

Responsible Business Report 2012 **In Brief**





In September 2012, CWT became a signatory to the United Nations Global Compact, thereby signifying our support of the Ten Principles related to human rights, labor, environment and anti-corruption. The UN Global Compact constitutes an extension of our ongoing Responsible Business efforts, initiatives and goals.

Joining the Global Compact strengthens our commitment to Responsible Business. It deepens and reaffirms our belief in operating in a way that nurtures respect, dignity and sustainability. The Ten Principles will become an integral part of our strategy, culture and day-to-day activities.

UN Global Compact Ten Principles

HUMAN RIGHTS

- ▣ **Principle 1:** Businesses 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.

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.

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.

ANTI-CORRUPTION

- ▣ **Principle 10:** Businesses should work against corruption in all its forms, including extortion and bribery.



Clearly, this is not a commitment made only in words; it's a business imperative. Our customers, suppliers, business partners, communities and other stakeholders are increasingly making ethics and sustainability part of their decision making. They are looking for a partner with a strong and proven track record.



Douglas Anderson
President & CEO



Global Responsible Business

CWT has long been committed to corporate responsibility, being involved over the years in various initiatives at the local level. However, this is the first time that we are centralizing our efforts as one global entity.

CWT's objective is to transition to a structured, comprehensive approach company-wide and to instill corporate responsibility at the core of our business. Our executive team oversees Responsible Business issues, providing impetus, setting broad strategy and following progress through regular updates. The position of Head of Global Responsible Business was created in 2012. It reports to the EVP Global Human Resources and serves as the central coordinator for all Responsible Business efforts.



2012 Responsible Business Report

Our 2012 RB report's main objective is to review CWT's RB achievements and sample good practices. It covers existing policies and programs in the following widely-accepted Responsible Business domains – RB governance, ethics and business behavior, human resources, environment, responsible products and services, and community involvement.



Ethics & Business Behavior

Ethics & Compliance

The CWT compliance management system is designed to prevent and detect violations of law, regulations and company policy and to promote an ethical business culture across the organization. To bring these goals to life, CWT has implemented a comprehensive Ethics & Compliance program that is consistent with best practice standards and evolving legal requirements. It serves as the backbone to a corporation's overall integrity. It will not only help to detect and prevent violations of law, respond to potential issues, proactively deter problematic behaviors and actions, but also reduce the likelihood of unethical activity by employees, partners, contractors, officers and directors.

Code of Business Ethics and Conduct

The CWT Code of Business Ethics and Conduct serves as the cornerstone of the company's Ethics & Compliance program and establishes the company's core values, ethical standards and expectations for its employees. The Code has been translated into 22 languages and is posted on our intranet site. All employees are required to review the Code and acknowledge their review and agreement to abide by its terms.

*A copy of our code is available in our corporate website:
www.carlsonwagonlit.com/en/global/our_company/ethics*

Business Conduct Council (BCC)

The BCC is the key compliance governance body within the company. It ensures management alignment and ultimate accountability for the development, implementation and management of compliance best practices. The BCC meets every other month in advance of Board meetings.

Global and Regional Compliance

The Global Compliance Leader is responsible for ensuring that CWT's operations are consistent with a culture of integrity and for supporting and overseeing the global CWT Compliance Management System. Four Regional Compliance Directors oversee and reinforce compliance policies in each of the company's three regions.



Human Resources and Human Rights

As a provider of services, CWT recognizes that the quality of the services it delivers to customers depends on the will and ability of its people to satisfy customer needs and expectations. Because the sustainability of the company's success depends so heavily upon its people, CWT Human Resources strategies and programs represent the foundation for the company's approach to Responsible Business.

CWT Core Values

- ▶ Commitment to Excellence
- ▶ Cultural Diversity
- ▶ Customer Care
- ▶ Entrepreneurial Spirit
- ▶ Integrity
- ▶ Reliability

Diversity and Equal Opportunity

As one of CWT's global six core values for all employees, diversity - and by extension, inclusiveness - are central to how CWT and our employees conduct business every day. This guiding principle includes fostering respect and team spirit in the workplace; embracing and leveraging the multicultural essence of the company, and providing equal opportunities to talented individuals. This is also reflected in our recruitment processes, which ensures adherence to our company policy on non-discrimination, equal opportunity and recruitment by competency.

Communication, Employee Dialogue and Employee Engagement

CWT's approach to internal communication aims at ensuring that all CWT employees are engaged in relevant, interactive and personalized company communication. The approach strengthens connections among all employees to help drive engagement and alignment.

Employee engagement is a strategic priority for CWT and an opportunity to differentiate CWT in a highly competitive market place. CWT strives to become the best workplace in our industry, enabling us to attract the right talent, retain and develop our people, and drive a culture of high performance. Employee engagement supports the creation of an engaging environment and prompts people to "go the extra mile" to better serve customers.

Talent Acquisition and Human Capital Development

To ensure that CWT's growth remains sustainable over time, the company assesses skills and performance against constantly changing customer and market requirements. As the world's leading travel management services company, CWT aims to reinforce its leadership role in every aspect of its business. Talent and performance development, as well as employee recognition, are critical to this goal.

CWT wants to create really global leaders and to act as a global organization. So, all our learning and leadership development efforts are aimed at developing people to become truly global leaders by helping them learn how to manage diversity – what it means to do business in different organizations, in different countries with different regulations.

CWT University is the newly globalized online Learning Management System (LMS) that puts all training content into one, easy-to-find place. It is the company's principal vehicle for training deployment, learning-related registration, tracking, and reporting. CWT University offers individualized learning tracks, enabling supervisors to create, monitor and manage these tracks to support individual career and development goals.

Health and Safety

CWT is committed to providing a safe and healthy work environment for all its employees, including contractors and visitors to CWT premises. Our company ensures that all employees can carry out their work in a manner that is in accordance with health and safety regulations.





Environment

As a company, our environmental responsibility is two-fold: to reduce the environmental impact of our own activities, and to enable our customers to better evaluate, manage and reduce the impact of their business travel.

Within Our Operations

The Carbon Management Project

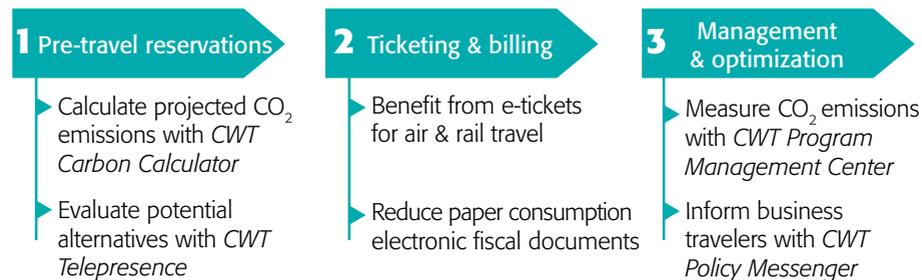
The objective of CWT's Carbon Management Project is to broadly structure and deploy our company's goals for reducing our greenhouse gas emissions. An accounting and carbon pilot were carried out in the UK, France, Germany and the Netherlands to measure the precise carbon impact of their internal activities. The program will be expanded in 2013 and 2014.

Country Initiatives

Various initiatives at the local level have been and continue to be implemented to reduce CWT's greenhouse gas emissions and to better manage energy consumption. Such initiatives include, but are not limited to: applying energy efficiency measures in office buildings, controlling CO₂ emissions linked to employee travel, controlling IT energy consumption, carbon offsetting, encouraging responsible purchasing, preserving natural resources, and reducing and recycling waste.

Enabling Our Customers

One of the most significant opportunities for CWT to contribute to the protection of the environment is by helping our clients reduce the environmental impact of their travel. We achieve this by providing at each stage of the service chain information that can influence their travel decisions and enable them to reduce their carbon footprint:



Responsible Products and Services



Business Continuity

A sustainable business is one where critical functions continue to be performed even under the most challenging conditions. CWT's Business Continuity Plan (BCP) is designed to ensure ongoing service, consistency and recoverability in the event of a disruption and/or incident affecting any of the company's wholly owned offices.

The CWT Business Continuity Plan (BCP) aims to ensure that, in the event of a disruption, critical functions remain available for customers, suppliers, regulators and other entities. The BCP is based on a formal Business Continuity Policy. As part of its mission, the CWT Business Continuity Management team is responsible for tracking implementation as well as crisis management.



CWT Travel Stress Index

CWT's innovative Travel Stress Index helps clients improve traveler well being and increase corporate productivity. It allows clients to assess the impact of travel-related stress on their productivity levels by quantifying the cost to the organization of the stress that employees can incur from traveling. The *CWT Travel Stress Index*, as a decision-making tool, will help our clients assess and adjust their travel policies, and move from "travel policy" to "traveler policy."

CWT Meeting Optimizer

As part of its effort to help clients reduce their environmental impact, CWT has developed a unique online tool enabling clients to make environmentally optimal meeting and event decisions. The *CWT Meeting Optimizer* uses a CWT-developed, patent-pending algorithm to take into account all CWT air, hotel and virtual meeting data, evaluating hundreds of thousands of combination possibilities. The results enable companies to select meeting destinations based on the amount of carbon emissions expended to transport attendees to various locations.



Community Involvement

As part of our commitment to act as a responsible corporate citizen worldwide, CWT is actively involved in supporting the local communities where we do business. Our commitment comes to life through a variety of local initiatives to encourage and empower our people to support meaningful local community programs.

In 2011 and 2012, CWT supported dozens of benevolent activities worldwide, through a combination of direct company backing and company support for employees engaged in goodwill activities. In addition to financial contributions to worthy organizations, CWT support for philanthropic initiatives involved employee volunteering, employee donations and other forms. While they covered a wide range of social and community development programs, these initiatives largely focused on three areas: health, youth and homelessness.



To download a full copy of CWT's 2012 Responsible Business report in English, please visit our corporate website at www.carlsonwagonlit.com

Contact us: We welcome your feedback and suggestions at responsiblebusiness@carlsonwagonlit.com

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