



Intrepid Group



COMMUNICATION ON  
**PROGRESS  
REPORT 2016**



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## A message from our Chief Executive

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2016 was a milestone year for the Intrepid Group, our first full year as an independently owned business. The year began with the development of a 2020 Strategic Plan, which clearly outlined our vision of Changing The Way People See The World and established two key goals for the business: Growth and Purpose Beyond Profit.

We believe that these two goals are indelibly linked. While having a Purpose Beyond Profit has long been a part of the Intrepid DNA, we've seen that having a Purpose Beyond Profit can be profitable. Not only was it the Intrepid Group's most profitable year ever, but The Intrepid Foundation also achieved a milestone of giving \$5M to more than 75 local and international charities.

By 2020 we will donate a further \$3M through The Intrepid Foundation. To do this, we need to continue to grow in scale and shift our focus from philanthropy to projects that create shared value for all stakeholders. This report includes the results of Intrepid's Namaste Nepal campaign, which is our best example yet of a shared value project. More than \$750K was donated to Nepal, but perhaps more importantly we managed to get travellers to return to the country when they were most needed.

While there were many achievements for the Intrepid Group in 2016, it's widely acknowledged that it was a tumultuous year in global politics. As a responsible business, we believe that it is more important than ever that good businesses show leadership and commitment to achieving the UN's Sustainable Development Goals 2030. We've been a carbon-neutral business since 2010; as the first travel company to end elephant rides, we've led the industry on animal welfare, bringing awareness to the cruelty of lion walks; and last year we took a leadership position on child protection when we removed orphanage visits from our itineraries. In this report you can read about actions taken in 2016 towards achieving those goals.

This is the Intrepid Group's seventh Communication on Progress Report since becoming a signatory to the United Nations Global Compact in 2008. It builds on our previous reports and commitment to support public accountability and transparency. There are many significant achievements in this report, but I believe the most noteworthy has been incorporating Purpose into the strategic goals of the entire Intrepid Group business.

We look forward to updating our progress in the next report. For now, please take the time to read over this year's Communication on Progress.

A handwritten signature in black ink, appearing to read 'J Thornton', written in a cursive style.

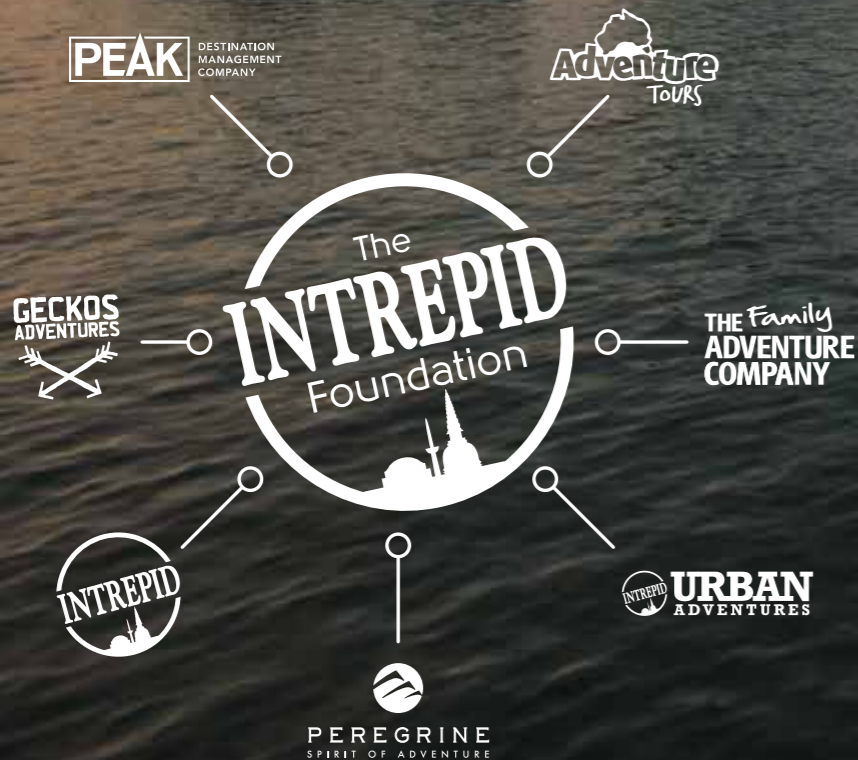
James Thornton  
**Chief Executive**



# WHO IS THE INTREPID GROUP?

Run by travellers, for travellers, The Intrepid Group is the world's largest provider of adventure travel experiences, carrying over 250,000 passengers a year. Our brands – which form a part of the scope of this report – offer over 2,000 itineraries on every continent, catering for all ages, budgets and appetites for adventure.

The Intrepid Foundation is the Intrepid Group's not-for-profit fund that supports non-government organisations. The Foundation is supported by all Intrepid Group brands, 100% of the administration costs are covered and all donations are matched dollar for dollar, up to AUD \$400,000 per year by the Intrepid Group.\*



## OUR PRINCIPLES OF RESPONSIBLE TRAVEL

- + Respect the destination
- + Support local people
- + Preserve the environment
- + Protect the vulnerable
- + Give back to local communities

## CELEBRATING 28 YEARS OF RESPONSIBLE TRAVEL

# 1 MILLION+

*people have travelled with Intrepid*

**PLANTED**  
**50,000 TREES**

*in Australia, Kenya & Thailand*



## TUK TUK TO TRAINS

 *We've used 21 different kinds of public transport* 

**AU\$5M+**  
*raised and donated to over 75 not-for-profit organisations in more than 30 countries*

*Our trips have injected over*  
**AU\$500 MILLION**  
*into local economies*

\* Emergency appeals are not matched unless specified





OUR VISION

# CHANGE THE WAY PEOPLE SEE THE WORLD

OUR VALUES



**GROWTH**

Stakeholders in our own success



**RESPONSIBILITY**

Think global, act local



**INNOVATION**

Thriving on new ideas and embracing change



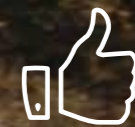
**PASSION**

We are inspired by the work we do and the trips we offer



**FUN**

It's ingrained into who we are and what we do



**INTEGRITY**

Doing the right thing





# THE 5 P'S & UN 17 SDG'S

In both this report to the UN Global Compact and other Intrepid Group communications, we have attempted to simplify our sustainability initiatives by categorising them under five themes: People, Planet, Prosperity, Peace and Partnerships.

Each of these "5 P's" are linked to the United Nations 17 Sustainable Development Goals for 2030. Launched by the UN in 2015, the 17 SDGs outline a plan of action for **people**, **planet** and **prosperity** to end extreme poverty, fight inequality and injustice, strengthen universal **peace**, and fix climate change. They are aimed at all countries and stakeholders, asking them to act in a collaborative **partnership** to implement this plan.

As a global leader in sustainability within the travel industry, the Intrepid Group has identified 9 of 17 UN SDGs that we can contribute most to as a tourism business. These 17 goals are interlinked and need to be addressed collectively, so we are developing indicators that measure our contribution to all of these goals. We recognise that by doing so we can ensure a strong commitment to areas where our business can make the most difference and be a real force for good.

## PEOPLE



### 01. NO POVERTY

Sustainable tourism can be linked with national poverty reduction goals, such as promoting entrepreneurship and small businesses, and empowering young people, women and ethnic minorities.

## PEOPLE



### 05. GENDER EQUALITY

Tourism can empower women in many ways, but particularly through the provision of jobs and income-generating opportunities in small and larger-scale tourism and hospitality related enterprises.

## PLANET



### 11. SUSTAINABLE CITIES & COMMUNITIES

A city that is not good for its citizens is not good for tourists. Sustainable tourism has the potential to advance urban infrastructure and universal accessibility, promote regeneration of areas in decay and preserve cultural and natural heritage – all assets upon which tourism depends.

## PLANET



### 12. RESPONSIBLE CONSUMPTION & PRODUCTION

A tourism sector that adopts sustainable consumption and production practices can play a significant role in accelerating the global shift towards sustainability.

## PLANET



### 13. CLIMATE ACTION

Tourism contributes to, and is affected by, climate change. By lowering energy consumption and shifting to renewable energy sources, especially in transport and accommodation, tourism can help tackle one of the most pressing challenges of our time.

## PROSPERITY



### 8. DECENT WORK & ECONOMIC GROWTH

Tourism is one of the driving forces of global economic growth and currently accounts for one in every 11 jobs worldwide. With decent work opportunities in the tourism sector, society – particularly youth and women – can benefit from increased skills and professional development.

## PROSPERITY



### 10. REDUCED INEQUALITIES

Tourism can be a powerful tool in reducing inequality if it engages local populations and key stakeholders in its development. It can contribute to urban renewal and rural development, and reduce regional imbalances by giving communities the opportunity to prosper in their place of origin.

## PEACE



### 16. PEACE, JUSTICE & STRONG INSTITUTIONS

Tourism is built on the interaction of people from diverse ethnic, religious and cultural backgrounds. Billions and billions of them. The industry has a unique potential to foster multicultural and inter-faith tolerance and understanding, laying the foundation for more a peaceful society.

## PARTNERSHIP



### 17. PARTNERSHIPS FOR THE GOALS

Due to its cross-sectorial nature, tourism can strengthen private/public partnerships and engage multiple stakeholders – international, national, regional and local – to work together to achieve SDGs and other common goals.



# PEOPLE

We treat all people impacted by our business with fairness and respect. It's our aim to promote justice and equality across our global communities and offer protection to our most vulnerable societies.





## Women Move Mountains

A solidarity trek up Mt Kilimanjaro, supporting women's land rights across Africa

As part of our commitment to human rights, the Intrepid Group is a supporter of international global justice organisation ActionAid.

Gender equality and women's rights have been the focus of our partnership with ActionAid, including a Safe Cities campaign with Urban Adventures and a community-based tourism project in Myanmar that has become a model for sustainable tourism in the country.

In 2016 Intrepid and ActionAid embarked on an ambitious project that would take advocacy on women's rights to new heights: the top of Kilimanjaro, Africa's highest mountain.

More than 400 women from across Africa came together in an assembly near the base of Mt Kilimanjaro to proclaim a charter of principles and demands concerning women's access to and control over their land. The goal was to correct the systemic imbalance in African agriculture where women are denied their rights to land ownership.

*While women are responsible for the production of nearly 80% of the continent's food, they own just 1% of its land.*

Part of this initiative included the Women Move Mountains solidarity trek that took a group of 28 African female farmers to the summit of Mt Kilimanjaro to help raise awareness of the challenges they face, as well as raise funds for ActionAid's ongoing work on this issue.

These women came from across the African continent – from Cameroon, Gambia, Kenya, Liberia, Malawi, Nigeria, Tanzania, Uganda, and Zambia – all united in their mission to reach Africa's highest peak. Joining these extraordinary women were 17 Intrepid Travel trekkers, as well as 25 guides, five cooks and 105 porters. The group was also joined by media and celebrities, including Zambian celebrities Maiko Zulu and Sista D, and Australian sports personalities Katie Brennan and Mel Hickey.

The climb provided an opportunity for women from around the world to share stories, support and inspire each other. Katie and Mel's participation in the climb was widely covered by Australian media, resulting in four radio interviews reaching almost 250,000 listeners. The story was featured as part of the pre-game entertainment in the inaugural Women's AFL match on Channel 7, reaching an audience of 700,000 viewers.

At the end of the trek, the 28 African female farmers who summited Kilimanjaro were warmly met by the larger assembly, and together they created a declaration that was delivered to the African Union (AU) and the United Nations. The AU have stated that they are committed to pursuing this agenda. With the funds raised through The Intrepid Foundation, ActionAid will send a representative of the African female farmers to New York to attend the United Nations Commission on the Status of Women (CSW) Forum in 2017.

*"For the past ten years, I have been leading my community in the campaign for compensation for land that was grabbed from us by a UK-based biofuels company. Because of ActionAid's support, we managed to secure the money that we were promised. But our problems aren't over. When the opportunity came to climb I was determined to do something to put a stop to land grabs and to claim women's land rights."*

~ Halima, smallholder farmer, Tanzania





## Child Protection

### Removed orphanage visits from itineraries

Intrepid often receives requests for travellers who want to volunteer or visit children in developing countries. And while most have the best intentions, the reality is that many travellers are contributing to an exploitative system, one that actually harms the children they're trying to help.

Over the years The Intrepid Foundation has provided support to several children's organisations, some of which have residential care. However, we've come to realise that this support could actually have negative side effects on children, their families and their communities.

The issues around orphanage tourism include:

- Foreign, unskilled and transient strangers are allowed intimate access to vulnerable children, which is a major child protection risk.
- Children are not tourist attractions. A steady stream of visitors and volunteers to a child's home violates their right to privacy.
- The demand for orphanage tourism actually fuels the creation of orphanages and the need for children to fill them. Research shows that, in some countries, between 70-90% of children living in orphanages have one or more living parents, or extended family, who (with a little support) could care for them.

That's why, in May 2016, the Intrepid Group removed visits to orphanages from all itineraries. Many residential care facilities rely on tourism for income, so we've been working closely with Foundation partners to find better ways to support children at risk.

The issue of child protection will be a key focus for us in the year ahead. Intrepid is representing the tourism industry on the ReThink Orphanages working group to help to end the unnecessary institutionalisation of children.

We're also developing guidelines for our staff, leaders and suppliers that address the areas where our trips pose a risk to children, including school visits, homestays, photography, gift giving and voluntourism.

### PEOPLE

## Examples of Actions

- Through the Intrepid Foundation, we support grassroots organisations around the world, addressing issues like poverty and gender equality.
- Our Myanmar office was the first company in Myanmar to be certified as 'Childsafe' through a certification program with Friends International.
- Our ATA brand is supporting the Australian Conservation Foundation and the Kimberley Land Council to help develop a Cultural Enterprise Hub, strengthening the existing Indigenous Ranger Program and develop new tourism opportunities.
- Our Ecuador office supported those affected by the 7.8 magnitude earthquake in April 2016 by providing grocery essentials and raising money for a house rebuilding project.
- We supported Team See Possibilities to climb Mount Kilimanjaro in the dark over 2.5 days with blind athlete Dan Berlin. Team See Possibilities takes on epic endurance challenges to inspire others, with or without disabilities, to go beyond their perceived limitations.



## Child protection

studies suggest that children who grow up in orphanages are:

**10X**

*more likely fall into sex work*

**40X**

*times more likely to have a criminal record*

**500X**

*more likely to take their own lives*

Source: ReThink Orphanages





# PLANET

We protect the environment by using resources in an efficient, fair and responsible way. Our trips are designed to limit their physical and environmental impact, and preserve destinations for generations to come.

*Intrepid Travel*  
achieved **CARBON NEUTRAL STATUS**  
in 2010

**1400+**  
multi-day trips  
are carbon offset

**42,000+**  
**TONNES**  
Total carbon  
emissions for  
2016

Source of  
carbon emissions  
**89 %** from trips,  
**11 %** from offices

**AU\$1.6 MILLION**  
invested into renewable  
energy projects since  
2010

Total office  
emissions for 2016  
were **7.23 TONNES**  
per staff member





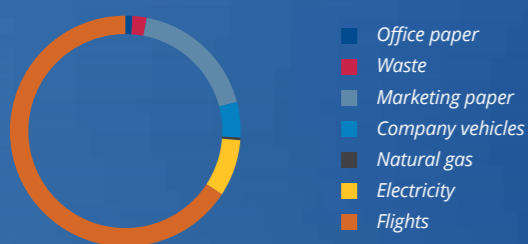
# Environmental Footprint

We are committed to protecting our planet, and that's why we follow the Measure - Reduce - Offset principles to manage the environmental footprint of our trips and offices around the world.

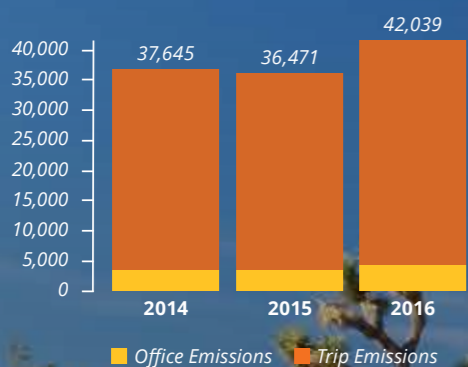
## 1. MEASURE

We measure and offset the main sources of passenger emissions created on our trips from transport, accommodation and waste by our passengers. When it comes to our offices, we measure emissions from electricity, gas, waste, business travel and water.

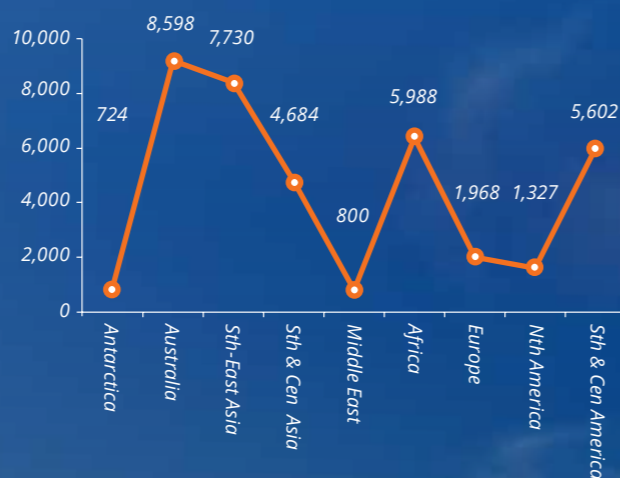
### OFFICE EMISSIONS SOURCES GLOBALLY



### INTREPID GROUP CARBON EMISSIONS (TONNES CO2-e)



### TRIP EMISSIONS BY REGION (TONNES CO2-e)



Our 2016 emissions have increased on previous years, due to an increase in the number of passengers we carried and trips we operated in 2016. Our office and trip reporting processes have also improved and, as such, we are capturing even more data than before.

## 2. REDUCE

- Reducing plastic use on trips by encouraging sustainable water canteens.
- Recycling our waste in our offices around the world.

- Using public transport on our trips to reduce fuel use per passenger.
- Minimising the number of flights included in trips.

- Introducing efficiency measures, including energy efficient light bulbs and Skype conferencing.
- Conserving water use in our offices and on our trips.

## 3. OFFSET

Investment in renewable energy projects such as:



**KENYA REDD+ REFORESTATION PROJECT**

This program avoids unplanned deforestation and degradation in the habitats of vulnerable species like the African elephant, cheetah, lion, African hunting dog and Grevy's zebra. It is estimated that deforestation accounts for 18% of global carbon emissions. This is greater than transport and aviation combined.



**WIND TURBINE PROJECT IN TURKEY**

Supported the installation of 15 new wind turbines in Turkey.



**WATER FILTERS IN CAMBODIA**

Helped to provide access to clean drinking water for an estimated 400,000 people in Cambodia.



# Animal Welfare

## Introducing our animal welfare guidelines

The Intrepid Group is a long-time supporter of international animal welfare organisation, World Animal Protection. In 2010, The Intrepid Foundation funded research into animals in entertainment, which resulted in our decision to end elephant riding on all our trips. The research was used to persuade more than 100 other travel companies to follow in our footsteps.

However, the tourism industry still contributes to animal cruelty around the world. That's why, in 2016, we worked closely with World Animal Protection again to create animal welfare guidelines that demonstrate best practice in the industry. We believe that wild animals should be viewed – with no contact or interaction – doing what they do best: living in the wild.

Our guidelines address the following topics:

- The basics of animal welfare
- Viewing wildlife in the wild
- Why we no longer ride elephants
- Animal photography
- Riding horses, donkeys & camels
- Animal products & food
- Lion walking, cub petting & other interactive experiences
- Sanctuaries for wildlife

In 2016, we also signed the 'Born to Live Wild' pledge – a commitment to never knowingly work with operators offering lion walks, cub petting or other exploitative wildlife activities.

Thousands of lions and other predators are being held in captivity across Africa, with tourists visiting for cub petting, lion walking and volunteering experiences. These same animals are often used in canned hunts, where the animal is confined to give an easy advantage. In South Africa alone, around 800 lions are shot and killed in canned hunts each year.

Over the past 12 months, our Responsible Business specialists have worked with tour leaders and suppliers to raise awareness of these issues, providing training on animal welfare best practice. This empowers our leaders to actively discourage travellers from participating in any activities that exploit animals.

PLANET

## Examples of Actions

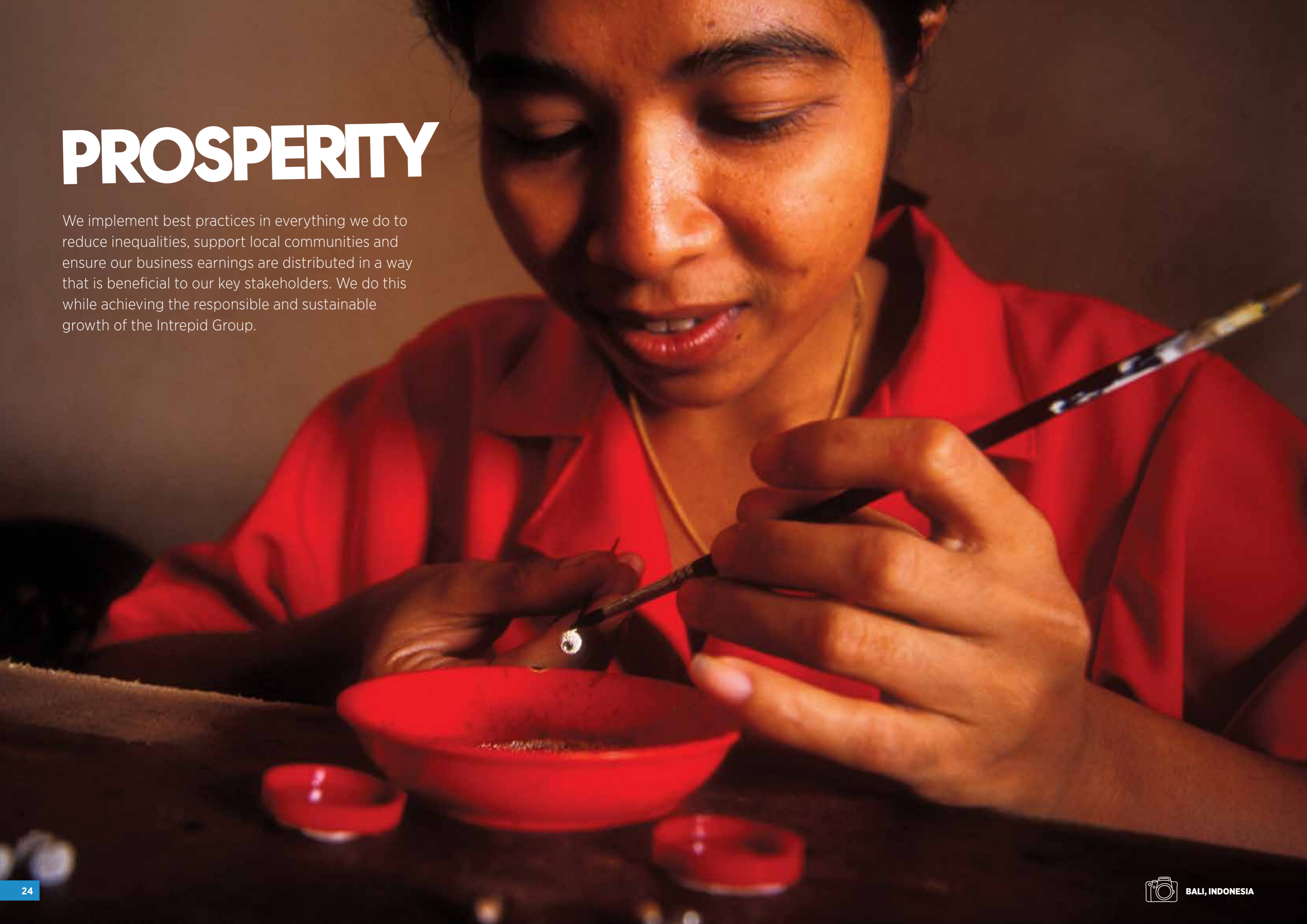
- Our Marrakech office won the 'Tourism and Climate' prize in the Moroccan Sustainable Tourism Awards.
- Our Marrakech office staff used their Volunteer Day to clean up litter in the Atlas Mountains.
- Our South America operations were audited by Rainforest Alliance and received the highest score for any tour operator in Peru, achieving 100% for all critical assessment criteria.
- We educate our travellers on the dangers of plastic waste, how to obtain safe drinking water, and alternatives to plastic water bottles.
- We provide travellers in many locations with a cloth bag made by a fair-trade supplier, to encourage travellers to 'say no to plastic bags'.
- Many of our offices around the world have waste management systems, including organic compost bins and recycle bins for plastics and paper.





# PROSPERITY

We implement best practices in everything we do to reduce inequalities, support local communities and ensure our business earnings are distributed in a way that is beneficial to our key stakeholders. We do this while achieving the responsible and sustainable growth of the Intrepid Group.





# 100% OF PROFITS FROM TRIPS TO NEPAL

In response to the devastating earthquake that struck Nepal in April 2015, the Intrepid Group, through the Intrepid Foundation, launched the Namaste Nepal campaign to encourage travellers to visit Nepal and help get the country back on its feet. This is a summary of the campaign's impact.



Supported the rebuilding of the Khagendra New Life Special Education Secondary School



Two main trekking routes assessed by expert engineers



Supported the rebuilding of tea houses along the Langtang trekking route



Funded a health post which provides care for trekkers and locals at their health post in Manang, near the Everest Base Camp route



Supported the development of a new tailoring shop for local women and a new professional grade onsite kitchen used for cooking classes



**97% increase**  
In sales to Nepal



**AU\$40,000**  
Raised in the first 24 hours



**AU\$400,000**  
Raised in the first month - AU\$750,000 in 1 year





## Porter Project

### Supporting porter welfare in Tanzania

As part of the Intrepid Group's commitment to ensure respectful and fair working conditions for our employees, we partnered with Intrepid Foundation partner Kilimanjaro Porters Assistance Project (KPAP) with the aim of becoming a Partner Climb Outfitter.

Despite the significant efforts of KPAP to improve conditions for porters working on Kilimanjaro, there are still reports of an astonishing amount of abuse, mostly from companies looking to maximise their profits at the expense of basic welfare for their porters.

To achieve certification as a Partner Climb Outfitter, all Kilimanjaro climbs that are part of Intrepid Group itineraries were assessed and scored based on several criteria, all of which are designed to ensure the proper treatment of porters on the mountain. Some of these key criteria include:

- Paying crew a living wage
- % of traveller tips going directly to porter
- Weight of bag carried by porter
- Number of appropriate meals provided per day
- Quality of tent and space for sleeping

The assessment took place between May and November in 2016, and the Intrepid Group have now been accepted as a full KPAP partner organisation with an impressive score of 89.8/100. This certification is a great example of the Intrepid Group's continued commitment to be at the forefront of responsible tourism practices around the world.

#### PROSPERITY

### Examples of Actions

- The funds raised by the Intrepid Group to support the 1 million people affected by the 2015 floods in Myanmar has been used to establish micro finance loans that provide community members access to long-term financial support.
- We hire local leaders and staff in the destinations in which we travel.
- We use locally-owned ground transportation and accommodation to support people in the communities we visit.
- We support local eateries and vendors on our tours so that money spent stays within the community.
- We incorporate public transport on our itineraries wherever possible.
- We invest in renewable energy projects that support the local economy through temporary and permanent employment.
- The Intrepid Group operates in over 120 countries around the world, providing a significant economic benefit to local communities in these destinations.





# PARTNERSHIPS

We develop and maintain healthy cross-cultural partnerships across our global business, particularly through our non-profit, The Intrepid Foundation. These partnerships are created to benefit the poorest and most vulnerable members of society.





## Business Partnership Platform (BPP)

Creating shared value opportunities through partnerships

The BPP is a funding initiative of the Australian government's Department of Foreign Affairs and Trade (DFAT) overseas aid program. It seeks to incorporate the private sector in the delivery of aid and development, with a view to creating partnerships and shared value opportunities that achieve economic and social impact.

In early 2016, the Intrepid Group submitted two proposals for the first round of this initiative's funding. From a pool of over 180 submissions, both of the Intrepid Group's proposals were successful. These two projects will remain ongoing through 2017:

### Myanmar Tourism Business Hub

The Myanmar Tourism Business Hub initiative is an innovative, shared-value partnership between Australian Volunteers International (AVI), DFAT and the Intrepid Group. This partnership will promote sustainable economic growth by enabling Small to Medium Enterprises (SMEs) to deliver Sustainable Experience Rich Travel (SERT) products and capitalise on the booming Myanmar tourism market.

The partnership will provide funding and skills development to SMEs to boost the economic growth potential of responsible tourism. Investing in this undersupplied but rapidly growing market will have a wide development impact, especially considering tourism's unique ability to target small communities and marginalised groups, particularly women. In view of the substantially lower participation of women in Myanmar's workforce, all Hub activities will be underpinned by support for gender equality and women's economic empowerment. This will be reflected in equitable gender provisions in the selection process for the clients the hub will support, as well as ensuring gender is taken into consideration throughout the hub's operating systems, training programs, and those of any partner organisations.

### Community-based Ecotourism in Nepal

This partnership, developed in conjunction with DFAT and World Wide Fund for Nature Australia (WWF), will establish community-based ecotourism in the southern 'buffer zone' of Chitwan National Park. It will create a sustainable venture that provides income generation for Chitwan residents, and new experiences for Intrepid travellers.

While northern and western areas in Chitwan National Park enjoy benefits from 175,000 annual visitors to the Park, the current eco-tourism options in Madi Valley are relatively small-scale. There is great opportunity to increase the positive impact for local communities through this partnership by growing community-based ecotourism options in the area. Some of these options will include the establishment of alternative livelihood activities for women and youth in the area, and tourism activities designed to provide wildlife viewing opportunities while also reducing human-wildlife conflict.







## Travel for Good

A purpose beyond profit story from North America

In 2016, the Intrepid Group launched the Travel for Good campaign in North America, an initiative designed to give back to the communities we visit. For every trip purchased by American travellers between the 29th November and 20th December 2016, we donated 10% of the trip cost to the Intrepid Foundation. Thanks to our travellers' generous donations and support, we were able to raise over USD \$150,000.

Through this fundraising campaign we were able to make a huge difference to four important Intrepid Foundation partners; Blue Dragon, Friends of the Asian Elephant, Pollinate and Kusimayo.



**Blue Dragon's** primary aim is to rescue children from danger, reunite them with their families when possible, and provide all the services needed for recovery and growth.



**Friends of the Asian Elephant** is a Thailand organisation that rehabilitates elephants who were once used in entertainment venues, or in the tourism industry.



**Pollinate** improves the lives of India's urban poor by providing access to sustainable energy products to improve health and lighting, burn less toxic fuels, and save money.



**Kusimayo** improves the living conditions of children and adults affected by poverty and malnutrition in one of Peru's poorest regions, the high plains of Puno.

### **PARTNERSHIPS**

## Examples of Actions

- We raised over AU \$10,000 through the Intrepid Foundation's Christmas Global Gifts initiative.
- Geckos partnered with Student Flights for their 'Bucket List Travel Getaway', where, for every entry into the competition, \$1 was donated to the Intrepid Foundation - we raised AU \$17,000.
- We teamed up with Flight Centre Foundation Canada for a charity trip to Thailand, designed to educate agents about elephant welfare and conservation, and to raise funds for the Intrepid Foundation project, Friends of the Asian Elephant - we raised over AU \$14,000.
- Various fundraisers were held in Intrepid Group offices around the world, raising money for Intrepid Foundation partners.



# PEACE

We foster peaceful, just and inclusive societies by promoting cross-cultural understanding and diversity across our business. Our approach is built on the principle that sustainable, grassroots travel can be fundamental in preventing prejudice, bigotry and misunderstanding.





## Female Leaders

Our commitment to gender equality across our business

Diversity and inclusion has always been at the forefront of everything we do. The Intrepid Group has 1600 staff from 68 nationalities based in 27 offices all over the world. We know that our strength comes through our differences and the freedom for everyone to be themselves – locals, leaders and travellers.

Around 65% of Intrepid Group travellers are female, and 60% of global staff are women, but most of our female staff work in our offices – in fact only 21% of our leaders are female. This is something we want to rectify.

Our team in India have been particularly proactive in trying to improve the gender balance of their leaders. By specifically advertising for female applicants, creating Instagram and Facebook campaigns, putting up posters in beauticians and cafes, and asking staff to approach female friends, for the first time ever we have achieved a 50/50 gender split of new leaders in India. We now have a passionate group of 11 female leaders who are ready to pave the way towards gender equality in Indian tourism.

With the support of the Intrepid Group, these new leaders hope to inspire and empower other women to follow in their footsteps and chase their dreams. While we still have a long way to go, we're committed to providing an environment that encourages people of all ages, physical abilities, cultures, races, religions, sexual orientations and genders to have the same opportunities. Our vision is to create the Best Travel Experience Ever, for everyone.



## Support to Life

### Supporting the refugee crisis in Turkey

Support to Life (STL), or Hayata Destek in Turkish, is one of our Intrepid Foundation partners. STL are a humanitarian aid agency that works with communities in Turkey and the surrounding regions to help them meet their basic needs and rights.

Given the significant increase in the number of refugees in Turkey since 2012, providing support to Syrian refugees is now STL's largest program. STL's focus is on refugees who are unable or unwilling to settle in camps. They help by providing basic goods and services and offering a cash assistance program.

The Intrepid Group raised significant funds for STL in 2016 through a Christmas Global Gift program, where donors could purchase a \$100 gift that would provide warm clothing and heating for Syrian refugees in Turkey.

Staff members from the Intrepid Group also participated in the Istanbul Marathon, raising money for STL's child labour project through the Intrepid Foundation. At least 1 million young people under the age of 18, including Turkish children, Syrian refugees and others seeking asylum, are spending their childhood working, instead of learning and playing. The aim of the marathon was to raise funds for migrant farmworker children through STL, providing hygienic products for their campgrounds, stationery for their school work and the educational material they need to improve their skills.

#### PEACE

### Examples of Actions

- Our Urban Adventures In Focus tours, which are run in partnership with local NGOs, non-profits, and social enterprises tackle real community issues.
- Our groups stay at the Magdas Hotel in Vienna, Austria's first social business hotel operated by refugees and aided by tourism professionals.
- Our London office carried out a food drive for local charity The London Welcome Project, which supports refugees within the community.





# B CORP PROGRESS REPORT

"The B Corp movement is one of the most important of our lifetime, built on the simple fact that business impacts and serves more than just shareholders—it has an equal responsibility to the community and to the planet"

~ Rose Marcario, CEO of Patagonia

B Corps (or Benefit Corporations) are for-profit companies certified to meet the highest standards of social and environmental performance, accountability and transparency. Historically, companies have been too focused on maximising shareholder value. B Corp aims to shift this focus towards maximising shared value, which means using business as a force for good, rather than just for profit.

Today, there is a growing community of more than 2,000 Certified B Corps from 50 countries and over 130 industries working together toward one unifying goal: to redefine success in business.

The Intrepid Group has been working towards B Corp certification and aims to apply for certification in 2017.

For certification to be achieved by the Intrepid Group, all 23 of our global companies must complete an assessment in which each company is weighted and graded. One area that we are still addressing is measuring the impact that the Intrepid Group has on the places that it visits. The impact of this section is significantly weighted, so it's important that we can measure the impact our travel and travellers have on local communities.

We are currently in the process of finalising our 2016 assessments across the Intrepid Group, with the majority of companies having completed their assessments. Throughout the process we have implemented a number of new policies, which have positively impacted our B Corp assessment (you can read about them on the next page).

If we achieve certification in 2017, we are on track to be the largest B Corp in the travel industry, globally.







TORRES DEL PAINE NATIONAL PARK, PATAGONIA

## Policies & Guidelines

### Responsible Travel Policy

Intrepid Group supports the 2030 Sustainable Development Goals. The five principles (Respect, Support, Preserve, Protect and Give Back) mentioned in the policy, outline our approach in embedding sustainable practices throughout our operations.

### Responsible Travel Guidelines

These detailed guidelines are a part of our "Intrepid Group Responsible Travel Kit" and are designed to support our global Intrepid Group Responsible Travel Policy. They also act as a practical guide for PEAK Destination Management Companies (DMCs) and third party operators when conducting Intrepid Group brand leader training and for guidance for DMC operations managers.

### Global Human Rights Policy

The aim of this policy is to formalise our commitment to protect human rights within our sphere of influence and ensure that all our people, including our staff, passengers, suppliers and local communities, as well as other stakeholders who are impacted by our business, are treated with fairness and respect.

### Code of Conduct

The Code is intended to help in overcoming ethical and legal challenges in day-to-day working life, and to provide a basis for dealing with conflict.

### Porter Policy

The Intrepid Group believes in responsible travel and is committed to ensuring respectful and fair working conditions for all trekking porters.

### Supplier Code of Conduct

PEAK DMC, as part of the Intrepid Group, is committed to sustainable, ethical business practices that obey applicable laws, conventions and regulations.

### Carbon Management Program

Intrepid Travel achieved carbon-neutral status in late 2010. Each year the Intrepid Group measures and offsets its main sources of carbon emissions: those from our trips and our offices around the world.

### Flexible Working Policy

We will endeavour to assist all employees to achieve their personal, professional or family goals by facilitating flexibility where possible in their work arrangements.

### Prevention of Discrimination, Bullying and Harassment in the Workplace

This policy confirms the Intrepid Group's stance that we do not condone any form of discrimination, bullying or harassment in the workplace, and will act to stamp out any such behaviour reported to Management or Human Resources.

## NEW POLICIES IN 2016

### Animal Welfare Guidelines

We actively discourage the participation of Intrepid Group passengers in activities that exploit animals, whether they be wild, domestic or working.

### Internship Guidelines

The Intrepid Group wishes to provide opportunities to those seeking experience in our workplace and providing those opportunities in a fair and equitable way.

### Global Study support policy

To support the continued learning and development of Intrepid Group employees through study opportunities that enhance the capability of the company and promote personal growth.

### Purchasing Policy

Every year the Intrepid Group spends a substantial sum of money purchasing goods and services. With this purchasing power come responsibilities. The purchasing decisions we make have a real impact not only on our business, but the environment and communities in which we operate. The aim of this Purchasing Policy is to ensure that these impacts are positive, while still serving the operational needs of the business.

### OH&S policy for Australia

Intrepid Group recognises its moral and legal responsibilities under Occupational Health and Safety (OH&S) legislation to provide a safe and healthy work environment. The Global Leadership Team is accountable for ensuring local workplace health and safety standards are met.

### Prevention of Bribery & Corruption

Intrepid Group is committed to carrying on business fairly, openly and honestly. We inherently oppose bribery and corruption. We recognise that these inappropriate ways of doing business are a cause of hardship and crime in several countries in which we operate. Laws in a number of countries hold our companies, our staff and our suppliers accountable for preventing bribery and corruption anywhere in the world in which we do business.

### Volunteering policy

The Intrepid Group offers all staff the option to spend up to 20 hours per calendar year volunteering for a charity of their choice and receive paid leave for this time. The volunteering time is designed to benefit local communities as well as our staff, and support our purpose beyond profit.





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*"Tourism helps people to develop a variety of skills. As a service sector with cross-cutting impact on agriculture, construction or handicrafts, tourism creates millions of jobs and business opportunities. Its capacity to lift people from poverty, promote gender empowerment and help protect the environment has made it a vital tool for achieving positive change in communities across the world."*

*Ban Ki-moon*

UN Secretary-General







Intrepid group supports the United Nations  
Global Compact & Principles

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**HUMAN RIGHTS**  
**LABOUR**  
**ENVIRONMENT**  
**ANTI-CORRUPTION**  
**PARTNERSHIPS**  
**FOR DEVELOPMENT**

**Intrepid Group**

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