



Hotel and Extended Hotel Stay Supplier Handbook

REFERENCE GUIDE FOR CARTUS NETWORK SUPPLIERS

CARTUS SUPPLY CHAIN MANAGEMENT

|

WORKING WITH CARTUS- CONTRACTUAL REQUIREMENTS



"PROPRIETARY NOTICE"

This handbook includes data that shall not be disclosed outside your organization and shall not be duplicated, used, or disclosed—in whole or in part—for any purposes other than to inform your employees of these policies and procedures. This restriction does not limit your right to use the information contained herein if it is obtained from another source without restriction. Each sheet in this manual is subject to the above restriction.

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WORKING WITH CARTUS: CONTRACTUAL REQUIREMENTS

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Letter of Agreement, Ethics and Compliance and Cartus Core Values

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WORKING WITH CARTUS- CONTRACTUAL REQUIREMENTS

Cartus has made a commitment to its Clients to make sure we work with our Suppliers to provide our Customers with the highest quality service available. ***Our inspiring purpose is to come to work every day to help our Customers and Clients succeed, fulfilling the needs and earning the trust of those whose lives we touch.*** We fully recognize that our Suppliers are an integral part of our process; therefore, the services you provide have a key impact on our Customers' overall relocation.

This handbook forms part of your contractual requirements as set out in the Letter of Agreement you have signed, so you must comply with these requirements. You must also comply with any requirements posted on the Cartus extranet site: www.cartusnetworks.com, any information requested via our Compliance 360 System and any Compliance and Ethics training requested annually. Please review the contents of the handbook and the Cartus extranet site thoroughly with your staff, as you are responsible for advising Cartus in writing if you cannot comply with the requirements. By accepting each work order, the Supplier confirms that they are aware of any of the related Client requirements posted on the extranet site at the time of receipt of the work order and shall comply with all such requirements.

Compliance

Cartus is committed to operating with the highest standards of integrity and ethics as well as health, safety, security and environmental focus. We also want to ensure that our focus and commitment is shared by our Suppliers. Whilst we of course respect the independence of our Suppliers, all Suppliers are expected to comply with our standards while they are conducting business with and/or on behalf of Cartus. Any information provided by Cartus directly or via our Compliance 360 System is very important and should be read carefully or acted upon immediately as it provides guidance and statements to Suppliers about the general business conduct expected by Cartus.

Service

Integral to our Service Delivery is what we call Excellent Service. Cartus service evaluations have an eight point rating scale of 1-8 with 8 being excellent and 1 being poor. Excellent Service is achieved when a Cartus Customer rates our service with a score of a 7 or 8 on an eight point scale.

Whilst the Cartus survey does not have the opportunity to survey your service separately, at times it is possible a customer will provide comments in relation to your service in their Cartus evaluation response.

Each of our Suppliers has been chosen on the basis of credentials and past performance. Once selected, they are trained, coached, and mentored to ensure that they have embraced our commitment to excellent service. Selection is only the beginning of an ongoing and rigorous process. We regularly measure Supplier performance and conduct routine Supplier reviews. When changes are needed, we collaborate with suppliers to get them back on track.

Contracts

Cartus has a variety of contracts, which illustrate the scope of work and agreed fees, which allows each Supplier to understand the specifications of services to be delivered.

Our US based Supply Chain Pricing and Contracts Team will work with you to price and contract the services required by individual Clients and the local Supply Chain Management Team will support you with Client specific training.

About Cartus

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Cartus provides trusted guidance to organizations of all types and sizes that require global relocation solutions. Cartus has provided services to over three million families touched by the relocation process in more than 187 countries worldwide, applying more 60 year's experience to help Clients with their mobility, outsourcing, consulting and language and intercultural training needs.

Americas: Danbury, CT (global headquarters); Chicago, IL; Irving, TX; Minneapolis, MN; Omaha, NE; Sacramento, CA; Montreal, Canada; Sao Paulo, Brazil.

EMEA: Swindon, UK (regional headquarters); Amsterdam, Netherlands; Geneva, Switzerland; Munich, Germany; Paris, France; London, UK

Asia/Pacific: Singapore (regional headquarters); Beijing, China; Hong Kong; Shanghai, China

Stay connected with Cartus by ensuring you register with the following media;

- Twitter: <https://twitter.com/cartus> • Facebook: <https://www.facebook.com/ca...>
- LinkedIn: <http://www.linkedin.com/com...> Blog: <http://www.cartusblog.com/>

Cartus Core Values

Cartus' Values dictate everything we do as an organization – they are the foundation of every decision we make. These values reflect not only who we are and what we believe, but also what can be counted on in every interaction with everyone at Cartus.

Core Values:

- Service
- Financial Responsibility
- Collaboration
- Respect
- Ethical Behavior

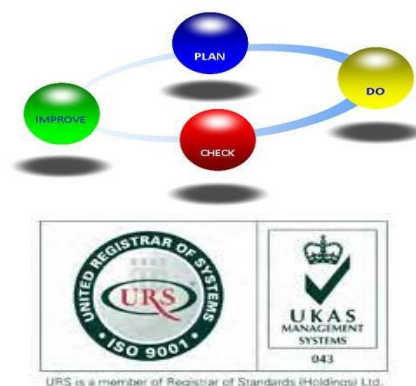
ISO 9001:2015

Cartus Supply Chain Management have been certified against ISO for over 12 years recently certified for ISO 9001:2015 through annual external audits carried out by an independent certification body.

We leverage this business management system to gain global consistency in critical processes, continually improving our system and reducing risks to service. Cartus holds every member of our supply chain to these standards.

As a key member of our Supplier Network, you also play a significant role in the delivery of our high standard of services. Our Dashboard Management System provides us with the critical feedback required for us to support you and your service provision, ensuring continuity of our Customers' quality expectations.

Our Quality Management System ensures that we communicate with you on a regular basis so that you may also benefit from continuous improvement and compliance and remain a key member of our Supply Chain.



Abbreviations

WORKING WITH CARTUS- CONTRACTUAL REQUIREMENTS

ACRONYM	DESCRIPTION	ACRONYM	DESCRIPTION
AMC / EAC / SEAC / IAC / RMC / ESC	Cartus Consultant	SCM	Supply Chain Management
CTQ	Critical to Quality	SLA	Service Level Agreement
Vendor	Provider or supplier	NTV	Notice to Vacate
EE, GME	Assignee / Employee	LOS	Length of Stay
HCS	Host Country Services	CC	Credit Card
LOA	Letter of Agreement	PII	Personally Identifiable Information

Media & Logo requirements

Cartus is committed to building and fully supporting our dynamic network of selected Suppliers in key destinations. In exchange for expert marketing, on-going training, and referral support, Network Suppliers will adopt specific systems and practices that facilitate communications and continuity in service offerings.

Cartus allocates sales, promotion and marketing resources to support and position Cartus Network members. Cartus Network Suppliers are reminded of the critical importance of **following established protocol and procedures** that guide all interactions between Realogy, its business units including Cartus, the media (print, broadcast, Web based) and others seeking company information. We ask that you review and follow these procedures:

- Prior permission from Cartus is required for quotes that are to be provided to external sources, which may include but are not limited to: trade publications, media (local, national, or international) and Suppliers.
- Cartus Clients often hold confidentiality agreements that prohibit us from disclosing their names. Accordingly, please do not release the name of, or any information about, a Cartus Client without written permission from Cartus.
- Your firm's website may include only the Cartus Global Network logo (provided on Extranet website)
- No logo other than the Cartus Global Network logo or trademark (such as the logo or trademark of Cartus or any other Realogy company) may be used without our prior written consent. Only the Cartus Global Network may be used. The logo should be reproduced in its entirety as shown and should not be altered, adapted, or changed in any way. The colored logo should appear using the colors shown (PMS Blue 2727, Green 368 and Orange 1585 only); the black and white version is provided as an alternative. You can find the Cartus logo and more tips regarding formatting on www.cartusnetworks.com.

Press Releases/Press Contact

Below are policy standards for preparing and distributing press releases and advertisements promoting your relationship as a service partner and your relationship with Cartus.

- This press release and any other press releases supplied to you by Cartus, contain approved language and must be used as is without revision.
- Any press release supplied to you by Cartus may be distributed to local media (daily and periodic local newspapers and trade publications), but advance permission from Cartus is required before being issued to any national media or put on a wire service such as PR Newswire, AP, or Reuters.
- Where editing is essential, prior approval from Cartus must be obtained from one of the authorized contacts listed on the Extranet website.
- When media questions refer to your relationship with Cartus or specifics on any Realogy company or a Client, please refer them to one of the authorized contacts listed on Extranet website.

For more information on Logo and Media requirements, please refer to www.cartusnetworks.com

Business Continuity Plan

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Crisis Management and Disaster Recovery are critical to Business Continuity. At Cartus, we have made significant investments in technology, processes, and plans to ensure the continuity of internal business operations. When problems arise due to weather, system outages, world events, etc, our Business Continuity Plan is designed to support business operations in the event a crisis or business interruption occurs.

As Cartus Suppliers, we expect you to apply the same diligence as we do in protecting your employees and ensuring the health and safety of Cartus Clients and Customers in delivering an uninterrupted service. Cartus Suppliers are expected to have their own Business Continuity Plans in place and are required to provide these for audit upon request.

Please review your Business Continuity Plan to ensure it is fully up to date and relevant in all circumstances. Please also ensure **ALL** of your employees are aware of the steps they need to take to ensure uninterrupted service to Clients and customers.

If you have any questions or concerns regarding your Business Continuity Plans, please contact your Cartus Supply Chain Management representative immediately, so they can work with you to address your concerns.

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Service Level Agreements and KPI's

The supplier will input and maintain key data points in their Technology Platform as agreed upon by Cartus and the supplier. The supplier and Cartus will work together to define the Key Data Points which will include but are not limited to the following;

Booking and Option detail including but not limited to;

- Cartus file number
- Cartus client
- Customer detail
- Needs assessment
- Booking/hotel information
- Option detail
- Date and time Work Order received from Cartus
- Date and time options presented to Cartus or customer
- Date and time Cartus or customer made hotel selection
- Date reservation is confirmed and customer notified
- Status i.e. cancellation, extension
- Cancellation Reason
- Rebids
- Requested Check-In Date (per Work Order)
- Actual Check-In Date
- Requested Check-Out Date (per Work Order)
- Actual Check-Out Date

KEY PERFORMANCE INDICATORS (KPIs)

- Acknowledge receipt of Work Order or escalation within 2 business hours
- Submit hotel options to Cartus or the customer within the following agreed upon timeframes;;
 - U.S. Domestic – standard response time of 6 hours.
 - International – standard response time of 24 hours
 - If a shorter turnaround time is required, supplier will work to meet the requested timeframe.
- Update Actual Check in Date within 24 hours of occurrence
- Update Actual Check out Date within 24 hours of occurrence
- Send Reservation Confirmation within one hour of confirming booking
- For stays over 30 days;
 - Contact customer 24 hours after move in to establish that there are no issues and no immediate requirement for additional support
 - Confirm vacate date or need for extension with Cartus/customer;

All other measurable KPI's please refer back to your LOA/contracts?

At times if Cartus receive a comment relating to your services within our Cartus evaluation, we may require you to complete **Service Recovery Analysis Report**.

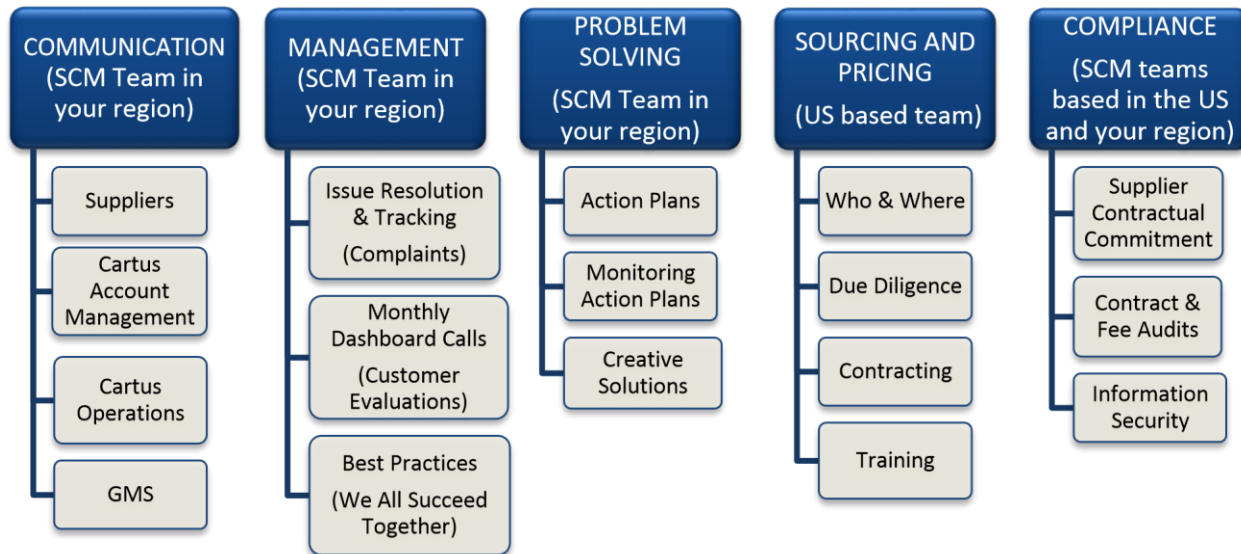
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Supplier Management

SCM Team

Our Supply Chain Management team plays its role in supporting our Cartus Consultants in ensuring good cooperation with Suppliers, as well as Pricing and Contracting activities. The Supply Chain team consists of people of various nationalities with wide ranging employment experience from Supplier operations to Procurement. There is a wealth of knowledge available to you. Use the organization chart to see who works where to understand who is best placed to answer your question. There is a dedicated Supply Chain Manager for each Supplier. Some high volume Clients will also have a dedicated Supply Chain Account Manager (SAM) to exclusively support management of their volume.

The roles of SCM are listed below:



Dashboard & Service Metrics management

Cartus has made a commitment to our Clients to deliver the best service and in order to achieve this we strive to build and maintain strong relationships with our Suppliers. On a regular basis Supply Chain Managers will discuss monthly performance results, any service trends and challenges, process improvements, staffing, general situations in the markets they operate within and any compliance concerns.

The Dashboard Report will be used as the cornerstone for monitoring and measuring performance.

1. Your company will know monthly how it has performed relative to the expectations of Cartus and our Clients
2. The report shows both the monthly performance data, to help look at the short-term & current trend in performance, plus it shows year to date data to look at the long-term performance
3. Submit any service recoveries to your Supply Chain Manager prior to the call and share any research you have conducted.
4. Identify and trends or patterns to apply preventative measures
5. Be prepared to identify solutions to problems

Service Intervention

In the event that a trend is anticipated where you are showing signs of failing to meet the required SLAs/KPIs your SCM manager will intervene and agree interim/short term actions to avoid the negative trend.

Your SCM manager will monitor the progress of the short-term service intervention with minimal (or no) impact to service/volume. In the event, service intervention fails; a formal Service Watch program will be implemented. You will receive a formal notification including the criteria for recovery.

Please remember that at any time we welcome your feedback and initiatives.

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Requirements and Best Practices

Communication and Service Guidelines

Premiere Executive/EVIP Process

- Supplier will only provide hotel options that are A/A+. If none are available within a reasonable distance, supplier will notify the Cartus Premier Executive consultant.
- Supplier will make every attempt to present options that will allow a 24-hour hold. All options submitted will indicate whether the hotel is on hold for 24 hours. If a hotel cannot be held for 24 hours, a note should be provided with the option.
- You will report on progress weekly to your Cartus consultant and/or other parties as directed

Additional services may be required including but not limited to;

- Meet and Greet
- Hotel Tours
- Concierge Services
- Welcome Grocery Pack

Service Authorization

This section addresses the service delivery requirements for all international hotel requests.

In all cases Cartus will;

1. Perform an initial needs assessment for each customer (as applicable/permitted by Client).
2. Provide a Work Order utilizing the Cartus approved Hotel Lead form (Exhibit D) ;
 - a. Work Order may also come from other Cartus Network suppliers i.e. Marriott or Dwellworks
3. Include the following information in the Work Order
 - a. The Customer's needs assessment; length of stay, hotel type (extended stay/traditional hotel, location, amenities, etc.
 - b. Client policy and budget information (if applicable)
 - c. Special instructions including but not limited to;
 - i. Accessibility needs
 - ii. Premier Executive/EVIP/VIP status & requirements i.e. welcome pack
 - iii. Pets
 - iv. Distance from office
 - d. Cartus billing entity

The supplier will;

1. Receive the Work Order from Cartus (Exhibit D)
2. Acknowledge receipt of the Work Order
 - a. Highlight any errors or omissions and contact the Cartus consultant with questions or missing information.
3. Source viable hotel options within required timeframe as outlined on Exhibit B
4. Track all Cartus work orders i.e. if lead comes directly from Cartus or from one of Cartus' network supplier.

Fulfillment Process

In fulfilling the request, the supplier will;

1. Advise Cartus of any potential challenges to fulfilling the request including but not limited to;

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- a. Requested budget
 - b. Limited hotel availability
 - c. Impact of any local events i.e. conference/trade shows
2. Review and filter all available hotel options and present the available option(s) that best meet the client and customer's needs in accordance with the below filtering criteria via the Technology Platform. Hotel options must be submitted within agreed upon KPIs in Exhibit (B);
 - a. Include cost, hotel amenities, terms i.e. cancellation, map of location, floor level, elevator access, etc.
 - i. Other detail may be required if specified in the needs i.e. distance from Client's office, commuting time, etc.
 - b. Clearly identify cancellation terms with each option presented**
 - c. If there is limited availability and the supplier is offering options that are outside of what was requested on the Work Order they must indicate what about the option does not meet the request, i.e. budget, move in date, number of days required etc.
3. Upon notification of hotel selection from Cartus or Customer (as appropriate), supplier will;
 - a. Acknowledge the selection when made
 - b. Confirm hotel is still available for the dates requested
 - c. Make hotel reservation using Cartus' IATA number
 - d. Update the platform with appropriate status
 - e. If hotel is no longer available, advise Cartus consultant and begin sourcing process again.
 - f. Provide hotel with customer contact information
4. Send the Reservation Confirmation, confirmation number and arrival instructions including dates of stay, check in details and parking arrangements within 24 hours of booking confirmation.
5. Update the Technology Platform with all required information as defined by Cartus (Exhibit B)

Filtering Criteria

The supplier will filter all available hotel options prior to presenting to identify the options that best meet the customer's need with the lowest price point or within a specified budget. Those options will be presented to the Cartus consultant or customer as directed by Cartus.

1. Under no circumstances should option be presented to the Cartus consultant or the customer without prior approval if they do not meet the following;
 - a. Budget
 - i. If no budget provided, lowest rates
 - b. Dates requested
 - c. Location

REBID Process (*When no options are available or the Customer has rejected options*)

The Supplier will:

1. Review initial criteria
2. Make recommendation to Consultant to modify criteria
 - a. Flexibility on requested dates
 - b. Accommodation size
 - c. Budget
 - d. Location
3. Repeat sourcing steps

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Departure Process

Pre-Departure the supplier will

1. Confirm vacate date with Cartus/customer or need for an extension ;
 - a) If extension is needed;
- i. Confirm if dates can be accommodated
 - i. If yes, gain approval from the Cartus consultant to accommodate the extension
 - a. Update reservation accordingly
 - b. Highlight any changes in terms or rates
 - ii. If no, update Cartus consultant and offer alternative options if available
2. Copy the Cartus consultant on all communications.

Exception Process

Supplier must fulfill based on authorization provided by Cartus. (Consultant, Account Manager, Account Direct, Supply Chain, etc.) Cartus must approve in writing, any requested changes to the initial lead submission. If you do not receive written approval from Cartus, written approval must be obtained from the customer, as the customer will be financially responsible for the additional service(s) or extended service requested.

If extension is need supplier will confirm if dates can be accommodated. If dates can be accommodated Supplier will gain approval from the Cartus consultant. The supplier will highlight any changes in terms or rates. If dates cannot be accommodated, the Supplier will notify the Cartus consultant and offer alternative options if available. Supplier will copy the Cartus Consultant on all communications.

You must obtain a Cartus revision number from the Cartus consultant and ensure that it is included on any invoicing.

Hotel Quality & Security

1. The supplier will provide hotel solutions tiered by quality as defined by the scale in your Cartus letter of agreement. They will provide Upper Midscale or better options or as otherwise agreed – whenever possible.
2. They must meet the client and customer's needs.
3. Options will be in an acceptable condition in line with market expectations which are to be explained up front.

Incidentals and Excessive Hotel Damage

Excessive hotel damage can with proper notice and verification may be billed to the customer's credit card or the client's direct account with Cartus on a case-by-case basis. The supplier will need to notify the Cartus consultant of the incident(s) and associated costs, prior to advising and invoicing the customer.

Note: It is the responsibility of the provider to communicate in writing any additional fees charged, i.e. parking, housekeeping.

General supplier requirements

Business Protocol

One of Cartus' core values is service - we are defined by it and we sell it to our Clients, so it is critical to maintain high service levels of business protocol and communication.

Business Protocol (BP) information is posted on our Cartus networks site. Below are the highlights, as a reminder of how important they are in the day-to-day management of our business. We hold all Cartus employees accountable for these protocols and as an extension of Cartus, all Suppliers, their staff and subcontractors will be expected to maintain the same level of service around these guidelines. Please familiarize yourself and your teams and subcontractors with these expectations.

Each of the supplier's employees and subcontractors must follow the Business Protocols below on a daily basis. Please ensure that these protocols are applied.

Cartus and our Clients work on a disclosure vs. discovery culture, we want to know what is happening so that we can support the service, do not try and fix things in a silo and not inform us, as we cannot help and our Clients cannot help, forewarned is forearmed.

Cartus communication requirements:

Timeframe for responses are following:

- 2 business hours to acknowledge the receipt of an email •
- 4 hours to respond to urgent queries and escalations
- 24 hours to respond to non-urgent query.
- Email title must contain Cartus file number, Customer's name and subject being communicated
- All telephone conversations that result in agreed action steps should be followed up by e-mail to confirm the action steps.
- All written communication must be in English.
- Cartus consultant must be kept copied in on all correspondence between Supplier consultant and the Assignee at all times.
- Communication should be professional, clear and concise.
- Any changes, delays to agreed meeting dates, and/or problems must be immediately communicated to your respective Cartus Consultant responsible for the Customer's service.
- The Supplier will not liaise directly with Cartus Clients, unless otherwise specified or authorized to do so by Cartus Supply Chain Management.
- Out of Office alerts must be set up in Consultant's signature at least a week before their planned leave and Out of Office message needs to be set up every time Supplier consultant is out. It must contain the contact details of the consultant who takes over the case and is actually present in the office and an escalation point/manager.

Cartus Business Protocol Examples:

Voicemail Greeting:

- Update your voicemail greeting every day
- Record special greetings when out of office
- Holiday
- Annual Leave/Vacation
- Business travel
- Sick day

Content of the Voicemail Greeting:

- Offer a salutation, your first and last name, and location.
- Give today's date and your schedule (i.e. advise if you are in the meetings etc)
- Give (the) number where they can get help now.
- Close professionally.

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Staffing and internal organization:

- Designate a member of their leadership team to supervise the execution of services as required by Cartus and liaise with representative(s) of Cartus.
- Maintain office hours as are reasonably required to meet the needs of Cartus, the Clients and Assignees. Cartus work hours are Monday through Friday, 8:30am – 5pm. We would expect you to mirror such local business hours.
- Notify Cartus in writing of any closures, holidays or other known business interruptions.
- Advise Cartus immediately of any unplanned business interruptions, which should be limited to emergency situations.

Compliance:

- Abide by all compliance requirements, including the UK Anti Bribery act and US Foreign Corrupt practices.
- Ensure regular training is provided to all personnel that touch Cartus' work including field consultants.
- Document all Client specific scopes of work, process and any specific service requirements and communicate these to the field consultants so they can adjust their delivery.

Communication:

- Do not have direct communication with the Clients. This should be made via the appropriate Cartus Consultant.

Participation in RFPs and Pricing Benchmarking:

- From time to time, Cartus will contact you regarding pricing needed for Requests for Proposals or routine benchmarking. Any response back to Cartus should be provided in a timely manner.

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Billing:

You are responsible for ensuring temporary living is invoiced within 30 days of the date the rent is due and. observing Cartus' invoicing requirements. ***More information on our invoice requirements can be found on Cartus Networks website.***

Cost Savings and Cost Containment

Cost saving and containment is a major focus for the vast majority of our Clients. Suppliers are expected to support Cartus and our Clients in this pursuit.

Please remember price is a key component when proposing hotel options, therefore leveraged relationships with properties and partners is an important component of cost savings and containment.

Reporting

Cartus and supplier will work together to define reporting requirements. Requirements must include but are not limited to the following;

Report Requirements	Frequency	Audience
Supplier Dashboard – supplier performance	Monthly	Cartus Supply Chain
Cartus Dashboard	Monthly	Cartus Supply Chain
Standard Cartus Client Reporting	Ongoing	Cartus Account Management
Activity Report – must include all options and bookings; <ul style="list-style-type: none"> • Date of request • Options received • Check in date / Check out date • Client Name • Client # • Guest • Supplier • Hotel/Property • Location • Unit type i.e. standard/extended stay • Currency • Daily rate • Length of stay actual (or projected) total costs • Cancellation terms 	Monthly	Cartus Supply Chain
Fulfilment/Conversion Report – Supplier Dashboard must include; <ul style="list-style-type: none"> • # of requests • Status of each request i.e. offered, not offered, cancelled, booked, pending, rejected, unable to fulfil etc. 	Monthly	Cartus Supply Chain
Cost Saving/Avoidance <ul style="list-style-type: none"> • Performance against budgets (if provided) 	Monthly	Cartus Supply Chain
Quarterly Review	Quarterly	Cartus Supply Chain
Annual Report / Business Review	Annual	Cartus Supply Chain

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Technology

Atlas

Atlas is a web based data information system. This is the Cartus technology platform for tracking all Customer file activity. This system allows Cartus to:

- View and track current status of services;
- Maintain a history of service;
- Provide metric reporting to our corporate Clients;
- Manage Supplier performance;
- Pay Suppliers for services rendered.

Cartus Online

Cartus Online is a useful tool for our Clients and Assignees. It allows Assignees to upload receipts for auditing and reimbursement and to see where these are in the payment process. It also allows them to check that their details are correct in our system.

Although you as a Supplier will not use Cartus Online, it is good for you to know that your Assignees may mention this resource, and there is lots of information available to our Clients and Assignees at the touch of a finger (by an app on their mobile as well as internet) - including your contact details, their lease etc.

Cartus Networks

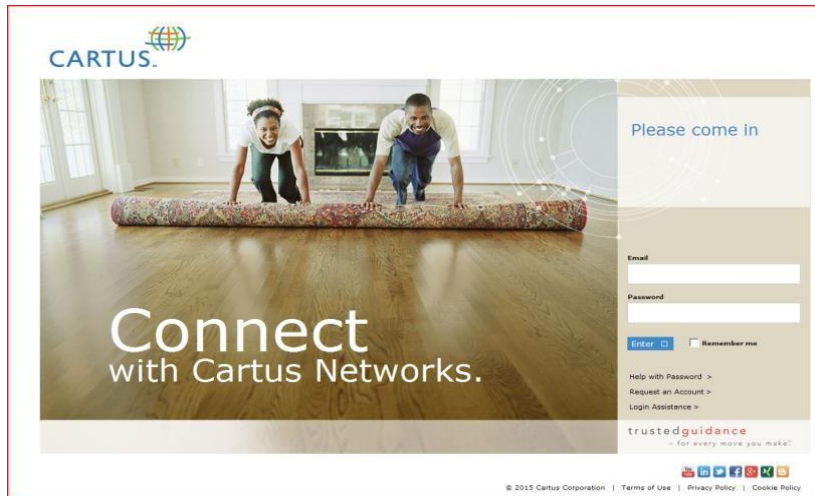
The purpose of our Extranet site is to provide our Vendors with resources and awareness to achieve and maintain the high service standards our Clients and Customers deserve and expect. As a Cartus Vendor, you are required to check this site regularly, and also whenever you receive a notification from Cartus with an update; to ensure you have all the up to date information from our Supply Chain Management team.

Here is a link to the site:

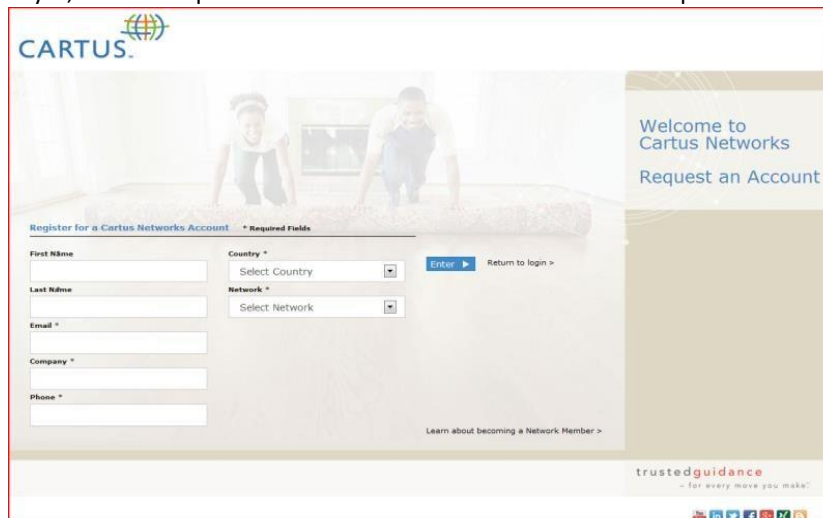
<https://www.cartusnetworks.com/suppliers/temporary-housing/welcome-temporary-housing-2/>

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Please follow the below instructions

The image shows the Cartus Networks login page. At the top left is the Cartus logo. Below it is a large image of two people, a woman and a man, crouching on a wooden floor next to a rolled-up rug. The text "Connect with Cartus Networks." is overlaid on the image. On the right side, there is a login form with the heading "Please come in". It includes fields for "Email" and "Password", an "Enter" button, and a "Remember me" checkbox. Below the login form are links for "Help with Password", "Request an Account", and "Login Assistance". At the bottom right, there is a "trustedguidance" logo with the tagline "for every move you make". At the bottom of the page, there is a copyright notice: "© 2015 Cartus Corporation | Terms of Use | Privacy Policy | Cookie Policy".

If you do not have an account yet, select “Request an account”. You will then need to complete the next screen, as follows:

The image shows the Cartus Networks registration page. At the top left is the Cartus logo. Below it is a large image of two people, a woman and a man, crouching on a wooden floor next to a rolled-up rug. The text "Welcome to Cartus Networks" and "Request an Account" is overlaid on the image. On the left side, there is a registration form with the heading "Register for a Cartus Networks Account". It includes fields for "First Name", "Last Name", "Email", "Company", and "Phone". There are also dropdown menus for "Country" and "Network". An "Enter" button and a "Return to login" link are also present. At the bottom right, there is a "trustedguidance" logo with the tagline "for every move you make". At the bottom of the page, there is a link: "Learn about becoming a Network Member".

Your access will be approved within 48 working hours.

Once you have access, please ensure you review the entire site to make yourself aware of all information that is at your finger tips (i.e. Cartus LEAD Program, Marketing, News and Events, GlobalNet Requirements, etc.)

Information available on our Extranet site:

- The Extranet is a great tool for information about Cartus' Ethics, awards received (and given to our Vendors), and key milestones.
- It is also incredibly useful to ensure that you are aligned with our business protocols- from ensuring a secure system, to setting Assignee expectations.
- Access to the Extranet is invaluable for your employees, explaining how we have a Global Network and the standards we expect determine the service Vendors that we work with; and how you as a company can use your Cartus affiliation to boost your brand.
- The Extranet also provides guidance on compliance, from checking that even the smallest Vendors do not have links to terrorist groups, to ensuring that you do not fall foul of anti-bribery laws.
- You will also find links to useful forms, this handbook, contact details for our Supply Chain Managers and Directors.

Resources and useful document on Cartus Networks (Extranet site)

Network Management information

Contacts

Metrics Managements

RCA- Root Cause Service recovery report

Business Protocol

Supplier invoicing instruction

New Vendor form/W8/W9