



2023
Corporate Social Responsibility
Annual Report

An Introduction From Elaine and Lea

Welcome to our annual Corporate Social Responsibility (CSR) report. As a proud woman-owned and led company, we hold ourselves accountable not only to the highest standards of business ethics and human rights but also to the crucial task of environmental stewardship. As a certified B Corporation, we are dedicated to leading by example, using business as a catalyst for positive change.

This past year marked significant progress for us. We achieved a major milestone by restoring our workforce to pre-pandemic levels, filled numerous key positions and infused new energy into our team. We also embraced innovative technologies and laid the foundations for initiatives designed to enhance our operational efficiency and workplace environment.

Looking ahead, we are excited about our potential for continued growth and are more committed than ever to uphold our responsibility towards our clients, prospects and employees. We invite you to explore the achievements and forward-looking strategies detailed in this report, as we continue to strive for excellence and make a positive impact on our world.



Elaine

Elaine Osgood
Chief Executive Officer



Lea

Lea Cahill
President

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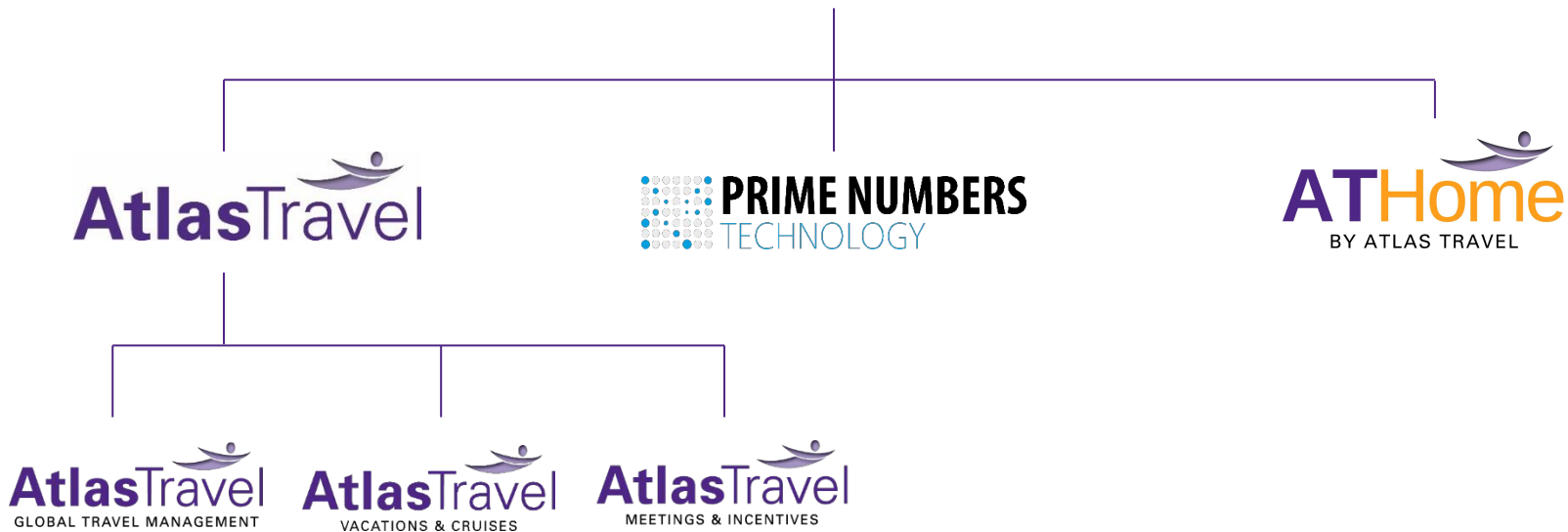


Section 1

Our Company

Companies

ATLAS Travel & Technology Group





For over 35 years, Atlas Travel has provided exceptional travel management services, utilizing industry-leading technology to provide cost-efficient, personalized care.

Our North American 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 span 108 countries. Atlas Travel is proud to be a certified Women's Business Enterprise (WBE) and a distinguished member of the Travel Weekly Power List. Most notably, Atlas Travel is the only North American travel management company to hold the prestigious B Corp Certification.

Although we are recognized for our corporate travel management services, Atlas Travel provides an array of travel-related offerings.

Companies



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.



Our Vacations & Cruises 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, we are proud to offer travel experiences unlike any our clients have known. Our travel advisors have professional certifications in individual destinations acquired by visiting the locations and immersing themselves completely in each location.



Meetings & Incentives 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, our team provides: Rewards and Recognition Services, Special Event Production, Group Air Management and Creative Event Marketing Campaigns.

Companies



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.

About Us



Values

We strive to have a reputation as the most entrepreneurial and caring diversified travel and technology organization. Our team is dedicated to providing forward-thinking solutions at an unmatched value.



People

Making the future better for all is at the center of our operations. We actively work to facilitate a positive change and make a difference through collaboration, innovation and introspection.



History

While corporate travel has been our foundation since our beginning in 1986, our services have expanded through the years to include technology innovator, Prime Numbers Technology and premier training and host agency, ATHome.



Journey

Our commitment to exceptional customer service has earned us a place on Business Travel News' Top 100 Travel Management Companies list. We are also proud to align ourselves as an affiliate with BCD Travel, who mirrors our values.



Section 2

Our Approach

Our Mission & Values

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 core values continue to be:

Create a new path forward
Collaborate respectfully
Get up and do it
Open yourself to grow
Do what you say
Love what you do
And always have fun!

Our Business Pillars



Strategic Direction

With conscious, daily effort we make significant strides to reaching our goals.

Commitment

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.

Vision

Everyday we embody our vision and lay the groundwork for growth by steadfastly adhering to our five strategic pillars:

- Better Together
- Business Development
- Customer Service
- Operational Efficiency
- Social & Environmental Responsibility

Innovation

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.



Section 3

Governance - Integrity & Compliance

Governance Structure

As a certified B Corporation, our governance structure begins at the top with our Board of Directors including our Benefit Director, that together, guide our corporate social responsibility strategy. We support a high level 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. We expanded our executive leadership team to include our new Chief Information Officer to help align ever evolving technologies with our business goals.
- 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 pillar
- 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



Ensuring the well-being and satisfaction of all our stakeholders is paramount in guiding our actions and shaping our organizational ethos.

At the heart of our operations lie deeply ingrained values and unwavering commitments that drive every decision we make and every strategy we implement. These values serve as the compass that directs us towards a path of ethical conduct and responsible stewardship.

Our dedication to doing right by our stakeholders is evident in the meticulous crafting of policies that uphold our integrity and prioritize the best interests of those we serve. These policies stand as testaments to our conscious effort to maintain transparency, fairness and accountability in all our interactions:

- Promoting a positive and safe work environment
- Ensuring transparency in our disclosures
- Considering sustainability practices in our business dealings
- Ensuring integrity with a Conflict-of-Interest policy
- Preventing corruption with our whistleblowing policy

Certified B Corporation

Walking the Talk with Integrity

Atlas Travel and Technology Group is the first North American B Certified Travel Management Company. Certified B Corporations, B Corps for short, are for-profit companies dedicated to using business as a force for good.

- B Corps meet the highest verified standards of social and environmental performance, transparency, and accountability to all their stakeholders.
- Unlike traditional corporations, B Corps are legally required to consider the impact of their decisions on all stakeholders: customers, workers, communities, and the environment.
- Total combined revenue of B Corps globally is 67 billion.
- More than 75,000 businesses are actively following the lead of B Corps by using B Lab's B Impact Assessment and benefit corporation governance structure.

Over 5,000 Certified B Corporations in over 70 countries, across 150 industries inspiring tens of thousands of other companies to follow their lead by measuring their impact, changing their corporate structure, and building better businesses.

Certified



Corporation

PACT – Human Rights

Since 2019, ATTG has been a member of The Code. Its mission is to provide awareness, tools and support to the travel and tourism industry to keep children safe. The Code is part of PACT's (*Protecting All Children Against Trafficking*) effort to end the trafficking and sexual exploitation of children, specifically in the Travel Industry. We continue to uphold the Six Criteria set forth by PACT as a member requirement:

- 1. Policy:** Establish policies and procedures to reinforce our stance against the sexual exploitation of children.
- 2. Train:** Train employees in children's rights, the prevention of sexual exploitation and how to report suspected cases.
- 3. Contracts:** Include a clause in contracts throughout the value chain stating a common repudiation and zero tolerance policy of sexual exploitation of children.
- 4. Educate Travelers:** Provide information to travelers on children's rights, the prevention of sexual exploitation of children and how to report suspected cases.
- 5. Stakeholder engagement:** Support, collaborate and engage stakeholders in the prevention of sexual exploitation of children.
- 6. Report:** Report annually on the implementation of the six criteria of The Code.

We expanded our educational reach to include our ATHome travel advisors, a network of over 100 consultants.

We also share training resources with professionals across the industry to further advocate education and awareness of Human Trafficking.



**Protect
All
Children from
Trafficking**

Diversity & Inclusion

ATTG is committed to enacting real, lasting change in the advancement of diversity, equity and inclusion in the workplace. In 2020, Elaine Osgood signed the CEO Action for Diversity & Inclusion.

CEO Action for Diversity & Inclusion™ aims to rally the business community to advance diversity and inclusion within the workplace. The CEO pledge outlines a specific set of actions the signatory CEOs will take to cultivate a trusting environment where all ideas are welcomed, and employees feel comfortable and empowered to have discussions about diversity and inclusion.

>2500

Signatories

21 Million+

Employees Represented in the U.S.

85+

Industries Supported

46

Travel & Leisure Companies, including ATTG

100 additional signatories were added in 2023

“We have always been committed to advancing inclusion of all employees in the workplace regardless of race, ethnicity, gender or gender identity, sexual orientation, disability status, etc.

Signing this Pledge not only demonstrates our commitment to continue to support and cultivate an environment where diverse perspectives are welcome but also provides the opportunity to drive greater engagement as a result of our interaction with other like-minded companies.”

Elaine Osgood
CEO

CEO **ACT!ON** FOR
DIVERSITY & INCLUSION

Diversity & Inclusion

Our Actions

- **DEI Policy** – We have a diversity, equity & inclusion policy to further support our commitment to an inclusive work environment where employees are welcomed, valued, respected, and heard.
- **Recruitment** – We continue to working with The MassHire Department of Career Services which offers career programs and services to veterans and spouses to assist them in career placement. We also work with JobTarget which includes diversity-centric job boards, and BWork, a job posting site for B Corporations.
- **Supplier Diversity** – Our goal is to identify, build relationships with, and purchase goods and services whenever possible from certified small businesses as well as enterprises owned by minorities and marginalized communities.

Days of Understanding: A commitment to our CEO Pledge

Our Days of Understanding Campaign continued in 2023, as part of our organization's effort to promote and encourage inclusion and diversity. Important to this initiative is educating our employees on the use of some common terms. These words are part of a list of words and phrases identified as having non-inclusive origins by the World Wide Web Consortium (W3C), the main international standards organization for the World Wide Web. As a BCD affiliate, we embrace their lead in encouraging employees to eliminate the following outdated terms and replace them with more inclusive language:

Term to Avoid

Master
Slave
Whitelist
Blacklist
Grandfather
Off the reservation
Manhours, Manpower
Sanity check

Possible Alternatives

Main, Primary
Replica
Allow list
Deny list
Legacy
Counterproductive
FTE hours, level of effort
Coherence check

Our Policies

Protecting Our Employees, Clients and Partners

The below policies, plans and procedures represent a comprehensive framework for upholding company integrity and culture by promoting respect for individuals, transparency, compliance, risk management, trust-building and continuous improvement in privacy practices.

Privacy Rights Management Policy

Provides a framework regarding handling an individual exercising their right with regard to their personal data as defined in our Privacy Policy.

Employee Privacy Policy

Allows a better understanding of what personal data we collect, use and disclose from an employee or employee applicant.

Global Information Security Policy

This policy provides both a high-level overview of the security practices within ATTG and a baseline for ATTG entities to implement security within all their respective areas.

Vendor Risk Management Policy

Establish standards and guidance relating to ATTG's management of vendor relationships and the associated inherent and residual risks presented.

Our Policies Cont.

Protecting Our Employees, Clients and Partners

The below policies, plans and procedures represent a comprehensive framework for upholding company integrity and culture by promoting respect for individuals, transparency, compliance, risk management, trust-building and continuous improvement in privacy practices.

Pandemic & Infectious Disease Policy

This disaster specific policy focuses on the additional planning needed to respond to a pandemic outbreak and is designed to supplement the Business Continuity Management Policy.

Bring Your Own Device (BYOD)

To ensure the security of ATTG information, authorized employees are required to have mobile device management (MDM) software installed on their personal device.

Authority Request Policy

Policy for responding to a request received from law enforcement or other government authorities to disclose personal data that is processed by ATTG.

Business Continuity Management

This strategy represents a wide ranging scope of activities designed to sustain and recover critical system services following an event and fits into a much broader security and emergency management effort.

Our Policies Cont.

Protecting Our Employees, Clients and Partners

The below policies, plans and procedures represent a comprehensive framework for upholding company integrity and culture by promoting respect for individuals, transparency, compliance, risk management, trust-building and continuous improvement in privacy practices.

Incident Response Plan

Provides ATTG with a well-defined approach for handling actual or potential threats (knowingly or unknowingly) to information security, confidentiality, integrity or availability maintained electronically or maintained physically in any other format.

Data Retention and Disposal Policy

The purpose of the Policy is to ensure that ATTG retains personal data in accordance with the requirements of all applicable laws and to ensure that personal data no longer needed by ATTG are discarded at the proper time.

Compliance – Atlas Travel Trust Center

Protecting Our Employees, Clients and Partners

We value the trust of our customers from across the globe and we take the privacy and security of personal data seriously. We comply with our obligations under all applicable privacy and data protection laws, in all the jurisdictions where we operate.

Our operations are continuously reviewed to ensure we are appropriately managing risks and securely storing and processing personal data as we provide outstanding global corporate travel management service.

To further reinforce our commitment to leadership in data privacy and dedication to the security needs and growing expectations of our customers, we've partnered with TrustArc, a global expert in data privacy management and automation, to manage privacy and risk and utilize their fully automated privacy platform for end-to-end privacy management.

With our partnership, Atlas Travel is more efficient and effective in managing a wide range of privacy and security functions, including data inventory, data flow tracking, vendor management, risk assessments and overall compliance management.

TRUSTe Verified Privacy seal means that ATTG's privacy and data collection practices have been reviewed and approved by an independent third-party based on the guidelines set forth by the Data Privacy Framework for transparency, accountability and choice regarding the collection and use of consumer personal information.



Compliance – Atlas Travel Trust Center

Protecting Our Employees, Clients and Partners



Atlas Travel participates in and complies with the EU-U.S. and the Swiss-U.S. Data Privacy Framework. Our certification is listed on the Data Privacy Framework Active Participant List.



As a global partner, we share the same privacy concerns as our European customers no matter where they call home. Atlas Travel is committed to our customers' success and the protection of their data by ensuring that we adhere to the GDPR requirements as well as all applicable privacy and data protection laws in all the jurisdictions where we operate.



We have appointed DataRep as our Data Protection Representative in the European Union so that data subjects in the EU may exercise their rights directly from their home country.



We embed information security within our culture in line with numerous industry standards including PCI DSS (Payment Card Industry Data Security Standard), and others of similar global status. We partner with SecureTrust (now Viking Cloud), an Approved Scanning Vendor (ASV), to perform services including vulnerability scanning. Proactive system testing is a key part of our security program.

We are recognized as a Privacy and Cybersecurity Champion!



In our ongoing efforts to promote privacy and security awareness, we participate in the National Cybersecurity Alliance Data Privacy Week and Cybersecurity Awareness month campaigns each year. Participating in the programs is a way to show our support and commitment to promoting a safer, more secure and more trusted environment.

As part of our formal security and awareness program, Security Awareness is For Everyone (SAFE), we use these opportunities to further demonstrate our ongoing awareness commitment to the privacy and protection of personal information.

This past year, we shared educational resources with our employees on topics such as phishing, password protection/MFA, online transaction considerations and more.

Compliance – Privacy and Security



Andy Piggott
Chief Information Officer

To further reinforce our commitment to leadership in data privacy and dedication to the privacy and security needs and growing expectations of our customers, we've evolved and invested in our privacy program. With our new Chief Information Officer leading the way, our dedicated privacy team includes a Director of Privacy Program and a Privacy Analyst, all committed to end-to-end privacy management.

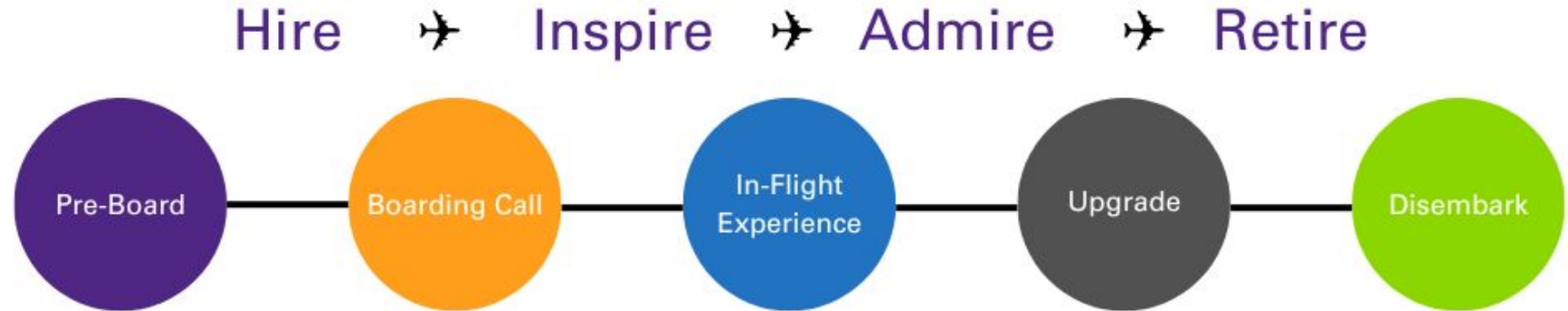


Section 4

Principles - People & Practices

Employee Journey

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 achieve to their fullest potential. We nurture this growth by implementing our motto of **Hire, Inspire, Admire** and **Retire**.



Holistic Employee Experience

We prioritize the employee experience because we deeply value each member of our team. Our commitment extends beyond providing a workplace; it's about cultivating an environment where every individual feels valued, supported and empowered to thrive.

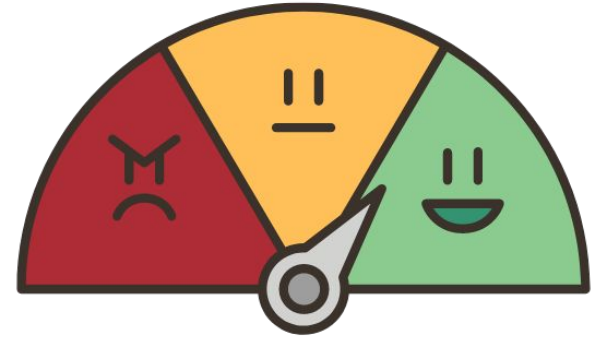
We recognize that our employees are our greatest asset and take pride in investing in their overall satisfaction as well as their social, financial, physical and mental & emotional well-being, which is fundamental to our employee's success.



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, we share results and highlights from our Employee Satisfaction Survey.

Moreover, we've established an Employee Suggestion Box to routinely gather the valuable opinions and thoughts of our employees. We actively use their feedback as a means to continuously enhance and improve our workplace environment.



Employee Satisfaction Survey:

- More than **93%** of our employees would recommend Atlas Travel as an employer.
- Over **92%** of our employees are likely to recommend ATTG's services to potential clients.
- Nearly **90%** of our employees feel very engaged or a great deal engaged.

Employee Highlights:

- ATTG has a great culture and focus on internal and external customer
- Caring about their employees well being.
- Support its agents.
- Always trying to improve our processes to be more efficient.
- Appreciates employees and continues on a growth path.
- A strong work/life balance
- Communication and professionalism
- Customer Service and supporting their employees

Employee Physical & Financial Wellbeing

Physical Well-Being

We recognize the vital importance of prioritizing the physical wellness of our employees. That's why we offer benefits aimed at supporting and enhancing their overall health and well-being, that include:

- Reimbursement for gym and weight-loss programs through our healthcare provider
- Free premium membership to wellness/meditation app, Calm



Duty of Care - Employee Safety

As a travel company, our employees are passionate about travel. To protect their safety during various trips, we offer a free membership to an emergency travel assistance program that allows access to a broad range of worldwide travel, emergency medical transportation and concierge services such as:

- Medical and dental referrals
- Emergency medical evacuation or repatriation
- Hospital admission and critical care monitoring
- Return of mortal remains
- Dispatch of prescription medication
- Lost document and luggage assistance
- Emergency cash and bail assistance
- ID theft assistance

Financial Wellness

At ATTG, we prioritize the financial wellness of our employees. Through our comprehensive financial wellness program, we offer various benefits aimed at ensuring the financial stability and prosperity of our team members.

- 401K Investment Workshops
- Increased company contribution to rising healthcare costs
- Year-end bonus for all employees



Employee Emotional & Mental Wellbeing

As an organization we truly care about the health and safety of all of our team members. We offer the Calm app, free of charge to our employees. The Calm app can support our employees throughout the workday, both during and outside of work hours in the following ways:

- Manage stress
- Combat anxiety
- Sleep better
- Rekindle motivation
- Find focus
- Get moving
- “Calm at Work” engagement challenge



A Campaign for Mental Health

During May, Mental Health Awareness Month and during World Mental Health Day in October, we highlighted the importance of mental health and we set out to educate our employees on the services available for their well-being.

This year, the theme was ‘Mental Health is a Universal Human Right,’ which focused on supporting a world that promotes the well-being of everyone. This day was dedicated to raising awareness about mental health and the need for worldwide mental health care.

We also encourage our employees to utilize the free services of our EAP (Employee Assistance Program) a confidential, no cost service available to help with the challenges of life. The Employee Assistance Program services range from emotional well-being tips to eating disorder resources to connecting to therapists.

Employee Social Wellbeing - Engagement

In honor of Employee Appreciation Day, we re-launched our Rewards and Recognition Program, Stand Out! and introduce our new engagement platform. We strongly believe in recognizing our employees for their contributions and with our new platform we are able to provide our team a modern and fun way to show and receive appreciation. With this new tool, employees can tag coworkers in appreciation posts, called Shoutouts and monitor their own progress.

Employees receive a monthly point allowance points which they can use to recognize colleagues by attaching those points and a company value hashtag to a personalized message that will be posted in a public feed. Work Anniversaries are also recognized with a fun post and point boost.

This program is a great way to communicate and ***stay connected*** within a team and other departments. As a bonus feature, employees can collect points and redeem them for gift cards, company swag or convert them to a charitable donation.



Our Core Values: #hashtag

#Create a new path forward
#Collaborate respectfully
#Get up and do it
#Grow Open yourself to grow
#Followthrough Do what you say
#Energize Love what you do
#Have fun And always have fun

Employee Engagement Challenges

ATTG consistently promotes employee engagement and recognition through the Stand Out Program by encouraging participation in company-wide challenges using our employee recognition app, Nectar. Employees earn and collect points through these challenges, which can later be redeemed for various rewards including gift cards, swag items, electronics and more.

Wear Pink Challenge: For Breast Cancer Awareness Month, ATTG team members showed their support by engaging in the Wear Pink Challenge. For each employee who wears pink and uploads a picture on Nectar, \$1 was donated to the Susan G. Komen Organization.

Outreach Star Challenge: As part of the Outreach Program, 10 Nectar points was rewarded to ATTG employees who participated in any volunteer or charitable activity through the Outreach Star Challenge.

Calm Challenge: To motivate ATTG employees to use their free premium subscription to the wellness app Calm, we ask participants to try the Daily Move sessions as part of the Calm Daily Move Challenge to receive 10 Nectar points.

ATTG Abroad Challenge: As advocates of travel we always want to hear travel stories from our ATTG team members. We asked employees to share their experiences abroad for our ATTG Abroad Challenge to receive 10 Nectar points.

Winter Wonderland Workspace Challenge: In honor of the holiday season, we asked employees to participate by decorating their home office festively and submit a photo to be used to vote on the best decorated office. The winner with the most votes received 500 Nectar points.



Stand Out



Section 5

Sustainability

National Beach Clean Up Week

During National Beach Clean Up Week, ATTG employees participated in a beach clean up in Boston, hosted by JetBlue and Save the Harbor/Save the Bay. They were joined by Tricia Jenkin, Global Travel Manager for client Insulet.

Save the Harbor/Save the Bay is the region's leading voice for clean water and continued public investment in Boston Harbor, the region's public beaches and the Boston Harbor Islands. Its mission is to restore and protect Boston Harbor in Massachusetts Bay and the marine environment in order to share them with the public.

Save the Harbor is committed to making Boston Harbor, the Islands, our beaches and its programs inclusive, equitable, diverse and accessible for everyone.



Sustainability – A Challenge to Our Employees

Green Office Employee Challenge:

- I work paper free! No killing trees for me!
- I keep electricity to a minimum while working from home. I have energy-efficient bulbs and I try to keep printing to a minimum and I utilize a small white board on my desk instead of using a lot of notebooks/paper to keep on task with my "to-do" lists.
- We have 26 solar panels on our roof and we do not use half the energy it generates. We give it back to the grid. LED bulbs are used and we haven't had to recycle them yet but we do have the address of where to dispose of them correctly.
- I use less paper with the usage of Notepad at work. I have a pet peeve for junk mail, flyers and catalogs so I make sure to have my name removed from their mailings.
- Having just built a new home, we installed high energy efficient windows, doors and appliances. In my south facing home office I have installed blinds designed to reduce heat gains in the summer. I also use applications in place of paper whenever possible.
- I want to sustain our environment for the future generations. Some ways I do this working from home is by using energy saving light bulbs, unplug appliances and shutting down systems when not in use, using folders in Outlook for notes instead of sticky notes and using reusable water bottle instead of plastic water bottles.

Our employee engagement program, Stand Out, encourages our team to participate in CSR initiatives. Through our Green Office Employee Challenge, we asked employees to share how they implement environmental sustainability within their own home workspaces.



Section 7

Service Performance

Specializations



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.



Life 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.



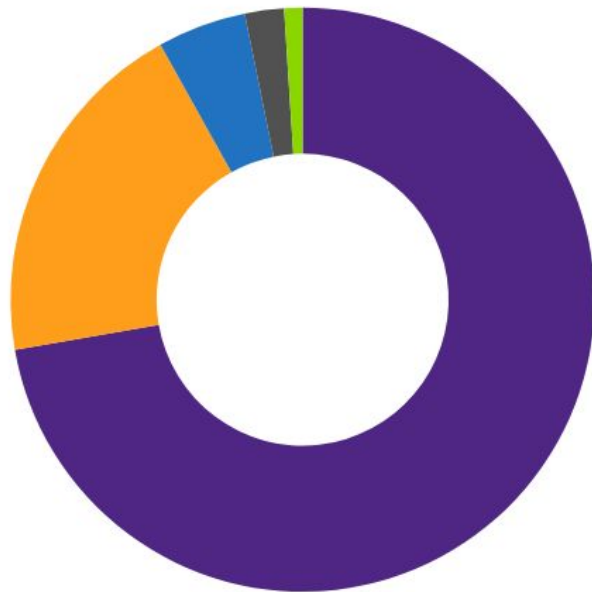
Fashion and Retail Merchandising

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.

In 2023, we continued to expand our service offerings across our three specialized industries. We experienced significant growth within our Humanitarian vertical due to our commitment to making the travel experience easier for both the traveler and travel managers. Our knowledgeable staff expertly navigates the FAA regulations and complex routes required to get humanitarian aid to where it is needed. Additionally, our expanded risk mitigation and reporting solutions give peace of mind to travel managers, allowing both to focus on the impact of their efforts.

2023 Traveler Survey Results

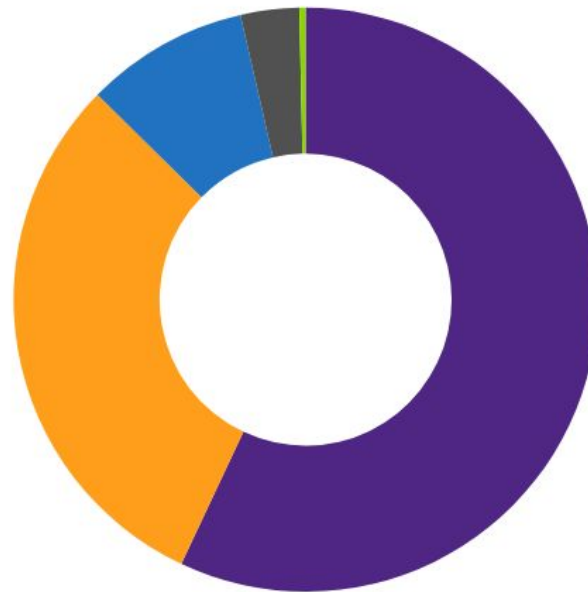
Advisor Booking Satisfaction



■ Excellent ■ Good ■ Fair ■ Poor ■ N/A

92% of respondents answered good or better.

Self Booking Satisfaction

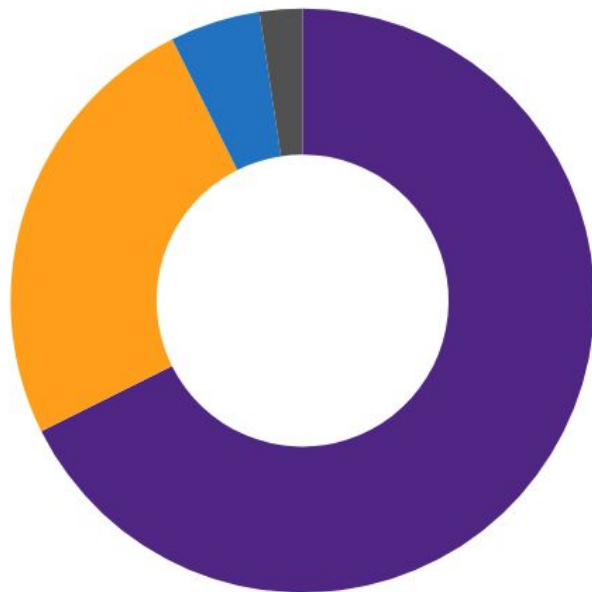


■ Excellent ■ Good ■ Fair ■ Poor ■ N/A

87.5% of respondents answered good or better.

Humanitarian and Not-For-Profit

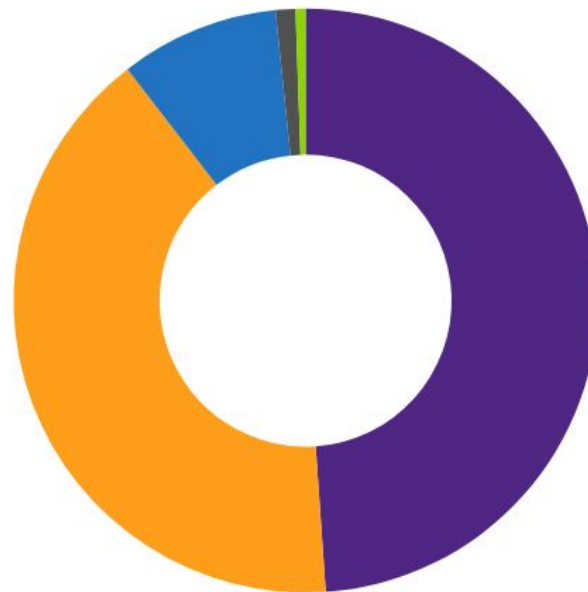
Advisor Booking Satisfaction



■ Excellent ■ Good ■ Fair ■ Poor ■ N/A

92.5% of respondents answered good or better.

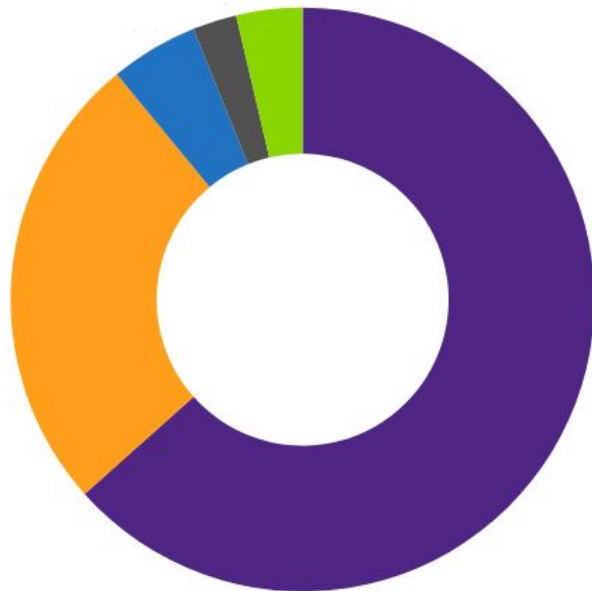
Self Booking Satisfaction



■ Excellent ■ Good ■ Fair ■ Poor ■ N/A

89.5% of respondents answered good or better.

Advisor Booking Satisfaction



■ Excellent ■ Good ■ Fair ■ Poor ■ N/A

89% of respondents answered good or better.

Self Booking Satisfaction

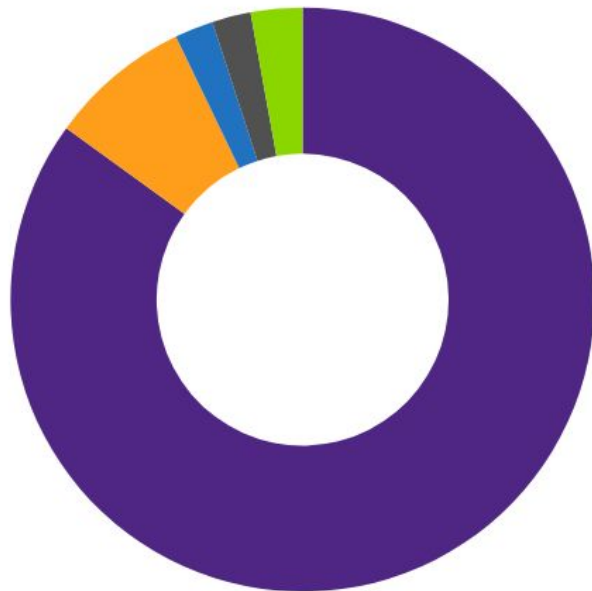


■ Excellent ■ Good ■ Fair ■ Poor ■ N/A

82% of respondents answered good or better.

Fashion and Retail Merchandising

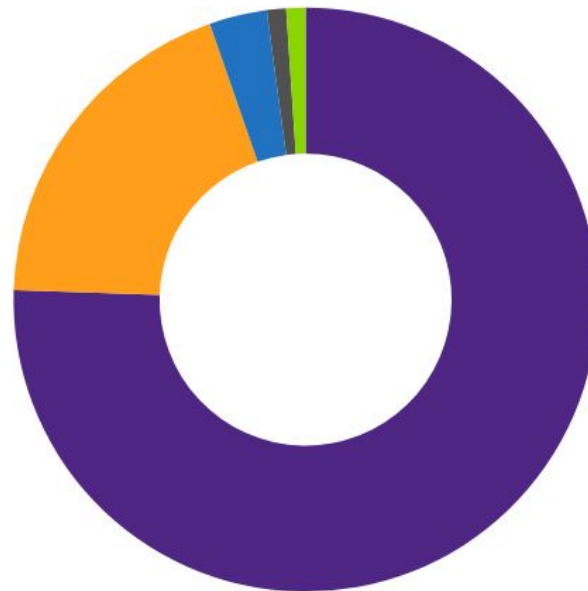
Advisor Booking Satisfaction



■ Excellent ■ Good ■ Fair ■ Poor ■ N/A

93% of respondents answered good or better.

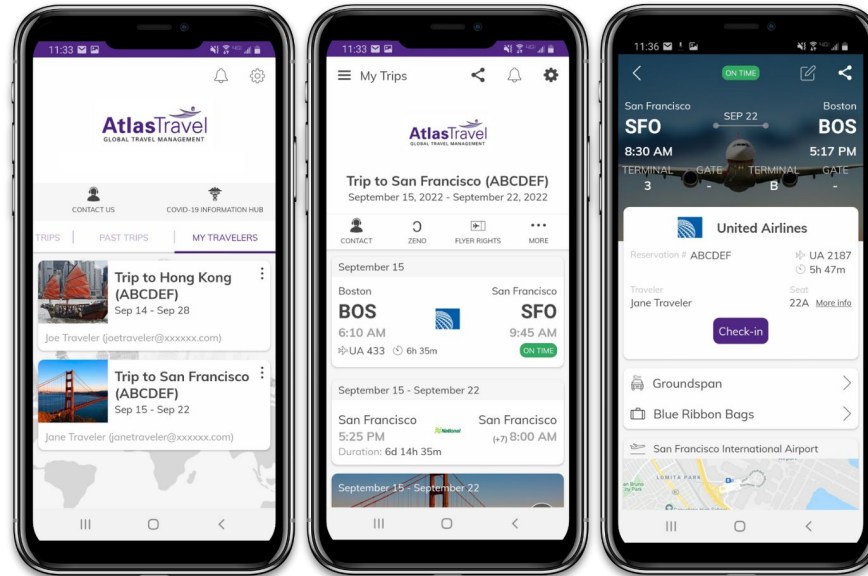
Self Booking Satisfaction



■ Excellent ■ Good ■ Fair ■ Poor ■ N/A

94.5% of respondents answered good or better.

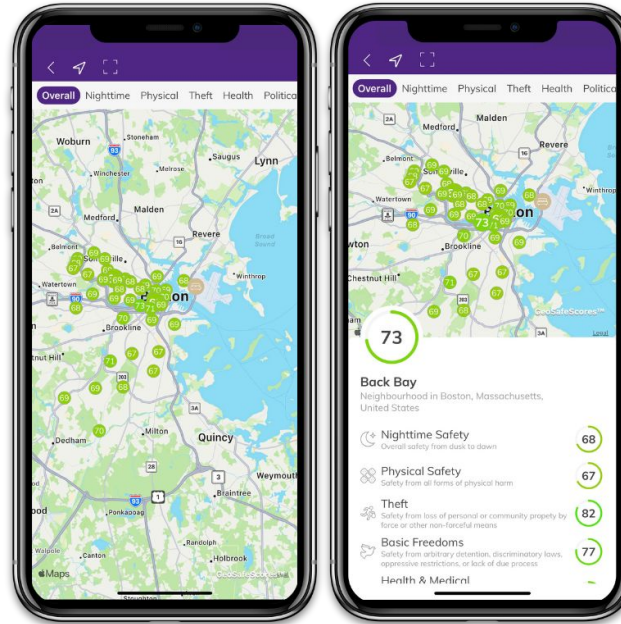
App Enhancements – Travel Manager View



AtlasTravel
AMI Go

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

App Enhancements – City Safety Scores



AtlasTravel
AMiGo

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.

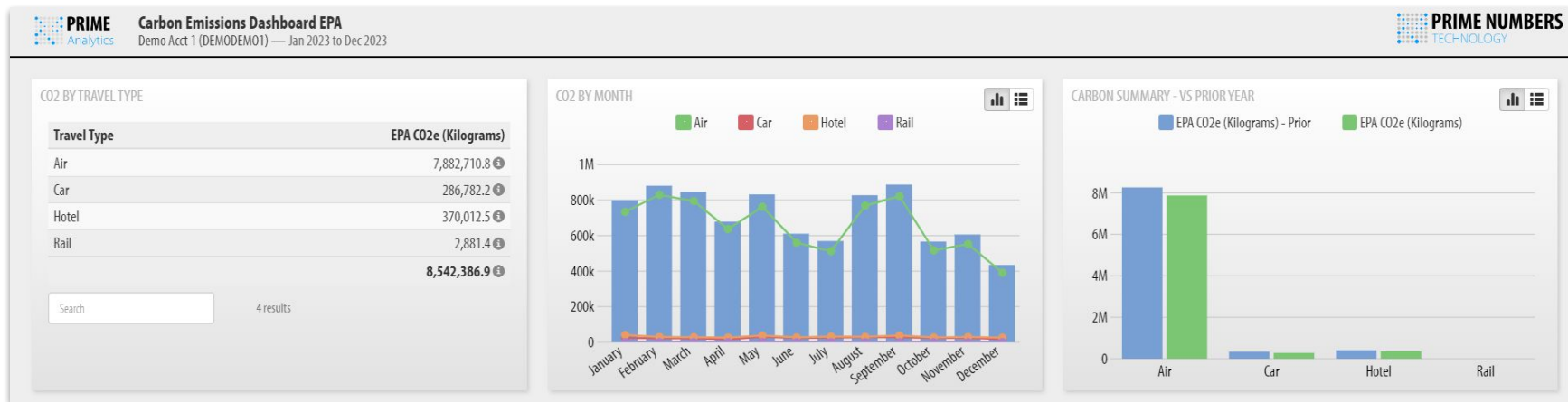
Prime Numbers – Carbon Reporting



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 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.

Prime Numbers – Carbon Reporting



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.



Section 8

Charity & Community Support

Charitable Endeavors & Community Support



Charity and Community support are the heart of our culture, especially the needs of women and children. Our community is an important stakeholder in our organization and we aim to do our part in ensuring a successful future for those around us. Maintaining a strong connection with our community continues to be an ongoing effort as we look for new ways to stay involved. Below are our 2023 charitable initiatives:

Corridor 9/495 Chamber Ladies Golf Tourney Donation: The Corridor 9/495 Regional Chamber of Commerce primarily supports businesses local to Massachusetts. The chamber held a charity event through a ladies golf tournament, which ATTG donated proceeds to support the programs of Business Forward Females.

Maui Wildfire Relief: Ahead of a scheduled conference hosted by Signature Travel Network in Maui, Hawaii, ATTG employees raised money for essential supplies to aid those affected by the island's August 2023 wildfire disaster.

Save The Children (Ukraine): ATTG donated to its client, Save the Children. The donation was made in the name of ATTG employees and will support their work with children in the heavily impacted areas of the war in Ukraine.

Charitable Endeavors & Community Support

Knock-Knock, Give A Sock

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. In addition to what our generous employees donated, ATTG also donated a pair of socks in honor of each employee to the organizations below:

Roland's House: Roland's house has offered temporary emergency shelter since the mid 1980s, serving up to 18 unaccompanied adult males. Guests at Roland's House are eligible for employment and housing search services, mental health and substance abuse services, among other services.

Marlborough Community Cupboard: The Marlborough Community Cupboard has served the community residents since 1992 and in 2011 became a direct service program of the United Way of Tri-County, which provides groceries and clothing to those in need. ATTG has participated in various fundraising initiatives with Marlborough Community Cupboard over the past several years.



Travel and Hospitality Program Initiatives

Empowering Future Professionals



We are committed to education, innovation and talent development, recognizing the pivotal role in empowering young minds in order to shape the travel and hospitality industry. By leveraging our expertise and resources, we provide opportunity for future professionals to embark on meaningful careers in the travel and hospitality industry.

Framingham State University (FSA): Karen McCrink, Director of Leisure Travel Service and Robin Carter, Manager of People & Culture, participated as guest speakers at FSA. Robin spoke on the logistic complexities involved in travel planning, while Karen presented on the current state of the Leisure Travel Industry. The session ended with FSA students discussing ATTG career opportunities for the future.

University of Massachusetts (UMASS) at Amherst: Jenn Murphy, Director of Meetings & Incentives, was a contributor to a SITE Northeast panel discussion at UMASS at Amherst to introduce the university's Hospitality and Event Management students to the Incentive industry and its career paths.