

CORPORATE SOCIAL RESPONSIBILITY ANNUAL REPORT

2024



A LETTER FROM ELAINE & LEA

As we reflect on another year of growth and progress at Atlas Travel & Technology Group (ATTG), we are reminded of the vital role Corporate Social Responsibility (CSR) plays in creating meaningful, lasting change. At ATTG, we are deeply committed to generating value for the communities we serve, protecting the environment and fostering positive impacts for our employees and clients alike.

In 2024, we made notable strides in advancing our CSR initiatives, delivering on our commitments with measurable results. We supported a diverse range of local charities and organizations, including *Conquer the Course, Knock Knock Give a Sock* among others. Our ongoing dedication to enhancing lives and safeguarding our planet remains the core of everything we do.

This year has been one of significant progress. We've rebuilt our infrastructure, upgraded our communication platforms and navigated both challenges and successes. Through it all, we've grown stronger as a team. As we look ahead, we're excited about the opportunities to drive innovation, deliver sustainable growth and continue our strategic initiatives. Our focus on excellence, coupled with a commitment to creating an environment where everyone can thrive, remains unwavering.

Our vision and core values will continue to inspire our direction and guide our decisions. Moving forward, we are eager to expand upon the foundation we've established. In the year ahead, we aim to enhance our employee learning platform, broaden our sustainability and volunteer initiatives and introduce AI-driven technologies that will elevate our service delivery and client experiences.

We extend our deepest gratitude to our employees, partners and the communities we serve. Your dedication and hard work inspire us every day, and together, we are making a difference.

We invite you to explore our annual CSR report and reflect on the positive impacts we've made and the exciting opportunities that lie ahead.



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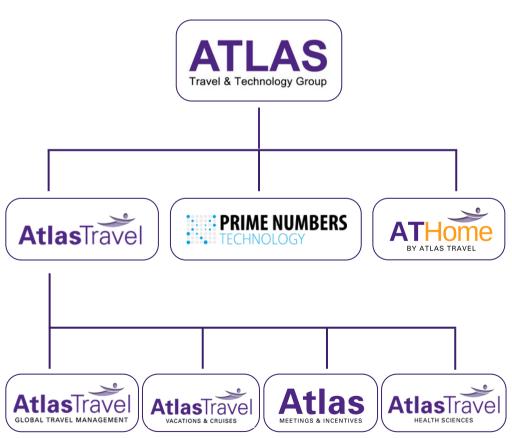
Elaine Osgood Chief Executive Officer



Lea Cahill President



COMPANY STRUCTURE



OVERVIEW OF OUR COMPANIES



For over 35 years, Atlas Travel has provided exceptional travel management services, utilizing industry-leading technology to provide cost-efficient, personalized care. Our U.S. headquarters is in Marlborough, Massachusetts with a European office located in London, England. In addition, we have partnerships in Dublin, Ireland and Toronto, Canada, allowing us to offer currency fulfillment in GBP, Euro, U.S. and Canadian dollars.

As an affiliate of BCD Travel, our global service offerings spanning over 100 countries. Atlas Travel is proud to be a certified Women's Business Enterprise (WBE) and a distinguished member of the Travel Weekly Power List. Although we are recognized for our corporate travel management services, Atlas Travel provides an array of travel-related offerings.



Prime Numbers Technology (Prime) is dedicated to helping clients drive significant savings in business spend through industry-leading data analysis, contract and spend optimization and benchmarking solutions.

In addition to data analytics and benchmarking, Prime is continuously developing a comprehensive suite of solutions like policy management, spend optimization, contract and vendor sourcing analysis and ROI maximization, which are licensed by some of the most recognized names in business travel, with global representation by many Fortune 250 corporations and Top 10 travel management companies.



ATHome is a training school and host agency division of Atlas Travel & Technology Group that provides support and comprehensive training programs tailored for both experienced travel advisors and those new to the industry.

ATHome members receive everything needed to grow a successful home-based business, including industry-leading technology, preferred industry partnerships, a robust marketing suite, accounting and business support and extensive expertise and mentorship.



DIVISIONS OF ATLAS TRAVEL



Atlas Travel offers a comprehensive suite of global travel services, delivering the most responsive touchpoints, optimized risk mitigation and innovative business solutions that ensure a completely dynamic travel program for even our most discerning clients.

With a strong emphasis on service excellence, we leverage advanced technology to deliver proactive guidance and personalized global programs.



Meetings & Incentives (MICE) clients benefit from our decades of experience in event planning and the collaboration between our global travel management and vacations & cruises divisions.

In addition to meeting and event planning, the MICE team provides: Rewards and Recognition Services, Special Event Production, Group Air Management and Creative Event Marketing Campaigns.



Our Vacations & Cruises (V&C) sector is known for its exceptional service that every client receives in fulfilling their vacation dreams.

With a network of expert travel professionals around the globe, V&C is proud to offer travel experiences unlike any our clients have known. Our travel advisors hold professional destination-specific certifications earned through firsthand experience and on-site training in each location.



In 2024, we established our health sciences division to further enhance our dedication to health-related travel services as a result of the rapid growth we experienced within this vertical of our business.

Our Health Sciences team specializes in the unique requirements of healthcare travel including but not limited to patient care travel and clinical trials.

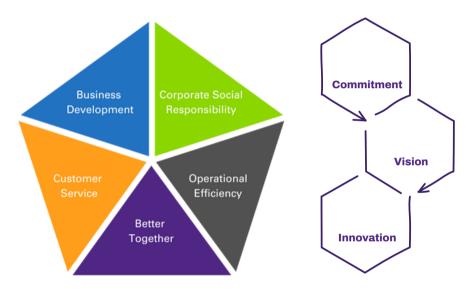


OUR APPROACH

Our mission is to provide management services to organizations with an entrepreneurial mindset, compelling business plan and commitment to its social and environmental responsibilities.

In line with our mission, we strive to be respected by our industry, stakeholders, employees and community as an organization that is committed to the principles of human rights, preservation of the environment, health and safety of our employees and high corporate ethics.

Our goal is to see these principles become inherent to the fabric of our corporate culture and inspire individual stewardship.



Our organization is dedicated to excellence in every aspect of our business. We prioritize the interests of all stakeholders in our decision-making process, ensuring solutions that benefit everyone involved. Through our proactive approach, we aim to make a positive impact and contribute to a better world for all.

Setting ourselves apart from competitors, we specialize in tailoring solutions to meet the unique needs of clients in niche markets. Our ability to provide convenient and specialized services, like client API integration, distinguishes us as a leader in the industry.



GOVERNANCE - INTEGRITY & COMPLIANCE

GOVERNANCE STRUCTURE

As a certified B Corporation, our governance structure begins at the top with our Board of Directors, in collaboration with our Corporate Social Responsibility (CSR) Council, whom guide our corporate social responsibility strategy. We uphold a high standard of corporate governance to ensure the continued trust of all our stakeholders.





- C-Level Management presides over our three companies under Atlas Travel & Technology Group.
- Newly established Corporate Executive Committee dedicated to the strategic direction and logistical overview of the complex corporate environment.
- CSR Council, an Employee Resource Group (ERG), includes representation from various areas of our business and collaborates to drive forward their respective program initiatives that support each CSR anchor.
- Client Advisory Board consists of curated stakeholders whose valuable insights allow us to refine our procedures and offer exceptional service to all our clients.
- We are a women-owned certified business with the Women's Business Enterprise National Council (WBENC) and recognized by the Massachusetts Supplier Diversity Office.



PRACTICING GOOD BUSINESS CITIZENSHIP

We are committed to ethical business practices that prioritize the well-being of our employees, clients, partners and communities. Guided by integrity, transparency and accountability, we align our operations with values that promote trust, inclusion and sustainability. This dedication is reflected in the certifications and industry affiliations we uphold, each reinforcing our responsibility to do what's right and drive continuous improvement across all areas of our business.



Since 2021, Atlas Travel & Technology Group has been the first North American B Corp Certified Travel Management Company corporation. Last year, the organization proudly acheived its recerfication for another three years.

B Corps are for-profit companies meeting high social and environmental standards. Unlike traditional corporations, they must consider the impact of decisions on all stakeholders (customers, employees, communities and the planet). B Corps represent \$67 billion in revenue globally, with over 75,000 businesses following their example through B Lab's assessment and framework.



Since 2019, Atlas Travel & Technology Group has been a proud member of The Code, a PACT (Protecting All Children Against Trafficking) initiative dedicated to ending child trafficking and exploitation in the travel industry.

We've also expanded our educational outreach to include our ATHome network of over 100 independent travel advisors. In addition, we actively share training resources across the broader travel community to further advocate for education, awareness and prevention of human trafficking.





In 2024, SHRM assumed full ownership of CEO Action for Diversity & Inclusion, paving a new path forward for corporate inclusiveness.

We embrace all diversity, including geography, age, background and experience, believing varied perspectives drive innovation. Our DEI policy ensures a workplace where everyone is respected, valued and treated equitably. To further this commitment, we launched an initiative inviting employees to share meaningful travel experiences, promoting cultural awareness and personal growth.



COMMITMENT TO DATA PRIVACY & PROTECTION

Safeguarding the data of clients, travelers and employees is a top priority at our organization. This commitment starts with formalized data privacy and security policies, overseen by the Chief Information Officer and aligned with leading standards and frameworks, including the Payment Card Industry Data Security Standard (PCI DSS) and the General Data Protection Regulation (GDPR). Some of these policies include:

- Global Privacy Policy
- Privacy Rights Management Policy

DATA PRIVACY

FRAMEWORK

PROGRAM

- Business Continuity Management Policy
- Global Information Security Policy
- Incident Response Plan
- Vendor Risk Management Policy



We comply with both the EU-U.S. and Swiss-U.S. Data Privacy Frameworks (DPF). Our certification is publicly listed on the DPF Active Participant List, affirming our commitment to protecting personal data across borders.



Our organization partners with an independent third party to verify adherence to the DPF principles, offering our customers and employees added assurance that their personal information is handled responsibly and in compliance with recognized industry standards.

DataRep

DataRep has been appointed as our Data Protection Representative within the European Union, enabling EU data subjects to exercise their data privacy rights directly from their country of residence.



Information security is embedded within our organizational culture and aligned with global standards, including the PCI DSS. Our robust security program includes regular vulnerability assessment scans conducted in partnership with Viking Cloud, an Approved Scanning Vendor (ASV).





We actively participate in the National Cybersecurity Alliance's Data Privacy Week and Cybersecurity Awareness Month campaigns each year, underscoring our ongoing commitment to promoting privacy, security awareness and best practices across our organization.



PRIVACY & SECURITY EDUCATION AND AWARENESS

In 2024, we made advancements in our educational efforts through the evolution of our **SAFE (Security Awareness is For Everyone)** program. Designed to instill a security-first mindset, SAFE equips employees with the knowledge and tools needed to safeguard both company and client data.



As part of our ongoing commitment to privacy and data protection, the program was refreshed with a restructured framework and updated content. The strategic initiative below has delivered meaningful improvements in awareness, engagement and our overall security culture.

- **Centralized Training Platform:** We leverage an online security awareness platform to efficiently manage and deliver training content and evaluate knowledge retention, while tracking and reporting participation and progress on learning outcomes.
- **Specialized Developer Training:** Software engineers receive monthly, rolespecific training focused on the latest security threats and best practices in secure development.
- Real-World Phishing Exercises: Ongoing, interactive phishing exercises teach employees how to spot common red flags, like suspicious links and spoofed emails, while also helping the company assess and improve overall security awareness.
- **Improved New Hire Onboarding:** New employees participate in a blended SAFE training program that combines Wizer videos with live, instructor-led sessions for a comprehensive introduction to privacy and security.
- **Expanded Distribution Channels:** We utilize a variety of internal communication platforms to enhance the dissemination and reach of security awareness information.



PRINCIPLES - PEOPLE & PRACTICES

HOLISTIC EMPLOYEE EXPERIENCE

At ATTG we believe our employees are our greatest asset. Their success is our success, which is why we are committed to fostering a workplace that goes beyond just a job – it's a community where every individual feels valued, supported and empowered to thrive.



We take a holistic approach to the employee experience, recognizing that true wellbeing encompasses social, financial, physical and mental wellness.

Through the initiatives we implemented in 2024, we are dedicated to creating an environment where our team members can grow both professionally and personally, ensuring their overall satisfaction and long-term success.



EMPLOYEE EXPERIENCE

Social Well Being

- NEW Volunteer Day PTO benefit to engage with a local causes/charities
- Our Stand Out recognition
 program with Nectar to keep
 employees engaged and valued

Mental Well Being

- Complimentary subscription to wellness/mediation app, Calm, (up to five dependents)
- Mental Health & Self-Care Employee Challenges through Nectar

Physical Well Being

- Reimbursement for gym and weight-loss program from our healthcare provider
- Free membership to Duty of Care -Employee Safety, an emergency travel assistance program

Financial Well Being

- Financial Educational webinar & Countdown to 65 Medicare prep sessions
- Increased company contribution to rising healthcare costs

EMPLOYEE SATISFACTION

Employee satisfaction is paramount at our company. Happy employees are more engaged and productive, which significantly influencing the overall prosperity of an organization. Below are the results from 2024's Employee Satisfaction Survey:

Employee Satisfaction Survey Results

- Employees reported a weighted average score of **9.2 out of 10** when asked how likely they are to recommend our company as an employer.
- Employees reported a weighted average score of **9.4 out of 10** when asked how likely they are to recommend our services to potential clients.
- Improvements in internal communication have been prioritized based on employee feedback.





EMPOWERING EMPLOYEE GROWTH WITH eCLASSROOM

We understand that each phase of an employee's career journey is significant. From the initial onboarding process to ongoing development and potential career transitions, we are committed to supporting our employees every step of the way.

We believe in fostering a culture of continuous growth and learning, where individuals are empowered to explore new opportunities, develop their skills and reach their fullest potential. To guide this journey, we adhere to the approach of *Hire*, *Inspire*, *Admire*, *Retire*, ensuring our employees feel supported, valued and encouraged throughout their careers.

In July, we launched **eClassroom**, our new Learning Management System (LMS), designed to enhance employee learning and streamline training at ATTG. This platform offers customized learning paths for each department and role, providing a more effective and engaging development experience. We are committed to professional growth and providing the best tools and resources to ensure our people and organization thrive.

eClassroom Achievements:

- Created over 100 new learning resources
- Delivered Over 1,000 hours of learning
- Onboarded 17 new employees in the first five months



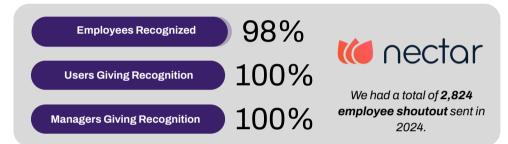
Here's What our Employees Had to Say "Training was great! I learned so much and enjoyed the daily meeting to provide us a space to ask questions." "This has been the most comprehensive onboarding for any company I have worked for." "The onboarding is a well-balanced flow of modules."



REWARDS & RECOGNITION PROGRAM POWERED BY NECTAR

To encourage peer appreciation, we have continued to implement and enhance our best practices for *Stand Out*, our rewards & recognition program powered by Nectar. Nectar provides company-wide visibility for shout-outs and recognition, automates manual tracking of recognition and includes challenges to maintain engagement.

The data below provides a snapshot of our 2024 company's engagement with the Nectar platform:

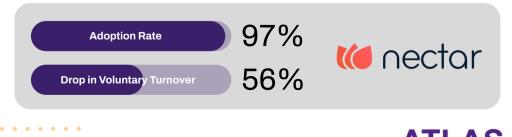


Case Study: How Atlas Travel & Technology Group Cut Voluntary Turnover by Over 50% with Nectar

Based on our outstanding engagement with the Nectar platform, we're also proud to share that ATTG was selected to be featured in Nectar's customer success case study.

Since implementing Nectar in April 2023, we've embraced company-wide recognition through our Stand Out! initiative, contributing to a more connected and appreciative workplace culture. As a result, we've saved **32+ hours per month** by implementing the Nectar platform and eliminating manual recognition tracking and reporting.

The case study spotlights how our strategic use of employee recognition helped boost morale, streamline HR processes, and create a culture where everyone feels valued. Our commitment to Nectar has made the measurable impact below:



Travel & Technology Group

SUSTAINABILITY

SUSTAINABILITY IN ACTION

In 2024, we continued to advance our sustainability efforts through meaningful initiatives aimed at reducing our environmental impact, supporting our communities and empowering our employees to be part of the solution.

To mark Earth Day and National Volunteer Week, we launched a sustainability-themed Reward & Recognition challenge that encouraged employees to reduce their plastic use and give back to the environment. Team members shared creative ways they were cutting back on plastic waste, all while receiving recognition points for their participation.





Later in the summer, we introduced our Beach Clean-Up Challenge. Employees were encouraged to clean up their local beaches or parks as a way to preserve natural spaces during the busy outdoor season. Through this initiative, our team helped make a visible, positive impact on local environments while continuing to foster our culture of sustainability and volunteerism.



COMMITMENTS TO GOING GREEN WITH EMPLOYEES & CLIENTS

At our organization, sustainability isn't just a responsibility — it's a core value that influences everything we do. As a global travel management company, we understand the environmental impact of our operations and are committed to minimizing that footprint. Whether through everyday office habits or the tools we provide to our clients, our approach to sustainability is both intentional and far-reaching.

Greener Workspaces

Our team is encouraged to make eco-conscious decisions through thoughtful purchasing and energy-saving habits. These practices are simple yet impactful steps that contribute to a more sustainable workplace.

Environmentally-Friendly Office Practices

We encourage employees to adopt simple habits that support green office practices, including:

- Minimize paper use by going paperless and reusing scrap paper.
- Choose sustainable supplies like remanufactured toner cartridges and products with minimal packaging.
- Save energy by turning off unused devices and unplugging chargers.
- Improve indoor air quality by ensuring good ventilation and limiting pollutant sources.

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Environmentally Preferred Products (EPPs)

We prioritize products that minimize environmental impact and encourage our employees to purchase from the below preferred supply vendors:

- The Green Office
- The Blue Dolphin
- Staples
- Earth Hero
- The Ultimate Green Store
- The Green House

These vendors specialize in sustainable, responsibly sourced office supplies and provide recycling options to support circular use.

Transparent Travel: CO2 Emissions Visibility



Through our third-party booking tool, Concur Travel, clients can now view carbon dioxide equivalent (CO_2e) emissions by default for their flight options, bringing emissions data directly into the traveler's decision-making process.

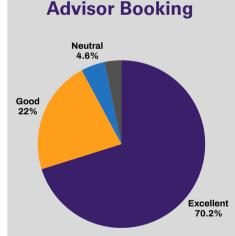
This added visibility empowers our clients to make more informed, environmentally conscious choices. Our clients are already leveraging this feature as part of their commitment to greener travel.



SERVICE PERFORMANCE

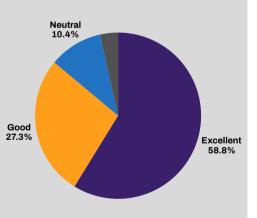
BOOKING SATISFACTION

Through our Atlas Travel Pulse program, we deploy an integrated survey API to automate survey sends based on a select number of trips. Clients have the capabilities to determine the frequency behind this automation, to ensure they are always collecting and receiving up to date data on their traveler's experience with Atlas Travel.



Out of 633 submissions, 92.2% rated our advisor assisted booking service good or better.

Online Booking



Out of 551 submissions, 86.1% rated our integrated booking services good or better.



SPECIALIZATION GROWTH

While ATTG services clients in many different industries, all with unique needs and requirements, we have seen significant traction in the following verticals.



Humanitarian and Not-for-Profit

Our humanitarian clients utilize special fares in combination with complex international routing, Fly America Act compliance and donor fund allocations. Our risk mitigation platform ensures travelers receive important communication along their journey.



Fashion and Retail Merchandising

In fashion retail and merchandising, we span a broad spectrum of clients distributing a variety of goods. From elevated concierge services to self booking capabilities and group movement, we assist our clients as they open new locations, purchase inventory and more.



Health Sciences

Our life sciences clients operate in the research, development and manufacturing of pharmaceuticals, medical devices and biomedical technologies along with those conducting clinical trials. The delivery of accurate data is paramount to the success of their programs.



In 2024, we furthered out commitment to delivering best-in-class service to clients within our health sciences vertical by introducing a new sub-division of Atlas Travel. Our Health Sciences team is dedicated to understanding the different needs of health-related travel, from medical devices to patient travel and more.



AI INNOVATION & INTEGRATION



At Atlas Travel, our commitment to responsible business practices extends to continuously improving the experiences of our customers. In 2024, we took significant steps forward in this endeavor by laying the groundwork for integrating artificial intelligence (AI) technology into our booking experiences and contact center.

Recognizing the transformative potential of artificial intelligence (AI), we worked to integrate AI tools within our contact center operations. This technology enables our advisors to analyze customer interactions in real-time, discerning intent, urgency, and sentiment with greater accuracy. By empowering our team with these insights, we can respond to customer needs more effectively and empathetically, ensuring timely and relevant support.

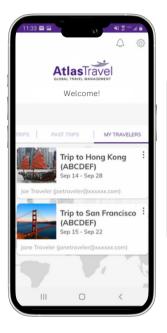
Further enhancing the customer journey, we introduced the Recommendations Engine, a system designed to streamline the travel booking process. Developed in collaboration with Prime Numbers Technology, a travel analytics company and a valued division within the Atlas Travel & Technology Group, this engine intelligently suggests travel options based on individual customer preferences and their history of bookings. This not only accelerates the booking process but also ensures a more personalized and seamless experience.

As we move into the future, we remain on the forefront of integrating AI innovations within the travel industry.





MOBILE APP IMPROVEMENTS

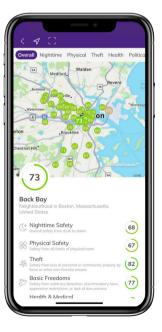


My Travelers View

Travel bookers now have more visibility than ever into their travelers' trips with the new My Travelers feature on the AMIGo home screen! This option is available to those who book travel for others within their organization and provides instant access to booked trips in AMIGo.

City Safety Scores

At Atlas Travel, we know that the safety of our travelers is paramount. Through partnership with GeoSure Global, we have introduced new functionality to our mobile app that provides detailed safety scores for over 65,000 different cities and neighborhoods. Scores can also be filtered by categories: Overall, Nighttime, Physical, Theft, Health, Political, Women and LGBTQ.

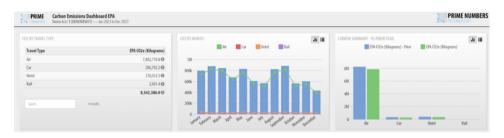




CARBON REPORTING WITH PRIME NUMBERS

Prime Numbers Technology has expanded their carbon reporting capabilities to allow users to purchase carbon offsets from any generated report. Offsets are purchased through Sustainable Travel International, however Prime's tools are set up to integrate any carbon offset provider our clients prefer.

Offsets are investments made to compensate the carbon emission levels released into the atmosphere by industrial or human activities, such as flying.



Prime Numbers Technology has also introduced a variety of new metrics for carbon emission reporting including short tons, long tons, metric tonnes, pounds and kilograms. Reporting on carbon usage can also now be grouped by any data field, allowing for increased customization.





CHARITY & COMMUNITY SUPPORT

CHARITABLE ENDEAVORS & COMMUNITY SUPPORT

Last summer, we proudly introduced our new Volunteer PTO program, and in just six months, our team members collectively logged an impressive 166 hours of volunteer time. This incredible milestone showcases the generosity and compassion of our ATTG family, and we couldn't be prouder of everyone who gave their time to make a difference last year. Below are just some of the submissions from these Nectar challenges:

Sam Bieneman | Client Billing Accountant, Finance & Accounting

"The only thing better than feeling the magic, is being a part of it!" That was our tagline as we raised money for a local pediatric cancer foundation, Calsangels.org. The efforts began weeks before as we solicited donations, created festive baskets and finally sold raffle tickets in conjunction with my daughter's dance studio's Nutcracker performances in December. We raised nearly \$3000.00 for this amazing organization.

Theresa Ryan | Vice President, Program Management

I volunteered at the 17th Annual Wreaths Across America Day in December, where we placed wreaths on the headstones of fallen military service members. Their motto is "We Remember, We Honor, We Teach" (Remember the fallen, Honor those who serve and Teach the next generation the value of freedom). It was truly an emotional experience!

Jennifer Murphy | Vice President, Meetings & Incentives

In November, I participated in a turkey basket drive at my dojo, with 720 baskets assembled to feed families in need. I donated money to provide a meal for five families for Thanksgiving because I am appalled at the cost of groceries and don't want to see families without a decent meal on a day that I am grateful to be able to feed my own.





Members of our team also supported initiatives at Ronald McDonald House. Where we assembled activity boxes in partnership with Cheeriodicals, providing children with engaging items and personal messages to brighten their stay. Furthermore, by collaborating with Goodr, an organization that combats food waste and reduces carbon emissions through composting, we prepared and delivered essential food kits to Ronald McDonald House. These efforts collectively provided comfort, sustenance, and moments of joy to families facing challenging times.

We were proud to sponsor Goodnow Brothers Elementary School's 5th Annual Fundraiser, which this year featured the Goodnow Ultimate Grizzly Challenge. This engaging ten-day program saw students participate in a ninja warrior-style obstacle course, fostering physical activity and school spirit. All proceeds from the fundraiser directly support vital enrichment programs for every grade level, including field trips, classroom supplies, and family events. Our sponsorship helps ensure students have access to these valuable experiences that enhance their learning and development.

Dear Atlas Travel 4 Technology Group Thank you for your generous donation for t-shirts for Goodnew Brothers Elementary School students. We had our "Ultimate Ginzzilu" fundraising event on Friday, October 18 and it was a wonderful success. Thanks to your donation our 800+ studients received a free Goodnow t-shirt. We hope you will see the shirts around town with your logo on it. We sincerely thank you for your support of the PTD. - Geadnew PTD Board



Atlas Travel & Technology Group Marketing Manager Zachary Cahill and Director of People & Culture Robin Carter attended Bentley University's Business for the Greater Good Fair. This event aimed to connect Bentley University students with companies who promote ethical business practices and dedicate themselves to making an impact on their communities. Robin and Zack specifically spoke with students about our status as a certified B Corporation, our commitments to the CEO Pledge for Diversity & Inclusion and the future of sustainability in travel.





The ATTG team set out to "Conquer the Course" at Wachusett Mountain, a charity event aimed at raising funds for children battling cancer. The roundtrip 5.6-mile hike included a series of unforeseeable challenges along the way, all designed to test physical strength and agility but also our mental prowess. The course was a powerful metaphor for all the unknown difficulties faced by children and families affected by cancer.



We have a long-standing history of working with our local communities especially during the holiday season. This year we decided to bring back the initiative and donate socks to our local charities for the Knock-Knock, Give A Sock Campaign. Our recipients are local to our company's headquarters in Marlborough, Massachusetts.







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