

# Responsible Business Progress in 2016

"Being a responsible business is much more than words on paper. It is a fundamental element of our business and something we live and breathe every day."  
**Kurt Ekert**  
President & CEO,  
Carlson Wagonlit Travel

## Responsible Business Governance



**94%**

of 2020 objectives initiated or in progress

**80**

RB Network members in 32 countries

SUSTAINABLE DEVELOPMENT GOALS

## Ethics & Business Behavior

**99.1%**

of employees completed the Code of Business Ethics and Conduct training

Rolled out training for the Responsible Supplier Code to  
**100%**  
of CWT's senior management

## Human Resources and Human Rights

**95%**

of job candidates would recommend CWT

**>540**

online courses offered through the My Learning management system

**50%**

of director level roles and above are held by women

## Environment

**5**

days dedicated to employee environmental awareness worldwide

**22**

countries representing 80% of CWT's total revenue reported environmental data



**1,205**

tons of CO<sub>2</sub>e were offset through corporate event offsetting projects

## Responsible Products and Services

**157**

CWT locations involved in Risk Assessment campaign

**100%**

of new hires trained for Business Continuity Plan awareness

**7,235**

security and medical alerts on CWT To Go™ App

## Community Involvement

**75**

initiatives organized, more than 300 since 2014

**63**

partner organizations

**3E**



Education

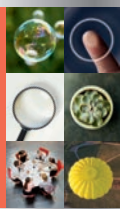


Emergencies



Essential needs

Annual Responsible Business Report



**2017**

CSR Rating

**GOLD**

ecoVadis