

Intrepid Travel's  
Communication  
on Progress  
Of  
United Nations Global  
Compact principles

real life experiences...

Fun, affordable & sustainable travel since 1989



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# A Statement from the CEO and Director



*Intrepid Travel Pty Ltd* signed up to the United Nations Global Compact on 16 December 2008 and continues to support the principles outlined in the Global Compact with respect to human rights, labour, environment and anti-corruption.

Since becoming a signatory, Intrepid have been working on integrating the Global Compact principles into the strategy, culture and day-to-day operations of our company.

We recognize that a key requirement for participation in the Global Compact is the annual submission of a Communication on Progress (COP) that describes our company's efforts to implement the ten principles. In order to fulfill this requirement and support public accountability and transparency, we have produced this Communication on Progress Report.

We are currently preparing the company for the production of our first GRI compliant Sustainability Report which will further detail our progress on the principles in the United Nations Global Compact in future.

**Darrell Wade**  
CEO and Co-founder

**Geoff Manchester**  
Director and Co-founder

# Our Approach to Sustainable Development

## 1.0 Definition of Sustainable development

Intrepid adopts the definition created in 1987 at the World Commission on Environment and Development (Brundtland Commission) for Sustainable Development: **'development that meets the needs of the present without compromising the ability of future generations to meet their own needs.'**

We see Intrepid Travel (and Intrepid's associated companies) working toward sustainable development by incorporating environmental, social, economic and ethical considerations in our business practices and in our decision making processes.

## 2.0 What's sustainable development got to do with Intrepid?

Intrepid recognises that tourism impacts local communities and the environment and we believe that all tour operators must be responsible in the way they operate their business to ensure the welfare of all people and conservation of the environment.

We recognise the need for sustainable tourism and we believe in the principles of responsible travel; respecting the people, cultures and local environments; in the distribution of wealth; in good will and cross-cultural sharing and in balanced development.

Although our company impact is largely indirect and through our travel products, we acknowledge that our direct business operations (our offices and retail stores) also have an impact on the environment, people and local communities where we are located.

Given that we have an understanding of the responsibilities we have as a business, we are committed to maintaining our integrity, living out our values and ensuring that we are fulfilling the purpose of our business by operating in a responsible manner and incorporating the principles of

sustainable development (outlined in this document) in the way we go about giving Intrepid travellers 'real life experiences...'

## **3.0 How do we tie it all together?**

Intrepid has been built on the principles of Responsible Travel, so the principles of sustainability are not a foreign concept to our business.

Sustainability is in our company's DNA:

### **3.1 Our Core Values**

- **We act with integrity**
- **We are passionate about what we do**
- **We encourage personal growth**
- **We have fun**
- **We are creative and innovative**
- **We believe in sustainability and responsible tourism**

### **3.2 Our Core Purpose**

Intrepid's core purpose is to enrich people's lives by creating unique, interactive travel experiences. We provide **fun, affordable** and **sustainable travel** that is **profitable** for Intrepid and **beneficial** to local communities.

### **3.3 Our BHAG (Big Hairy Audacious Goal)**

To be the world's most inspiring and innovative travel company.

## 3.4 Our Strategy

How are we going to work toward our goal, fulfil our purpose while living out our values?

### Position

To focus on the “experiential” segment of the travel industry.

### How

- By supplying a diverse range of remarkable products;
- By distributing these products broadly;
- By developing Intrepid as a strong global brand;
- By growing our resources of exceptional staff and developing best practice systems;
- By developing a vertically integrated business model

Our strategy is being executed with consideration to our environmental, social, economic and ethical impacts and objectives.

## 4.0 So what are our sustainability objectives?

In order to embed sustainability into our operations, we feel it's important to take an holistic view of our business and its impacts. This means looking beyond the health of our balance sheet and to the areas of which our business is intrinsically linked; the environment, society, economy and governance/ethics. We want to ensure that we are taking responsibility for our impacts in these areas and contributing to, rather than diminishing, their health and value through operation of our business.

It is for these reasons, Intrepid decided to join other businesses and organisations in over 130 countries to tackle global sustainability issues and become a signatory to the United Nations Global Compact.

## 4.1 United Nation Global Compact

The Global Compact is a framework used to align a company's operations and strategies with ten universally accepted principles in the areas of Human Rights, Labour, Environment and Anti-corruption;

### Human Rights

- Principle 1: Businesses should support and respect the protection of internationally proclaimed human rights; and
- Principle 2: make sure that they are not complicit in human rights abuses.

### Labour Standards

- Principle 3: Businesses should uphold the freedom of association and the effective recognition of the right to collective bargaining;
- Principle 4: the elimination of all forms of forced and compulsory labour;
- Principle 5: the effective abolition of child labour; and
- Principle 6: the elimination of discrimination in respect of employment and occupation.

### Environment

- Principle 7: Businesses should support a precautionary approach to environmental challenges;
- Principle 8: undertake initiatives to promote greater environmental responsibility; and
- Principle 9: encourage the development and diffusion of environmentally friendly technologies.

### Anti-Corruption

- Principle 10: Businesses should work against corruption in all its forms, including extortion and bribery.

Since signing the United Nations Global Compact, Intrepid has gone on to create a Sustainable Development Policy which guides the way the company manages its impacts and how it goes about making decisions.

## 4.2 Sustainable Development Policy

This policy sees Intrepid working toward its sustainability objectives under each area to ensure the longevity of our business.

The next section of the Report will outline Intrepid's responsibility under each area (as stated in our Sustainable Development Policy), the actions taken and some of the actions taken to address these responsibilities. All outcomes of these actions and commitments will be reported in our upcoming sustainability report.

### 4.2.1 ENVIRONMENT

#### Our Environmental Responsibility

To ensure we are working toward protecting the environment and using resources in an efficient, fair and responsible way. We want to ensure that our trips are designed in a way that limits the physical impact on the destinations we visit so that they may be enjoyed by many generations to come

#### Example of policies and guidelines addressing environmental impact at Intrepid

- Sustainable Development Policy
- Responsible Travel Policy and Code of Conduct
- Responsible Travel guidelines for passengers
- Carbon Management Plan
- Purchasing Policy

#### Examples of environmental actions

**Corporate/ Office:** Intrepid travel adopts the following principles to manage our environmental footprint of our offices and stores globally;

- **Measure** eg. measure emissions from electricity, gas, waste, business travel, etc.
- **Avoid** eg. energy efficiency measures such as automatic computer shut off at 8pm for head office staff, skype conferencing rather than travelling for face to face meetings
- **Reduce** eg. reducing number of business trips we take, reducing paper we use and waste to land fill we generate
- **Offset** whatever we can't avoid we offset by investing in high quality renewable energy projects



**Trips:** a majority of Intrepid Travels trips are Carbon Offset (that's almost 500 trips!). We measure and offset the main sources of the emissions created on our trips by our passengers:

- Transport
- Accommodation
- Waste

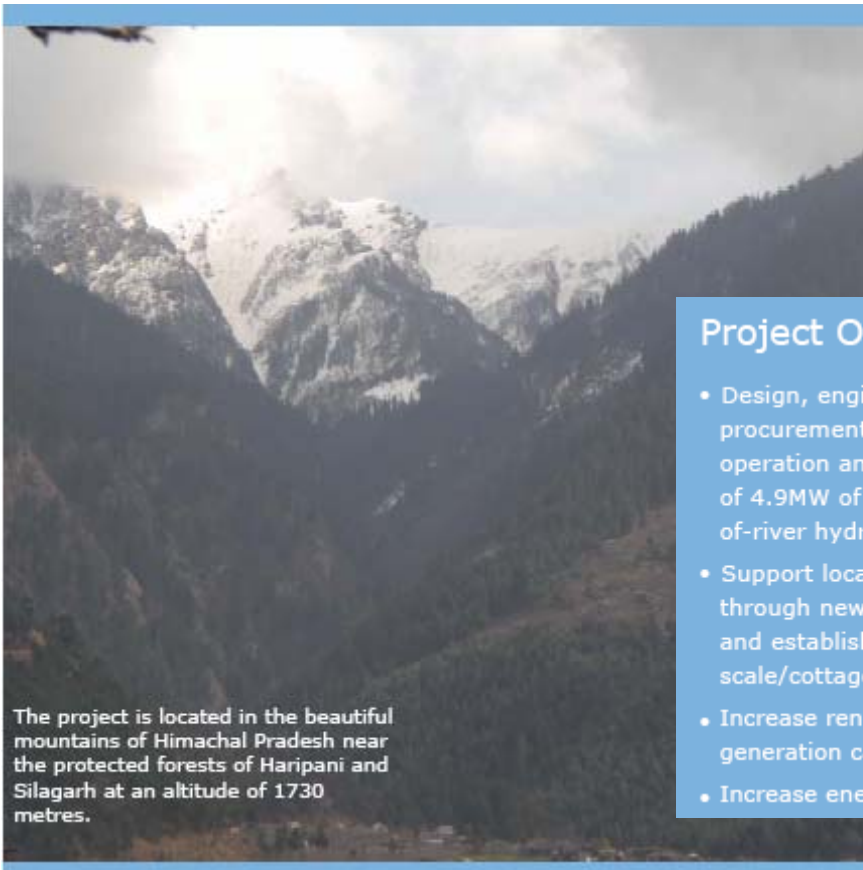
Our trips are also low impact by design. How? We try to use public transport where possible, stay in locally owned and simpler styles of accommodation and eat at locally owned eateries where the food has been locally sourced therefore reducing food mile emissions.

**Flights:** we offer customers an opportunity to offset the most carbon intensive portion of their trip – their flight. When customers book their flight through Intrepid, we offer an offset component to their airfare.

### **Renewable Energy Project investments.**

Intrepid Travel currently offsets our carbon by investing in 3 internationally accredited Voluntary Carbon Standard (VCS) compliant projects that are based in 3 of our biggest destinations;

- **Bargaran Mini Hydro project, INDIA**

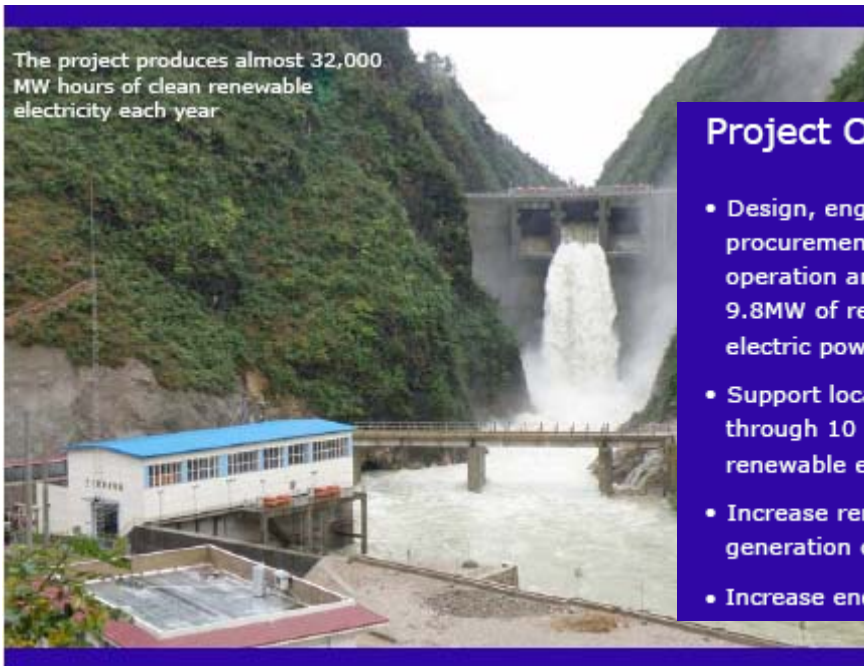


The project is located in the beautiful mountains of Himachal Pradesh near the protected forests of Haripani and Silagarh at an altitude of 1730 metres.

**Project Objectives:**

- Design, engineering, procurement, construction, operation and maintenance of 4.9MW of renewable run-of-river hydro electric power
- Support local community through new job creation and establishing small scale/cottage industries
- Increase renewable energy generation capacity
- Increase energy availability

- **Macahoe Hydro project, CHINA**



The project produces almost 32,000 MW hours of clean renewable electricity each year

**Project Objectives:**

- Design, engineering, procurement, construction, operation and maintenance of 9.8MW of renewable hydro electric power
- Support local community through 10 new jobs in the renewable energy sector
- Increase renewable energy generation capacity
- Increase energy availability

- **Rice Husk Biomass project, THAILAND**



Approximately 85,000 tonnes of rice husk is used to generate 65,700 MW hours of renewable electricity each year

**Project Objectives:**

- Design, engineering, procurement, construction, operation and maintenance of 9.9MW of renewable biomass energy
- Reduce air borne pollutants from fossil fuel based energy production
- Support local community through education and free provision of ash fertiliser
- Demonstrate clean technology

These projects not only offset Intrepid's emissions but they also improve the environment of the local communities by providing an alternative to fossil fuels and therefore produce less pollution.

Intrepid travel passengers can take their trip knowing that their environmental impact has been significantly reduced.

## 4.2.2 SOCIAL

### **Our Social Responsibility**

To protect human rights within our sphere of influence and ensure that all our people including our staff, travellers, suppliers and local communities as well as other stakeholders who are impacted by our business, are treated with fairness and respect. We endeavour to engage our stakeholders on issues around responsible practices in order to promote justice and equity across our global community and protect our most vulnerable societies.

### **Example of Policies addressing our Social Responsibility**

- Sustainable Development Policy
- Responsible Travel Policy and Passenger Code of Conduct
- Responsible Travel guidelines for passengers
- Purchasing Policy
- Porter policy

### **Examples of actions**

- Provide support for many grass root organisations globally to help advance local communities through The Intrepid Foundation. Our projects can be found on <http://www.theintrepidfoundation.org/>
- All Intrepid companies have specific annual goals to increase annual donations to the Intrepid Foundation
- In recent years Intrepid have supported 3 volunteer placements in Vietnam and 3 in Sabah, Malaysia on educational projects, in partnership with Australian Volunteers International
- Visit community projects on trips to raise awareness and engage passenger support for the projects
- We provide training to all our leaders on safety and social issues in the areas they operate to help them educate our passengers on issues such as cultural etiquette, prostitution and child safety
- Provide HIV/AIDS training to our staff and leaders in high risk regions
- Work in partnership with ECPAT (ChildWise and ChildSafe Asia) to stamp out child exploitation in the areas we travel
- Organise guest speakers to regularly speak at our Australian stores to help raise awareness on various social sustainability topics

### 4.4.3 ECONOMIC

#### **Our Economic Responsibility**

To ensure our wealth is distributed in a way that is that is beneficial to our staff, host communities, suppliers, other key stakeholders while achieving responsible and sustainable growth of Intrepid and our associated companies.

#### **Example of Policies addressing our Economic Responsibility**

- Sustainable Development Policy
- Responsible Travel Policy and Code of Conduct
- Responsible Travel guidelines for passengers
- Purchasing Policy
- Risk Management Policy
- Global Remuneration Process

#### **Examples of actions that address our Economic Responsibility**

Our trips are designed to ensure that we support the local communities by;

- Hiring local leaders and staff where Intrepid operate, therefore contributing directly to local employment and ensuring competitive local remuneration
- Using locally owned ground transportation and accommodation
- Recommending local eateries and stores to our passengers
- Incorporating local public transport on our trips where possible
- Investing in renewable energy projects which support the local economy through temporary and permanent employment as well as building on the communities infrastructure.

### 4.4.4 GOVERNANCE AND ETHICS

#### **Our Governance & Ethical Responsibility**

To live out our core values, achieve our purpose and work toward our Big Hairy Audacious (BHAG) goal by being accountable for the impacts that we have on our planet and also have effective systems and good governance in place to help us understand and manage these impacts. We endeavour to implement best practices in everything we do and fight corruption in all its forms.

## **Example of Policies addressing our Governance and Ethical Responsibility**

- Sustainable Development Policy
- Responsible Travel Policy
- Risk Management Policy
- Intrepid Board guidelines
- Leader Code of Conduct
- Performance Management Policy

## **Examples of actions that address our Governance and Ethical Responsibility**

- Intrepid Travel is independently audited on an annual basis
- Currently designing a global anti corruption and anti fraud policy
- Currently revising internal fraud controls to ensure we have best practice in place
- Putting in place anti corruption training for staff and leaders
- Risk Management workshops

# **5.0 Stakeholders**

Intrepid sees a stakeholder as any party who can affect or be affected by our company's operations. We believe that it's important to listen, understand and respond to the views of our stakeholders and exceed their expectations of our business.

**Our stakeholders include** (but are not limited to):

- Intrepidites (our staff)
- Our travellers
- Our associated companies
- Joint venture partners
- Suppliers
- Contractors
- Travel Industry associations
- Local communities
- Government bodies in destinations visited by Intrepid
- Media
- NGO's
- National Tourism Offices

## 6.0 Communication

We intend to communicate our sustainability performance to our stakeholders through a number of different methods;

- Annual Sustainability Report (From 2011)
- Intrepidnet (our Intranet)
- Our website
- Intrepid Express newsletter
- Internal newsletters such as the management updates as well as OneIntrepid newsletter

Intrepid will invite our stakeholders to comment/feedback/respond to this communication.

### **Sustainability Reporting**

**We are working toward addressing sustainability issues and the principles of the United Nations Global Compact. Our progress will be reported annually through the publication of our upcoming Sustainability Report. To enable this, we are currently preparing our internal systems to be able to provide accurate information and data on our sustainability performance. Stay tuned!**