



# Diversity & Inclusion

## Diversity & Inclusion Leadership Q&A – Bill Wilson

Bill is SVP, Operations, Americas. He is located in Danbury and has been with Cartus for 22 years.



At Cartus, global diversity and inclusion are core elements of our culture. We recognize that building an inclusive workplace not only enriches our lives but also enhances our performance and our ultimate business results through understanding the many differences that exist in our company. As we celebrate Diversity & Inclusion week, we are pleased to share interviews from Cartus' leaders who discuss the concept of Diversity & Inclusion at Cartus and how it impacts them and the company. These interviews are a reminder that embracing what is unique in each other and in our customers makes us a better service provider and a richer, more vibrant company.

### Diversity & Inclusion Council Members

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### What do diversity and inclusion mean to you, both personally and professionally?

I value these concepts for their intrinsic worth... that as human beings we owe it to each other to understand and accept that we are all different and bring unique value to whatever we do in life, whether it be personal or business activities.

### How have the views of people from other cultures enhanced your work and personal experience?

I have stolen those attributes from other cultures that I admire and made them part of my personality. For example, I admire the respectful approach to life and work that I witnessed in Asia. It made me realize that I could take things a bit slower and smile a little more. I also learned that small things—such as a little recognition—go a much longer way than people realize, and I have tried to incorporate that into my life as a manager and as a person.

### What has been your greatest learning or most exciting experience as it relates to diversity and inclusion?

Tough to say, but in my job I have traveled extensively and have had the good fortune to see many different cultures and regions of the world. The diversity that exists in the world is not fully comprehensible unless and until you can see it firsthand. It is amazing and educational at the same time.

### How do you think diversity ties into the company's business objectives?

It's no secret that diversity/inclusion is good business—for various reasons. It is good from a market standpoint in that the broader the reach, the bigger the market for consumption. It is also good from a creative perspective, in that different cultures, educational systems, approaches to solving problems, etc., all contribute to a more dynamic work product and environment, and an increased chance to identify solutions. It also creates a more fun workplace, in my experience.



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## What do you think we can do to raise awareness to our employees regarding Diversity & Inclusion?

I think Cartus already does a great job of promoting Diversity and Inclusion. Now that I think of it, as a leader in the company, I probably should be doing more to overtly discuss the topic. Sometimes just thinking the right way is insufficient.

## Are there any other comments or is there anything else you would like to share regarding diversity and inclusion?

Just back to my main thesis on this subject—that it is more important to embrace diversity and be an inclusive person because it is the right way to act toward our fellow man, and let the business benefits be an additional bonus.