



2020 - 2021
Corporate Social Responsibility
Annual Report

Report Contents

Section One:

Leadership Perspective

Section Two:

Our Company

Section Three:

Our Strategic Direction during the Pandemic

Section Four:

Service Performance

Section Five:

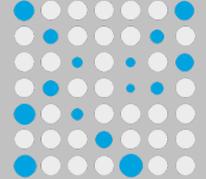
Governance, Ethics & Compliance

Section Six:

Workplace Practices

Section Seven:

Looking Ahead



The ATTG Corporate Social Responsibility Report applies to all 2020 and 2021 activities, procedures and achievements of ATTG & its wholly owned & operated units:

Atlas Travel | Prime Numbers Technology | ATHome

The report outlines the efforts of ATTG to expound upon our corporate and social responsibility with consideration to the 10 principles of the UN Global Compact.

A message from founder and CEO Elaine Osgood and President Lea Cahill:

At Atlas Travel & Technology Group, we champion ethics, human rights and environmental preservation across all aspects of our operations. Leading by example, we seek to make these principles an inherent aspect of corporate culture and inspire similar stewardship industry-wide.

This year marks the fourth release of our annual Corporate Social Responsibility report. Despite the inherent challenges of a worldwide pandemic, we continue to strive to be known as an organization with integrity and heart. We are proud of how this aim has transformed and expanded throughout the years. Never has this been as important as it is now.

In 2020, we like so many others in our industry were faced with unprecedented changes. We pivoted, adapted and persevered. 2021 called for continued innovation and focus. Our efforts were rewarded, as we achieved one of our most important CSR goals; to become a B Certified Corporation.

We hope you enjoy reading about our strategy, progress and achievements in our latest CSR Report.



Elaine

Lea

Section One
Leadership Perspective

Our Company

Launched in 2013, Atlas Travel & Technology Group (ATTG) unifies travel management and technological innovation with our three corporations:

Atlas Travel,
ATHome
&
**Prime Numbers
Technology**

ATLAS
Travel & Technology Group



For over 30 years, Atlas Travel has provided unmatched travel management services, utilizing industry-leading technology to provide personalized care with cost savings.

While known for our corporate travel management services, Atlas Travel provides an array of travel-related offerings, including:

- Meeting & Incentive services
- Vacation & Cruise planning
- Consulting & Fulfillment
- 24-hour Travel Support

In addition, we also support a network of independent travel professionals.

Our North American headquarters is in Marlborough 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, we have 108 operating countries to our global service 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.

At Prime, we're continuously developing a comprehensive suite of solutions, including data analytics and benchmarking, policy management, spend optimization, contract and vendor sourcing analysis, and ROI maximization. Our solutions 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 ATTG for new and experienced travel leisure travel advisors.

Our Strategic Direction

Our vision is to be known as the most caring, creative and entrepreneurial organization diversified in both travel & technology.

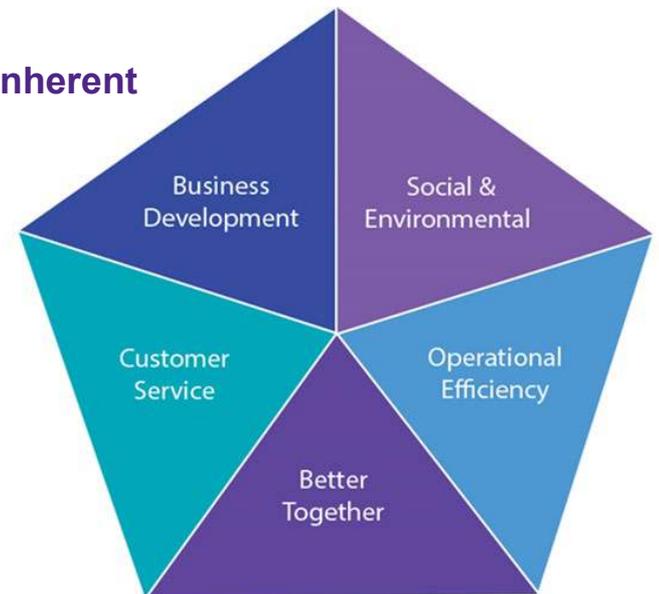
To achieve this, our mission has always been clear:

To elevate the success of organizations with entrepreneurial mindsets that possess compelling business plans and a strong 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 Five Business Pillars

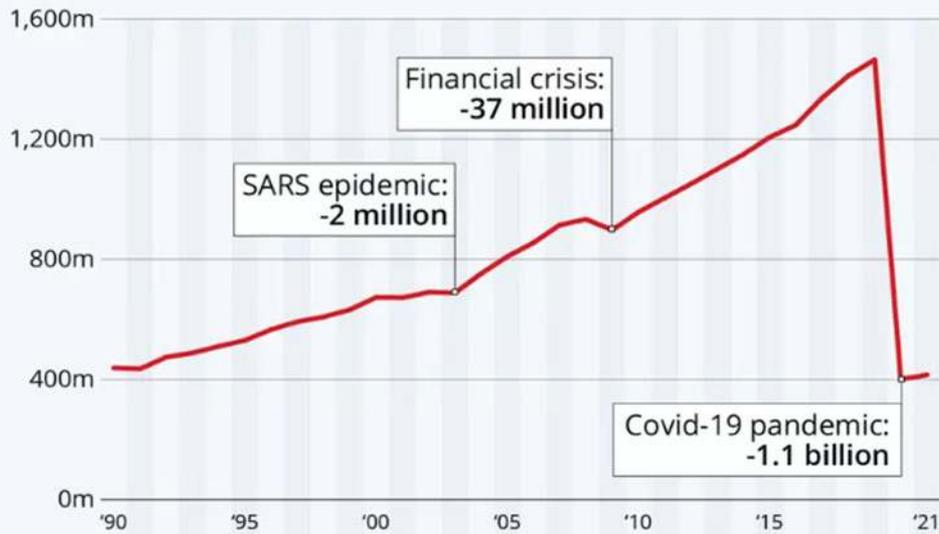


Covid 19 and the Travel Industry

Unparalleled Challenges for the Travel Sector in 2020 and 2021

Global Travel Remains Subdued in Second Pandemic Year

International tourist arrivals worldwide since 1990



Source: UNWTO

During two years of unprecedented disruption, our strategy was to hold fast to our vision and mission; to call upon our entrepreneurial DNA and meet our clients and our business exactly where they were.

With this as our blueprint, we forged ahead on projects, solutions and initiatives rooted in our five business pillars, representing our continued commitment to our clients and employees.

Service Performance

A path to safe travel

Our customers' needs are at the heart of everything we do. In 2020 it became clear that health and safety were a priority. Travel restrictions were constantly changing around the world. In collaboration with our partner BCD, we provided constant communication and Covid-related updates so that our clients could continue to do business effectively and safely.

Duty of Care – Covid 19 Information Hub

Real-time information was and continues to be available from an aggregate of over 800 resources to guide travelers before during and after their trips. This tool was integrated into our online booking tools And at our agents' fingertips. The Covid 19 Hub provides crucial details including:

- Travel restrictions and entry requirements by country with easy search functions
- an interactive world map with countries' COVID-19 risk levels
- Airline protocol comparison chart for hygiene measures, boarding instructions, other restrictions
- Important *know before you go* supplier information

Navigating the New Norm – Traveling during a Pandemic

The traveler experience changed suddenly and drastically. Vaccination status became increasingly more important to determine which restrictions will be required of a traveler and what amenities they'll have access to upon arriving in their destination. Additionally, many destinations utilize track and trace apps that require travelers to register their COVID-19 details. We continued to provide critical information that helped our clients make travel decisions and provided a more informed experience.

Service Performance

Communication is Key

We've seen relentless change in the travel sector since the onset of the Pandemic. From Q2 2020 to the end of 2021, the industry went from zero demand to increased growth with diminished inventory and labor. As the pendulum began to swing the other way, accurate and timely communication was never more important. The following communication services ensured our clients had accurate and current information they needed, when they needed it.

Supplier 411

- Air travel: market performance, seat capacity, airline fleets and restructuring
- Hotel and lodging: Occupancy rates, demand trends, amenities and services
- Car rental: inventory, ground transportation alternatives and financial impact



Crisis 24

Our goal is always to provide our clients with the most current and actionable risk mitigation.

Through our partnership with Crisis 24, this includes services not limited to:

- Threat zone proximity notification
- Two-part SMS messaging for crucial communications with travelers
- Detailed alert maps
- Global assistance hotline
- Crisis 24 Newsletters

Service Enhancement

The Ignite email platform was implemented to streamline communication and improve efficiencies within our client contact center. Ignite allows multiple travel consultants to respond to client emails. This collaborative approach not only saves time, but it improves the quality of communication by linking all related responses to the initial inquiry.

Governance, Ethics & Compliance

Becoming a B Certified Corporation

The Journey

In 2018, we began the arduous goal of becoming the first TMC in North America to receive Certified B Corporation status. Organizations seeking B Corporation status are subject to a rigorous verification process centered around 3 pillars:

- **Verified Performance** – A minimum score must be attained on the B Impact Assessment, which examines a company's overall impact on its workers, community, customers and environment.
- **Legal Requirements** – are legally required to consider the impact of their decisions on all their stakeholders. B Corps make this legal change by updating their articles of incorporation, reincorporating as benefit companies, or making other structural changes.
- **Transparency** – Once certified, each organizations' impact report must be made public.

The first B Certified Travel Management Company in North America.

Certified B Corporations are part of a growing movement of people using business as a force for good. Across a variety of industries and around the world, these companies are putting people and the planet before profits and redefining what it means to be successful in business.

We're happy to announce that we were officially designated as a B Certified Corporation on February 23, 2021!



Section Five

Governance, Ethics & Compliance

Business Sustainability and Transparency

The COVID crisis has led to a collapse in international travel. According to the World Tourism Organization, international tourist arrivals declined globally by 73 percent in 2020, with 1 billion fewer travelers compared to 2019, putting in jeopardy between 100 and 120 million direct tourism jobs.

Our Response

In 2020, we participated in the federal program, Payback Protection Plan (PPP) that allowed us to retain employees through the direst months of the pandemic. We met all the requirements for full loan forgiveness, allowing us to continue to retain employees and serve our clients.

WorkShare Program

In addition, we utilized the WorkShare Program which is offered to companies that are covered by the unemployment insurance system, to manage employee hours in partnership with the unemployment insurance benefit system.

This allowed us to manage our workforce during the pandemic and bring back furloughed employees or hire employees on a reduced basis to incentivize a return to work. New hires or furloughed workers received UI benefits to supplement their part-time wages.



Governance, Ethics & Compliance

Safety, Security and Compliances

Privacy Program Audit

Our privacy program was assessed against the Privacy Shield Framework by independent third-party, TrustArc | TRUSTe, where we demonstrated our data protection mechanisms alignment with the Privacy Shield Principles that aligns with and supports our other privacy obligations.

Privacy Policy Update

Our privacy policy was updated to address changes in the privacy landscape including:

- The European Commission's Decision (EU) 021/914 of 4 June 2021
- The UK's withdrawal from the EU (BREXIT)
- The California Consumer Privacy Act (CCPA)
- Changing our EU/UK data transfer mechanism from Privacy Shield to using Standard Contractual Clauses (SCCs)



TrustArc

Governance, Ethics & Compliance

Safety, Security and Compliances

Compliance

The following certifications were renewed:

- PCI DSS
- Privacy Shield



International Data Transfers

We continuously monitor data protection laws in all the countries where we operate to update our policies, procedures and agreements relating to personal data. The Court of Justice of the European Union (EU) issued a judgment declaring the EU-US Privacy Shield as an invalid mechanism for transfers of personal data from the EU to the U.S. Due to the decision, ATTG has adopted the Standard Contractual Clauses (SCC) as a legal basis for the personal data transfers from the EU to the U.S. We've updated our third-party Data Protection Agreements to include the SCCs where applicable.

Workplace Practices

Addressing the needs of our employees and community

Enhanced Time-Off

We recognize and embrace the importance of work-life balance. Our employees work hard, and we want to acknowledge that. In 2021 we added 2 floating holidays to our time off benefits package.

Juneteenth

is the oldest nationally celebrated commemoration of the ending of slavery in the United States. We support the new Federal holiday and in 2021 we chose to offer Juneteenth as an additional floating holiday for the following year.

ECPAT – continued partnership in 2020 and 2021

The Code is a multi-stakeholder initiative to bring awareness, provide tools, and support to the tourism industry to prevent the sexual exploitation of children. It is a partnership we voluntarily sought, and we encourage other travel management companies to follow suit.

As a membership requirement, we continued to audit our suppliers ensuring they meet our expectations and remain in compliance with our code of ethics, including anti-trafficking.



Looking Ahead

We look forward to the upcoming year and the next decade as an opportunity to expand our positive impact on our community and collaborate with all stakeholders for our mutual benefit and that of our world.

As we look ahead, our priorities include:

Environment	Social	Governance
<p>Partnering with Delta Airlines in its Flight to Net Zero initiative</p> <p>Incorporating sustainability causes in our Client Advisory Board events</p>	<p>CEO Pledge - A focus on diversity, equity and inclusion in our workplace</p> <p>Azova Partnership– end to end Covid testing services for the well-being of travelers and employees</p>	<p>Upholding the B Corp Pillars and looking for opportunities for continued improvements in our business</p> <p>ECPAT – continuing our partnership with this important cause</p>



We Are Better Together.

ATLAS

Travel & Technology Group

