



Your Cartus Global Supply Chain Network

Supporting your organization
and relocating employees

Meeting Your Global Needs

With high customer service expectations and the ongoing challenges the world is currently experiencing, the supply chain management process has never been as critical to relocation success as it is today. Cartus' Global Supply Chain Network comprises the best and the brightest in 190 countries, each making the same commitment to our clients and their relocating employees as we do—to deliver outstanding service, every day.

Cartus has a team of in-house supply chain professionals located across the Americas, APAC, and EMEA regions, managing our supplier partners and supporting our clients—whether small or large engagements—within the framework of a robust compliance program that provides service delivery consistency, while still acknowledging the nuances of each local market.

Working closely with so many client organizations over the years, each with their own unique needs and objectives, has allowed us to hone our supply chain management process, which today focuses on three strategic pillars:

- Cost Management
- Service
- Compliance

Cartus manages over 30 unique supplier networks, including: Destination Services, Household Goods, Immigration, Rental Assistance, and Temporary Living.



Download our latest [Global Mobility Supply Chain Guide](#), providing client and employee recommendations to meet today's wider supply chain challenges.

Cost Management

The global pandemic and other world events have undoubtedly put pressure on the wider mobility supply chain—specifically as it relates to cost, capacity, and (in some cases) protracted timelines. However, the relationships we have with our supplier partners, the business volume we offer them, and the processes we have in place means that we are well-positioned to meet these challenges.

Cartus has a dedicated procurement and compliance team that continually sources and benchmarks fees to ensure we receive the best rates for the quality service our clients expect. Our industry leading volume attracts the finest suppliers, offering low rates and consistently high service when supporting our clients' mobility programs.

We use various pricing structures, including fixed rate contracts and eProcurement solutions, to achieve the lowest rates with our suppliers. Our eProcurement model provides a fast and consistent approach to international household goods (HHG) shipments and temporary housing, leveraging value-added services, improved cycle times, and the most favorable pricing in many areas—no matter the size of an organization's mobility program.

An eProcurement model works best when the following conditions are met:

- Continued substantial volume for the service
- Enough suppliers willing to participate in the moves
- Proper capacity so that moves will always be serviced expeditiously

Fixed rate contracts are used for many services such as immigration and destination services. Cartus negotiates favored nation rates providing clients with competitive rates across the globe.

We continue to control costs by:

- Continuously sourcing supplier partners (currently holding 200+ sourcing events annually)
- Leveraging our wealth of data and competitive benchmarking
- Utilizing Cartus' industry-leading volume
- Using eProcurement technology solutions



[Learn more about our supply chain technology eProcurement platform.](#)

"Cartus' Supply Chain Management team are the critical link between client expectations and suppliers exceeding those expectations. They don't just hold us accountable to their high standards; but through a structure that includes proven tools, cadenced communication, and true partnership. They also help us to successfully reach those goals."

- **Meredith Kennedy**, Senior Vice President, Global Account Management, Dwellworks (Cartus supplier partner)

High-Quality Service Through Robust Performance Management

A main focus for the Cartus Supply Chain team is to make sure that our clients and their relocating employees work with the most qualified, trusted, and performance-focused suppliers.

Establishing strong relationships is important, and we are in regular contact with each of our supplier partners.

As a performance-based network, we continuously conduct:

- Management reviews of service metrics, goals, trends, and capacity forecasts
- Regular calls to discuss success factors
- Supplier training, focusing on Cartus' expectations and client policies

Regular communication with our supplier networks provides opportunity to gain information on industry trends and best practices from leaders within their field and on-the-ground in local markets around the world. In addition, it allows us to closely monitor supplier partners, ensuring they deliver a consistently high level of service.

Demonstrating Innovation and Flexibility when Companies Need it Most

Our network of global supplier partners are committed to Cartus, our clients, and their relocating employees. No matter where they are located across the globe, we engage in regular communication with our suppliers—providing them with updates about our clients and their assignee populations, and in turn, gaining intelligence on local market trends and challenges.

Our supplier partners prioritize Cartus over other providers, whenever and wherever we need it. During times of crisis, such as natural disasters or political unrest, our emergency response management is second to none. We leverage our supplier relationships to provide safety and security to impacted assignees, e.g., secure housing, transport, and other services. Our innovative solutions and agile delivery model allow us to respond quickly—oftentimes within hours. That is the power of our Global Supply Chain Network.

Read our [blog on the situation in Ukraine](#) for real-life examples of how we work alongside our supplier partners to help client organizations exercise their duty of care.

While we utilize some of the same suppliers as other relocation service providers, our rigorous supply chain management process ensures employees relocating with Cartus receive enhanced performance and priority service.



- [Read real-life case studies highlighting our innovative solutions.](#)



[Click here for more on our compliance program.](#)



Our Compliance Program

To ensure that our suppliers meet all the requirements that our clients hold Cartus to, our robust compliance program starts with upfront vetting, including:

- Financial stability
- Data protection
- U.S. Office of Foreign Assets Control (OFAC) clearance

With a critical need to continually monitor and ensure compliance requirements are met across our Global Supplier Network, vetting during the onboarding stage—using a leading contract management solution—is only the beginning of our compliance program. We perform annual compliance attestations, ensuring our suppliers understand and comply with both our

contracted and operational requirements. We see this as an additional training opportunity, reinforcing their obligations to Cartus and our customers.

We also require all supplier partners to complete an annual online training course that covers ethical behavior, data protection, and health, safety and the environment, and we recently added modules focused on sensitivity as well as diversity, equity, and inclusion.

An integral part of our supply chain network since our formal Supplier Diversity Program was established in 1983, Cartus has conducted continuous sourcing, monitoring, and measurement of diverse suppliers.



Cartus' diverse supplier spend represents nearly 30% of our overall spend



We have the capability to track supplier diversity around the globe

Cartus commits to providing our clients with focused cost management, excellent service, and stringent compliance while ensuring we have the best technology and delivery models available.

For more information on how we can support you and your relocating employees, contact us today: cartussolutions@cartus.com or visit www.cartus.com/supplychain.