



CWT Responsible

Corporate Social Responsibility

Year 2011



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CWT Belgium is Green!

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.

Sustainable business practices

For this reason, CWT attaches great importance to sustainable business practices. We are committed to conducting sound environmental operations and 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.

Discrimination and intimidation will in no way be tolerated within the organisation.

Healthy and fit

A healthy body and mind go hand in hand. CWT stimulates its employees to take

up sports.

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.

Carlson Wagonlit Travel has declared its support for a new global healthcare initiative known as MASSIVEGOOD. This project enables travellers to make a "micro-contribution" of US\$2 when they purchase travel services. Funds will go toward fighting HIV/AIDs, malaria and tuberculosis in developing countries. According to the Millennium Foundation for Innovative Finance for Health, creators of this ambitious program, up to US\$1 billion in additional funding potentially could be raised during the first four years of this operation.



Work@Home

This year, CWT Belgium launched the 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 18 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. Costs for public transport are partially refunded.

“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!”

Benoît De Jaeger
Project leader Work@Home



The Carbon Neutral Company

In 2011, 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 Belgium is the first travel company within the Belgian market who offsets his entire carbon footprint.

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.

CWT Belgium has selected a project in China "Yugur Run-of-River Hydro Project".

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 entire carbon footprint, 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 chlorine-free FSC paper. All CWT stationery and envelopes will also be replaced by FSC-certified paper by the end of 2011.

■ *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 Belgium has energy-saving programs in place that allow the facilities to minimize their use of gas, electricity 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 green.”

“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.”

Olivier Tixhon
Facility & Procurement Manager



■ *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 low CO² emission are eligible for contracts.

All company car drivers must take into account the "New Way of Driving" rules published to encourage them to cut back on the number of kilometers they drive and the amount of fuel they consume. There is also a bonus/penalty plan for company car drivers if they deviate from normal consumption behaviour. CWT Belgium encourages as much as possible all the Car Pooling options.

■ *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 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.

“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.”

Anthony Ivens
Senior 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 Belgium 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.”

Sam Versele
Sales and Program Manager Director



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.