

RESPONSIBLE TRAVEL POLICY

Intrepid Group

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By: Responsible Business team



The Intrepid Group is the global leader in delivering sustainable experience-rich travel. The world's largest travel B Corp, we're committed to being a business that benefits people and the planet.

INTREPID GROUP RESPONSIBLE TRAVEL POLICY

Creating an immersive local style of travel that ensures a larger share of the money generated through tourism stays in local pockets has always been a focus for Intrepid Group. In 2017, all Intrepid Group brands took huge steps towards our 2020 goal of growing the market for sustainable, experience-rich travel (SERT); a commitment that emphasizes our dedication to responsible travel and growth with purpose.

Since achieving B-Corp certification in 2018, which demonstrates that we have achieved the highest levels of environmental and social responsibility, transparency and accountability, Intrepid Group is more than ever committed to ensuring that responsible travel is part of day-to-day business following principles outline our approach in embedding sustainable practices throughout our operations.

Intrepid Group's five focus areas for responsible travel are:

1. RESPECT: Destinations

The Intrepid Group promotes positive and meaningful exchanges between our business, our customers and the places we visit on all trips and across all destinations.

We do this by:

- Respecting different cultures in the destinations we visit
- Respecting local religions, religious places and rituals
- Observing and respecting local customs and etiquette
- Encouraging local interaction and understanding of the local way of life
- Emphasising appropriate dress standards
- Asking permission before photographing
- Forbid the use of illegal drugs on our tours
- Portraying destinations fairly in our communications and marketing material

2. SUPPORT: Local People and the Local Economy

We work to maximize the positive impact generated by tourism for the local economy and local communities.

We do this by:

- Employing predominantly local staff and leaders within our operational teams (Destination Management Companies or using suppliers who employ local people)
- Designing and operating trips to feature local suppliers or suppliers who directly benefit the local community and economy
- Encouraging our customers/ passengers to purchase from local suppliers and use local service providers and supporting social enterprises, local trade, arts and crafts

- Purchasing sustainable and locally produced goods and services rather than imported products
- Ensuring we have fair employment practices in place (using suppliers who have similar employment practices)
- Involving the local community in decision making
- Paying relevant taxes
- Issuing each of our suppliers with our Supplier Code of Conduct to influence our supply chain to operate in a more sustainable way
- Not engaging in any form of bribery, corruption or fraudulent activities

3. PRESERVE: Environment

As a global business, we aim to contribute to the preservation of natural and built environments in the destinations we operate and to reduce the negative impacts our operations may have. We minimize our environmental impact and offset our emissions by investing in projects that support reforestation and renewable energy initiatives.

We act to preserve the environment in our offices, on trips, and at attractions as follows:

A. OFFICE AND TRIPS

We minimize the use of resources (energy, water, waste), in our offices and on our trips through:

OFFICE

- Implementing energy conservation initiatives (eg. through more efficient lighting/equipment)
- Ensuring better waste management through the avoid, reuse, reduce, recycle principles
- Adopting better purchasing practices eg. by sourcing products with post-consumer recycled content*
- Implementing water saving initiatives to reduce consumption

****Please Refer to the Responsible Purchasing Policy for further information.***

TRIPS

- Using local transport where safe, reliable and feasible and when this is not feasible, private locally owned transport.
- Ensuring our vehicles/fleet are well maintained and fuel efficient
- Encouraging passengers to minimise their waste and water usage on the trip
- Encouraging our suppliers to adopt more sustainable practices or choosing suppliers who already have greener practices in place
- Eating at local eateries (limiting food miles)
- Shopping at local markets offering local produce, items, souvenirs etc.

B. ATTRACTIONS IN DESTINATIONS

We preserve the natural and built attractions in destinations by adhering to the following:

- Understanding the environmental issues in destinations and minimising our direct impact (eg. if there is a local deforestation issue, avoid purchasing and using firewood for a camp fire)
- Ensuring our passengers preserve and do not contaminate the local water supply
- Observe all National and Marine Park visitor rules
- Using a “pack in, take back out” management of waste in remote regions and National and Marine Parks
- Using established or existing tracks/paths
- Minimising the use of intrusive devices such as lights and keep noise to a minimum at culturally significant sites and other sensitive places
- Discouraging all passenger touching of fragile environments (eg. coral or formations in caves)
- Seeking alternative locations where there are less crowds to minimise environmental impact

4. PROTECT: People and Animals

As a company, we have a responsibility to ensure we are upholding basic rights for those more vulnerable in our communities. We are also committed to supporting basic freedoms for all animals. We do this by:

A. PEOPLE:

Observing basic human rights principles outlined in the **Universal Declaration of Human Rights** and ensuring we are promoting among our staff, customers, local communities and suppliers/business partners, their right to be treated with;

- dignity,
- equality,
- freedom, and
- respect

We promote equality for Women, and Minorities and Marginalised Groups through:

- Supporting enterprises run or staffed by women, minorities and/or marginalised groups where possible (such as local co-operatives, education initiatives)
- Seeking women, minorities and marginalised groups to be represented in decision making that affects their local communities where possible
- Ensuring we are not partaking in any activities or using suppliers/services that discriminate against, exploit or traffic people

We protect children (those 18 years of age and under) from all forms of abuse and adhere to the following:

- We do not employ children, nor do we use suppliers or patron places that allow children to perform work that is illegal or likely to jeopardise the child's health, safety or morals
- We put in place strong measures to ensure that all Intrepid Group companies, respective suppliers, passengers and partners are not involved in the exploitation of children, including training relevant employees/leaders on child protection and raising awareness among our passengers on how to report incidents of child exploitation
- No visits to schools, children's shelters, orphanages or other forms of residential care on our itineraries or on press/media trips
- We uphold the UN Convention on the Rights of the Child and take a Child's Rights approach to our operations, which is about protecting the rights of children: https://www.unicef.org/crc/index_protecting.html

Please Refer to the Child Protection Guidelines for further information.

B. ANIMALS:

We oppose any exploitative or illegal practices and those that have a negative impact on animal welfare. As a company we work toward promoting the five freedoms that should be available to all animals – wild or domestic, as follows:

- Freedom from hunger and thirst
- Freedom from discomfort
- Freedom from pain, injury and disease
- Freedom to express normal behaviour
- Freedom from fear and distress

This means that we conduct appropriate research to ensure we do not promote, visit or participate in any activities that are failing to uphold the 5 freedoms listed above.

Please refer to the Animal Welfare Guidelines for further information.

5. GIVE BACK: Through meaningful partnerships

We develop meaningful partnerships with organisations and work on projects that care for their community and/or environment through fundraising, advocacy or lobbying activities. We *only* work with organisations that:

- Demonstrate good governance over their projects (are legal, transparent and accountable)
- Show integrity to fulfil their mandate and measure and evaluate the impact of their programs
- Do not participate in any activities that harm people, animals or the environment
- Do not support or engage in religious or political affiliations

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- Are not solely reliant on funds from Intrepid Group companies
- Are peaceful in their aims and objectives

We **do not** offer short term, unskilled voluntourism opportunities on our itineraries.

The Intrepid Group's not for profit arm, The Intrepid Foundation, supports a range of partner organizations and projects worldwide. The Foundation is supported by all the Intrepid Group brands.

GOVERNANCE

A. PRIMARY RESPONSIBILITY AND ACCOUNTABILITY

Intrepid Group Global Leadership Team is responsible for the overall execution of this policy and have overall accountability with support from all Intrepid Group Brands and Divisions.

B. FUNCTIONAL RESPONSIBILITY

Product team: responsible for trip design, including relevant research into activities that could support creating shared value on ground as well as flagging those that could contravene the policy. The product team will facilitate RT discussion with DMC and/or third-party suppliers. Compile trip evaluations including annual RT performance results.

Marketing and Communications teams: responsible for selling and fair portrayal of destinations through communication and marketing channels, creating and selecting appropriate imagery for brochures, websites etc. Marketing team will also be charged with engaging customers in IGs purpose beyond profit aims and responsible travel ethos through blogs, social media etc.

People team: induction, training of staff, engagement survey facilitation and evaluation.

DMC: Responsible for on-ground execution of this policy, training of leaders and relevant staff, appropriate supplier procurement and engagement, assistance with assessments and evaluations of trips/itineraries.

Responsible Business team: Overall co-ordination, development of supporting materials, relevant training modules and general support.

C. REVIEW AND CONTROLS

The adherence to this policy will be monitored through;

External review

Customer/passenger feedback for all brands (specifically their Responsible Travel rating and overall comments) – Brands are responsible for compiling this information twice a year.

Internal review

Staff engagement survey – how our staff perceive us to be performing against this policy. The People Team is charged with compiling this information annually.

SUPPORTING GUIDELINES, PROCEDURES AND DOCUMENTS

Please also refer to the following supporting policies and guidelines that have been developed to support all Intrepid Group brands and companies in operating responsibly:

- Responsible Travel Specific Guidelines
 - Animal Welfare Guidelines
 - Child Protection Guidelines
 - RT Guidelines for leaders
 - RT Guidelines for Operations staff
- Supplier Code of Conduct
- Health and Safety Policy
- Human Rights Policy
- Responsible Purchasing Policy