



Communication on Progress Report 2014





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A message from our Managing Director

Intrepid Travel became a signatory to the United Nations Global Compact on 16 December 2008. As part of our commitment to the United Nations Global Compact and support for public accountability and transparency, we have produced this Communication on Progress Report. This is Intrepid's fifth Communication on Progress Report (COP), which builds on our previous COP reports and provides an update on the many and varied initiatives we've rolled out during the 2014 financial year. In this year's report we will often be including reference to our sister brands, Peregrine, Geckos Adventures and together with Intrepid Travel and additional adventure travel brands we form the Intrepid Group.

Unless otherwise stated this report reflects the whole Intrepid Group rather than just the Intrepid Travel brand. In 2014, we wrapped up our three-year, company-wide focus on gender equality through Project SAMA. We are proud of our accomplishments over the last three years, which included raising over \$160,000 for various projects and programs that address issues of gender equality (including two projects in Uganda and Laos through our on-ground partner, Plan). Project SAMA also managed to engage more than 19,000 people through various events such as International Day of the Girl, the Intrepid Foundation SAMA Gala's and an Instagram campaign #girlsmatter to help raise awareness of the issue. While the project has drawn to a close, we continue to embed our commitment to gender equality by undergoing a thorough investigation to identify and address our own gender issues in our business globally.

As we move forward into the 2015 financial year, we are delighted to celebrate five years of being carbon neutral in our offices and offsetting our huge portfolio of trips by investing in high quality, renewable energy projects and continuing to work on managing our overall footprint. We are also excited to be developing our Sustainable Experiences with Communities Program, to maximise our customers' on-ground experiences and interactions and ensure that the benefit of our travel flows to locals and local economies. Stay tuned!

The Intrepid Group looks forward to developing our responsible business practices further and delivering true value for our customers, our staff and the local communities in the incredible destinations we visit.

James Thornton

Managing Director



Our Approach to Sustainable Development & Responsible Business

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 The Intrepid Group working toward sustainable development and being a responsible business by incorporating environmental, social and economic considerations in our business practices and in our decision-making processes.

2.0 Sustainable Development and The Intrepid Group: being a Responsible Business

Intrepid Group recognises that tourism impacts local communities and the environment, and we believe that all tour businesses should be responsible in the way they operate to ensure the welfare of people and conservation of the environment.

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

Although our company impact is largely indirect, through our travel products we acknowledge that our direct business operations (our offices) 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. We are committed to incorporating the principles of Sustainable Development (outlined in this document) in the way we go about giving Intrepid Group customers 'the best travel experience ever'.

3.0 How do we tie it all together?

Intrepid Travel was 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 Value and Purpose

The core values and purpose of the Intrepid Group is outlined below



3.2 Our Vision

To change the way people see the world

3.3 Our Strategy

We plan to work toward our vision and fulfil our purpose through:

- Growth
- Engaging our customers
- Delivering Value
- Engaging our People and
- Future proofing our business

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

4.0 What are our sustainability objectives?

In order to embed sustainability into our operations, we feel it's important to take a holistic view of our business and its impacts. This means looking beyond the health of our balance sheet and to the areas in which our business is intrinsically linked: the environment, society and economy. 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 the operations of our business.

It is for these reasons that Intrepid Travel 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 Sustainable Development Policy

The Sustainable Development policy sees Intrepid working toward its sustainability objectives in the social, environmental and economic pillars to ensure the longevity of our business.

The following section of the Report will outline Intrepid's responsibility under each area (as stated in our Sustainable Development Policy), examples of policies we have to help us manage these responsibilities as well as some of the initiatives and actions taken to address these responsibilities.

4.1.1 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
- Supplier Code of Conduct



Examples of environmental actions:

Intrepid travel achieved Carbon Neutral status in late 2010. The three-year process Intrepid undertook to become carbon-neutral was the result of careful planning and execution which led to significant monetary contributions (over \$1.19 M AUD since 2010) on behalf of our sector, travellers, suppliers and staff to 7 different internationally certified carbon abatement projects. This in turn, contributed to;

- the development of local communities through infrastructure development around the carbon abatement projects
- improvement of the environment of the local communities by providing an alternative to fossil fuels and therefore produce less pollution
- generation of employment for locals
- increased energy availability and accessibility to communities and therefore improving quality of life

Our Carbon Management program continues to create awareness of the importance of addressing Climate Change among our stakeholders including staff, passengers and suppliers by engaging them in addressing the issue through the Intrepid business.

carbon neutral
since 2010

Business Emissions (Offices/Stores):

The Intrepid Group adopts the following principles to manage our environmental footprint of our offices and stores globally;

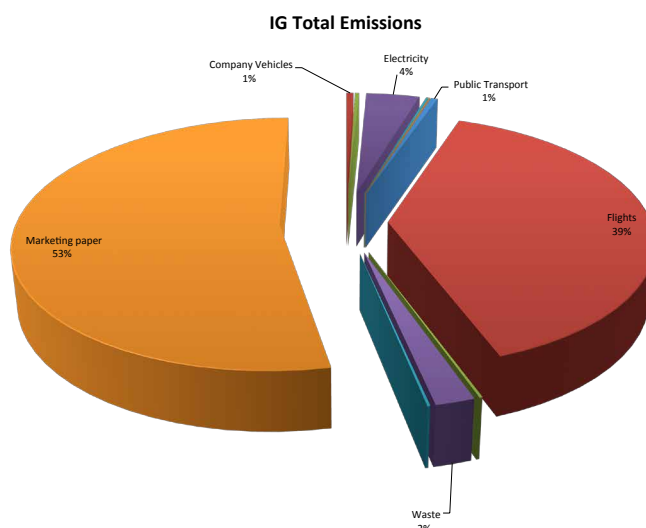
- **Measure** eg. measure emissions from electricity, gas, waste, business travel, etc.
- **Avoid** eg. Avoid emissions by adopting energy efficiency measures such as automatic computer shut off at 8pm for head office staff, skype conferencing rather than travelling for face to face meetings
- **Reduce** eg. reducing 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

The Intrepid Group has a company-wide sustainability focus to reduce our business/office carbon emissions. Our Head Office continues to operate with a comprehensive waste management system that reduces the amount of waste that we send to landfill.

In 2014 we were able to reduce waste to landfill by over 50%, avoiding releasing over eleven tonnes of CO2 emissions entering the atmosphere.

Our global offices also continue to work on improving their carbon footprint. In Cambodia the office is powered by a generator that is run on recycled cooking oil biodiesel from Naga Biofuels. The office has been working with some of its suppliers to either provide waste cooking oil to Naga Biofuels or to purchase biodiesel. Other initiatives such as using grey water to wash trucks in Africa, using energy efficient lighting and monitoring the use of high energy items such as air conditioning have been used by our offices to reduce their footprint.

The baseline emissions for the Intrepid Group offices in 2013 was set at 4004 tonnes of CO2 emissions, in 2014 the group achieved a significant reduction in these emissions. This has been largely due to a decrease in the number of brochures that have been produced, given this figure accounted for 70% of the total of business emissions in 2013 and in 2014 we have been able to reduce this factor to 36%, which has reduced the amount of emissions entering the atmosphere by 2234 tonnes of CO2.



Trips:

A majority of the Intrepid Group (including trips in our Peregrine and Geckos brands) trips are Carbon Offset (that's over 1300 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.

In 2014 the calculations of the emissions from our trips were re-assessed and expanded to other brands that are part of the Intrepid Group. In the past it was only the trips run by the Intrepid Travel brand that were being offset, now our calculations factor in those trips that are run by Gecko Adventures and Peregrine. In 2015 we will continue to expand our offsetting program to capture other brands within the Group.

Our trips across the Intrepid, Peregrine and Geckos brands produced over 30,000 tonnes of carbon emissions in the 2014 financial year, all of which we offset. This offsetting equated to the Intrepid Group investing more than \$220,000 into an internationally accredited Gold Standard renewable energy project in Turkey, the Alize Çamseki wind farm. This wind farm produces approximately 82,000 MWh of electricity each year and in doing so, the wind farm prevents 52,000 tonnes of greenhouse gases from entering the atmosphere each year.

Looking forward to 2015 the Intrepid Group will be building on its portfolio through supporting a diversified range of carbon offset projects which will include the purchase of REDD+ Project

reforestation project in Kenya and Ceramic water purifiers in Cambodia. The diversification is aimed at increasing our support for various global carbon offsetting initiatives and using these projects to strengthening our engagement with our passengers on the issue of Climate Change

The operations of our trips continue to be the main source of emissions. Our on-ground operations teams are continually looking at ways of improving the level of emissions generated from our trips and there are number of ways we are looking at improving our performance, including upgrades to our vehicle fleet. . Our African transport fleet will be purchasing 4 new trucks from the UK that will have more efficient and environmentally friendly engines, which will allow them to retire 2-4 older vehicles from the fleet. Our North American operations are upgrading their passenger vans to the Ford Econoline, which is estimated to provide a fuel saving of 48,000 gallons over the next financial year.

Additional operational initiatives that the business operators are implementing include a driver awareness programme, which is centred on driver awareness and training for vehicle operations, ensuring that the vehicle is being driven in an efficient manner. Fuel consumption per trip will be measured and reviewed to determine operating patterns. Airport pickups and ferry drop-offs will be reviewed and ceased where there is sufficient alternative transport.

Flights:

We previously offered 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. Our carbon offset flights program unfortunately been stalled due to an IT system change. We are working to re-introduce carbon offsetting on flights in 2015.





Renewable Energy Project investments

The Intrepid Group currently offsets our carbon by investing in internationally accredited Voluntary Carbon Standard (VCS) and Gold Standard (GS) compliant projects that are based in our biggest destinations. These include:

- Bargaran Mini Hydro project, INDIA
- Macahoe Hydro project, CHINA
- Rice Husk Biomass project, THAILAND
- Biomass Project, BRAZIL
- Hydro project, VIETNAM
- LFG Project, THAILAND
- Wind Energy Project, TURKEY

Elephant Welfare

In 2014, we announced that our trip itineraries would no longer include elephant rides. This decision was the result of a research initiative into elephant welfare, in partnership with World Animal Protection. The research findings determined that elephants used for rides and entertainment are often kept under inadequate welfare conditions, given limited opportunities to interact



with other animals, are kept under heavy restraint and receive insufficient veterinary care.

Elephant rides have been removed from more than 30 tour itineraries, and this has resulted in more than 2,500 people no longer patronising what we understand to be unsuitable animal entertainment venues.

The feedback from our announcement of this decision has been very positive and has reached an audience of more than 20 million through print and online media coverage.

We hope to create enough awareness of the impacts elephant rides and inappropriate entertainment venues can have on these creatures to influence the travel industry to take similar action and stop offering elephant rides and attending wildlife shows that exploit animals.

Other annual environmental initiatives:

- We participate in many International and National Environmental Days, including Ride to work day, and Earth Hour.
- Plastic water bottle waste reduction - we include information in all our trip notes about how Intrepid travellers can obtain safe drinking water in our destinations and avoid the purchase of plastic water bottles.
- We provide travellers in many locations with a cloth bag made by a fair trade supplier, which we encourage travellers to use and 'say no to plastic bags' when they shop.
- The Intrepid Head office hosts an annual local tree planting day, where staff and Intrepid travellers plant around 1000 indigenous trees and shrubs in Melbourne's Yarra River corridor. This activity has been happening since 2000.
- Our Waste Management system includes bokashi bins that composts all our fruit and vegetable scraps, tea bags and coffee grounds.

4.1.2 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.

Example of Policies addressing our Social Responsibility

- Sustainable Development Policy
- Responsible Travel Policy and Passenger Code of Conduct
- Responsible Travel guidelines for passengers
- Supplier Code of Conduct
- Porter policy
- Global Human Rights Policy

Examples of actions

- Provide support for many grass root organisations globally to help advance local communities through The Intrepid Foundation
- Global Business focus on Gender Equality – Project SAMA
- Visit community projects tackling social issues on trips to raise awareness and engage passenger support for the projects
- Leader training on safety and social issues in the areas they operate. This helps them educate our passengers on issues such as cultural etiquette, prostitution and child safety
- Employee Volunteer Program
- Provide HIV/AIDS training to our staff and leaders in Kenya
- Work in partnership with ChildWise, ChildSafe, Child Safe Tourism (World Vision) to stamp out child exploitation in the areas we travel
- Adopted a Global Human Rights Policy in 2011 which included training of all Intrepid Group staff

Creating work experience opportunities in Cambodia and Vietnam

We have been developing a work experience program throughout 2014, which is to be implemented in 2015. The program works in conjunction with organisations supported by the Intrepid Foundation. The students are provided with the opportunity to gain work experience with organisations that are part of the Intrepid Group. The aim is for the students to gain valuable experience in a working environment. Working with the tour leaders the students will be able to develop a number of different skills, such as leadership qualities, building an understanding of English and building confidence all of which is aimed towards improving the potential for future employment.

Our initial pilot programs have begun in Vietnam and Cambodia. In Hanoi, we have created placements for students from Blue Dragon with our Urban Adventures travel company. Urban Adventures is a company that is part of the Intrepid Group, and specialises in providing day tours in cities around the world. This work experience program was set-up with Urban Adventures since it allows students to accompany day tours, and the shorter duration prevents them from having to travel away from home or interrupt their studies. This program is expected to deliver a shared value benefit for both the students and our Urban Adventures brand. The students will gain valuable firsthand work experience while our trips will be enriched with the opportunity for our travellers to interact with a local and deepen their understanding of both the local culture and the challenges that many locals face in their day-to-day lives.



Project SAMA

Working to the Millennium Development goals, Intrepid in partnership with Plan International, developed Project SAMA. Project SAMA focused on gender equality and bridging the gender gap through education. Over the life of the program Intrepid was able to fundraise over \$160,000AUD which was distributed across a number of gender equality initiatives by Plan and the Intrepid Foundation.

Project SAMA committed to supporting 2 Early Education programs run by Plan, in Laos and Uganda.



In Uganda the project focuses on ensuring girls and boys get access to early childhood education. Providing access to early childhood education means that children are not accompanying their parents to work, or being looked cared for by siblings, instead providing them with play equipment, learning resources and stimulation they need to be ready for school. It has been shown that providing children with access to pre-school has shown that they are more likely to start primary school and graduate. The funds that Intrepid was able to raise through project SAMA was able to help:

- Supported 2901 children access quality early education programs
- Assisted 605 children to successfully transition from early learning programs to primary school
- Trained 58 caregivers on inclusive practices – ensuring girls are given the same opportunities as boys
- Supported 336 parents to participate in parenting groups
- Provided health education sessions for 87 parents
- Training was given to teachers and carers so that 72 children aged 4 and 5 with disabilities could participate in early learning

Laos was a particularly concerning country as one of the least developed countries in the world, with most of it's population living as subsistence farmers. Child mortality rates are amongst the highest in Asia and 40% of the countries children under five are underweight for their age. Education is a key pathway to breaking the cycle of poverty. Plan is working in three of the poorest districts of Bokeo province (ethnic minority region in the North West), providing children with early learning services and a primary school transition program.

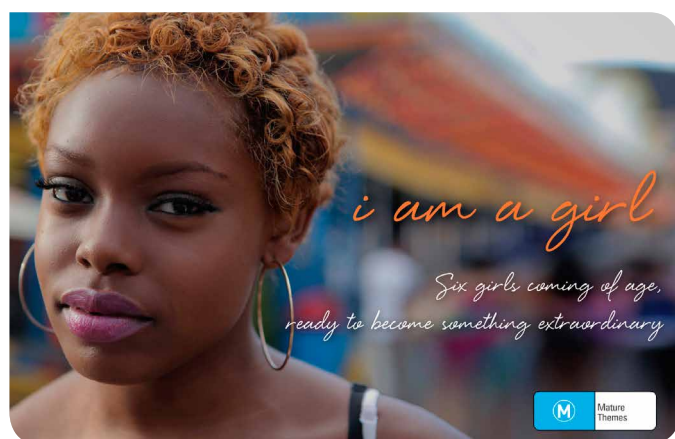
Laos is a major destination for Intrepid travellers, as such we wanted to contribute to rectifying this situation. Working with Plan Intrepid raised funds to help support their education program in Laos. To this date this project has enabled:

- 1542 children to access school
- Supported 50 early childhood centres
- Trained more than 162 teachers on child friendly approaches and using culturally appropriate resources
- Runs sessions attended by 1,845 parents to improve their knowledge and skills in health, growth monitoring, child rearing and hygiene.
- Trained 14 preschool teachers from 3 districts on age-appropriate child friendly teaching methodology and positive discipline



Project SAMA also committed to supporting 8 of The Intrepid Foundation community projects focused on education and health programs for women and girls. Project SAMA collectively rose over \$26,000 for these projects located in the destinations Intrepid takes its travellers to.

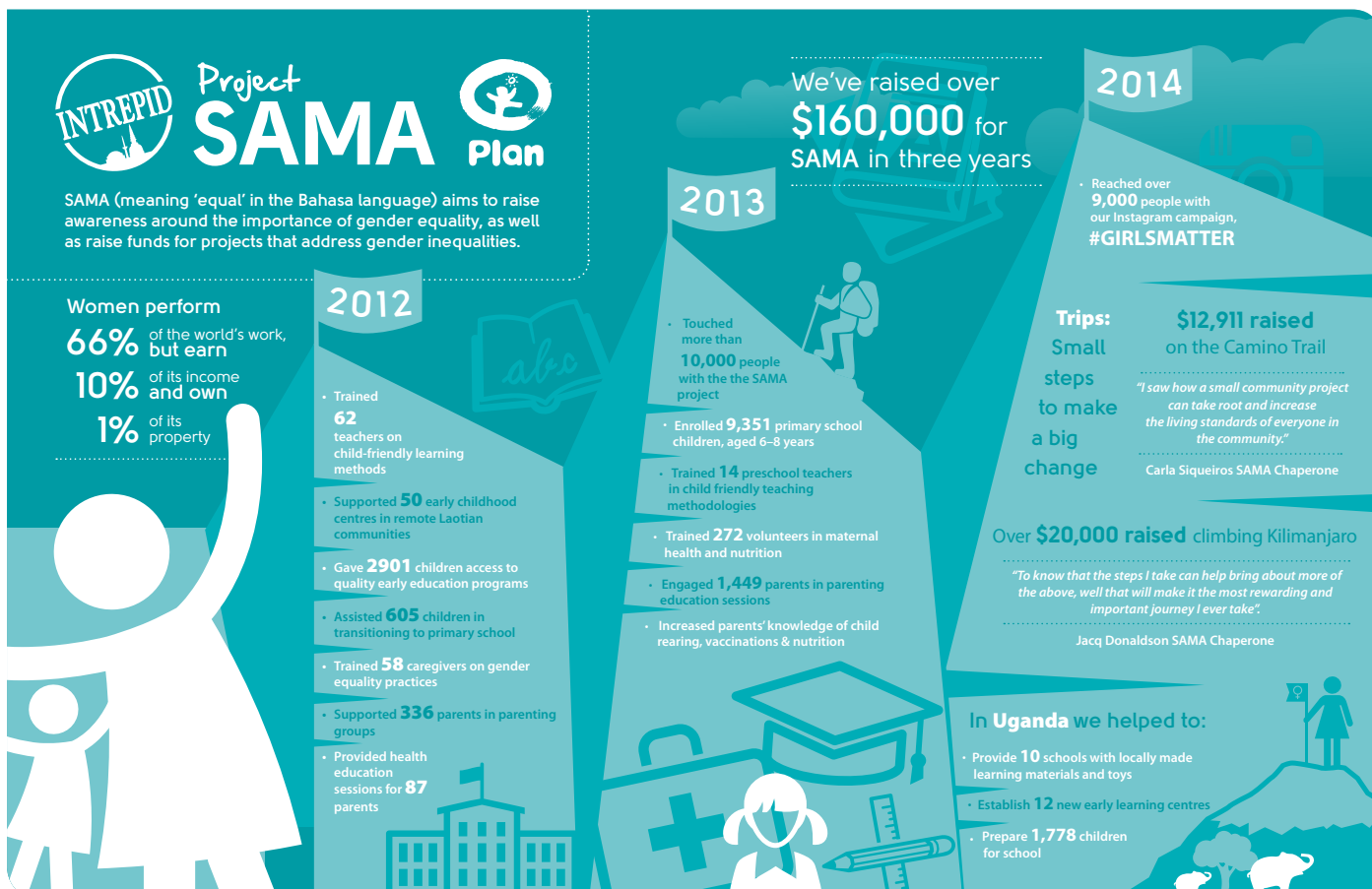
Project SAMA managed to engage more than 19,000 people through various events such as International Day of the Girl, the Intrepid Foundation SAMA Gala's and an Instagram campaign #girlsmatter. In addition to these programs Intrepid ran two fundraising trips during 2014, where groups climbed Mt Kilimanjaro and walked the Camino trail, raising over \$25,000 for Project SAMA. The Intrepid Foundation and our Co-Founders (Anna and Darrell Wade) also contributed to the funding of a documentary called I Am A Girl, focussing on what it means to grow up as a female in the 21st century.



The infographic below provides a summary of the achievements of project SAMA. As one in five girls continues to miss out on an education because they are discriminated against or live in poverty this will remain a focus of the Intrepid Foundation and building on the momentum of project SAMA the group will continue to support the empowerment of girls globally.

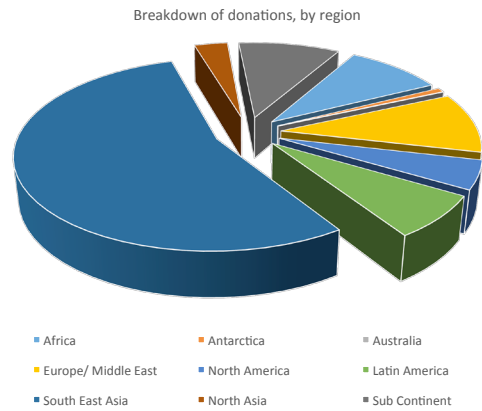


Although the three year Project SAMA initiative has wrapped up, it doesn't mean that our focus will shift away from the gender issue. Moving forward, the Intrepid Group will remain committed to the issue by not only continuing to support on ground projects tackling inequality but will also be assessing where our own inequalities are within our organisation and working toward correcting these. Stay tuned!



The Intrepid Foundation

In 2014, The Intrepid Foundation disbursed its 12th round of funding. This year Peregrine, Geckos and The Family Adventure Company joined the Foundation. \$442,386 AUD was disbursed to our various projects, partners and appeals. The total amount represents contributions received from Intrepid travellers, staff and matching funds contributed by Intrepid Travel. The funds are distributed between the areas outlined below.



Community Projects	In 2014 \$295,555 was sent to non-government organisations in the places Intrepid visits. We support projects working in the areas of healthcare, education, human rights, child welfare, gender equality, sustainable development and in environmental and wildlife protection. In the 2014 financial year, we raised funds for 44 community projects. About half of this money comes directly from donors and then Intrepid Group matches it.
Perpetual Fund Partners	In 2014 The Intrepid Foundation sent \$104,260 to our Perpetual partners. We support the work of respected international non-government organisations such as Amnesty International, Médecins Sans Frontières (MSF), Plan and Greenpeace.
Emergency Appeal Contributions	In 2014 we raised money for our Philippines Typhoon Appeal set up in the wake of Typhoon Haiyan. Our staff and past passengers were very generous. With Intrepid Group’s matching we were able to donate \$42,571 to the Red Cross.



Some of our Community Projects and Perpetual fund partners include:

Education

We support Village Education Project Kilimanjaro in their work training teachers in Tanzania. The teachers learn modern techniques and learn how to make hands on materials from easily sourced materials.

Project Peru helps educate many children who otherwise would live on the streets. They also offer extra classes in music, dance and theatre to extend the children.

Health

The Foundation continues support of Médecins Sans Frontières in their work in crises around the world including the battle against Ebola.

Thusanani in South Africa assesses and treats babies and children with diagnosed developmental delays many of whom have ended up in institutions. Then through hands-on occupational therapy they treat them through an individually developed program

Child Welfare

Asha Ka Jharna in India, Horizon Association in Morocco and Braille Without Borders in Tibet are all supporting disabled children have the best lives they can. They help them with education and health as well as advocating for their acceptance into society. We help by raising much needed funds for them.

Environment

Supporting Greenpeace in their work to protect The Great Barrier Reef from damage caused by dredging. The Australian Conservation Foundation is focussing on the threat of fracking on the Kimberley. The Intrepid Foundation is contributing funds for independent research into this practice.

Wildlife Welfare

Animal Care in Egypt (ACE) helps thousands of sick, injured and maltreated animals in Luxor. Angkor Centre for Conservation of Biodiversity in Cambodia educates the local people about the protection of endangered species. Since rescue operations were started in 2004, hundreds of globally threatened species have been rehabilitated at the ACCB, such as the Pileated Gibbon, Malayan Porcupine, various species of turtles and tortoises, and the Northern Slow Loris

Human Rights

Porters are the heart and soul of any trek at Mount Kilimanjaro. However, some porters are severely underpaid and suffer poor conditions such as inadequate clothing and equipment, and are over-loaded and underfed – some porters have died on Kilimanjaro, due to hypothermia. Kilimanjaro Porters Assistance Project (KPAP) provides Kilimanjaro porters with support, advocacy and education. We are, also, working with Kathmandu Environmental Education Program (KEEP) to educate Nepali porters in how to stay safe.

Sustainable Development

The Starfish Project in Cambodia employs and trains adults with disabilities in its café. They also help disadvantaged people with livelihood start-up projects supporting them to be self-sufficient.

Women and Girls

We help raise awareness about the limitations and dangers faced by girls through our support of Plan's prevention of Early Marriage project in Indonesia, our support of Bumi Sehat's efforts to reduce maternal and child morbidity in Indonesia and helping Deepalaya educate girls in India.

4.1.3 ECONOMIC

Our Economic Responsibility

To ensure our wealth is distributed in a way that is beneficial to our staff, host communities, suppliers, and other key stakeholders while achieving responsible and sustainable growth of Intrepid and our associated companies. We endeavour to implement best practices in everything we do and fight corruption in all its forms.

Example of Policies addressing our Economic Responsibility

- Sustainable Development Policy
- Responsible Travel Policy and Code of Conduct
- Responsible Travel guidelines for passengers
- Risk Management Policy
- Global Remuneration Process
- Leader Code of Conduct
- Performance Management Policy
- Anti-Bribery & Corruption Policy

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 that support the local economy through temporary and permanent employment as well as building on the communities' infrastructure.
- Responsible Hotels Forum – Green the supply chain in Morocco

Our travellers economic impact:

Taking travellers on Intrepid trips to more than 120 countries around the globe, brings significant economic benefits into these countries through the local procurement of transport, accommodation and activity services as included in our trips. In the 2013 FY, this direct investment in local economies equated to in excess of AUD \$60 million.

Ha Giang, Responsible Travel Development in Vietnam

In 2013, our local operating company, PEAK Vietnam, undertook a research initiative into developing sustainable tours in Ha Giang, a province in Northern Vietnam which receives very few travellers. It's one of Vietnam's poorest provinces and more than 90% of its population are ethnic minorities.



In 2014, we included a visit to Ha Giang on our Northern Vietnam Encounter itinerary, and had 4 groups visit the area in addition to a site visit by our operations staff. Along with the economic benefits that travellers bring to a destination, all of our groups visit Hop Tien, a local sewing and weaving cooperative that provides opportunities for women who have been trafficked or impacted by human trafficking and domestic violence. The co-operative has generated local economic benefits, supported the preservation of traditional weaving practices and resulted in greater empowerment for women within the community.



Our Sustainable Experiences with Communities program

Since Intrepid Travel was first established in 1989, real life experiences have been at the core of the business' tourism product. To ensure that The Intrepid Group continues to weave in opportunities for authentic local interaction, a new program was established in late 2014. The Sustainable Experience with Communities program has been launched with the development of a custom tool that allows our staff to upload individual local experiences, from an overnight homestay to a local market visit, that are, or could be, included in our itineraries. This initiative will allow us to gather, evaluate and monitor local experiences to ensure they are environmentally, socially and economically responsible and will be viable tourism products over time and with increasing traveller volumes.

Through an internal sustainability survey, further support and engagement with local communities in destinations where we operate has been identified by staff as a key area of focus for our business. In addition to evaluating our existing local experiences, we are currently developing a project plan to establish at least 4 new initiatives that will create partnerships with local communities to provide community-based, experience-rich travel. Our aim is to generate local economic benefits, employment opportunities and job creation, and create experiences that allow for cross-cultural exchange between our travellers and host communities. A pilot project currently in development is an Aboriginal tourism program on land that has been recently returned to its traditional owners in north-east Australia.



A planning meeting for the Northern Australia program.

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):

- Our staff
- Our travellers
- Potential travellers
- Associated companies
- Joint venture partners
- Suppliers
- Contractors
- Local communities
- Government bodies in destinations visited by Intrepid
- Distributors/Travel Agents
- The Intrepid Foundation
- Media
- Travel Industry Associations

Customer Satisfaction

We gauge how well we perform on our trips by having our passengers fill out comprehensive feedback forms. As well as evaluating overall satisfaction levels of our passengers, we also ask them to evaluate how well (or poorly!) we've performed in the area of Responsible Travel.

In 2014, the integration of the updated feedback system across Intrepid Group, meaning that all brands were aligned with the feedback that we received. The results shown for 2013FY are based on a three month period and as such are a snap shoot of the customer feedback, opposed to the data collected across the 2014 financial year.

Building on from 2014 our feedback system has continued to evolve, with regular analyses of customer comments to ensure that we are identifying and acting on issues in a timely manner. In delving into this analysis we have been able to determine that environmental degradation and waste are a consistent concern among our travellers. Additionally we provide our travellers with cotton bags to prevent the use of plastic bags; other initiatives include providing chopsticks for travellers in Asia all of which have been actioned to engage the travellers to conscious of their actions.

2013 - 2014 Results:

Customer Feedback Results	2014	2013*
Overall Experience Average - Intrepid	4.66	4.64
Overall Experience Average - Peregrine	4.53	4.65
Overall Experience Average - Geckos	4.62	4.71
Leader RT Average - Intrepid	4.69	4.53
Leader RT Average - Peregrine	4.69	4.27
Leader RT Average - Geckos	4.64	4.32
RT Average - Intrepid	4.44	4.52
RT Average - Peregrine	4.34	4.36
RT Average - Geckos	4.44	4.42

*2013 figures from 3 month period June - August

** RT = Responsible Travel

***Scores are out of 5

Our feedback forms continue to highlight various areas and provide the business with feedback to ensure that we are continually looking at areas that we can improve. In 2015 we will focus our drive to improve access to water on trips ensures the majority of hotels and vehicles have water dispensers, reducing our impact on the amount of plastic bottles purchased.

Engaging our Communities

Community-based Tourism Research in the Sacred Valley, Peru

A research initiative into the tourism impacts among four communities visited by Intrepid groups was completed in 2014. These included the Chichubamba, Amaru, Sacaca, and Qorqor communities in the Sacred Valley, visited en route to Machu Picchu. Carried out by David Knight, a PhD candidate from Colorado University, the research was funded by Intrepid. The two primary research questions were:

1. In addition to economic benefits, what changes have occurred as a result of Intrepid trips?
2. How are Intrepid trips addressing/meeting community interests or concerns?

The research determined the following findings:

- Poverty alleviation was an observed outcome in all four communities
- Enhanced means to improve their homes, educate their children, provide for families and improve the overall quality of life
- Enhanced opportunities for women to work, earn an income and receive more respect from their husbands, a result of their contribution to household income

Some negative impacts were also identified:

- Conflict, particularly in one community, was influenced by a lack of leadership, unequal distribution of benefits and increased individualization among members

Stakeholder meetings were organized to share recommendations and discuss any concerns held by community members and Intrepid staff. Key areas that were addressed were the need for improved communications in advance of group visits, a clarification of expectations and other changes that could be implemented to strengthen the relationship between Intrepid Travel and the four communities. Intrepid's operations staff have implemented nearly all of the recommendations, and continue to monitor the relationship with the four communities to ensure group visits continue to provide benefits for the communities and for our travellers.

Staff Engagement

Each year Intrepid conducts a staff engagement survey to measure our performance on sustainability and how we are meeting key business goals. In 2014 FY, overall staff engagement results saw a slight increase on 2013's score:

Measure	2014	2013	2012	2011	2010
Staff Survey	3.89	3.85	4.05	3.98	3.85

Building a Responsible Culture

At Intrepid, we're genuine about engaging in responsible, sustainable operations and management at all levels. We've integrated respect for people and environment into our company culture in a variety of ways, most notably through the company's core values.

We also offer our staff a Volunteer Day where they are able to take leave to volunteer at an organisation of their choosing. In 2014, we had staff volunteer at Sacred Heart Mission and the Asylum Seeker Resource Centre.

Other smaller initiatives to engage staff include the Intrepid Annual Sustainability award for staff, as well as an incentives program to reward and encourage staff who promote environmental and social initiatives throughout the organisations. All these little initiatives help to build a culture around respecting people and environment and working toward its preservation.

6.0 Communication

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

- Annual Communication on Progress Report (available from our web site)
- Throughout our website
- Our social media channels
- Induction sessions
- Public speaking events
- Intrepid Express newsletters as well as internal newsletters and updates

7.0 Awards and Recognition

In 2014, we allocated our responsible business resources to developing partnerships that aid in the development of new sustainability initiatives, while strengthening existing operational practices.

Past Awards include:

- 2013 Thailand Green Excellence Awards: Maritime, Nature & Heritage category
- 2013 Highly commended: World Responsible Tourism Awards - Child Protection Category
- Winner 2013: EcoTrophea Award - the German Travel

Association (DRV) award for Environmental Protection and Social Responsibility in Tourism.

- Winner 2012: Conde Nast World Savers Award – Preservation Category
- Winner 2012: Green Lifestyle Awards – Travel Category
- 2012 Moroccan Government Responsible Travel Award - Environment/International category
- Winner 2011 : World Travel and Tourism Council: Tourism for Tomorrow Awards - Global Tourism Business
- Winner 2011: Australian Business Awards for Environmental Sustainability
- Winner 2011: Flight Centre Environmental Award (Canada)
- Winner 2011: Wanderlust Paul Morrison GOLD Guide Award (Bruno Dawson)
- Voted #1 2011: Social Media Examiners Small Business Facebook Pages
- Finalist 2011: Virgin Holidays Responsible Travel Award
- In 2011 Intrepid Travel was also included in the Institute of Chartered Accountants in Australia's Integrating Sustainability into business practices; a case study approach

Integrating Sustainability into business practices; a case study approach

