



# Diversity & Inclusion

## Diversity & Inclusion Leadership Q&A – Rob Abbott

Rob is VP, UK Domestic Operations. He is located in Swindon and has been with Cartus for 30 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.

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### Diversity & Inclusion Council Members

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

Being a Brit, we have a long tradition of embracing diversity, and today the UK is still very much a multicultural country. Personally, I believe this has enriched us as a nation, has added much to the country's prosperity, and we are all better for it.

On a personal basis, diversity and inclusion to me means being sensitive to and tolerant of the many different cultures around the world and recognizing how we all contribute various traits and views that need to be accounted for in our daily lives. I think it also means recognizing that different people and cultures bring different and new ideas, and new experiences, all of which helps to enrich us as individuals.

I also think diversity and inclusion aren't just about embracing different national cultures. They are also about recognizing that whoever you are, you are a valued member of the "human community." You can make a positive contribution of your own and to the lives of others around you. Valuing people isn't about what they have; it's about what they contribute in terms of spirit and character. It makes us all better people.

In essence, we are all different, but likewise we are all the same.

Professionally, diversity and inclusion bring huge benefits to our organisation and give us a credibility to operate around the world in the way that we do. Understanding different views and being able to operate in different cultures makes us successful. Without that focus and acceptance, we couldn't operate our "Think Global, Act Local" mantra that in itself is totally dependent upon our determination to recognize differences, embrace them, and be sensitive to them.

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

One of the most notable aspects of this is in terms of how much you can learn from other cultures and how different people view the same things through a very



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different lens. I think, being honest about it, many British people are a little more reserved (not boring by any means!), and working with other cultures certainly opens your eyes to new ways of thinking and acting! Working for Cartus over the years I've learnt a lot from people I have worked with in the U.S., Asia, and across Europe. I've learnt that there's nothing wrong in being different. I've learnt that perhaps here in the UK, we could do a lot more to celebrate success and be more vocal about it. I've learnt about the need to be sensitive to a variety of different views and approaches and how important our value of collaboration is when you are operating in a multi-regional environment. I've also learnt just how much skill, knowledge, and passion people from around the world can bring to our company. Overall, I think that working in the very diverse environment that Cartus is has made me think far more about all the benefits rather than any challenges. Cartus has emphasized just how important cultural and diversity issues are to us all as individuals and to the success of our company long term.

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

I would, in part, refer to my answer above, but the biggest thing for me, having been with the company for 30 years, is just how much the organisation has changed overall and has indeed embraced diversity. When I joined the company, our office here in the UK was populated totally by British Nationals, most of whom lived within a 20-mile radius of the office. We didn't even operate outside the UK. In fact, moves into and out of Scotland were regarded as exotic at the time! Visits from the U.S. were very infrequent, and the average consultant never spoke to anyone outside the UK.

Today the differences are startling, almost incomprehensible from those days. We are now a truly global company. It is just a normal day to hear five or six different languages being spoken on the way to staff restaurant! Our international business here in Swindon is populated with people from all over Europe. We have Cartus staff in offices in France, Germany, the Netherlands, and Switzerland. We have people on site in India and, of course, we've just opened an office in Brazil.

We have a very significant presence across Asia in Singapore, Hong Kong, and of course in China. We have supplier partners from around the world visiting on a regular basis and working directly with our teams. We are operating tri-regional delivery teams as a matter of course. Some lead from here and others lead from the U.S. or Asia. People are coming together from around the world and working together to serve our clients and customers wherever they are. We work with our U.S. and Asia colleagues daily and we have people from all regions in each other's offices on a frequent basis.

Everything we do has changed, and it's exciting and stimulating.

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

I think this is an easy one to answer. When you consider that Cartus is the world's leading mobility management company and that we operate in about 180 different countries around the world, our focus on and awareness of diversity is simply a way of life for us. We operate around the globe, and being able to do so effectively is dependent upon our knowledge and sensitivity towards all the many and varied cultures we seek to work with. Our own organisational credibility and success are dependent upon having a diverse workforce that is drawn from people all around the world. In doing so, our Company has grown into the world leader it is today.



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

Continue being the company that we are—inclusive, sensitive, tolerant, and respectful. Keep promoting the benefits of diversity for the growth and enrichment of our own lives and in terms of the success it brings to our company, customers, and clients. Maintain a strong and dedicated focus, and publically highlight and celebrate the differences we all bring to the mix. No one individual, nor one nation, has the monopoly on being right. The slogan, “Together we’re better,” could have been made for Diversity and Inclusion. I’m proud to work for a company that believes in it. I’m proud to work for a company that lives it.