



## Event Descriptions

### Awards Dinner

The start of the 2010 Cartus Global Network Conference will highlight this year's theme – “Power of One” – as we roll out the “red carpet” to honor the outstanding achievements by our valued service providers. At the annual Awards Dinner, Traci Morris, executive vice president of Global Operations and Supply Chain Management, joined by Kevin Kelleher, president and CEO, will serve as the evening's hosts as we pay tribute to our network by recognizing those with the highest service quality over the past year. They will announce the silver, gold and platinum winners, unveil the recipients of the coveted Cartus Cups (Service Providers of the Year), Masters Cup (recognizes the continued exceptional performance of previous Cartus Cup winners) and reveal recipients of the Supplier Innovation Awards. In addition, our Diamond level sponsors will be recognized for their generosity and ongoing support of the Cartus Global Network Conference.



### Opening General Session

At the Opening General Session, Kevin Kelleher, president and CEO of Cartus, will kick off the 2010 Global Network Conference with an overview of our vision and strategic plans for the future. In addition, he will provide an update regarding the acquisition of Primacy and our journey to becoming “one company” as the new Cartus. Traci Morris, executive vice president of Global Operations and Supply Chain Management, will also be on hand to review the latest Supply Chain accomplishments and establish a plan of action for achieving our goals in the coming year.

### Rotating Workshops

Back by popular demand are the rotating workshops. As in previous years, these lively sessions will include two topics and two rotations. Participants will attend one session before lunch and the opposite session after lunch. Stay tuned for more detailed information concerning topics and speakers.

#### EXCEPTIONAL SUPPLIER PERFORMANCE – MEASURING THE DIFFERENCE

##### Speaker:

**Matt Spinolo**

*EVP Global Client Services*  
Cartus

With global responsibility for client relations, account management and quality assurance, Matt Spinolo knows a thing or two about keeping customers happy. In this session he will discuss the Cartus supplier value proposition and provide an overview of the statistical linkage between supplier performance and overall customer satisfaction. The correlation between the two is not coincidence.

#### SECURITY AND PII

##### Speakers:

**John Dutt**, *VP Global IT Infrastructure*

**Pam Uhl**, *VP and Associate General Counsel*

**Rob Martini**, *VP Supply Chain Management*

Cartus

Ensuring the security and safety of information concerning our valued client base has never been more important – or challenging – than it is now. Accordingly, we have assembled a talented panel to present Cartus' Security and Privacy Policies and Practices, as well as to discuss industry trends and observations. This session will address the “Cartus Security Promise” and how the requirements of this promise flow down to our supply chain. Additional topics will include U.S. and global legal perspectives, protecting Personal Identifiable Information (PII), compliance with Payment Card Industry (PCI) standards, and Physical and Logical Security Controls.

### Conference Run

Are you interested in staying in tiptop shape while you are away from home, or simply want to skip the caffeine and pump up your energy the natural way? Then join other like-minded attendees for a group run. There is no pre-planning or registration involved. Just meet at the main entrance of the Seattle Sheraton Hotel at 6:30 a.m. on Tuesday morning for this unofficial conference activity. Running maps will be provided.



Events

## Closing General Session & Keynote Presentation

### World Famous Pike Place Market Flying Fish!

The desire to become “world famous” is hardly unique. For many, however, getting there presents the biggest obstacle. But what would happen if you were to just be who you say you are? That’s the approach John Yokoyama, owner of Pike Place Fish, and his team of then-unknown fish “players” decided upon. And it was that approach that transformed his business – taking it from the brink of bankruptcy to being “world famous.”

According to Yokoyama, by stepping outside the usual “we’re in business and you’re a customer” way of relating to people, they were able to just be with clients in the moment, person- to-person. “We took all attention off ourselves to be only with them, and looked for ways to serve them,” said Yokoyama. “We made a commitment to have our customers leave with the experience of having been served, known and appreciated whether they bought fish or not.”

Designed to provide powerful insight into generating success in the workplace, this high-energy, highly motivational and entertaining presentation by Pike Place Fish Market’s flying fish team promises to not only leave you laughing out loud (with occasional shrieks of delight), but with something far more profound and lasting. Exploring questions such as “What’s possible when everyone is inspired, loves what they do and/or has a bigger purpose for their work and life in general?” opens up inspirational dialog to help investigate a wide array of topics ranging from “Loving What You Do – Doing What You Love” and “Team Building” to “Beyond Customer Service – An Opportunity to Make a Difference.”

Get ready because fish flying and racing will also be included!

In closing, Traci Morris will offer comments about what is certain to be another successful Global Network Conference!



## Networking Celebration

If your idea of fun involves listening to good old-fashioned rock ‘n’ roll, then join us for the Networking Celebration at one of Seattle’s newest additions – the Hard Rock Café. Located in the heart of downtown, the Hard Rock Café Seattle strikes the perfect balance in a city that boasts one of the most diverse and influential alternative music scenes in the world.

Recently opened on February 15, 2010, the Hard Rock Café Seattle mixes in as much authentic Seattle as possible – from the existing timbers of its Pike Street building to city memorabilia – and items from many of the city’s most legendary musicians, including Pearl Jam; Chris Cornell of Soundgarden and Audioslave; Alice in Chains; Heart; Nirvana; Foo Fighters; Duff McKagan of Guns ‘n Roses and Velvet Revolver; and Jimi Hendrix.

The event will feature the musical talents of The Beatniks. Beatnik history can be traced back to the steamy coffee shops and poetry dens of SoHo, in New York’s Greenwich Village. Today, the legacy lives on in four young men who adhere to the ideology that music is “more than a mere background for our lives.” The Beatniks perform music of the ‘60s and ‘70s with an energy and passion you won’t find anywhere else. Since their explosive debut in the early ‘90s, they have been pleasing audiences ranging in age from 8 to 80 with their classic sound and vigorous stage presence. With over 5,000 performances since their inception, The Beatniks have proven to be one of the biggest-drawing bands in Seattle consistently selling out venues.

There is no separate registration or fee required. Refreshments, hors d’oeuvres and transportation will also be provided.



## Network Breakout Meeting

The Network Breakout Meetings will take place on the morning of October 27 for the following Networks:

- International Household Goods
- Destination Service Providers
- Temporary Housing
- Domestic Household Goods
- Rental

Cartus guest speakers at the International Household Goods and Destination Service Provider sessions include Kenneth Kwek, SVP, General Manager - Asia providing a “View from APAC” ; David Pascoe, VP, International Services - EMEA and Tracey Rennie, International Assignment/Account Management Director providing a “View from EMEA.”