



DIRECTIMPACT

Reimagining how the world connects, responsibly.

2025

DIRECT IMPACT REPORT



Table of Contents

A Message from Our CEO	3
From the Sustainability Impact Team	4
2025 Sustainability & Social Impact Global Facts & Figures	5
About Direct Travel	6
Sustainability Vision & Mission	11
Governance of Sustainability & Social Impact	12
Supporting Climate Action Through Carbon Finance	15
Strategic Framework for Sustainability & Social Impact	17
Navigating the Climate Transition	20
Journey of the Whole Traveler	24
Path to Belonging & Inclusion	28
Connection to Place and Community	32

DISCLAIMER

This report contains statements regarding future goals, plans, commitments, and expectations (collectively, “forward-looking statements”). These forward-looking statements are based on current assumptions, expectations, and projections and are subject to risks, uncertainties, and changes in circumstances that are difficult to predict. Actual results may differ materially from those expressed or implied by forward-looking statements due to changes in business conditions, market factors, regulatory developments, or other factors. Direct Travel undertakes no obligation to update or revise any forward-looking statements contained in this report.

In addition, the topics and issues identified as material in this report are based on our materiality assessment process and reflect the priorities and perspectives of Direct Travel and its stakeholders at the time of publication. These material topics may evolve over time and should not be interpreted as financial materiality disclosures or as a comprehensive listing of all risks to the company.

Unless otherwise stated, data presented in this report represents calendar year 2025 performance. All metrics and qualitative information are subject to data availability and estimation methodologies that may continue to evolve as industry standards and best practices advance.

This report is provided for informational purposes only and should not be relied upon for investment or legal decisions.



Message from Our CEO

This report marks an important milestone for Direct Travel as we present our first sustainability and social impact report reflecting our expanded family of companies, including ATPI and Creative Group.

Following the acquisition of ATPI in 2025, Direct Travel now serves clients through a broader global organization with expanded capabilities across business travel, specialty travel, and events. This report reflects that broader organization and our shared commitment to creating long-term value for our clients, employees, suppliers, and communities. While our businesses serve different markets, they are united by a common commitment to responsible growth, meaningful partnerships, and delivering value for our clients, people, suppliers, and communities.

As Direct Travel has grown, so too has our focus on building the capabilities needed to make better decisions and support long-term progress. During the year, we strengthened the foundation of our sustainability strategy through initiatives including a climate risk assessment with Ramboll, the publication of our Global Climate Report, the launch of our Travel Partner Sustainability Questionnaire, and enhanced carbon measurement solutions that help clients better understand and manage the impact of their travel programmes. Together, these initiatives are helping us build the insight, transparency, and accountability needed to support a changing world.

We also saw encouraging signs of momentum across the business. Our first CDP Climate disclosure resulted in a B rating, while our supplier engagement efforts earned recognition on the CDP Supplier Engagement A-List. We continued to improve our EcoVadis performance, launched Employee Resource Groups that are creating new opportunities for connection and belonging, and established a Sustainable Events Council to embed responsible practices more consistently across our

organization. We also strengthened our influence beyond our own operations through initiatives that advance accessibility in travel and expand engagement with Sustainable Aviation Fuel, working alongside industry partners to support meaningful progress across the sector.

Looking ahead, we see significant opportunity to build on the strengths of our expanded organization. As Direct Travel continues to integrate ATPI and collaborate across Creative Group, we are accelerating the sharing of expertise, innovation, and responsible business practices across our global business. Alongside continued investments in platforms such as Avenir that help clients make more informed travel decisions, we are well positioned to help clients navigate an increasingly complex operating environment while supporting more sustainable, inclusive, and resilient travel and event programmes.

While there is still much work to do, I am proud of the progress reflected in this report and grateful to our employees, clients, partners, and suppliers who continue to support this journey. Together, we are building a stronger future for travel and events - one that balances business success with positive impact for people, communities, and the planet.

Christal Bemont

Christal Bemont
Chief Executive Officer

From the Sustainability Impact Team



“At the heart of our approach is the belief that being a responsible and sustainable company means thinking beyond today and considering the impact we have on the people and organizations we work with every day. Sustainability is embedded in the way we do business, shaping how we support our colleagues, serve our clients, collaborate with suppliers, and partner across our network. We also believe that innovation plays a vital role in creating a more sustainable future, helping us find smarter ways to operate, reduce our impact, and deliver greater value. For us, sustainability is not about perfection, but about making more responsible choices every day, continuously improving, embracing new ideas, and helping our clients make informed, sustainable business decisions through the insights and expertise we provide.”

—

Jeroen Van Hest

SVP, Strategy Execution & ESG Lead



“Bringing our organizations together has created an exciting opportunity to learn from one another, strengthen our global culture and build on the incredible work already happening across our teams. Sustainability and social impact are brought to life by our people, through the choices they make, the ideas they share, and the ways they support colleagues, clients and communities. I’m proud of the progress reflected in this report and energized by what we can achieve together as one team, guided by our BOLD values and a shared commitment to creating meaningful impact.”

—

Katherine Creek

Chief Human Resources Officer



“2025 marked an exciting turning point, with more clients preparing for their first sustainability audits and moving from climate ambition towards meaningful action. Accurate emissions data is the vital first step, helping organizations understand and address the environmental impact of their travel and events programmes while responding to growing investor and stakeholder expectations. It gives me great pleasure to support these efforts through our Halo suite of solutions. Together with Direct Travel, we now have a tremendous opportunity to expand our positive impact while applying the same ambition across our own business.”

—

Pippa Ganderton

Director, Sustainable Travel and Events



2025 Sustainability & Social Impact Global Facts & Figures

4,494

employees as of 2025 (4,323 FTE*)

170+

office locations globally

98%

customer retention since 2020

50%

of leadership roles are held by women

36%

of global workforce worked from home

30,684

(non-operational) training hours completed overall, 7.22 per FTE across the world

4,525

volunteering hours completed globally, by 717 unique participants

255k

USD in charitable contributions and sponsorships

Operational GHG Emissions by Category

- **Scope 1**
tCO₂e 427.50
- **Scope 2 - Market Based**
tCO₂e 1,901.11
- **Scope 2 - Location Based**
tCO₂e 1,396.90
- **Scope 3.3 - Fuel & Energy Related Activity**
tCO₂e 373.77
- **Scope 3.6 - Business Travel before SAF**
tCO₂e 5,184.40
- **Scope 3.7 - Employee Commuting**
tCO₂e 3,459.18



69
score

75th
percentile



*reporting metrics used for carbon intensity measurement

About Direct Travel

We are Direct Travel, a global travel management company focused on delivering exceptional, groundbreaking solutions to every client and traveler. By combining modern technology with human expertise, we create seamless travel programs that scale globally without fragmentation.



As one of the world's largest travel management companies, we provide services across corporate travel, leisure, meetings & events, and specialty sectors - including energy, marine, mining, and sports. With a presence in more than 100 countries, we deliver a truly unified global network supported by our follow-the-sun service model.

At the core of our offering is Avenir, our next-generation travel platform developed in partnership with leading technology providers. Avenir delivers broad content access and a modern, real-time booking experience - simplifying travel for users, empowering travel managers with greater control, and supporting organizations of all sizes with 24/7 service.

What truly differentiates Direct Travel is the human care behind the technology. Our experienced teams anticipate needs, solve complex challenges, and provide exceptional service at every stage of the journey. By integrating advanced technology, high-touch service, and deep industry expertise, we help clients drive measurable value and meaningful savings.

Across corporate travel, leisure, meetings & events, and specialty sectors, we are redefining what a modern travel program can achieve. Together, we are working toward

a singular goal: delivering "The Perfect Trip" for every business traveler, wherever their journey takes them.

In 2024, we launched Avenir - our proprietary business travel platform. Avenir empowers clients with the industry's broadest inventory and a personalized experience. Built on an open-technology framework and supported by deep supplier partnerships, Avenir enables smarter travel decisions while reinforcing our commitment to service, innovation, and flexibility.

4,494

employees as of 2025

did it!



Mission

Corporate Travel

Blending human ingenuity and break-through technology to make every journey effortless, personal, and rewarding.

Leisure

Unlocking the limitless possibilities of travel by connecting human expertise with intuitive technology and global partnerships, enriching both the client and travel advisor experience through innovation.

Specialty Travel

Providing mission-critical service, technology and sector expertise as an extension to operational travel teams in the global energy, shipping, mining and sports industries.

Creative Group / DT Meetings & Events

Global creators of business changing experiences designed to help people and brands thrive.

Vision

Reimagining How the World Connects

Values

Be the Spark

Own Your Impact

Lift as You Climb

Deliver with Purpose



Customer Satisfaction

At the core of Direct Travel's success is our commitment to customer satisfaction. Our 98% client retention rate is a testament to the trust we've earned by delivering consistent, high-quality service. We prioritize complete visibility and traveler support throughout the journey - making it easier for travelers to book, manage, and experience business travel with confidence. Our service teams are known for their responsiveness and problem-solving mindset, creating a human connection that complements our advanced technology and ensures each client feels supported at every step.

Data and Security

As part of our commitment to responsible corporate governance, we recognize the critical importance of protecting the privacy and security of both our customers' and employees' data. Ensuring robust data security and privacy practices not only helps protect sensitive information but also supports our broader corporate responsibility goals by fostering trust, transparency, and long-term business resilience.

We deploy a robust range of data privacy and cybersecurity measures, including but not limited to the following:

- Comprehensive access controls
- Multi-factor authentication
- Data classification protocols
- Physical security measures
- Enterprise-grade firewalls and intrusion detection systems
- Standardized system configurations
- Advanced endpoint protection
- Regular vulnerability assessments and penetration testing
- Regular security assessments
- Data protection policies
- Role Based Access controls
- Secure data transmission and storage via encryption
- Regular security awareness training
- Vulnerability management
- Incident response training and protocols
- Vendor risk management policies
- PCI DSS compliance
- Annual SOC 2 auditing and reporting
- Regional ISO 27001 and 27018 certifications, to be globalized by 2027

Our data security and privacy efforts are integral to fostering a trustworthy relationship with our stakeholders. We remain dedicated to maintaining the highest standards of data protection (including SOC 2 assessment), ensuring that we meet legal requirements while safeguarding the privacy of individuals and the integrity of our operations. Through continuous innovation, collaboration, and adherence to best practices, we strive to uphold a secure digital environment that supports both our business objectives and our commitment to sustainability.



Organization

- **Travel Weekly Power List** - Direct Travel, ranked #11
- **World Business Outlook** - Most Trusted Brand in the Business Travel and Events Industry, APAC
- **National Industry Travel Awards** - Most Outstanding Global Travel Management Company, ATPI Australia
- **TDM Travel Trade Excellence Awards** - Global Travel Management Company of the Year, ATPI Singapore
- **TDM Travel Trade Excellence Awards** - Corporate Travel Agency of the Year, ATPI India
- **TDM Travel Trade Excellence Awards** - Corporate Travel Agency of the Year, ATPI Hong Kong
- **TDM Travel Trade Excellence Awards - Specialty Travel Agency of the Year** - Marine Industry, ATPI Philippines
- **Skift Meetings M&I 15** - Creative Group
- **Great Place to Work - Best Workplaces Hellas** - ATPI Greece
- **Great Place to Work - Best Workplaces for Women** - ATPI Greece

People and Team

- **Business Travel News' 25 Most Influential of 2025** - Christal Bemont, CEO
- **GBTA Foundation's 2025 WINiT Top 50 - Women Innovating the Way We Travel** - Sarah Kuberry Martino
- **GBTA Foundation's 2025 WINiT Top 50 - Global Leaders with Global Impact** - Christine Sikes
- **GBTA Foundation's 2025 WINiT Top 50 - Rising Female Leader** - Jordan Jones
- **ITM Achievement Awards - Responsible Travel Champion** - Pippa Ganderton
- **ITM Achievement Awards - Service Excellence, Team** - 24/7 Team
- **Business Travel People Awards - TMC Above and Beyond, Individual** - Katie Skitterall
- **Business Travel People Awards - Shining Star** - Phoebe Buchan
- **Scottish Passenger Agents' Association - Corporate Account Manager of the Year** - Mel Thomson

Technology and Innovation

- The Business Travel Magazine's 2025 Tech Hotlist - Avenir: Travel Edition
- ITM Achievement Awards - Tech Innovator - TripStax

Partner and Producer Recognition

- Air Canada Circle of Excellence Platinum Award - Direct Travel
- Virtuoso Cruise Top Producer Award - Direct Travel
- Virtuoso Hotels & Resorts Top Producer Award - Direct Travel
- Virtuoso Tour Top Producer Award - Direct Travel
- Virtuoso On-Site Top Producer Award - Direct Travel
- Virtuoso Specialty Top Producer Award - Direct Travel



Sustainability Vision & Mission

Vision

Our vision is to make sustainable travel and events the default, enabling organizations globally to travel and connect responsibly.

Mission

Our mission is to deliver practical sustainability solutions that help organizations measure, reduce and manage the impact of their travel and events.

Corporate Travel - Sustainability empowers organizations to manage employee travel more responsibly, supporting smarter decisions and stronger travel programs.

Specialty Travel - Sustainability drives specialised travel that enhances efficiency, reduces environmental impact and supports traveler wellbeing and safety.

Leisure Travel - Sustainability creates more meaningful leisure travel, protecting the communities and destinations travellers come to explore.

Meetings & Events - Sustainability enables the creation of impactful events that balance experience, budget, and environmental responsibility.



The background of the entire page is a close-up, high-contrast photograph of green leaves, likely from a tropical plant like a Philodendron. The leaves are layered, with some in sharp focus and others blurred in the background, creating a sense of depth. The lighting is bright, highlighting the veins and textures of the foliage.

Governance of Sustainability & Social Impact

At Direct Travel, sustainability and social impact are managed through a structured, enterprise-wide approach that integrates environmental, social, and governance (ESG) priorities into our day-to-day business decisions and long-term strategy. This framework ensures that we not only meet evolving stakeholder expectations but also create meaningful impact across our operations and supply chain.

Business Ethics

Our commitment to ethical business practices serves as the foundation for how we manage sustainability and social impact. Direct Travel’s Employee Handbook outlines clear expectations for all employees, focusing on integrity, transparency, and responsible business behavior. Our People team reinforces these standards through regular training, internal communications, and leadership engagement, ensuring our decisions are guided by fairness and accountability.

Management Oversight

Sustainability and social impact are governed at multiple levels within the organization. Oversight begins with our executive leadership team and is supported by our Sustainability Impact Team. This team is responsible for setting priorities, monitoring progress, and integrating sustainability considerations into client-facing solutions, supplier partnerships, and operational practices.



Direct Impact Committee

The Direct Impact Committee serves as the body that supports implementation of the sustainability and social impact strategy. The committee advises on aligning initiatives with client demand, ensuring our approach remains relevant and transparent. The Direct Impact Committee meets quarterly with reports on progress to senior leadership, ensuring that ESG remains a strategic priority. Meetings - focused on topics such as carbon management, supplier ESG engagement, and inclusive travel - drive implementation and innovation across the company.

OUR COMMITTEE IS COMPRISED OF:

- | | |
|--|--|
| Chief Human Resources Officer | EVP, Customer Experience |
| Chief Information Officer | SVP, Account Management |
| Chief Marketing Officer | SVP, Corporate Operations |
| Chief Product Officer | SVP, Customer Success |
| General Counsel | SVP, Leisure Supplier Relations |
| EVP, Finance & Accounting | President, Creative Group |
| EVP, Data, AI & Engineering | Director, Strategic Initiatives |
| EVP, Global Supplier Management, Consulting & ESG Lead | Director, Sustainability & Social Impact |
| EVP, Air Supplier Relations & Revenue Management | |

Double Materiality Assessment

In 2024, Direct Travel conducted its first double materiality assessment to identify and prioritize the most significant ESG issues for the company to manage over the next 3 years. This structured process began with extensive research and was followed by a comprehensive stakeholder engagement phase. As part of this engagement, we conducted 37 in-depth interviews with both internal and external stakeholders and distributed two targeted surveys: one to employees (n=320) and another to contracted travel service providers - spanning airlines, hotels, ground transportation, and technology partners (n=13). The survey and interview results were analyzed and weighted using a prioritization model designed to accurately reflect stakeholder perspectives. These weighted findings informed the development of Direct Travel's first-ever materiality matrix, providing a clear visual representation of the ESG topics most critical to both our business and the broader communities we serve. This process enabled us to evaluate both financial materiality - the ESG issues with the potential to affect

the company's performance, and impact materiality, the ways our operations affect the environment, society, and economy. The insights gained from this assessment are now guiding the development of our long-term Sustainability & Social Impact strategy, ensuring alignment with the evolving expectations of our stakeholders and positioning Direct Travel for sustainable growth. As an industry best practices, Direct Travel intent to repeat its double materiality assessment again in 2027.

370

stakeholders engaged in the Direct Travel 2024 Double Materiality Assessment



Supporting Climate Action Through Carbon Finance

Business travel, reported within Scope 3 Category 6, represents the largest proportion of our global greenhouse gas footprint. At the same time, travel remains essential to how we support clients, connect our teams and operate as a global business.

While our priority remains reducing travel-related emissions where possible, we recognize that there is not always a choice of supplier or an alternative solution available. In 2025, we therefore chose to compensate for a considerable proportion of the emissions associated with our global employee travel.

Through this initiative, we supported six carbon projects across Africa, Asia and Latin America, representing **1,963 tonnes of CO₂e**. The portfolio brings together renewable energy, forest protection and restoration, cleaner cooking and access to safe water, delivering environmental and community benefits in regions around the world.



The projects we supported

Amayo Wind Power Project, Nicaragua

Delivering renewable electricity to Nicaragua's national grid, helping reduce reliance on imported fuel oil while improving the reliability of the country's energy supply.



Efficient Cookstoves, Kenya

Providing more efficient cookstoves that reduce charcoal use, lower emissions and indoor air pollution, and help protect forests while supporting local employment.



Envira Amazonia REDD+, Brazil

Protecting 39,000 hectares of Amazon rainforest while supporting local communities through education, healthcare and more sustainable livelihoods.



Qianbei Afforestation, China

Restoring degraded land through native tree planting, increasing carbon sequestration, protecting biodiversity and creating employment for local communities.



Improved Kitchen Regimes, Malawi

Rehabilitating boreholes to provide cleaner water, reducing the need to burn firewood for water purification and improving sanitation and community health.



Reforestation of Degraded Forest Reserves, Ghana

Restoring degraded forest reserves with indigenous and commercial tree species while creating jobs and supporting local farmers through intercropping.



Strategic Framework for Sustainability & Social Impact

Growing customer demand for environmental stewardship, diversity, equity, inclusion, and belonging (DEIB), and ethical governance has made ESG topics not only a moral imperative but also a critical business driver. We believe that sustainable practices lead to stronger client relationships, improved operational efficiency, and long-term growth. Within Direct Travel, we developed a long-term strategic framework for sustainability and social impact to proactively address our corporate responsibility, meet client demand, and position Direct Travel as a sustainability and social impact leader in the travel industry.



United Nations
Global Compact

SUSTAINABLE DEVELOPMENT GOALS



Alignment with UN SDG's

Our strategy is aligned with global frameworks such as the United Nations Sustainable Development Goals (SDGs) and the UN Global Compact. These shared ambitions help guide our actions and support our commitment to creating positive impact for our people, clients, partners, and communities.

Corporate sustainability starts with a company's value system and a principles-based approach to doing business. This means operating in ways that, at a minimum, meet fundamental responsibilities in the areas of human rights, labour, environment and anti-corruption. Responsible businesses enact the same values and principles wherever they have a presence and know that good practices in one area do not offset harm in another. By incorporating the Ten Principles of the UN Global Compact into strategies, policies and procedures, and establishing a culture of integrity, companies are not only upholding their basic responsibilities to people and planet but also setting the stage for long-term success. As signatories to the UN Global Compact since 2024, we commit to upholding its Ten Principles on human rights, labour, environment and anti-corruption. By embedding these principles in our policy framework and governance, we aim to build and enable a culture that supports the realisation of these commitments.

By aligning global priorities with meaningful action, we aim to contribute to a more sustainable, inclusive, and resilient future for travel and events.

Commitment to Sustainability & Social Impact

Our commitment to sustainability and social impact is guided by four interconnected pillars that reflect our priorities, values, and long-term vision. Together, they provide a framework for how we create positive impact across our business, support our clients and communities, and contribute to a more sustainable, inclusive, and resilient future for travel and events.



Journey of the Whole Traveler

Traveler Well-Being
Health, Safety, Duty of Care
Accessible Travel for All
Cultural Awareness & Respect



Path to Belonging and Inclusion

Business Inclusion
Workplace Equity
Supplier Inclusion
External Diversity Relations



Navigating the Climate Transition

Sustainable Travel Practices
Innovative Client Solutions
Climate Education & Advocacy
Partnerships for the Climate Future



Connection to Place and Community

Charitable Giving
Volunteerism
Signature Programs
Community Partnerships

Sustainability & Social Impact Goals



Journey of the Whole Traveler

- Launch and train employees on accessibility
- Launch and train employees on cultural competence
- Launch and train employees on human trafficking awareness



Path to Belonging & Inclusion

- Launch and train employees on diversity, equity, inclusion, and belonging
- Recognize and develop the talents of each individual to bring diverse ideas, drive creativity and innovation, and cultivate a culture of inclusive excellence
- Foster a local, diverse, and sustainable supplier base that reflects the communities we serve



Navigating the Climate Transition

- By 2050, achieve carbon neutrality for Scope 1, 2, 3.6* and 3.7** emissions
- Engage at least 80% of travel service providers - airlines, hotels, car rental - to set science-based targets.
- By 2030, 100% of events have incorporated sustainability practices



Connection to Place & Community

- By 2030, achieve a total of 300,000 cumulative hours of volunteering
- At least 80% of major client events will have a philanthropic component

*3.6: Emissions from Business Travel
**3.7: Emissions from Employee Commuting (incl. remote work)

Navigating the Climate Transition

Navigating the climate transition remains a key priority for Direct Travel and our clients. We recognize that addressing climate change requires informed decision-making, collaboration, and practical solutions that help reduce environmental impact. Through emissions transparency, lower-carbon travel solutions, and industry partnerships, we continue to support clients as they progress on their sustainability journeys.

36%

of our global workforce works remotely, helping to significantly reduce GHG emissions from employee commuting.

Measure

BUILDING CLIMATE RISK INTELLIGENCE FOR DESTINATIONS

As climate-related disruption continues to affect destinations around the world, understanding risk is becoming increasingly important for both travelers and organizations. To help strengthen this understanding, we partnered with global sustainability consultancy Ramboll to assess climate-related risks across major travel destinations.

The resulting Global Climate Report examined how hazards such as extreme heat, flooding, wildfires, storms, and water stress could affect traveler experience, operational reliability, and long-term destination resilience. The findings provided valuable insight into emerging climate trends and highlighted the importance of incorporating environmental risk into travel planning and decision-making.

By combining climate expertise with travel data and destination knowledge, this work has helped establish a stronger foundation for supporting clients as they navigate an increasingly complex and changing operating environment.

Advancing Environmental Transparency Through Climate Disclosure (Climate Report, CDP, CDP A-List)

Transparency plays an important role in understanding environmental impact and identifying opportunities for improvement. During the year, we strengthened our approach to climate reporting through the publication of our first Global Climate Report, establishing a comprehensive Scope 1, 2, and 3 emissions baseline across our operations.

We also participated in CDP climate disclosure, resulting in a B rating for our submission. In addition, our supplier engagement efforts were recognized through inclusion on CDP's Supplier Engagement A-List, reflecting the importance of collaboration across the wider travel ecosystem.

Together, these milestones represent important steps in strengthening accountability, improving environmental transparency, and building a more informed foundation for future climate action.

ENABLING CLIENT CARBON MEASUREMENT THROUGH BETTER DATA

Reliable data is the foundation of effective climate action. During the year, we supported multiple clients including OMERS and International SOS in adopting Thrust Carbon's emissions measurement platform, helping improve the accuracy and transparency of their travel emissions reporting, and ensuring they are audit ready.

By integrating flight-level emissions data, as well as CO2 related to hotel, rail and car-hire, into existing travel programmes, clients gained greater visibility of their travel footprint and a more consistent approach to sustainability reporting. This enhanced insight supports informed decision-making, simplifies emissions tracking, and helps organizations monitor progress against their environmental goals.

As demand for robust sustainability data continues to grow, we remain committed to providing clients with the tools and expertise needed to better understand and manage the impact of business travel.

Reduce

UNLOCKING SUSTAINABLE AVIATION FUEL FOR CORPORATE TRAVEL

Sustainable Aviation Fuel (SAF) is expected to play a critical role in reducing aviation emissions, but increasing access requires collaboration across the travel ecosystem. Throughout the year, we continued to work alongside fuel producers including CFP Energy and Neste, as well as major airline partners, to help make SAF more accessible for corporate travel programmes.

By connecting clients with credible SAF solutions, we are helping organizations take practical steps towards reducing the environmental impact of business travel while supporting broader decarbonisation efforts across the aviation industry. These partnerships also provide a scalable foundation for integrating SAF into long-term travel strategies as availability continues to grow.

EMBEDDING SUSTAINABILITY INTO EVENT DELIVERY

Creating more sustainable events requires practical guidance, shared expertise, and a consistent approach. During the year, we established the Sustainable Events Council to bring together colleagues from across the business and drive the development of best practices for lower-impact event planning and execution.

The Council has already delivered several key initiatives, including a sustainable events checklist for Creative Group, a Sustainable Events Playbook to guide event planning, and a dedicated training programme to further strengthen sustainability knowledge across event teams in 2026.



Reimagining Leisure Travel Through a New Lens

Supporting more sustainable travel begins with informed choices. Throughout the year, we expanded conversations around responsible leisure travel by introducing the New Lens on Travel initiative across our personalized services business, encouraging advisors and clients to consider the environmental and social impact of their travel decisions.

Through advisor workshops, supplier-led discussions at Direct Access, and ongoing engagement via Viva Engage, we created opportunities to share ideas, highlight best practices, and explore emerging trends in responsible travel. We also continued to collaborate with industry partners, including Virtuoso, contributing to wider conversations on the future of sustainable leisure travel.

EMBEDDING SUSTAINABILITY INTO HOW WE TRAVEL INTERNALLY

Creating more sustainable travel starts with the decisions we make ourselves. During the year, we updated our employee travel and expense policy to better reflect our sustainability commitments, embedding environmental considerations into how business travel is planned and approved.

The updated policy encourages employees to consider lower-emission travel options wherever practical, helping align day-to-day travel decisions with our wider climate ambitions. By integrating sustainability into our own travel practices, we are fostering a culture of shared responsibility while leading by example for our clients and industry partners.

Compensate

Strengthening Confidence in Carbon Projects on the Ground

Confidence in carbon projects is built through transparency and first-hand understanding. During the year, we visited conservation and carbon initiatives across East Africa to see how climate finance is supporting environmental restoration and delivering tangible benefits for local communities.

The visits provided valuable insight into project implementation, environmental integrity, and the social impact of the initiatives we support, helping strengthen our understanding of how carbon finance contributes to long-term conservation outcomes. Experiencing these projects first-hand also reinforces our commitment to offering climate compensation solutions that are credible, transparent, and rooted in real-world impact.

At the Ntakata REDD+ project in Tanzania, which is supported by number of our clients through our Halo program, carbon finance is helping protect more than 216,000 hectares of rainforest. The area is home to 13 endangered species, including chimpanzees and East African elephants, while project revenues are also supporting healthcare, education and more sustainable livelihoods in surrounding communities. Seeing the contrast between the protected forest and degraded land outside the project area demonstrated the role that community-led conservation can play in protecting both ecosystems and wildlife.



DELIVERING END-TO-END CARBON MEASUREMENT AND COMPENSATION FOR IADC DUBAI

Supporting more sustainable events requires a clear understanding of environmental impact alongside practical solutions to address it. Working with the International Association of Drilling Contractors (IADC) in Dubai, we measured both travel and event-related emissions before integrating carbon compensation into the event's sustainability strategy.

By providing a single, coordinated approach to emissions measurement and compensation, event organisers gained greater visibility of their carbon footprint while taking meaningful steps to address residual emissions. The project demonstrated how data, planning, and climate action can be brought together to support more responsible event delivery.



Measure



Reduce



Compensate

Climate Awareness & Influence

EXPANDING CLIENT UNDERSTANDING OF SUSTAINABLE AVIATION FUEL

As interest in Sustainable Aviation Fuel (SAF) continues to grow, understanding how it can support corporate travel programmes is becoming increasingly important. During the year, we partnered with Delta Air Lines to deliver a series of educational sessions for corporate travel buyers, including OMERS, Samuel, Son & Co., and Toro.

The sessions explored the role of SAF in aviation decarbonisation, helping clients better understand how the technology works, its current availability, and how it can be integrated into wider sustainability strategies. By combining industry expertise with practical guidance, we continue to support organizations in making more informed decisions as they progress on their climate journeys.



ADVANCING CLIMATE AWARENESS ACROSS OCEAN-DEPENDENT INDUSTRIES

The health of the world's oceans is closely linked to global trade, marine operations, and offshore industries. Through thought leadership aligned with World Oceans Day and World Maritime Day, we explored the connection between travel-related emissions, marine sustainability, and the operational realities facing ocean-dependent organizations.

Bringing together insights from our the marine and energy teams in our Specialty division, we highlighted practical approaches to responsible travel while raising awareness of how businesses can support ocean resilience. These conversations helped connect broader climate challenges with the day-to-day decisions faced in complex marine environments.

This focus was reinforced through industry engagement, including Offshore Europe in Aberdeen, where Pippa Ganderton, Director of Sustainable Travel and Event Solutions, led a panel on The Roadmap to Sustainable Aviation Fuel (SAF) Integration. Her contribution emphasised the importance of cross-sector collaboration to accelerate lower-emission travel solutions and support more sustainable operations.

“

“As a business operating within the marine sector, we recognize the importance of supporting long-term environmental responsibility across our operations and supply chain. Working with ATPI Halo has helped us better understand and address our travel-related emissions through more transparent reporting and practical action.”

—

Carlo Jansen

CFO of Van Weelde

Journey of the Whole Traveler

We understand that travel is more than simply moving from point A to point B - it's a holistic experience that encompasses the physical, emotional, and cultural dimensions of every journey. Our *Journey of the Whole Traveler* approach places wellbeing, accessibility, inclusion, and duty of care at the centre of everything we do, helping create travel experiences that support both travelers and the people who make those journeys possible.



Wellbeing

**Health, Safety
& Duty of Care**

Accessible

**Cultural
Respect**

Accessibility

Creating truly inclusive travel requires more than good intentions. It demands collaboration, continuous learning, and a commitment to improving every stage of the traveler journey. Throughout the year, we worked alongside industry partners to better understand accessibility needs, strengthen the knowledge of our teams, and contribute to wider efforts to make travel more inclusive for everyone.

We believe travel should be accessible to everyone. Across our global business, we support travellers with a wide range of accessibility needs through:

- Specialised booking support for mobility, visual, hearing, and cognitive requirements
- Partnerships with accessibility-focused suppliers
- Tailored itineraries based on individual accessibility needs
- Clear communication of accessibility information throughout the journey
- Ongoing accessibility training for our travel professionals

Improving Accessibility Through Athlete Travel Insight

Creating more accessible travel experiences requires collaboration across the travel ecosystem. During the year, we worked alongside British Wheelchair Basketball, Virgin Atlantic, and Heathrow Airport to better understand the challenges faced by elite athletes travelling with complex mobility requirements.

Through accessibility awareness sessions and engagement activities at Heathrow Airport, we explored how airlines, airports, and travel management providers can work more effectively together to support travellers throughout their journey. The initiative provided valuable insight into the practical considerations involved in accessible travel while highlighting opportunities to strengthen coordination across travel partners.

100%

of business travelers have access to 24/7 emergency support

Supporting Industry Progress on Accessible Travel

Creating more accessible travel is a shared responsibility. Throughout the year, we continued to support accessibility initiatives led by the GBTA Foundation, sponsoring programmes and participating in the GBTA Accessibility Council to help advance more inclusive travel practices. These partnerships enable us to stay engaged with emerging priorities, share best practice, and contribute to positive change across the wider travel industry.

Building Accessibility Knowledge Across Our Teams

Understanding accessibility is essential to delivering better traveler experiences. Working with International SOS, we contributed to the development of an accessibility-focused learning module designed to help travel professionals better support travelers with disabilities. By strengthening awareness and building practical knowledge, we continue to equip our teams with the skills needed to create more inclusive travel experiences.



Wellbeing

Supporting wellbeing is essential to creating positive travel experiences and a healthy, resilient workforce. We recognize that wellbeing extends beyond physical health, encompassing balance, connection, and the environments in which people work and travel. Throughout the year, we continued to invest in initiatives that encourage healthier habits, promote open conversations, and strengthen wellbeing across our organization and the wider travel industry.

Our approach to wellbeing includes:

- Global wellbeing campaigns encouraging healthier daily habits
- Employee Resource Groups that foster connection and support
- Industry-led learning sessions with wellbeing experts
- Local initiatives tailored to individual offices and teams
- Creating a culture that supports sustainable performance

Encouraging Healthier Workday Habits

Creating a culture of wellbeing starts with everyday habits. During the year, we launched Break the Routine, a global wellbeing initiative designed to encourage colleagues to prioritize movement, balance, and healthy routines throughout the working day.

The campaign inspired employees across the business to make small but meaningful changes to support their physical and mental wellbeing, while reinforcing the importance of sustainable performance in a fast-paced industry. It became our most widely supported internal wellbeing initiative to date, highlighting the enthusiasm of colleagues to embrace healthier ways of working and supporting a culture where wellbeing is recognized as an essential part of long-term success.



Advancing Wellbeing Across Travel Workplaces

Supporting wellbeing is a shared responsibility across our industry. Through our Wellness at Work Employee Resource Group, we hosted a wellbeing session featuring Hilton's Global Director of Wellness, creating an opportunity to explore the challenges and opportunities associated with supporting employees in travel-intensive roles. The discussion also highlighted local initiatives, including wellbeing activities in our Aberdeen office, helping encourage the sharing of ideas and best practice across teams and regions.



Duty of Care

Supporting travelers means being prepared for the unexpected. From geopolitical events and natural disasters to operational disruption, our duty of care approach combines technology, expertise, and around-the-clock support to help organizations protect their people wherever business takes them.

We support organizations with a comprehensive range of duty of care solutions designed to help protect travelers before, during, and after every journey.

Our capabilities include:

- Customised trip briefs and branded traveler portals
- Personalized schedules, content, and acknowledgement tracking
- Two-way communications via email, SMS, voice, and in-app messaging
- Traveler location check-ins
- 24/7 security hotline access
- Additional alerts for security teams, HR, and key stakeholders

Optional capabilities include:

- Single Sign-On (SSO)
- Additional language support
- GPS tracking
- eLearning
- Automatic import of off-channel bookings
- Medical assistance
- Evacuation coverage

These capabilities help organizations manage traveler risk with confidence, providing the visibility, communication, and expert support needed to respond effectively when circumstances change.

Supporting Clients During Geopolitical Travel Disruptions

Periods of geopolitical uncertainty require timely information and coordinated action. During the year, we supported clients by identifying travelers who were located in, or scheduled to travel through, regions affected by emerging geopolitical events, enabling organizations to respond quickly as situations evolved.

Working closely with clients and internal teams, we provided timely risk updates, highlighted potential traveler exposure, and supported coordinated decision-making during periods of heightened uncertainty. By combining real-time traveler visibility with expert guidance, we helped organizations strengthen preparedness and respond confidently to rapidly changing travel environments.



Path to Belonging & Inclusion

Creating a culture of belonging starts with people. By fostering connection, supporting personal and professional growth, and embracing diverse perspectives, we continue to build an organization where everyone feels valued, respected, and empowered to contribute. These efforts strengthen our teams while helping us better serve the diverse communities and clients we support.

Employee Connection & Belonging

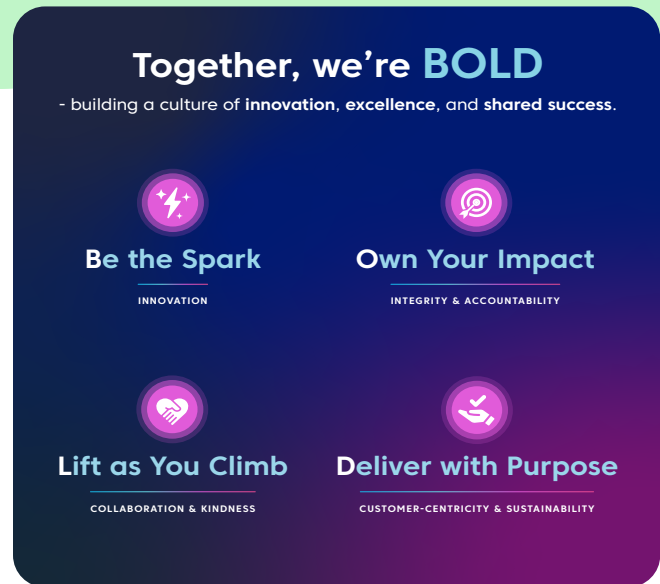
Creating a culture of belonging means ensuring every colleague feels connected, supported, and empowered to contribute. Throughout the year, we continued to invest in initiatives that strengthen relationships, encourage open dialogue, and create opportunities for employees to share their experiences across our global organization.

EMPLOYEE RESOURCE GROUPS: CREATING SPACE FOR CONNECTION

Employee Resource Groups (ERGs) continue to play an important role in fostering connection and inclusion across our organization. During the year, we expanded our network of ERGs to include Pride in Community, Wellness at Work, and Parents & Caregivers, creating dedicated spaces for employees to share experiences, build peer networks, and contribute to meaningful conversations. These groups help strengthen employee engagement while ensuring diverse

SUPPORTING CAREGIVERS AROUND THE WORLD

Our commitment to inclusion also extends to recognizing the diverse experiences of caregivers. Throughout the year, teams came together to celebrate Kids Day at Work in India, mark International Yoga Day through employee wellbeing activities in Mumbai, and host a Parents & Caregivers Story Swap in partnership with colleagues from Collette Canada. Together, these initiatives helped strengthen connections, encourage dialogue, and celebrate the experiences that enrich our workplace.



RECOGNIZING OUR PEOPLE THROUGH BOLD VALUES

Creating a culture of belonging means recognizing the people who make a difference every day. Building on the success of our peer-to-peer Shoutouts programme, we launched Quarterly BOLD Recognition to celebrate colleagues whose actions embody our values of Be the Spark, Own Your Impact, Lift as You Climb, and Deliver with Purpose.

Employees are invited to nominate colleagues whose contributions have created meaningful impact for clients, teams, and communities, with winners selected by a global Reward & Recognition Council representing different regions and areas of the business. The programme reinforces our commitment to recognizing outstanding contributions while celebrating the behaviours that help shape our culture.

LEARNING & DEVELOPMENT

Investing in our people helps build stronger teams, unlock potential, and prepare our organization for the future. During the year, we introduced ADP Lyric to provide a more consistent employee experience across the organization. The platform expands access to learning, performance feedback, and goal-setting while increasing transparency around development opportunities and career progression. By giving employees greater visibility of their growth journey, we continue to support a culture of continuous learning and development.

INCLUSIVE TRAVEL

Creating more inclusive travel experiences begins with understanding and responding to the diverse needs of the people we support.

This year, we contributed to an industry research study alongside the International LGBTQ+ Travel Association (IGLTA), helping explore the experiences of LGBTQ+ travellers within managed travel programmes. The research supports greater awareness of inclusion challenges across business travel and contributes to industry conversations focused on creating travel experiences that are welcoming, respectful, and accessible for all.

Our commitment to inclusion also extends into the communities where we live and work. Colleagues took part in local Pride celebrations, including Norwich Pride in the UK, demonstrating our support for LGBTQ+ communities while reinforcing our belief that everyone should feel welcome and represented throughout their travel experience.

Women's Leadership & Representation

Creating an inclusive workplace means ensuring all employees have equitable opportunities to grow, lead, and succeed. We are committed to fostering an environment where women are supported throughout every stage of their careers and where leadership pathways are visible, accessible, and achievable. Through leadership development, recognition programs, and opportunities for connection and collaboration, we continue to strengthen a culture that values diverse perspectives and empowers talent across our global organization.



30,684

(non-operational) training hours completed
overall, 7.22 per FTE across the world

HONOURING WOMEN IN TRAVEL LEADERSHIP

Recognizing and celebrating women in leadership remains an important part of advancing inclusion within the travel industry. During the year, we proudly acknowledged colleagues recognized through the GBTA WINiT Awards, celebrating women whose leadership, innovation, and expertise continue to influence and shape the future of business travel.

We also celebrated International Women's Day through events and discussions delivered in partnership with our Pride in Community Employee Resource Group. These initiatives provided meaningful opportunities for colleagues to engage in conversations about leadership, career development, and inclusion while recognizing the many contributions of women across our organization.

LEADERSHIP REPRESENTATION

Building a diverse leadership team requires more than representation - it requires creating opportunities for growth, development, and advancement. We remain committed to cultivating a leadership pipeline that supports the development of future leaders while maintaining strong representation across our senior leadership team, including under the leadership of Chief Executive Officer Christal Bemont.

Today, women continue to play a vital role in driving our business forward, contributing to strategic decision-making, operational excellence, innovation, and the ongoing success of our organization worldwide.

- 50% of leadership roles (VP and above) are held by women
- 54% of the Executive Leadership Team roles are held by women
- Women represent a significant portion of our overall senior leadership population, reflecting our continued commitment to advancing gender diversity across leadership levels.



50%

of leaderships roles (VP and above) at Direct Travel, including 54% of Executive Leadership Team, are held by women



SUPPORTING THE GROWTH OF WOMEN'S SPORT

The rapid growth of women's sport is creating new opportunities, and new demands, for elite team travel. As competitions expand and the professional game continues to evolve, travel programmes play an increasingly important role in supporting athlete wellbeing, recovery, and performance.

We continued to support elite women's teams, professional competitions, and sporting organizations around the world, including Leicester City Women's Football Club, Norwegian football champions SK Brann Kvinner, the Grand Prix Cycliste de Gatineau, one of the world's leading women's cycling competitions, and women's sports federations across Canada. We delivered tailored travel and logistics solutions designed around the needs of athletes, officials, and support staff. From fixture planning and accommodation to complex international travel arrangements, our focus remained on providing safe, efficient, and reliable journeys that allow competitors to perform at their best.

Connection to Place and Community

Meaningful travel creates opportunities to make a positive impact beyond the journey itself. Through volunteering, charitable partnerships, education, and environmental initiatives, we continue to support the communities where we live, work, and travel, creating lasting value for people and places around the world.

Youth Empowerment

Investing in young people helps create stronger communities and a more resilient future for our industry. Through partnerships with schools, universities, community organizations, and sports programmes, we continue to create opportunities that inspire confidence, develop skills, and encourage the next generation to reach their potential.

SUPPORTING THE NEXT GENERATION THROUGH COMMUNITY SPORT

Sport has the power to build confidence, create opportunities, and bring communities together. We partnered with Leicester City Women to support the Active Girls Holiday Scheme, an initiative designed to encourage greater participation in sport among young girls from the local community.

The programme provided access to structured activities in a safe and inclusive environment, helping participants develop confidence, teamwork, and new skills while fostering a positive relationship with physical activity. By reducing barriers to participation and creating opportunities for young people to engage with sport, the initiative supported broader efforts to improve inclusion and representation within grassroots sport.

CREATING EARLY-CAREER PATHWAYS INTO THE TRAVEL INDUSTRY

In partnership with EMPOWER Youth Zones, we welcomed Manchester students for a week-long industry experience programme designed to showcase the diverse career opportunities available across travel and events.



Through workshops, team shadowing, and site visits, participants gained first-hand insight into careers spanning marketing, operations, account management, and hotel partnerships before concluding the programme with a behind-the-scenes visit to ITV's Coronation Street production set.

PARTNERING WITH STUDENTS TO EXPLORE AI SOLUTIONS FOR SUSTAINABLE TRAVEL

Working alongside the University of Toronto's Rotman School of Management MBA programme, students explored how artificial intelligence could help embed sustainability insights into the travel booking journey. The collaboration combined academic research with real-world business challenges, providing valuable learning opportunities while generating fresh ideas to support more informed and sustainable travel decision-making.

Humanitarian Response

Supporting communities means responding where help is needed most. Through employee volunteering, charitable partnerships, and locally led initiatives, we continue to work alongside organizations making a meaningful difference in communities around the world. Together, these efforts demonstrate the impact that can be achieved when people come together behind a shared purpose.

MOBILIZING EMPLOYEES TO SUPPORT CHILDREN IN CAMBODIA

Creating meaningful impact often starts with collective action. At the 2025 DirectAccess Conference, approximately 600 colleagues came together for the annual Give Back event, assembling nearly 3,000 support kits for children in Cambodia.

The initiative transformed a conference gathering into an opportunity to make a tangible difference, bringing employees together in support of a shared humanitarian cause. By combining volunteer effort with practical community support, the event reinforced our commitment to creating positive impact beyond the workplace while strengthening a culture of giving across our organization.

FIVE DAYS OF GIVING

Working alongside Marriott International, we partnered on the Five Days of Giving initiative, bringing colleagues together through a month-long programme of charitable activities and fundraising. The initiative strengthened employee engagement while supporting causes aligned with our shared community values.



4,525

volunteering hours
completed globally, by 717
unique participants



Supporting Communities Worldwide

Communities around the world continued to benefit from employee-led initiatives through ATPi Inspires. Teams supported organizations including Kidz Meals in the United States, CESTHA Italy's Fast Diva sea turtle rehabilitation programme, Sparkle Foundation UAE, Hideout UK, and One Small Act of Kindness in South Africa, demonstrating the collective impact of local action across our global organization.



EXPANDING ACCESS TO TECHNOLOGY FOR UNDERSERVED HOUSEHOLDS

Access to technology plays an increasingly important role in education, employment, and everyday life. Through our partnership with Compudopt, nearly 200 retired laptops were securely refurbished and donated to low- and no-income households, helping 165 individuals and families access education, employment opportunities, healthcare resources, and essential services while extending the life of valuable technology.

Community Climate Action

Protecting the environment goes hand in hand with supporting the communities that depend on it. Throughout the year, colleagues around the world took part in initiatives that combined environmental stewardship with local action, helping restore natural ecosystems while supporting organizations working to create lasting climate impact.



Restoring Coastal Ecosystems Through Mangrove Planting

Healthy coastal ecosystems play a vital role in protecting biodiversity, supporting local communities, and capturing carbon. During the year, colleagues took part in a mangrove planting initiative at PIK Mangrove Forest in Indonesia, contributing to the restoration of an ecosystem that provides important environmental and social benefits.

Mangroves help protect shorelines from erosion, provide critical habitats for wildlife, and act as natural carbon sinks, making them an important nature-based climate solution. By participating directly in restoration activities, employees were able to make a tangible contribution to local conservation efforts while strengthening our commitment to community-led environmental action.

SUPPORTING CLIMATE ACTION THROUGH COMMUNITY PARTNERSHIPS

Climate action is strengthened through collaboration. During the year, independent travel advisor Nhattan Nguyen, through The Philanthropy Collective, continued to support mission-driven organizations by coordinating travel for environmental partners, including Canopy Planet. The initiative demonstrates how individual employees can extend their impact beyond the workplace, helping organizations focused on forest protection and climate solutions access the travel support they need to deliver their missions.



For more information or access to the full 2025 Direct Impact Data Book, please contact the Direct Impact team via:

Jeroen Van Hest
ESG Lead

jvanhest@dt.com
www.dt.com/direct-impact