



DIVERSITY & INCLUSION
REPORT

2020

Since its founding in 1977 in Birmingham, Alabama, ADTRAV has dedicated itself to serving both local and global organizations in the corporate travel industry. Although ADTRAV has evolved and changed over the decades, one factor has remained essential to its success: people. As a collective group of individuals with a central goal to provide services to the global business travel industry, the makeup and representation of who we are as a group must also evolve to continue to grow, thrive, and be successful.

To ensure room to evolve and allow for growth and success, we must examine our approaches and be prepared to address issues that may prevent us from promoting equality, well-being, and non-discriminatory practices, and living up to our ADTRAV Family Values.

Our approach begins by ensuring that our actions and intentions always support these values and our responsibility to our people. We do this by addressing issues, recognizing excellence and contribution, developing employee potential, and learning from any past mistakes. We also take future actions into great consideration to ensure we live up to these values and provide a workplace for everyone that's rewarding, empowering, and engaging for everyone regardless of their gender, race, or who they are as an individual.

Dan Crumpton, Vice President and Chief Diversity Officer



Set Your Standards High
Live Customer Service
Create Change and Embrace Innovation

Work Hard, Work Smart, and Rewards Will Come
Care About Your ADTRAV Family
Care About Your Community

2020 ADTRAV ANNUAL REPORT ON HUMAN RESOURCES

This annual review will address the following concepts:

- Diversity and Inclusion
- Gender Inequities
- Racial and Ethnic Inequities
- Recruitment and Onboarding
- Employee Engagement Initiatives
- Community Involvement and Support Initiatives

DIVERSITY AND INCLUSION GOVERNANCE

Diversity and inclusion are central to how ADTRAV and our employees conduct business every day. Our approach focuses on fostering respect and a team spirit in the workplace, embracing and leveraging the multicultural essence of the company and providing equal opportunities to talented individuals. This is fundamental to the commitment we make to our employees and clients.

OUR POLICIES

Our Employee Handbook underlines our commitment to recognizing and respecting the diversity and inclusion of people and ideas and to ensuring and promoting equal opportunity. It outlines our zero-tolerance stance on subjecting employees or applicants to any form of harassment, intimidation, threats, coercion, or discrimination because they have filed a complaint, assisted or participated in an investigation, compliance review, hearing or any other activity in relation to local laws. We encourage vigilance in monitoring any inappropriate workplace conduct, and our employees are encouraged to promptly report (according to local laws and regulations) any inappropriate behavior to their manager, HR representative, or our Chief Executive Officer.

DIVERSITY & INCLUSION TRAINING & AWARENESS

ADTRAV is committed to the personal and professional development of our employees. This includes training on non-discrimination, diversity, inclusion, equality, and implicit bias. All ADTRAV employees are provided with training on these concepts and principles. In addition, the ADTRAV leadership team has been provided with training on non-discrimination, diversity, inclusion, and bias.

This training focuses specifically on the manager's role in identifying these issues and responding proactively to prevent issues and activities that do not support an environment of diversity, value inclusion, and identifies strategies to avoid bias. This training is focused on recognizing the value in others and avoiding these issues in hiring and promotional practices. Training is provided to all new employees upon hiring at ADTRAV to ensure new members of the ADTRAV Family understand these concepts and their responsibilities.



PROMOTING GENDER EQUALITY

By taking action to further reinforce gender equality, we will make ADTRAV even more competitive, by continuing to analyze our hiring and compensation practices. By the end of 2019, nearly 78% of our employees were women (compared to 77% in 2018). Women accounted for half of our Executive and Senior Leadership Teams and 76% of all manager-level roles and above. ADTRAV will continue to gather data and report on outcomes relative to gender representation and compensation in 2020, making appropriate actions when necessary.

ADTRAV also has established recruitment targets in accordance with the company's hiring programs, which have also been met or exceeded.

PROMOTING RACIAL & ETHNIC EQUALITY

By taking action to further reinforce racial and ethnic equality, we will make ADTRAV even more competitive, by continuing to analyze our hiring and compensation practices. By the end of 2019, nearly 33% of our employees were minorities (compared to 32% in 2018). Minorities accounted for half of our 27% of all manager-level roles and above. ADTRAV will continue to gather data and report on outcomes relative to racial and ethnic



representation and compensation in 2020, making appropriate actions when necessary. ADTRAV also has established recruitment targets in accordance with the company's hiring programs, which are reviewed on an annual basis for progress.

RECRUITMENT & ONBOARDING

In 2017, ADTRAV launched a formal hiring program designed to enhance the hiring process and eliminate bias and discrimination, Targeted Selection/StrongStart. This included a formal onboarding program to provide all em-

ployees a consistent onboarding experience and opportunity for success. This program included extensive training to all leaders and stakeholders in the hiring process with a focus on the principles of legal hiring practices and following protocols that eliminate bias in the hiring and onboarding process. As of 2020, ADTRAV has ensured that all leaders have been trained annually and has established formal processes to ensure that hiring and onboarding practices are followed.

LEADERSHIP DEVELOPMENT

In 2016, ADTRAV launched training and development programs to identify and develop future potential leaders from a diverse and inclusive perspective. This program has continued into 2020 and has been offered to enhance and develop business and leadership skills for women and minorities. The program centers on the basics of leadership, critical-thinking skills, and legal compliance; managing a diverse workforce; identification of personality types; and how to manage a diverse group of employees. These courses are offered on an ongoing basis and those engaged are also able to take part in presenting solutions to real problems to senior and executive leaders in the organization to gain skills necessary for promotion and growth.

RECOGNIZING STRONG PERFORMANCE

One of ADTRAV's core family values is Work Hard, Work Smart, and Rewards Will Come. ADTRAV has committed to a culture of recognizing performance and achievement and as such has developed programs that pro-

vide the same opportunities for all employees based on measured performance achievements. This includes all employees' ability to earn membership to the President's Club which provides employees with a variety of cultural and financial rewards. This program has continued to be extremely diverse and representative of everyone in the organization regardless of their gender, race, or ethnicity.

EMPLOYEE ENGAGEMENT

ADTRAV has a robust and successful employee engagement program. This is measured by employee surveys and feedback provided to senior and executive leadership from all levels within the organization.

SURVEYS & EMPLOYEE FEEDBACK

Since its inception in 2016, ADTRAV has successfully allowed employees an opportunity to address their concerns and perceptions through semi-annual anonymous employee engagement surveys from an independent third party. Employees are surveyed to share their beliefs and opinions on four key areas of company performance: Culture of Engagement, Strategic Alignment, Motivating and Relating, and Managing Execution. Within these key areas, employees are solicited to share their opinions on teamwork, inclusion, and fairness and equity relative to the entire organization and their individual managers. Results are shared throughout the organization when received. Individual leaders are provided data on various demographic groups and expected to develop action plans for addressing improvement in each area of deficiency.

Leaders have tools and resources to create dialogue and further feedback to fine tune their action plans to ensure improvement in these areas.

Upon initiation of the program, ADTRAV has greatly improved employee engagement through communication and action. ADTRAV's overall percentile score (as compared to other organizations) is at the 93rd percentile. This is an improvement from ADTRAV's original scores in 2016 at the 72nd percentile, 2017 at the 81st percentile, 2018 at the 87th percentile, and 2019 at the 92nd percentile. Scores are also reviewed in categories that impact diversity and inclusion, which include fairness, respect, personal expression, and open communication. Composite scores in these areas for 2020 were at the 90th percentile (88th percentile in 2019).

FACE-TO-FACE



DIALOGUE

ADTRAV has formal programs to ensure face-to-face dialogue occurs with all employees in the organization. These programs include a formal monthly conversation program, where

all employees and leaders are expected to engage and discuss issues and concerns, HR Leader check-ins, Town Hall Meetings with the CEO, and internal social media platforms (Slack) that are available to address all concerns and issues.

EMPLOYEE ASSISTANCE & WELL-BEING PROGRAMS

ADTRAV offers a range of services including information, advice, assessment, counseling, prevention, and treatment for issues faced by employees that prevent them from being able to perform their best at work. The scope of services addresses the primary sources of stress for employees in the workplace, covering everything from fatigue and burnout to addiction, family and personal issues, and life circumstances. ADTRAV has put in place measures to promote work-life balance and employee well-being. For example, ADTRAV offers coaching and resources to promote health excellence by empowering all employees to take ownership of their health. To facilitate this, a dedicated Workplace Health program encourages employees to stay healthy by eating well and exercising regularly. As part of the program, all travel consultants, staff and support positions

are given a financial incentive for their efforts to stay healthy with minimal leave.

COMMUNITY INVOLVEMENT

Started in 2016 by ADTRAV President and CEO Roger Hale, the ADTRAV Community Impact Foundation (ACIF) was established to give back to communities where our customers and employees live and work.

Through grant requests submitted by ADTRAV employees, the ACIF has supported over 50 philanthropic organizations across the country.

A significant number of these organizations have been those that serve underprivileged and underserved communities, including organizations that directly support community and educational opportunities for women and minorities. Over 70% of ADTRAV employees financially support the activities of the ACIF. ADTRAV also makes annual donations to the fund in addition to employee support.





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