet the challenges and demanding objectives which are articulated in the company's business plan
- Release creativity and enable them to realise their potential



Employee recognition in internal newsletter showcasing service feedback



Company-wide employment anniversaries celebrated



Employee appreciation week celebrated globally



Volunteering Policy providing employees with paid time off to undertake volunteering work

Training and Development initiatives include:

Role-specific responsibilities

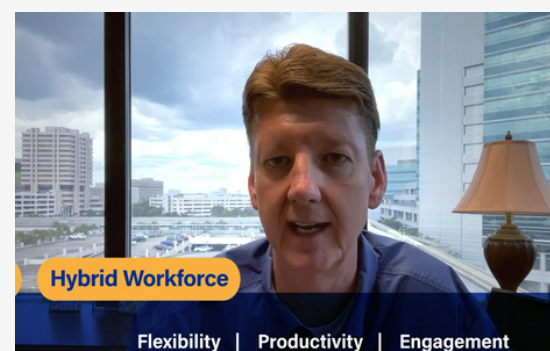
including market trends, legislation updates and industry events

Code of Conduct

including Data Privacy, Anti-Bribery and Corruption, and Diversity & Inclusion

Mentoring Programme

Fostering personal development through connecting employees for support, encouragement and advice



Hybrid Workforce training developed to support employees in returning to the office when legislation allowed



Our People

Protecting our people, clients and suppliers during the COVID-19 pandemic

Sterling Lexicon's Business Continuity and Disaster Recovery Plan ensured our business was fully prepared to continue across all of our service lines.

As local governments rolled out executive orders to restrict the movement of people, we quickly adapted moving all employees to work from home if they were able to. We increased IT support and saw no disruptions to customer service standards.

Our Environmental Health & Safety (EHS) teams, in coordination with our COVID-19 taskforce coordinated initiatives to protect our people, clients and suppliers.

Our EHS team connects directly with Department of Health offices to ensure our business practices are aligned with current health recommendations.

Measures taken during the COVID-19 pandemic include:

Good Hygiene Practices

Updated training materials and supplies shared across the organisation and to our supplier network

Health and Risk Questionnaire

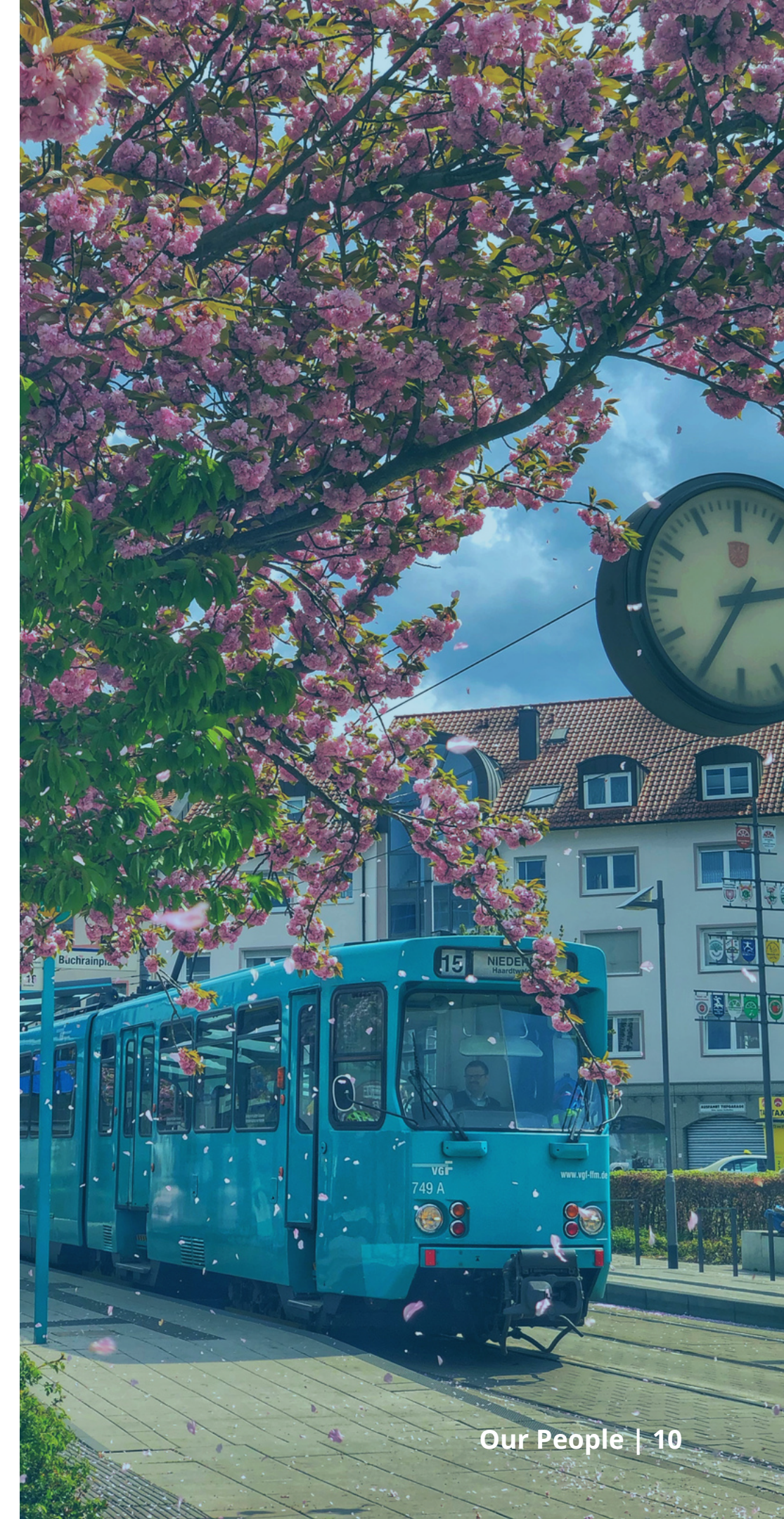
Implemented to assess risk exposure; determine next steps in line with current legislation

Phased Back to Work Plan

Supporting employees in the transition back into the office, helping employees feel safe and comfortable



To update our teams on the risks COVID-19 presents, we redesigned our Occupational Safety and Health Administration (OSHA) programmes.



Business Conduct and Ethics



Today's business environment is complex, and our own industry has seen many changes in recent years. Throughout these transitions, one core Sterling Lexicon belief has remained constant: maintaining our good name and protecting our client's brands. We know this rests on each individual taking personal responsibility for their conduct.

Michael J. Brannigan
President & CEO, The Suddath Companies

Ethics and Compliance Hotline



Sterling Lexicon utilises Navex Global for our 24/7, confidential compliance telephone and web-based hotline. A reporting tool for employees, suppliers and clients to report a good faith concern regarding fraud, abuse, waste or other misconduct.

Anti-Bribery and Corruption

Sterling Lexicon is committed to complying with all anti-corruption laws, regulations, and restrictions mandated by the Foreign Corrupt Practices Act, the UK Bribery Act, the Criminal Finance Act and other laws that govern corrupt practices, including bribery.

We take our obligations seriously and conduct robust supply chain due diligence.

We don't offer or accept bribes from third parties to win business or influence business decisions anywhere in the world.

Human Rights

Sterling Lexicon supports human rights across the world. We provide reasonable working conditions and fair wages and will not use child or forced labour.

We don't tolerate or condone human trafficking or slavery and we expect the same from our business partners.

Information Security and Data Privacy

Sterling Lexicon complies with all applicable confidentiality privacy and data protection laws, including the General Data Protection Regulation.

We only obtain, access and use personal information for legitimate business purposes.



Regular internal and external penetration tests



Monthly internal and external vulnerability scans



ISO 27001 accredited



Comply with the Data Protection Act 2018 and the General Data Protection Regulation



Proactive client and partner updates and communications

Environment

Focus on delivering sustainable services

Sterling Lexicon's environmental management processes are externally accredited to ISO 14001. We obtain, keep current and comply with all environmental permits, approvals and registrations.

Sterling Lexicon focuses on delivering our services as sustainably as possible, this includes:

- Increased use of video surveys, reducing travel emissions
- Utilising video conferencing platforms to reduce business travel
- Sourcing stationery and general office items that are made from recycled or renewable resources
- Utilising the most energy efficient technology hardware
- Partnering with a supply chain who are committed to supporting our environmental initiatives



Paperless business practices
including e-billing



Reuse paper, wooden crates and card-based packing materials
any materials not suitable for reuse are recycled



Only purchase paper and card-based packing materials
manufactured from recycled paper pulp

Energy-efficient infrastructure at EMEA Head Office



- BREEAM 2011 rating of 'Very Good'
- EPC rating of B



Responsible Procurement

Sterling Lexicon requires all members of our supply chain to comply with all applicable laws and regulations, hold the relevant accreditation where possible and agree to implement innovative systems designed to minimise and reduce the negative impact of their operations on the environment.

Environmental Initiatives

Wherever possible, Sterling Lexicon partners with suppliers who are committed to supporting our environmental initiatives with their own eco-friendly practices, for example:

- Our global rental furniture provider only supply's durable products manufactured to high standards that can be used several times, reducing waste. When a product does come to the end of its rental life, furniture is sold in a secondhand outlet and not sent to landfill
- Our global assignee car leasing/rental provider offers assignees hybrid and electric car choices through their EcoRide initiative
- Our short-term accommodation provider travels by company electric car where possible

Responsible Procurement



Governance and Compliance

Sterling Lexicon utilise Jaggaer, a third party procurement platform, to vet all supplier's governance compliance processes



Ongoing Monitoring

Sterling Lexicon also utilises Navex Risk Rate, a third party programme built around the requirements of the FCPA, UK Bribery Act, OFAC and related laws and regulations



Code of Conduct

It is a mandatory requirement that all suppliers adhere to our Supplier Code of Conduct, confirming they will follow Sterling Lexicon's ethical business requirements



Data Protection Agreement

It is a mandatory requirement that all suppliers sign our Data Protection Agreement, adhere to Sterling Lexicon's data protection and GDPR requirements



Next steps

A key step in meeting our environmental, social and governance responsibilities is to commit to continuous improvement across all of our focus areas, and align our ESG objectives with our Vision 2025.

By maintaining a focus on our key objectives, Sterling Lexicon will deliver the following key actions in 2022.

Being a responsible business, we are focusing on highlighting those Sustainable Development Goals where we can have the biggest impact through our business activities, employee experience and community programmes.

Key Objectives for 2022

Foster a rewarding workforce experience

Encourage employees to make an individual impact through personally demonstrating our values and honouring our Code of Conduct

Drive an excellent customer experience

Promotion and advocacy of services with positive environmental or social impacts

Modernise and innovate the business

Identify where and how Sterling Lexicon can make a quantifiable difference to the communities in which we live and work

Drive profitable revenue growth

Secure new business as an industry leader

Key Actions for 2022

Maintain, or improve upon, our EcoVadis Silver accreditation

Maintain our ISO 14001, ISO 27001 and ISO 9001 accreditations

Introduce Employee Champions to support initiatives across all Focus Areas

Maintain our commitment to upholding the 10 principles of the United Nations Global Compact Agreement

Commit to all 17 of the United Nations Sustainable Development Goals (SDGs), focusing on those of highest priority in 2022

Sterling Lexicon's highest priority SDGs





We thank you for your continued support in our efforts to make a difference to the communities in which we live and work.

Sterling Relocation Limited

Building 4, Uxbridge Business Park,
Sanderson Road
Uxbridge, UB8 1DH
United Kingdom

+44 (0)208 841 7000

www.sterlinglexicon.com