

GRAEBEL®

2024 Sustainability Report

Continuing to elevate our environmental,
social and governance journey

Shaping Today for a Better Tomorrow



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This report outlines Graebel's sustainability efforts from September 2023 through August 2024.








Action Plan

Progress Towards Our Goals

Underscored by our value of integrity, transparency is integral to everything we do at Graebel, including our sustainability efforts. We're pleased to present our Action Plan, a roadmap that guides our pursuit of environmental,

social and governance objectives. It also highlights our progress thus far, incorporating new goals as we've worked hard over the last several years to achieve previously established goals.

UN Principles and SDG Alignment	Graebel Actions	Goals	Our Progress and Efforts To Date
Environment  UNGC SDG	Carbon emissions and waste reduction	<ul style="list-style-type: none"> ▶ New goal established in 2024: Achieve a 50% reduction in Scope 3 emissions by 2035 and an 80% reduction by 2040, compared to baseline emissions from 2021 data ▶ By 2025, reduce Scope 1 natural gas and Scope 2 electricity use by 20% ▶ By 2025, reduce travel emissions per employee by 10% 	<ul style="list-style-type: none"> ▶ Beginning work on this goal, after establishing baselines for seven supplier-managed category Scope 3 emissions in 2021 (which totaled 21,722 tCO2e in 2023, a 23.8% decrease from 2021 baseline levels) ▶ To-date, reduced our Scope 1 natural gas usage by 10% and Scope 2 electricity levels by 4.7% compared to 2021 baseline levels ▶ In 2023, Graebel's travel emissions per employee increased 80.7% due to changing emissions factors controlled by governmental organizations and more accurate emissions data for short, medium and long haul flights
	Diversity, equity and inclusion (DEI) initiatives Employee well-being efforts UNGC SDGs	<ul style="list-style-type: none"> ▶ By 2025, increase the representation of women and people of color on senior leadership team by 20% ▶ Maintain an employee DEI engagement score above 80 ▶ By the end of Q1 2024, complete foundational DEI training through Graebel's DEI Learning Journey curriculum 	<ul style="list-style-type: none"> ▶ Regularly measure employee engagement with the target of a 40% eNPS score for 2023 ▶ Target 50% participation in global CSR events ▶ Support local employee-led and global community initiatives including Earth Day and hunger action campaigns
Anti-Corruption   UNGC SDGs	Data protection, security and governance	<ul style="list-style-type: none"> ▶ Have 100% of Graebel employees complete data protection and security training each year ▶ Screen and approve 100% of critical and high importance supplier data security programs by 2024 	<ul style="list-style-type: none"> ▶ 99.3% of Graebel employees completed data protection and security training in 2023 ▶ In 2024, we changed our focus to an updated security review process to tighten our standards; we are currently in the process of screening critical and high importance programs for the upcoming year
	Industry leadership, collaboration, governance and reporting	<ul style="list-style-type: none"> ▶ Have 100% of critical suppliers and 50% of high importance suppliers participating in the Graebel Sustainability Partner Program by end of 2025 ** ▶ New goal established in 2024: Rollout the redesigned Sustainability Partner Program guide with an updated policy and emissions reporting requirements by sharing it with 100% of supplier partners by 2025 ▶ Continue partnering with leading associations to establish sustainability policies and standards 	<ul style="list-style-type: none"> ▶ As of July 2024, 60% of critical suppliers and 22% of high importance suppliers are participating in the Sustainability Partner Program ▶ Currently (Q3 2024) working on rolling out a redesigned Sustainability Partner Program guide ▶ Shared our expertise at 8 industry events to spread the word and help establish industry sustainability policies and standards – 100% more events than in 2023; also hosted our own sustainability-conscious events: insideMOBILITY Scottsdale, insideMOBILITY Brussels and the Graebel Sustainability Working Group – HHGs

*eNPS scores between 10 and 30 are categorized as good but Graebel has also included its Engagement Index scores to provide a balanced view

** Changes in 2023 versus 2024 participation are due to changes in classifying 'critical' and 'high importance' supplier partners; updated goal timing to Q4 2025 to align with the classification change



Environmental

By the Numbers

Graebel is dedicated to reducing its environmental impact by consistently enhancing our practices and by encouraging our talent mobility ecosystem to join us on this journey.



Employees completed Graebel's CSR/sustainability training



Years of Gold Status for **Colorado Green Business Network** (previously the CDPHE's Environmental Leadership Program)



PROUD BUSINESS PARTNER OF
ONETREEPLANTED

7,000 TREES

planted near the Kaveri River Basin

(close to Graebel's Bengaluru office)

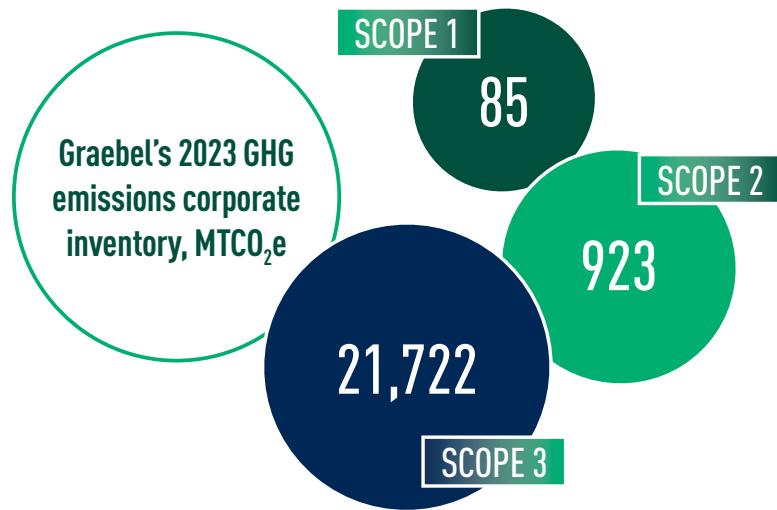
in **2024** through our **One Tree Planted** partnership







Minimizing greenhouse gas emissions, particularly our Scope 3 emissions, is our primary focus toward lessening our environmental impact. Since establishing our baseline emissions in 2021, we've been actively striving to lower our Scope 1, 2, and 3 emissions and are proud to report a decrease across all types of emissions in 2023, compared to 2021 baseline levels.

Total GHG Emissions per Scope



We've achieved a **10% decrease** in Scope 1 emissions, a **4.7% decrease** in Scope 2 emissions and a **23.8% decrease** in Scope 3 emissions compared to 2021 baselines.

Most Impactful Emissions-Reduction Efforts

-  Increased use of virtual surveys for household goods moves
-  Decreased size of domestic and international HHGs shipments
-  Expanded formal Discard and Donate Services to new countries
-  Reduced office footprint
-  Grew our Graebel Sustainability Partner program to 82 qualified participants
-  Established supplier greenhouse gas (GHG) emissions reporting requirements
-  Minimized waste at all in-person events



Environmental

Our 2023 Sustainability Partner Leadership Award Winner - Synergy Global Housing

With the goal of becoming carbon neutral by 2030, Synergy Global Housing, a premier serviced apartment provider, earned the seventh annual Graebel Sustainability Partner Leadership Award. By implementing tangible changes to their business practices, backed by transparency and accountability, Synergy Global Housing is creating an environment where all stakeholders – including our planet – can thrive.



Synergy Global Housing's latest environmental accomplishments

7%

Reduced carbon footprint by **7%** from 2022 to 2023, in part by expanding remote work policy



Transitioning from single-use plastic water bottles to sustainable options like glass carafes and boxed water, saving **120,000** bottles annually

30%

Replaced **30%** of food waste generated from unused welcome food packs with meal and grocery delivery vouchers



Instituted **business travel policies** with minimum distance requirements, prioritization of purpose and minimized quantity of trips per associate



Introduced **'SynergySMART'** app worldwide for apartment inspections, saving 180,000 sheets of paper annually



'**Little Things Matter**' internal training initiative, developed to educate team members about Synergy's sustainability goals



Launched **'GreenLeaf'** sustainability scoring matrix in Q3 of 2023 to measure the environmental efficacy of apartments and give travelers insight into sustainable accommodation options



Representing the industry through **Global Sustainability Committee** work for G.B.T.A, CH.P.A, A.S.A.P and through the Coalition for Greener Mobility

Sustainability is at the forefront of everything that we do at Synergy. We are continually looking at ways to have an impact on our planet and at preserving what we have for future generations. Driving measurable impact is critical to this success.

Robert Wyatt

VP, Global Client Partnerships at Synergy Global Housing



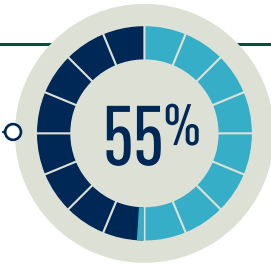
Social

By the Numbers

We continue to innovate and implement proactive, tangible strategies and policies that allow all individuals to be respected and empowered, regardless of their background.

Years of partnership with [Instant Teams](#) to employ military spouses in support of active deployed service members

3



Employees that participated in a volunteer activity (either Graebel-sponsored or on their own time)

28

Global organizations Graebel and its employees supported via volunteerism

\$30,370

raised for [Move for Hunger](#) through the Move 2 Fight Hunger Challenge and Shark Week Food Drive, equating to

94,452 meals



3

Years supporting the Worldwide ERC® [Upward Mobility Program](#) by hiring an intern to help advance diversity in talent mobility

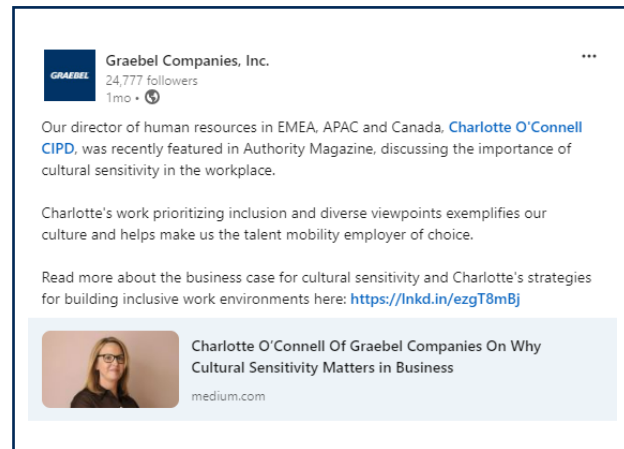




Social

Putting Our People First

Graebel remains the first and only full-service, global relocation management company to **earn an organizational certification in diversity and inclusion** from the Human Resource Standards Institute (HRSI). Our goal now is to continue our DEI initiatives and reporting on our efforts and achievements, to maintain our certification.



Charlotte O'Connell, our HR director for EMEA, APAC and Canada, was featured in **Authority Magazine** discussing cultural sensitivity in the workplace, highlighting her strategies for fostering inclusion and diverse viewpoints.

This past year, Graebel launched two **employee resource groups** (ERGs) to empower our employees, foster an enhanced sense of community and encourage important conversations.



Graebel's first ERG, **PRIDE (LGBTQ+ People Respecting Individual Differences and Equality)**, centers LGBTQ+ voices and experiences by bringing together LGBTQ+ employees and allies to support common goals. The group's mission is to provide unity in a brave, affirming space accessible to all LGBTQ+ community members and allies and foster awareness, community and professional development through mentorship, support, resources and meaningful dialogue.



WISE, Women Inspiring Success and Empowerment, is Graebel's second ERG. It empowers women to celebrate success and grow their careers authentically, launched on International Women's Day to champion gender equality and inspire a future where success knows no gender.

"As a member of WISE, I joined a compassionate and supportive community. Being part of this group gives me a sense of collective responsibility and constant positive energy." – Ana Maria Kadell, Graebel WISE member



Graebel joined the **Pride Business Forum** to participate in discussions among business leaders in the Czech Republic and beyond about supporting equal conditions for all employees and creating inclusive work environments across the globe.

"Joining the Pride Business Forum was a decision that perfectly reflects our core values of truth, love, and integrity. At Graebel, Diversity, Equity, and Inclusion (DEI) are at the heart of everything we do. We strive to create a culture of inclusivity and belonging."

– Casey Phelps, Senior Vice President – Client Services EMEA at Graebel



Social

Supporting Those in Need to Build Strong Communities

Denver

More than a dozen employees and family members kicked off the summer at the **2024 Denver Heart Walk**, raising nearly \$1,000 for **The American Heart Association (AHA)**.



Graebel's Denver team **donated more than 430 pounds of food** to **Food Bank of the Rockies** to help those in need during the holiday season.



Prague

Our Prague team volunteered with **Jaq's Cool Critters**, a local organization that offers sanctuary to dogs and cats that find themselves forgotten, homeless, injured, neglected or in need of a "home before a home."



Dundalk

Graebel Dundalk employees completed a 5km walk to raise €387 for **Pieta**, a mental health prevention, intervention and postvention organization, as part of Darkness Into Light 2024. This donation enabled 46 helpline hours, 12 crisis counseling sessions and 5 therapy sessions.



The Dundalk team also participated in 30 Walks in 30 Days for Autism, to support Ireland's autism charity, **As I Am**. The team walked a combined 2 million steps in a month, raising €130 in donations for the organization.

Singapore

The Singapore office prepared for the Spring festival, Year of the Dragon, by creatively repurposing "red packets" known as "hongbao" or "ang pow," and traditionally used for gifting money, to create decorative items symbolizing luck, life and happiness, aligning with Graebel's corporate value of sustainability.



Houston

Led by COO Matt Brownlee, Graebel's Houston team volunteered for **Project C.U.R.E.**, sorting through medical supplies, which were then packed and shipped to locations all around the world.



Social

Planet vs. Plastics – Global Earth Day Initiatives

2024 marked Graebel’s fourth year of formally recognizing Earth Day, this year with the theme of “Planet vs. Plastics.” Employees across Graebel offices organized a series of local events providing the opportunity to learn, participate in activities and record their stories to remind themselves and their communities about the importance of environmental preservation and sustainable choices.



Singapore

Graebel’s Singapore team tapped their inner Picasso as they used recycled materials to create art pieces.



Dundalk

Our Dundalk team came together to give back to their beloved community by organizing their third consecutive Local cleanup of the Finnabair Industrial Estate and surrounding area.

Denver

Our Denver team assisted more than 300 families facing food insecurity by volunteering at a free mobile food market organized by We Don’t Waste.



Wassau

The Wausau team participated in a local park cleanup and hosted an electronics recycling campaign, donating more than 530 pounds of electronics to Good News Project.



Governance

By the Numbers

Transformative change requires everyone to do their part. That's why we're invested in leading and working with the talent mobility ecosystem to help realize the change we strive to see in the world.

82



Suppliers have joined the Graebel Sustainability Partner Program – a **7.9%** increase compared to 2023

8



Formal speaking engagements (ATMA, RMRC, EuRA, APAC, FIDI, OMNI and WERC relocation management company subcommittee focused on real estate)

99.3%



Employees that completed data protection and security training in 2023





Milestones of Green — Sustainability Certifications and Initiatives



Carbon Disclosure Project

In 2023, Graebel submitted its sustainability efforts to be reviewed by the Carbon Disclosure Project, receiving a company score aligned with the North American average. The rating indicates Graebel’s knowledge of its impacts on climate issues and dedication to environmental stewardship, while providing guidance on how to improve our climate change governance.



Colorado Green Business Network

Graebel was awarded “Gold Status” by the Colorado Department of Public Health and Environment for our work in reducing resource-use and implementing operational best practices in sustainability and environmental management.



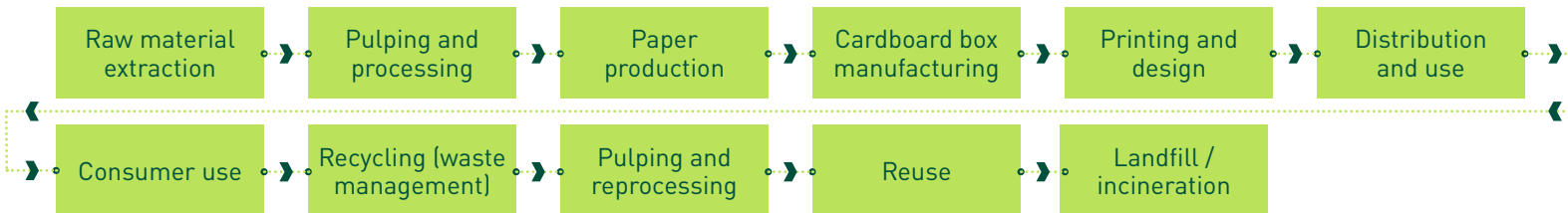
A Roadmap to Eco-Friendly Moves

Graebel teamed up with fellow OMNI Learning Circles members to examine the use of plastics, cardboard and wood in international moves, pinpoint necessary changes to reduce environmental impact and develop a collaborative roadmap to help moving companies become more eco-friendly.



Formulation of the FIDI x Worldfavor Carbon Calculator

Graebel contributed to the 2024 launch of the [FIDI x Worldfavor Carbon Calculation](#) platform to standardize carbon measurement, announced during the 2024 FIDI conference in Edinburgh.





Governance

Governing Graebel – Bill Graebel's Board Priorities

As Chair of Graebel's Board of Directors, Bill Graebel is dedicated to shaping the company's long-term strategy, while overseeing board recruitment and governance. His leadership ensures that Graebel's directors provide the insights, support and professional guidance needed to meet the accelerating pace of change in global mobility.

As Bill looks toward Graebel's future, the adjacent list outlines a few of his priorities for the board.



Aligning the board with professional management structures, to help build even more trust in Graebel's board among clients



Recruiting new board members that fill skills opportunities identified by the skills matrix of the National Association of Corporate Directors (NACD) through a review of the current board and Graebel's 2028 vision



Cultivating relationships with leadership teams across Graebel offices to build a talent pipeline for leadership succession



Finding harmony between the operating needs of the company, shareholder expectations and Graebel's priority of remaining an employer of choice for talent, provider of choice for clients and partner of choice for supplier partners

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Contact Us

For questions or
further information.

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world ahead[®]

