

2023-2024

Environmental, Social and Governance Report

All of us are adjusting to the challenges and uncertainties of the past few years. From the pandemic, economic uncertainties and geopolitical crises, it is clear that consumers and stakeholders are looking for organizations that are operating more responsibly, sustainably and inclusively.

To achieve this, over the past year, we transitioned our corporate responsibility into a more cohesive ESG (Environmental, Social and Governance) strategy where we can identify more opportunities for improvement. We focused on initiatives to mitigate climate impact, improve our supply chain selection, drive diversity and inclusion, and enhance our governance processes. We believe these activities will help generate informed innovations, sustainable and adaptable solutions, smart investments and long-term growth.

In this report, I am proud to share the progress we are making and highlight our priorities for the future. This is a continuous journey that will allow us to stay resilient and to do good for all.

Thank you,

J.D. O'Hara

CEO, Internova Travel Group

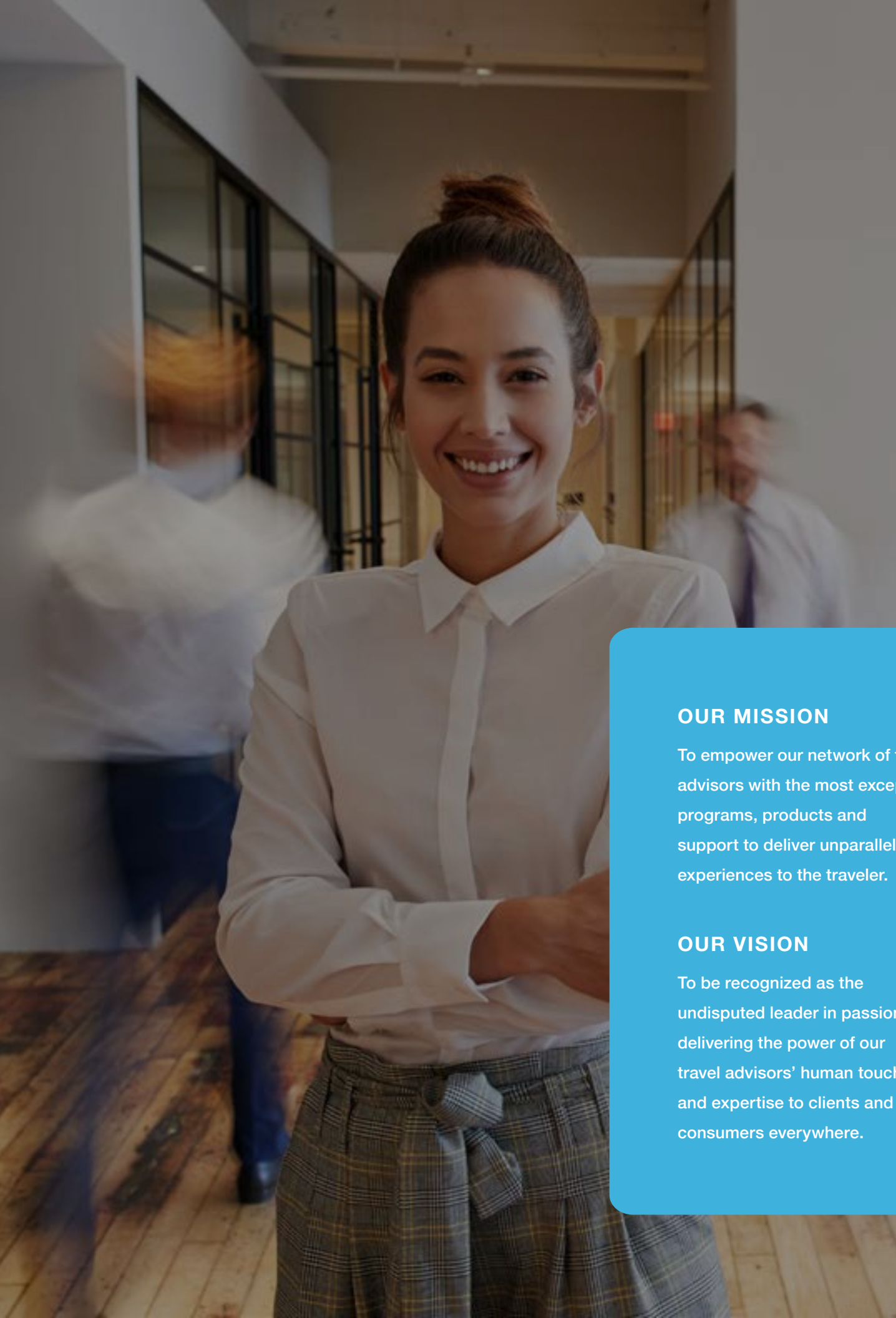


With a passion to inspire and enable travelers to discover the world, Internova Travel Group must take an active role in making a positive impact on the economy, environment and greater society. Ours is one of the largest travel services companies in the industry. With our size and our reach, we can influence a more valuable and equitable future for our advisors, clients, employees and local communities. We are committed to long-term sustainable initiatives that focus on how we do business, how we service our customers, how we treat others and how we preserve the beautiful destinations on our planet.

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OUR MISSION

To empower our network of travel advisors with the most exceptional programs, products and support to deliver unparalleled experiences to the traveler.

OUR VISION

To be recognized as the undisputed leader in passionately delivering the power of our travel advisors' human touch and expertise to clients and consumers everywhere.

Our Values



Clients First

We exist to deliver the power of our travel advisors and agencies to the world. Their success is our success and, as a result, they are first in everything we do.



We, Not Me

Collaboration, teamwork and relationships are the tenets of our success. The collective power of our employees, clients, advisors, agencies and suppliers is what moves us forward.



Human Always

We are a human first business. We believe in the power and competitive advantage created through the innate traits of being human. Trust, integrity, experience, empathy and building positive relationships are at the very core of how we operate.



Act As Owners

We are all leaders fully vested in the success of our organization. We are empowered decision makers that take pride in doing the right thing...always.



Go The Extra Mile

We always go the extra mile to make things exceptional. Good is the enemy of great. Complacency is the enemy of innovation. Just like our advisors go the extra mile for their clients; we go the distance for our advisors and each other.



Everyone Belongs

We believe in the power that comes from a diverse team of respectful professionals that is inclusive of all people and thought.

15 Years

ESTABLISHED IN 2008

100,000+

TRAVEL ADVISORS

3

DIVISIONS

Celebrating 15 Years

Internova Travel Group is a powerhouse in the industry. Since our founding in 2008, we have grown to become one of the largest travel services companies in the world. Today, we have an enviable collection of leading travel brands. We represent a network of 100,000+ travel advisors. And we are known for providing the best in service and expertise to both leisure and corporate clients worldwide.

In addition, we offer corporate, entertainment and leisure travel management services, we operate one of the largest travel Consortia, and we manage wholesale hotel content through our three divisions, Global Travel Collection, Travel Leaders Group and ALTOUR.

ALTOUR

GLOBAL TRAVEL
COLLECTION

TRAVEL LEADERS GROUP™

Contributing to UN SDGs with ISO 26000

At the start of our journey, we integrated the ISO 26000 Guidance on Social Responsibility framework and its seven principles into our values and practices. Today, we are transitioning to our first ESG report to show how our activities can positively contribute to and support the United Nations Sustainable Development Goals (UN SDGs).

The UN SDGs are a call for action by all countries to promote prosperity while protecting the planet. They provide the blueprint to achieve a better and more sustainable future for all. They address the global challenges we face, including poverty, inequality, climate change, environmental degradation, peace and justice.

SUSTAINABLE DEVELOPMENT GOALS



Our ESG Strategy



Environmental

- Sustainable Travel Programs
- Our Offices
- Our Suppliers



Social

- Our Human Capital and Opportunities
- Strength in Diversity
- Human Rights and Community Relations
- Consumer Needs and Products



Governance

- Corporate Governance
- Corporate Behavior
- Risk Management

“Our ESG Strategy sets the actions we take to impact the environment we operate in and the communities that we serve. It gives insight into our business fundamentals, risk exposures and emerging opportunities. It helps us identify sustainable growth and create long-term value.”

Ka-Wai Siu, VP of Compliance & ESG

950 MT

CARBON OFFSET IN 2022

2023

PATH TO CARBON NEUTRAL

3

CUSTOMER PROGRAMS

Environmental

We recognize the exponential need to reduce our carbon footprint so we may preserve the world that we love to travel in and the communities where we work.

We strive to implement meaningful initiatives and associate our businesses with organizations that are dedicated to reducing harmful impacts on the environment and to supporting local resources.

We continue to learn about sustainable travel solutions and environmental issues with industry experts and peers, such as WTTC, GSTC and GBTA. We play an active advocacy role in bringing awareness and sharing best practices with our customers, advisors and employees.

Sustainable Travel Programs

In 2022, we partnered with Sustainable Travel International, a global organization with more than 15 years of experience developing successful sustainable travel practices and supporting some of the best carbon offset programs for the travel industry.

Together, we developed awareness communications and launched the Climate Action and Climate Positive Programs, offering carbon footprint assessment and offset options for our corporate, events and leisure customers to support them through their climate mitigation journey.

On the Company level, we offset close to 950MT of carbon in 2022. This is equivalent to 115,073,943 smartphones being charged. We aim to go “Carbon Neutral” with our employees’ business travel by the end of 2023.



Our Offices

Since the pandemic, we have initiated a flexible work environment for many of our employees that has allowed us to downsize our physical office footprint. We seek out newer and smaller “Green Buildings” with state-of-the-art energy-efficient, LEED or ENERGY STAR certifications and/or continuous sustainability goals.

We continue to source ENERGY STAR-rated equipment and environmentally-friendly office products and materials to prevent and reduce waste. All our offices, regardless of size and location, comply with all energy conservation and recycling programs required by our landlords and local municipalities.



Our Suppliers

We are proud to work with suppliers that have continuous environmental sustainability commitments and affiliation with certified associations. The industry standards set by certified associations give us the due diligence confidence that we are selecting the best-in-class products and services for our customers. Some of these associations include EcoVadis, Travelife Sustainability Certification and Argent Health and Safety.

We expect our suppliers to comply with our Supplier Code of Conduct to ensure they adhere to high standards of safe working conditions, fair and respectful treatment of employees and ethical practices.



3000+
EMPLOYEES

85
COUNTRIES

100k+
ADVISORS

Social

We believe in our human capital and strength in our diversity. Our employees and advisors are our greatest capital in delivering the value and services our customers expect. It is important that we provide them with a positive workplace, create a supportive and inclusive culture, invest in their health and safety, offer equitable benefits and growth opportunities, equip them with the best-in-class products for our customers and commit to giving back to society.

In 2022, we established a DEI (Diversity, Equity, and Inclusion) committee to reduce our gaps and set an approach to achieve our diversity goals. We have also assigned dedicated resources to evaluate equitable compensation adjustments and focus on recruiting and retaining a talented and diverse team.

Strength in Diversity

Internova Travel Group embarked on a journey to establish and execute a DEI (Diversity, Equity and Inclusion) strategic plan that aligns with the vision, mission and values of the company.

One of our core values is 'Everyone Belongs'. We believe in the power that comes from a diverse team of respectful professionals that is inclusive of all people and thoughts. We strive to foster belonging and empowerment among our diverse workforce. We create relevant travel experiences for our diverse customers. We listen, engage with and support diverse communities. And we value teamwork and partnership with our diverse suppliers.

DEI Survey Results

We are Listening

In 2022, we surveyed employees across six countries, covering the areas of the workplace, culture, leadership and equitable opportunities.

We are above the benchmark, against 900 organizations, for the Cultivating Diversity and Belonging & Inclusion metrics, and slightly below for Equity.

We must keep going with our good work and put more focus on improving equity mainly around compensation and promotion opportunities.



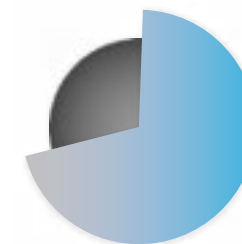
At Internova, we partner with Newmeasures, a boutique firm of Industrial and Organizational Psychologists that believes that listening to employees provides organizations with insights that allow them to thrive. We proudly support Newsmeasures' Certified Women-Owned Business status.



DEI Activities in Motion

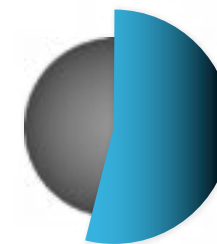
Key DEI Initiatives:

- Promote and support diversity committees and educational webinars led by employees of all levels. Regular events with internal and external guest speakers are open to all employees.
- Recruitment and Retention opportunities. We continue to utilize diverse job boards to recruit talent. Leadership training on compensation philosophy, coaching and performance management is provided. We are looking to expand on compensation processes and equity reassessment and continue to provide self e-learning & development opportunities with LinkedIn Learning and other career path development.
- Open communications and dialogues through our Everyone Belongs newsletter which highlights Diversity of Thought and employee spotlights. We continue to share DE&I strategies and progress at Company town halls and team meetings. We also established an Ethics Hotline/Ideas Email where employees can share their ideas and concerns.



71%

Our employees globally are women



56%

Our Vice President and above positions globally are held by women

As we continue our work on DE&I (Diversity, Equity & Inclusion), we have come to realize that there is a strong desire among our team members to hold space and community with those of shared affinity.



Women of Internova is our first employee resource group formed to unify our company and our brands under one collaborative umbrella. Its purpose is to provide a supportive and informative environment by which all individuals at Internova who identify as women—as well as their allies—can share and learn from their peers and gain useful insights to achieve executive visibility, leadership acumen and professional growth. Monthly events include guest speakers, an educational component, networking and open dialogue.



Super Empresas Expansion, which ranks organizations in Mexico according to their best practices in culture and organizational climate, has named CTS Travel Leaders Mexico to its 2022 list of best companies for women.

CTS earned this distinction with high scores on their gender equality and equity scale, women in management positions and benefits related to women such as maternity leave and medical benefits and flexible working hours.



Travel Leaders Network introduced a social media toolkit to help employees reach more people on social platforms with important messages about DE&I and celebrating diversity. The kit comes with monthly sample posts, visual assets and ideas.

DEI Sponsorship & Participation



We are proud to partner with I AM C.U.L.T.U.R.E.D. (IAC) to introduce the vast opportunities within the travel industry to the next generation of travel leaders. We hosted this year’s annual (IAC) Youth Travel Summit which gives high school students of color a chance to hear from insiders and influencers in the travel industry. There were engaging discussion panels for BIPOC Travel, Careers in Travel and Study Abroad, plus a networking travel expo with over 15 travel suppliers.



To thank our veterans, Nexion Travel Group and Travel Leaders of Tomorrow joined forces to create the Veterans in Travel scholarship program. This fulfilling program provides a pathway to entrepreneurship for veterans by training them to become independent travel advisors. Since its inception in 2018, we have had nearly 200 scholarship recipients. The program has since expanded to include military spouses.

Our leaders and employees jointly support and participate in various diversity groups and promote similar external initiatives related to our industry.



30+
CHARITIES &
DONATIONS

2,000+
HOURS
VOLUNTEERED

15+
INDUSTRY BOARDS &
ADVOCACY GROUPS

Our Community

At Internova Travel Group, we support many efforts to build a brighter future. We do this through advocacy, fundraising, donations, sponsorships and volunteering initiatives.

In 2022, we fundraised through our travel communities and donated to over 30 local community organizations that are dedicated to social commitments and worldwide relief efforts, such as the Ukraine Crisis. Collectively, our employees have volunteered over 2,000 hours to serve those most in need.

FAMILY BONDS
FOUNDATION

Global Relief

Internova Travel Group is committed to fundraising and offering financial assistance to families, children and communities who are experiencing hardships, especially those who work in the travel industry.

This includes people affected by natural disasters, those facing high medical bills, caregivers of loved ones with special needs, people needing specialized medical equipment and more. Donations are made to the Family Bonds Foundation, and the Foundation Board, comprised of Internova executives, travel advisors and preferred partners, review nominations and oversee the grant program.

www.familybondsfoundation.com

Local Volunteer Programs

Internova Travel Group is proud to support the communities where our employees live and work. In every corner of the globe, our team members lend their talents and skills to causes near and dear to them. Our company also hosts corporate days of service throughout the year. The work that we do creates opportunities for all people to thrive. It helps build stronger and more resilient communities and ensures a more equitable society. In addition, this work strengthens our organization and grows our businesses while making our company a great place to work.

Here are some of the local organizations that we support: Feeding America, Second Harvest Heartland, Feed My Starving Children, Toys for Tots, children's hospitals across the U.S., Casa de la Amistad, Alimento para Todos, Angleitos de Cristal, Sumado por Ti, Clean the World, Family Holiday Association, St Jude Children's Research Hospital, De Moya Foundation and Women's Housing and Economic Development.

Industry Board Participation and Advocacy

As one of the largest travel services companies in the world, Internova Travel Group leads in advocating on issues that affect travel advisors, travelers and the travel and tourism industry. Our Company participates as a member and/or on the Board of Directors for relevant trade associations such as ARC (Airlines Reporting Corporation) Travel Executive Council, ASTA (American Society of Travel Advisors), CLIA (Cruise Lines International Association), Forbes Travel Guide, GBTA (Global Business Travel Association), IATA (International Air Transport Association), IGLTA (International LGBTQ+ Travel Association), Travel + Leisure Advisory Board and the World Travel and Tourism Council.

Our Customers

To meet our mission to empower our network of travel advisors with the most exceptional programs, products and support to deliver unparalleled experiences to the traveler, we focus on products and innovations that match our customers' current needs.

The pause in travel over the last few years allowed us to reassess the future travel landscape and challenges. We know we must continue to be flexible and adaptable and invest in new tools, products and services to meet customer "return to travel" expectations.

Often, we would rely on third-party suppliers or vendors to provide these products and services. It is vital that we select the right party who meets our due diligent review for data and privacy protection, cybersecurity, fraud prevention and business continuity.



Our Products and Services

Staying ahead of the pack with the most advanced technology that complements our operations is instrumental to ensuring we have the best-in-class products and services to support our customers and our advisors' business needs.

The way people travel to meet a client, host a conference, reunite with loved ones or experience that once-in-a-lifetime trip has changed since the pandemic. We paid attention and put great effort to bring what our customers are looking for today. These new or expanded products and services bring more efficiency, quality, options and cost savings for our customers and advisors.

We have partnered with several corporate customer portal and dashboard providers to offer a range of options to support corporate travel management reporting and analytics, the duty of care, carbon emission calculation and certified offset and real-time travel alert information.

We always look to enhance our booking environment for a more fluid and inclusive experience. Our tools allow direct API (application programming interface) with our preferred suppliers for more robust centralized interaction and business continuity. Integration of virtual payment providers gives our customers more flexibility and control. Our Price Optimizer dynamically monitors air and hotel rate changes and auto-rebooks for cost savings.

For our changing virtual work lifestyle, our virtual meetings and events platform provides a dynamic immersive experience with multiple virtual conference rooms and enhanced speaker functionalities. We have also partnered with Reloquest for easy search and book corporate housing needs.

Governance

An effective corporate governance foundation is essential to support and sustain our initiatives and operations. Our leadership team and employees are all responsible for driving and delivering exceptional service and experience to our customers and advisors.

Our ESG committee has oversight of key initiatives and collaborates across the business to drive strategic outcomes. We are also responsible for communicating with transparency to our employees and key stakeholders.

Our Compliance, Legal, Information Security and Internal Audit teams work in tandem to ensure proper policy, procedures, training and controls are in place to support us in doing business the right way. Our teams keep pace with industry standards and are active members or certified with professional associations, such as SCCE, CCEP, ISC2, CIA, CISA and CFE.



Business Ethics and Compliance

Integrity, transparency and trust are fundamental and central to our business success. Our employees are all expected to uphold the highest ethical standards in how we work and what we do. Our internal audit team ensures there are clear checks and balances in our workflows.

Each year, we communicate and train our employees on our Code of Conduct, Corporate Policies and all applicable Regulations and Laws such as Anti-Corruption, Anti-Money Laundering & Fraud Prevention, Conflict of Interest, Anti-Trust & Competition, Whistleblower, Sanctioned Rules, Data Privacy Rules, Government Interaction and Responsible Marketing.

We believe in protecting human rights and are against slavery and child forced labor. We support our employees through inclusivity and adhere to all labor laws plus health and safety practices. We do not tolerate any form of harassment or discrimination.

We have a dedicated helpline and other channels for our employees to seek guidance or report any suspected misconduct or violations.

Our Data and Assets

Our industry captures numerous data points that are vulnerable to hacking and other cybersecurity attacks. To safeguard our data and assets, we must have adequate infrastructure and invest in tools, processes and people to protect the organization.

Our Information Security team places a high emphasis on maintaining strong cybersecurity measures to protect our business and customer information while complying with all required privacy rules and obligations. Our commitment to robust cybersecurity supports the continuous protection of our business and customers every step of the way.

Last year, we partnered with Avertium, a leading and highly-ranked premium Managed Security leader, to evolve our program to enhance cybersecurity services and resiliency. They also assisted with digital transformation enablement, modernizing processes without compromising security or business continuity, and establishing a 24/7/365 monitoring center. The solution supports our goal to scale the business, elevate servicing and protect business-critical assets.

Read more in this [Avertium Case Study – Internova](#).



Data Privacy and Protection

Our Information Security and Privacy team work together to protect the data of our company, employees, customers, advisors and partners. Our framework is designed to ensure we comply with all data privacy laws and regulations, with rigorous controls to identify and prevent threats and a strict protocol when responding and recovering from incidents.

Our Information Security team's long-term objectives are:

- Streamline security operations, improve technology telemetry, reduce errors, enhance overall security posture and focus on strategic cybersecurity priorities.
- Instill proactive compliance for PCI DSS and prepare the company for HITRUST and ISO270001 certifications.
- Implement an organizational culture of healthy cybersecurity hygiene through active information security best practices and privacy rules training.

Supplier and Vendor Shared Responsibilities

We rely on products and services provided by suppliers and vendors from around the world to deliver the best customer experience. We seek out suppliers and vendors who shared our Code of Conduct values and commit to sustainability and inclusivity practices.

We have a dedicated team who routinely vets new and existing vendors to ensure they meet our due diligence review process and contractual obligations. Our review covers the vendor's corporate policies, company reputation, servicing history, operations, infrastructure security and data controls.

Our efforts to deliver strong certification results translate to strength in governance. We must continue to commit to these disciplines and improvement opportunities.

Certifications

We continue our quest to meet corporate standard certifications recognized by our industry and our customers. These certifications help us keep due diligence and identify gaps for improvements across our infrastructure, operations, regulatory requirements, people and supply chain.

In 2022, we submitted our first EcoVadis Sustainability review and scored a Bronze Medal. This pegged us to the top 50% benchmarked across 100,000+ companies reviewed across all industries in over 175 countries. The review is built on international sustainability standards, including the Global Reporting Initiative, the UN Global Compact and the ISO26000, screening 21 indicators in four themes: Environment, Labor & Human Rights, Ethics and Sustainable Procurement.



\$5M+
IT FRAUD PREVENTED

PCI-DSS
Level-1
CERTIFICATION

EcoVadis
BRONZE



About Internova Travel Group

Internova Travel Group is one of the largest travel services companies in the world with a collection of leading brands delivering high-touch, personal travel expertise to leisure and corporate clients. Internova manages leisure, business and franchise firms through a portfolio of distinctive divisions. Internova represents more than 100,000 travel advisors in over 6,000 company-owned and affiliated locations predominantly in the United States, Canada and the United Kingdom, with a presence in more than 80 countries.

For more information regarding this report, please contact: ESG@Internova.com



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