



Environment



We care...

"We are committed to making bold actions to tackle climate change and our entire value chain is collaborating to support each other in reaching our climate targets.

The environmental expectations we must meet have never been higher. Clients rightly ask us questions about how we conduct our business responsibly and, increasingly, how we can help them meet their own environmental objectives.

To define and implement a climate roadmap for both our business and our clients, we created a Global Climate Taskforce and signed the Science Based Targets commitment letter which will direct our actions.

The Taskforce is comprised of leaders from key functions across our business, with the clear goal to chart and then implement a climate roadmap for our business and clients."

Françoise Grumberg

Vice President, Global Responsible Business and Diversity & Inclusion





We care...

...about preserving our planet

In response to the climate crisis we are facing, we are committed to identifying and helping mitigate climate-related risks for our employees, our customers, and the planet.

Acknowledging the travel industry's responsibility

Travel brings numerous social, economic and cultural benefits to the world. However, we acknowledge that the sector contributes to carbon emissions. Through collaboration and partnership, there is a concerted focus towards adopting more sustainable global practices – and recognition that the entire industry must work together to make a meaningful impact.

It's just the beginning but we continue to see positive progress. Supply chain initiatives have been an important start, including the hotel industry aiming to eliminate single-use plastics and invest in more eco-certified buildings, and airlines investing in fuel-efficiency initiatives and new technologies.

We have a clear role to play, not only by collaborating with our colleagues in the sector but also by listening to our clients. They want more visibility around the impact of their travel and Meetings & Events programs, more granular detail of where those impacts arise, and, above all, to know how to reduce them.

This is reflected in the fact that 100% of global requests for proposals now include questions on sustainability.

Our global environmental strategy

As we state in our [Global Environmental Charter](#), we are committed to environmental stewardship. Our approach aligns with the commitments we make as a signatory to the UN Global Compact's environmental principles and focuses on three core priorities:

- voluntarily measuring, reporting and reducing emissions;
- creating an environmentally-responsible culture:
 - through awareness-raising campaigns;
 - by promoting global and local actions that improve our environmental footprint;
 - by encouraging employee-led environmental actions and initiatives; and
- supporting our clients in implementing environmentally responsible solutions to tackle climate-related issues (see [page 68](#) for more information).

To ensure our strategy is consistently delivered, our global cross-functional Climate Taskforce, launched in January 2020, drives the strategy forward. The Taskforce has two areas of focus: help support our customers' environmental ambitions and further reinforce our own environmental performance.

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

Science Based Targets are greenhouse gas emissions reduction targets that are consistent with the level of decarbonization that, according to climate science, is required to keep global temperature increase within 1.5°C to 2°C compared to pre-industrial temperature levels and therefore to meet the goals of the Paris Agreement.

Within two years, CWT will submit its targets for validation with the Science Based Targets initiative (SBTi).

The SBTi is a collaboration between the Carbon Disclosure Project, the UN Global Compact, the World Resources Institute and the World Wide Fund for Nature and is one of the We Mean Business Coalition commitments.





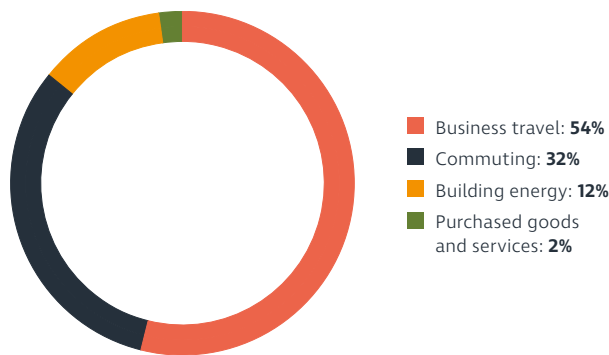
Environment

We live...

...to measure and reduce our carbon footprint

We seek to understand and reduce our impacts by measuring, comparing and analyzing them.

Our footprint by size



We subscribe to the philosophy that it's the things that get measured that get improved. Indeed, we have been voluntarily measuring and reporting our emissions every year since 2013, progressively increasing the accuracy and completeness of our reporting over the years. We collect data on data center energy and cooling agent consumption, business travel, fuel consumption of company cars, employee commuting, energy consumption of buildings, purchased goods and services, and waste management in key locations.

We calculate our greenhouse gas emissions in accordance with the Greenhouse Gas Protocol, based on emission factors provided by the United Kingdom Department for Environment, Food and Rural Affairs. We voluntarily report our Scope 1, 2 and 3 emissions in this Responsible Business Report every year. In addition, we report our emissions (and those of our clients who request it) through the CDP Climate Change questionnaire.

The 2019 campaign to calculate our 2018 emissions included 23 countries across three regions, representing 80% of our revenue. The results were published on our [Annual Responsible Business Report](#) website:

Scope 1: 1,879.69 tCO₂e
 Scope 2: 4,101.18 tCO₂e
 Scope 3*: 42,729.73 tCO₂e

In 2020, due to the COVID-19 crisis, we were unable to collect the data necessary to calculate and publish our 2019 emissions in time for publication in this report.

In 2021 we did an estimation of our 2020 emissions in tCO₂e. The very significant decrease of our emissions corresponds to the pandemic effect and the reduction of both commuting, employee business travel and the very significant increase of homeworking:

Scope 1: 375.9 tCO₂e
 Scope 2: 820.2 tCO₂e
 Scope 3*: 4,827 tCO₂e



* Excluding emissions from use of sold products and services, which represent more than 90% of our Scope 3 emissions.



Environment

We connect...

...to promote environmental responsibility

We seek to create an environmentally conscious culture through awareness raising activities and encouraging direct change through employee-led actions and initiatives.



Environmental Awareness Week

Each year, we organize a week-long global campaign to raise awareness of the ways in which every employee can contribute to our environmental objectives.

In 2019, the theme was 'Meet with Positive Impact', building on momentum that first started the year before. The theme recognized the sizable environmental impact that bringing people together can have.

Choosing the most sustainable venues and locally-sourced and produced food and drinks; avoiding and properly recycling waste; ensuring that activities leave a positive legacy in the destination; or even offsetting unavoidable emissions – we provided step-by-step content to help our people to create more sustainable and socially responsible meetings and events.

The campaign also provided valuable tips for event participants to take responsible action when attending meetings and underlined how even small individual actions can make a big collective impact. Three online training sessions were provided and 158 employees participated, raising their awareness and understanding on the topic. The recording of the training session is available on our social intranet so employees have access from wherever and whenever they want.

In April 2020, we also celebrated the 50th anniversary of Earth Day. However, because of the COVID-19 pandemic it was very different from previous years. A list of climate documentaries was shared on our intranet and employees were invited to widen their overall knowledge about climate change and the ways to tackle it.



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Carbon offsetting

Planning our internal meetings and events responsibly is a clear way for us to improve our environmental footprint. The Global Responsible Business team collaborates with organizers of key internal meetings and events to ensure that they are planned in the most environmentally and socially conscious way possible.

Going one step further, we have also made several key events carbon neutral. Although delivering actual reductions in carbon emissions is the clear priority, offsetting is a useful mechanism for reducing net carbon emissions and is an accessible way for us to make an additional, tangible difference.

After an initial pilot in 2016 to make four key events carbon neutral, we subsequently ramped up our efforts to make responsible meetings and events the new internal standard.

In 2019, the Responsible Business team shared resources to ensure that our Culture Week celebrations would maximize its social and environmental impact. Through offsetting our meetings and events, we had a carbon neutral Culture Week, combining support of local communities and fighting against climate change.

In 2019 alone, we offset more than 1,400 tCO₂e1 to make some of our internal meetings and events carbon neutral. They ranged in size from big events with clients to small team meetings and represented the equivalent of more than 1,570 round trips from Paris to New York in economy class.

To make our internal meetings and events carbon neutral, we supported three certified carbon offsetting projects throughout 2019, which allowed us to create the following impact:

- **Madre de Dios project, Peru:** preservation of more than 214,000m² of forest area and over 63,380 tropical trees in the Peruvian Amazon that are in danger from illegal logging.
- **Gandhi project, India:** generation of 73MWh of renewable electricity to cover the annual power requirements for 67 Indian households.
- **Sichuan Biogas project, China:** construction of 21 biogas units fueled by 100% renewal sources, benefiting 24 Chinese households from fuel cost savings and improved indoor air quality.

Our 2020 Global Leadership Conference was planned taking into account the different facets of Responsible Business. The organizing team was purposeful and thoughtful in its actions to reduce our carbon emissions and to give back to local communities.

This was achieved by choosing a centrally-located hotel, shared transport organized from the airport to the hotel and to evening events, a dedicated app centralizing all the information to avoid unnecessary printing, and water dispensers and reusable sustainable goodies.

Attendees were also invited to participate in a community giving activity, helping to build bikes which were donated to those with transportation needs.

For the fifth year in a row, the emissions produced by the Global Leadership Conference were offset. We chose a local carbon offsetting project in China: the 'Sichuan Biogas Program', which supports the installation of advanced biogas digesters and smoke-free biogas cook stoves to help reduce CO₂ emissions and improve indoor air quality for underserved, low-income rural households.





Environment

We act...

...to reduce the impact of our offices

Every day is an opportunity to lessen our impact, from creating more responsible office spaces to improving our waste management processes and encouraging local environmental action.



Promoting responsible offices

Through optimizing their use, space and energy consumption, offices can become better places to be and work. Our Real Estate team has a multi-year Workplace 3.0 strategy, focused on reducing office space, merging underutilized offices and upgrading offices to more energy-efficient solutions.

Our vision for sustainable workplaces includes energy-saving initiatives, avoiding the heating and cooling of unused spaces, and putting the emphasis on improved buildings, design and location.

Some examples implemented in local offices:

- Reducing the number of offices in order to lower our carbon footprint. It is more efficient to have employees commuting to one central hub rather than running multiple mid-sized offices.
- A policy of leasing more modern, energy-efficient buildings, enabling us to accommodate more desks as the systems, toilet facilities and fire escape routes are better able to accommodate a greater density.
- Hot-desking and enabling employees to work from home to reduce emissions from commuting.
- Incorporating facilities that encourage recycling within office design.
- Reducing the overall number of printers and using 'follow me' printing to ensure that documents are not printed until the employee collects them by swiping their access badge.



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In 2019, we pursued the rollout of this strategy with significant updates to both of our HQs:

- **Paris:** following a utilization survey in 2018, we reduced our office footprint by removing two floors of underutilized office space. Most desks are flex-desks, so that we maximize the office space. After a successful pilot in our London Canary Wharf office, a cloud booking tool was introduced for employees to book their desks; this also applies to car parking so that we are able to maximize space and reduce our impact.
- **Minneapolis:** we reduced the number of floors in our United States HQ and modernized 25 meeting rooms by installing fully-equipped video conferencing facilities.

Beyond the buildings themselves, locations such as Spain and the United Kingdom have robust environmental management systems in place, including ISO 14001 accreditation. The particular certifications are selected and based on the local context – for example, CWT Finland adopts the WWF Green Office certificate, while CWT Estonia uses European Green Office standards.

Effective waste management and recycling

We encourage waste management and recycling in our offices around the world. At a local level, many offices have their own recycling programs, depending on local infrastructure. Some examples include:

- **Costa Rica** (2019): upgraded its recycling program by implementing bins of different colors to make it easier for employees to identify different kinds of waste for recycling.
- **Egypt** (2019): our Egyptian office partnered with 'Go Green', a local recycling company, to recycle waste for a cash reward that is partially donated to local communities.



- **France:** in our HQ in Paris, waste is managed by Greenwishes – an organization that collects recyclable waste for treatment. Greenwishes provides monthly recycling reports which help us better measure how we are performing. In 2019, we recycled over 7.6 tons of waste – an increase on previous years due to waste generated from the reduction of our global office space.
- **India:** we continued to partner with Greenobin, an organization that collects paper waste, and credits one point against every kilogram of paper waste collected.
- **Sweden:** in our Stockholm office, we recycled 2.6 tons of batteries, glass, plastic, computers, metal, electronics, wood, paper and cardboard in 2018 in collaboration with our recycling partner Smart Recycling AB. In 2019, we invited them for a lunch event to talk to employees about the recycling process and show how small actions can make a big difference.
- **United Kingdom** (2019): following staff feedback during a senior management town hall, enhancements were made to recycling facilities at one of our offices in London.
- **United States:** our Minneapolis HQ joined the Medonta Heights office in its recycling efforts, including strategically placing recycling bins around the office and using reusable cups and water bottles.

Due to the COVID-19 pandemic, a vast majority of our employees worked from home during 2020 and a majority of our offices have been closed for sanitary reasons, meaning that some of these eco-friendly initiatives were put on hold.



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We live...

...to dispose of disposables

The world throws away 500 billion plastic cups every year. Research by RoomIt (CWT's hotel distribution division) in 2018 found that its employees collectively used over 300,000 single-use disposable items.

In response, the RoomIt team launched a 'doing without disposables' campaign, with the goal of cutting disposable waste. A major focus of the campaign was to encourage behavioral change by inspiring employees to think about how to avoid waste; from purchasing fewer takeout meals to choosing reusable mugs and tumblers and avoiding the use of straws.

This initiative continued into 2019. In June, the RoomIt Responsible Business team launched another survey to identify the barriers to eliminating disposables and stepped up efforts to help lower them. Subsequently, the number of disposable items used per RoomIt employee decreased, including cups, lunch containers, plastic cutlery and plastic bags. They also saw an increase in the number of people who had cut out disposables completely from being more aware of the impact of their actions.

Employee-led environmental action

Commitment and passion count for a great deal and our people have found many ways to keep sustainability front-of-mind and high-profile. Just a few examples from around our network in 2019 included:

- **China:** on the occasion of the United Nations World Environment Day, with the theme of 'Beat Air Pollution', our Chinese offices celebrated with #MaskChallenge. Besides wearing various masks, they turned off the lights for one hour in the office and motivated fellow colleagues to go the extra mile by commuting responsibly during Environmental Awareness Week.
- **Finland:** promoted responsible eating by encouraging employees to reduce their consumption of red meat and promoted exercise through outdoor activities.
- **Indonesia:** partnered with a local university to teach elementary students about the dangers and impacts of plastic waste and encourage them to reduce waste by using reusable tumblers and lunch boxes.
- **The Philippines:** the Travel Experience team organized an initiative to collect plastic bottles and create awareness of environmental protection. Partnering with NGO Haribon, employee volunteers performed a coastal clean-up in the southern part of Manila and segregated the waste. They have also made a conscious effort to avoid the use of plastic.
- **Singapore:** employees participated in a 10km eco-run to raise awareness for a zero-waste lifestyle.
- **United Kingdom:** as part of our 'Make a Difference' volunteering scheme in the United Kingdom, volunteers performed various community tasks, contributing to environmental causes such as tree planting and nature reserve conservation.



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Our milestones at a glance



2015

- Deployed a global online environmental reporting and monitoring tool for reporting all environmental data across 19 countries and three regions.
- Launched an online training module for all employees which included information on environmental trends and how CWT is responding.
- Launched our inaugural worldwide environmental campaign on World Earth Day to raise awareness of eco attitudes for employees.

2016

- Conducted audits to strengthen our environmental data collection process.
- Extended the scope of our environmental reporting tool to 22 countries which, collectively, represented 80% of CWT's revenue.
- Piloted carbon offsetting for four large CWT events.

2018

- Environmental Awareness Week focused on hosting meetings and events in an environmentally-friendly and socially-responsible way.
- We ramped up our efforts to make our internal meetings and events more responsible and offset nearly 2,000 tons of carbon emissions.
- Real Estate team launched its Workplace 3.0 strategy. Remodeled and new offices now incorporate improvements to sustainability and the overall working environment.

2017

- Global Commuting Survey was launched to all employees for the first time to learn more about our commuting habits.
- Added a new data category to our reporting: 'hotel nights', to improve the completeness of our carbon reporting (Scope 3 emissions).
- Dedicated the annual Environmental Awareness Week to the theme of 'Responsible Commuting'.



2019

- We created a cross-functional Global Climate Taskforce with key leaders from all of our functions to help further develop CWT's long-term climate strategy.
- We trained employees globally on how to organize meetings and events responsibly.

2020

- Continued to promote an environmentally-conscious culture through awareness and targeted initiatives.
- Further reduced our own environmental footprint, while helping our customers lower theirs through an enhanced environmentally-friendly product and service offering.