

ATLAS
Travel & Technology Group



**CORPORATE SOCIAL
RESPONSIBILITY**
ANNUAL REPORT

2025





A LETTER FROM ELAINE & LEA

At Atlas Travel & Technology Group (ATTG), we're proud to continue to build a strong foundation of growth, innovation and sustainable business practices while deepening our commitment to Corporate Social Responsibility (CSR). For us, responsible growth means creating lasting value — not only for our clients and partners, but also for our employees, communities and the environment.

In 2025, we advanced our CSR priorities with purpose and measurable impact. We continued to make a difference by supporting meaningful community initiatives and nonprofit organizations, both locally and beyond. These efforts reflect a shared commitment to contribute to the communities where we live and work while remaining mindful environmental stewards.

Last year also marked an important period of transformation for our company. We strengthened our technology infrastructure, enhanced our communication platforms and continued building a more resilient and connected organization. These investments position ATTG to operate more efficiently, innovate more effectively and better support the evolving needs of our clients.

Looking ahead, we remain focused on responsible innovation and sustainable growth. We will continue to expand our employee learning & development initiatives, broaden our sustainability and volunteer programs and integrate advanced technologies to further enhance the service and value we deliver to our clients.

Our progress is made possible by our dedicated employees, our trusted clients and the collaboration of our partners. We are grateful for the collective efforts that enable us to make a meaningful impact each and every year.

We invite you to explore this year's CSR Report to learn more about the initiatives, partnerships and accomplishments that shape ATTG's commitment to responsible business.

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Elaine

Elaine Osgood
Chief Executive Officer



Lea

Lea Cahill
President



OUR COMPANY & APPROACH

COMPANY STRUCTURE

ATLAS
Travel & Technology Group

AtlasTravel

PRIME NUMBERS
TECHNOLOGY

ATHome
BY ATLAS TRAVEL

AtlasTravel
GLOBAL TRAVEL MANAGEMENT

AtlasTravel
VACATIONS & CRUISES

Atlas
MEETINGS & INCENTIVES

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OVERVIEW OF OUR COMPANIES



For over 35 years, Atlas Travel has provided corporate travel management services and an array of travel-related offerings, utilizing industry-leading technology for cost-efficient, personalized care. Atlas Travel is headquartered 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 span over 100 countries. Atlas Travel is proud to be a certified Women's Business Enterprise (WBE) and a Women-Owned Small Business (WOSB).



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.



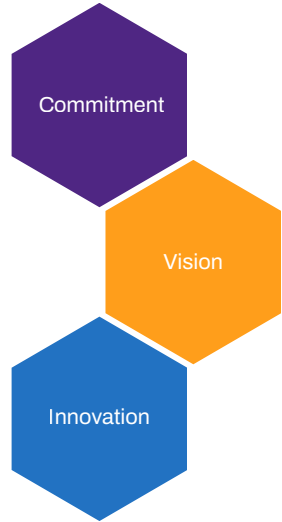
In 2025, we continued to expand our health sciences division to further enhance our dedication to health-related travel services as a result of the rapid growth we experienced within this vertical of our business.

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 empower entrepreneurial organizations by aligning strategic growth with measurable social and environmental impact. We uphold the highest ethical standards, ensuring that responsible leadership remains at the core of our value creation for all stakeholders.



Driven by a commitment to operational excellence, our organization prioritizes a stakeholder-centric approach to ensure every strategic decision yields equitable, impactful results.

We differentiate ourselves within the competitive landscape by delivering bespoke, high-touch solutions tailored to the intricate requirements of niche markets. With advanced technical capabilities, especially our seamless client API integration, we deliver specialized convenience that sets us apart and shows our commitment to driving positive global change.



GOVERNANCE: INTEGRITY & COMPLIANCE

GOVERNANCE STRUCTURE

Governance is a team effort. Our Board of Directors and CSR Council collaborate closely to steer our social responsibility initiatives. We are committed to high-level oversight to ensure we remain accountable to every one of our stakeholders.



- **Executive Oversight:** Our C-Suite and Corporate Executive Committee provide the strategic and logistical leadership for the three companies within Atlas Travel & Technology Group.
- **Employee-Led Impact:** Our CSR Council (ERG) unites diverse internal voices to champion and execute program initiatives across our core CSR anchors.
- **Stakeholder Insights:** We collaborate with a curated Client Advisory Board to refine our procedures and ensure we deliver exceptional, value-driven service.
- **Certified Diversity:** Atlas is a certified women-owned business through the WBENC and the Massachusetts Supplier Diversity Office.

PRACTICING GOOD BUSINESS CITIZENSHIP

Our operations are defined by a steadfast commitment to ethical standards and social responsibility. We prioritize the interests of our stakeholders through a framework of accountability and sustainable growth. These values are validated by our professional affiliations, ensuring that we maintain the highest level of integrity while constantly refining our business practices



In 2025 we joined **B Tourism**, a global network of B Corp-certified and conscious travel organizations dedicated to leveraging tourism as a "force for good".

B Tourism provide a collaborative space for industry leaders to share best practices and help travelers support companies that align with their values.



In 2025 we were recognized as a Top Member for our continued and meaningful commitment to building truly sustainable tourism with child protection at its core through implementing the six criteria of The Code. We were invited to create a video that was included in PACT's social media campaign.



Diverse perspectives are the engine of our innovation. We are committed to an equitable culture where every individual, regardless of background or geography, has the space to lead. By celebrating the global experiences and unique personal journeys that spark our growth, we continue to strengthen our community through shared awareness and mutual respect.

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



**DATA PRIVACY
FRAMEWORK
PROGRAM**

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 is 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

Building on the success of the previous year, 2025 saw the continued expansion of our **SAFE (Security Awareness is For Everyone) program**. By further embedding a security-first culture in our daily operations, SAFE ensures every team member is well-equipped to protect our evolving digital ecosystem and maintain the integrity of client data.



The organization demonstrated exceptional engagement and operational efficiency across all programs, totaling approximately 114.6 training hours delivered to 219 unique participants.

Key Training Statistics

- Annual Level 3 Security: 203 employees completed 67.67 total hours.
- New Hire Onboarding: "SAFE" program deployed across 12 departments.
- Fraud Prevention: 108 advisors completed 228 modules (100% completion).
- Phishing & Dev Training: Ongoing real-world simulations and monthly role-specific security updates for engineers.

Core Takeaways

- Culture of Security: Proactive data protection through the "SAFE" initiative.
- Widespread Participation: Broad engagement across all specialized business units.
- Commitment to Governance: 100% completion rates reflect high organizational integrity.





PRINCIPLES: PEOPLE & PRACTICES

HOLISTIC EMPLOYEE EXPERIENCE

At ATTG, our people remain our greatest asset and the heartbeat of our success. We've expanded our commitment to creating a workplace that is more than a job. It is a community where every individual is empowered to thrive. By continuing our holistic approach to employee experience, we have seen sustained success across social, financial, physical, and mental wellness initiatives.

We remain dedicated to evolving these programs to ensure our team members grow alongside the company, securing both personal fulfillment and long-term professional success.



EMPLOYEE EXPERIENCE

Social Well Being

- 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
- Robust Employee Assistance Program through Symetra

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
- 401k match program

EMPLOYEE SATISFACTION

In 2025, we reinforced our commitment to a people-first culture by conducting semi-annual engagement surveys. These insights allow us to measure our progress against global benchmarks and directly inform our human capital strategy. Below are the 2025 performance highlights:

- **Increased Engagement:** Participation rose significantly from 45% in Q1 to 70% in Q3, reflecting a workforce invested in sharing their perspective.
- **Strong Sentiment Foundations:** In our Q1 baseline, our initial engagement metric (Question 1) debuted with an NPS of 70, categorized as a "Great" standing within the industry.
- **Service Excellence:** Employees consistently maintained a "World-Class" NPS (reaching 78 in Q3) regarding the quality of service provided to customers, demonstrating immense professional pride.
- **eNPS Stability:** Despite a year of transition, our internal "Great" rating for employee recommendation (eNPS 60) remains well above averages.



EMPOWERING EMPLOYEE GROWTH WITH eCLASSROOM



Following the 2024 launch of eClassroom, ATTG introduced the Learning Dashboard in 2025, shifting our focus from training delivery to data-driven analysis. This evolution ensures professional growth is a measurable reality rather than just a philosophy. Our training distribution balances technical mastery with organizational integrity:

- **Operational Excellence:** Over 1,170 hours were dedicated to Job Specific and Product Knowledge training, keeping our travel advisors at the forefront of industry standards.
- **Integrity & Compliance:** Nearly 398 hours focused on Compliance and Regulatory training, cementing our commitment to ethical operations and safety.
- **Technological Agility:** We invested 228 hours in IT & Systems to ensure our workforce remains digitally proficient.
- **Leadership & Onboarding:** Significant resources were allocated to preparing future leaders and integrating new talent seamlessly into our culture.

2025 LEARNING MILESTONES

The Learning Dashboard allows us to visualize our "**Hire, Inspire, Admire, Retire**" philosophy by providing a transparent view of career progression. By monitoring these engagement and skill trends, we can proactively tailor resources to meet our team's evolving needs.

- 2,136 total hours of learning delivered across 447 unique courses.
- Comprehensive training and development programs for travel advisors
- All new employees successfully onboarded through specialized paths.



REWARDS & RECOGNITION PROGRAM POWERED BY NECTAR

We remain committed to peer appreciation through Stand Out, our rewards and recognition program powered by Nectar. Stand Out has become central to our daily workflow, providing high-level visibility for shout-outs, automating tracking, and utilizing gamified challenges to keep engagement high.

The following data reflects our 2025 engagement and the continued impact of the program:

Employees Recognized

98%

Users Giving Recognition

100%

Managers Giving Recognition

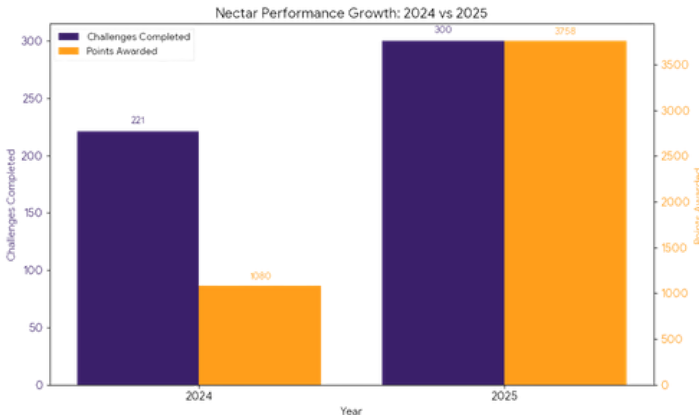
97%



We had a total of **3,022**
employee shoutout sent in
2025

Our commitment to fostering a culture of excellence is reflected in the remarkable growth of our program over the past year. By aligning our internal challenges with our broader corporate social responsibility goals, we have seen a significant surge in both employee participation and the rewarding of impactful initiatives.

This upward trajectory highlights not only a more deeply engaged workforce but also a strategic evolution in how we recognize and incentivize the contributions that drive our mission forward. The following data underscores a transformative period of increased activity and a substantial expansion in the value we place on achievement.



SUSTAINABILITY

SUSTAINABILITY IN ACTION

In 2025, 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.

Our team members, Paul Swartz and Theresa Ryan, attended the 'JetBlue for Good' service day at Castle Island on September 12. In partnership with Save the Harbor/Save the Bay, they spent the day patrolling the shoreline and removing debris to help preserve Boston's local beaches. We are proud of their commitment to keeping our coastal waters clean and vibrant.



In observance of Earth Day on April 22, We championed the 2025 theme "Our Power, Our Planet", focusing on renewable energy. We engaged teams through the Walk Around the World challenge, hosted on the Virtual Wellness Center (VWC).

COMMITMENTS TO GOING GREEN WITH EMPLOYEES & CLIENTS

In 2025, we've moved beyond "minimal impact" to focus on regenerative growth and transparency. By integrating real-time carbon intelligence and energy-optimized infrastructure into our platform, we've evolved from mere responsibility to action.

Our commitment is anchored by our Supplier Code of Ethics and ensures every partner meets rigorous standards. We provide the measurable decarbonization tools and intuitive workflows necessary to turn global travel into a force for sustainability.

Environmentally-Friendly Office Practices

Sustainable Office Practices
We encourage employees to continue supporting our green office initiatives by:

- **Reducing Paper:** Prioritizing digital workflows and reusing scrap paper.
- **Sustainable Sourcing:** Selecting remanufactured toner and minimal packaging.
- **Energy Conservation:** Powering down unused devices and unplugging chargers.
- **Air Quality:** Maintaining proper ventilation and minimizing indoor pollutants.



Environmentally Preferred Products (EPPs)

Procurement Guidelines:
Sustainable Sourcing

We remain committed to eco-conscious purchasing by continuing our partnerships with these preferred vendors:

1. The Green Office
2. The Blue Dolphin
3. Staples
4. Earth Hero
5. The Ultimate Green Store
6. The Green House

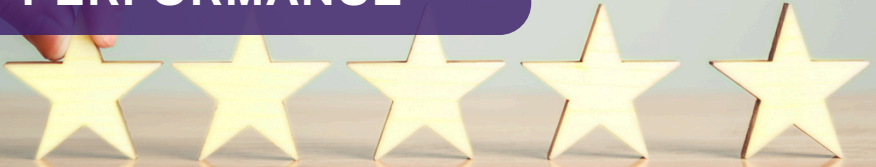
Note: These suppliers specialize in sustainable products and offer end-of-life recycling options to reduce waste.

Transparent Travel: CO₂ Emissions Visibility



We continue to leverage Concur Travel's (CO₂e) emissions display to drive greener travel choices. This default visibility ensures that environmental impact is a primary consideration during flight selection, supporting our clients' continued transition toward sustainable business travel.

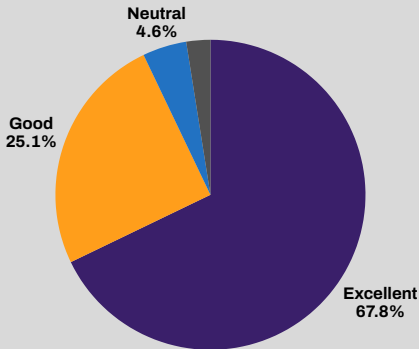
SERVICE PERFORMANCE



BOOKING SATISFACTION

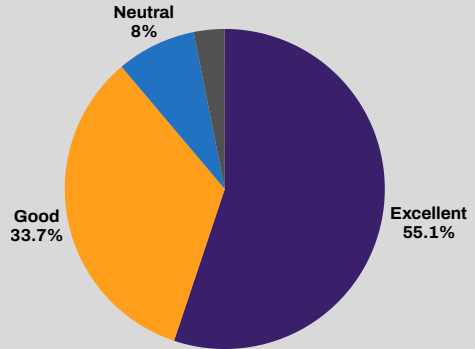
Through our Atlas Travel Pulse program, we deploy an integrated survey API to automate survey sends based on a select number of trips. Clients have the capabilities to determine the frequency behind this automation, to ensure they are always collecting and receiving up to date data on their traveler's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

Advisor Booking



Out of 498 submissions, 92.9% rated our advisor assisted booking service good or better.

Online Booking



Out of 451 submissions, 88.8% rated our integrated booking services good or better.



AI INNOVATION & INTEGRATION



In 2025, we reached a pivotal milestone in our journey toward innovation with the debut of Roam, our agentic AI travel booking and payment platform. Our new travel technology represents a significant step forward in our mission to simplify the complexities of global travel and create an easy to use tool for the traveler, removing friction.

You can message Roam with any of your travel needs and preferences for booking and it remembers, applying your deep love for aisle seats on airplanes or how you always request an early check in at hotels into any itinerary it proposes. Whenever you want to get out of the chat and escalate to an advisor for added support, our expert team is standing by ready to assist.

Plus, with our new payment platform, we are able to issue virtual cards to corporate travelers with a Roam financial account. In turn eliminating the need for expense reports, speeding up reconciliation, and reducing fraud risk.

Roam will be launching later in 2026, for more information, visit getroam.ai

In addition to Roam, we have also integrated new technologies, such as our partnership with AMGiNE, to add more efficiencies into our advisor workflows, freeing up their time from remedial tasks to focus on providing the best service possible for our clients.

In any case, we believe AI technology should enhance, not replace, the human experience.

We acknowledge that implementing AI demands significant resources and introduces sustainability hurdles; as such, we remain deeply attentive to its environmental footprint.

While Roam and the various AI processes employed by Atlas are essential for boosting efficiency and providing premier services to our clients, we are dedicated to the ongoing evaluation and optimization of their performance. Recognizing that AI is an evolving technology rather than a flawless fix, we maintain a firm commitment to continuous refinement, ethical oversight, and a responsible approach to its deployment.





CHARITY & COMMUNITY SUPPORT

CHARITABLE ENDEAVORS & COMMUNITY SUPPORT

At ATTG, giving back is part of who we are. We are committed to making a meaningful impact in the communities where we live and work. From local volunteer efforts to broader fundraising initiatives, our efforts this year reflect our shared dedication to service.

In 2025, our employees demonstrated their commitment to the community through our Volunteer Time Off program and the OutReach Star Challenge. Here are just a few of the activities they participated in last year:

Ana D’Almeida
Sr. Corporate Travel Consultant

Ana spent her Saturdays last year managing the end-to-end operations of a food distribution program.

Beyond the morning setup and service, she managed the supply chain with local donors and ensured direct home deliveries for those in need.

Sharon Sorensen
Vice President, Corporate Programs

Sharon participated in the Concept2 Juneteenth Challenge, helping raise \$38,000 collectively.

Through this corporate funding for EDGE Outdoors, Paddle for Peace and Richmond Cycling Corps, she supported outdoor and athletic accessibility.

Elizabeth Kharat
Sr. VIP Corporate Travel Consultant

Last year, Elizabeth volunteered for a local animal shelter, supporting operations in facility maintenance and animal enrichment.

Her efforts strengthen a vital community resource and reflect our core commitment to stewardship.



In June, our employees and their families participated in the Boston Children's Hospital Eversource Walk, completing a 6-mile course along the Charles River and in their local communities. We are proud that **our team raised \$2,735 for pediatric cancer treatment, surpassing the hospital's \$2,000 team goal.** This initiative underscores our commitment to supporting life-saving healthcare and community wellness.



**American
Red Cross**



**COMMUNITY
FOUNDATION**
of the
TEXAS HILL COUNTRY

In January, ATTG employees donated to charities supporting wildfire relief in Los Angeles and encouraged team members to contribute, with several making personal donations. Similarly, in July, when the Guadalupe River flooded Camp Mystic and nearby areas in Texas, ATTG employees contributed to the Kerr County Relief Fund, and many team members also supported local recovery efforts.



In October 2025, we **donated \$350 to the Goodnow Brothers Elementary 6th Annual Fundraiser** to support student enrichment and classroom supplies. We also proudly **sponsored the Corridor 495 Chamber of Commerce Golf Tournament at the \$50 level,** supporting Business Forward Females in their mission to empower professional women.

**KNOCK KNOCK,
GIVE A**

SOCK

PROVIDING SOCKS FOR THOSE IN NEED

Last year in October, we built on our long-standing holiday tradition by relaunching our Knock-Knock Give A Sock campaign. Our **Marlborough headquarters donated over 200 pairs of socks and \$100 to Roland's House to support our local community.** Our global impact continued in the UK, with our **London office contributed £75 to a local charity.**

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