Celebrating 60 Years of TRUSTED GUIDANCE

Helping families find their way to new homes, new communities, and new experiences.
It gives me great pleasure to share with you a very special milestone for Cartus: our 60th year in the business. This document celebrates 60 years of trusted guidance—helping families find their way to new homes, new communities, and new experiences.

Our company was founded on a simple vision: to ease the relocation process for organizations and their transferring employees. We owe our longevity to the commitment at the heart of that vision: to anticipate and respond to the needs of our clients and their employees. Since 1955, our commitment has not changed, even as we respond to the continually evolving move patterns, employee demographics, and expectations of our clients and customers. You will see further evidence of that in this document, which celebrates Cartus’ six decades of industry leadership, innovative support, and trusted guidance. Take a look back with us at the accomplishments that have brought us from our roots as a destination services provider to the global services company we are today—a company that is well positioned to continue to lead into the future.

As we mark this milestone in Cartus’ history, I thank you for allowing us to support you and your employees. Trust is at the heart of everything we do, and we look forward to earning your trust throughout 2015 and all the years ahead.

Kevin J. Kelleher
A lot has changed in the world since 1955, but what hasn’t changed is our focus on easing the relocation process for companies and their transferring employees. Here’s a quick look at what the world looked like then…and what it looks like now.

### COST OF...

<table>
<thead>
<tr>
<th>Item</th>
<th>IN 1955...</th>
<th>NOW...</th>
</tr>
</thead>
<tbody>
<tr>
<td>A gallon of gasoline/petrol</td>
<td>23 cents (U.S.)</td>
<td>$2.40 (U.S.)</td>
</tr>
<tr>
<td></td>
<td>22.5 pence (UK)</td>
<td>£7.12 (UK)</td>
</tr>
<tr>
<td>Milk</td>
<td>92 cents (U.S.)</td>
<td>$3.85 (gallon U.S.)</td>
</tr>
<tr>
<td></td>
<td>3 pence (UK)</td>
<td>£0.94 (liter UK)</td>
</tr>
<tr>
<td>Loaf of bread</td>
<td>18 cents (U.S.)</td>
<td>$1.42 (U.S.)</td>
</tr>
<tr>
<td></td>
<td>2.5 pence (UK)</td>
<td>£1.02 (UK)</td>
</tr>
<tr>
<td>Average home price</td>
<td>$10,950 (U.S.)</td>
<td>$321,800 (U.S.)</td>
</tr>
<tr>
<td></td>
<td>£1,937 (UK)</td>
<td>£272,000 (UK)</td>
</tr>
<tr>
<td>Median household income</td>
<td>$4,400</td>
<td>$53,000</td>
</tr>
</tbody>
</table>

### WORLD EVENTS

<table>
<thead>
<tr>
<th>Event</th>
<th>IN 1955...</th>
<th>NOW...</th>
</tr>
</thead>
<tbody>
<tr>
<td>First pocket transistor radios available</td>
<td>Wearable health tracking devices</td>
<td></td>
</tr>
<tr>
<td>First McDonald’s opened in U.S.</td>
<td>35,000 McDonald’s restaurants in more than 100 countries</td>
<td></td>
</tr>
<tr>
<td>First Guinness World Records book published in UK</td>
<td>Best-selling annual directory of all time; more than 132 million copies sold globally to date</td>
<td></td>
</tr>
<tr>
<td>Bill Gates born</td>
<td>Microsoft co-founder, ranked number one on Forbes’ list of the world’s wealthiest people, created the Bill &amp; Melinda Gates Foundation—one of the world’s wealthiest charities</td>
<td></td>
</tr>
<tr>
<td>The world’s first wireless TV remote was invented</td>
<td>A British company created a 370-inch TV that costs £1 million</td>
<td></td>
</tr>
<tr>
<td>The first domestic microwave ovens were manufactured</td>
<td>“Smart home” technology allows residents to control lighting, home security, thermostat, home entertainment, and other appliances via smartphone</td>
<td></td>
</tr>
<tr>
<td>Dr. Jonas Salk successfully tests polio vaccine</td>
<td>Targeted therapy and genomic tests for cancer, “bionic eye” technology</td>
<td></td>
</tr>
</tbody>
</table>
Cartus started with one man’s idea: to help companies support their transferring employees and get them settled comfortably into new jobs and communities. That company grew from a small startup in Wilton, CT, providing services only within the U.S., to a more than 2,900-employee corporation providing services to organizations large and small and their transferring employees and members worldwide. Whether you are moving your employees around the country or around the world, Cartus gets them where they need to be.

Expansive Support
Industry leadership is about client relationships, not just numbers. Our relationships have grown in size and scope as the types of employees companies are moving, and the locations they are moving them to, have evolved. Our core focus on real estate and home marketing has never wavered; we’ve acquired more than one million homes worth more than US$3 billion. Our service breadth has grown into the industry’s most extensive portfolio of global mobility services and, today, companies count on us for comprehensive “one-stop shopping” and management of their mobility programs.

New Markets
Growth has also been boosted by markets beyond the traditional relocation arena. Today, we offer real estate-related services to members of many major Affinity organizations, and to date we have helped nearly 550,000 customers buy and sell homes, returning US$479 million in cash rebates to Affinity members.

For Cartus, leadership means stepping up: anticipating what’s ahead and responding with innovative services tailored to each client’s changing circumstances. We act as a seamless extension of your organization, scaling services as your needs change, without disruption or unpredictable costs. Whatever your relocation and real estate challenges may be, our experts are ready to guide you.

Whether you are moving employees around the country or around the world, Cartus gets them where they need to be.

1954
- The first of two in-depth discussions of the emerging relocation industry is published by the American Management Association and the Conference Board

1955
- Founded in CT, U.S., by first President Donald McPherson as Associated Homefinders, later Homerica
- First homefinding program

1957
- 95 employees; today more than 2,900 employees, who speak more than 50 languages, in 18 global offices

1962
- Donald McPherson founds Homequity to manage and resell homes of transferring employees

1964
- Western Electric is first homesale client; other clients included Stauffer Chemical, Philip Morris, and Hercules Powder

1965
- Group move services introduced, Shell Oil first group move; to date we have managed over 600 group moves around the world
- Established first national homefinding referral network, based on two earlier pioneering referral networks

1969
- Donald McPherson merges Homerica and Homequity, keeping Homequity as the company name

1970
- Home Marketing Assistance service introduced
- Temporary Housing service introduced; today we have nearly 12,000 network placements annually worldwide

1971
- Homequity purchased by PHH Group

1975
- Household Goods Shipment service introduced; over the past three years, Cartus’ household goods volume has averaged over 60,000 moves annually

1977
- First West Coast office opened

1979
- UK operations start, and we managed 50 domestic moves that year; today, we have more than 450 employees in our UK offices
- Began offering international services; today, cross-border moves represent nearly 40% of our volume
- Homequity has 541 employees serving 23,300 transferring families
In 1955, communicating information was a matter of phone calls and paperwork sent through the mail. Today, a globally transferring population needs instant information, accessible via a broad range of devices in every time zone, and clients need support that enables them to meet the twin demands of cost control and employee satisfaction.

Technology, Reporting, and Information Access
Our continual investment in technology ensures responsive systems and support. You and your employees can access relocation program and move information through Web and mobile portals, including CartusMobile®, our versatile app that integrates seamlessly with our central database and can be accessed via smartphones or tablets. Our integrated financial and reporting systems enable easy tracking of move and reimbursement status, notifications of key dates and tasks, communication with consultants, and much more.

Policy Development, Implementation, and Effectiveness
Our industry tenure and experience, including a global client base with significant volume in every industry segment, give us unique insight into relocation benefit policies and relocation business practices. Our program startup and ongoing consultation are driven by experience, ensuring that your policies and services remain up to date and competitive.

Security, Stability, and Compliance
Today, protecting your information isn’t as simple as locking it inside a file cabinet. We manage our business so it protects yours, responding quickly to changes in laws and regulations. We feed timely, accurate information seamlessly into your systems, meeting your specific requirements for payroll, tax documentation, year-end reporting, and expense processing. Our international assignment compensation services provide tools for total expense management and quick cost projections for accurate budgeting. Controls on information security extend from policy parameters embedded in our systems to industry certifications (SSAE16 and SOX compliance) and information security-based protections, validated by numerous client and external audits, as well as penetration testing.
60 Years of TRUSTED GUIDANCE

When the mobility industry was in its infancy, you and your employees probably had firsthand knowledge of local providers and a greater familiarity not only with destination locations but also what kinds of support would be needed there. Today, ever-growing emerging markets with few familiar faces translate into challenges that you, your employees, and your company may be experiencing for the first time.

Personal Guidance, Global Expertise
As part of your dedicated Cartus team, a highly trained consultant serves as your employee’s day-to-day advocate, explaining their authorized benefits and coordinating all aspects of the relocation experience. Meanwhile, your Cartus account manager serves as your single point of contact and a proactive partner from policy guidance through ongoing program management. Our experienced broker networks provide home buying, selling, and marketing support within the U.S. and UK. Our regionally based global supply chain management team ensures efficient, centralized management of our performance-based network of global suppliers who are fully integrated into our systems, and who ensure personal care to your employees on the ground. Our new compliance management system, Compliance 360®, complements our ongoing ISO 9001 certified management practices, ensuring that our suppliers have passed the highest levels of scrutiny in the industry.

Dedication to Service
Cartus knows that how we deliver is as important as what we deliver. That’s why we have continually focused on employee and client evaluations that enable us to identify gaps and issues and work to remedy them.

Thought Leadership
Keeping informed about the relocation industry isn’t a simple process anymore. Cartus keeps clients up to date on tax, legal, real estate, policy, and other trends through a broad and consistent research program, ongoing communications, an active blog, and a YouTube channel that boasts the highest viewership of any provider in the industry.

2000s
- Singapore office opens; today it is Cartus’ largest Asia Pacific office
- Fully integrated global operating system launched
- Online expense reimbursement tool introduced; today over 250,000 expense reports are submitted by transferees online annually
- Six Sigma quality program established

2003
- eProcurement tool introduced for international household goods, delivering cost savings and quality
- International Assignment Compensation Administration introduced; today we produce more than 18,000 compensation deliverables (e.g., letters of assignment, cost estimates, compensation balance sheets)

2004
- Cost Projection and Accrual Tool introduced

2005
- 50th anniversary
- Shanghai, China, office opens; today, WOFE status facilitates client engagements
- Online Exception Processing introduced
- International Budgeting and Forecasting Tool launched

2006
- Name changed to Cartus; parent company Realogy formed

2008
- CartusOnline® launched

2009
- The Cartus Broker Network closes its millionth home
- eProcurement tool expanded to include temporary housing

2010
- Primacy Relocation acquired
- MovePlus program introduced for limited benefit/lump sum moves

2011
- Cost Estimate & Budget tools introduced

2012
- CartusMobile® app launched; today, more than 11,000 customers use the app in more than 100 countries
- eProcurement tool patent received
- Joined UN Global Compact as part of our ongoing commitment to corporate social responsibility
- International Quick Cost Projection Tool introduced; complements existing, more detailed budgeting tools

2013
- Celebrated the 30th anniversary of our Supplier Diversity program; we have dispersed more than US$200 million in first-tier contracts to minority- and woman-owned businesses over the past five years

2014
- Supplier Risk Assessment System enhances management of 2,000+ supplier contracts worldwide
- Candidate Program introduced to support recruiting efforts
- UK Relocation Agent Network celebrates its 20th anniversary
Cartus 2014 HIGHLIGHTS

CLIENTS

- Our top 25 clients have an average tenure of 18.2 years.
- 102 new clients signed with Cartus, and 392 existing clients expanded their engagements.

Clients By Industry

- 16% Consumer Goods
- 15% Financial
- 28% Manufacturing/Construction
- 3% Oil & Gas
- 3% Pharma
- 22% Raw Materials
- 5% Service/Media
- 3% Tech
- 3% Other

Clients By Move Volume

- 64% 1-25
- 22% 26-50
- 9% 51-100
- 9% 101-500
- 6% 501+

CUSTOMERS

- Cartus managed more than 171,000 moves in 2014, and in our history, we have delivered services to more than 3.5 million moving families.
- In 2014, we generated nearly 57,000 closings on behalf of members of our Affinity programs—the highest number of closings in Affinity Services history—and an increase of 13% year over year.

OVERALL

- Processed 432,000 expense reports
- Disbursed funds totaling US$3.8 billion
- Produced 18,596 compensation deliverables (e.g., letters of assignment, cost estimates, compensation balance sheets) through our International Assignment Compensation Services group, achieving a 98% Service Level Agreement (SLA) result
- Delivered 4,268 year-end compensation summaries, achieving a 97% SLA result
- Conducted 2,841 Cross-Cultural programs and 6,648 Language Training programs delivered in 91 countries, with a combined service satisfaction rating of 100%

- The Cartus Broker Network:
  - Includes 800 firms with nearly 2,900 offices and 106,000 agents
  - Closed more than 95,000 home sales worth more than US$26.6 billion in 2014
- In 2014, our UK Relocation Agent Network celebrated its 20th anniversary, and its members have helped customers sell more than £1.2 billion worth of properties since its inception. In addition, 108 estate agency members celebrated 10 or more years with the Network.

Cartus is proud to have been recognized for our client partnerships and performance excellence by a number of organizations in 2014:

- P&G External Business Partner Excellence Award
- Boeing Silver Performance Excellence Award
- USAA Supplier Excellence Award
- Raytheon 2014 Service Excellence Recognition Award
At Cartus, we guide our clients through thousands of unique and complex programs. Ideally equipped to lead you, Cartus is ready to help—whenever, wherever your program is moving.

**WHAT WE DO**

Cartus is the industry leader in relocation support to organizations worldwide. With more than 2,900 Cartus employees—more than 800 of whom are based in EMEA and APAC—and offices worldwide, our clients trusted us to assist more than 171,000 transferees, expatriate assignees, and members last year. In 2014, we provided services in 149 countries around the globe.

We bring to the table 60 years of demonstrated superior solutions. Cartus’ services cover every phase of the relocation process—from selling a home and shipping household goods to settling into new communities around the world. We provide logistical support and program management, as well as international assignment compensation services, intercultural and language training, consulting services, and talent management and retention.

Cartus is part of Realogy Holdings Corp. (NYSE: RLGY), a global leader in real estate franchising and provider of real estate brokerage, relocation, and settlement services.

**WHO WE ARE**

**Mission**

We come to work every day to help our customers and clients succeed.

**Vision**

We will provide trusted guidance by sharing and leveraging our vast body of knowledge and experience to create superior solutions, build relationships, and bring more value to all our stakeholders.

**Values**

- **Service**: We are defined by our service.
- **Financial Responsibility**: We manage all resources as if they were our own.
- **Respect**: We respect others and treat people well.
- **Collaboration**: We are better when we work together.
- **Ethical Behavior**: We do the right thing.