

BCD Travel

Corporate social
responsibility
principles



(CSR)

Our commitment to Corporate Social Responsibility

BCD Travel is an amazing place to work. We care about one another, our customers and our communities. Our commitment to CSR runs deep—we want to do good with everything we do. We've singled out three core areas that we're working toward:

- A better workplace
- A better world
- A better business

These are our CSR principles. They guide the way we interact with our employees, colleagues, customers and business partners. We set high expectations for ourselves—and we're committed to meeting them.



Our clients know we love solving their travel program problems. But we've got a bigger vision. The world has overwhelming problems. We want BCD Travel to be part of the solution. Our purpose as a world-leading company goes beyond profits and great service. For the common good. And for the generations to come.

Kathy Jackson

Executive Vice President, Global Client Management & Advito
Executive Sponsor, CSR



A better WORKPLACE



Every day, our people bring our creative and personal brand to life. They do this because they know their actions count and their views matter. We want to give them the tools, skills and outlets to build their “confident self,” because our success hinges on theirs.

Christian Dahl

Senior Vice President, Talent Management & Global Human Resources

No discrimination

We value the unique background of each of our employees. We won't discriminate (or tolerate discrimination by our employees) against any applicant or employee based on age, gender, race, color, religion, national origin, ancestry, sexual orientation, disability, marital status, veteran status sex (including pregnancy, childbirth, and other specific conditions) or any other characteristic protected by law.

No harassment

We prohibit sexual harassment and harassment based on race, color, national origin, ancestry, religion, creed, sexual orientation, disability, marital status, medical condition, veteran status, age or any other characteristic protected by law.

No drugs

Our goal is to establish and maintain a drug- free workplace and to ensure that our employees perform their duties unimpaired by the effects of drugs or alcohol.

No violence

We won't tolerate any acts or threats of physical violence—including intimidation, harassment or coercion—that occur in the workplace or during the conduct of company business off company property.

Safe personal data

We protect the confidentiality of all personal information in our employees' records. We'll never release personal information to outside sources without an employee's written approval, unless we're legally required to do so.

Compensation and benefits

We offer benefit and compensation programs that are competitive and appropriate for the markets in which we operate.

Work-life balance

We work with our people to find the work-life fit that's best for them, creating a flexible workplace that serves the requirements of both the company and the individual.

Open communication

Honest communication is a vital part of a positive work environment. We encourage employees to bring forth their ideas, suggestions, questions and concerns. We listen carefully and act upon what we hear.

Professional development

We give our people the opportunities and resources to build the knowledge, skills and abilities that profoundly affect their—and our company's—success.

Health, safety, and environmental protection

We protect employees from unreasonable health and safety risks on the job. We manage our services and facilities to protect the wellbeing of our customers, the public, and the environment.



A better WORLD



From company initiatives like the Haiti Project to individual good works by employees around the world, we give back to our local and global communities. These actions go far beyond collecting money. Simply put, they express our passion for helping others.

Christian Dahl

Senior Vice President, Talent Management & Global Human Resources

Local empowerment

Investment in community begins with the individual. We encourage our employees' efforts to improve their local communities through social investment, business relationships and charitable activities.

The next generation

We proudly support the Haiti Project, bringing the promise of a brighter future to the children of Haiti, as well as our shareholder's Making a Difference foundation, which focuses on championing children's causes around the globe.

Emerging markets

Our partnership with licensees in emerging markets helps these businesses and their employees secure their future role in a global marketplace by providing access to training, technology and opportunities for business growth.

Partnering for a common cause

We combine the energy of our business with the power of our business partner relationships to do more for global and local communities than we could do on our own.

Foundational practices

We establish policies and programs that specifically outline how we conduct business in a safe, environmentally sound manner in accordance with relevant legislation and regulations.

The way we work

Our operations reflect our focus on recycling, conserving resources and preventing pollution.

Facilities

Our facilities planning and processes take into account environmental considerations like energy consumption, commuting emissions and efficient use of office space.

Making corporate travel greener

We're committed to providing products and services that promote environmentally sound travel practices, minimize waste and reduce harmful emissions to the air, water and land.

Working with suppliers

Our Supplier Code of Conduct encourages our business partners to adopt practices aligned with our environmental principles, ethical business practices, human rights and labor practices.

Formal audits

We regularly conduct formal reviews to make sure our activities comply with environmental regulations and internal practices.



We've always been a company that builds for the next generations. And for those generations, we have a duty to appreciate, manage and protect the resources we're fortunate enough to have. 'Green' isn't shorthand for saving trees. It's a way of life.

Rose Stratford

Executive Vice President, Global Supplier Relations & Strategic Sourcing



A better BUSINESS



Our world is ever more connected and transparent. And that places a premium on honest and respectful conduct. Today, how we do what we do determines whether or not we survive and thrive.

Stephan Baars

Global Chief Financial Officer

Quality and fairness

We deliver what we promise, and only promise what we can deliver.

Internal financial reports

We maintain accounts and records and prepare financial reports in a way that conforms to our own policies and to applicable laws.

Zero tolerance for bribes

Our employees may not pay or offer to pay or give anything of value to induce or reward favorable action in any business transaction.

Conflict of interest

No employee can hold any interest (financial or otherwise) or be actively involved in any activity, business or organization that might constitute a conflict of interest with our company.

Insider information

Our employees must never use information learned during their employment with us for personal gain. Nor may they share information with anyone (family or otherwise) not employed by us.

Vendor relationships

Employees may not select a vendor for any reason other than its ability to fulfill our company needs. Gifts from suppliers may only be given to department heads for sharing.

BCD Travel information

We treat all the information that travels over our computer networks as our own corporate asset. We prohibit unauthorized access, disclosure, duplication, modification, diversion, destruction, loss, misuse or theft of this information.

Third-party information

We protect third-party information that's been entrusted to us in a manner consistent with its sensitivity as well as in accordance with all applicable agreements.

Hardware protection

We protect our computers, mobile devices and other information storage devices with appropriate information security policies, procedures and technologies.

Acceptable use protocol

Our information security measures apply regardless of the media on which information is stored (paper, overhead transparency, computer bits, etc.); the systems that process it (personal computers, voicemail systems, etc.); or the methods by which it's moved (email, telephone, face-to-face conversation, etc.). We also protect information in a way that's consistent with its classification (need to know, internal only, etc.).

Compliance requirements and audits

We set compliance requirements in accordance with industry, international standard, legislative and client expectations. We regularly perform audits (including ISO 9001, Payment Card Industry Data Protection Standard (PCI) and Safe Harbor) to make sure we comply with best practices, industry regulations and legal obligations.



We place a high value on information security—not just because it's a competitive differentiator—but also because it demonstrates corporate stewardship of the data entrusted to us by our customers and employees.

Russ Howell

Executive Vice President, Technology, Products & Innovation