



DIRECT[®]
TRAVEL

DIRECT

IMPACT

Steps we're taking to support people, advance sustainability, and build a diverse & inclusive community
— **together, one company strong.**

Creating a Direct Impact

As one of the leading travel management companies, Direct Travel recognizes that it is not only our goal, but our responsibility to lead the way in promoting positive change. From putting people first and creating a more inclusive workplace, to reducing our carbon footprint and volunteering with local community organizations, our entire team contributes to what we call: **Direct Impact**.

Direct Impact reflects our commitment to advancing diversity, sustainability, and wellness initiatives through enacting goal-driven policies and encouraging meaningful actions. Many of these objectives map directly with the United Nations' Sustainable Development Goals (SDGs) – created by the UN to ensure a balance of economic, social, and environmental development.

This process continues to grow and will further evolve as we work together to support this shared vision for Direct Travel. Here are key Direct Impact highlights from 2023 and our goals for the future:

SUPPORTING PEOPLE



ADVANCING SUSTAINABILITY



BUILDING COMMUNITY



Direct Travel employees volunteer with Project C.U.R.E. in Chicago, helping distribute donated medical supplies.

Supporting People

We believe that diverse teams with a shared passion fuel workplace collaboration and create unmatched experiences. We are on a journey to improve Diversity, Equity, and Inclusion at Direct Travel.

Our vision is to create a workplace where our employees always come first and where we continuously learn from, connect with, and value diverse backgrounds and experiences.

We are committed to doing **Whatever It Takes** to foster an environment where everyone is valued, respected, and empowered to thrive. In this environment, employees can contribute through their unique perspectives and experiences. Together we are respectful, do what is right, learn, build trust, and work together.

Our formal DEI strategy focuses on diversity in employees, suppliers, marketing, and communications.

Focus Areas



Talent Acquisition: We are committed to ensuring our hiring practices are inclusive and tap into a diverse pool of candidates.



Supplier Diversity: We encourage diversity among our supplier partners. Diverse suppliers expand Direct Travel's base of knowledge, skills, and cross-cultural understanding. This in turn benefits our clients throughout the world.



Marketing and Communications: We ensure our messaging and communications authentically embody our commitment to DEI. It is essential for our marketing to serve as a powerful platform for raising awareness and fostering meaningful dialogue.

Current DEI Initiatives

Through partnership with an external consultant, we established a DEI committee with smaller working groups. Our committee is made up of a cross-functional group of employees, and key areas of focus are careers, supplier diversity, and marketing/communications.

Our careers committee works to:



Ensure our position on DEI is clearly communicated both internally and externally.



Enhance inclusiveness and diversity in the attraction and selection process for career opportunities.



Implement impactful education to increase our understanding of DEI and its impact on culture and our success.

2023 Snapshot

In our ongoing commitment to creating an equitable and inclusive workplace, we have taken a significant step by updating our policies and programs to be more inclusive. We have a multifaceted approach to gathering feedback, including onboarding, annual experience, and special focus area surveys. This continuous engagement allows us to stay attuned to the pulse of the organization, identify areas for improvement, and celebrate our successes.

Promoting Health & Well-Being

- We provide monthly education and resources on overall well-being, covering important topics like mental, physical, emotional, spiritual, and financial health.
- Employees have access to assistance programs and benefits, including time off to support the overall well-being of themselves and their families. This includes providing floating holidays to support our employees' recognition of religious, cultural, and historical observances as well as holidays meaningful to them.
- We give our team access and time to utilize a well-being app and program that offers thousands of courses on topics like fitness, nutrition, and mindfulness. We also extend this access to our team's friends and family.

40,000
Minutes of Well-Being
Content Viewed

Education & Training

- In celebration of one of life's greatest adventures, when our employees expand their families, we empower them to embrace parenthood through paid parental leave. We believe this allows our employees to cherish the precious moments of family bonding and contributes to the overall wellbeing of their family.
- Our nearly 2,000 employees completed training courses on workplace topics such as bias prevention, fostering inclusivity, and the prevention of harassment/discrimination.
- Approximately 25% of the team has completed voluntary education on the prevention of human trafficking in the travel industry.

4,700+
Training Courses
Completed

67,900+
Employee Recognition
Interactions

Recognition & Rewards

- Our recognition and rewards program is not just a perk; it is a cornerstone of our culture that fosters a sense of value and belonging among our team members. Through this program, we celebrate individual and collective achievements, creating a positive and motivating work environment where everyone feels appreciated and inspired to contribute their best.



Representation

Our commitment to diversity is evident in our workforce, where women hold approximately 50% of senior executive roles and make significant contributions to all aspects of our business operations. While this is only one measure of diversity, our strong female presence extends throughout our organization, with a majority of people managers identifying as women.

- We have enhanced our job postings and related processes to improve the attraction of diverse candidates. This includes using inclusive language and highlighting our commitment to DEI in our job descriptions.
- The majority of our global team is comprised of remote workers, which can make work more accessible to groups who have historically been underrepresented in the workforce. This encourages individuals with physical disabilities, parents and caregivers, and those in a variety of geographic locations to apply.
- We post all promotional opportunities to make sure career development paths are visible for each individual employee.



Christal Bemont
Chief Executive Officer



Michelle Sitzman
Chief People Officer



Christine Sikes
Executive Vice President,
Customer Experience



Donna Brokowski
Executive Vice President,
Global Supplier Management & Consulting



Janet Traphagen
President,
Creative Group



Lisa Buckner
President,
U.S. Central Region



Ronda Shipley
Executive Vice President,
Sales Operations



Helen Leon
President,
U.S. Western Region

Analyzing Our Progress

We introduced a new human capital analytics tool that will support us in collecting and analyzing data related to our DEI initiatives and employee/candidate experience. This tool enables us to further identify trends, opportunity areas, and measure the impact of our work in supporting people. We look forward to sharing this progress in subsequent Direct Impact reporting updates.

Supplier Diversity



PHASE ONE

Added a supplier initiative to consistently **gather information** from our partners on their **diverse ownership**, as well as their own **DEI policies and strategies**.



PHASE TWO

Fostered meaningful **compliance** by encouraging our partners to take a **supplier pledge** and **agree to our code of conduct**.



PHASE THREE

Offered complimentary **supplier training** courses and facilitated the sharing of **DEI strategies and ideas**.



PHASE FOUR

Continue to **track and measure** the **increase** of our **diverse supplier spend**, which showed an **85% increase YOY 2022-2023**.

Traveler Experience

As a travel organization, we are dedicated to ensuring the seamless travel experience of diverse groups, including but not limited to travelers with accessibility needs, those from different ethnic backgrounds, and the LGBTQ+ community. An increasingly diverse talent pool and workforce results in more diverse travelers with unique needs. We help companies create strong travel policies that take into consideration the diversity of their business and identify which groups of employees may face unique obstacles when traveling.



SDG Progress



3 GOOD HEALTH AND WELL-BEING

Creating **wellness challenges** and **health resources** for staff

Alerting travelers to **health risks** and **emergency situations**



5 GENDER EQUALITY

Fostering an **inclusive culture** by promoting and developing **women in organization leadership positions**



9 INDUSTRY, INNOVATION, AND INFRASTRUCTURE

Investing in **smaller agencies and operations** through acquisition and **subsequent training and development**



10 REDUCED INEQUALITIES

Providing company-wide **training on policy compliance** and **anti-harassment initiatives**



11 SUSTAINABLE CITIES AND COMMUNITIES

Informing travelers about destinations they visit and **providing local information**, like public transportation details

Advancing Sustainability

Direct Travel is committed to climate action, waste reduction, and sustainable supply chains. Together, we achieve progress in these areas through staff engagement and rigorous measurement.

Focus Areas

Minimizing Our Footprint

Our sustainability journey is focused on minimizing our emissions and implementing waste reduction within the boundaries over which we have control. As a dispersed organization with leased offices, our greatest opportunity is minimizing our footprint to ensure the most efficient utilization of space. Since measuring our carbon footprint, we have gained new insights that have helped us prioritize office space consolidation. These efforts have led to the following impacts:



80% of our workforce **works remotely** to eliminate vehicle traffic.



There has been a **22% increase** in our **e-waste recycling** items.



We have had a **52% increase** in **printing** on **double sided paper**.



We factor **sustainability** into our **office rental process**.



Our **offices** have increased their **recycling** by **37%**.



14,000 pieces of **paper** were **eliminated** due to our **digital document policy**.

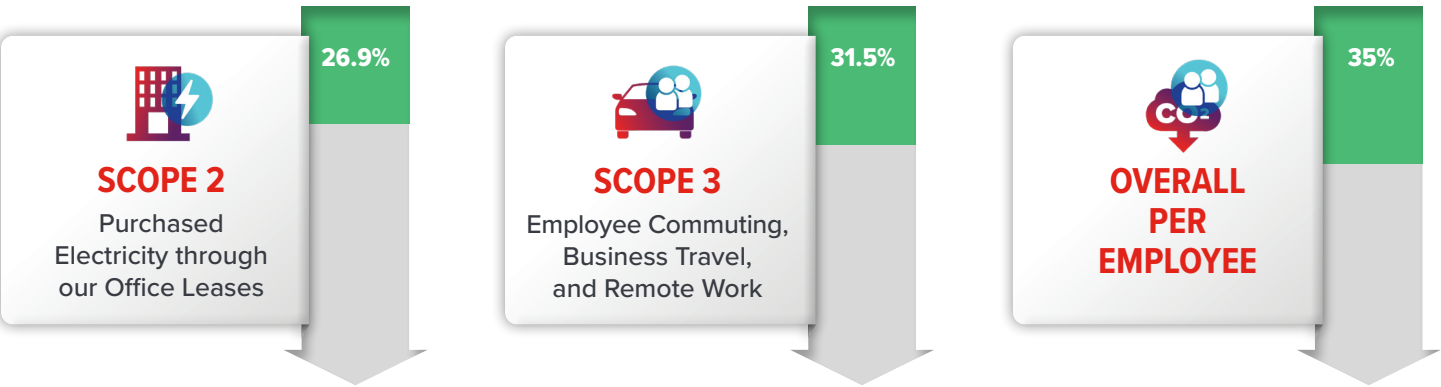
Governance & Capacity Building

We are establishing a culture of sustainability through cross-functional collaboration, strategic planning, goal setting, and training. Through a company-wide facilities survey, we have activated regional leaders to help roll out new policies and ensure compliance. This includes establishing benchmarks for improvement and training staff on topics such as e-waste, sustainable procurement, and food waste reduction.

Greenhouse Gas Inventory

CY 2022 was our second annual Greenhouse Gas Inventory, conducted with a third-party assessor and following the globally recognized GHG Protocol. As a result of more efficient space utilization, we greatly decreased Scope 2 emissions from our office operations as well as Scope 3 emissions from employee commuting. As we continue to recover from the COVID-19 pandemic, we naturally expect to see our Scope 3 emissions from business travel and remote work increase, both of which grew in CY 2022.

Overall, we saw a 35% decrease in terms of emissions when normalized per employee. In future years, we will continue to identify new opportunities to reduce our emissions. This includes exploring and supporting industry alternatives to greenhouse gases, as well as steadily increasing our investment in offsets to achieve carbon neutrality.



Direct Travel’s Carbon Neutral Goal is 2050.

Offset Investments

Direct ATPI Halo was designed using our extensive travel management experience. It was created to be a proactive step toward not only changing the way the corporate travel sector views sustainable travel, but to also pioneer industry-leading approaches to make travel more sustainable. Our offset portfolio methodology focuses on measuring, reducing, and offsetting greenhouse gas emissions. In 2022, we made our first carbon offset investment, and we have since increased that investment by 5% in 2023.

Amayo 40MW Wind Project Nicaragua

Generates and delivers renewable, affordable, and clean electricity



Wind Power Class 7 site, the highest rank for wind speed



Averages 182,000 carbon credits a year through reduction of imported fuel oil

Luangwa Community Forests Africa

Implemented on communal game management areas & two private ranches



A VERRA and CCBA Triple Gold certified project



1,000,000 ha of forest reduces emissions by 1,368,629 tons a year

Delta Blue Carbon Project Pakistan

350,000 ha of tidal wetlands with 73,000 ha restored to date



A VERRA and CCBA Triple Gold certified project



Estimated to sequester 142m tonnes of CO2 in the next 60 years

SDG Progress



4 QUALITY
EDUCATION

Training on **sustainable practices** and **programs**



12 RESPONSIBLE
CONSUMPTION
AND PRODUCTION

Surveying company facilities to **ensure recyclable** and **reusable practices** in place



13 CLIMATE
ACTION

Offsetting carbon footprints of travelers through Direct ATPI Halo



17 PARTNERSHIPS
FOR THE GOALS

Working with partners to **advance sustainability**

Building Community

Everything we do at Direct Travel is strengthened by our dedication to our core values, including:



Delivering
What We
Promise



Respect for
our Fellow
Humans



A Drive to
Be Better
Every Day

We passionately believe in giving back, and we support a number of civic and cultural organizations in the communities around us. It is at the heart of who we are and brings our organization closer together through team building and a shared sense of purpose.

Direct Impact Time

Underscoring our belief in the transformative power of community involvement, we grant our team paid time off to volunteer with local organizations and charitable events. These Direct Impact hours not only empower our team members to be active agents of positive change, but also reflect our deep commitment to the well-being of the communities we serve.

Our team volunteers with a variety of types of organizations including:



Awareness & Education

Our dedication to building up our communities extends beyond our immediate surroundings. We are proud members of PACT, working toward ending the sexual exploitation and trafficking of children in the context of travel and tourism. As part of our commitment, we offer TheCode.org training to our employees to help combat this crisis, and 25% of our employees have already voluntarily completed this training.



We protect
children in
travel and
tourism



PACT

Charitable Partnerships

- The Make-A-Wish Foundation has been Direct Travel's charity of choice since 2018. Make-A-Wish is a 501(c)(3) non-profit organization that arranges experiences described as "wishes" to children with life-threatening medical conditions. We are proud of the work we do to make wishes come true for children in our communities – whether it be through financial donations, airline miles drives, or employees choosing to use their Direct Impact hours to volunteer as wish granters or airport greeters.
- Along with the Make-A-Wish Foundation, we are proud supporters of the Juvenile Diabetes Research Foundation's One Walk and Champions for Children silent auction. We are also participants in the Fashionfest Fundraiser, Pinky Swear, Southside Family Nurturing Center, and Camden's Concert.
- Finally, we are proud to offer our employees the opportunity to financially support a diverse group of non-profits through our internal recognition and rewards program. Employees can choose to donate their own rewards that they receive from being recognized to any of thousands of non-profits around the world. This program reflects our commitment to social responsibility and our belief in the power of making a Direct Impact.



SDG Progress



1 NO
POVERTY

Allocating Direct Impact **volunteer hours** to staff to work with **community organizations**



2 ZERO
HUNGER

Supporting **community food banks** through Direct Impact hours and **volunteer events**



16 PEACE, JUSTICE, AND
STRONG INSTITUTIONS

Training on **human trafficking**
Enacting **policies against child labor, bribery and corruption**

Future Vision

We firmly believe our role as a travel management company extends beyond logistics and travel arrangements; it is about leading the way toward a more inclusive, sustainable, and community-focused future.

As we continue our journey, we embrace the values of diversity, equity, inclusion, and sustainability as foundational pillars of our corporate culture. These principles of Direct Impact drive us to create a more inclusive workplace, minimize our environmental footprint, and give back to the communities we serve. Direct Impact is a company-wide pledge to our employees, partners, and clients to continually strive for excellence in everything we do.

We remain committed to fostering a better tomorrow, and we invite you to join us on this transformative journey toward positive change and growth in a world where travel brings us all closer. **Now and for generations to come, together we can continue to make a Direct Impact.**



WHATEVER IT TAKES