



Environment

We think...

“Climate change is the most critical global challenge we face. At CWT we recognize that the business community plays a vital role in providing effective solutions to address it. As a signatory to the United Nations Global Compact (UNGC), we are committed to undertaking initiatives that promote greater environmental responsibility.

Through our Responsible Business program we educate and empower each employee to help us make a difference. By creating a culture that promotes environmental responsibility, we encourage our people to take positive climate action so that we, collectively, achieve our objectives.

Beyond measuring and minimizing our own carbon footprint, we see it as our responsibility to help our clients reduce their environmental impact. We continue to offer reporting solutions that enable them to reduce their footprint by making more informed choices.”

Françoise Grumberg,

Vice President, Global Responsible Business and Diversity & Inclusion

In this section, we address the following SDG





We act...

...to protect our planet

As a signatory of the United Nations Global Compact (UNGC) we are committed to respecting its Ten Principles. To uphold its Environmental Principles (seven through nine), we proactively measure and manage our carbon footprint, while creating a culture that raises awareness of environmental responsibility and encourages action at a local level to make a global impact.

As stated in our Global Environmental Charter (download it on our corporate website): 'environmental stewardship is part of our core strategy, culture and day-to-day activities.' The Charter aligns with the commitments we make as a signatory to the UNGC's environmental principles of:

- supporting a precautionary approach to environmental challenges;
- undertaking initiatives to promote greater environmental responsibility; and
- encouraging the development and diffusion of environmentally-friendly technologies.

We act to protect our planet by:

- measuring, reporting and reducing emissions; and
- creating an environmentally-responsible culture:
 - through awareness-raising; and
 - by promoting global and local actions that improve our environmental footprint.

Thanks to a dedicated network of local correspondents, we pull together and voluntarily report greenhouse gas emissions data every year. We organize global environmental awareness campaigns and encourage global and local initiatives to help improve our environmental footprint. Beyond this, we assist clients with their own efforts by providing information that enables them to measure and reduce their environmental impact.

Our Environmental Charter commitments outline how CWT:

- actively engages in positive environmental practices;
- conducts our business in accordance with environmental laws in all the countries in which we operate, and aims to exceed the requirements when possible;
- recognizes our responsibility as an employer to provide a safe, healthful working environment for all employees in an environmentally-sustainable manner;
- incorporates environmental practices into our operations such as reducing greenhouse gas emissions, managing energy consumption, preserving natural resources and reducing and recycling waste;
- regularly reviews environmental performance and shares progress with our stakeholders;
- fosters environmental awareness among stakeholders;
- communicates this charter to all employees, provides them with the necessary information to fulfill commitments, and encourages them to adopt an eco-friendly attitude; and
- assesses and reviews the content of this Charter on a regular basis under the leadership of the Global Responsible Business team.

Environment



We act...

...to create an environmentally-responsible culture

We seek to create a culture where environmental responsibility becomes second nature by delivering awareness-raising initiatives.

Environmental Awareness Week

The best way to consistently improve our environmental performance is to create a culture that promotes environmental responsibility internally. Every year since 2015, a global week-long campaign is organized to raise awareness on the ways in which employees can contribute to our environmental objectives.

In 2018, our Environmental Awareness Week focused on the topic of responsible meetings and events. In recognition of the sizable impact bringing people together can have on the environment, the goal was to increase awareness among employees on the actions they can take to create more sustainable meetings.

As part of the week's activities, all employees were provided access to a handbook outlining the step-by-step approach for hosting meetings and events in an environmentally friendly and socially responsible way. The campaign also provided valuable tips to attendees to take responsible action when attending meetings, and underlined that even small individual actions can make a big collective impact.

Local events were also organized to celebrate Environmental Awareness Week, including:

- **Paris:** a breakfast conference discussed ways of making meetings and events more environmentally responsible, including through carbon offsetting.
- **London:** a roundtable discussion was held to raise awareness of the environmental impact of meat consumption and encourage team members to partake in 'Meat-free Mondays.' Employees were also able to participate in a 'pledge roulette', where they picked at random a pledge to show their commitment to managing their environmental impact during the week. Examples included cycling or walking to work, and not using disposable bags or coffee cups.

Raising awareness with stakeholders

Beyond creating an environmentally-responsible culture as part of how we operate, we also offer reporting tools to help our clients make more informed choices when it comes to travel.

Some of the tools mentioned on p58 for traveler safety also feature environmental elements. For example, CWT AnalytIQs analyzes CO₂ emissions so that travel managers can track and adapt their travel plans accordingly. We also continued to improve our CWT AnalytIQs data sources in 2018 by updating the Department for Environment, Food and Rural Affairs (DEFRA) emissions factors used in the software.

We live...

...to organize sustainable events

In line with our focus on responsible meetings and events, which are increasingly important to our clients, CWT Meetings & Events Italy took the initiative to certify to ISO 20121: 2013 for Sustainable Events. With this certification – which addresses all stages of an event's supply chain – CWT Meetings & Events Italy is able to offer tailored sustainable meetings and events solutions to our clients to manage the social, economic and environmental impact of any event.

Environment



We act...

...to promote global and local environmental actions

As well as raising awareness, we promote initiatives that improve the environmental footprint of our processes and day-to-day activities. From creating more responsible office spaces to improving our waste management processes and even offsetting the carbon emissions of certain internal events, we continued to roll out local initiatives to make a global impact.

Promoting responsible offices

To streamline and improve CWT's use of office space, and ensure a pleasant working environment for all employees, our Real Estate team launched its Workplace 3.0 strategy in 2017. As part of the program's focus, several offices were restructured or moved to a new location as part of this multi-year plan. In 2018, this included moves and changes to our Madrid, London Heathrow, Rome, Singapore and Paris offices. These remodeled and new offices incorporate improvements to sustainability and the overall working environment.

Our vision around sustainable workplaces focuses on enhancing the physical environment through energy-saving initiatives, avoiding the heating and cooling of unused spaces, and focusing on improved building space, design and location. These considerations align with our sustainable workplace principles, which concentrate on streamlining efforts to reduce our overall environmental impact through:

- Reducing the number of offices which will lower our carbon footprint. It is more efficient to have employees working from home and/or commuting to one central hub, rather than running numerous mid-sized offices with daily attendance.
- A policy of leasing more modern, energy efficient buildings. This has the added benefit of enabling us to house more desks on average as the systems, toilet facilities and fire escape routes are better able to accommodate a greater density.

- Hot-desking and the ability for employees to work from home to reduce emissions from commuting.
- Incorporating facilities to encourage recycling within office design.
- A printer strategy that reduces the overall number of printers and uses 'follow me' printing to ensure that documents are not printed until the employee collects them by swiping their access badge.
- Offering shower facilities to encourage responsible commuting by bike.

In 2018, we implemented space utilization initiatives across several offices which generally lowered our utilities consumption and improved our environmental profile:

- **Paris, Singapore and Madrid:** completed space utilization surveys to better understand how efficiently we are using our office spaces and put in place actions to address this.
- **Rome:** reduced space and moved to a more modern and efficient building. The office is conveniently located next door to the metro station to simplify commuting for employees.
- **London Heathrow:** reduced in size and expanded home working to accommodate a 24-hour schedule.
- **Several other sites:** roles moved to home working for better space utilization and scheduling demands.

Beyond the buildings themselves, locations such as Spain and the UK have robust environmental management systems in place, including ISO 14001 accreditation.

Environmental certifications like these are selected based on the local context – for example, CWT Finland adopts the WWF Green Office certificate, while CWT Estonia uses European Green Office standards. In addition to this, our German and Finnish offices consumed 100% green electricity in 2018.

We live...

...to work in sustainable offices

Following the move of CWT Spain's Madrid office in 2018, we are reaping the benefits of a reduced office space size (by approximately 30%) and more efficient building features. The new site incorporates modern systems, fixtures and fittings to reduce our environmental impacts, lower costs and create an overall better working environment for our people. Additionally, a new paperless policy has been introduced at the site to reduce storage space and the use of printed paper.

Prior to the move, we donated the proceeds from selling our old office furniture to a local charity, Asociación Española contra el Cáncer, while avoiding sending useable furniture to landfill.

Environment



Encouraging waste management and recycling

We encourage waste management and recycling in our offices around the world. At a local level, many offices have their own recycling programs, depending on local infrastructure. Here are some examples from 2018:

- **France:** in our HQ in Paris, we work with Greenwishes – an organization that provides monthly recycling reports – to better measure how we are performing and taking action to reduce waste where we can. In 2018, we recycled over 4.5 tons of waste and shared the results with colleagues to encourage them to continue their recycling efforts.
- **Sweden:** in our Stockholm office, we recycled 2.6 tons of batteries, glass, plastic, computers, metal, electronics, wood, paper and cardboard in collaboration with our recycling partner SMART RECYCLING AB.
- **India:** we continued to partner with Greenobin, an organization that collects paper waste and credits one point against every kilogram of paper waste collected. In 2018, CWT Bangalore also launched a 'Say no to plastic' initiative to remove the use of single-use plastic across our Indian offices and around the globe.
- **Spain:** we launched a survey to explore how much plastic waste is generated in the Spanish offices. In addition, tips were shared on how to reduce plastic use in the office.
- **The US:** our Minneapolis HQ joined the Medonta Heights office to support the Freshpack recycling movement in 2018. The initiative ensures that all Freshpacks (an individual serving size packet of coffee or tea) avoid disposal via landfill. The leftover coffee or tea inside the Freshpack is composted and the packaging is recycled into new products.
- **Thailand:** we set up a DIY upcycling contest where employees utilized waste materials from the office to make something new and useful.
- **Hong Kong:** a local NGO taught three CWT employees how to transform recycled paper into toy cars. The NGO then coordinated a site visit for six CWT volunteers to teach this process to a local family and donate all the recycled toy cars they made.

We live...

...to do without disposables

RoomIt by CWT is CWT's hotel distribution division. In 2018, a survey was conducted among our RoomIt employees to identify their usage of disposable items. Through the results we determined that we collectively use over 300,000 single-use disposable items that are ultimately sent to landfill each year.

In response, the RoomIt team launched a 'doing without disposables' campaign, with the goal of cutting disposable waste. A large focus of the campaign was to encourage behavioral change, by inspiring employees to think about how to avoid waste: from purchasing fewer takeout meals to using reusable mugs and tumblers and avoiding the use of straws.



We live...

...to improve lives through carbon offsetting

We continued to make several of our client and internal events in 2018 carbon neutral. We again supported the Carbon for Water™ project, as well as three new carbon offsetting projects:

- **Carbon for Water™ project (Kenya):** a total of 1,672 tons of carbon dioxide equivalents (tCO₂e), were offset. As a result, CWT enabled delivery of 66.5 million liters of clean and safe drinking water to more than 35,000 Kenyans over a three-year period.
- **Gandhi project (India):** the purchase of 64 carbon credits will generate 75 MWh of renewable electricity to cover the annual electricity requirements for 69 Indian households.
- **ChinaStoves project (China):** 191 carbon credits were purchased to enable 76 people to benefit from fuel cost savings, faster cooking times and improved indoor air quality, thanks to the distribution of 22 stoves fueled by 100% renewable sources.
- **Madre de Dios project (Peru):** 50 carbon credits will preserve more than 8,000 m² of forest area and over 2,300 tropical trees in the Peruvian Amazon that are in danger from illegal logging for one year.

Encouraging employee-led environmental action

In addition to the environmental initiatives implemented across our sites and offices around the world, our people proactively gathered in many cities to show their support for protecting and preserving the environment. In 2018, employees banded together to support actions including:

- **India:** in Mumbai, employees partnered with the local NGO 'Hariyali' to plant around 20 trees. A similar drive took place at our HQ in Gurgaon in partnership with NGO 'I am Gurgaon' to focus on making the city greener.
- **Costa Rica:** a group of volunteers rallied together with coastal ecosystem charity 'Costas Verdes' to plant trees along the coast. Another excursion brought volunteers on a day-long mission to clean up the local beach.
- **Finland:** employees once again participated in the cycling event 'Kilometrikisa' (which translates to 'kilometer competition'). Kilometrikisa is a fun-filled competition between companies focused on increasing cycling to reduce carbon emissions. As part of the challenge, our 45-strong team of racers cycled a collective 23,997 kilometers to save 1,679 liters of gas and 4,197 kilograms of carbon emissions.

Offsetting our emissions

In line with our commitment to reduce our overall GHG emissions, we offset the carbon impact of several internal and client events in 2018. We continued to support the Carbon for Water™ project and contributed to three new carbon offsetting projects to compensate our own impacts and support local communities. In 2018, we offset 1,977 tCO₂e* to make a total of ten events carbon neutral. The events, ranging in size from big client events to small team meetings, represent savings to the equivalent of more than 2,200 round trips from Paris to New York in economy class, or the manufacture of more than 430 million sheets of paper.

* tCO₂e = tons of carbon dioxide equivalents.



We act...

...to measure, report and reduce emissions

Climate change is one of the biggest threats to the longevity of the planet and requires collective and concerted action from all leaders to combat. We seek to understand – and reduce – our own impacts and minimize our environmental footprint.

We have been measuring and voluntarily reporting our emissions every year since 2013. We collect data on business travel, commuting, building energy consumption, purchased goods and services, and waste management in key locations. The campaign to calculate our 2018 emissions included 23 countries across three regions*.

We calculate our greenhouse gas emissions in accordance with the Greenhouse Gas Protocol, based on emission factors provided by the UK Department for Environment, Food and Rural Affairs (DEFRA). We voluntarily report our Scope 1, 2 and 3 emissions in this Responsible Business report every year. In addition, we report our emissions and those of the clients who request it of us through the CDP Supply Chain program every year.

Due to a change in our environmental reporting cycle in 2018, our environmental performance figures will be available mid-2019.

They will be featured in the RB section of our corporate website when available. The figures included below relate to our 2017 carbon emissions**.

Our 2017 carbon footprint (by Scope)

At 2,208 tCO₂e***, our Scope 1 emissions slightly decreased in 2017, mainly due to the reduction in owned and leased company vehicles in the 22 countries that were part of our reporting scope in 2017.

Our Scope 2 emissions were 3,492 tCO₂e which represents a decrease in 2017. This can be explained by the closure of certain offices, as well as missing building energy data in certain countries.

Our Scope 3**** emissions in 2017 were 29,858 tCO₂e, which represents an increase compared to 2016 levels. This can be explained by the addition of hotel night stays in this reporting cycle. Hotel nights accounted for 1,098 tCO₂e, which represents 6% of our Scope 3 emissions in 2017.

Scope 1

2,208 tCO₂e

Direct emissions from our buildings in key locations (heating oil and gas) and a portion of business travel (fuel for CWT's vehicle fleet).

Scope 2 (location-based method)

3,492 tCO₂e

Indirect emissions from energy supplied to offices in key locations, such as electricity or urban heating.

Scope 3****

29,858 tCO₂e

Indirect emissions from business travel**, commuting, waste management, purchased goods and services.

* If no specific cities are mentioned, the whole country was included in the scope, excluding implants: Australia: CWT Sydney office only; Austria: CWT Vienna office only; Belgium; Brazil; Canada; Chile: CWT Santiago office only; China: CWT Beijing office only; Costa Rica: Service Center only; Denmark: CWT Copenhagen office only; Finland; France; Germany; India: CWT Gurgaon office only; Ireland; Italy: CWT Rome office only; Luxembourg; Mexico: CWT Mexico City office only; the Netherlands; Spain: CWT Barcelona, Bilbao, Madrid and Seville offices only; Singapore; Sweden: CWT Stockholm office only; the UK; the US.

** Additional information on the methodology: Emissions are calculated in line with the Greenhouse Gas Protocol and based on emission factors provided by the UK Department for Environment, Food and Rural Affairs (DEFRA). The figures in this year's report account for the data collected as of 28 May 2018. Business travel includes global air and rail travel, global commuting, and global hotel night stays as well as local car-related travel (employee personal cars, owned and leased vehicles, rented cars and taxi) in the following locations (if no specific cities are mentioned, the whole country was included in the scope, excluding implants): Australia: CWT Sydney office only; Austria: CWT Vienna office only; Belgium; Brazil: CWT São Paulo office only; Canada; Chile: CWT Santiago office only; China: CWT Beijing office only; Costa Rica; Denmark: CWT Copenhagen office only; Finland: CWT Helsinki, Oulu, Tampere and Turku offices only; France; Germany; India: CWT Gurgaon office only; Ireland; Italy: CWT Rome office only; Luxembourg; Mexico: CWT Mexico City office only; the Netherlands; Spain: CWT Barcelona, Bilbao, Madrid and Seville offices only; Sweden: CWT Stockholm office only; the UK; the US.

*** tCO₂e = tons of carbon dioxide equivalents.

**** Excluding emissions from use of sold products and services, which represent more than 90% of our Scope 3 emissions. Emissions from our data centers are not calculated.



We live...

...to commute responsibly

Our Commuting Survey is a global survey sent to all employees annually to find out the modes of transportation they used during the last year to go to and from the office. In 2018, the survey on 2017 commuting habits was launched on International Mother Earth Day and more than 38% of our total global workforce responded.

According to the results, commuting emissions decreased by 9% compared to 2016. While part of the difference can be due to uncertainty from data received, this difference also stems from an increase in the number of home-based employees and a reduction in the use of cars reliant upon fossil fuels.

To continue to reduce our footprint, we re-shared our tips on how to 'reboot your commute' to encourage employees to take additional steps to further reduce our collective environmental footprint when commuting.

Reducing our carbon footprint

By measuring our emissions, we are better able to identify key areas of focus so that we can take appropriate action to reduce our environmental footprint.

Business travel* was our greatest source of emissions at 60% of our total emissions in 2017**. While we know that business travel is a key element pertaining to business growth for CWT and our clients, it is vital that we continue to balance our travel needs and costs with environmentally-friendly choices, covering the frequency and type of travel, hotel property selection and car rental options.

Employee commuting was our second largest source of emissions in 2017, accounting for 24% of our total emissions**. In 2018, we took a number of steps across the world to raise awareness among our people on the impact of their commute.

Finally, with building energy representing 14% of our total emissions in 2017, in 2018 we continued to take actions which optimized the efficiency of our real estate while expanding our environmental reporting scope (see p54).

To further reduce Scope 3 emissions, we select responsible suppliers to help us reduce our carbon footprint. For example, one of our main data centers operates with 100% renewable energy and in 2018 received a certificate for retiring 1,698 geothermal and solar renewable energy credits.

We live...

...to enhance our greenhouse gas emissions reporting

To further improve the accuracy and completeness of our reporting, and in particular of our Scope 3 emissions, we added a new data category to our reporting in 2017: hotel nights. We use DEFRA's emission factors for hotel night stays where available. For countries for which DEFRA does not provide an emission factor for hotel night stays, we used the average between the lowest emissions figure and the highest as a proxy factor.

Additionally, in 2018 we extended our environmental reporting scope by adding data centers and our Singapore office.

* Additional information on the methodology: Emissions are calculated in line with the Greenhouse Gas Protocol and based on emission factors provided by the UK Department for Environment, Food and Rural Affairs (DEFRA). The figures in this year's report account for the data collected as of 28 May 2018. Business travel includes global air and rail travel, global commuting, and global hotel night stays as well as local car-related travel (employee personal cars, owned and leased vehicles, rented cars and taxi) in the following locations (if no specific cities are mentioned, the whole country was included in the scope, excluding implants): Australia: CWT Sydney office only; Austria: CWT Vienna office only; Belgium; Brazil: CWT São Paulo office only; Canada; Chile: CWT Santiago office only; China: CWT Beijing office only; Costa Rica; Denmark: CWT Copenhagen office only; Finland: CWT Helsinki, Oulu, Tampere and Turku offices only; France; Germany; India: CWT Gurgaon office only; Ireland; Italy: CWT Rome office only; Luxembourg; Mexico: CWT Mexico City office only; the Netherlands; Spain: CWT Barcelona, Bilbao, Madrid and Seville offices only; Sweden: CWT Stockholm office only; the UK; the US.

** Excluding emissions from use of sold products and services, which represent more than 90% of our Scope 3 emissions. Emissions from our data centers are not calculated.



We said...



2020 Objectives

Educate all employees through eco-attitude campaigns and an environmental training module translated into several languages.

Empower the global environment network to drive local performance.

Reduce our greenhouse gas (GHG) emissions by 10% per employee against 2015 levels.

We did...



2018 Performance

- Environmental Awareness Week focused on responsible meetings.
- 38% of our total workforce participated in our annual commuting survey.
- Continued to share best practice on environmental initiatives throughout the year via our social intranet.



- Dozens of local activities were initiated and organized by employees across the world, from office recycling to environmental initiatives and activities, including beach cleanups and tree plantings.



- Continued to put in place initiatives to reduce our emissions, as well as environmental awareness campaigns.
- Expanded the scope and strengthened our reporting process to improve the accuracy of environmental measurement.



We will...



2019 Goals

- Continue to promote an environmentally-conscious culture through awareness and targeted initiatives.

- Further strengthen collaboration with local correspondents to improve environmental reporting processes by streamlining them and expanding the network of correspondents.
- Continue to encourage employee-driven environmental initiatives.

- Further expand our environmental reporting scope and strengthen the impact measurement of our environmental initiatives.

