

Statement by the directors in performance of their statutory duties in accordance with s172(1) Companies Act 2006

The Directors are required to explain how they have considered the interests of key stakeholders and the broader matters as set out in section 172(1) (A) to (F) of the Companies Act 2006 ('S172') when performing their duty to promote the success of the company. This includes considering the interest of other stakeholders, which will have an impact on the long-term success of the company.

As part of their orientation, a new Director receives a briefing on their duties and they can obtain professional advice on these, either from the Company Secretary or from an independent advisor. All Directors are encouraged to utilise external knowledge from workshops or online programs. As employees of the Company, the Directors are involved in the day-to-day operations and decision making related to business strategy, employees, and suppliers.

When making decisions, each Director considers, both individually and together, that they have acted in a way they consider, in good faith, would be most likely to promote the success of the company for the benefit of its members as a whole. They have done so, in conjunction with their immediate parent company, Cartus Corporation, having regard to the stakeholders and matters set out in s172(1)(a-f) of the Act in the decisions taken during the year ended 31 December 2019.

S172(1) (A) - The likely consequences of any decision in the long term

The Directors understand the relocation business and the industry in which we operate, including the challenges of navigating through ever changing business environments. The Company makes financially responsible decisions with the utmost consideration for all of our stakeholders – clients, customers, employees, suppliers, and shareholders alike. We focus on financial responsibility as every enterprise we touch, including our own, relies on our careful management to ensure consistency, security, and the optimal value of the services we provide. The Directors, along with the Cartus Corporation Executive Team, have taken the decisions they believe best support Cartus Limited's strategic goals. Among these are retaining clients, expanding business with existing clients, and signing new business. This was achieved through the continued emphasis on high quality customer service and service delivery, as well as ongoing technology innovations.

S172(1) (B) - The interests of the company's employees

The Directors recognize that the Cartus Limited employees are essential to our business and to the delivery of our strategic goals. The success of our business depends on attracting, motivating and retaining talented employees, ensuring that we remain a responsible employer with regard to pay and benefits, as well as health and safety. We value a positive workplace environment including diverse talent, leveraging inclusion and individuality as the foundation of our competitive advantage. The Directors take into account the effects of decisions on employees and the wider workforce, where relevant and feasible. Creating opportunities for our employees to get involved, build satisfying careers, balance life and work, and grow personally and professionally.

S172(1) (C) - The need to foster the company's business relationships with suppliers, customers and others

We value and are defined by our service. How we deliver is as important as what we deliver. As commitment to and awareness of service is part of every solution, large or small, and will always be the most visible, and personal benefit we bring. Delivering our strategy requires strong mutually beneficial relationships with our suppliers, customers and, clients. Cartus Corporation, and by extension Cartus Limited, seeks the promotion and application of certain general principles in such relationships. The ability to promote these principles effectively is an important factor in the decision to enter into or remain in such relationships. This along with other standards are put forth in our Code of Ethics to which we hold our suppliers and ourselves accountable.

S172(1) (D) - The impact of the company's operations on the community and the environment

Cartus Corporation, including Cartus Limited, employees are dedicated and compassionate corporate citizens who support a wide variety of charities and organizations that work to improve our community and world. More information on this can be found within our [2019 Global Citizenship Report](#).

S172(1) (E) - The desirability of the company maintaining a reputation for high standards of business conduct

We value ethical behaviour. We conduct our business and ourselves with the utmost integrity. We comply with our internal and external commitments, and we make the ethical choice whenever there is a choice to be made. Our culture of integrity is absolute and non-negotiable. Annually the Cartus Corporation, including Cartus Limited, employees receive Ethics and Compliance training and certify to the Code of Ethics as out forth by its ultimate parent company, Realogy Holdings Corp. The Company Leadership periodically reviews these standards along with others such as its [Human Rights Policy](#) and [Modern Slavery statement](#), to ensure that its high standards are maintained both within the Cartus Corporation, including Cartus Limited, business and the business relationships we maintain.

S172(1) (F) -The need to act fairly as between members of the company

After reviewing all relevant factors, the Directors consider which course of action best enables delivery of our strategy through the long-term, taking into consideration the impact on stakeholders through dialogue based on the mutual understanding of objectives. The board as a whole has a responsibility for ensuring that a satisfactory dialogue with its sole member takes place and that during the board's decision-making process the board has regard (amongst other matters) to the likely consequences of any decision in the long term.