

2024 Sustainability Report

Delivering what really matters™

Contents

ATPI is delighted to publish our first annual sustainability report. Our [2024 Report](#) provides a summary of the activities, achievements, and progress against key sustainability metrics for the calendar year 2023.

● Message from our CEO and Sustainability Officer	3
● Meet the Sustainability Team	4
● About this Report	5
● ATPI highlights 2023	6
● About ATPI	7
● ATPI Evolve – Sustainability	11
● (Environment)	14
● Commitment to Responsible Operations	15
● Sustainable Travel & Events Solutions	17
● Collaboration to Sustainable Travel & Events	22
● (Social)	23
● Building the ATPI Family	24
● Socially Responsible Growth	29
● Embedding Diversity, Equality and Inclusivity in our Global Operations	37
● (Governance)	41
● Excellence in Governance	43
● Responsible Procurement	46
● Comprehensive Sustainability Reporting	47
● Key reporting metrics	48
● Carbon credit retirement	51



Message from our CEO and Sustainability Officer

Sustainability is a philosophy of business – it's the way we do things at ATPI.



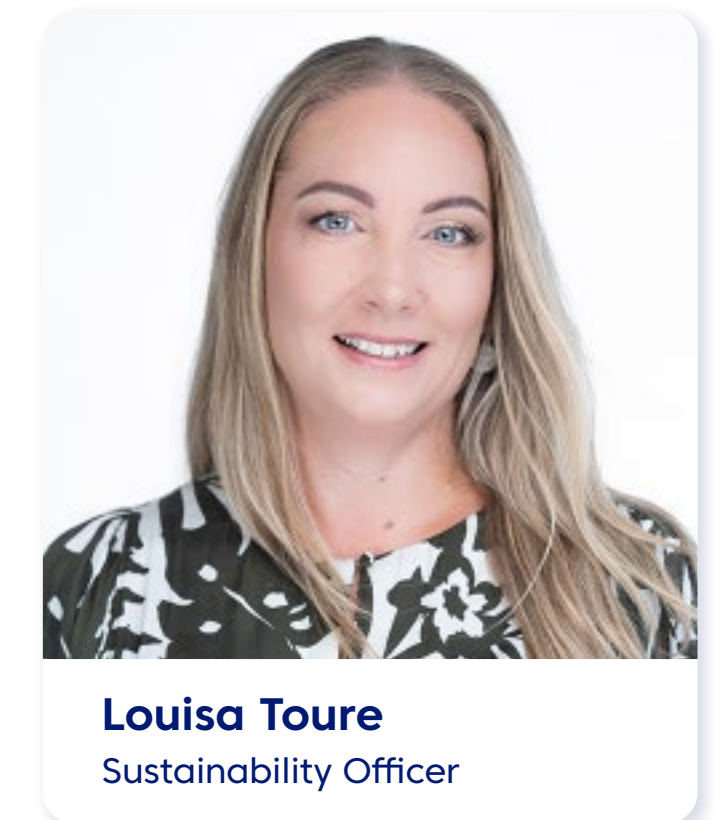
“ATPI has a long history of being one step ahead and defining new ways of working, from creating bespoke travel workflows for specific sectors to developing cutting-edge tech. Our business has grown throughout the last 100+ years thanks to a culture of innovation: always improving, thinking ahead and investing in new solutions. Our efforts are rooted in delivering exceptional client service for the long term. Welcoming change and embracing future developments has been key to our enduring partnerships with our clients. Sustainability has risen as a priority in business and we are proud to be able to help our clients to navigate their sustainability journey through our established ATPI Halo offering, a comprehensive CO2 measurement, reduction and compensation solution for corporate travel and events. This year we announced our partnership with industry trailblazer, Neste, the world’s leading provider of Sustainable Aviation Fuel (SAF). This provides our clients the opportunity to invest in SAF as a reduction solution and complements our partnerships with Thrust Carbon and Respira International for a holistic approach to addressing responsible travel.

There is an undeniable need for our industry to unite in addressing the ongoing climate emergency. At ATPI, we embrace this challenge, combined with the goal to make ATPI a great place to work in all its facets. Our journey is one that continues to evolve but our strategy is based on the core foundations of environment, social and governance frameworks and is driven by a passionate team. With the publication of our inaugural sustainability report, there is no doubt that sustainability is embedded within our business, and we are proud of the contributions made daily by our employees. We don’t define sustainability as a project, a department or a service. For ATPI it’s a philosophy that is affirmed in every part of our Group on our journey to becoming a more responsible business.”

“I am pleased to share ATPI’s inaugural sustainability report with our employees, our clients and the wider world. This report aims to illustrate our journey in the areas of environment, social and governance along with key reporting metrics aligned to our sustainability plan. I have tried to capture and bring to life as many of the faces and inspirational stories behind the data in this report as possible.

In delivering this report, we are presenting information and data that we have not previously widely reported on, with this has brought challenges and we have been able to identify areas for improvement on activity or data collection. This is an honest reflection on our sustainability performance including those challenges.

I am proud to be able to lead our internal sustainability initiatives and contribute to responsible solutions for the wider industry. My role in the year ahead is focussed on ensuring that sustainability is embedded in everything that we do, implementing genuine action and initiatives that are true to ATPI all whilst balancing reporting requirements.”



Meet the sustainability team



Jeroen van Hest

Chief of Staff and Executive Sponsor of the Sustainability Group



Louisa Toure

Sustainability Officer



Pippa Ganderton

Director of ATPI Halo



Rachel Brown

Global Culture and Talent Lead



Janneke van Aartrijk

Senior Project Manager ATPI Halo Events



Amanda Reid

Head of Compliance



About this report

This Sustainability Report is ATPI’s inaugural published report with intent to report on our sustainability performance annually. The scope of the report covers the ATPI Group. Sustainability is not a function that is isolated to the Sustainability team, it is embedded within our company across all departments, with real people making a real difference which we have tried to capture in this report. It has been written to appeal to all audiences, not just those with an understanding of sustainability concepts. In our reporting we are committed to continuous improvement to allow us to better measure and report on metrics that are material to our business and our sustainability journey. As our data collection improves so too will the standards and frameworks that will form the basis of our reporting. Our key sustainability indicators included in this report have been selected with what is currently available to be reported on accurately.

This report has been published in July 2024 and covers the calendar year of 2023 for reportable fields and includes narrative on what is already evolving within our business as key sustainability areas. In line with our approach to sustainability this report will only be available in digital copy and will be publicly available on our website www.atpi.com/sustainability/

“The thing about climate is that you can be overwhelmed by the complexity of the problem or fall in love with the creativity of the solutions”

Mary Hegler

/evolve

Throughout this report you will come across **/evolve** boxes. These additional notes provide a snapshot into our future focus areas for sustainability and the constantly evolving work that we are doing.

ATPI highlights 2023

Carbon Footprint **3905**
 total tonnes CO2e emitted in 2023 (scope 1, 2, 3)

1.86
 tonnes CO2e per FTE

Supplier code of conduct introduced

90% Participation
 Employee Engagement Survey

Carbon Neutral **2980**
 Carbon Credits retired in 2023 (100% of 2022 footprint)

29%
 company cars are electric vehicles

Our people **2334** Employees

61% 39% 0%

23,000 Completed courses
 ATPI Academy

43%
 of the energy supply to our offices is Renewable Energy

ATPI joins forces with NESTE in SAF partnership

56%
 women in Senior Leadership

47
 Net Promoter Score (NPS)

CDP Climate Change

SILVER 2023
 ecovadis Sustainability Rating

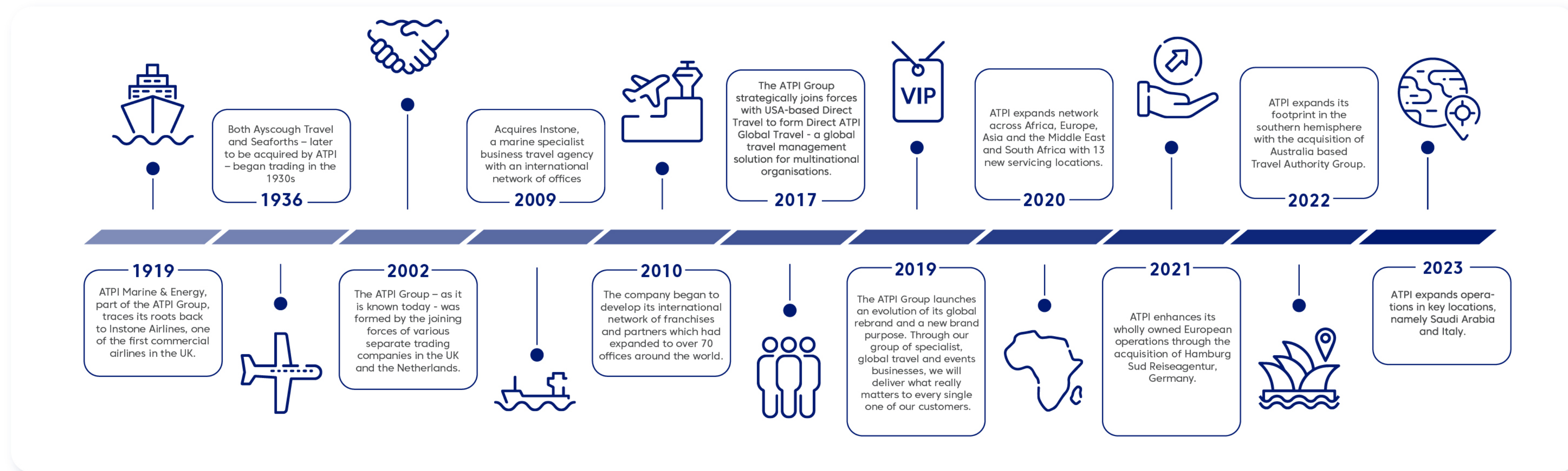
Gender pay gap **9.7%**
 in favour of males

BTN Europe
 Travel Partner of the year 2023
 Medium TMC



About ATPI

No one goes further than ATPI to understand what's important to our clients and make it happen. This approach unites each of our specialist brands and is why we're one of the most trusted brands in the travel and events industry. As a business, the ATPI Group operates in a multitude of different markets across the globe, meeting a variety of sector-specific requirements, but there is one common theme that ties all of our specialist travel and events services together: we deliver what really matters to every single one of our customers. For more information visit www.atpi.com



Delivering what really matters™

World-leading travel and event solutions. For businesses of all sizes operating in a variety of specialist sectors around the world

100+ Years of experience

24/7 Support

3000+ Clients

100+ Locations

Our offices

ATPI's footprint across the world continues to grow, expansion across different regions opens our eyes to sustainability challenges, priorities and opportunities that may be specific to a region or singular office location. Our sustainability strategy aims to not only approach from a global perspective but to deliver what really matters locally too.



Depth of travel and event **knowledge** in multiple sectors



Corporate Travel →



Marine Travel →



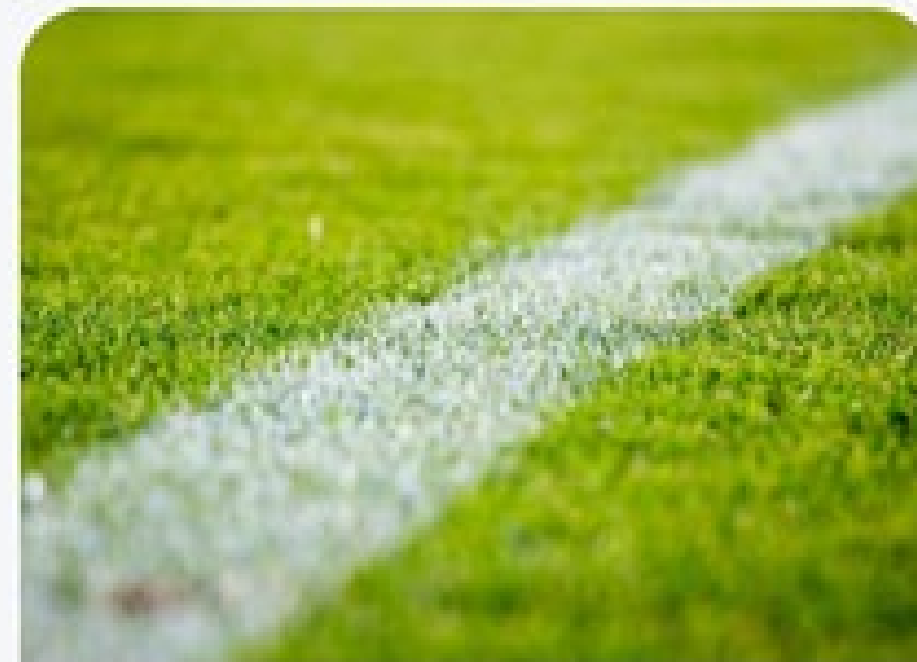
Energy Travel →



Mining Travel →



Yacht Travel →



Sports Travel →

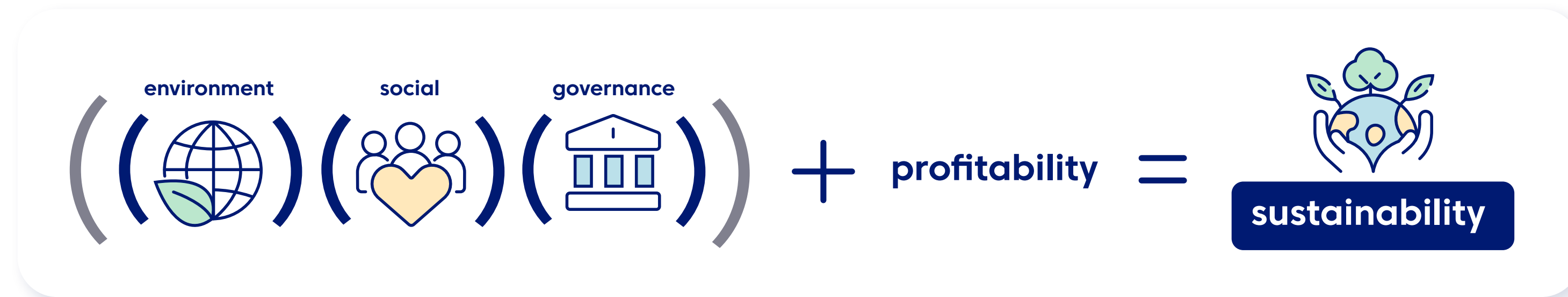


Events →



Direct ATPI →

ATPI Evolve - Sustainability at ATPI

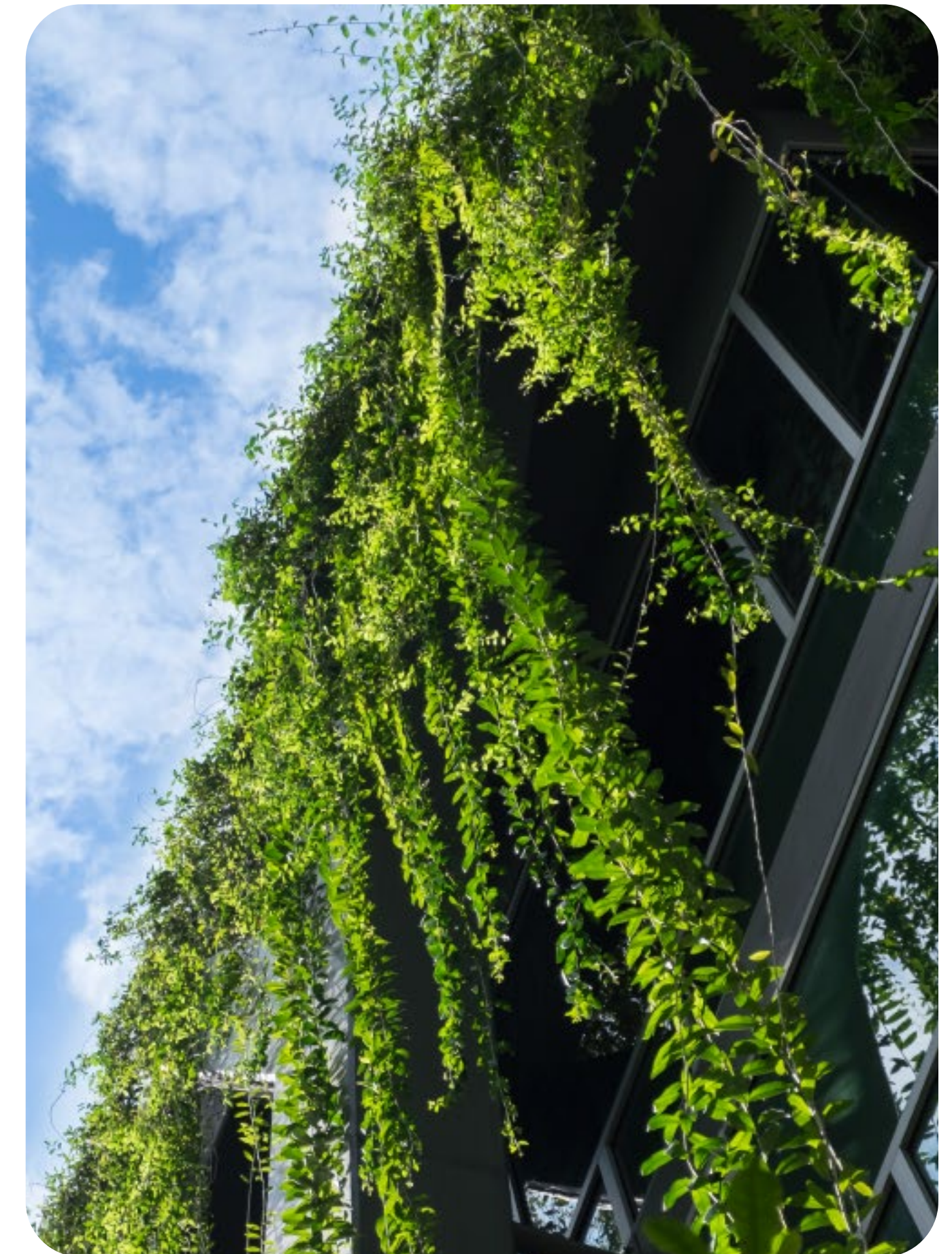


At ATPI, our mission is to drive sustainability into the core of our business so that all aspects of our global operations achieve the combined goals of Responsibility with Profitability.

Responsibility for our people and towards the communities in which we operate, responsibility for our environment and the impact we have on the planet and, finally, responsibility to other stakeholders in our business.

Sustainability is a philosophy of business – it's the way we do things. By incorporating our environmental, social and governance objectives into everything we do, it ensures that we have profitable and sustainable outcomes. Sustainability does not happen in isolation; it is a priority for every department within our operation.

ATPI's ambition is to be the number one travel and events provider of choice for international businesses looking for sector expertise, high-touch service and innovative technology and sustainability is central to this.



ATPI Evolve - our strategy

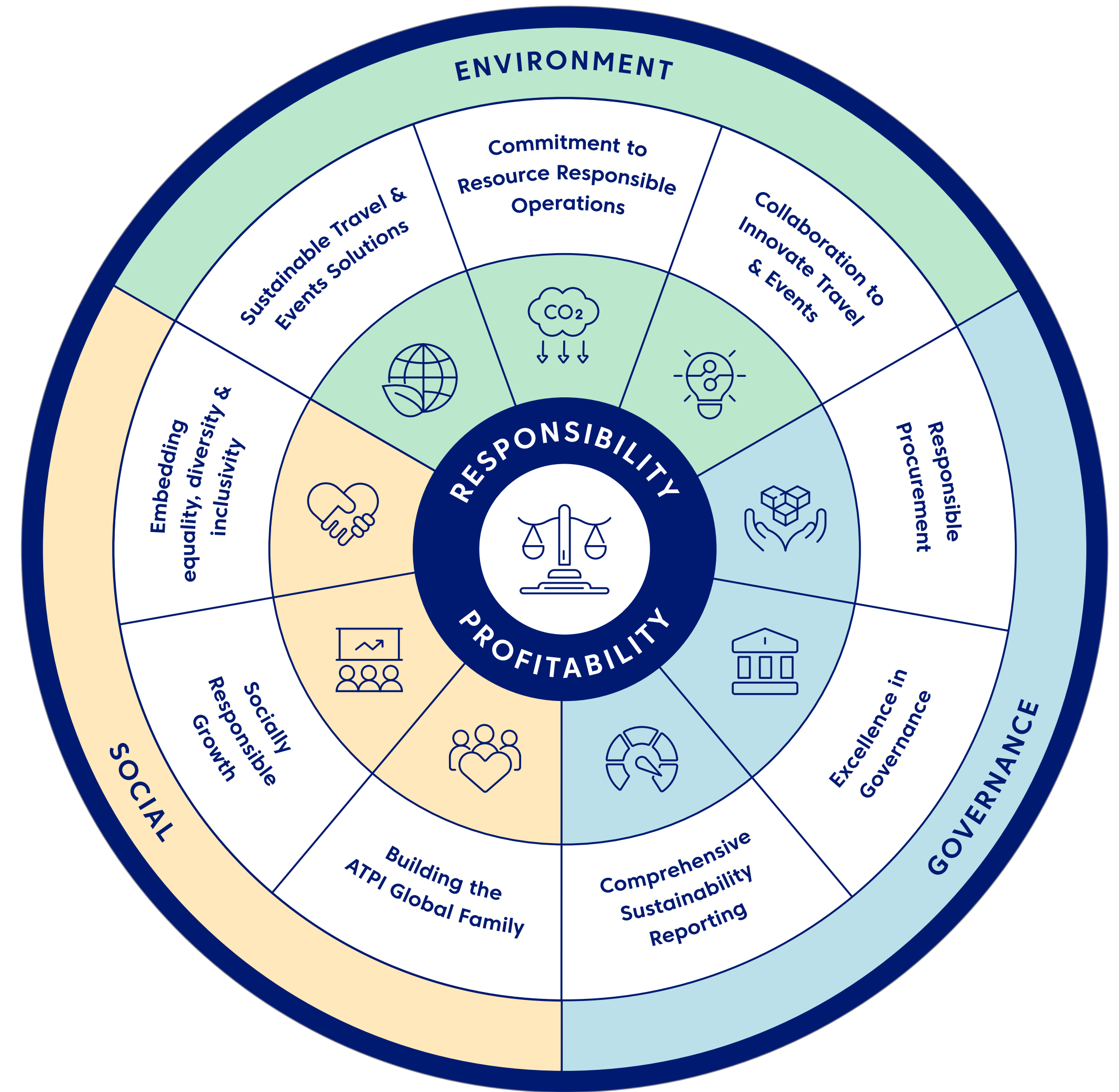
Sustainability is a journey that is constantly evolving....

Under the banner of ATPI Evolve, we developed a strategic vision addressing the objectives meaningful to ATPI in each of the areas of Environment, Social and Governance.

With a passionate team of internal and external stakeholders, supported by a wide range of subject matter experts, we created The ATPI Sustainable Plan. The plan incorporates key objectives that are material to ATPI, a global travel and events management company.

The wheel captures our ambition, graphically representing our nine strategic objectives. Under these nine strategic objectives sit our evolving global projects.

The next section of this report will roll through the nine strategic objectives in our sustainability wheel revealing how ATPI has been evolving in all that we do!



/evolve

The nine strategic objectives within the sustainability wheel remain consistent focus areas for our sustainability journey. The initiatives that fall into these areas are constantly evolving, projects are completed, new ones are added, and existing projects are adjusted to reflect the constantly changing landscape and priorities for ATPI. Our Sustainability Plan has been designed to be able to adapt as required. Adaptability across ATPI is one of our key strengths.

Commitment to **best practice**

ATPI is committed to aligning our sustainability programme to globally recognised initiatives. This alignment shows transparency across our reporting and provides us with fundamental guidelines and feedback to ensure we are on the right track and continue to make progress in focus areas.



EcoVadis

Since its founding in 2007, EcoVadis has grown to become the world's largest and most trusted provider of business sustainability ratings, creating a global network of more than 130,000+ rated companies. The EcoVadis sustainability assessment methodology is an evaluation of how well a company has integrated the principles of Sustainability/CSR into their business and management system. Resulting in Ratings and Scorecards. ATPI is pleased to have received a Silver Medal in 2023, The scoring methodology looks at our performance in the areas of Environment, Labor & Human Rights, Ethics and Sustainable Procurement. Our scoring this year ranks us in the 91st percentile of all completing the Sustainability Assessment.



CDP

CDP is a not-for-profit charity that runs the global environmental disclosure system. Over the past 20 years they have created a system that has resulted in unparalleled engagement on environmental issues worldwide. ATPI completed this assessment for the first time in 2023 and will continue to complete and share as requested through the platform.



ISO Standards

Global standards for trusted goods and services. Standards define what great looks like, setting consistent benchmarks for businesses and consumers alike — ensuring reliability, building trust, and simplifying choices. Making lives easier, safer and better. ATPI is proud to adopt ISO standards across multiple areas of our operations. Demand for transparency across supply chain sustainable performance is increasing.

ATPI happily shares our performance scorecards with our clients through the EcoVadis and CDP platforms. Adopting globally recognised measurements on sustainability performance is an efficient method to conduct sustainable procurement functions.

/evolve

From 23 April 2024, ATPI is a participant in the United Nations Global Compact. Future sustainability reporting will include our Communication on Progress (CoP) against the 10 principles in Human Rights, Labour, Environment and Anti-corruption.



United Nations Sustainable Development Goals

In developing The ATPI Sustainable Plan, we have been inspired by the United Nations Sustainable Development Goals (SDGs). The 2030 Agenda for Sustainable Development was adopted by all United Nations Member States in 2015. At its heart, the 17 SDGs represent an urgent call to action for all.

The now highly recognisable SDGs below, provide a comprehensive basis for a sustainable world and a guide for target setting and best practice.

We have been able to use this “shared blueprint” for peace and prosperity for people and the planet, to articulate ATPI’s sustainability initiatives.



/evolve

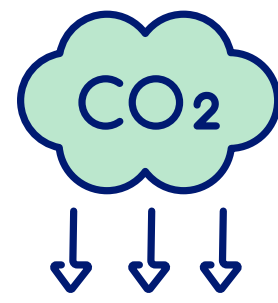
ATPI mapped out our sustainable initiatives against the UN SDG’s back in 2022 when developing our sustainability plan and strategy. Future mapping project to really focus on which SDG’s are at the heart of our plan and where we will be able to drive action is planned for 2024.



Environment

ATPI Halo carbon compensation project - Qianbei Afforestation





Commitment to responsible operations

Carbon footprint reporting

Richard Parrotte, Group Corporate Project Manager (Home-worker, UK) “Accurate data capture is integral to the reporting of our carbon footprint, it provides our stakeholders with peace of mind that our approach is with integrity and transparency. It also allows us to reliably track our progress against targets”.

Tonnes CO2e	Scope 1	Scope 2	Scope 3	Total
	208.3	999.8	2697.2	3905.3

Carbon Footprint **3905**
 total tonnes CO2e emitted in 2023 (scope 1, 2, 3)

1.86
 tonnes CO2e per FTE

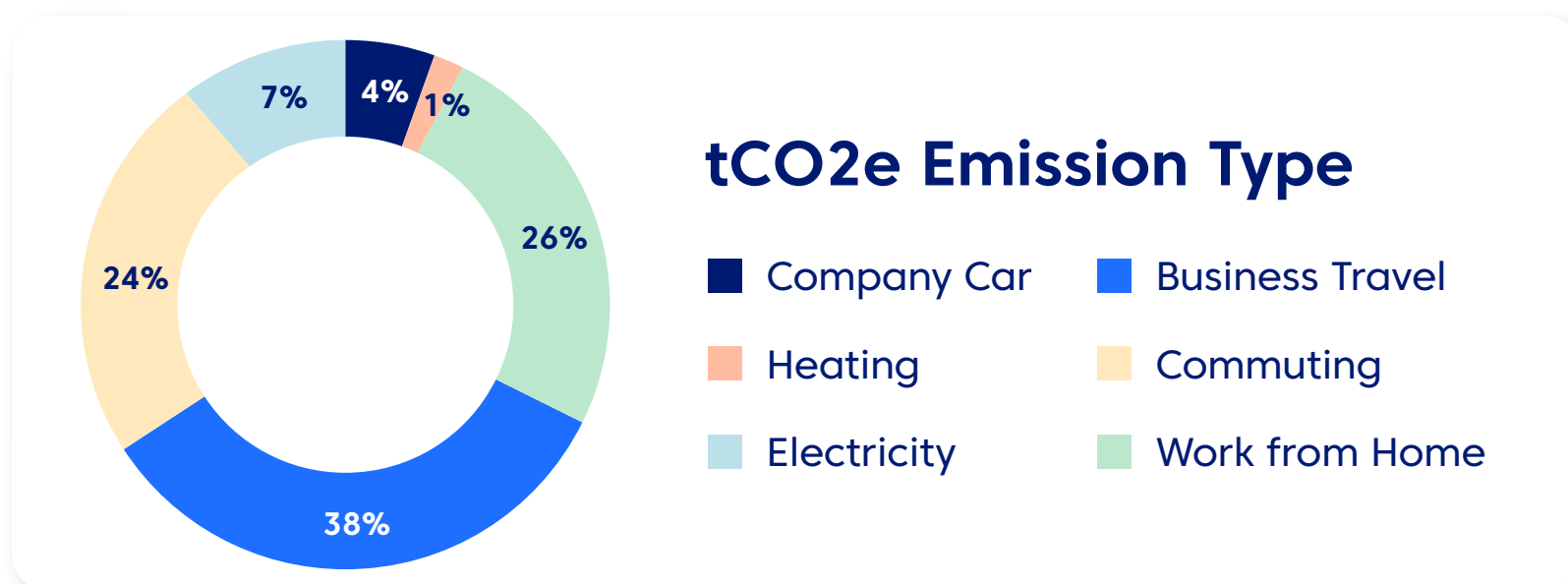
Carbon Neutral **2980**
 Carbon Credits retired in 2023 (100% of 2022 footprint)

29%
 company cars are electric vehicles

43%
 of the energy supply to our offices is Renewable Energy

We measure our Carbon Footprint across Scope 1, Scope 2 and Scope 3 emissions. We measure our footprint with the support of Anthesis Group utilising their Smartrackers tool and consultancy on emissions factors. Our Carbon Footprint Reporting is conducted annually with in depth information and published separately to this report.

We have seen significant growth in our business with additional employees and office locations which is reflected in our footprint reporting. In addition, we have seen a transition back to office-based employees resulting in elevated company culture and wellbeing. Including both our employees commuting to the office and work from home emissions shows true transparency of our operations footprint .

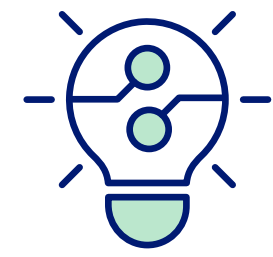


Targets

- Reduce our Scope 1 & 2 emissions by 50% (in progress)
- Carbon Neutral by 2026 (Achieved)

/evolve

Each year emissions factors are reviewed to keep up with the latest science. In 2024 we aim to review our targets to ensure that they are ambitious, measurable and achievable in line with our operations. To do this we need to understand what our normal looks like. Our footprint and carbon compensation are not currently independently verified which is something we will also explore.



Evolve – World Earth Day competition

Sustainability is a topic that we encourage all our employees to engage with. We use Viva Engage as a communication tool to collaborate, with a dedicated community for employees to share ideas, participate and hear the latest sustainability news. We launched our World Earth Day competition to empower our employees to take ownership of sustainable initiatives. From reducing single-use plastics to adopting energy-saving habits, every small action contributes to our larger sustainability goals.

Through this competition, we highlighted the amazing ways in which our staff are incorporating sustainable practices into their professional and personal lives. By sharing their experiences and success stories, employees inspired and motivated their colleagues to join the sustainability journey.





Sustainable travel & events solutions – ATPI Halo™



Pippa Ganderton
Director ATPI Halo (London, UK)

“There is no denying that travel and events create greenhouse gas emissions. Despite efforts from many suppliers to decarbonise, we are still a long way off major emitters, such as airlines, being able to offer low emissions alternatives. At a time when corporates are pressed to do more to reduce their CO2e footprint, ATPI Halo can support the shift to managing more responsible travel and events programmes through visibility of CO2e data, identifying areas where emissions can be reduced, and offering solutions to mitigate the impact of these Scope 3 emissions, be that through the investment in SAF (Sustainable Aviation Fuel) or certified carbon credits.”



ATPI Halo is a CO2 measurement, reduction, and compensation service designed by travel management experts for businesses where travel is unavoidable.

ATPI is a trusted partner already supporting clients in reaching their Scope 3 travel-related sustainability goals, with a comprehensive set of solutions.

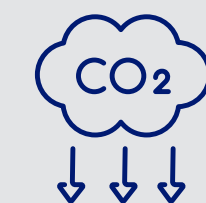
The journey toward sustainability begins with informed and proactive choices, and ATPI Halo is here to guide you on this transformative path in the knowledge that travel and events are contributors to global warming.

Our methodology



Measure

Precise measurement of CO2e footprints throughout travel and event processes, powered by the CO2e Calculator for detailed impact reports.



Reduce

Transform your organisation’s environmental impact with our consultancy-driven platform, offering personalised guidance beyond CO2e measurement.



Compensate

Carbon offsetting is simple and impactful with our diverse compensation portfolio, offering certified projects, secure pricing, and real-time CO2 cost visibility.

Measure

Our key principle is that you cannot effectively reduce what is not measured. Our strategic partnership with **Thrust Carbon** ensures the seamless measurement of your CO2e footprint data collected during the entirety of travel and event processes. The data can be presented at both point of sale and in reporting.

Our partnership with Thrust Carbon has allowed us to launch the ATPI Halo Events CO2e Calculator, a tool that helps generate granular impact reports on events.



Reduce

We offer a consultancy-based approach to help you reduce environmental impact. Through a tailored consultancy approach facilitated by our Account Managers, the platform goes beyond just CO2e measurement, providing recommendations for more sustainable travel practices for organisations.

We have partnered with a leading **SAF provider, Neste**, to enable you an opportunity to actively reduce in-sector carbon emissions by investing in SAF for your business travel. We additionally offer comparative data on routes or types of transport.



Compensate

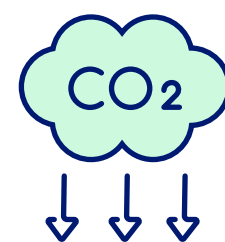
We offer an agile compensation portfolio in partnership with **Respira International**, a leading CO2 project provider. Access high-quality, certified projects from renewable energy to nature-based carbon removals, aligning with your unique goals and values. Enjoy secure pricing and a competitive, evolving portfolio.

Beyond transactional offsetting, our expert advice ensures global project selection. Alternatively, our point-of-invoice calculations empower real-time, fully compensated travel programs, enabling travellers to see CO2 costs instantly.



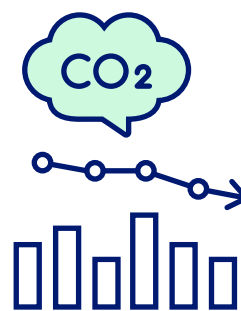
Sustainable travel solutions

Our clients look to us to provide responsible travel solutions to help them meet their sustainability goals.



Visibility of CO2e throughout the booking process

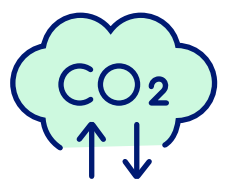
Our online booking tools and service teams use global booking technology that returns carbon estimates, so that when we provide travel quotes, we can include this CO2e information; ATPI also includes CO2e calculations on our invoices and itineraries as standard for transparency throughout the booking process.



Supporting responsible buying behaviour

Incorporating responsible travel policies for our clients is something that we assist with for both online and offline processes. When we respond to travel requests, we can encourage lower carbon options and alternatives for example:

- Highlighting airlines that deploy the latest, most efficient aircraft i.e. those that emit less carbon such as the Airbus A350
- Including guidance in the travel policy, for example, on car sharing and promoting rail. And sharing best practice on the sustainability efforts of our industry peers
- Identifying your travel habits to establish if there are routine parts of your travel programme that can be amended to become more environmentally friendly

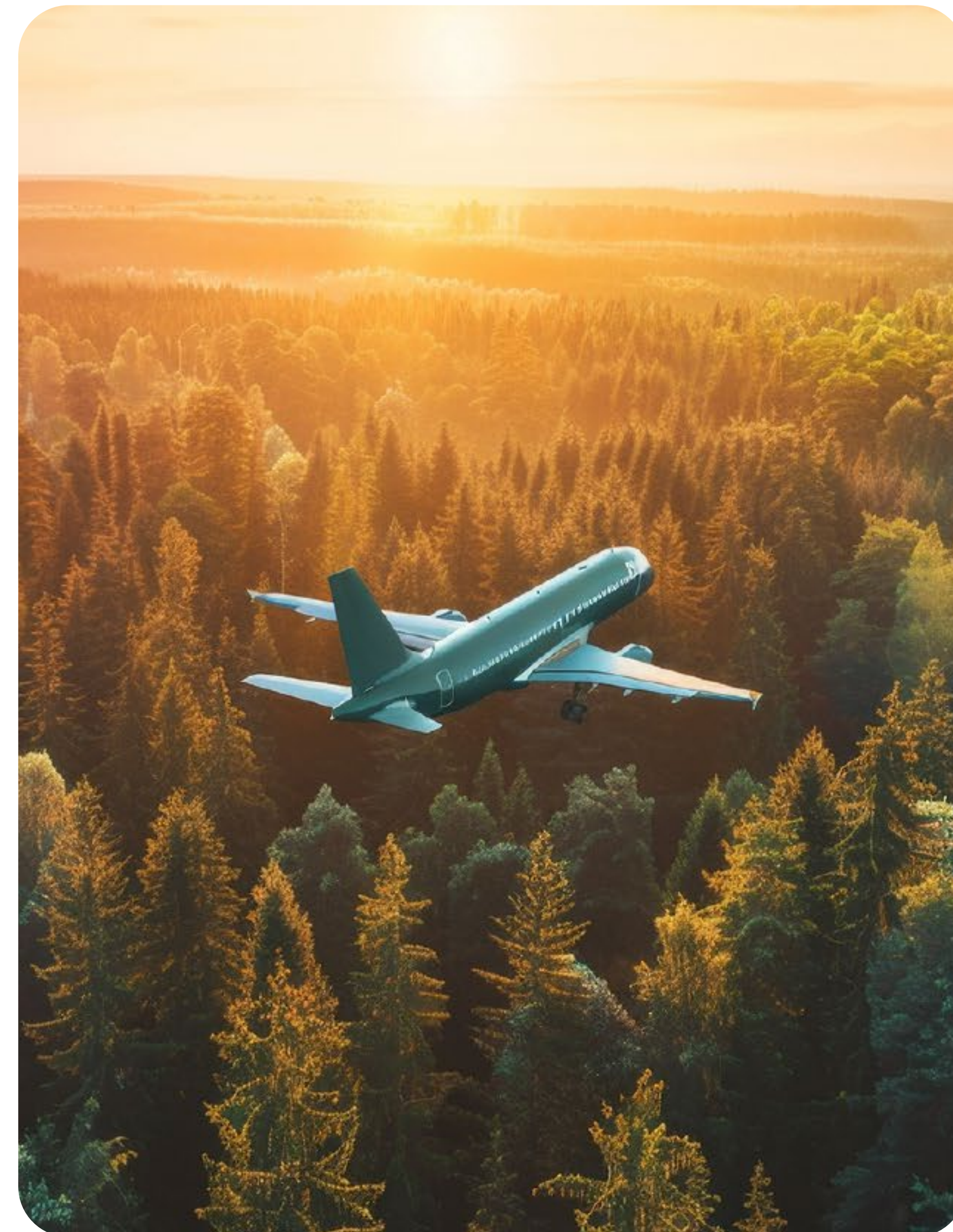


Setting Internal carbon pricing

Through ATPI Halo, we provide the ability to apply carbon compensation at point-of-invoice either through calculation of itinerary based amount or application of a static amount.

/evolve

2024 will see the release of ATPI Halo Carbon Budgeting Tool. Allowing our clients to set carbon budgets and measure performance against targets in real time in conjunction with the existing suite of comprehensive sustainability reporting available within Analytics 2.0.





Sustainable events solutions



Janneke van Aartrijk
Senior Project Manager
ATPI Halo Events
(Schiphol-Rijk, The Netherlands)

“If we want to leave the world a little better, we all need to do our utmost and make responsible choices to reduce our impact, but that’s easier said than done. The immediate question arises: how do we do that as effectively as possible? Fortunately, ATPI already has considerable experience in this area with Travel. Together with a partner specialising in accurate measurement of CO2e emissions, Thrust Carbon, we have laid a foundation for the Events sector. That foundation is measurement, reduction, and compensation. We deliver sustainable event services and responsible guest experiences!”

Balancing the seas and the skies:

ATPI’s climate-positive approach to The Ocean Race [Click here](#) to watch video

“Sport has the power to inspire and accelerate action and nowhere is this more important than in the race against climate change. We’re drastically cutting emissions compared with the last Race in 2017-18, but creating a climate positive event can only happen with the support and input of every organisation that the Race touches. While some event organisers offset their partners’ emissions we believe that the responsibility should be on everyone involved to play their part. By doing this we don’t just reduce the impact of a single event, but help to create change throughout the industry.”

Meegan Jones, Sustainability Advisor for The Ocean Race

“We’re delighted to partner with ATPI Events to bring world-class sustainability data to their entire program. We apply leading methodologies to all parts of the event value chain, from fuel burn calculations for attendee flights, right down to the individual cups of coffee attendees drink. We also leave no stone unturned, by applying suitable averages where the specifics might not be known, while at the same time enabling an event organiser to dive into the details when they know best. Once the calculation is complete, we also provide beautiful client-ready reports that provide a deep-dive into the event’s sustainability, including sustainable actions already taken, as well as improvement steps that can be seized at future events.”

Kit Aspen, Director Thrust Carbon.



Innovative partnerships

Sustainability is constantly evolving. To drive forward sustainable travel programmes and support our clients in achieving their environmental targets our innovate partnerships are a key element to success. Collaboration and partnerships are centred on knowledge sharing and create opportunities to innovative. Our partners are specialists in their area and ensure that the latest technology, standards and expectations form the basis of responsible travel.

Thrust Carbon

Thrust Carbon build technology that enables the world's most forward-thinking companies to offer green products, and to operate sustainably.



NESTE

NESTE strives to create the most cutting-edge solutions for a more sustainable future. Today, they are the world's leading producer of sustainable fuels.



Respira International

Respira International is an impact-driven carbon finance business. Their high-quality carbon credits allow corporations and financial institutions to mitigate their environmental impact.





Collaboration to sustainable travel & events

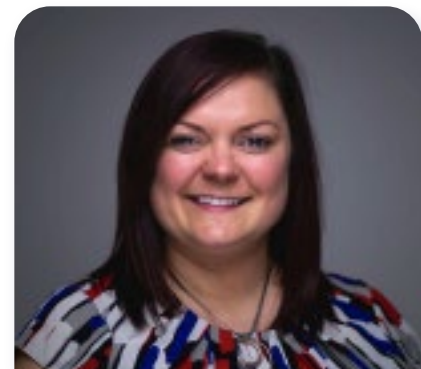
We work in an industry which has, for some time, had an awareness of its adverse environmental impact, and has dedicated a great deal of investment in innovative solutions to the numerous challenges it faces. ATPI works alongside our clients and suppliers to deliver more sustainable travel and events solutions.

ATPI regularly participates in dialogues across the entire supply chain to improve education, drive change, promote innovation and deliver improvement. By participating in these networks at local and global levels, we are able to play a role in bringing together consumer driven demands for change and industry participants. It is not just events with a focus on sustainability that we are spreading the message, wider travel industry events and key industry events that our customers operate in are also where we are talking about sustainable travel and events solutions.



Bhavna Pant
Director Client Success
Management Asia
(Singapore)

"Networking events are vital opportunities to connect with peers, rekindle old friendships, and forge new relationships. I enjoy attending these gatherings to absorb dynamic energy, engage actively, and proudly represent our organization. These events give me fresh insights into the broader ecosystem and contribute to my personal and professional growth."



Lauren Durno
Senior Strategic Sales
Manager
(Aberdeen, UK)

"Attending energy conferences and exhibitions is essential for raising brand awareness and promoting sustainable practices during travel. Face-to-face conversations are invaluable for strengthening business connections and developing lasting relationships within my network. Conferences offer new perspectives, keeping me informed about current and future trends. This knowledge enables ATPI to evolve our offerings in line with industry demands."



/evolve
We would love to meet you at one of these next events! **Upcoming Events | ATPI**



Social

Children at The Sparkle Foundation - a charity our Dubai office support



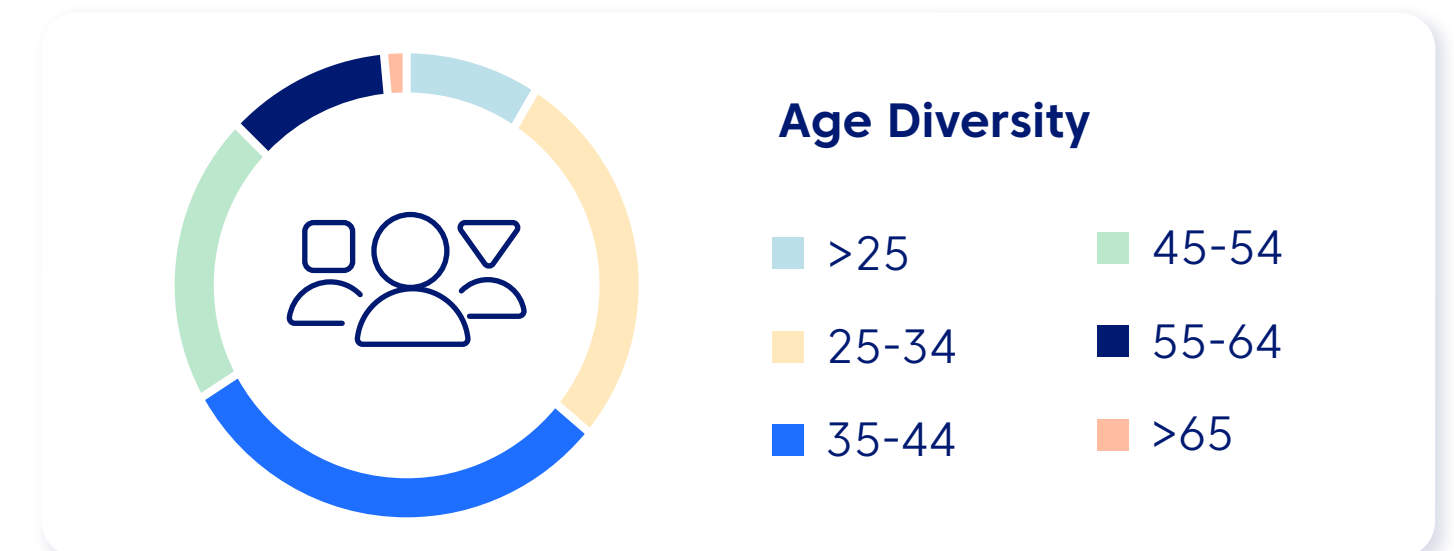
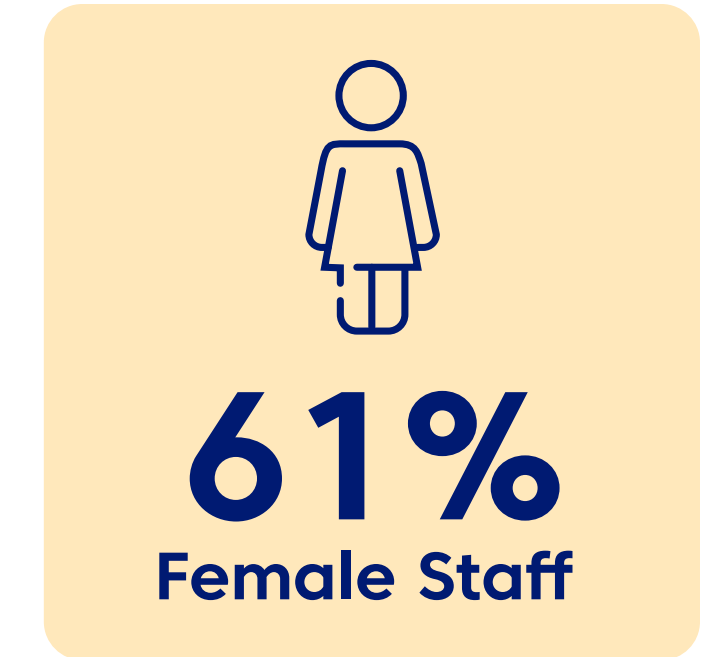


Building the ATPI family – our employees



Rachel Brown
Global Talent and Culture Lead
(Lowestoft, UK)

“As the Global Talent and Culture Lead I am responsible for developing and implementing strategies to attract, develop, and retain top talent from around the world. This role focuses on creating a positive and inclusive work culture that aligns with ATPI’s values and goals. It involves activities such as talent acquisition, talent management and employee engagement.”



Strategies that have been implemented:

- **Overseas Working Guidance** – Guidelines for internal employees, external applicants and employee requested overseas moves. This is to ensure consistency and fairness across all countries.
- **ATPI Inspires** – Introduction of employer supported volunteering programme to increase local community engagement.
- **HR Community of Practise** – Aligning and sharing best practises across the global HR community for the benefit of our employees.
- **Global Focus Workshops** – Following the feedback from the people survey, we have taken a people centric approach and engaged a team of employees from all countries and levels to test understanding of results and actions to implement.
- **Global Staff Database** – – Bringing together employee data from all wholly owned offices in one reliable system for accurate reference and reporting which will inform our social sustainable principle.

/evolve

In 2024 we are working with focus groups to discover new company values that embrace the spirit of ATPI. Our employees encounters, experience and feedback continue to be a focus to drive us forward, with planned Pulse Surveys and further to the success of our “Your voice really matters” survey, will we conduct this annually.



Your voice really matters survey

In 2023 ATPI conducted our first Global People Survey “Your voice really matters”. We were blown away with the response, 9/10 of all our staff participated in the survey. The results of the survey have been used to host focus group sessions to shape the future of the business.

I know what I need to do to be successful in my role



I know how my work contributes to the goals of ATPI



I feel I am part of a team



Engagement score

72%

Social Connection score

71%

Genuine Commitment to Sustainability

71%

CEO Connect sessions

Global Town Hall sessions take place quarterly, these are interactive sessions that take place across our time zones of operation. Employees not only hear about important business updates, but they also meet employees from featured departments to hear about the work that they do and ATPI Group CEO answers live questions.



Building the ATPI family

Recognising the achievements of our employees and helping them to grow is central to ATPI. Across the regions we have countless recognition and growth programmes such as:

[Rising Stars](#) | [Ladder of Success – International Centre of Excellence](#) | [Manila Leadership Training](#) | [UK Commercial Bootcamp - Show up and Shine'](#) [Commercial BootCamp](#) | [ATPI Lifetime Achievement Award](#)

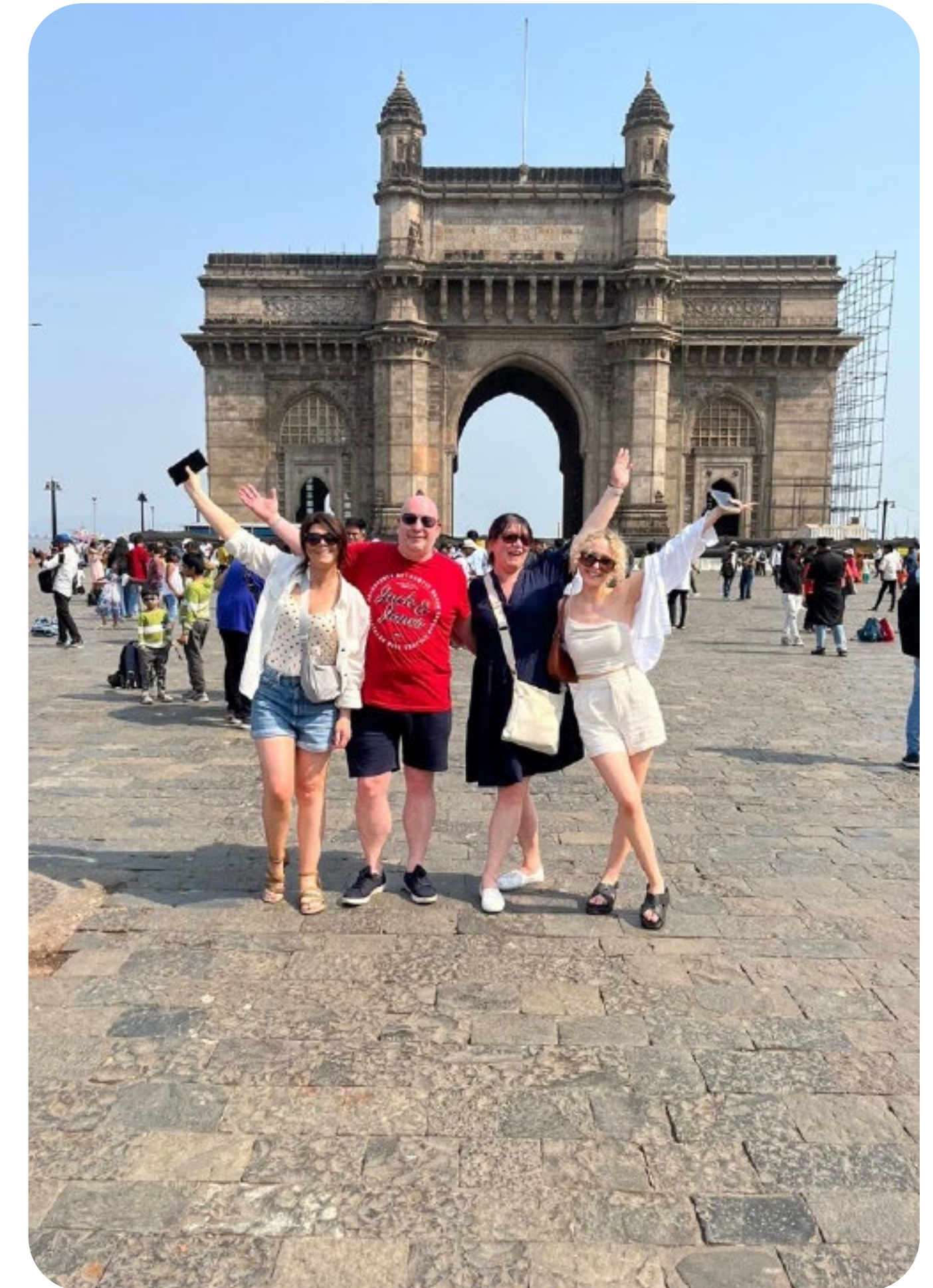




Nurturing tomorrow's leaders – ATPI Rising Star

At ATPI, we recognise the importance of investing in our talent, and our Rising Stars programme stands as a testament to our commitment to advancing and empowering promising individuals within our organisation.

Launched in 2017, the ATPI Rising Stars programme is a beacon for ambitious employees seeking to explore, learn, and grow within our global business. The initiative has empowered over 30 individuals, providing them with a tailored platform to harness their potential and forge a path towards leadership. The programme kicks off with quarterly visits to our London office, offering employees the chance to express interest in diverse roles and opportunities. This approach ensures that the Rising Stars get a holistic understanding of our organisation by delving into various departments, including finance, marketing, and account management.



Dubai employee wellbeing



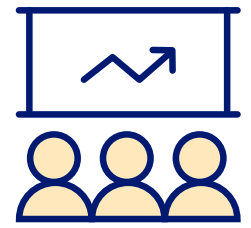
Cally Dey
General Manager Dubai
(Dubai, UAE)

“In truth I would never have envisaged the importance of Wellbeing, as not only do we have a highly motivated team who work for our business going above and beyond, often working extra hours, logging in on days off, they feel this is their business which makes me proud of each and every one of them. More importantly our culture is very open door and inclusive we are one family. We have found not only has our investment in wellbeing been successful in all of the areas outlined but in addition the contribution to Brand through awareness and attracting new customers, and people making us a company people want to work for and work with”.

ATPI Dubai invested in a holistic wellbeing framework which has surpassed our expectations and one which we will continue to develop. We embraced and recognised the need of providing the best working environment for our team in order to provide the highest level of service to our customers, retain the best people, retain our customers, which in turn allows us to develop and grow the business and unlocks opportunities for our people to develop into other roles. We focus on the pillars of wellbeing and weave our programme across them and embed this strategy within our Business Objectives. Job Security, Financial Security, Mental & Physical Health, Support, Emotions & Work/Life Positive Balance.

Some of the initiatives we offer are as follows: Monthly seminars on Mental, Financial, Emotional Health, Wellness Wednesday, Personal Training in the Office for 1 Hour with health & nutrition plan support, Annual Health Checks External Body who provide documented health checks and guidance, Fruit and Refreshment Daily, Refurb of Staff Break Out Area, Formed Social and CSR Committee, Staff Suggestion Box, Staff Social Events, Out of Office Team Building and Social Bonding Time, Cultural Events Celebration and Embrace of Cultural events .





Socially responsible growth - ATPI Inspires

ATPI Inspires is an initiative led by the People and Culture & Sustainability teams and driven by Lead Inspirers in each office location to support our employees to get involved in the local community and volunteer.



Dean Mitchell
Supplier Relations Manager
(London, UK)

Dean is often found out and about conducting his meetings as “Walk and Talk” sessions with our key suppliers outdoors with no phones whilst picking up litter in the local area, Dean really does embody the spirit of ATPI Inspires. “We go round talking about the latest developments at their company and ATPI. It’s so good for them mentally as some live in big towns or cities and love the beauty of the countryside. Also, you find out about them as people as everyone has challenges that live behind the surface and it builds a lovely unique bond. Someone who appears so professional and strong on the surface can be so fragile and actually find it good to talk. And we have picked up lots of litter and done so much good.”

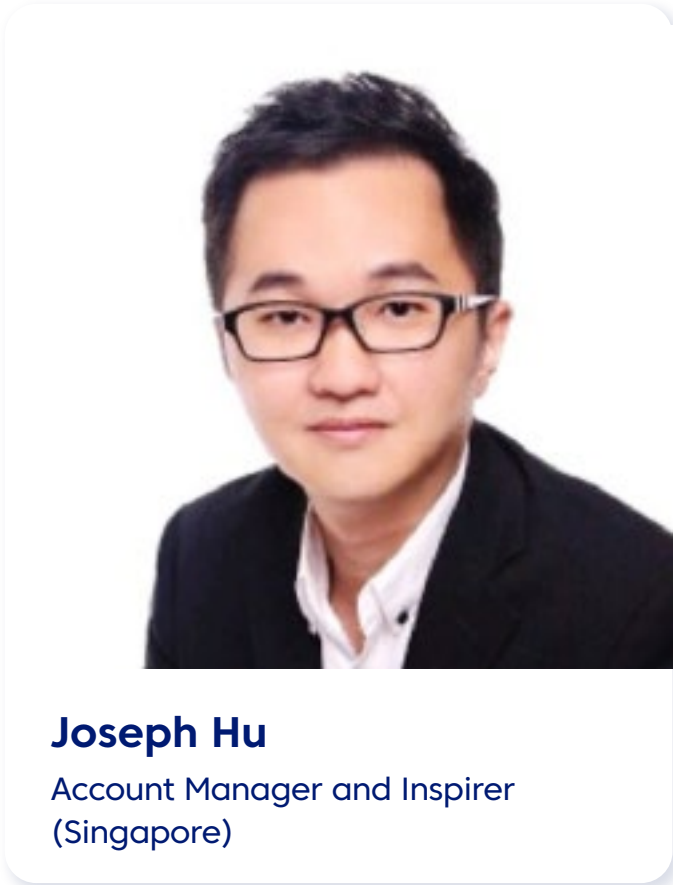


Shannon McKinney
Account Manager and Inspirer
(Houston, US)

“Volunteering is not just what I do; it's who I am. With every smile I bring, every hand I lend, I find purpose and joy. Proud to be part of ATPI, where community values shine as bright as mine. From annual events like Adopt a Beach to weekly commitments at the local high school food pantry, serving others is my passion. I'm dedicated to making a difference, one act of kindness at a time.”



ATPI Inspires

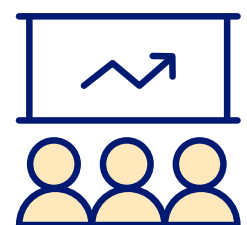


Joseph Hu
Account Manager and Inspirer
(Singapore)

“In 2023 our ATPI family in Singapore celebrates a year filled with significant milestones in social engagement and staff well-being. We organized various activities, including the ATPI Singapore retreat to Bintan, where we also contributed to mangrove planting; a very meaningful activity for reducing global warming. Additionally, we also participated in the Pink Walk to support breast cancer community, hosted a year-end appreciation party for our staff in an exquisite greenery space restaurant, and shared Christmas gifting umbrellas to the migrant workers in Singapore”.



ATPI Inspires represents our dedication to fostering a culture of giving and making a tangible difference in the world. We are proud to support and encourage the amazing volunteer work our employees do, furthering our commitment to our local communities and beyond.



ATPI Inspires partnership with Goodsted



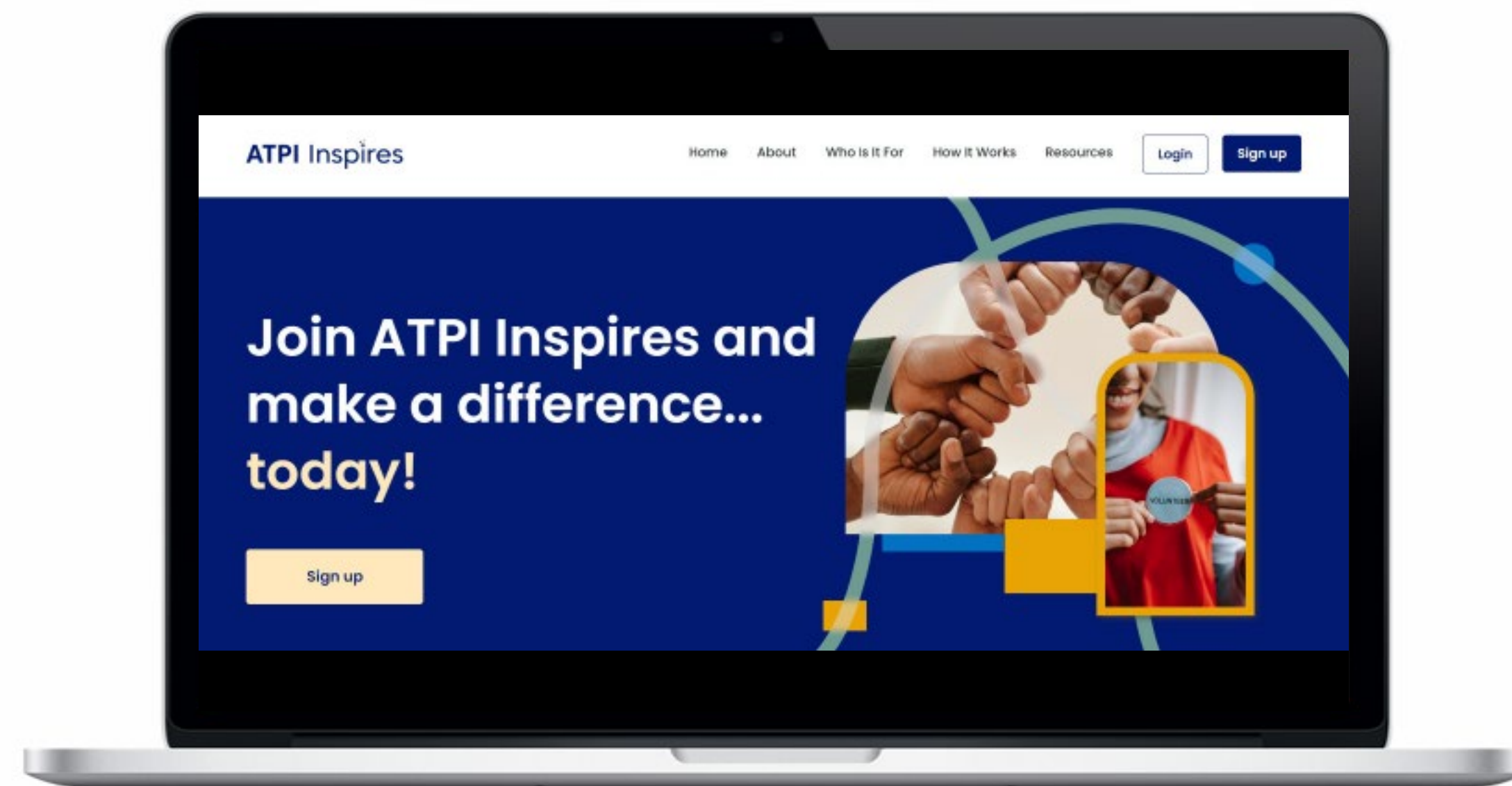
Selin Yigitbasi-Ducker
Founder & CEO Goodsted

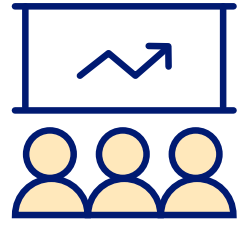
“Goodsted is excited to collaborate with ATPI on the launch of ATPI Inspires. Our customisable digital platform and mobile app helps businesses from any sector to engage their employees and stakeholders in impactful programmes, saving time and enhancing participation. Goodsted’s vision is to catalyse global collaboration for impact, uniting businesses, stakeholders, and communities to achieve social and environmental progress. ATPI Inspires programme not only reflects ATPI’s dedication to community engagement but also highlights the potential for businesses to drive collective impact. Together, we are igniting a powerful movement towards a sustainable and inclusive future. Congratulations to everyone at ATPI on this incredible journey!”

ATPI has partnered with Goodsted, a stakeholder impact management platform to coordinate and report on our social engagement and philanthropic activities.

Goodsted is a start-up company that helps individuals, organisations and communities come together to turn lofty goals into practical action and help them collaborate towards building a better future and creating impact at scale. Founder & CEO Selin Yigitbasi-Ducker was inspired to make the world a better place by helping more people take part in social and environmental change.

She witnessed how non-profit projects can grow with the right volunteer and in-kind support, and how individuals can make a huge difference by sharing their skills to help. This is where the journey began. ATPI has worked closely with Goodsted to create an ecosystem dedicated to ATPI’s programme.





Shaping smiles in Malawi

ATPI and the Sparkle Foundation



Johanne Presch

Events and Implementation Manager
(Dubai, UAE)

“ATPI Dubai are passionate about our Corporate Social Responsibility and with the Sparkle Foundation we have found a partner that mirror our commitment and drive to make long-lasting changes to communities. ATPI have been working with the Sparkle Foundation since 2022 raising awareness and funds to support specific projects to increase life and educational opportunities for the children of Malawi.

Staff have visited Malawi, completing volunteering weeks to help rebuild following cyclone Freddie. We have also completed Walk to Malawi challenges and held tea parties. To further support the invaluable work Sparkle Foundation are doing in Malawi, ATPI have funded the purchase and running costs of a minibus. This has increased the social mobility for the local community, increased access to medical centres and much needed medical treatment which was previously unobtainable, and reduced huge volunteer commuter times so that more time can be spent on invaluable child education.

Furthermore, all staff raise awareness of the foundation across our clients and provide introductions to Sparkle in support our clients to achieve their own CSR commitments. Through our partners annual golf events we have introduced Sparkle on a global scale raising awareness and drive to support the work they are doing.

The Sparkle foundation is fully embedded into our company and Our staff are immensely proud of our continued partnership always looking for new ways to support and the updates from the children in Malawi.”





HideOut Youth Zone

<https://www.hideoutyouthzone.org/>

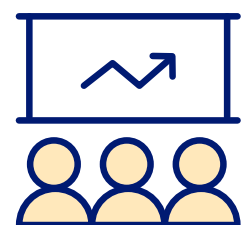
Hideout Youth Zone

“ATPI have been a Patron of HideOut since 2019 and have worked closely with us to support wherever possible.

They have run numerous appeals such as Winter Woolies and was part of this year’s Easter egg appeal. They support our fundraising balls with prizes and last year donated Peter Kay tickets for our Patron Dinner so we could do a raffle. All proceeds supported our Winter Woolies campaign. They also volunteer their time to come into the youth zone to directly impact the lives of our children and young people.

We are so proud to have them as a Founder Patron and are looking forward to everything we have planned for this year.”





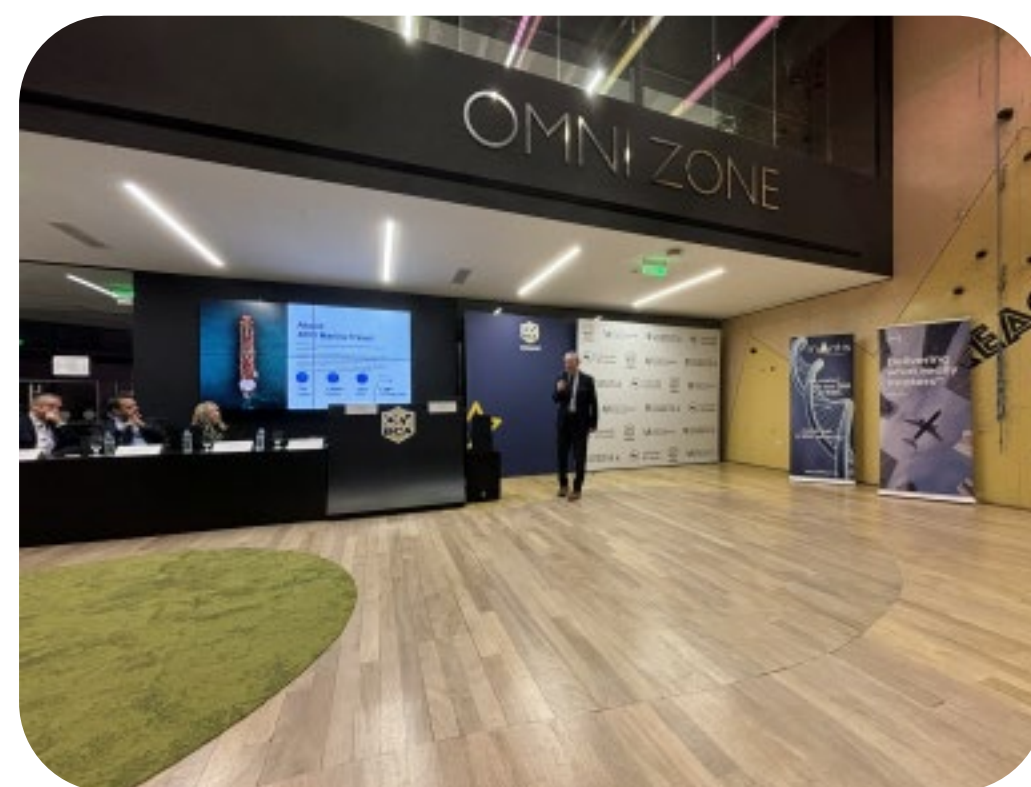
Business College Athens and **ATPI** Marine Travel start collaboration with official opening of new classroom



Calypso Diareme
Commercial Manager
Greece & Cyprus (Greece)

“Our goal is to highlight the vital role of people in this sector, as they are the driving force behind every successful crew change operation. This partnership reflects ATPI’s dedication to shaping the future of shipping by nurturing the enthusiasm of the next generation. We firmly believe that the new generation’s passion for the shipping sector is vital, and through this collaboration, we aim to inspire and empower them to be the driving force behind its continued success.”

The official opening of the new ATPI Crew Logistics Lab took place on December 6th at the Business College Athens (BCA), one of the leading maritime centres of education in Greece. The new classroom is under the BCA’s Department of Postgraduate Studies in Shipping, Transport and Logistics, and will be used by students taking the ‘BA in Shipping’ and ‘MSc in Shipping Business’ courses. The opening of the bright, modern new classroom is the first phase in the collaboration between BCA and ATPI Marine Travel. Their shared vision involves a deeper collaboration, to undertake joint research initiatives that will yield valuable academic insights into shipping’s crewing and manning challenges. The research is expected to support ATPI Marine Travel’s service development and advancement of the shipping industry itself.






ATPI Academy and training


ATPI Academy is our in-house training platform available to all ATPI employees. With a combination of allocated role-specific training, mandatory compliance modules and access to a range of training in self-upskill areas it forms the basis of our online training programme.

Complementing our online training in ATPI Academy, we support our employees with ongoing in-person training. Many training programmes are developed in country to deliver what really matters to our employees in the best way possible.

90,267
 courses completed over the lifetime of ATPI Academy



226
 current courses



30%
 of employees completed 2023 ESG course




/evolve

Future plans include increasing sustainability related courses in ATPI Academy and hosting virtual training sessions. Data collection on training completed outside of ATPI Academy has also been identified as an area for the future.



Traveller wellbeing and duty of care

Ensuring the safety and security of travellers is essential to any successful travel program.

At ATPI we understand that traveller wellbeing is a critical component of our clients duty of care solution. We provide the solutions to support the physical and mental wellbeing of travellers.



24/7 support



Policy and Procurement



Traveller Wellbeing Dashboard



Analytics 2.0 Reporting



ATPI Traveller Tracking System



ATPI Alerts



Embedding diversity, equality and inclusivity

At ATPI we are committed to creating a workplace where everyone is welcome. An inclusive environment is one where people thrive, ideas grow, and we become stronger as a business. Diversity in all its forms is valued. We embrace diversity and recognise the importance of inclusion and belonging, promoting individuals to feel safe, respected and able to be their true self and give their best at work. We are dedicated to employment equality and our Group Equality, Diversity and Inclusivity Policy promotes a set of principles to do exactly this. This set of principles applies to each and every one of us at ATPI.

We recognise that to reflect the global nature of our business and its continuing diversification we must ourselves not just accept our diversity but celebrate it. One of the ways that we raise awareness is through the celebration of cultural and diversity events, sharing our experiences with others. We aim to bring out the best in our employees and allow them to reach their full potential. We are on a journey, and we look forward to actively listening and learning from our employees on how to further endeavour our efforts in this area.

“We need diversity of thought in the world to face the new challenges” Tim Berners-Lee

Raising awareness through cultural and diversity celebrations: to promote the relevance of diversity, equality and inclusion we recognise and celebrate a range of events that are of relevance to our people.

/evolve

Collaboration between the Global Talent and Culture and Sustainability Teams will focus attention on continuously supporting and embracing our people to truly provide an environment where diversity, equality and inclusivity is at the core. Tools, resources and training are all on the agenda to strengthen our performance in this area.





British Wheelchair Basketball travel with ATPI



John Bergmann

Commercial Head Corporate & Sports Events (Schiphol-Rijk, The Netherlands)



Travel and events solutions are possible for people of all abilities. Since October 2019, ATPI has supported British Wheelchair Basketball's performance teams with the logistical planning and detail required for international travel. As a parasport team, the national governing body faced various logistical challenges when traveling across the UK and abroad. These challenges included issues of accessibility and ensuring the secure transportation of the elite sports equipment that the athletes travel with. When the Great Britain teams travel together, this includes 24 athletes plus support staff. Additionally, each team travels with elite sports chairs, wheel bags, and physio equipment. This presents logistical challenges in transporting the full GB team to international competitions. However, according to Justine Baynes, CEO of British Wheelchair Basketball, *"ATPI has executed a seamless travel plan, transporting the team worldwide with confidence and efficiency."*



Gender pay gap reporting

ATPI has engaged with consultancy 3R to conduct a global gender pay gap analysis. The first step for us was identifying if there was a gender pay gap within our business. The results from this report will be used to close the gap.

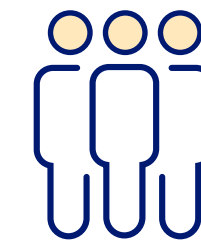
Gender pay gap calculates the overall difference in earnings between men and women across the workforce. Gender pay gap measures are not the same as equal pay, as they compare average earnings of different groups irrespective of their roles.

Across the group there is an average pay gap of 9.7% in favour of males. 64% of locations have an average pay gap in favour of males.



/evolve

Using the results from the Gender Pay Gap analysis we can start to close the gap.



Human rights

Human Rights ATPI is committed to zero-tolerance in human rights violations related to our own operations, our partner network and that of our supply chain. As such all members of staff are required to undertake mandatory Ethics training on the Company's training platform.

Modern Slavery Act The Company is committed to acting ethically and with integrity in all our business relationships, and as far as is reasonably possible to ensure slavery and human trafficking is not taking place anywhere within our supply chains. The supply chain includes companies who provide travel, hotel, car hire, and other travel related services on a Global basis and fulfil travel requirements that we deliver to our clients.

Slavery, Human Trafficking and Forced Labour is included in our Supplier Code of Conduct. The Supplier shall comply with all applicable anti-slavery and human trafficking laws, statutes, regulations and codes from time to time in force in any part of its supply chain. This includes, but is not limited to, not supporting or engaging or requiring any forced labour, the use of child labour, bonded labour, indentured labour, or prison labour.

Workplace health and safety ATPI is committed to the prevention of work-related injuries and ill health, to provide and maintain safe and healthy working conditions, equipment and systems of work for its entire staff and visitors, and to provide information, training and supervision as necessary to achieve this. Ongoing training forms the basis of our workplace health and safety and DSE assessments.

/evolve

As a participant in the United Nations Global Compact, next year we will produce a Communication on Progress (CoP) that will form part of this sustainability report further expanding our reporting on human rights.



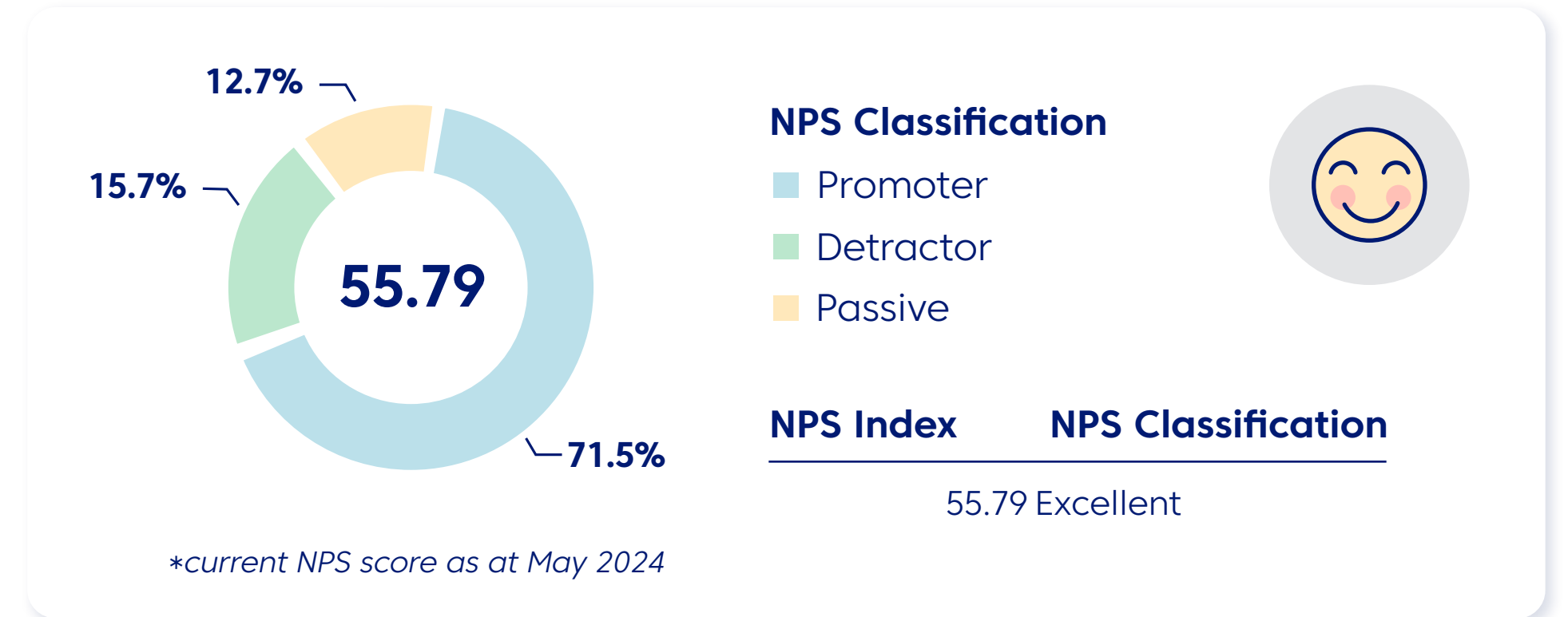
Net Promoter Score



John Nixon

Director, Global Customer Experience
(Manchester, UK)

“Our Net Promoter Score (NPS) Surveys allows our customers to give feedback on any interaction or services provided by our teams. This level of information allows us to understand in which key areas we are performing and equally areas which need improvement. It is an integral part of our business, and the data is used by both our Operational & Account Management Teams to drive a better experience to our customers”.



/evolve

In 2024 we have introduced the capture of why the respondent has provided the feedback, i.e. customer service, online experience etc. to better understand and target our responses.



Governance





Corporate governance - our management team



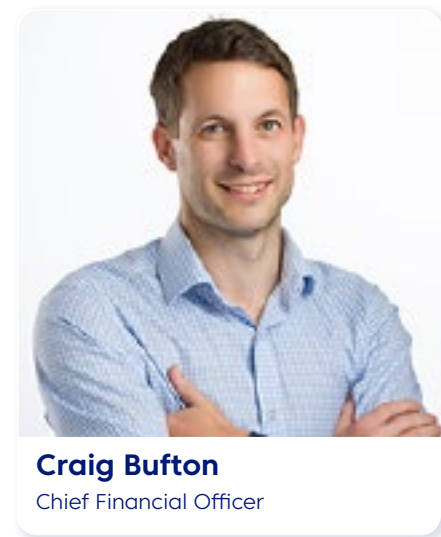
Graham Ramsey
Chairman



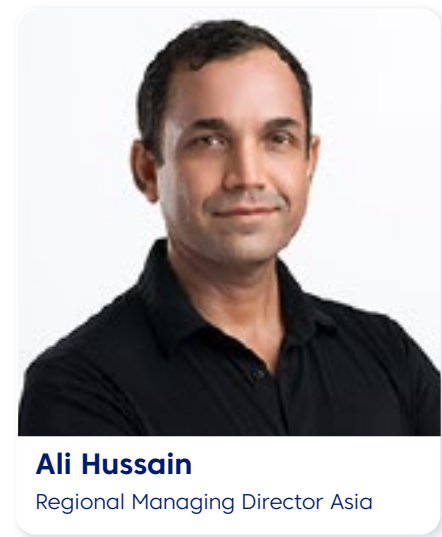
Ian Sinderson
Chief Executive Officer



Adam Knights
Regional Managing Director UK,
Europe & Middle East



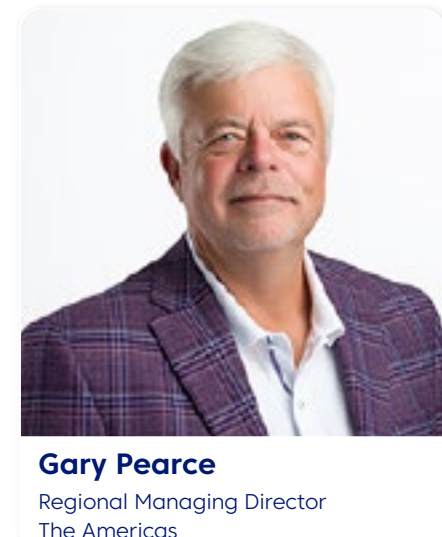
Craig Bufton
Chief Financial Officer



Ali Hussain
Regional Managing Director Asia



John Nixon
Director, Global Customer Experience



Gary Pearce
Regional Managing Director
The Americas



Miljenko Cvijanovic
Chief Information Officer



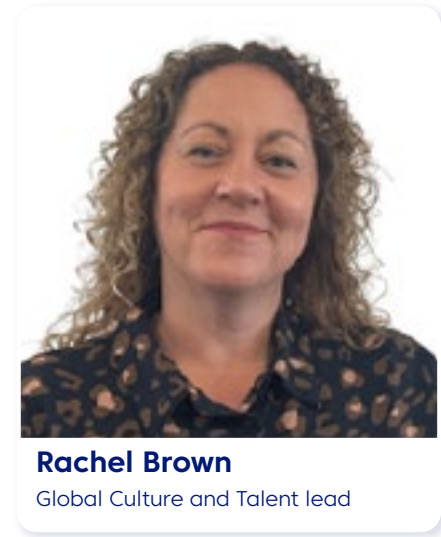
Peter Muller
Regional Managing Director
Pacific & Africa



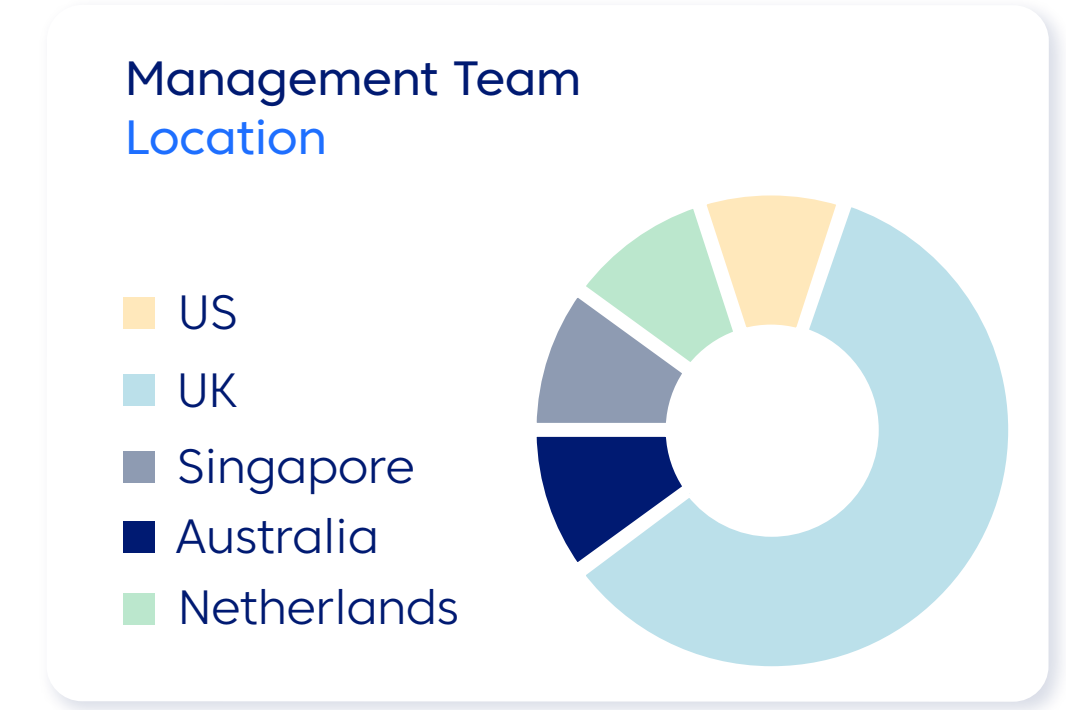
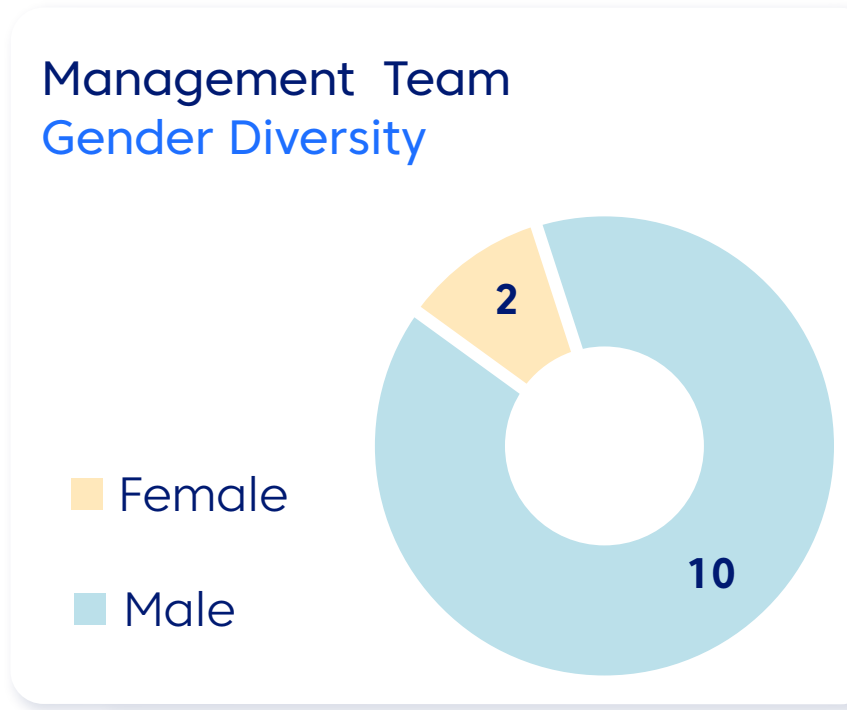
Jeroen van Hest
Chief of Staff



Nikki Matthews
Company Secretary & General Counsel



Rachel Brown
Global Culture and Talent lead



ATPI's Management Team consists of a diverse group of individuals representing our business across the regions. The team is briefed on sustainability topics at scheduled meetings. They have overall responsibility for monitoring and reviewing the group's strategic priorities in relation to sustainability including climate related risks and opportunities. Including but not limited to, monitoring the implementation of a transition plan, overseeing the setting of corporate targets, monitoring progress towards corporate targets and overseeing value chain engagement. Climate related issues including risks, opportunities and resourcing also form part of the overarching group strategy.



Excellence in governance



Amanda Reid
Head of Compliance, (Home-worker UK)

“Compliance to me is doing the job right, whatever that job is. The teams at ATPI do their job every day and make the work of Compliance easy. Where we find a gap and highlight it, the teams make changes to close the gap. Where we find examples of great practice and highlight it, the teams know that they are doing the job right. I enjoy supporting teams to close gaps, and love letting them know what a great job they are doing.”

Our compliance team is located across UK, India and Israel, we believe in taking a people-focussed approach to the important work that they do.

The Compliance Team is there to support ATPI in various areas and the work done behind the scenes can involve a lot administration. This work is made easier with the assistance of many colleagues from different departments in all the ATPI offices globally.

Although Compliance has many functions, it is important to see that “having compliance” is not just a goal. The Compliance team is not just wanted, but is needed, a team that is embedded in the business. Working with ATPI colleagues to become a better company.

The most important aspect of Compliance is help us become a better company by mitigating risk, keeping our staff safe, reassuring existing clients and helping to win new clients.



/evolve

The compliance team have an ethos of continuous improvement in the work that they do. Encouraging everyone in the business to ask questions and offer suggestions. Training in relation to compliance topics in ATPI Academy is currently under review following feedback from our colleagues.



Excellence in governance



Integrated Management Systems (IMS)

ATPI operates an Integrated Management System (IMS), under which all aspects of compliance are maintained and updated. For those aspects of compliance falling within a 'Certificated Management System', which is one supported by an ISO, they are audited globally by Det Norske Veritas (DNV) to ensure our full compliance with those international standards.



ISO Certifications

We welcome the new addition of climate change notes in all ISO standards. This has been shown in the recent external 2024 audits where the work done by other teams resulted in no observations raised regarding this new addition. Our certification covers lots of areas: Quality, Energy, Environment, Information Security, Health & Safety and Data Protection. In the future there may be more.



Risk and Opportunity Assessment

This includes the identification, assessment, response planning and implementation and control of risks and opportunities around projects. The Compliance Team have built good working relationships with different individuals and teams globally and have been fortunate to support them with project risk and opportunity assessments.



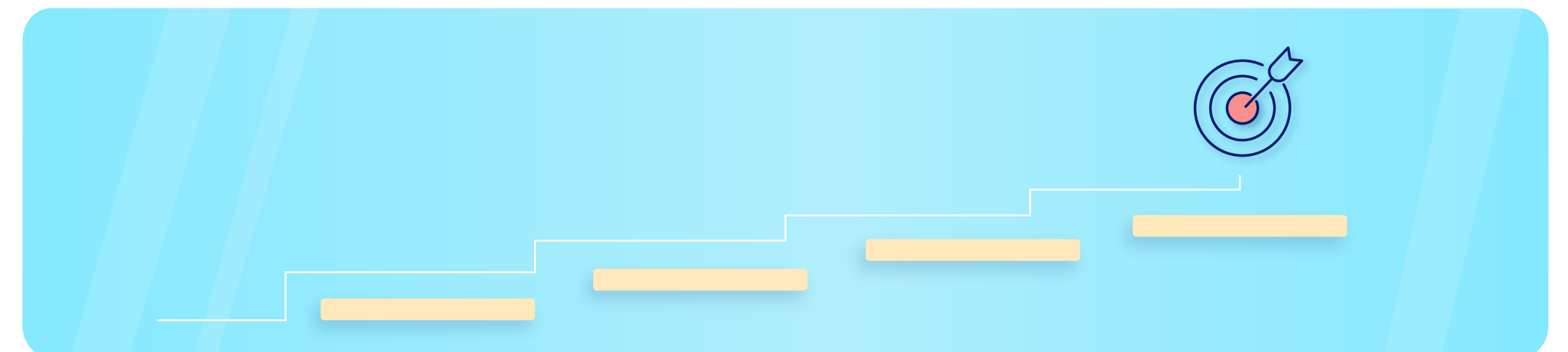
Compliance Training

Currently awareness training is available for all the standards ATPI is certified to. As well as those courses which educate our colleague on law, regulations and the company policies that apply wherever they are globally. The feedback received from our colleagues at ATPI has driven a continual improvement project in the courses offered. This project will see a restructure of the Compliance Courses offered on the Academy and will include new, initial, refresher and bite-sized training opportunities.



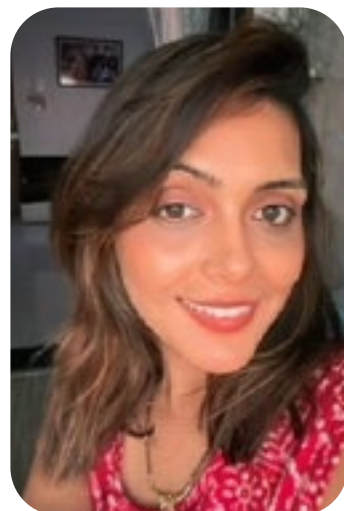
Anti Bribery and Corruption

It is the policy of ATPI to conduct all of its business in an honest and ethical manner. ATPI takes a zero-tolerance approach to bribery and corruption in whatever form it may be encountered including, without limitation to: a) bribery (whether in cash or in kind) b) embezzlement c) fraud d) extortion.





Data privacy and information security



Swati Pandey, Compliance Manager (Mumbai, India)

"I am grateful to be a part of the compliance security team. ATPI undergoes several external audits, during which we ensure that internal audits are conducted, and any identified gaps are addressed. We bear the responsibility for information security at ATPI, as it starts with each individual. Information security safety begins with awareness, and awareness starts with supporting our employees."



Data Privacy

ATPI is committed to keeping personal information safe, whether your personal data or your employee's data. That's why we innovate ways to safeguard your privacy when utilising our services and products. We will always keep you fully informed about your data and how ATPI uses your data and for how long. Your personal data belongs to you, therefore ATPI promises to only use it for the purposes for which you have given it to us, or for which we collected it. Ensuring that our employees are constantly updated with training and information on how to keep personal data safe is central to our programme.



Information Security

ATPI has a robust Information Security policy in place to protect all the information assets of ATPI and any external clients involved in business with ATPI. ISO27001 and ISO27018 forms the basis of our information security standards and we have expanded this accreditation from 2 locations to 4 in 2023.

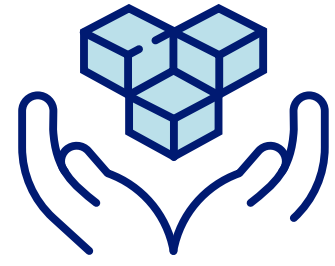
This year ATPI is working to achieve SOC2 Type 1. This certification demonstrates our commitment to protecting our customer data. The SOC2 certification validates the implementation of security and compliance controls.

This is part of ATPI Security pillars, we do not only have the frameworks (ISO27001 certification) but audit how the control operate (SOC2 Type 1)."



Payment Card Industry Data Security Standard (PCI DSS)

PCI Security Standards are technical and operational requirements set by the PCI Security Standards Council (PCI SSC) to protect cardholder data. ATPI staff are trained and compliant on these standards.



Responsible procurement

Supplier Code of Conduct 2023 saw the introduction of our Supplier Code of Conduct. We seek to have the highest level of corporate integrity in our relationships with our suppliers and clients. Corporate integrity, responsible sourcing, and the safety and wellbeing of workers across the global supply chain are of paramount importance to ATPI. These core principles are reflected in this Supplier Code of Conduct (Code), which establishes the minimum standards that must be met by any business or entity that supplies products or services to ATPI. Whilst we understand that our suppliers operate independently from us, we expect that they share this same commitment. Our Supplier Code of Conduct can be accessed here [Supplier Code of Conduct \(atpi.com\)](https://atpi.com).

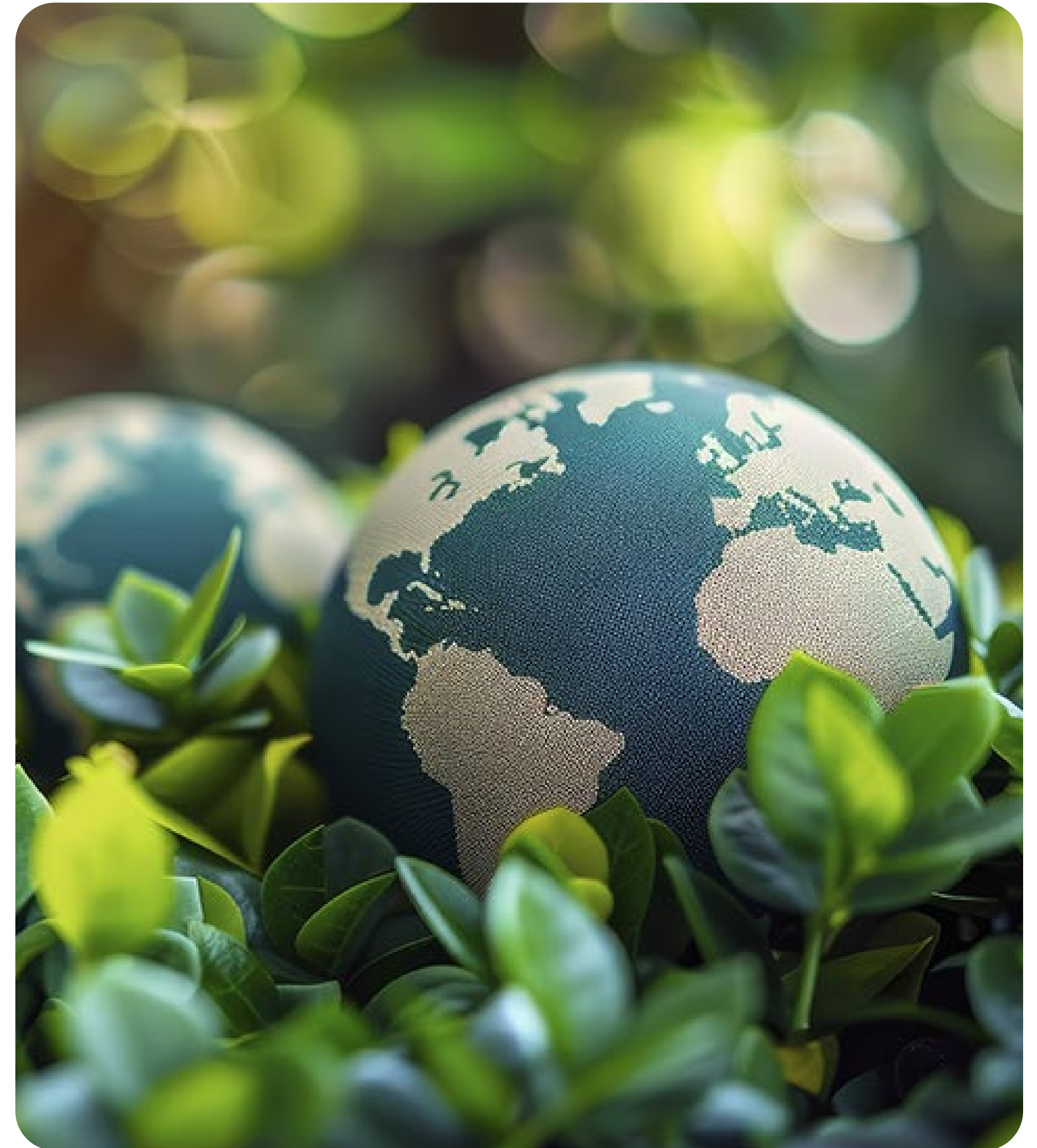
Supplier Procurement Process the introduction of a new supplier process has also been introduced as part of our continued governance improvements. In a joint project between the compliance and legal teams to increase visibility of our supply chain.

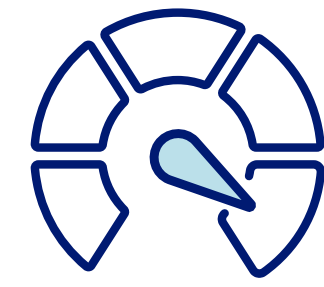
Hotel Programme Procurement ATPI conducts an annual hotel programme Request. We utilise the Cvent tool for this process and include a combination of the GBTA sustainable procurement questions and custom questions that relate to ATPI's own sustainability plan.

Thrust Carbon City Analyser ATPI utilises the Thrust Carbon - Hotel Sustainability Index which is a groundbreaking tool providing single ESG scores for over 1.6 million hotels globally. It provides a clear rating of hotel sustainability in one number to inform travel policy by comparing hotel ratings. The ratings combine many datasets including hotel certifications such as LEED and EPC and is a live product that is constantly updated.

/evolve

Assessing the performance of our supply chain is an area that ATPI will seek to improve our visibility and reporting on in the year ahead.





Comprehensive sustainability reporting

We are committed to continuous improvement to deliver improved internal and external sustainability reporting in accordance with best practice. Whilst this is our first annual sustainability report, we are confident that our data collection on key sustainability metrics is improving. Our initiatives continue to grow and the interest from our employees, customers and wider community are a force behind us. Sustainability is at the core of our business strategy.

ATPI will continue to use external assessments such as EcoVadis and CDP to report on our sustainability performance and look forward to producing our first Communication on Progress (CoP) next year for The United Nations Global Compact. In 2023 for the first time, we completed climate change management queries in financial audit for 2023 to demonstrate transparent disclosures about climate change risks and opportunities.

/evolve

This first year of reporting was discovering where we were at in our journey and the data that we had visibility on. As our programme matures, we will adopt globally recognised standards for reporting purposes and be prepared for future mandatory reporting frameworks. Conducting a Materiality Assessment is on the agenda to influence our strategy moving forward. Our established reporting promise will deliver continuous improvements in reporting.



Key reporting metrics

Environmental

Operational Greenhouse Gas Emissions tCO2-e	2023	↑ ↓ YOY	2022	2021
Scope 1	206.36	↑	180.06	165.5
Scope 2	999.80	↑	881.50	559.35
Scope 3	2,697.20	↑	1,916.80	707.59
Total	3,905.30	↑	2,978.90	1,432.44
FTE	2100	↑	1683.77	1480
Scope 1 & 2 per FTE	0.57	↓	0.63	0.49
Scope 3 per FTE	1.28	↑	1.14	0.48
Total per FTE	1.86	↑	1.77	0.96

Emissions by type - Group	tCO2-e	2023	↑ ↓ YOY	2022	2021
Scope 1 - Company Cars		164.30	↑	146.36	130.21
Scope 1 - Heating		44.00	↑	35.19	33.78
Scope 2 - Purchased Electricity		999.80	↑	881.25	559.07
Scope 3 - Business Travel		1487.30	↑	1051.51	153.39
Scope 3 - Commuting		921.80	↑	555.81	203.77
Scope 3 - Work from Home		288.10	↓	311.36	349.84

Energy Consumption		2023	↑ ↓ YOY	2022	2021
Renewable Electricity Percentage	%	42.88%	↑	37	44
Non-Renewable Electricity Consumption	mWh	900.045	↓	950.5	759.5
Non-Renewable Electricity Percentage	%	57.12	↓	63	56
mWh per FTE	mWh	0.75	↓	0.89	0.91

Electric/Hybrid Cars in Fleet	%	2023	↑ ↓ YOY	2022	2021
Percentage of Electric/Hybrid Cars		29	↑	14	10

Environmental Violations	#	2023	↑ ↓ YOY	2022	2021
Reported Environmental Violations		0	-	0	0

Carbon Credits*		2023	↑ ↓ YOY	2022	2021
Units	#	TBF	↑	2980	1433
Percentage	%	TBF	-	100	100

* ATPI will purchase carbon credits for 2023 to the total tonnes of our carbon footprint to attain carbon neutrality.



Key reporting metrics

Social

Employees	#	2023	↑ ↓ YOY	2022	2021
Total full-time equivalent (FTE)	#	2100	↑	1684	1527
Employee turnover	%	13,76	↓	19.5	0.79
Employment Type					
Full-time	%	88	-	n/a	n/a
Part-time	%	12	-	n/a	n/a
Work from Home	%	15	-	n/a	n/a

Safety and Wellbeing	%	2023	↑ ↓ YOY	2022	2021
DSE Assessment		98	-	n/a	n/a

Employee Survey - Engagement	%	2023	↑ ↓ YOY	2022	2021
Participation Rate		90.00	-	n/a	n/a
Social Connection Score		71.00	-	n/a	n/a
Engagement Score		72.00	-	n/a	n/a
Commitment to Sustainability Score		71.00	-	n/a	n/a

Gender Diversity	%	2023	↑ ↓ YOY	2022	2021
Women in Workforce		60.85	↓	62	60.18
Women in Cabinet		16.67	↑	9.09	9.09
Women in Leadership		56.52	↑	48	39

Gender Pay Equity	%	2023	↑ ↓ YOY	2022	2021
Gender Pay Gap in favour of males		9.7	-	n/a	n/a

Customer Advocacy		2023	↑ ↓ YOY	2022	2021
ATPI - Net Promoter Score					
Overall Customer NPS Score	#	47.21	↓	50.21	56.11
Promoters	%	64.90	↓	67.10	70.30
Neutral	%	17.40	↑	16.00	15.50
Detractors	%	17.70	↑	16.90	14.20
Client Retention Rate	%	98.00	↓	99.00	99.00

ATPI Halo	#	2023	↑ ↓ YOY	2022	2021
Client retired carbon credits		52,220	↑	17,407	n/a



Key reporting metrics

Governance

External Assesment	rating	2023	↑ ↓ YOY	2022	2021
UN Global Compact		n/a	-	n/a	n/a
EcoVadis Medal		Silver	-	Silver	-
EcoVadis Score		68	↑	65	-
EcoVadis Percentile		91st	↑	90st	-
CDP		C	-	n/a	n/a

Compliance	#	2023	↑ ↓ YOY	2022	2021
ISO Certifications					
ISO14001		2	-	2	2
ISO50001		1	-	1	1
ISO27001		4	↑	2	2
ISO9001		ALL*	-	ALL*	ALL*
ISO45001		1	-	1	1

Security Incidents	#	2023	↑ ↓ YOY	2022	2021
Major IT incidents		0	-	0	0
Major Data Breach		0	-	0	0

Supplier Code of Conduct	2023	↑ ↓ YOY	2022	2021
Supplier Code of Conduct	Y	-	n/a	n/a

Board Composition	#	2023	↑ ↓ YOY	2022	2021
Total		12	↑	11	11
Male		10	↑	10	10
Female		2	↑	1	1
Female Percentage	%	16.67	↑	9,09	9,09

Carbon credit retirement

ATPI compensates our Carbon Footprint annually with accredited carbon credits through our partner Respira International. This summary is of credits retired in 2023 for our 2022 Footprint.

2023 Footprint will be fully compensated, and details will be available in our separate 2023 Carbon Footprint Report including links to registry entries and serial numbers. 2023 Footprint Compensation has not been finalised at time of publication of this report as we engage in a consultative approach on which projects we support.

Carbon Credit Retirement Summary 2023

Carbon Credit Retirement	Country of Project	Project Standard	Quantity tonnes CO2(e)
Improved Kitchen Regimes	Malawi	Gold Standard	315
The Breathing Space Improved Cooking Stoves Programme	India	Gold Standard	92
Reforestation of Degraded Forest Reserves	Ghana	VCS	261
Katingan Peatland Restoration and Conservation Project	Indonesia	VCS+CCB	373
Luanga Community Forests	Zambia	VCS+CCB	487
Ntakata REDD+ Project	Tanzania	VCS+CCB	190
Delta Blue Carbon Project	Pakistan	VCS+CCB	87
Improved Rural Cookstove Development	Nepal	VCS	275
Qianbei Afforestation	China	VCS+CCB	400
Improved Cooking Practices	Nigeria	Gold Standard	500
TOTAL			2980





For information regarding this report please contact:

Louisa Toure

Sustainability Officer

louisa.toure@atpi.com

evolve@atpi.com

www.atpi.com/sustainability/

Delivering what really matters™