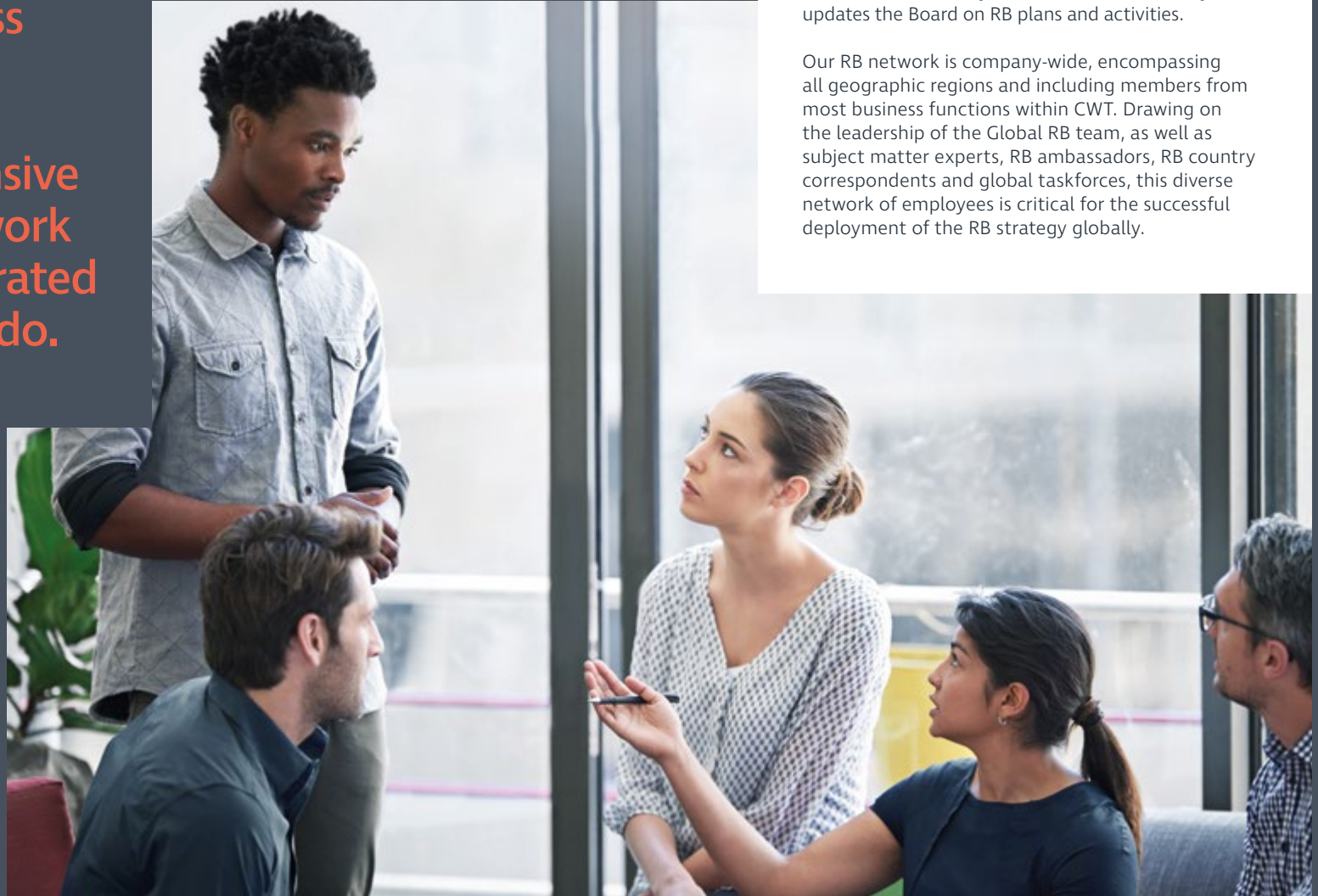




# We connect...

...through strong governance and policy

Responsible Business (RB) is a business imperative and we adopt a comprehensive governance framework to ensure it is integrated into everything we do.



Global Responsible Business is overseen by the Executive Leadership Team. The Executive Leadership Team receives regular updates on RB performance and strategy from the Vice President of Global Responsible Business and Diversity & Inclusion, who annually updates the Board on RB plans and activities.

Our RB network is company-wide, encompassing all geographic regions and including members from most business functions within CWT. Drawing on the leadership of the Global RB team, as well as subject matter experts, RB ambassadors, RB country correspondents and global taskforces, this diverse network of employees is critical for the successful deployment of the RB strategy globally.



## Responsible Business Strategy and Governance



### Executive Leadership Team

Chaired by the President & CEO, the Executive Leadership Team has oversight of the RB strategy, supports its overall delivery throughout the company and sponsors key projects.

### RB Subject Matter Experts

Our experts own particular areas of RB domains and provide specialist advice and recommendations. They develop action plans to ensure we achieve our objectives in each domain.

### Global RB Team

Sitting at the heart of our RB framework, the Global RB team develops the strategy and coordinates programs across the RB network. It facilitates sharing information, monitors and communicates performance, and liaises with internal and external stakeholders to ensure that we meet our commitments.

# Responsible Business at CWT

### RB Ambassadors

Ambassadors help to deploy the RB strategy and initiatives across the organization. Whether they are regional or functional, they collaborate to define key programs and initiatives, and identify specific areas for progress within their remit.

### RB Country Correspondents

Our country correspondents develop, manage and implement programs in their respective countries, fostering an RB environment that balances CWT's needs with those of local cultures. Their role lies mainly in implementing local RB action plans, sharing best practices relevant to their country and facilitating and communicating RB initiatives.





# We live...

## ...to act on key areas through our global taskforces



### Global Diversity, Equity & Inclusion Taskforce

We want a workforce that reflects and contributes to the diverse global community in which we do business.

To deliver this consistently, our Global Diversity, Equity & Inclusion Taskforce is steering a multi-year strategy to engage all levels of the organization in promoting diverse and inclusive thinking across our policies, practices and processes.



Sponsored by the Chief Human Resources Officer and led by the Vice President of Global Responsible Business and Diversity & Inclusion, the Taskforce leads programs and initiatives that foster an inclusive work environment rooted in our values. Passionate leaders from across the organization drive initiatives which include promoting non-discrimination through local and global activity. The Taskforce is also responsible for upholding and enforcing our Global Diversity, Equity and Inclusion Charter, which can be downloaded [here](#).

### Key objectives

- Supporting the UN Global Compact and the United Nations Women's Empowerment Principles by making them part of our day-to-day operations.
- Ensuring an inclusive work environment free of discrimination at all stages of the employment life cycle.
- Providing education and training to drive inclusive behaviors and foster gender equality.
- Improving the diversity mix of our workforce, especially among the leadership population.
- Applying an inclusive approach when thinking of business and product development.
- Ensuring our leaders are role models for diversity, and building an inclusive culture.
- Reviewing measurable objectives and actively monitoring progress on an annual basis.



### Global Anti-Human Trafficking Taskforce

Human trafficking is not only a violation of human rights, it is a significant threat to the safety and security of our travelers. We

recognize that this issue is too big for one organization to solve, which is why Carlson and CWT have taken a leadership position to raise awareness externally, engage employees internally, develop historic partnerships with organizations and embed it as a central focus of our Responsible Business activities.

Sponsored by the Chief Human Resources Officer and the Chief Legal Officer, the Global Anti-Human Trafficking Taskforce is led by the Carlson Senior Director of Corporate Affairs and by our Vice President of Global Responsible Business and Diversity and Inclusion. The Taskforce includes passionate representatives from all regions and key functions.

### Key objectives

- Reinforcing our commitment to fighting human trafficking at all levels of our operations and within the travel industry.
- Taking steps to influence our business partners and our supply chain.
- Actively supporting the UN Global Compact by upholding the Ten Principles focused on human rights, labor, the environment and anti-corruption as well as the International Labour Organization's Fundamental Principles and Rights at Work.
- Reporting our progress annually.
- Collaborating with stakeholders to drive change.
- Taking a public leadership position in combating human trafficking in all its forms.





## Responsible Business Strategy and Governance



### Global Climate Taskforce

Our colleagues and customers have been voicing increasing expectations for us to continue to improve our

environmental footprint and support our clients and suppliers in further reducing theirs. Launched in early 2020, our Global Climate Taskforce's purpose is to help drive our long-term environmental strategy.

#### Key objectives

- Help with implementing our long-term environmental objectives.
- Proposing and leading initiatives to reduce our environmental impact at global and local level – in line with the long-term objectives.
- Further reinforcing our offering of responsible products and services to help our customers meet their own environmental objectives.
- Collaborating on environmental topics with stakeholders throughout CWT's sphere of influence.



### Global Responsible Purchasing Taskforce

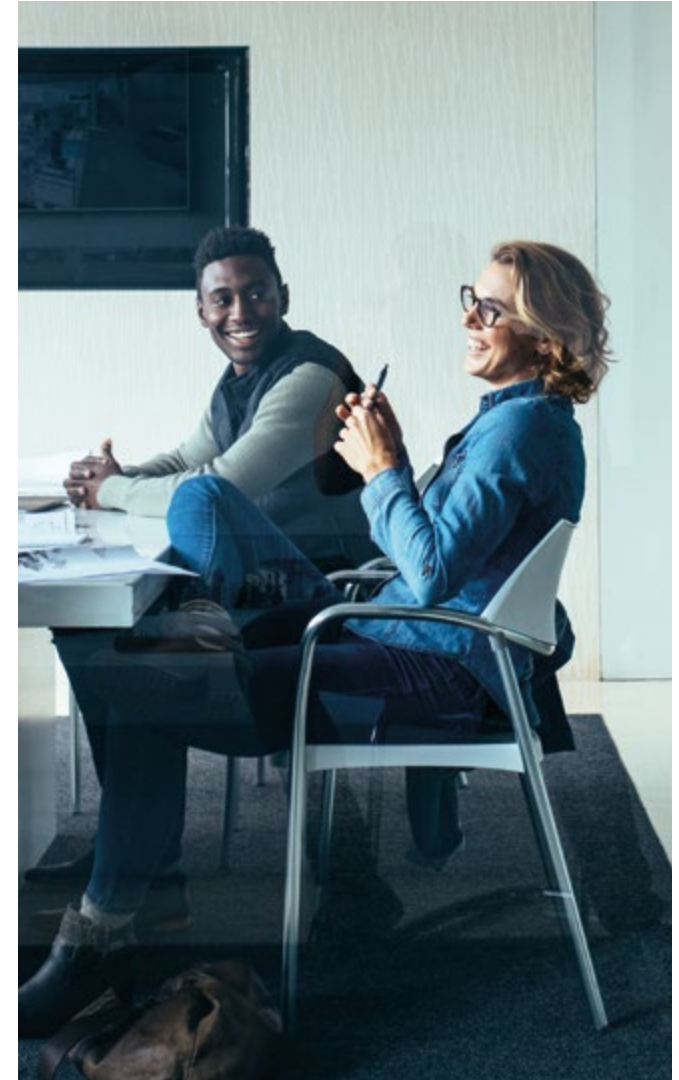
Our stakeholders expect us to monitor Responsible Business practices within our supply chain. This helps us to reduce

risks, strengthen our relationship with suppliers and clients, and enhance our own Responsible Business performance.

Launched in 2014, our Global Responsible Purchasing Taskforce provides strategic input to drive progress in ensuring that we are strengthening our purchasing decisions while enhancing the visibility we have on our suppliers' sustainability practices. In 2019 and 2020, we expanded the scope of the Taskforce to cover our trade suppliers. The Taskforce is sponsored by our Chief Legal Officer. It is overseen by our Global Responsible Business team in collaboration with our Global Sourcing team.

#### Key objectives

- Providing guidance on our purchasing strategy and operational support for the Responsible Purchasing program.
- Collaborating with key internal and external stakeholders to drive continuous progress.
- Promoting and championing responsible purchasing throughout CWT.





# We live...

...to align to global principles and standards

**Our Responsible Business strategy is guided by a wealth of respected evidence and thinking relating to sustainable behavior in all its forms and aligned to globally-recognized principles and standards.**

### United Nations Global Compact (UNGC)

The UNGC is central to Responsible Business; indeed, we have been a signatory since 2012 and remain committed to operating in a way that nurtures respect, dignity and sustainability. More importantly, we are proud of how this has translated into action: in 2020, our annual Communication on Progress reached the UNGC Advanced Level for a third consecutive year for demonstrating the integration of UNGC Principles in our core business and strategy.

We support the UNGC's Ten Principles covering human rights, labor, environment and anti-corruption; elements that make up the world's largest CSR initiative. We are also taking action to advance broader social goals such as the United Nations Sustainable Development Goals (SDGs – see [page 18](#)). Our UNGC correspondence table can be found on [page 90](#).

### Global Reporting Initiative (GRI)

GRI is an international, independent organization that helps businesses, governments and other organizations understand and communicate their

impact on critical sustainability issues. This Annual Responsible Business Report is prepared in accordance with the GRI Standards Reporting Guidelines. Core options and our full GRI index can be found on [page 85](#).

### CDP

We have been reporting our environmental performance to CDP since 2013. CDP provides a global disclosure system for organizations to measure, disclose, manage and share key environmental information.

### Science Based Targets

As part of our commitment to support our clients and to taking bold actions to go further in our fight against climate change, we are building a robust program based on climate science, by setting Science Based Targets. **In June 2021, CWT announced its commitment to significantly reduce its environmental footprint by signing the Science Based Targets Call to Action Standard Commitment Letter.**

### ISO standards

ISO 26000 is the international standard for assessing and addressing social responsibilities. We refer to this standard when developing and reviewing our Responsible Business approach. We also hold ISO 14001 Environmental Management certification in European markets, including three United Kingdom sites (recertified 2019) and all offices in Spain (recertified 2018).

CWT Meetings & Events Italy holds ISO 20121:2013 certification for 'Event sustainability management systems' (see [page 68](#) for more information), and CWT Italy and CWT Spain continue to meet ISO 9001:2015 certification for 'Quality management'.

### EcoVadis

This environmental and social performance rating agency assesses over 60,000 businesses against 21 CSR criteria covering environment, labor, fair business and sustainable procurement. In 2020, CWT was rated 'Platinum' for our Responsible Business program, scoring in the top 1% among 60,000 companies assessed for the fourth consecutive year. **In August 2021, we received the 'Platinum' EcoVadis medal for our Responsible Business performance, keeping our top position for the fifth consecutive year.**







## Responsible Business Strategy and Governance

### International Labour Organization (ILO)

ILO brings together governments, employers and workers to set labor standards, develop policies and devise programs promoting decent work for all women and men. We comply with the ILO Fundamental Principles and Rights at Work.

### Green Office certifications

WWF Green Office is an environmental management system developed by the WWF. It helps offices to reduce their ecological footprint and greenhouse gas emissions by motivating office staff to act in an environmentally-friendly way in everyday tasks. CWT Finland renewed its Green Office certificate for all our offices in 2019, and CWT Estonia uses European Green Office standards, which they have recertified in 2019 (see [page 64](#) for more information).



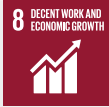
### United Nations Sustainable Development Goals (SDGs)

The 17 SDGs agreed by all 193 UN Member States in 2015 represent a global call to society (including governments, businesses and civil societies) to work together to end extreme poverty, fight inequality and injustice, and protect our planet. The aim is to meet these goals by 2030 and we are determined to play our part.

We have selected six SDGs and supporting targets that we believe we are best positioned to address. As well as listing below the specific actions we have taken to target these, we feature relevant SDG icons throughout this report to show where we have specific goals across our domains.





	 <b>Quality Education</b>	 <b>Gender Equality</b>	 <b>Decent Work and Economic Growth</b>
<b>Sustainable Development Goals and Targets</b>	<p><b>SDG 4: Ensure inclusive and equitable quality education and promote lifelong learning opportunities for all</b></p> <p><b>Target 4.1:</b> By 2030, ensure that all girls and boys complete free, equitable and quality primary and secondary education leading to relevant and effective learning outcomes.</p> <p><b>Target 4.4:</b> By 2030, substantially increase the number of youth and adults who have relevant skills, including technical and vocational skills, for employment, decent jobs and entrepreneurship.</p>	<p><b>SDG 5: Achieve gender equality and empower all women and girls</b></p> <p><b>Target 5.1:</b> End all forms of discrimination against all women and girls everywhere.</p> <p><b>Target 5.2:</b> Eliminate all forms of violence against all women and girls in the public and private spheres, including trafficking and sexual and other types of exploitation.</p> <p><b>Target 5.5:</b> Ensure women’s full and effective participation and equal opportunities for leadership at all levels of decision-making in political, economic and public life.</p>	<p><b>SDG 8: Promote sustained, inclusive and sustainable economic growth, full and productive employment and decent work for all</b></p> <p><b>Target 8.5:</b> By 2030, achieve full and productive employment and decent work for all women and men, including for young people and persons with disabilities, and equal pay for work of equal value.</p> <p><b>Target 8.7:</b> Take immediate and effective measures to eradicate forced labor, end modern slavery and human trafficking and secure the prohibition and elimination of the worst forms of child labor, including recruitment and use of child soldiers, and by 2025 end child labor in all its forms.</p> <p><b>Target 8.8:</b> Protect labor rights and promote safe and secure working environments for all workers, including migrant workers, in particular women migrants, and those in precarious employment.</p>
<b>Our contribution in 2020</b>	<p>During 2020, we continued to champion education and employability for young people as part of our 3E Community Involvement strategy.</p> <p>See <a href="#">page 79</a> to view all the educational initiatives we conducted.</p>	<p>By the end of 2020, 70% of our employees were women and they made up for 48% of all director-level roles and above.</p> <p>In line with our commitment to gender equality, CWT fully endorses the UN Women’s Empowerment Principles which are signed by our Executive Leadership Team.</p> <p>See <a href="#">page 33</a> for more on how we are promoting gender equality.</p>	<p>In 2020, more than 1,000 training sessions were made available. Topics spanned leadership and self development, job skills and CWT corporate training. In total, more than 50,000 training hours were logged globally.</p> <p>See <a href="#">page 41</a> for more on how we are helping our people grow and thrive; <a href="#">page 44</a> on how we are creating a safe place to work; and, <a href="#">page 53</a> on how we are upholding Human Rights principles in all that we do.</p>



	 <b>Reduced Inequalities</b>	 <b>Climate Action</b>	 <b>Peace, Justice and Strong Institutions</b>
<b>Sustainable Development Goals and Targets</b>	<p><b>SDG 10: Reduce inequality within and among countries</b></p> <p><b>Target 10.2:</b> By 2030, empower and promote the social, economic and political inclusion of all, irrespective of age, sex, disability, race, ethnicity, origin, religion or economic or other status.</p> <p><b>Target 10.3:</b> Ensure equal opportunity and reduce inequalities of outcome, including by eliminating discriminatory laws, policies and practices and promoting appropriate legislation, policies and action in this regard.</p>	<p><b>SDG 13: Take urgent action to combat climate change and its impacts</b></p> <p><b>Target 13.2:</b> Integrate climate change measures into national policies, strategies and planning.</p> <p><b>Target 13.3:</b> Improve education, awareness raising and human and institutional capacity on climate change mitigation, adaptation, impact reduction and early warning.</p>	<p><b>SDG 16: Promote peaceful and inclusive societies for sustainable development, provide access to justice for all and build effective, accountable and inclusive institutions at all levels</b></p> <p><b>Target 16.2:</b> End abuse, exploitation, trafficking and all forms of violence against and torture of children.</p> <p><b>Target 16.5:</b> Substantially reduce corruption and bribery in all their forms.</p>
<b>Our contribution in 2020</b>	<p>Respecting diverse ethnic and cultural backgrounds, genders, opinions, diversity of thoughts, sexual orientations, physical capabilities and talents is paramount to the way in which we operate.</p> <p>In 2020, we undertook actions to continue to fight all forms of discrimination. See <a href="#">page 36</a> for more information.</p>	<p>We are committed to identifying and mitigating climate-related risks for our customers, our employees, communities and the planet.</p> <p>As well as continuing to reduce our direct environmental impacts (see <a href="#">page 60</a> for more information) we also continued to work with our clients to help them manage their own environmental footprint (see <a href="#">page 68</a>).</p>	<p>In partnership with Carlson, we actively raised awareness, engaged employees and worked with others to combat the issue of human trafficking and modern slavery in 2020 (see <a href="#">page 50</a> for more information).</p> <p>In addition, we continued to uphold strong standards of ethics and integrity within our business (see <a href="#">page 23</a>), within our supply chain (see <a href="#">page 26</a>), and to protect our customers and secure their information (see <a href="#">page 28</a>).</p>





# We live...

...and receive diverse recognition



Recognition from our peers and colleagues tells us we are on the right track – and challenges us to do more. Here are some of the regional awards and recognitions we are proud to have received in recent years.

- Newsweek rates CWT among America's best for customer service 2021 in the Travel Management category. The award is based on the results of an independent survey conducted by Statista, the market and consumer data specialists, which took the following parameters into consideration:
  - Willingness to recommend the brand to family and friends;
  - Quality of communications;
  - Professional competence;
  - Range of services;
  - Customer focus; and
  - Accessibility.
- The 2020 annual Responsible Business Report reached the UN Global Compact Advanced Level.
- CWT Singapore was recognized for the second year in a row for its Responsible Business program at the 45th Annual General Meeting of the American Chamber of Commerce (AmCham) in Singapore. The AmCham CARES program recognizes American companies in Singapore that demonstrate a strong understanding of the link between business operations and society.
- CWT Hong Kong received an award from the Hong Kong Council of Social Service for its commitment to caring for the community, employees and the environment for the sixth year in a row.
- CWT was named winner of the Responsible Business of the Year category at the IN PACT Asia 2019 awards. The conference's inaugural Awards Program honors Asia's best purpose-driven organizations.
- CWT was shortlisted for five awards in the 2019 Business Travel Awards, including categories such as the Best Corporate Social Responsibility Programme and the Best New Travel Technology Product.
- CWT Mexico was included as part of Súper Empresas 2018, a ranking promoted by Expansion Magazine that identifies the top companies to work for in Mexico based on their work environment, policies and programs.
- CWT Meetings and Events won a SITE Crystal Award for 'Most Impactful Effort Toward Corporate Social Responsibility as Part of an Incentive Program.' Considered the highest honor in the Incentive Travel industry, the recognition was awarded by the Society for Incentive Travel Excellence (SITE) during the SITE Crystal Awards Recognition Program at the 2018 SITE Global Conference in Bangkok.



# Our milestones at a glance

## 2015

- Launched Living Responsible Business program, aimed at all employees and further embedding Responsible Business into the fabric of the company. We placed significant emphasis on the program, engaging with every employee to get involved.
- Rolled out a Responsible Supplier Code and launched a Global Responsible Purchasing Taskforce.

## 2016

- Achieved an EcoVadis Silver rating for our Responsible Business performance in 2015.

## 2017

- Creation of two new global taskforces on Diversity, Equity & Inclusion and Anti-Human Trafficking, sponsored by members of the Executive Leadership Team.
- Achieved EcoVadis' Gold rating for our achievements in 2016, ranking in the top 1% of all companies worldwide for Responsible Business practices across all industries.



## 2019

- CWT receives a third EcoVadis Gold rating for our achievements in 2018, the best rating possible at the time, before receiving a Platinum rating at the beginning of 2020.
- Creation of a new Global Climate Taskforce.
- Extended membership of our Global Responsible Purchasing Taskforce to leaders in charge of relationships with trade suppliers as part of our work to extend our Responsible Purchasing program to include trade suppliers (see [page 15](#) for more information).

## 2018

- Our annual Communication on Progress reached the UN Global Compact Advanced Level for demonstrating integration of UNGC Principles in our core business and strategy.
- CWT receives a second EcoVadis Gold rating for our Responsible Business performance in 2017.

## 2020

- CWT receives EcoVadis Platinum rating.
- Reached our 2015-2020 Responsible Business Ambition objectives.
- Continued leadership of the Anti-Human Trafficking and Diversity, Equity & Inclusion Taskforces.
- Published our eighth annual Responsible Business Report in September.
- Adapted our initiatives to the unprecedented global health crisis; some of them being suspended, delayed or revisited due to constraints related to the COVID-19 pandemic.
- Partnered with members of the Executive Leadership Team to continue sponsoring our different Responsible Business initiatives.

