

cul•ture (n):

the set of shared attitudes, values, goals,
and practices that characterizes an institution
or organization.

The image features a solid blue background. In the center, there is a white dotted world map. Overlaid on the map is a large, thin white circle. The word "WELCOME." is written in a bold, white, sans-serif font across the middle of the map.

WELCOME.

We Are Cartus

As a leader in the relocation industry for more than 60 years, Cartus remains steadfast in our focus on service to our clients and transferees. This personalized level of service and attention to client needs defines our organization, and is reinforced in a culture that truly reflects who we are, collectively and individually.

The Cartus mission, vision, and core values—the cornerstones of our culture—can be reviewed in this booklet. Along with these key elements, our tagline, **“Trusted guidance – for every move you make”** clearly expresses the reason why our clients and their employees choose and depend on us. It reflects the energy, expertise, and confidence we bring to managing their programs—whatever, wherever, and whenever their needs require.

I am extremely proud to share the foundation of our organization’s culture with you in this booklet. Thank you for being an integral part of the success of Cartus, both today and tomorrow.



Kevin Kelleher, president and CEO



We come to work

EVERY DAY

to help our customers and clients

SUCCEED.

mis·sion (n):

a strongly felt aim, ambition, or calling.

We come to work every day to help our customers and clients succeed, fulfilling the needs and earning the trust of those whose lives we touch.



We will provide

**TRUSTED
GUIDANCE.**

vi·sion (n):

the ability to think about or plan the future with imagination or wisdom.

We will provide trusted guidance by sharing and leveraging our vast body of knowledge and experience to create superior solutions, build relationships, and bring more value to all our stakeholders.

We will work together each day to achieve excellence in all we do, fostering trust and confirming our leadership position in the markets we serve.



Our

VALUES

dictate everything we do.

val·ues (n):

a person's principles or standards of behavior.

Our values dictate everything we do as an organization—they are the foundation of every decision we make. These values reflect not only who we are and what we believe, but also what can be counted on in every interaction with every one of us at Cartus.



We are defined by our
SERVICE.

WE VALUE

Service

We are defined by our service. How we deliver is as important as what we deliver, because commitment to and awareness of service is part of every solution, big or small, and it will always be the most visible and personal benefit we bring.

We look at ourselves through the eyes of those we serve, because they trust us and rely on us to take care of them. By being proactive, consultative, responsive, and accountable, we will make a positive impact on the lives we touch.



We

MANAGE

all resources as if they were our own.

WE VALUE

Financial Responsibility

We manage all resources as if they were our own. We make financially responsible decisions with the utmost consideration for the interests of all our stakeholders—clients, customers, employees, suppliers, and shareholders alike.

We focus on financial responsibility because every enterprise we touch—including our own—relies on our careful management to ensure consistency, security, and the optimal value of the services we provide.

We protect all of our constituents by adhering to financial controls that ensure our viability in any economic or marketplace environment.



We

RESPECT

others and treat people well.

WE VALUE

Respect

We respect others and treat people well. We show respect to everyone we interact with, inside and outside of Cartus, earning both their confidence and their respect in return.

We are global and diverse, so we are attuned to the nuances of culture and diversity. We foster and sustain an environment that is inclusive and supportive, because it is essential to the excellence of our work and to the company we strive to be.

We create opportunities for our employees to get involved, build satisfying careers, balance life and work, and grow personally and professionally. We extend this internal culture of respect to all those whom we touch every day—because respect is essential to every healthy relationship.



We are

BETTER

when we work

TOGETHER.

WE VALUE

Collaboration

We are better when we work together. We are an expansive organization, but a single mission binds us together. Collaboration enables us to leverage our collective experience and capabilities to achieve the highest levels of excellence.

We actively pursue collaboration within and across departments, and throughout offices and operations around the world. We foster the Cartus community by communicating with one another and by seeking a full understanding of the issues each of us faces.

Collaboration leads to the best decisions, because it enables us to balance the interests of the client, the customer, and Cartus. Any course of action must reflect deliberate consideration and an understanding of the impact on all stakeholders, in both the short and long term.

The background is a solid green color. Overlaid on this are several white dotted lines that form a network of interconnected points and lines, resembling a molecular structure or a data network. There are also several white curved lines, some of which are arcs of circles, scattered across the background.

We do the

**RIGHT
THING.**

WE VALUE

Ethical Behavior

We do the right thing. We conduct ourselves and our business with the utmost integrity. We comply with our internal and external commitments, and we make the ethical choice whenever there is a choice to be made. Our culture of integrity is absolute and non-negotiable.



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