



CWT Responsible

Corporate Social Responsibility Report 2011
Carlson Wagonlit Travel The Netherlands



Contents

Corporate Social Responsibility	p. 3
Employees come first	p. 4
Work@Home	p. 5
The Carbon Neutral Company	p. 6
The environment and the internal organisation	p. 7
Environmentally friendly travelling	p. 10
Socially responsible events and initiatives	p. 12
Monitoring and control	p. 14



Corporate Social Responsibility

Society is changing rapidly. The world economy is constantly developing. Increasing consumption, deforestation, pollution and overpopulation have led to a discrepancy of interests. Carlson Wagonlit Travel (CWT) believes it is important to strike the right balance between economic and environmental interests. Mother Nature has given us innumerable priceless gifts that must be preserved for future generations.

CWT & CSR

The European Commission states that Corporate Social Responsibility (CSR) is about the (voluntary) attention to corporate social and environmental issues as part of your business and your relationships with other parties (stakeholders). CWT has totally integrated its policy on Corporate Social Responsibility into the business. On a daily basis we take into account environmental issues as much as possible. We feel it is our social responsibility to treat all the elements that nature has provided with due care. For example, we only use FSC paper for printing, have a carbon-neutral postal delivery and energy efficient lease car fleet. These are only a few of the internal and external measures put in place to spare the environment.

Balance

With sustainable business practices we mean doing business in a socially

responsible way. This means that financial aspects (profit, economic benefits and guarantees on continuity) and social and ecological aspects (people and the environment) are well balanced.

CWT dares to predict that in the future fully integrated auditor reports will be more the rule than the exception. Auditor reports will also be used to certify non-financial information in annual reports.

Reliable partner

Clients consider Carlson Wagonlit Travel to be a reliable partner who has fully integrated corporate responsibility throughout its business strategy. A partner who supports and helps clients start on their way towards a more sustainable workplace and offsetting carbon emissions.



Employees come first

Passionate and motivated employees are crucial to the success of any organisation. For CWT, the well-being of employees and a good balance between work and private life is key.

In all our offices we provide an enjoyable, healthy and responsible work environment where employees can carry out their jobs in a pleasant and safe way. All workplaces are in conformity with the health and safety legislation. If necessary, workplaces can be adapted to suit personal needs.

Employee performance is monitored and assessed based on prior set criteria. We also encourage personal development through (individual) training plans and development programmes.

Everyone is equal

CWT's staff recruitment policy is aimed at reflecting the diversity of our multicultural society as closely as possible.

The parent company of CWT, Carlson Companies, supports the United Nations Global Compact, an initiative to encourage businesses to adopt universal values regarding human rights, working conditions and environmental protection.



Work@Home

In 2009 CWT launched a large-scale Work@Home telecommuting project, giving employees the option to work from home. This will not only lead to improved efficiency for both parties, less commuting and therefore reduced carbon emissions, but will also enable employees to achieve a better balance between work and family life.

Over 75 employees are currently working from home one day a week or more and we expect this number to rise in the near future. In addition to home workers, CWT also boasts a large percentage of mobile workers – employees equipped with all the necessary hardware to work at more than one place, which also reduces commuting.

Furthermore, CWT encourages employees to travel from home to work by public transport or bicycle. The costs for public transport are refunded. CWT also has a special bicycle scheme which enables employees to purchase bicycles at an attractive discount.

“Work@Home enables CWT to use the latest technologies. Many front but also backoffice positions are extremely suitable for home working. It is a different approach to work – one that is more efficient, effective and responsible.”

“It is important that home workers have access to all booking systems and files, just like at the office, so that clients are serviced in a prompt and professional manner. This includes colleague contact for knowledge networking. Work@Home allows employees to be part of a flexible work environment regardless of workplace setting. The fact that this also leads to a cleaner environment is an added bonus!”

Elisa van Dijk
Project leader Work@Home



The Carbon Neutral Company

In 2008, CWT has started an exclusive partnership with The Carbon Neutral Company. This world leading climate consultant and provider of carbon reduction solutions offers an advanced programme for travellers to reduce their carbon footprint.

Using the Carbon Neutral Company's expertise, CWT advises and helps clients to successfully tackle environment-related issues in connection with their travel policy.

The Carbon Neutral Company offers a comprehensive set of services to reduce and offset carbon emissions, and participates in various carbon offset programmes across the globe, including a wind energy project in India and energy-saving programme in Jamaica.

CWT and The Carbon Neutral Company

CWT offsets all carbon emissions for business trips taken by employees via The Carbon Neutral Company. In addition, CWT has managed to reduce its emissions to zero as of 2009 by participating in one of the offset programmes.

Carbon offsetting

CWT has delegated the practice of offsetting carbon emissions to The Carbon Neutral Company, which offers a range of programmes with different certifications, including CER (Certified Emission Reduction), VER (Verified Emission Reduction) or VCS (Voluntary Carbon Standard). All offset programmes are selected in close consultation with the client.

For more information on The Carbon Neutral Company visit www.carbonneutral.com.



The environment and the internal organisation

CWT has implemented various internal measures in its day-to-day operations to spare the environment, such as separating and recycling waste, energy-saving programmes, a telecommuting project, offsetting the carbon footprint of business trips, etc.

Internal environmental awareness

Employees play a key role in the establishment of a successful internal environmental policy. First of all, they have to be aware of the importance of the environmental measures in place. Different communication channels are used to raise awareness amongst CWT employees, so that they are encouraged to consider the environment and act accordingly, both in the office and at home.

Internal environmental measures

■ *Reduction in paper consumption*

Our clients and employees are increasingly communicating electronically. The vast majority of our clients receive their invoices via e-mail. This percentage will be further increased in the coming year. Both pay slips and annual statements have been

fully digitized for some years now.

CWT urges all employees to go paperless, for instance by using double computer screens to check and support their work, ensuring the continuous development of automated processes, and checking macros to avoid any redundant pages.

The necessary printouts are made using paper that is fabricated of the *Eucalyptus globulus*. This is a very efficient tree with a high fiber content that needs 86% less wood to produce paper compared to other sorts. Furthermore almost all printers can print on both sides. Employees are stimulated to make this a standard setting. All CWT stationery and envelopes are produced also on FSC-certified paper.

■ *Waste segregation and recycling*

Waste is collected separately via designated collection points and recycling bins. This applies to paper, glass, batteries, printer cartridges and old storage batteries.

■ *Equipment reuse*

Discarded equipment, such as computers, laptops, printers, photocopiers and cell phones, are donated for reuse to institutions and schools as often as possible. The parts of obsolete equipment are also reused.



■ *Procurement of sustainable goods*

CWT prefers to work with third parties that have demonstrably incorporated environmental standards and features in their contracts and service level agreements. Existing contracts are checked and new contracts are only issued to suppliers that comply with the environmental standards and offer environmentally certified products.

When purchasing office equipment, we make sure to avoid toxic materials that are harmful to the environment, such as chrome in office furniture. We also work exclusively with cleaning companies that use biodegradable cleaning products.

■ *Energy-saving programs*

Every office of CWT Netherlands has energy-saving programs in place that allow the facilities to minimize their use of gas and light as much as possible.

“The effort to replace our paper with FSC-certified paper has of course been a step in the right direction towards going responsible.”

“The activities that have been carried out to encourage a paperless office have enabled us to cut back considerably on materials used, which has given new impetus to achieving our goal: minimising environmental pollution.”

“The decision to green up our lease car scheme is an excellent initiative that helps us to work towards a mobility scheme aimed at reducing the number of cars and using (more environmentally friendly) alternatives. CWT strives to achieve the superlative.”

Eric de Groot



■ *Energy-efficient car fleet*

Strict rules apply to CWT's car fleet. When taking out lease contracts and selecting lease cars, we carefully consider carbon reduction.

Only cars with A or B energy labels are eligible for contracts. CWT aims to have a car fleet of solely category A and B and hybrid cars with hybrid car subsidy benefits.

■ *Carbon-neutral mail delivery*

CWT offsets the carbon emissions of all handled mail on an annual basis through TNT Post. By doing so, CWT can ensure fully carbon-neutral mail delivery for all its locations. The amounts earned are used by TNT to invest in a wind farm in India.

■ *Carbon-neutral business trips*

CWT offsets the carbon emissions of all business trips taken by employees via The Carbon Neutral Company.

Of course, we consider beforehand whether a business trip is necessary or if the meeting can be held by conference call or video conference instead. Where possible, train travel is encouraged.



Environmentally friendly travelling

CWT actively keeps its clients up to date on developments in the field of environmentally friendly travel. Via various channels and tools, we provide detailed insight into the choices that are out there in terms of eco travel, carbon emission and offset possibilities.

■ *CO₂ reports*

All of our clients have access to the CWT Program Management Center (PMC) – an extensive reporting tool that can generate a range of travel overviews and data at any given moment. Via this tool's dashboard, it is possible to view carbon emission per period, per traveller, etc. The actual emission amount can be evaluated using the *Post-trip emission reporting tool*. The CWT CO₂ calculator calculates beforehand how much carbon dioxide the travel activities generate and allows comparison between travelling by plane and train.

■ *Itinerary*

All itineraries that travellers receive from CWT feature their flight's carbon footprint. By doing so, CWT hopes to make travellers aware of their carbon footprint when flying.

“CWT offers a range of tools to inform clients on the carbon footprint of their business trips, both before and after travelling.”

“With the CO₂ calculator you can compare the carbon emissions of trains and planes before travelling. To raise awareness amongst travellers, the carbon footprint is included in the booking confirmation.”

The Program Management Center, which every client can access, even provides an overview of your current carbon status at any given time! This way, clients always have the information necessary for them to properly weigh their decision to offset their carbon footprint. If desired, CWT can help them with that too.”

Patrick Verburg
Program Manager



■ *Environmentally sound suppliers*

The environmental policy and sustainability policy of our suppliers (airlines, railway companies, hotel chains and car rental companies) is a constant topic of discussion for CWT. By keeping it high on our agenda, we provide our clients with as much information and advice as possible about our suppliers in order for them to make well-founded choices.

CWT ensures that its services are purchased as much as possible from environmentally responsible suppliers. For instance, environmentally friendly hotels in our HARP hotel booking tool now include a green tree icon for quick reference. CWT is working hard to ensure that soon energy efficient and/or hybrid cars of car rental companies will also be instantly visible in our booking systems.

■ *Offsetting carbon emissions*

There are various parties that provide financial incentives for offsetting the emission of CO₂ and other greenhouse gases. CWT offers all clients this service free of charge, either through The Carbon Neutral Company or another preferred party.

“Carlson Wagonlit Travel is a global leader specialised in business travel management with clients and suppliers in various countries across the world. This means employees working for CWT Netherlands have to travel, too. By organising trainings and meetings via conference calls and webex, we make a conscious effort to keep travelling to a minimum. In addition, lots of information is shared via intranet, digital files and other tools.”

“CWT has a strict travel policy. All trips require management authorisation. For short distances, car and train travel is preferred. For longer distances, we fly as much as possible with airline companies with a modern fleet of low-carbon aircrafts. CWT also offsets all of its carbon emissions.”

Alain Estourgie
Director Corporate Communications



Social responsible events and initiatives

CWT supports a host of social organisations and institutions that have placed the well-being of people, nature and the environment at the top of their agenda. CWT also has a special department, the Meetings & Events department, which is dedicated completely to putting together individually-tailored sustainable events.

■ *Connect Worlds Together*

For several years now, CWT's Meetings & Events has been collaborating with Fairground, a company that organises social programmes and travels.

This collaboration has resulted in the Connect Worlds Together programme: a series of sustainable and socially responsible products and services. With this programme we can assist you in setting up a sustainable event or simply provide strategical advice.

■ *Direct charity support*

Each year, CWT makes a donation to a charity. Organisations that have received our support include the *Liliane Fonds*, *Unicef*, the *Ronald McDonald Kinderfonds*, the *Stichting Doe een Wens* and *Stichting Kappen Nou*. All charitable institutions are carefully selected by CWT's management team.

Alpe d'HuZes 2011

In the spring of 2011 CWT has made a sponsorship contribution to the Alpe d'HuZes 2011 initiative. More than 4,500 participants have collected sponsor sums by cycling the Alpe d'Huez in France. The total sponsorship amount will be used for the fight against cancer and is given to the Foundation KWF.

Steppen tegen Kanker (Footbiking against Cancer)

In 2010, we have given grants to *Steppen tegen Kanker*, a foundation that raises money for brain tumour research, which is still one of the most difficult cancers to cure. In addition, a group of enthusiastic CWT employees will be climbing the Alpe d'Huez on footbike at the end of August 2010 to raise additional funds. The participants have themselves secured sponsors for this remarkable achievement.

Haiti

A large number of CWT employees donated their Christmas bonus, on top of regular contributions, to the victims of the devastating earthquake in Haiti early 2010. CWT sportingly doubled the total amount raised.



■ *Voluntary work during office hours*

CWT wholeheartedly supports employee involvement in humanitarian voluntary work aimed at raising funds for people, nature and the environment. In fact, part of this work may be done during office hours if the project or organisation has added value for the employee or CWT as a travel provider. Concrete proposals are considered and assessed individually.

Hotel Con Corazón

An example of a local volunteer project is the foundation of Con Corazón in Nicaragua – a hotel for the adventurous traveller with money in his pocket.

This hotel was opened in 2009 and created work for the poor population. Next to that parts of the proceeds are being used for the education of Nicaraguan children in the region.

Four CWT employees helped build the hotel, partly during office hours and partly in their own time. Some employees also contributed their Christmas bonus to the project.

"In the summer of 2010 a number of colleagues from CWT took part in a sporting challenge for charity: *Steppen Against Cancer*. To collect the minimum starting sponsor sum, we approached all our friends, customers, and we achieved a considerable amount of sponsorship money by two self-organized charity events. CWT also made a large contribution and became one of the main sponsors. "

"On August 28 the big climb started! Five CWT colleagues went on a step and climbed the Alpe d'Huez. It was a big achievement, especially the bends were not easy! But we made it, thanks to the encouragement of family, friends and colleagues. And it was all worth it because in the end thanks to this event a total of € 450.000, - was collected with which three studies on brain tumors are being financed. "

"The generosity and involvement of people and mutual solidarity among the participants made this an experience to remember!"

Albertine Hofland
Business Travel Counselor



Monitoring and control

Careful monitoring and control is essential to a successful environmental policy. Compliance with CWT's environmental measures is intensively monitored by internal coordinators.

Every quarter, the Corporate Social Responsibility work group discusses the environmental figures. In this way, we can keep a finger on the pulse of our environmental performance. Where necessary, preventive measures for further improvement are taken.

Audits

Each year, a number of audits are held by internally appointed environment coordinators to assess whether or not the implementation of environmental measures is carried out according to the agreed procedures. If necessary, timely adjustments are made.

The audit programme is updated on an annual basis. The internal auditors possess the knowledge to perform their task, but are not directly in charge of the project they are assessing. As a result, objectivity and impartiality are guaranteed.

Periodically, we also look into whether or not, and to what extent, the relevant environmental legislation and regulations are complied with in order to allow for timely changes, if necessary.

Environmental Management Handbook

The Environmental Management Handbook reports annually on the progress and monitoring of CWT's environmental measures and presentations. This report gives a detailed account of the status of the various measures and any possibly required adjustments.

The handbook has been drawn up in accordance with the ISO 14001 (2004) norm for environmental management systems and takes into account environmental legislation. The Environmental Management Handbook is assessed and signed by the management and is available to interested parties, both within and outside the company.