

Intrepid Travel

2025 ESG Grievance Report (External)

Introduction

A grievance is a concern or complaint raised by stakeholders regarding environmental, social, or governance (ESG) impacts associated with Intrepid Travel's operations, supply chain, or partnerships. Intrepid is committed to operating responsibly and respectfully across our people, trips, and value chain and transparent grievance handling is in line with Intrepid's [Stakeholder Grievance Policy](#).

We recognise the importance of providing safe, accessible ways for stakeholders to raise concerns and for those concerns to be addressed fairly. Oversight of the grievance process sits with the General Manager of Impact, ensuring accountability, fairness, and continuous improvement.

Reporting can be done through a number of channels. The channels accessible to all stakeholders is the [Grievance Reporting form](#), which can be submitted anonymously, and the dedicated grievance email grievance@intrepidtravel.com. Other channels specific to customers are face to face with the Trip Leader or an Intrepid staff member, through the feedback survey, through customer care or through our [phone](#) or [Live Chat](#).

Once a report is received, Intrepid activates an internal process, where we assess the grievance, allocate a case manager, triage and elevate, if necessary, investigate, find a resolution and remedy if necessary. Not all reports are processed as a grievance. Exclusion criteria may include reports made in bad faith or they are vexatious, there is insufficient information, they are not in scope, they are duplicated or they are emergency issues needing different pathways.

Once closed, grievances tracked, analysed, and used for improvement. Grievances can inform improvements such more in depth or accessible training, improved itineraries, better customer communication improved understanding of materiality issues.

Intrepid aggregates outcomes and report annually publicly. Intrepid does not publicly disclose personal or case-specific information.

Grievances Received

During the 2025 reporting period, Intrepid received 8 external stakeholder grievances. These primarily related to human rights, child safeguarding, modern slavery risks, animal welfare, and ethical tourism practices.

Types of grievance included:

- Child safeguarding concerns (2)
- Human rights and dignity issues (4)

- Modern slavery risk (1)
- Animal welfare concerns (1)

No grievances were formally rejected during the reporting period. All submissions that met the policy criteria were accepted and assessed in line with internal procedures.

Case Outcomes

All 8 accepted grievances were investigated and closed within the reporting period. Outcomes included:

- Removal or redesign of problematic experiences (e.g. hospital visits, supplier interactions)
- Updates to itineraries to prevent recurrence
- Supplier engagement and corrective action plans
- Additional staff and leader training (e.g. child safeguarding)
- Enhanced due diligence processes

Follow-up actions included ongoing monitoring of suppliers, implementation of new training modules, and updates to responsible travel guidance. Due to limitations in available data, average case duration is not disclosed; however, all cases were resolved within a reasonable timeframe consistent with policy expectations.

Stakeholder Satisfaction

While formal satisfaction metrics were not consistently recorded across all cases, qualitative feedback indicates that stakeholders were acknowledged promptly and that actions taken addressed the concerns raised. Intrepid continues to strengthen its approach to capturing stakeholder feedback post-resolution.

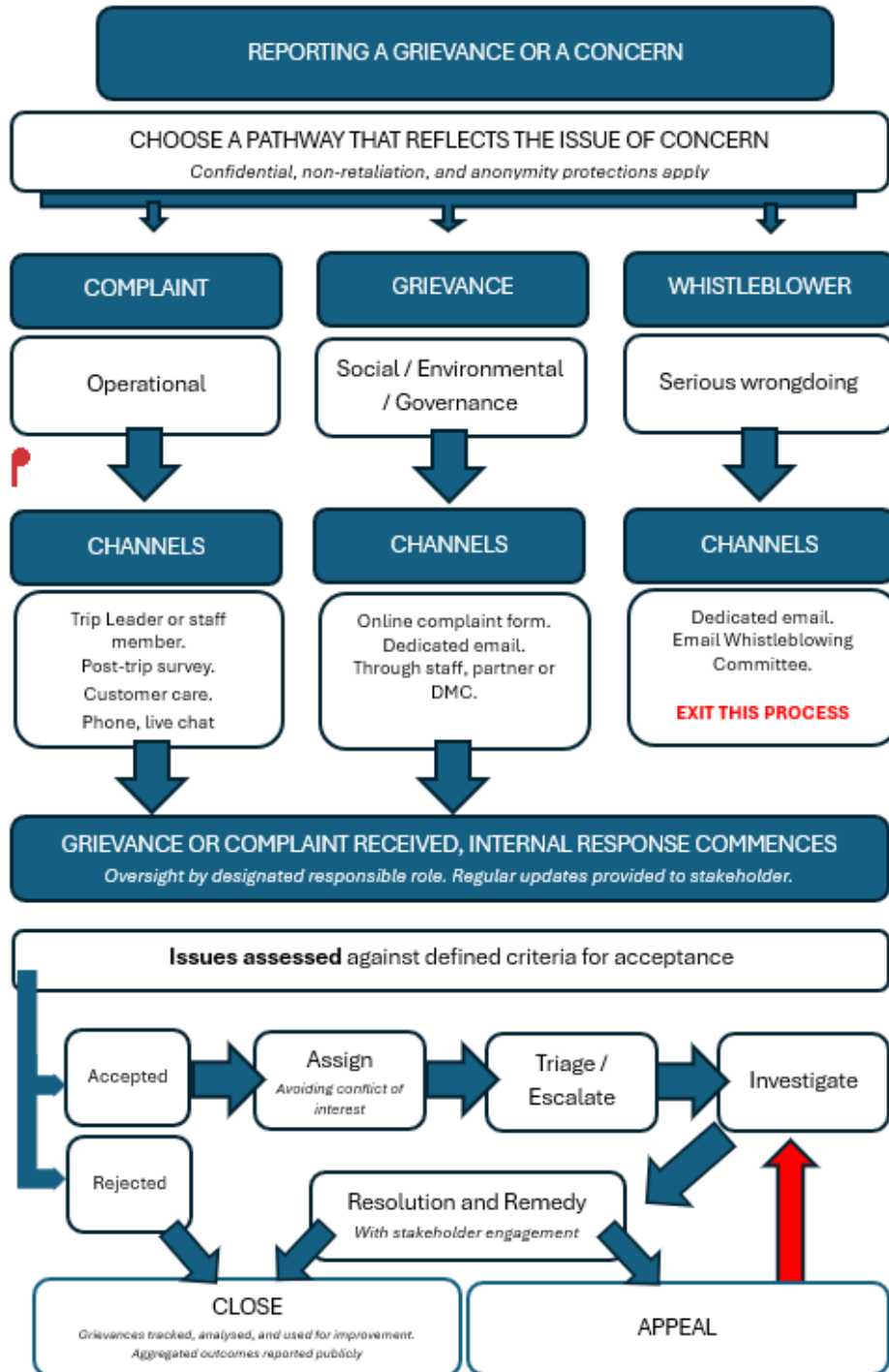
Additional Insights

Grievance trends in 2025 highlight a emphasis on human rights, ethical tourism practices, safeguarding, and animal welfare. The data demonstrates Intrepid's proactive approach to identifying risks and implementing corrective actions, particularly through supplier management and itinerary design.

As part of our improved processes, in 2025 we implemented a tiered escalation framework:

- Operational Risk (Level 1): Service delivery grievances escalated to Operations, Destination Management Companies (DMCs), or relevant functional teams
- High Risk (Level 2): Material or systemic issues escalated to Senior Management
- Critical Risk (Level 3): Significant incidents escalated to Legal, Executive leadership, or the Board

In 2025, a new grievance process was created to report concerns, showing users a clear pathway to reporting various types of issues, and once accepted, how grievance progresses from assignment to resolution and remedy to closure, including an appeals process.



This pathway is published publicly and accessible to all stakeholders