

# SUPPLY CHAIN NEWS:

## GLOBAL MANAGEMENT, LOCAL EXPERTISE



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**When the well-being of your relocating employees is your responsibility,** there's a lot at stake. Both the opportunities and the risk factors can be even greater when you're moving them around the world, often to remote or unfamiliar locations. Your employees can find themselves unable to secure housing due to unfamiliarity with the upfront monetary requirements, or stuck in a volatile political situation without a trusted contact, or working with a provider who may not adhere to your companies' ethical or compliance standards.

These kinds of issues can derail programs, and Cartus Supply Chain Management is committed to making sure they don't occur. Our Supply Chain Management team is a dedicated group of global experts who manage our worldwide network of suppliers. We're globally managed, but locally based to provide you with:

- Quicker local sourcing – we can get providers up and running faster.
- Troubleshooting and intervention – your employees won't be left on their own.
- High performance and standardization – you can rely on consistent expectations, and results.

## FOCUS ON COMPLIANCE

Our suppliers are an extension of us; they are on the front lines of every move, with their primary objective to deliver the highest quality of seamless service to our clients and customers. Our team works closely with each and every supplier, minimizing risk to clients and customers with established and rigorous management and monitoring practices that include:

- Sourcing and selection requirements that are the most rigorous in the industry, including financial reviews and background checks.
- A standardized contract management process that ensures the best in not only performance but also in price: in 2013 alone, we conducted almost 300 ISO-certified and standardized contract reviews in which we evaluate our pricing so we can offer our customers the best value in the industry.
- Contract terms that ensure compliance with regulations such as the Foreign Corrupt Practices Act, established employment practices, ethical standards, and health, safety and environmental awareness.



Cartus' Supply Chain teams are regionally based for local expertise, access, and responsiveness.

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**100%**  
of our suppliers  
pass annual  
compliance  
and ethics  
training

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- Required annual training and certification on these key areas.
- Ongoing monitoring and management: Members observe stringent reporting requirements and participate in quarterly reviews and global and regional conferences.

**The result:** You and your employees will be working with a global network that is not only handpicked for their expertise and reliability but is also trained and monitored on an ongoing basis, ensuring that you and your employees are working with informed, expert providers who are aware of your needs and our expectations. What's more, our leverage and business relationships ensure that suppliers want to work with us: we get the best performance for clients and customers from our vendors, including those who work for other relocation companies.

## CONTINUAL INVESTMENT FOR RISK MANAGEMENT

We recently implemented an industry-leading risk management program, Compliance 360®, that reinforces our existing management practices. This system enables us to automate and easily document existing monitoring and reporting processes, further controlling the inherent risk factors associated with managing third-party vendors. The system tracks hundreds of data points and gives us a view into the global compliance of our service providers.

The Compliance 360 platform provides a number of benefits to Cartus and our clients, including:

- A centralized approach to managing supplier information and risk assessment.
- Comprehensive assessment of supply chain risk factors.
- Easy to access dashboard and robust, automated reporting.
- Prospective supplier data collection and reporting to facilitate bids for worldwide service.
- A new contract management system that integrates supplier performance and compliance, helping ensure that your providers are up to date on necessary certifications and that you are getting both the best price and the best performance.

In addition, our supplier sourcing and management process is ISO 9001:2008 certified, validating the rigor of our process. This is a global certification with current accreditation in the UK, Singapore, and Danbury, CT.

Yes, there's a lot at stake when you are moving your employees around the world. But Cartus' focus on Supply Chain Management, combined with our leverage and expertise, is designed to minimize that risk while it elevates results for you and your transferring employees.

*For more information on how Cartus' Supply Chain can help you control risks in your program, contact your Cartus representative.*



The Compliance 360 platform provides comprehensive management of supply chain risk factors.

trusted guidance

– for every move you make.™



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