

About CWT

Diana L. Nelson Chair

Responsible Business: at the heart of all we do



As Carlson's Board Chair, I am proud to see the principles of community engagement, philanthropy, and leadership on which Carlson was founded more than 80 years ago visibly being championed today. More than this: they are weaved into the fabric of how we all act every single day.

We understand that stakeholders have a vested interest in sustainability and corporate responsibility. They, like us, know the value these behaviors deliver to society. At a time when the world is looking to business to take immediate action to address our most pressing challenges, our company is creating positive and meaningful change. Let me share just a few highlights of our Responsible Business achievements in 2018.

We were thrilled to receive **Gold certification from EcoVadis** for the third consecutive year. Our enterprise-wide approach to embedding sustainability across our operations continues to place CWT in the top 1% of companies worldwide for Responsible Business – showcasing our commitment to RB at all levels of the organization. This commitment is further reinforced by our continued support of the **United Nations Global Compact's (UNGC) Ten Principles** on the environment, labor, human rights and anti-corruption (see p75).

Our people make our business what it is today: a successful and trusted enterprise with operations in every corner of the globe. It is the diversity of our colleagues that makes us thrive, and in 2018 we continued to promote ways to expand diversity and enhance inclusion. I was honored to sign the **UN Women's Empowerment Principles** (see p29) with CWT's top leaders. This action alongside the launch of our Global Diversity and Inclusion Charter signifies our belief that equality is the foundation of our business.

Our approach to Responsible Business does not end at our doors. It is our privilege and responsibility to support the communities around us and create a stronger, better society. In honor of Carlson's 80th anniversary, the Carlson Family Foundation offered eight **significant grants to nonprofits and charitable organizations** (see p64). The beneficiaries were selected by vote of CWT employees, who chose causes close to their hearts including **anti-human trafficking**. With long-term partners including The World Childhood Foundation and ECPAT (see p67), our company continues to take a leading role in confronting this critical human rights issue.

I hope you find this report as inspiring as I do. It is tangible proof of how enterprise-wide and individual actions have the power to make a positive difference. I am proud of all we have done, and continue to do, to ensure Responsible Business is *business as usual* at CWT.

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Kurt Ekert President & CEO, CWT

Responsible Business: commitment and action



Why is Responsible Business an important focus for CWT?

Responsible Business (RB) is an integral part of our business practice and a key component of our culture. At CWT, we exist to connect people and help businesses succeed. We do this by delivering our promises of simplifying corporate travel, connecting to unlock possibilities and moving forward together. This puts us in direct contact with our customers' employees, and they care about *how* we do business.

Our customers entrust the travel of their employees to a partner who shares a strong commitment to doing business responsibly. So not only does RB enable us to live our values of integrity, leadership, caring and passion, it is a core facet of our relationship with our customers.

What were your personal highlights relating to Responsible Business from the year?

I continue to be amazed by our collective achievements and the way we weave RB into the fabric of everything we do. First, I am very proud of our EcoVadis Gold rating for the third year in a row. I was also honored by the scale of participation from our colleagues in signing the UN Women's Empowerment Principles (see p29).

In 2018, I had the privilege of speaking at the United Nations alongside the World Childhood Foundation USA (WCF) and the Swedish Mission to spotlight the urgent issues of child sexual abuse and human trafficking. It was a highly visible and prominent platform from which to share our commitment to develop solutions and confront these pressing humanitarian issues.

Looking at CWT's role as a leading business travel provider, what are some of the key challenges you'd like to address moving forward?

Change is the only constant today, and a shifting landscape creates new and exciting opportunities in our industry. Leadership is one of our core values, and we focus on establishing a leadership position to tackle complex industry challenges. For example, as a multi-national organization with high female representation, it is our duty to promote diversity and inclusion and to advance gender equality (see p29-31). We also recognize our influence in combatting human trafficking as a global travel provider (see p44). And, as a signatory to the UN Global Compact, we share best practice throughout our supply chain to reduce risk and promote sustainable business activities (see p22-23).



What RB-related topics do you anticipate will become more prominent in the industry in the near to mid-future?

As we continue to work with our clients and their travelers in managing and dealing with their data, we know our duties relating to data protection and information security will increase. We have put in place several measures over the last year to ensure our policies and processes are up-to-speed with relevant regulations that ensure data is protected (see p24). As a global travel management company, we also recognize our role in implementing measures to reduce our collective environmental impact (see p48) and tackle climate change.

What are you most looking forward to when it comes to CWT's Responsible Business focus in 2019 and beyond?

As our clients' expectations increase, Responsible Business has become a real competitive driver for our business. We will continue to implement additional measures to further embed RB in our processes and our products and services. Beyond this, with the end of our 2020 commitment period approaching quickly, I look forward to setting our future vision for even more ambitious targets to contribute to a more sustainable future.