

# Annual Sustainability Report 2020/2021



# Report Outline



- PART 1** Introduction
- PART 2** Message from our Leaders
- PART 3** Committee
- PART 4** Goals & Achievements
- PART 5** Departmental Initiatives
- PART 6** Measuring Progress
- PART 7** Impacts
- PART 8** Closing

# Introduction

## Annual Report

In this report we review the journey Bristol has taken to become a more sustainable company. Looking at the people who make up our committee, the partnerships and data we have acquired along with the partnerships we have made to add integrity and transparency to everything that we do.

We have also highlighted the next steps we will take as a business to integrate sustainability into our working practices. The road thus far has taken many different directions, and educating ourselves has been a pillar of that journey, we are very proud of what we have done already and what we will accomplish in the future.



# Leadership Comments



Joe Cardini  
President

Bristol's annual sustainability report is developed by our dedicated sustainability committee and continues to serve as an important adjunct to our 'Move the World' sustainability strategy.

Working in close collaboration with our own internal teams and departments, our corporate clients and supplier-partners, our commitment to transparency and regular reporting remains unwavering.

As always, our goal is to not only continue to strengthen our marketplace position and reputation as a leading global mobility provider, but to also meaningfully deliver results in the increasingly important Diversity, Equity, Inclusion and Sustainability categories.

# Move the World Pillars & Focus Sustainability Goals

Connecting our  
people

Connecting our  
suppliers

Connecting our  
clients

Connecting our  
world

5 GENDER  
EQUALITY



3 GOOD HEALTH  
AND WELL-BEING



8 DECENT WORK AND  
ECONOMIC GROWTH



10 REDUCED  
INEQUALITIES



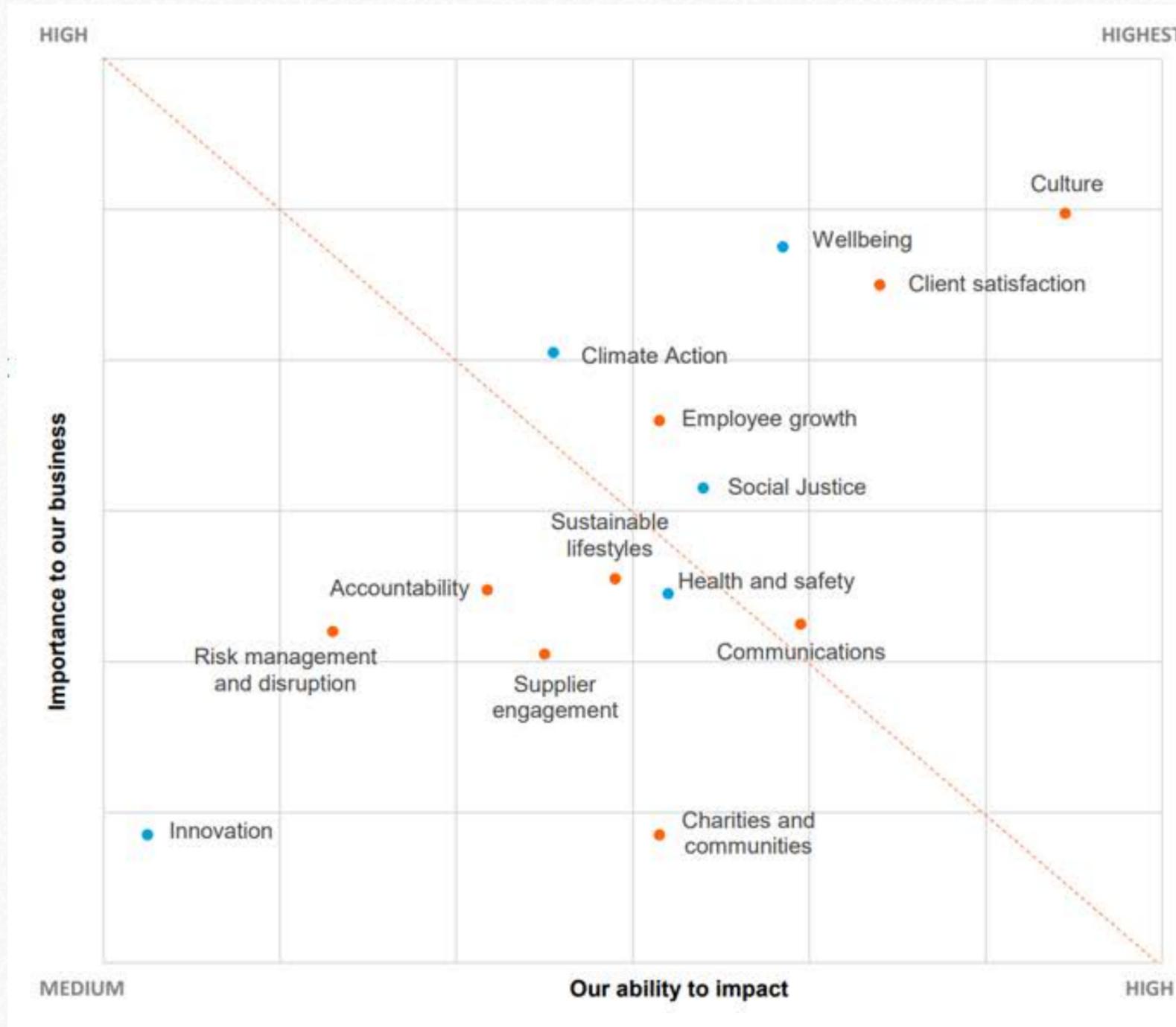
13 CLIMATE  
ACTION



12 RESPONSIBLE  
CONSUMPTION  
AND PRODUCTION



# Sustainability Priorities



Bristol Global's clients, suppliers and internal teams were sent a questionnaire to understand their most pressing material issues in relation to the UN SDGs.

Highlighted in blue are the top five most important sustainability issues as they relate to every stakeholder who responded. The highlighted issues should be weighted as priorities, and further stretching goals and engagement conducted on them specifically.

Further into the report we show how we worked with our partners Just One UK and Prosperah to identify the pillars of our strategy and our efforts to capture the voice and interest of every person that has a connection to Bristol Global Mobility.

# What we Aim to Achieve



Following the UN Sustainability Development Goals and the IPCC reports it is clear that every companies aim should now to become sustainable. Bristol is focusing on becoming sustainable through collaboration. For any company working with stakeholders is going to be key. For Bristol 95.6% of our total emissions fall within our scope 3, so collaboration with both our supplier-partners as well as our clients is the only solution to a truly sustainable business.

Our hope is by working collaboratively with companies and our internal teams within the next two years we can see meaningful reductions in our scope 3 emissions. Much of the infrastructure is not geared towards sustainable business which is why working together on solutions is so vital.

Bristol are also aiming to impliment operations sustainability measures within our organisation. this means each department is being consulted with and they are setting goals and targets for 2023/2024 which will bring sustainability to every role and function within the business.

Finally, Bristol aim to action all of the data that we have recieved through our internal and external engagements, providing information back to the industry and aiming to drive forward best practice.

# Move the World



## Connecting our people

We aim to create a future fit for all by creating a culture of care and putting people at the heart of our business.





BRISTOL'S  
**SUSTAINABILITY  
COMMITTEE**

2022

Our committee is made up of 6 Bristol associates and was formed in April 2021. Each member holds a set of responsibilities and areas of expertise obtained through their experience over the last year and a half.

The committee members have each shared their personal contributions and interests in the several slides.

# Committee Member



**Cassie Mick, *People & Culture***

I joined the committee as a way to do my part; for the company, industry, and world. I knew that stepping into something like this sustainability committee at its creation would not only be special, but exciting. Bristol offers it's associates the freedom to be innovative and curious and with this initiative of stepping into the sustainability space, there has been no lack of opportunity to take hold of those values.

Equity and fairness are most important to me and I have enjoyed being involved in the formation of formalized policies in support of that across the global mobility business. Sustainability to me means longevity; and adding value. We are creating best practices around ways of living and being that will sustain our planet and its people for generations to come. We are adding value by aiming to leave every corner we touch better than how we found it.

Bristol has placed priority on collaboration with suppliers, clientele, and industry leaders and I have been able to experience working alongside them in ways I typically would not have before. I have learned that team work is a universal dialect and when it comes to making the world a better place, everyone speaks the language. I believe we all have the ability to facilitate positive change and the distance our impacts can go are limitless.

# Committee Member



**Andrew Bauer, *Systems & Processes***

I was initially unsure whether to volunteer to join the Sustainability Committee. Not because I had no interest in it, but because I felt I would be completely out of my depth. I had very little knowledge of a topic that branches off into so many categories – so many facets I'd not even considered would fall under the sustainability 'umbrella'.

However, since joining I've been able to learn more about the sustainability goals, to see how every area of our business has some impact on sustainability. I've had the pleasure of being able to setup the sustainability area on our website, and to have been part of the DE&I survey. I've also been able to get involved in an area that means a lot to me personally – mental health.

One of the first and biggest projects I was involved in on the committee was the collection of the Planet Mark data. This was a huge task and required input from so many people and departments. But all of this was well worthwhile to get our sustainability certification.

Being just a relatively small group of people, in one company, on this huge planet – it's very easy to feel like no matter what we do, we're unlikely to have any real impact. But just taking a look at the number of B1G1 positive impacts we've had already – it makes me realise that anyone, even a single individual, can make an important difference.

# Committee Member



**Matt Broad, *Service Delivery***

When it was first announced that we would be creating a Sustainability Committee at Bristol, I decided I wanted to be involved as I was keen to broaden my understanding of a subject that I had been increasingly hearing more about in everyday life. I was also keen to understand how Bristol could act more sustainably and how I could be more sustainable in my personal life.

The areas of sustainability that matter the most to me or that I am particularly interested in are aspects such as tackling poverty and hunger, as well as reducing inequalities.

Since joining the Sustainability Committee I have learnt a great deal. Certain situations have really been brought to my attention, which I may not have otherwise fully considered, such as how despite contributing the least to rising global average temperatures, developing countries are likely to experience the greatest impacts of the changing climate. It has also been interesting to learn about sustainability in the business world and how it is necessary to take a holistic approach.

I strongly believe in the path that Bristol is on in terms of sustainability, as we look to engage our employees, suppliers and clients alike. It is through collaboration that we will all be able to make a difference and continue to contribute to society.

# Committee Member



**Zeena Salh, *Director Client Engagement***

I joined the committee after participating in a workshop with Planet Mark. I was inspired and excited to be part of the conversation connecting sustainability to global mobility. I'm honoured to help explore how our industry can move forward in a more sustainable way - through collaboration with our BristolNet partners and Clients, as well as Bristol's own sustainability roadmap "Move the World".

I am especially connected to efforts surrounding environmental sustainability having experienced the impacts of climate change both personally and professionally. Climate events such as extreme heat resulting in wildfires and poor air quality have all directly impacted not only my family's wellness, but millions of families living along the West Coast of North America. In the last few years I've collaborated with Clients requesting support for employees impacted by wildfires and flooding. We are having conversations and creating solutions that I never would have imagined necessary in global mobility.

My role as a parent and as a global mobility professional continues to evolve as a reflection of the world we live in. My hope is that our collective contributions and efforts, no matter the size, will create a world that can sustain future generations.

# Committee Member



**Jose Santiago, *Accounting and Billing Assistant***

I joined the sustainability committee because I aim to do sustainable acts in my personal life and thought it would be a good idea to further extend it within the company and relocation industry.

The area of focus for me is environmental because to me it is the foundation that allows all the other pillars to function. Without the proper environment, all else would unbind. As a committee we are focusing on tracking and reducing carbon footprint. Finding sustainable ways that Bristol can use to relocate individual while also ensuring that we operate sustainably.

As a whole Bristol has demonstrated much support to our sustainability efforts. Providing the committee with resources needed to reach the goals we have set for ourselves but for the entire company as well. With Bristol's philosophy of Connect vs Control, I believe that we will reach our commitments.

# Accomplishments



Here are a few of the things happening within Bristol over the last two years that we are particularly proud of. There are many more, but these 5 key ingredients we feel make up the core of our Move the World roadmap



**BRISTOL**  
GLOBAL MOBILITY

1

## FULL STAKEHOLDER ENGAGEMENT

A complete stakeholder survey was released and incorporated into our 2023/24 sustainability initiative

3

## EMISSIONS DATA RELEASE FOR 2020/2021

Transparent reporting on scope 1, 2 & 3 emissions

5

## GIVING BACK

over 150k impacts on global causes around the world

2

## DE&I SURVEY

Understanding who our people are and making our business connect with their needs

4

## DEPARTMENT GOALS AND TARGETS SET

Driving operational sustainability by working with departments to set their own goals

# Diversity, Equity and Inclusion

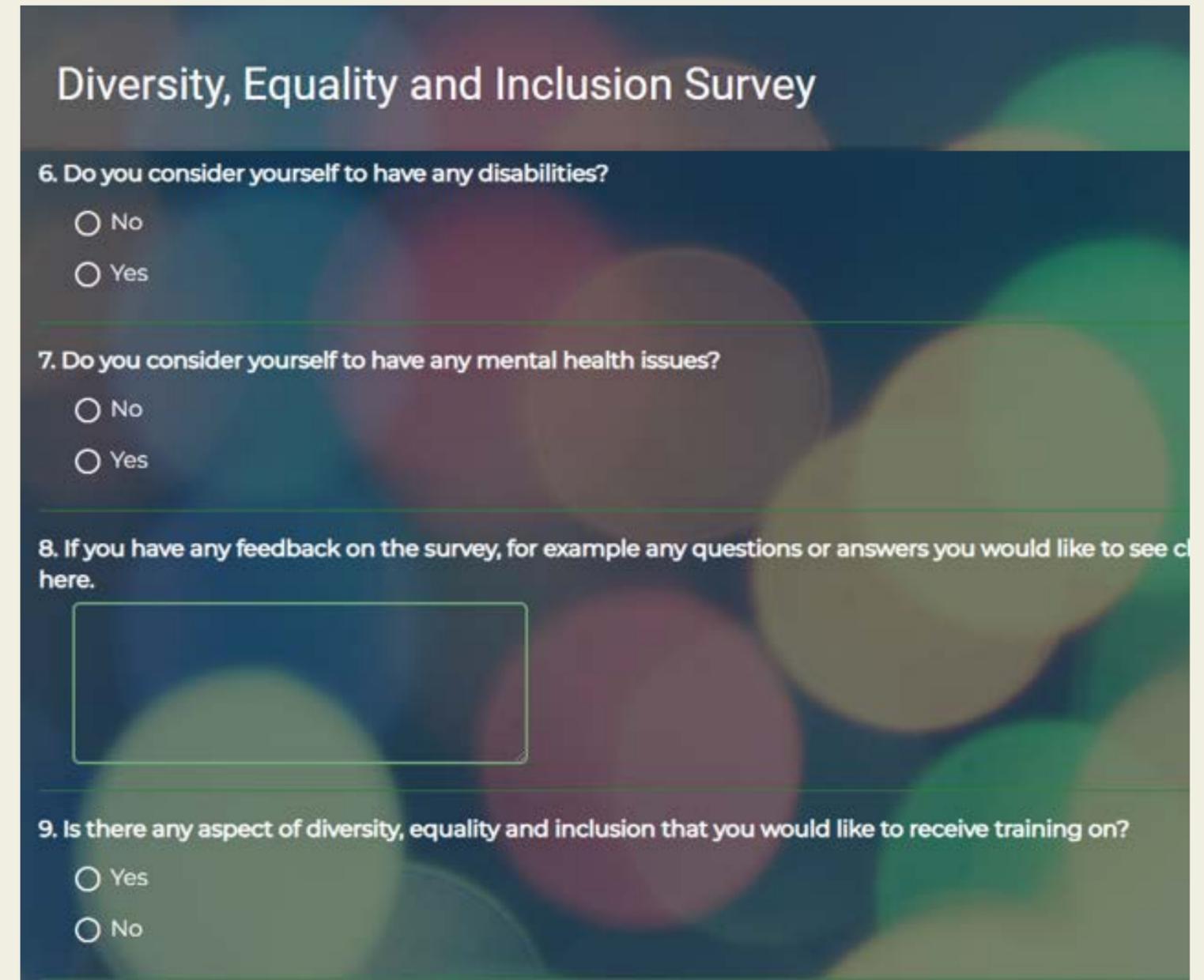
As part of our initiative to Connect Our People we took the steps to create a Diversity, Equity and Inclusion survey, as we truly want all of the Bristol family to feel they are included and recognised.

However, the process of creating the survey did present a number of challenges. For example, in looking to best practices and options to include over various global surveys, people have identified themselves by over 4,000 different religions, churches and faith groups; over 50 different gender and sexuality identities and over 650 ethnicities. Therefore, whilst we did include a number of the most major groups, we did not want to ask anyone to pigeon-hole themselves into a predefined list, but to be free to identify themselves using their own terms or labels, so we left the options open to share as much about themselves as possible.

We also in our first instance made this a completely optional survey, with optional responses to individual questions also. This does mean we have self submitted information for over half of the Bristol Global teams and look forward to working to increase this year on year.

Bristol is a company who are moving with the times and recognising there is always more room to reflect and improve; we are always aiming to make the internal and external Bristol environment and relationships more welcoming and inclusive for all.

Andrew Bauer



The image shows a screenshot of a survey titled "Diversity, Equality and Inclusion Survey". The survey contains the following questions:

- 6. Do you consider yourself to have any disabilities?  
 No  
 Yes
- 7. Do you consider yourself to have any mental health issues?  
 No  
 Yes
- 8. If you have any feedback on the survey, for example any questions or answers you would like to see changed here.
- 9. Is there any aspect of diversity, equality and inclusion that you would like to receive training on?  
 Yes  
 No

We are now implementing actions based on the feedback of this survey for our 2023 strategy and departmental goals



# Mental Health

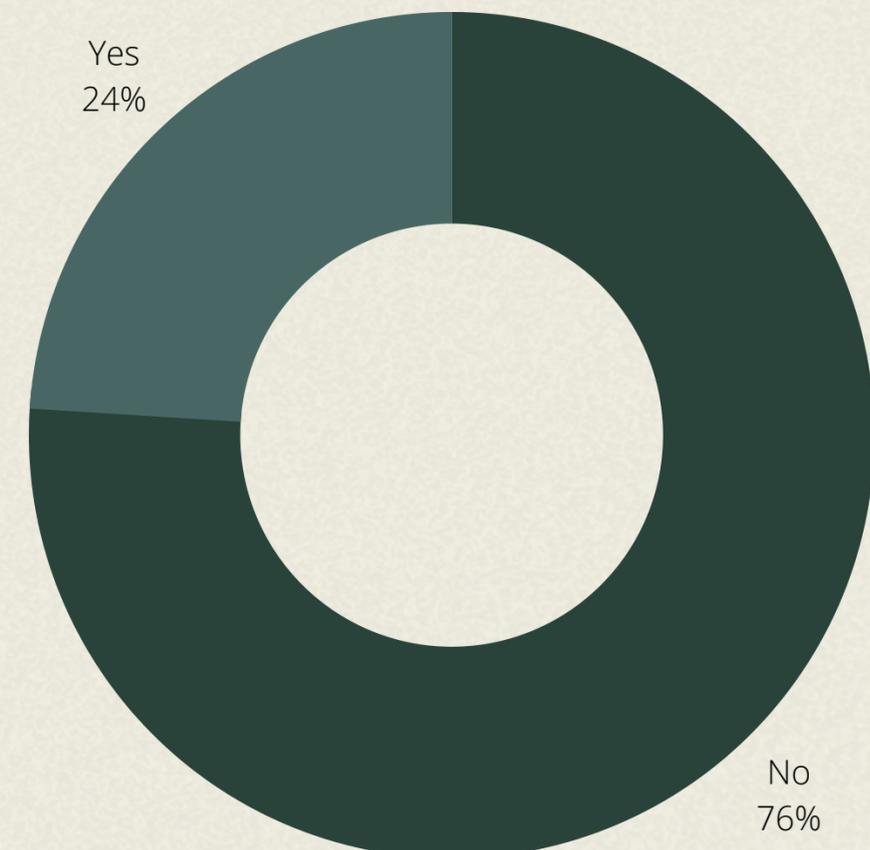
Mental health is something that is very important to me personally and one of the most important things to me within the sustainability umbrella.

Quite early on in my sustainability journey, I was very lucky to be put forward for a Mental Health First Aider course with the Workplace Mental Health Charter C.I.C . I don't think I had any preconceptions as to what this would involve, but nonetheless I certainly hadn't anticipated it being so in-depth. I hadn't quite realised how many conditions existed, just how intricately someone's actions can impact on another person's feelings. It was truly a very insightful course and really gave me a number of truly useful skills to use both in and out of work. Knowing that I can be there for someone who may want to talk to someone outside of their usual group, and how that could potentially be of a big help to them, is a great feeling.

Andrew Bauer

In the DE&I survey we recognised that mental health is something that impacts people all over the world, and in response our team who have responded highlight this fact that 1 in 4 people will experience some of form of mental health issue in their lifetime. Our commitment is to support our teams more in this area moving forward by implementing mental health awareness practices and support. We have trained 2 mental health first aiders within Bristol for this very purpose

## Do you consider yourself to have any mental health issues?



# Stakeholder Engagement

## Sustainable Development Goals & Targets for BRISTOL GLOBAL MOBILITY

RESULTS



**VERY HIGH**

**8** DECENT WORK AND ECONOMIC GROWTH

**8.3** Promote development-oriented policies that support productive activities, decent job creation, entrepreneurship, creativity and innovation, and encourage the formalization and growth of micro-, small- and medium-sized enterprises, including through access to financial services.

**8.8** Protect labour rights and promote safe and secure working environments for all workers, including migrant workers, in particular women migrants, and those in precarious employment.

**VERY HIGH**

**12** RESPONSIBLE CONSUMPTION AND PRODUCTION

**12.5** Substantially reduce waste generation through prevention, reduction, recycling and reuse.

**12.8** Ensure that people everywhere have the relevant information and awareness for sustainable development and lifestyles in harmony with nature.

**VERY HIGH**

**10** REDUCED INEQUALITIES

**10.3** Ensure equal opportunity and reduce inequalities of outcome, including by eliminating discriminatory laws, policies and practices and promoting appropriate legislation, policies and action in this regard.

**10.4** Adopt policies, especially fiscal, wage and social protection policies, and progressively achieve greater equality.

# Stakeholder Engagement

VERY HIGH



**5.1** End all forms of discrimination against all women and girls everywhere.

HIGH



**3.4** Reduce by one third premature mortality from non-communicable diseases through prevention and treatment and promote mental health and well-being.

HIGH



**13.3** Improve education, awareness-raising and human and institutional capacity on climate change mitigation, adaptation, impact reduction and early warning.

Stakeholder engagement is without question essential to sustainability and any companies ability to successfully achieve a meaningful initiative. Recognising the importance of this fact, Bristol sought out a partnership with Prosperah to make the most of this opportunity to understand how our partners and internal teams wanted us to move forward with our sustainability strategy.

In these two slides you will be able to see the conclusion to the survey and the priority UN Sustainability Goals that all stakeholders connected to Bristol felt were important. We are now then building these into our strategy moving forward, to ensure that every voice connected to Bristol is heard.

The full report can be found on our website [HERE](#).

# Gender Parity Report

2022



Overall Workforce	28%	72%
Executive Leadership Team	70%	30%
Management	43%	57%
Associates	17%	83%

2020



Overall Workforce	37%	63%
Executive Leadership Team	56%	44%
Directors	55%	45%
Managers	17%	83%
Associates	29%	71%

As we look at our gender parity review in 2020 to 2022 we can see that our business has been through a recognisable shift. Through 2021 and into the start of 2022 Bristol along with many companies within our industry saw movement in our employees not only leaving Bristol but also incoming talent as well as promotions with our business also. This is a reason for the associate parity shift moving further out of balance, due to low volume of candidates to choose from.

We amalgamated the management and director level as this shift in the internal teams makes more sense to report in this way moving forward. There has also been a recognisable shift in our executive leadership parity levels, this is due to a senior leader leaving in late 2022 and is yet to be replaced, due to the size of our executive leadership team and change makes a significant shift in gender parity levels.

# Leadership Comments



Glen Bansor  
UK Director

It is with great pride and pleasure that we are able to share Bristol's industry leading Sustainability DE&I programme.

Through our initiative to Move The World, Bristol is committed to achieving ethical and sustainable programmes that meets the needs of the present population without compromising the needs of future generations.

It is with great foresight, integrity and passion that our Sustainability DE&I committee identified the 4 leading pillars to connect People, Suppliers, Clients and the World.

Very many congratulations to the committee and all Bristol associates for leading Bristol in such a meaningful way. The results of which are long lasting and will have significant impacts within the global community.

# Move the World



**Connecting our  
world**

**We will lead by example to  
improve society and the  
environment.**

# Carbon Data Explained Data Explanation

Bristol work with Planet Mark to track our businesses scope 1 & 2 emissions as well as our scope 3 emissions against household good moves and destination services, we hope to extend this to temporary living in 2023 and then all other services by the end of 2024.

Our emissions have gone up by 30% from 2020 to 2021. This is entirely down to the increase in volume of freight, as due to our first year emission calculations being done during 2020 in the heart of the pandemic, our emissions along with our volume increased.

As per our commitment to our client and supplier stakeholders, we are giving away any emissions details we can in order to support with knowledge sharing around emissions in the industry, as well as how we can provide policy counselling whilst linking in with our supply chains directions and needs.

In all other areas of our business Bristol saw good emission reductions including business travel, energy usage, paper purchase and waste.



# Total carbon footprint.

## Yearly *COMPARISON*

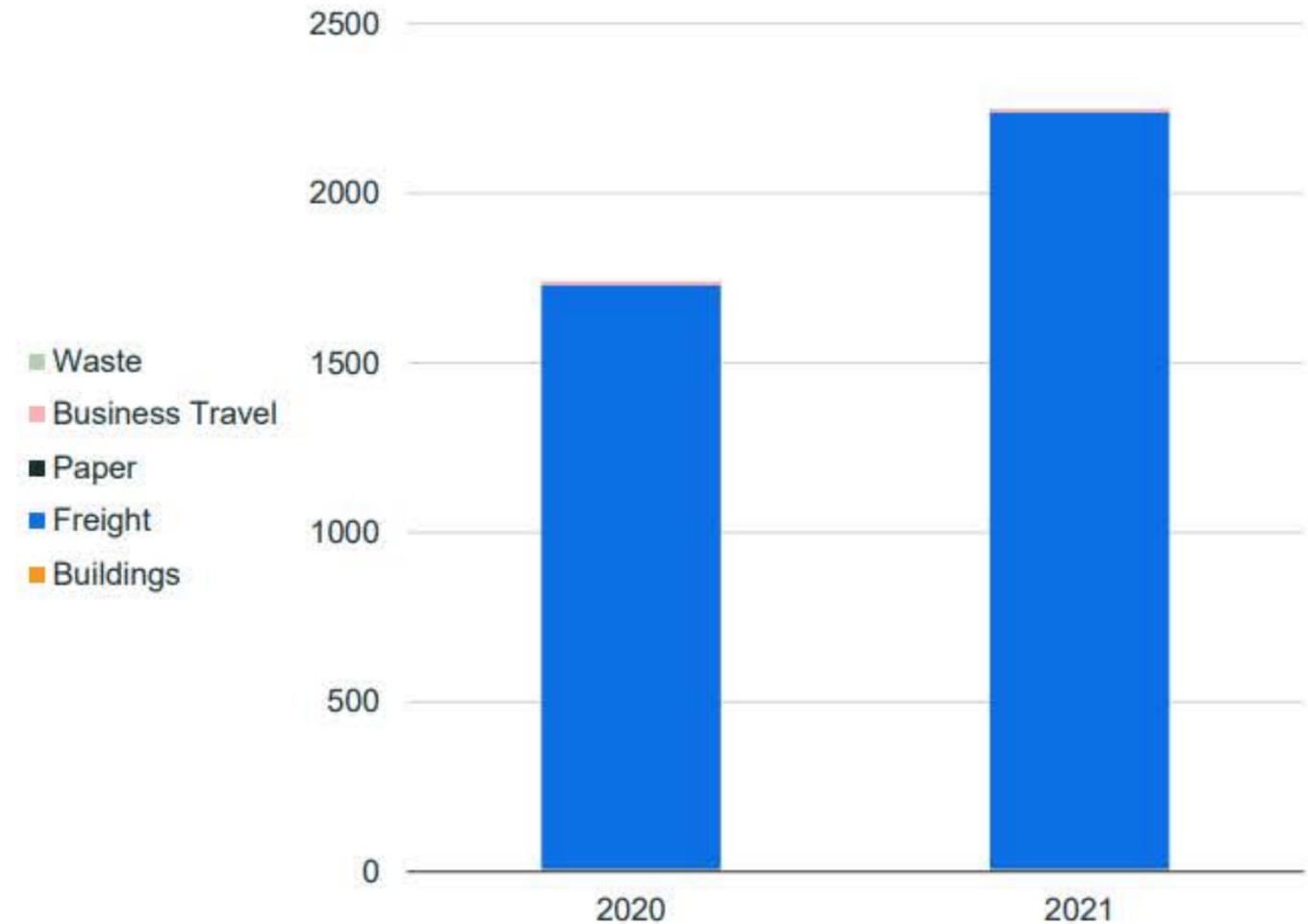
### Notes:

- Overall emissions have increased by 30% compared to YE2020. This is primarily due to an increase in freight emissions.

Source Category	2020	2021
Buildings	7.5	6.8
Freight	1,721.4	2,232.3
Paper	0.2	0.02
Business Travel	10.7	9.0
Waste	0.2	0.1
<b>Total</b>	<b>1,740.1</b>	<b>2,248.2</b>

All rows and tables are rounded to one decimal place. This may lead to slight discrepancies in totals within the report.

Carbon footprint by emission source for year ending 2020 and 2021, tCO<sub>2</sub>e







# Total carbon footprint.

## Location *BASED*

### Reporting year:

01 January 2021 - 31 December 2021

### Reporting Boundary:

Global Operations (Dallas, Phoenix, Singapore, Toronto, UK)

### Emissions measured:

Electricity, T&D Losses, Waste, Business Travel, Paper, Courier/Freight, Homeworking (excluded from footprint)

### Highlights:

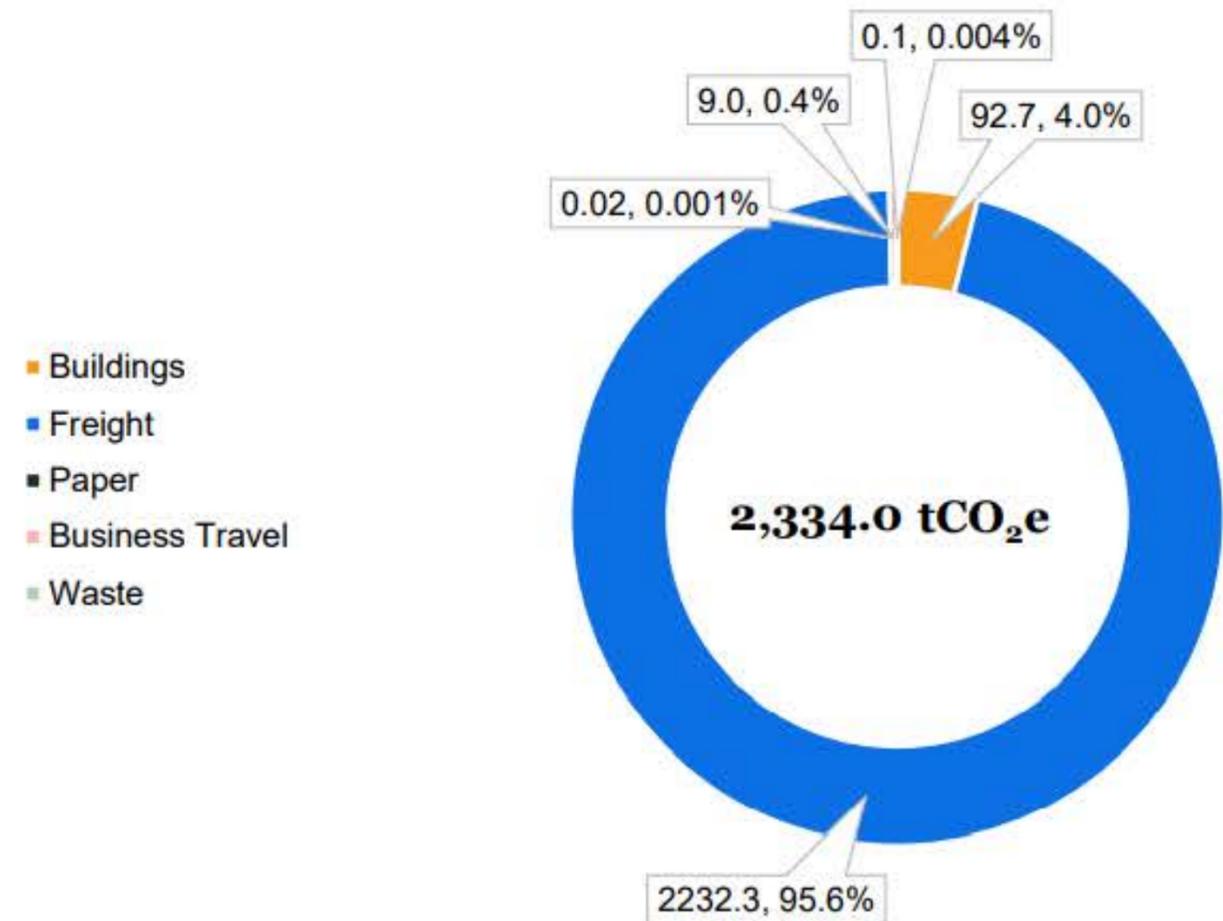
Carbon footprint (tCO<sub>2</sub>e): **2,334.0**

Per employee (tCO<sub>2</sub>e): **39.1**

Next reduction target: **5%**

Data quality score: **13 out of 20**

Carbon footprint by emission source for year ending 2021, tCO<sub>2</sub>e



Note: Your carbon footprint is reported two ways; one is using the location based method of calculating Scope 2 electricity emissions and the other the market based method. A location-based method reflects the average emissions intensity of grids on which energy consumption occurs (using mostly grid-average emission factor data). A market-based method reflects emissions from electricity that companies have purposefully chosen (or their lack of choice)

# What We Need To Improve On



While we have collected carbon data and social value data for the past two years (to cover 2020 and 2021), it is important that we improve on the way in which we are collecting this data. By taking a more pro-active approach throughout the year, it will help to ensure that it is not such an arduous task for all involved at the end of the year, when the time comes to submit the necessary data to our sustainability partner Planet Mark.

We have created Smartsheets in order to capture the necessary information over the course of the year. The necessary parties can submit relevant information via links, which cover areas such as:

- Business Travel
- Headcount of each office/remote employees.

As a committee we would like to be more effective with our communication to the rest of the organisation and provide more information on sustainability. Ideally it would be great to be sending some form of communication out on a weekly basis, be this an article linked to sustainability or an update on action being taken by Bristol within the area of sustainability.

It is really important that as individuals we take accountability for providing data as necessary.

Linked to this, we have not been able to integrate sustainability within the business as successfully as we had hoped. This was in part due to a lot of distractions throughout 2021, which made it difficult to focus on doing so. Through working more closely with each department within Bristol in the near future, we hope to obtain a better level of integration.

Stakeholder engagement in 2021 could have been greater. In 2021 we sent out emissions data and an FAQ document to Bristol clients and Household Goods Shipping providers, but we were not able to fully engage. This year we have been working with Prosperah and launched a survey with Bristol's stakeholders (clients, suppliers, employees etc.), in which we invited them to share their opinions and select which issues within sustainability they felt Bristol could address, in line with their own values. This has been a fantastic development in our engagement right across the business.

Going forward, the Sustainability Committee aims to be more active, as we realise that we have been less active this year than we were in 2021. In part this is due to losing a couple of members, which we have not been able to replace. As such, it would be great to bring some new committee members onboard!

Matt Broad

# Bristol Global Giving

In 2021 Bristol aimed to work towards a global giving campaign where we could align our desire to connect with as much of the world as possible and give back. We selected B1G1 who are a global giving initiative that aims to help businesses incorporate giving into their business model by allowing them to select 5 out of the 17 SDG causes that they want to partake in.

Bristol held an internal stakeholder survey to identify which of the UN SDG's meant the most to our teams which were::

- Reduced Inequality (goal 10)
- Zero Hunger (goal 2)
- Climate Action (goal 13)
- Clean Water & Sanitation (goal 6)

Within those SDG's the internal teams then selected projects to support which you can see below:

**RESCUE ONE MEAL FOR THE HUNGRY**



**United States**

**IRRIGATION SYSTEMS FOR A VILLAGE**



**Kenya**

**DEGRADED FORESTS THROUGH REFORESTATION**



**Madagascar**

**COMMUNITY ACCESS TO SAFE DRINKING WATER**



**Tanzania**

**EMPOWER CHILDREN OF LOWER CASTES AGAINST SEXUAL EXPLOITATION**



**India**



30,410 IMPACTS



34,546 IMPACTS



15,951 IMPACTS



3,077 IMPACTS



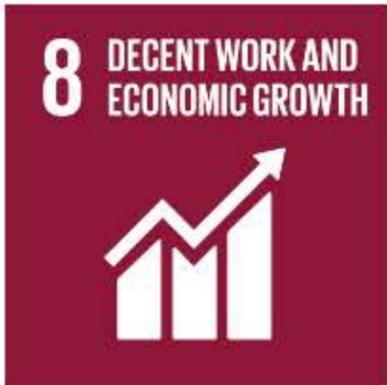
1,646 IMPACTS



15,029 IMPACTS



92 IMPACTS



3,109 IMPACTS



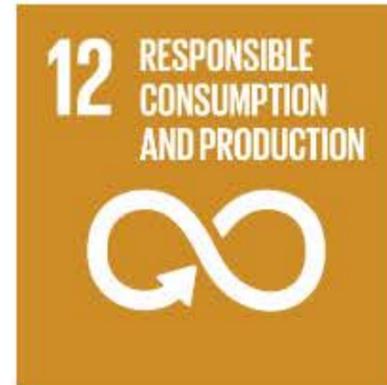
30,503 IMPACTS



13,165 IMPACTS



1,065 IMPACTS



3,793 IMPACTS



822 IMPACTS



40 IMPACTS

TOTAL IMPACTS

 152,891



899 IMPACTS



LEARN MORE

# Move the World



**Connecting our  
suppliers**

We aim to improve our industry by collaborating with our suppliers and partners.

**Connecting our  
clients**

We aim to consistently improve our client service through impactful innovation.

# What we have achieved

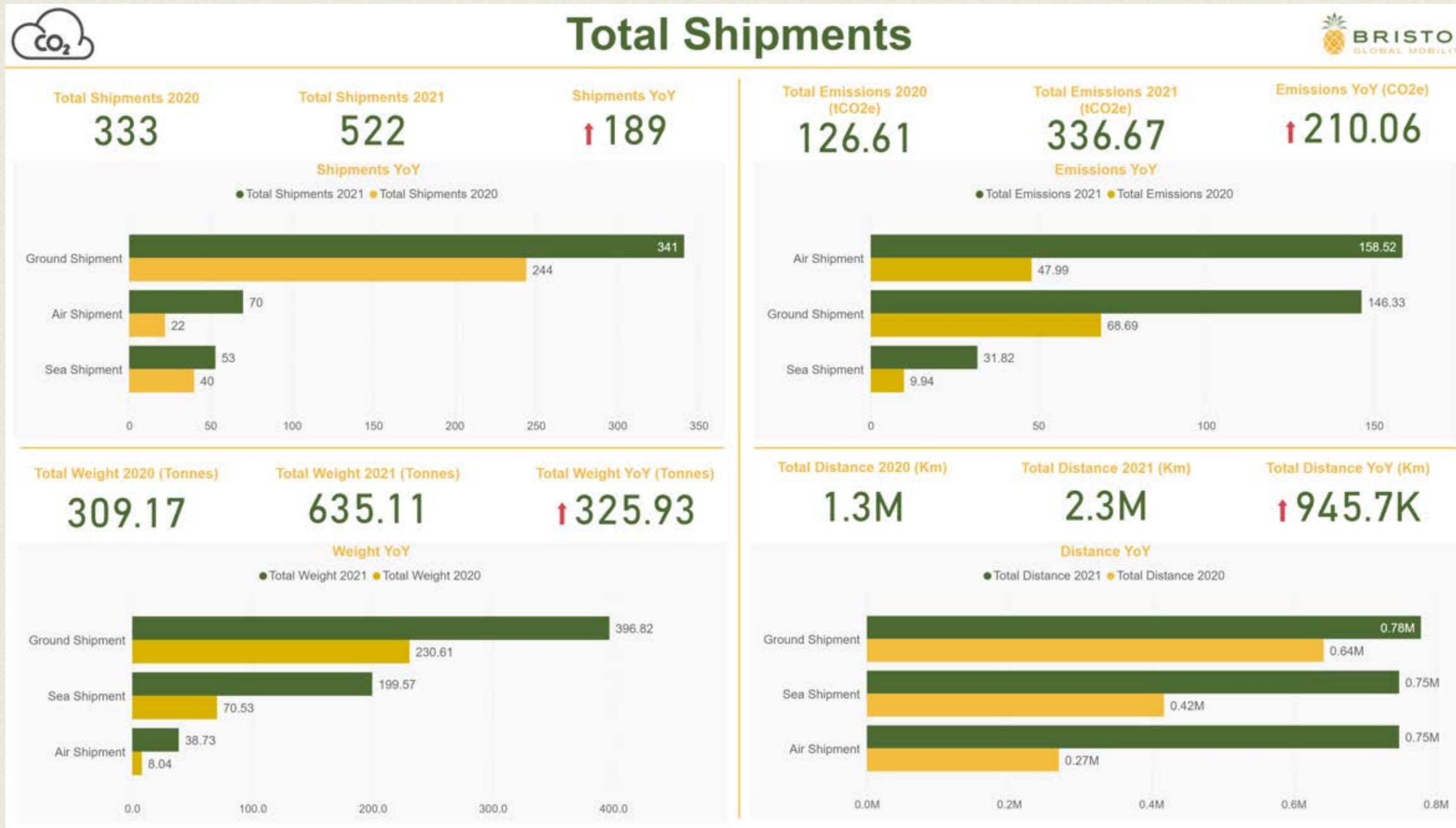
**Bristol Global Mobility has already achieved an ambitious goal through our partnership with Prosperah: committing to sustainability and corporate social responsibility to generate shared value for our stakeholders and the company itself. The journey on how to get there or rather, what we aim to achieve, is rooted in Data Integrity as well as honest and transparent communication. Both of these pillars are essential to Bristol's foundational goals across our People, our Suppliers, our Clients and ultimately our World.**

**In addition, to tracking our internal emissions data Bristol will be increasing the data fields of emissions to include Destinations Services and will be adding Temporary Living in 2023, in addition to Household Goods that we have been tracking since 2020. Our communication strategy is simple - to provide honest and fully transparent information through a variety of channels including but not limited to social media, webinars, white papers, conferences and our sustainability website.**

**Internally Bristol has provided training on what sustainability is, and the partners we work with to our teams around the world. We have implemented sustainability driven measures which have seen reductions in paper usage, energy within offices and supplier engagement.**

We still have much to achieve but believe we are making progress in many ways, and learning much as we move forward.

# Measuring Progress



One of Bristol's main focuses in our sustainability initiative is the drive to share any data that we can with our clients and suppliers, helping them to track their emissions whilst also helping to give greater information on emissions in the industry.

We have this year built upon our original frame work to look at year on year emissions for household goods, and included destination services in our scope 3 emissions calculations also.

Working with Planet Mark to track our emissions against the greenhouse gas protocol emissions calculations, we release our Planet Mark report transparently for all to read and hold us to.

# Impact



We would like to thank the following companies, associations and individuals for their support in our journey:

Planet Mark

Just One UK

Prosperah

B1G1

FIDI

Sustain Talks

CERC

Blue Room

Global Mobility Executive

Work Place Mental Health Charter

Includability

Magali Hobert

Anna Kavelj & Elite Woodhams

Rene Stegmann - Relocation Africa

Marie O'Neill & Aideen Kempson-Hopkins - EER

Maura Carey - Dwellworks





# Summary

Move the World is a strategy that focuses on delivering change in all areas of sustainability. Bristol have made some great strides since the release of our strategy in 2021 and we have had great feedback from clients, suppliers and associations. We however need to continue developing our direction and evolving the way we work to meet every increasing needs and threats around the world due to climate change.

Bristol is a company that truly tries to live up to ur ethos of connecting with people versus controling them. Our desire is to make change for the good and to do so for those that we work with. Our aims for 2023 and 2024 is to focus internally and drive forward operational sustainability, to have sustainability goals built within each department, and in creating a more sustainable and efficient Bristol, share that progress in the relationships we have with our clients and suppliers.

To show our commitment to the Bristol sustainability committee and better knowledge within the industry, we have paid for each of the committee to train online with the Cambridge University Institute for Sustainable Leadership.

We have valued feedback and support form all of those around us and want to continue in that collaboration. Please do come and speak with us, work with us and help us drive to a more sustainable future.



**We thank you for your continued support in our efforts to contribute to Bristol becoming a more sustainable company.**