Bristol for a Better Future

2024 SUSTAINABILITY REPORT

About This Report

The following report celebrates the successes Bristol has achieved in our environmental, social, and governance (ESG) efforts from January 1 to December 31, 2024 (except where otherwise stated). We also highlight the improvements that need to be made in the coming years.

For further information, please contact impact@bristolglobal.com.

Table of Contents

3 From Our Leaders

4 Bristol Reimagined

6 Move the World

7 Associates

13 Supplier-Partners

17 Clients

21 World

26 Looking Ahead

27 Appendix

From Our Leaders

Joe Cardini
President

I am delighted to present our 2024 Sustainability Report, which highlights Bristol's progress toward our sustainability strategy, *Move the World*, and the positive change we're driving for our associates, clients, supplier-partners, and the world.

2024 saw numerous shifts in the global landscape, including within the global employee mobility industry. It became clear that more must be done to protect our people and our planet, and this starts with an ongoing commitment to thoughtful reflection and action.

Throughout 2024, we reflected on the evolving needs of our corporate clients and relocating employees, leading to the development of new technology solutions and flexible programs. We also reaffirmed our distinctive market presence via our brand refresh and new company mission: ***to bring people together to better families, businesses, communities, and our planet***. I'm pleased to share more examples of positive impact throughout this report.

In an era when businesses are increasingly held accountable for their environmental and social impact, I am inspired to see how sustainability continues to be a source for deeper, more meaningful connections with all whom we serve. Thank you to all our associates, supplier-partners, and key stakeholders who collectively play such important roles in our journey while inspiring us in ways that make us a better business.

As we develop and implement our sustainability initiatives, we encourage you to evaluate our efforts, hold us accountable, and share your insights on how we can further improve our impact.

Thank you for joining us on this journey!

Joe Cardini

Glen Bansor
Managing Director
of Europe and Asia

2024 marked a year of significant transformation for Bristol, and with it, an evolution in our sustainability progress.

Our year focused on enhancing employee engagement, delivering services that meet the highest standards for client satisfaction, and building deeper partnerships across our supply chain, all while considering how we can drive greater change for our environment and global communities.

Throughout this report, you'll read more about the initiatives we've implemented, reaching every corner of the business. We're proud of the impact we're making, but above all, we're excited to do more. We look forward to connecting and collaborating with all our stakeholders on this topic.

G. L. Bansor

Bristol Reimagined

Spot something different? 2024 marked the start of Bristol's new brand strategy and website. Recognizing that the current working world requires more synchronicity and efficiency than ever before, our new brand identity is centered on Bristol's commitment to delivering better experiences for everyone we connect with.

Since the early days of Bristol, we've been associated with pineapples, the global symbol of hospitality. If you're a follower of Bristol's social media channels, you've probably spotted a reference to the golden fruit at least once or twice.

With our upgraded, enhanced look, we've made the pineapple even more integrated into Bristol's culture. No longer is it adjacent to our logo; instead, the pineapple is now fully embedded in the Bristol "B," just like we have embedded hospitality in all that we do.

This refreshed brand is more than just a new look and feel. We're celebrating everything you know and love about our business and taking a moment to share why things are Better with Bristol.

Our success is a result of each relationship we establish with our clients, their relocating employees, and our supplier-partners. To foster meaningful, impactful relationships, our associates embody our core commitments.

OUR CORE COMMITMENTS

REFLECTIVE

Our sights are set on the future. We adapt to reflect the changing demographics and market demands. We shine thanks to the bright, bold, and beautiful people who form the core of Bristol.

CONNECTIVE

Connecting is our commitment. Rather than control, we actively listen, empathize, and collaborate with you. We are the company we keep, and we carefully curate our supplier-partner and client partnerships.

HUMAN

You'll be cared for because the people that we hire are caring at their core. We embody hospitality.

Our mission is to bring people together to better families, businesses, communities, and our planet.

While sustainability has been part of Bristol's ethos for many years, we took this opportunity to further cement *people and planet* into our culture.

2024 Achievements

Making all Bristol moves count with B1G1

Imagine a world where every action you took created a positive impact somewhere else. That's the essence of Bristol's *Make Your Move Count* initiative, developed in partnership with B1G1 and launched in January 2024.

Mentoring to success

Summer welcomed the relaunch of Bristol's mentor program, inviting our associates to enhance their personal and professional skills by doing what we love best: making connections.

Best in the business

Trippel Survey and Research's 23rd Annual Relocation Managers' Survey® revealed Bristol's industry-leading account management. The survey results also confirmed that our clients are most likely to choose us to work with again.

Continued client and assignee satisfaction

- 98% Relocating Employee Satisfaction
- 100% Client Satisfaction

2024 *Best Global Mobility Sustainability Initiative of the Year*

In Spring 2024, Bristol was awarded our first **Forum for Expatriate Management (FEM)** EMMA award for the Americas region. This award recognizes Bristol's ongoing sustainability efforts, with a focus on our ambition to integrate environmental and social progress into everything we do.

Impactful connections with our supplier-partners

We recognize that we can't *Move the World* without the innovation, passion, and support of our supplier-partners. In 2024, we commenced conversations with our suppliers to understand their sustainability progress and develop the necessary tools to drive action across our supplier-partner network.

Improving our understanding of Bristol's climate impact

We completed a full review of Bristol's wider carbon footprint to establish our baseline and have assessed our key emission hotspots.

Move the World

Our objective is to Move the World through making impactful connections, improving lives, and protecting the planet.

Move the World outlines what we want to achieve as a business. This 2022-2025 sustainability strategy is focused on our intent to be a human-first company that takes care of all our stakeholders, represented in four pillars: our associates, our suppliers, our clients, and the world (our environment and communities).

Our 2022 materiality assessment supports our understanding of Bristol's core sustainability issues and provides the foundation for our strategy.

Governance Mechanisms

In 2024, Bristol's sustainability program was managed by our Sustainability and DEI Manager. Our leadership holds ultimate responsibility for the company's environmental, social, and governance efforts, with our President, Joe Cardini, and Managing Director (Europe and Asia), Glen Bansor, involved in regular updates on progress, challenges, and risks.

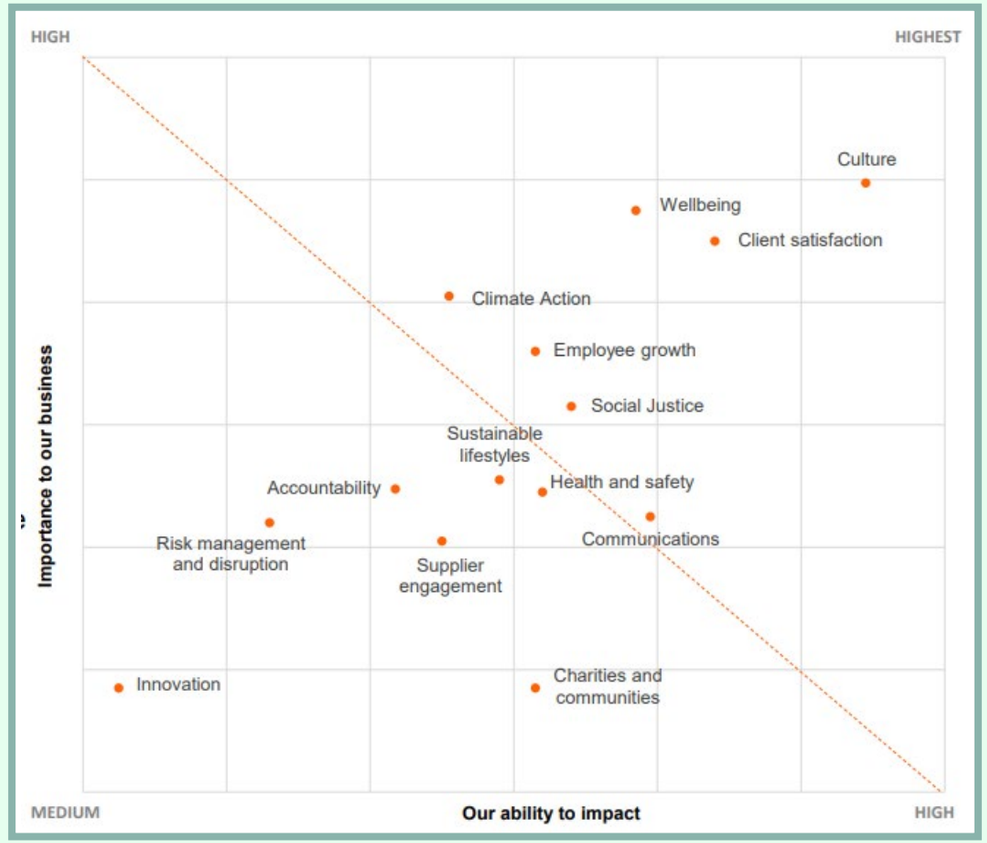
Following internal changes, responsibility for sustainability will be transitioned to the leadership team and Bristol's People & Culture department, with continued support from external partners.

Progress So Far

With *Move the World*, we have defined Bristol's sustainability focus areas and ambitions for 2025, taking shape in the form of 41 long-term goals.

Throughout this report, we have outlined our progress toward our long-term goals and shared insights into the successes and challenges we've faced. For an overview, please see the Monitoring Strategy Progress section in the appendix.

40+
long-term goals



Our 2022 Materiality Assessment, in partnership with JustOne and Prosperah. Bristol's priority issues include Client Satisfaction, Climate Action, Communications, Employee Growth, Social Justice, and Well-Being. As our strategic program ends in 2025, we will look to repeat this exercise to redefine our priority focus areas.

Associates

Associate Development and Well-Being

Culture

Communication and Transparency

Associate Development and Well-Being

Bristol is people powered. And while our associates make Bristol who we are today, we also know that our business is just one part of their lives. We want Bristol to strengthen our associates' health and happiness and add to their individual passions and purpose.

Our Dedicated Training Platform

In late 2023, we introduced a new global training platform, Trainual. This e-Learning platform houses internal courses, policies, and educational materials for all associates to benefit from. Trainual also facilitates learning through a variety of mediums, ensuring that we can accommodate diverse learning styles and preferences.

One of our long-term goals is to create a consistent experience for all Bristol associates. By providing access to a global training platform, we can ensure that all roles, teams, and offices can enjoy the same development opportunities.

19 Million Steps and Counting

Two series of Bristol's Walking Challenge took place in 2024. Almost half of all associates took part in our May and October step competitions, battling against one another to see who can walk the most! While the challenge was certainly a test of physical strength, the wider benefits were clear: over 50% of participants took part in our October challenge, connecting with other colleagues and boosting their mental well-being.

Bristol's First Well-Being Survey

What better way to understand and further develop Bristol's approach to well-being than by asking our associates? In autumn, we published our first global well-being survey, inviting all associates to share their thoughts on our existing services and opportunities for improvement.

While there's always room for growth, we're delighted to see that 100% of associates feel their manager takes well-being seriously*. Our focus for 2025 is to integrate the survey feedback, ensuring that every associate has access to meaningful and comprehensive resources and guidance regardless of role or location.

744
Trainual modules completed in 2024

Our associates are at the heart of everything we do. We recognize that work is only one part of their lives, which is why we are committed to supporting their health, happiness, and sense of purpose. When our associates thrive, our company grows stronger. Creating an environment where people can pursue their passions, feel valued, and build meaningful careers is essential to our long term sustainability and success.

— Vanessa Almeida, Vice President of People & Culture

*Based on 43% participation rate

Expanding Mental Health Support

Through our partnership with the Mental Health Charter, two colleagues from our London office completed their Mental Health First Aider (MHFA) training in 2024.

MHFAs enhance corporate wellness programs by adding a layer of human connection. Through this training, our colleagues acquire tools and knowledge to help their fellow associates, friends, or even strangers get the help they need in challenging times. With a third member of the UK team now qualified, we're proud to invest in our people in such a valuable way.

Relaunching Our Mentoring Program

This year marked the return of Bristol's formal mentoring program. Bristol has a wealth of knowledge across our business, not only in relocation experience but also in soft skills such as leadership and personal brand management. Through our mentor program, associates can benefit from a structured learning experience centered on connections, something we're fond of at Bristol.

Our approach to informal mentoring opportunities has also evolved, ensuring that our associates can access each other's insights on a more ad hoc, flexible basis.

"I feel that the mentoring process helped me grow as a leader."

"The mentoring program facilitates interactions within departments and helps create relationships between associates that might otherwise not happen. This, in turn, builds trust and teamwork amongst associates."

"[The mentoring program] gives associates the opportunity to grow, learn, and build strong connections with co-workers within Bristol."

"I like the freedom of the program."

Culture

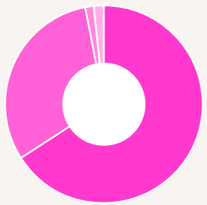
Our core commitments of **reflective**, **connective,** and **human** demonstrate what it's like to work at Bristol. We're passionate about building an inclusive and inspiring company culture that all associates can enjoy, no matter where they're based or what their role is.

Our 2024 DEI survey

Bristol's annual Diversity, Equity, and Inclusion (DEI) survey helps us better understand our people. Each year, we map associate demographics by collecting data on our associates' backgrounds and experiences. For the second year, we used this survey to capture qualitative feedback on life working at Bristol.

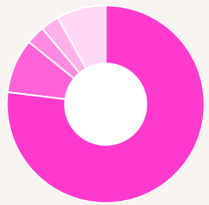
We were delighted to see so many positive responses to the way that Bristol fosters and develops an inclusive work environment, but we know that DEI is a "forever" journey. We're prepared to flex, adapt, and keep learning to ensure we continue empowering every associate to be the best they can be.

- 100% of associates feel they can be their true selves at work.
- 97% strongly agree that our leadership treats all associates fairly.
- 98% of associates believe that diversity is seen as an asset at Bristol.*



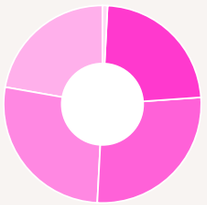
GENDER

66% Female
31% Male
1.5% Female, gender fluid
1.5% Prefer not to say



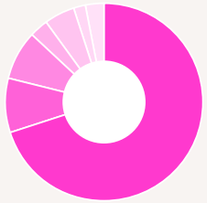
SEXUAL ORIENTATION

77% Heterosexual or straight
9% Homosexual or gay/lesbian
3% Bisexual
3% Pansexual/demisexual
8% Prefer not to say



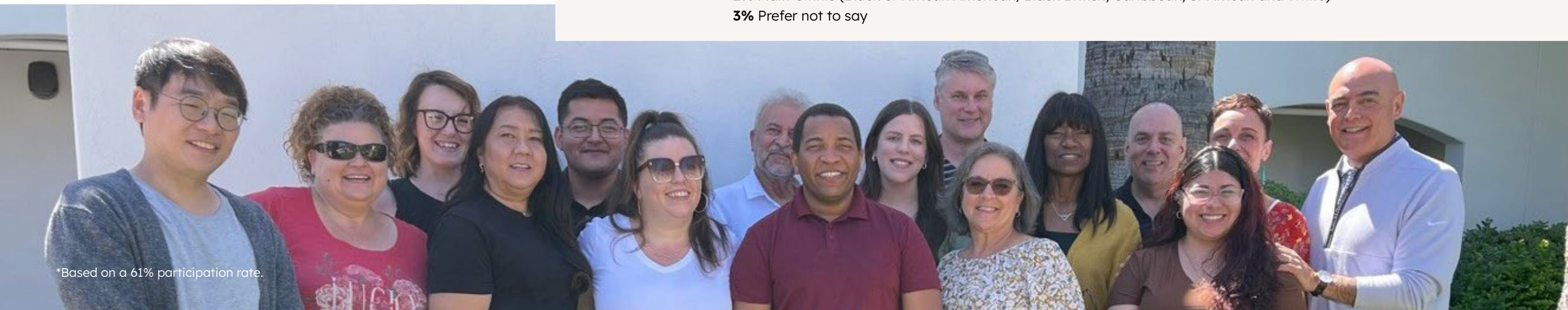
AGE

1% <25
23% 25-34
27% 35-44
27% 45-54
22% 55-64



ETHNICITY

70% White
9% Asian
8% Black or African American/Black British, Caribbean, or African
3% Hispanic or Latino
5% Multi-ethnic (Hispanic or Latino and White)
2% Multi-ethnic (Black or African American/Black British, Caribbean, or African and White)
3% Prefer not to say



*Based on a 61% participation rate.

Championing Positive Change

2024 also marked the start of Bristol's Culture Champions program. As Culture Champions, associates can develop their learning, build connections, inspire others, and see the impact they have in making the world a better place. Throughout the year, we focused on initiatives around wellness, environmental protection, and DEI.

In Summer 2024, our DEI Culture Champions began a series of training sessions with the World Trade Resource (WTR). Together, we developed a better understanding of the breadth of diversity issues, focusing on the various dimensions of equity & inclusion and introducing the importance of cultural intelligence. Through these sessions, we've developed:

INCLUSION-FOCUSED ACTIVITIES
such as our "I am more than..." conversation starter

EARTH DAY BINGO COMPETITION

INTERNATIONAL WOMEN'S DAY COFFEE SESSIONS

HUMAN-LED, TARGETED INTERNAL COMMUNICATIONS

REFRESHED JOB BOARD POSTINGS
embedding social justice and ensuring that our choice of language does not unconsciously deter any applicants

A Fair Living Wage

Do you know the difference between the national minimum wage and the real living wage in the UK? While the former is determined by businesses and trade unions, the living wage is calculated based on the cost of living, using a range of household goods and services. Every year, the living wage (with a higher London weighting) is updated to reflect the cost of living.

In the UK, over 14,000 businesses have signed up to be Living Wage Employers, and we're thrilled that Bristol has joined the club. Through this certification, Bristol commits to paying our UK associates a fair and livable salary, now and in the future.

Communication and Transparency

Telling our story in a way that educates, inspires, and empowers others is a priority for Bristol's sustainability program. Transparency continues to be a common thread as we look to showcase our successes & failures and help encourage other businesses to do the same.

Expanding Our Reporting Efforts

Bristol's engagement with sustainability reporting frameworks and mechanisms is one way we can improve transparency and accountability across our industry. We're committed to advancing our efforts in this area by increasing the number of frameworks to which we report data and continually expanding the scope of information we share.

- **EcoVadis:** In 2024, we were awarded the Gold certification for our sustainability efforts, putting us in the **top 5%** of assessed companies in the past 12 months.
- **Carbon Disclosure Project (CDP):** For the first time, we submitted a response to CDP in 2024. We've achieved a "B" score, which places us in the "Management" category of how we're addressing the environmental impact of our business.
- **UN Global Compact:** As members of the Global Compact, Bristol published our Communication on Progress (CoP) in the summer of 2024.
- **Annual Sustainability Report:** This report forms part of Bristol's comprehensive approach to governance by outlining our progress across the last year.

Refreshed Internal Communications

This year, Bristol's approach to communicating with our associates got a major revamp.

NEW INTRANET PLATFORM

"The Core" was revised in 2024, as we introduced a new digital platform for hosting internal news and documents. Our WorkVivo solution integrates with Bristol's Zoom partnership, ensuring that associates can use the intranet as part of a consistent experience.

EDUCATIONAL TOOLS AND RESOURCES

Throughout the year, our associates accessed dedicated guides and resources on how to communicate effectively. We focused specifically on leveraging existing communication channels to maximize engagement and influence.

REVISED BRAND IDENTITY

With Bristol's new look and feel came a fresh perspective on how we communicate with one another. Our three core commitments (Reflective, Connective, Human) are now embedded in our intranet platform, enabling associates to celebrate their colleagues for demonstrating these values.

Inclusion in Action: Our Pride Month Reflections

As part of our renewed focus on communication for Bristol associates, we also expanded the stories we highlight across our internal channels.

One example is a Pride intranet post, which shares insights from our own associates on what Pride month means to them and why it's so important for us to celebrate this loudly and proudly.

Supplier-Partners

Supplier-Partner Engagement

Celebrating our Supplier-Partners

Risk Management

Supplier-Partner Engagement

As a global business, we rely on the expertise and skills of our network of supplier-partners to deliver a seamless relocation experience. In 2024, we leaned further into conversations with our supplier-partners, understanding that we also need their collaboration and support to make meaningful progress against our environmental and social ambitions.

Impactful Connections: Bristol's Supplier-Partner Sustainability Program

In the autumn of 2024, we introduced a supplier-partner sustainability initiative to better understand how we can support collective progress across Bristol's supply chain, ensuring that all supplier-partners feel empowered to improve their social and environmental impacts.

As part of this initiative, we captured valuable insights from Tier 1 and 2 BristolNet supplier-partners through a comprehensive questionnaire. This survey focused on capturing existing environmental and social progress across our supply chain and gathering information on the barriers and challenges our supplier-partners face. With these insights, we will be able to develop more effective resources and governance mechanisms to drive progress, ensuring that we remain collaborative and transparent in all that we do.

One hundred percent of Tier 1 and Tier 2 BristolNet supplier-partners were also invited to an informative webinar co-hosted by one of our consultancy partners, JustOne UK, where we shared best practice examples of supplier-partner engagement (including from Bristol's own clients). As part of the initial phase, supplier-partners that attended the webinar were given access to a free consultative session with JustOne to discuss any sustainability-related issues or queries.

While we're in the early stage of this initiative, we look forward to working closely with our supplier-partners on their sustainability initiatives in the years to come.

Equitable Business Growth

Bristol's global supply chain plays an important role in advancing social progress across our industry. By working with supplier-partners that are minority-owned, diverse-owned, or recognized small businesses, we hope to support equitable development and success across the global mobility sector and beyond.

To measure our success, we track diverse spend across our United States operations. In 2024, the total BristolNet Supplier-Partner Diverse Spend was 24.2%, achieving 109.2% of our 2024 Diverse Spend to Goal.

We are always open to connecting with new minority-, small-, or diverse-owned businesses and extending Bristol's ability to drive positive change.

24.2%
BristolNet Supplier-Partner diverse spend

109.2%
of goal achieved

Prioritizing Human Partnerships

Representatives from across Bristol took the opportunity to attend industry and localized events to reconnect with our supplier-partners. While we appreciate the many benefits of our virtual working world, we also know the value of face-to-face conversations for business (and our own health, too).

Celebrating Our Supplier-Partners

Collaborating with Bristol's supplier-partners extends far beyond service delivery. We truly value the partnerships that we build with our supplier-partners and work hard to ensure every member of the BristolNet Global Supply Chain feels the same. Throughout the year, we pursue various opportunities to celebrate the successes of our supplier-partners:

Partner of the Year Awards

Every year, we honor our supplier-partners for their contributions toward key Bristol initiatives, while maintaining high client satisfaction and cost management.

Among the many awards is our Sustainability Award, which celebrates supplier-partners who have excelled in promoting environmental stewardship, advancing social responsibility, and achieving strong economic performance while consistently adhering to ethical business practices and sound corporate governance. Winners are determined by objective, metrics-driven criteria that evaluate service quality and other performance metrics, as well as commitment to continuous improvement and cost containment.

We were delighted to award Eres Relocation Services our 2024 Sustainable Partner of the Year Award for their efforts in promoting environmental stewardship, advancing social responsibility, and achieving strong economic performance while consistently adhering to ethical business practices and good corporate governance throughout 2024.

Broadcasting Innovation and Expertise

Knowledge, passion, and creativity are plentiful across our supply chain, in all sectors and industries. We enjoy whatever small part we can play in circulating our supplier-partners' progress and innovation by using our communication channels to share their news and updates.

Throughout the year, we've collaborated with several suppliers:

We Keep Moving
— Oceanair

Bristol Beyond Borders: The UAE and Saudi Arabia
— EER Middle East

Rethinking Our Awards

Our 2024 Awards had another sustainable focus, as we adopted physical trophies handmade in Canada using locally sourced and reclaimed woods from Ontario.

We also give winners the option to select a physical or digital award, further reducing our environmental footprint. 18.8% of 2024 winners chose the digital option, a slight increase compared to the previous year (16%).

Risk Management

Effective risk management across Bristol's supply chain is essential for business continuity, efficiency, and growth, as well as environmental and social compliance. Bristol leverages a range of tools and mechanisms to address risks across our operations, both directly and indirectly.

Our Supplier-Partner Code of Conduct

We're proud to have developed a network of committed businesses across our BristolNet Global Supply Chain that help us deliver a seamless relocation experience for our clients.

To become a partner, BristolNet supplier-partners must comply with our Global Supplier-Partner Code of Conduct. This commitment extends to business ethics, human & labor rights, health & safety, diversity & inclusion, and environmental responsibility.

Supplier-Partner Governance

Bristol's Global Supplier-Partner Management team has global responsibility for supplier-partner compliance & risk management. Our team tracks, monitors, and reports the compliance of the BristolNet suppliers.

For the fifth year in a row, we have achieved 100% compliance by our BristolNet global supply chain:

	2023	2024
Legal and Risk Management Requirements	100%	100%
Business Practices and Ethics	100%	100%
Cyber Security, Reputational Protections, and Regulatory Compliance	100%	100%

Addressing Future Risks with Venminder

In early 2024, Bristol announced the expansion of our engagement with Venminder, an industry-recognized leader in third-party risk Management solutions, to include the Venmonitor™ risk intelligence solution. Through this partnership, we have access to our industry's best risk-management and intelligence data from global sources.

> Bristol is excited to expand our strategic engagement with Venminder as part of our ongoing strategy to enhance our risk management oversight and bring forward process efficiencies throughout our Risk Lifecycle Management program.
>
> — Dwayne Waldrop, Vice President of Global Supplier-Partner Management

Clients

Client Satisfaction

Innovation

Client Satisfaction

Connecting with people is the life and soul of our business. Our primary goal is to collaborate effectively with our clients and provide the best possible experience for their relocating employees. We value any opportunity to strengthen client partnerships and integrate sustainability into these relationships.

Client and Assignee Satisfaction

Our commitment to responsible service includes listening to the people who rely on us. Client and relocating employee feedback helps us measure the human impact of our programs and guides continuous improvement.

98%
relocating employee satisfaction

100%
client satisfaction

No.1 Partner for Account Management

Trippel Survey and Research's 23rd Annual Relocation Managers' Survey® confirmed that Bristol is the **best in the industry for account management**. We celebrate our incredible Client Engagement team, which manages day-to-day partnerships with our corporate clients, and we also extend a huge kudos to our Service Delivery team, which ensures that Bristol delivers a seamless, bespoke experience to all relocating employees.

It is because of these teams, along with the wider support departments across Bristol, that we were also recognized as the business that our clients are most likely to choose to work with again.

Bristol achieved the highest average score for account manager performance in Trippel Survey & Research, LLC's 23rd Annual Relocation Managers' Survey.

Respondents recognized our team for responsive support, strategic guidance, and quick, effective problem solving.

Improving Sustainability Communication

We know the importance of talking about sustainability. By integrating environmental and social topics into our conversations with clients, we can help move the needle toward bigger and better things.

Sharing Carbon Reports

In 2024, we shared bespoke carbon emission reports with our clients, outlining some of the climate impacts of their relocation program. These reports include approximate emissions for overall household goods moves and the use of destination services. By sharing this information, we hope to improve the general understanding of the environmental impact of global mobility.

Updated Needs Assessment

As a human-first business, we're passionate about giving our relocating employees the best experience possible. This requires us to acknowledge that one assignee's needs will look very different from another's.

In 2024, we began updating our assignee needs assessment to better understand the distinct requirements and situations our stakeholders face and to ensure we're adapting our approach accordingly. We're looking forward to rolling this out in 2026 and seeing how it positively impacts our assignee experience.

The snippet on this page provides a preview of the types of questions included in the updated needs assessment. It highlights key areas we capture from assignees, including accessibility, medical, and well-being considerations, to help ensure we understand and support individual needs throughout the relocation process.

1. What is your current living arrangement?
2. Are you planning to purchase or rent in destination?
3. Please provide your destination work address.
4. Have you lived in the destination location previously?
   Yes | No
5. Is this your first assignment/relocation?
   Yes | No
6. Please indicate your anticipated move date.
7. Please indicate your start date.
8. Are you a new hire or transferring employee?
9. Do you or your family (if applicable) have concerns regarding your move?
10. Do you our your accompanying family (if applicable) have specific accessibility, medical, or well-being concerns regarding the move?
11. What else should we know to ensure you have a smooth transition?

Innovation

At Bristol, we recognize the value of new perspectives. Innovation is a fundamental part of all progress, particularly as we work to improve processes and systems for environmental and social gains, and it's vital that we bring all our stakeholders along on this journey, including our clients.

Move for Hunger

In 2024, we reconnected our partnership with the incredible Move for Hunger initiative. Since 2009, Move for Hunger has provided an amazing 45 million meals to people facing food poverty. Their network of movers, apartment & housing providers, relocation management companies, and communities enables them to collect unwanted food items during the relocation process and deliver them to people in need.

Expanding Our Discard & Donate Services

The transportation of household goods is one of the most discussed aspects of the global mobility industry's climate impact. As the weight or volume of household items increases, the associated emissions required to transport them also increase.

One way to address this issue is to reduce the amount of household goods by using programs such as Discard & Donate, which encourage the relocating family to review their proposed inventory and consider which items are and are not necessary to move. The latter can then be donated to local charity initiatives or community projects or recycled.

Our BristolNet supplier-partner, Home Sweet Home, has many years of experience managing Discard & Donate services. As they expand their global reach (which now includes Europe), we look forward to introducing this service to more clients and encouraging them to take action to reduce carbon emissions.

Global Mobility and the Green Collar Workforce

As global calls for decarbonization rise, more industries are seeking employees with "green skills," the knowledge and capabilities that our societies collectively need to combat the environmental challenges we face. But how can we effectively (at scale and at pace) improve our existing workforce?

In this white paper, we discuss how the global mobility industry can facilitate the development of green skills and support broader climate action.

Global Mobility and the Green Skills Revolution

World

Climate Action

Charities and Communities

Climate Action

Global mobility inherently relies on natural resources, leaving an environmental footprint that we must continually work to address. It is our responsibility to monitor our impact, identify opportunities for meaningful change, and take action.

2023 Carbon Footprint

In 2024, we received our fourth-year business certification with Planet Mark, highlighting our continued efforts to understand our carbon footprint. Our 2023 Planet Mark report is accessible via our website.

We also conducted an expanded emissions reporting exercise with JustOne UK. This assessment allowed us to refine emission calculations and identify additional material emission sources relevant to Bristol's operations and value chain.

2,904 tCO2e
total 2023 emissions
(rescoped)

2024 Carbon Footprint

Transportation and travel-related activities continue to account for the majority of Bristol's carbon emissions. While this is expected given our business model, this helps us to sharpen our focus on areas for carbon reduction.

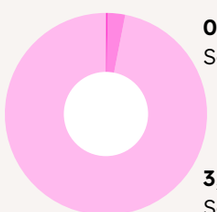
As part of our rescoped carbon footprint, we have identified significant material emissions sources that were not previously included within our reporting. This includes:

- **Upstream Transportation & Distribution – Vehicle Shipments:** The movement of assignee vehicles as part of the relocation journey accounts for 5.7% of total emissions
- **Business Travel – Assignee Air Travel:** Managing the air transport of assignees and their families contributes 12% of our total footprint

While including these activities creates a more accurate baseline, internal reporting changes in 2024 impacted our data granularity. Because of this, we relied more heavily on assumptions and proxies for this year's calculation (detailed in this report). Recognizing the importance of data in our decarbonization journey, we will prioritize data accuracy and integrity in 2025 and beyond.

3,550.9 tCO2e
total 2024 emissions

2024 Emissions by Scope



0.3
Scope 1

105.1
Scope 2 (location-based)

3,445.5
Scope 3

Scope	tCO2e	% from 2023
Scope 1	0.3	0%
Scope 2 (location-based)	105.1	-13.9%
Scope 2 (market-based)	0	-100%
Scope 3	3,445.5	+23.9%
Total (location-based)	**3,550.9**	**+18.7**

In accordance with the Greenhouse Gas Protocol

Reflecting on our progress

Shifting to 100% renewable energy for our Phoenix, Arizona, office has resulted in significant savings across scope 2 (market-based). Higher activity levels across our client services (such as increased freight, assignee flight travel, and accommodation) and employee business travel has led to a 19% increase in total emissions compared to 2023. We know that much more needs to be done to make meaningful progress toward carbon reduction, and this remains a focus for Bristol.

Bristol's Journey to Net-Zero

To better understand our decarbonization pathway, we collaborated with JustOne UK to rescope Bristol's greenhouse gas emissions. By analyzing this data, alongside business strategy and trends, we identified potential carbon reduction initiatives for us to implement as part of a journey to net-zero.

We recognize that developing a net-zero pathway is one of our 2025 Move the World goals, and important for our wider climate impact. However, due to internal business changes and shifts in the global mobility landscape, we did not feel confident making a commitment to carbon reduction targets in 2024. We understand the importance of setting decarbonization goals and will re-evaluate our approach in 2025.

Advancing our Climate Action with UN Global Compact

We were delighted to take part the UN Global Compact's 2024 Climate Ambition Accelerator program. As well as furthering our own understanding around climate change and science-based targets, this was a great opportunity for us to connect with other businesses (of all sizes and sectors) to share our successes and challenges, and find new ways to work through our planet's greatest crisis.

Earth Day for All

Every day is Earth Day. But we took advantage of April 22, 2024, to put a little extra emphasis on our planet by holding a week-long nature-focused Bingo activity! Associates were invited to take part in our Earth Day competition where good environmental deeds would boost their scores.

We saw our teams donate to charity, air dry laundry, embrace the outdoors with more park walks, and even make art out of trash!

Artwork made from recycled beverage cans, shared by an associate as an example of creative reuse.

An associate's in-home vegetable garden, reflecting a commitment to growing fresh food and reducing environmental impact.

Charities and Communities

At Bristol, we strive to create positive impacts in all aspects of our work. That includes generating social value for people across the world. As an organization, we've long been passionate about engaging with charities, non-profits, and other inspiring organizations to support their pursuits, whether locally or on a wider scale. We also know that to make a real difference, we must build deeper connections with all our stakeholders and understand what matters most to them.

A Partnership for Positive Change

Since 2022, Bristol has been a proud partner of B1G1, a global giving platform on a mission to make positive impact a part of everyday business.

Through our Make Your Move Count initiative and regular giving sessions, we've helped make a real difference to thousands of people and communities around the world. Each project aligns with the UN Sustainable Development Goals (SDGs), highlighting contributions to specific global causes.

In September 2024, we were thrilled to welcome B1G1 co-founder, Paul Dunn, to share B1G1's infectious, feel-good energy with Bristol associates through a company-wide webinar. Together, we learned more about B1G1's ethos and why being a Business For Good can strengthen Bristol's vision for a more connected world.

270,000+
total impacts

2024 Impacts

In 2024, we made some incredible things happen:

- **9,795** days of improved sanitation access
- **5,657** days of access to life-saving clean water
- **3,000** square meters of rainforest protection
- **1,342** trees planted
- **1,315** days of education
- **1,202** days of life enhancement support
- **620** educational programs
- **222** meals
- **161** days of shelter
- **156** days of medical support

We extend our thanks to every associate, relocating employee, supplier-partner, and friend of Bristol who has helped us select the worthiest B1G1 causes to support.

Connection is at the heart of this business for good

Check out our feature on the B1G1 blog.

Bristol's London team planting 360+ whips with Hands On London to support biodiversity in Holland Park.

Our Phoenix team donated essential goods to Nourish Phoenix to support local families during the winter season.

The Power of Volunteering

Giving back to local communities is not only a rewarding experience, but also a great way to connect with others (and nature, too). In 2024, we launched a revised global Volunteer Time Off (VTO) policy that encourages all associates to use **up to three working days a year** to volunteer for local and global initiatives. This can be taken in shorter increments (15 minutes or more), ensuring our people have the flexibility they need to get involved.

Together, associates volunteered more than 77 hours to the organizations highlighted below, allowing us to provide meaningful support to others and the environment. Additional volunteer hours were not reported.

- We enjoyed a partnership with **Matchable**, the matchmaking service for volunteers. Through this platform, we supported mental health charities, sustainable innovators, and international humanitarian aid.
- Our London team provided much-needed physical labor to **Hands On London** by planting over 360 "whips" (small bushes and trees) that will foster biodiversity and soil resilience in the capital's Holland Park.
- Both our Phoenix and London teams donated goods to **local food banks** over the winter period.
- Once more, our UK team contributed to the **Wrap Up London** initiative by donating winter coats and jackets for those in need.
- Colleagues from the Minnesota Service Delivery team got their hands dirty and helped with gardening duties at a **local community care home**.

Community Donations and Giving

In addition to our B1G1 partnership, Bristol is involved in various philanthropic initiatives. Throughout the year, we've supported several local and global non-profits, either financially or through alternative donations:

- Organized a North Carolina Toy Drive for those affected by Hurricane Helene
- Dollar General Literacy Foundation
- Starry Foundation

$84,000 USD
raised for local and global projects in 2024

Looking Ahead

As we reflect on our progress in 2024, we are proud of everything we've achieved. But more than this, we're excited about the wheels that we've put in motion for 2025 and beyond.

We're excited to continue deepening our connections, building upon our collective impact and staying committed to being **better**.

What's Coming Next

As the final year of our Move the World strategy, we are focused on progressing toward our 41 long-term goals. Alongside strategic progress, we look ahead to a year full of enriched connections as we continue collaborating with our associates, supplier-partners, clients, and sustainability partners to be better in all that we do.

Questions?

If you have any questions about this report or would like to know more about Bristol's sustainability program, please contact impact@bristolglobal.com.

Appendix

Monitoring Strategy Progress

Using a Red, Amber, Green (RAG) rating, we have assessed our strategic progress in 2024. This exercise supports our understanding of what issues require particular focus for the future, particularly as we wrap up our strategy at the end of 2025. We take responsibility for increasing our efforts to address these issues, advance Bristol's strategic vision, and improve the situation for our wider stakeholders. Our aim is to be better, to be ambitious, and to be transparent in everything we do.

Pillar	Issue	2025 Goal	Progress
Associates	**Communication and Transparency**	Publicly report against all our long-term sustainability goals on an annual basis in a transparent way	✔
		Proactive engagement with key stakeholders on sustainability issues to achieve mutual goals	⚠
		Improve data quality throughout our sustainability program in terms of accuracy, completeness, and reliability	🚩
		Implement an ongoing sustainability communication plan to reinforce our ambitions and share our progress	✔
		Create a sustainable lifestyles toolkit with bespoke resources for associates and clients	✔
		Host a global annual sustainable living day	✔
	Associate development and wellbeing	Ensure 100% of associates have a tracked development process with embedded goals and/or targets from our sustainability strategy	✔
		Develop a structured mentoring program to create cross-learning and a one-team ethos	✔
		Achieve a minimum of 80% in positive health and well-being rating on our associate satisfaction survey	✔
		Maintain over 90% completion rate of associate satisfaction survey	✔
		Ensure 50% of FTE associates complete a comprehensive mental health program	✔
	Culture	Implement a standardized, aligned approach to culture with company values clearly embedded throughout the business	✔
		Implement a structured approach to communicating with and listening to clients and colleagues about their issues	⚠
		Increase feedback from clients for implementing changes within Bristol	⚠
		Achieve 80% positive inclusion rating on our associate survey	✔

Progress Indicator

✔ On track/complete

⚠ Needs action

🚩 Priority

Suppliers	**Safety and ethics**	Deliver enhanced health and safety and ethics training to enable every associate to identify and prevent risks	⚠
		Ensure zero modern slavery and exploitation in our business	✔
	Supplier-partner engagement	Review and implement a sustainable procurement policy with associated action plans	⚠
		Engage our Tier 1 supplier-partners on our key sustainability issues to improve their sustainability practices	✔
		Expand engagement to Tier 2 supplier-partners within three years	✔
		Map biodiversity risks and opportunities along our supply chain	✔
		Map slavery and exploitation risks along the supply chain	✔
	Risk management	Understand our sustainability risks across each department and map these within a Bristol-wide risk register	⚠
		Report on the CDP and other relevant frameworks	✔
Clients	**Client satisfaction**	Maintain a client satisfaction rate above 98%	✔
		Maintain an assignee satisfaction rate above 98%	✔
		Improve and communicate how we contribute to our client's sustainability related goals	⚑
	Innovation	Produce two industry-recognized thought leadership pieces related to one of our material sustainability issues	✔
		Engage with stakeholders on the physical risks of climate change and provide solutions to reduce risk	⚠
		Engage with assignees on local environmental and social incidents where relevant	⚠
		Create a system to capture and reward innovative ideas within Bristol	⚑
World	**Climate action**	Create a sustainable travel policy	⚠
		Develop a deeper understanding of our Scope 3 emissions year-on-year	✔
		Create and publish our net-zero pathway by the end of 2025	⚑
		Introduce supplier-partners to the carbon footprint data and support their own progress	✔
	Social justice	Widen access to our profession by improving our recruitment process and participating in external collaborative programs	⚠
		Create a workplace where everyone feels welcomed and included	✔
		Engage clients on the complexity of employee mobility for individuals depending on their protective characteristics	⚠
	Charities and communities	Establish a strategic charity partnership in line with our sustainability goals	✔
		Achieve a year-over-year increase in associate volunteering	⚠
		Increase our social impact each year	✔

Progress Indicator

✔ On track/complete

⚠ Needs action

⚑ Priority

© 2025 Bristol Global Mobility | **bristolglobal.com**

Bristol