

ANNUAL REPORT

2018





CONTENTS

YEAR IN REVIEW		OUR STRATEGY	32
Introduction	4	2020 Plan	34
Chairman & Founder's Report	6		
CEO Report	8	OUR PERFORMANCE	36
Our Year in a Snapshot	10	Financial	38
		Brand and Know-How	42
OUR BUSINESS	12	Intrepid Group - In the News	50
Our Journey	14	Customer	52
Trends in Our Market and Destinations	18	People	54
How we Create Value	20	Environment	58
Business Overview	22	Social and Relationships	62
Intrepid Travel and Adventure Tours Australia	24		
Peregrine Adventures	26	OUR GOVERNANCE	70
Urban Adventures	27	Our Board	72
Peak DMC	28	Corporate Governance	74
The Intrepid Foundation	29	Risk Management	76
Our Commitment to Sustainable Development	30	Our Material Risks	78
		Policies and Guidelines	80
		OUR FINANCIAL STATEMENTS	82
		THE INTREPID FOUNDATION	88

MATERIALITY IN THIS REPORT

This report focuses on the matters that are deemed the most valuable and relevant for the stakeholders of Intrepid Group. The following outlines the material items that are included within this report:

- Our external environment
- Responsible business practices
- Financial performance
- Customer satisfaction
- Employee engagement
- Employee wellbeing
- Our relationship with the communities in which we operate
- Corporate governance





WELCOME TO INTREPID GROUP'S 2018 INTEGRATED ANNUAL REPORT



This integrated annual report outlines our journey so far, our performance in 2018, and the outlook for our multi-brand global business in 2019 and beyond.

In 2018, we have included The Intrepid Foundation, a stand alone not-for-profit which Intrepid Group supports, in this report.

OUR APPROACH TO REPORTING
Intrepid Group has been a signatory to the United Nations (UN) Global Compact since 2008. As the world's largest corporate sustainability

initiative, the UN Global Compact is both a practical framework for action and a platform for demonstrating corporate commitment and leadership.

As a signatory, we are required to produce a Communication on Progress Report each year; to show the progress we've made in each of the sustainability areas we've committed to tackling as a business. Our 2018 integrated Annual Report combines our ninth Communication on Progress Report with our financial results.

By merging our sustainability reporting with our financial results, this report demonstrates how we create both short-term and long-term value for all our stakeholders, including:

- Employees
- Customers
- Supply chain partners
- Travel agent partners
- Shareholders
- Regulators and government bodies

It sets out our relationship with stakeholders, what we do in our business, the outcomes of these activities and our role within the community.

Importantly, it builds on our accountability and transparency as a business; sharing the strategies that worked, and those that didn't.

This report draws on the International Integrated Reporting Council's (IIRC) International <IR> Framework.

THE REPORT FOCUSES ON SIX CAPITAL INPUTS OF:

- Financial
- Environment
- Social & Relationship
- People
- Customer
- Brand and Know-How

For each, we illustrate our performance in 2018, how the capital contributes to our 2020 strategy, and the outlook for 2019, and into the future.

The Intrepid Group Board acknowledges its responsibility to ensure the integrity of this report, which we believe is prepared in reference to the IIRC IR Framework.

An independent audit of the Group's annual financial statements was performed by PwC and a summary of these financial statements is included within this integrated annual report. The rest of this report has not been subjected to independent audit or review. Information reported has been derived from the Group's own internal records and from information available in the public domain.

Intrepid Group is an independently-owned Australian company and all figures are reported in Australian dollars unless otherwise stated.

FINANCIAL TERMS

Total Transactional Value (TTV)

Gross price of an Intrepid Group tour, and other non-tour products sold before any discounts or commission expense

Group Gross Revenue

TTV plus income from associates and external operators

Departed Revenue

Revenue reported at date of departure

Booked Revenue

Revenue reported at date of booking

Compound Annual Growth Rate (CAGR)

Measure of growth over multiple time periods

CHAIRMAN AND FOUNDER’S REPORT

It’s been 30 years since we started Intrepid Travel, with an idea for a style of travel that was a real alternative to the cookie-cutter ways of mass tourism. We were much younger then, but Manch and I believed that travel could benefit travellers – and the people and places that they visited.

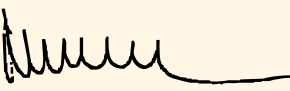
The world has changed enormously since 1989. The tourism industry has grown exponentially, and consumers have been on a flight to authentic travel that reflects their values and an ever-increasing desire for experiences. That appetite for our style of travel has helped us to become the world’s largest adventure travel company.

In 2018 we’ve delivered another record year of growth, building towards our 2020 strategy. But celebrating 30 years has really put the future in focus.

While growth is nice, it also creates a bit of a dilemma for people who love travel. Overtourism has become a real concern for the tourism industry – and climate change is the single biggest issue facing our world today.

This is the second year that we’re providing transparency to all our stakeholders by publishing an integrated annual report. This report has been approved by Intrepid Group’s Board. Based on feedback from last year’s report, we have been even more transparent about the things that went wrong in 2018. This level of visibility not only helps us to improve our compliance with the IR framework – it makes us more accountable, and that makes us a better business.

As we celebrate our achievements and look to the future, I’d like to acknowledge the people that got us here. There’s a saying that if you want to go fast, go alone. If you want to go far, go together. Intrepid wouldn’t have become the business that we are today without the hard work and support of our travellers, the people we visit, but most of all our people – thanks to all Intrepid staff and leaders past and present. You are changing the way people see the world.



Darrell Wade
Chairman and Co-founder

In 2018 we’ve delivered another record year of growth, building towards our 2020 strategy. But celebrating 30 years has really put the future in focus.





CEO REPORT

In almost every way, 2018 has been our best year ever.

It was our third consecutive year of record growth in revenue, profit, and the number of customers travelling with our brands.

This level of growth puts us in a healthy financial position enabling further investment into our macro strategy of Growing with Purpose. In 2018 we continued to expand and innovate our product range, ending the year on a high with the launch of our polar charters. This launch was not only a milestone in the growth of our small ship adventures product, but also marked the return of the Peregrine Adventures flag to Antarctica as a seven continent tour operator.

The year was punctuated by a series of celebrations. We were thrilled to win a huge haul of awards that recognised our people, our product, our philanthropy, and our sustainable tourism practices. But we don't want to just be the best travel company in the world. We want to be the best travel company for the world.

That's why I believe our most noteworthy achievement in 2018 was to become a certified B Corp. B Corps meet the highest global standards of social and environmental performance, accountability and transparency. After an extremely rigorous assessment, I am proud to say that we are now the largest certified B Corp in the travel industry, globally.

It's our commitment to transparency through the UN Global Compact and our annual report that is helping make us better. That's why this report also includes our low points, the things that we didn't quite get right. It shows that while our annual performance in 2018 was very strong, we're not moving fast enough on aspects of our strategic implementation, particularly when it comes to our FIT product range and expansion into the China market. We will place more focus on this as part of our emerging 2025 strategy.

As we grow with purpose, we continue to set big goals for our business and our not-for-profit,

The Intrepid Foundation. You'll find more detail on the activities of the Foundation in this year's report with our focus to improve livelihoods through sustainable travel experiences. It's this shared value approach which is creating a legacy for our founders and demonstrating how travel truly can be a force for good.

I'd like to congratulate Darrell and Manch for 30 years of building a business with a purpose beyond profit. Our commitment to their vision of changing the way people see the world through sustainable experience-rich travel is as strong now as it has ever been.

Please take the time to read over our 2018 Annual Report and Communication on Progress.

James Thornton
Chief Executive Officer

There are a lot of things to be proud of in this report, but it's the work we've done to become a certified B Corp that I believe is the most noteworthy.

OUR YEAR IN A SNAPSHOT



THE WORLD'S LARGEST
CERTIFIED TRAVEL
B CORP

54%

GROWTH IN URBAN
ADVENTURES
CUSTOMERS

\$1.15M+

DISBURSED BY
THE INTREPID
FOUNDATION

31%

INCREASE IN
PEAK DMC SALES

82%

GLOBAL EMPLOYEE
ENGAGEMENT SCORE

\$402M

GROUP GROSS REVENUE

7

CONTINENT OPERATOR
WITH THE LAUNCH
OF OUR NEW POLAR
CHARTERS

73

INTREPID TRAVEL
TRIP NET
PROMOTER SCORE

15.7%

2YR CAGR FOR
INTREPID TRAVEL

26%

GROWTH IN
BOOKED REVENUE
FOR PEREGRINE
ADVENTURES

431,000

CUSTOMERS TRAVELLED
WITH INTREPID GROUP
IN 2018

BEST FOR
EMPLOYMENT

WON BY INTREPID GROUP
COLOMBO AT WORLD
RESPONSIBLE TOURISM
AWARDS 2018



OUR BUSINESS

As the world's largest adventure travel company, our mission is to Change the Way People See the World by delivering sustainable experience-rich travel products. This means we're not only committed to giving our customers a travel experience they'll love, but also using the power of travel to benefit the places and people we visit.



OUR JOURNEY

Our founders didn't start out with a plan to create the world's largest adventure travel company.

The year was 1989. Darrell Wade and Geoff (Manch) Manchester had just returned from travelling with a group of friends through Africa in a converted garbage truck. Along the way they had an idea for a style of small group travel that would show people the world as it truly is.

From the beginning, they believed that travel could benefit both travellers and the communities they visit along the way. In fact, their first business plan had Intrepid Travel donating money to local projects before we were even making any money.

They didn't really understand how the travel industry worked, so right from the start they were selling and

operating their own trips – Darrell from a kitchen table in Melbourne and Manch as our first leader in Thailand.

RESPONSIBLE TRAVEL – OUR PRODUCT

The Intrepid style of travel has always been to travel the local way: using local accommodation and transport, eating in local restaurants, travelling with local leaders. That means more authentic experiences and ensuring that a larger share of the money generated through tourism stays where it belongs: in local pockets.

THE INTREPID FOUNDATION – OUR NOT-FOR-PROFIT

Our travellers wanted to give back to the communities we visit too, so in 2002 we set up The Intrepid Foundation, matching travellers' donations dollar-for-dollar and covering all administration costs.

GROWING WITH PURPOSE - OUR COMMITMENT TO RESPONSIBLE BUSINESS

The idea that we could be something bigger than just a travel company helped to fuel the growth of our business. From just 46 travellers in our first year, we quickly added destinations and sales regions, soon launching our own destination management companies and our day tour brand. As consumers' appetite for our style of small group, immersive travel has grown, so has our product offering.

And with this growth, we've recognised that we have a responsibility beyond just our product. That's why we became a signatory of the world's largest corporate sustainability initiative, the UN Global Compact, in 2008, and a carbon neutral travel company two years later.

TRAVEL AS A FORCE FOR GOOD

Society's most challenging problems cannot be solved by governments and not-for-profits alone. We can have a positive impact not only through the way we travel, or by providing funding, but also by using our whole business as a force for good.

Over the years, we've advocated for a range of issues such as climate action, animal welfare, child protection and gender equality. For example, we were the first global tour operator to end elephant rides in 2014. It was a risky decision at the time, but doing the right thing not only helped to grow our business, it has changed the industry.

Instead of straight philanthropy, we're focusing on empowering communities by creating partnerships

that can achieve a win-win situation for everyone involved. This shared value approach to community-based tourism gives our business a competitive advantage.

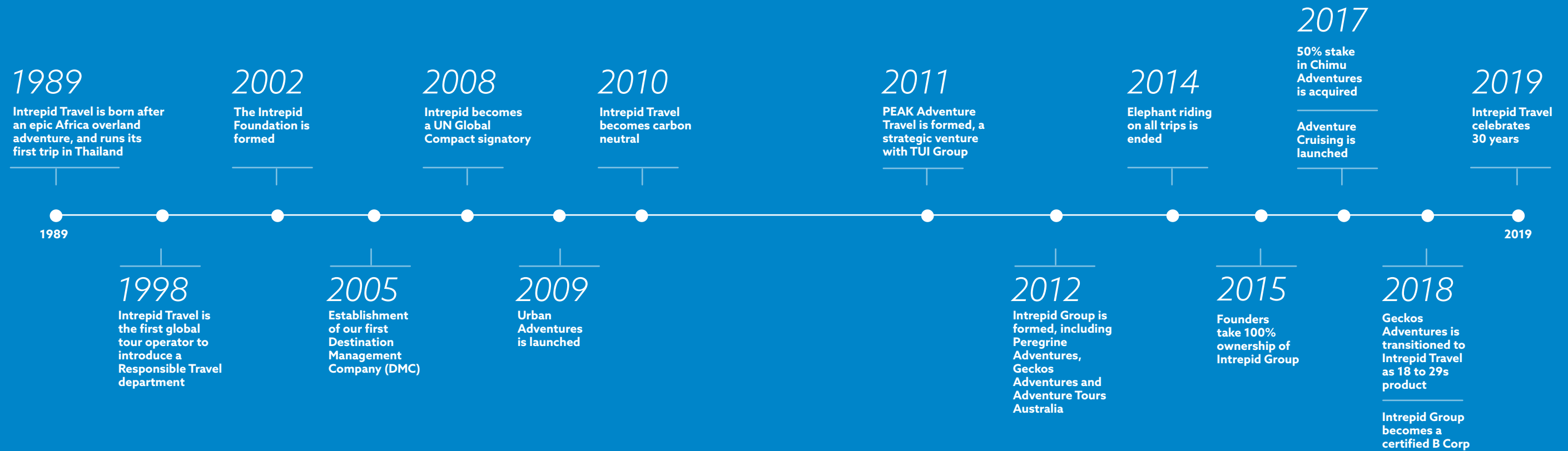
As a certified B Corp, we're now also part of a global community of companies which are redefining success in business to build a more inclusive and sustainable economy for the long-term.

But for every step forward, we realise there's still much more we can do. And just like any good journey, ours is still going. Although we're a bit larger these days, we're still run by travellers, for travellers, and we still get a kick out of responsible travel and very (very) big adventures.



INTREPID GROUP TIMELINE

Celebrating 30 years of adventure....





TRENDS IN OUR MARKET AND DESTINATIONS

Our ability to create shared value for all our stakeholders is directly influenced by our ability to respond to the economic, regulatory, political and social environments that we operate in. We're continuing to position our business to react to, and benefit from, the challenges and long-term trends that are impacting the travel industry.

The global travel and tourism sector grew at 3.9% to contribute a record \$8.8 trillion and 319 million jobs to the world economy in 2018, according to the World Travel & Tourism Council's (WTTC) annual research into the economic impact and social importance of the sector. For

the eighth consecutive year, tourism outpaced growth in the wider global economy (3.9% for travel and tourism versus 3.2% for global GDP).

With this growth comes a greater awareness of the negative impacts of mainstream tourism and a growing consumer expectation of travel companies to integrate sustainable practice into their operations.

MACRO CHALLENGES

Moving forward, there are a number of key macro challenges for the travel industry, including: addressing the impact of climate change on destinations and the travel industry's responsibility to ensure that responsible business practices maintain destinations for generations to come.

KEY FACTORS IN MARKET:

- **Overtourism:** A growing awareness of the negative impacts of mainstream tourism has had a positive impact on our business, as our model leaves the smallest footprint and is a better way to travel to major tourist destinations. We are creating innovative product solutions that benefit all stakeholders.
- **Foreign exchange rates**
The global nature of the Intrepid Group business exposes its volatility in foreign exchange rates. The Group maintains a robust foreign exchange hedging strategy to reduce this impact on the business and price fluctuations to customers.

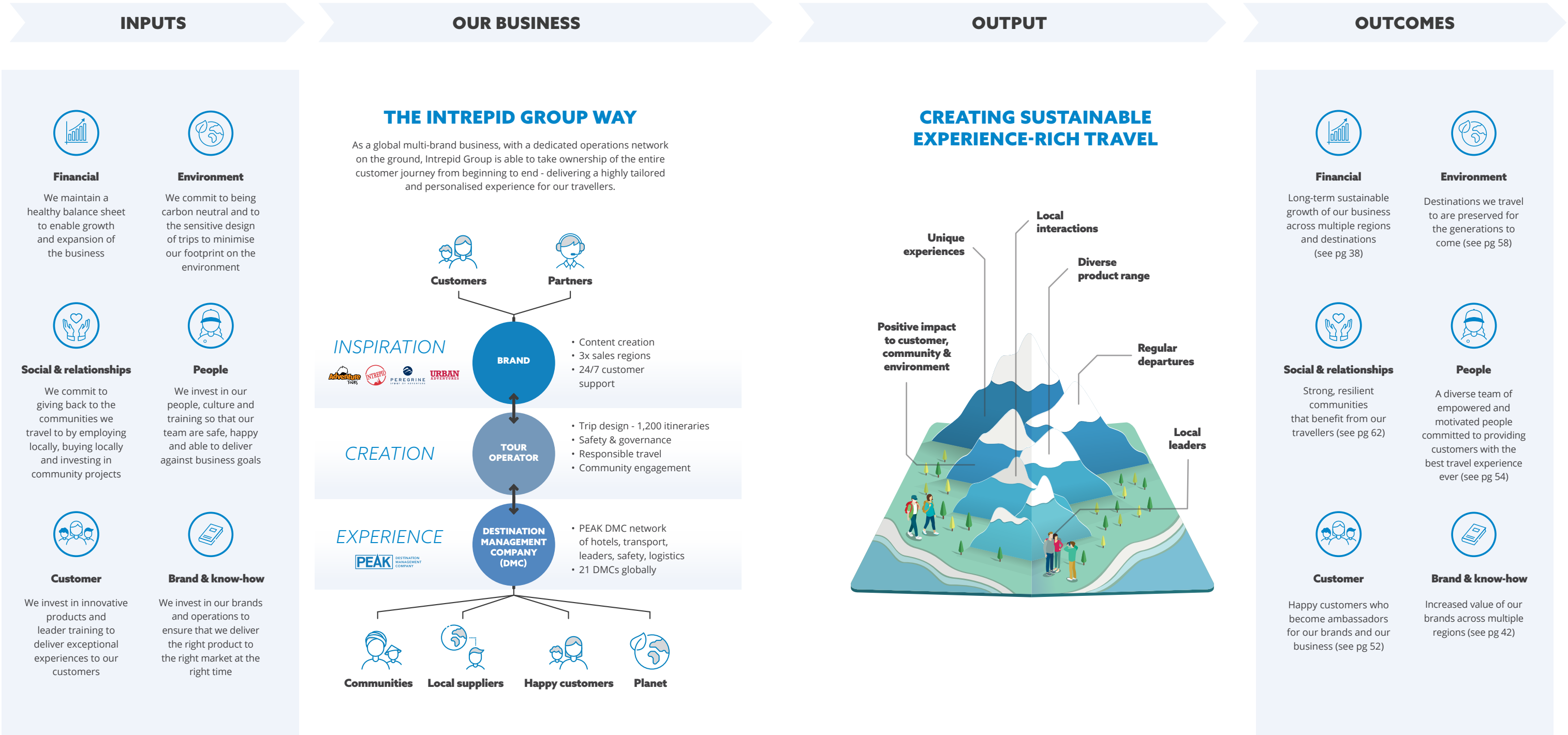
- **Experiences over product:**
Consumers are demanding more authentic, immersive and local experiences. Bookings on Airbnb's Experience platform grew by 2,500% in 2017. Our business model means we are well-placed to continue to take advantage of this trend.
- **Rise of online travel agencies (OTAs) and impact on tours & activities:** Experiential travel has become a leading product offering for OTAs. This trend has helped fuel the growth of our Urban Adventures brand, which provides a scalable platform of unique local experiences.
- **Political uncertainty:**
In 2018, uncertainty around Brexit continued, impacting consumer confidence.

KEY FACTORS IN DESTINATION:

Resilience is becoming increasingly important for tourism businesses, in a world increasingly faced with, and divided by, regional and global crises. Diversifying our business has enabled us to continue to grow, as well as support our staff and communities in destination to rebuild and recover.

- **Turkey:** Ongoing political instability and terrorist attacks during 2015/2016, as well as US visa issues in 2017, saw a decline in travel to a destination that was previously one of our most popular.
- **Myanmar:** Bookings to Myanmar fell significantly when the Rohingya crisis hit the news in late 2017. This has had a substantial impact on our number of departures in 2018.
- **Cuba:** One of our hottest destinations in 2016, we've seen a decline in bookings, particularly since the US government issued travel warnings.
- **Mexico:** We saw a decline in bookings for several months after the earthquake in December 2017.
- **Indonesia:** Terrorist attacks in May 2018 attracted global media attention. A volcanic eruption in July 2018 closed airports in Bali, with additional minor eruptions in January, July and December. Lombok was impacted by a tsunami and an earthquake. Despite this, our bookings to Indonesia continued to grow in 2018.

HOW WE CREATE VALUE



BUSINESS OVERVIEW

Intrepid Group includes four tour operator brands offering more than 2,700 diverse itineraries in 120-plus countries across every continent. Each brand has its own identity and caters to different segments of the tourism market; from the widest range of small group adventures with Intrepid Travel to small ship adventures with Peregrine Adventures. Each brand is supported by a global operating network of 21 destination management companies, which operate each of our itineraries using their local expertise.



In addition to our travel brands, we also operate our not-for-profit, The Intrepid Foundation (see pg 29) and Adventure.com, our global online travel publication. Additionally, Intrepid Group also has joint venture partnerships with Chimu Adventures, Outback Tour Services and Kimberley Wild Expeditions. These companies along with Adventure.com have been excluded from this report on the basis of materiality.





INTREPID TRAVEL

As our flagship brand, Intrepid Travel's small group adventures are for travellers of every age, budget and appetite for adventure.

With three distinct travel styles to choose from – Basix, Original and Comfort – and more than 1,000 itineraries across 120-plus countries, Intrepid Travel has the broadest product offering of Intrepid Group's brands.

No matter which trip customers might choose, they all enjoy the hallmarks of what makes our sustainable, experience-rich products so special: a small group style of travel that allows them to eat, sleep and get around like the locals do, an expert local leader who can show them the highlights, as well as the hidden gems and most unique experiences, with an emphasis on low-impact responsible travel.

In addition to our core destination itineraries, Intrepid Travel features 12 product themes designed to cater to our customers' interests and travel preferences. These are Cycling, Food, Polar, Sailing, Adventure Cruising, Family, Active, Walking and Trekking, Festivals, Wildlife and Short Breaks.

In 2018, Intrepid Travel introduced a new product theme after absorbing the Geckos Adventures brand: 18 to 29s. This product line was created to

cater to socially conscious Gen Z and millennial customers looking for a more sustainable alternative in a crowded youth adventure travel market.

Intrepid Travel was launched in 1989 and will celebrate 30 years of operations in 2019.

PRIVATE GROUP TRAVEL

Travellers are increasingly seeking a more customised style of travel, with itineraries designed to suit their needs, interests and travel companions. While Intrepid Group customers can choose from more than 2,700 'off the shelf' itineraries, our Private Groups team can also arrange special departures and tailored itineraries under each of our four tour operator brands. Launching a more comprehensive tailor-made offering forms part of our strategic plan.



30

YEARS OF
OPERATION

\$189

AVERAGE TRIP
COST PER DAY

10

AVERAGE
GROUP SIZE

1,000+

ITINERARIES IN
120+ COUNTRIES

145

DAYS AVERAGE
BOOKING LEAD TIME



AUSTRALIA INBOUND

Adventure Tours Australia (ATA) has been leading travellers throughout Australia for 26 years, and we've been recognised for our outstanding down-to-earth leaders, exclusive accommodation offerings, sustainable travel practices, and close working partnerships with First Nations communities. Our Australia itineraries are sold through both ATA and Intrepid Travel.

26

YEARS OF
OPERATION

15

AVERAGE
GROUP SIZE

\$285

AVERAGE TRIP
COST PER DAY

65%

FEMALE
CUSTOMERS

80+

ITINERARIES





PEREGRINE ADVENTURES

Peregrine Adventures delivers premium trips with a focus on immersive local experiences. We offer sustainable itineraries with award-winning local leaders, hand-picked accommodation and small private vehicles. It's a premium experience, but never an artificial one.

The Peregrine Adventures traveller is more discerning than the Intrepid Travel audience. They're often extremely well-travelled, with a management-level career behind them, and are retired or thinking about retiring. They're looking for a slower, more considered pace of travel with the opportunity to savour the moment longer.

While Peregrine Adventures travellers may be more mature (the average age of our travellers is 61) they're still adventurous at heart, and are familiar with life on the road. They're prepared to venture off-the-beaten-track when all the details are taken care of, and with a few luxury elements included to soften the edges.

Peregrine Adventures offers a variety of product themes to cater to travellers' interests, including our Food Collection, Wildlife, Walking and Trekking, Polar

and Adventure Cruising itineraries. We also offer Limited Edition tours created with niche interests in mind, such as a historical-themed trip retracing the fall of the Berlin Wall, or a Firedance Festival in Papua New Guinea.

ADVENTURE CRUISING

A cornerstone of the Peregrine Adventures brand is our small ship cruising product: Adventure Cruising. Created as a disruptor to the cruising industry, and a sustainable alternative to the mega-cruises already in market, Adventure Cruising allows our travellers to uncover the culture, cuisines and coastlines of popular destinations without swamping the locals. We launched our Europe range in 2017, and our new South-East Asia cruising itineraries in 2018.

POLAR EXPEDITIONS

Our operational partnerships with Quark Expeditions and shareholdings with Chimu Adventures means we can offer our Peregrine Adventures customers a once-in-a-lifetime experience to Antarctica and the Arctic, making Intrepid Group a seven continent adventure travel company.



41

YEARS OF OPERATION

\$353

AVERAGE TRIP COST PER DAY

9

AVERAGE GROUP SIZE

240+

ITINERARIES IN 80+ COUNTRIES

205

DAYS AVERAGE BOOKING LEAD TIME

URBAN ADVENTURES

Urban Adventures was created to offer a new style of day tours, enabling travellers to escape the tourist traps and connect with the cities they visit, and those who live there.

By taking our travellers into local neighbourhoods with a local guide, we're giving them the opportunity to directly engage with the community in a way few other city tours can.

Today, Urban Adventures is the fastest-growing brand at Intrepid Group, and has grown into a global network of 150-plus destinations on six continents, offering more than 1,200 experiences. It's expected that Urban Adventures will carry 1 million annual customers by 2021.

THE URBAN ADVENTURES MODEL

Urban Adventures operates on a franchise business model, with a network of local Urban Adventures Partners (UAPs). UAPs have the freedom to design and deliver their own tours, with the guidance and credibility of an established global brand behind them.

They are provided with the technology, marketing and sales support to help promote and sell their tours. We also provide business training and development opportunities through an annual global conference, regional

meet-ups and regular communication across a network of like-minded tour guides and entrepreneurs. Our global reach ensures that local UAPs have the same opportunities in terms of distribution and support, and therefore access to major international markets, as larger tourism businesses.

This global partnership structure is unique within the day tours sector. It means that local people benefit from employment and leadership opportunities, and helps to keep tourism income in local communities. An added benefit for consumers is knowing that UAP businesses must operate in accordance with Intrepid Group's responsible tourism policies.



9

YEARS OF OPERATION

1,200+

ITINERARIES IN 67+ COUNTRIES

\$84

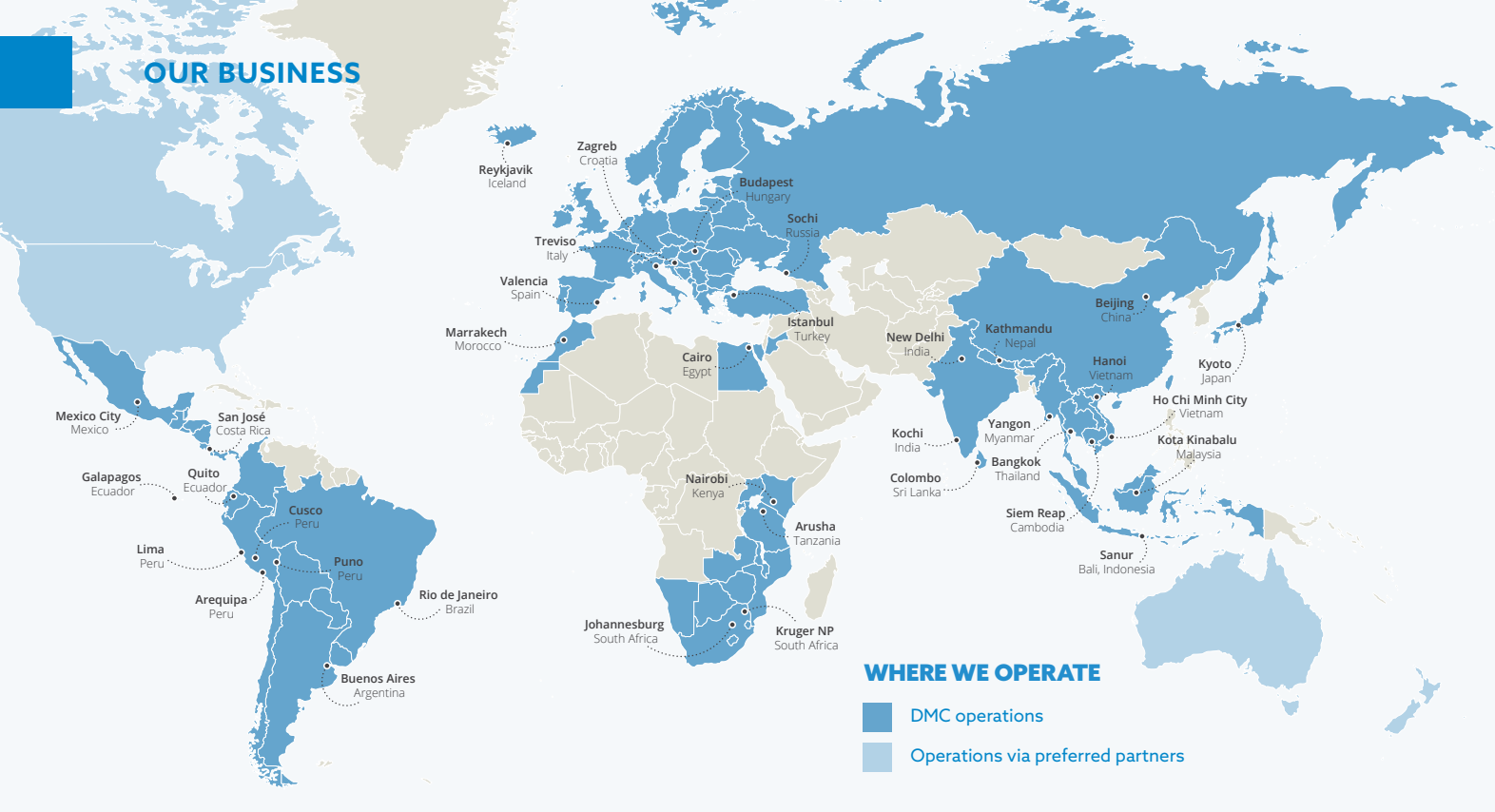
AVERAGE TRIP COST

12

AVERAGE GROUP SIZE

1,464

LOCAL GUIDES



PEAK DMC

PEAK DMC is the destination management company (DMC) of Intrepid Group. We've grown from just one DMC in Vietnam in 2005 to 21 DMCs around the world by 2018.

With operational capability across 90-plus countries in Asia, Africa, Europe and Latin America, PEAK DMC runs more than 80% of Intrepid Travel's and Peregrine Adventures' trips, as well as itineraries for a wide range of other companies.

Our DMCs' 450-plus global staff provide invaluable local destination knowledge to assist in designing itineraries. They also handle all the necessary logistical arrangements; such as accommodation, transport and other tour inclusions. Most importantly, our DMCs collectively recruit, train and manage more than 1,000 tour leaders and local guides globally.

All DMCs are overseen internally by the cross-functional DMC Global Team, who develop and implement policy and systems, monitor compliance, consistency and quality of delivery across countries, and support growth of the network overall.

With a core purpose to create, innovate and deliver sustainable experience-rich travel, PEAK DMC is the trusted operating partner to many of the world's leading travel brands.

OUR DMC NETWORK IS OUR COMPETITIVE ADVANTAGE

- 1. Quality of trip delivery**
Itineraries operated by our DMCs on average receive a higher Overall Experience (OE) score from our customers than those operated by third party DMCs.
- 2. Safety and incident response**
We have rigid risk mitigation and emergency procedures in place globally.
- 3. Global network**
Global network of 21 DMCs.
- 4. Pricing**
Being on the ground in-destination allows us to negotiate better pricing, and the volume of both our internal and external business helps us to get more competitive rates for our clients and customers.



450+

GLOBAL STAFF

50+

BRAND PARTNERS
IN 2018

21

DMCS

1,000+

TOUR LEADERS
AND LOCAL GUIDES

90+

COUNTRIES

THE INTREPID FOUNDATION

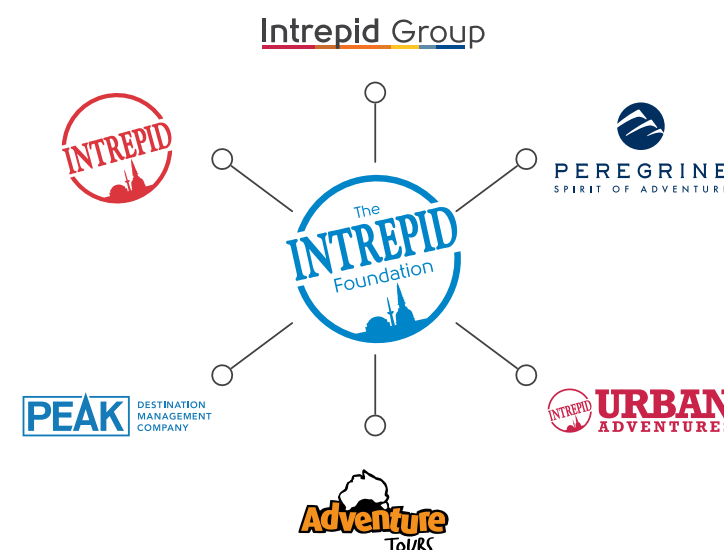
The Intrepid Foundation is Intrepid Group's not-for-profit. As an instrumental part of the Group's 'purpose beyond profit' ambitions, the Foundation provides a transparent and trusted way for all Intrepid Group brands and their travellers to support the destinations and communities they visit.

Established in 2002, The Intrepid Foundation has raised more than \$7.5 million dollars and supported over 125 non-government organisations in 38 countries; including Action Aid Australia, KOTO - Know One, Teach One, and Blue Dragon Children's Foundation.

Our mission is to improve the livelihoods of vulnerable individuals and communities around the world by supporting local initiatives that deliver real impact.

The Foundation is funded in the following ways:

- Donations made at www.theintrepidfoundation.org
- Donations made by customers when booking a trip with an Intrepid Group brand
- All traveller donations are matched dollar-for-dollar by Intrepid Group:
 - Up to \$600,000 per year
 - Up to \$10,000 per individual donor
- Fundraisers organised by customers, travellers and staff
- Fundraising from Intrepid Group brand campaigns
- Workplace giving from Intrepid Group staff in Australia
- 100% of the Foundation's administrative costs are covered by Intrepid Group



OUR MODEL IS SIMPLE

The Intrepid Foundation supports local and international partner organisations tackling important issues all over the world – from environmental conservation and wildlife protection, to education, health care and human rights.



You Donate

WE RECEIVE MONEY VIA DONATIONS AND FUNDRAISERS



We double

INTREPID GROUP MATCHES YOUR DONATIONS DOLLAR-FOR-DOLLAR



We give

100% OF DONATIONS, AND ALL ADMIN COSTS ARE COVERED



You empower

YOUR GIFT EMPOWERS LOCAL COMMUNITIES AROUND THE WORLD



OUR COMMITMENT TO SUSTAINABLE DEVELOPMENT

Created by the United Nations in 2015, the Sustainable Development Goals (SDGs) comprise 17 goals and 169 actionable targets to end poverty, fight inequality and injustice and tackle climate change by 2030.

For sustainability to remain embedded in our operations, we take a holistic view of our business and its various points of impact across our value chain. This means looking beyond our balance sheet to the areas intrinsically linked to our business: the environment, society, economy, governance and ethics.

At Intrepid Group, we are committed to taking responsibility for our impact in these areas and contributing to, rather than diminishing, their health and value. We realise that while this can present significant challenges for the tourism sector; when it comes to sustainable consumption and production, the management of natural resources and waste impact, it can also make us a more efficient and cost-effective business long-term.

In 2018, we revised and reduced the previous nine SDGs which we believed that we could contribute to most as a travel company.

We have now identified eight of the SDGs which align best to our key focus areas moving forward, falling into the following three areas of our value chain:

- Our product: Delivering impact through responsible travel
- Our operations: Improving our performance across our supply chain
- The Intrepid Foundation: Partnering with local organisations to improve the livelihoods of vulnerable individuals and communities through the creation of sustainable travel experiences

The selected SDGs provide a blueprint for how we can achieve a better and more sustainable future by combatting a range of global challenges. We believe that by making a strong commitment to these goals across all parts of our business, Intrepid Group can be a real force of good in the world.

INTREPID GROUP'S FOCUS ON THE UNITED NATION'S SUSTAINABLE DEVELOPMENT GOALS



05. GENDER EQUALITY

Achieve gender equality and empower all women and girls.

Tourism can empower women, particularly through the provision of jobs and income-generation from small and larger-scale tourism and hospitality-related enterprises.



8. DECENT WORK & ECONOMIC GROWTH

Promote sustained, inclusive and sustainable economic growth, employment and decent work for all.

Tourism 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.



10. REDUCED INEQUALITIES

Tourism can be a powerful tool in reducing inequality if it engages local populations and key stakeholders in its development.

Tourism can contribute to urban renewal and rural development, and reduce regional imbalances by giving communities the opportunity to prosper in their place of origin.



11. SUSTAINABLE CITIES & COMMUNITIES

Make cities and human settlements inclusive, safe, resilient and sustainable.

Tourism can advance urban infrastructure and accessibility, promote the regeneration of areas in decay, and preserve cultural and natural heritage – all assets the industry is dependent on.



13. CLIMATE ACTION

Take urgent action to combat climate change and its impacts.

Tourism contributes to, and is affected by, climate change. By reducing its carbon footprint, tourism can benefit from low carbon growth and help tackle one of the world's most pressing issues.



14. LIFE BELOW WATER

Conserve and sustainably use the oceans, seas and marine resources for sustainable development.

Coastal and maritime tourism rely on healthy marine ecosystems. By helping to conserve and preserve marine ecosystems, tourism can contribute to the sustainable use of marine resources.



15. LIFE ON LAND

Protect, restore and promote sustainable use of terrestrial ecosystems and halt biodiversity loss.

Tourism can play a major role in conserving and preserving biodiversity, while also generating revenue as an alternative livelihood for local communities.



17. PARTNERSHIPS FOR THE GOALS

Strengthen the means of implementation and revitalise the global partnership for sustainable development.

Due to its cross-sectorial nature, tourism can strengthen private and public partnerships and engage multiple stakeholders.



This is our **Communication on Progress** in implementing the principles of the **United Nations Global Compact** and supporting broader UN goals.

We welcome feedback on its contents.

Intrepid Group is a member of the UN Global Compact, and has been working to implement the commitments within its Ten Principles since 2008. In 2017, we became a signatory of the UN's Women's Empowerment Principles.

A low-angle, wide shot of the Shah Cheragh Mosque in Isfahan, Iran. The mosque's facade is covered in intricate blue and gold tilework, featuring a large central archway with a complex geometric pattern. Two tall, slender minarets rise from the roofline. In the foreground, a woman wearing a white dress and a red headscarf is seen from behind, holding a camera up to take a picture of the building. The sun is visible on the left side of the frame, creating a bright lens flare effect. The sky is a pale, overcast blue.

OUR STRATEGY

Our 2020 strategic plan was developed in 2016, after Intrepid Group returned to independent ownership. It aims to deliver on our vision to Change the Way People See the World.

2020 PLAN: CHANGING THE WAY PEOPLE SEE THE WORLD

Our 2020 strategic plan revolves around our mantra of growth with purpose, and was established after we returned to Independent ownership.

The initial 2016 objective was to create a sustainable and profitable

company, while fulfilling the long-term vision for our business. Intrepid Group will meet the demands of a broad customer base and attract new people to our style of travel by delivering outstanding sustainable experience-rich travel products through a multi-brand, multi-distribution, multi-region platform. Through our DMC network, we are uniquely positioned to control the

quality of our product and customer service provided to clients, and expand our distribution base into Flexible Independent Travel. With a digital mindset at the heart of our organisation, and a continual aim to be better, we are committed to remaining a global leader in responsible travel.

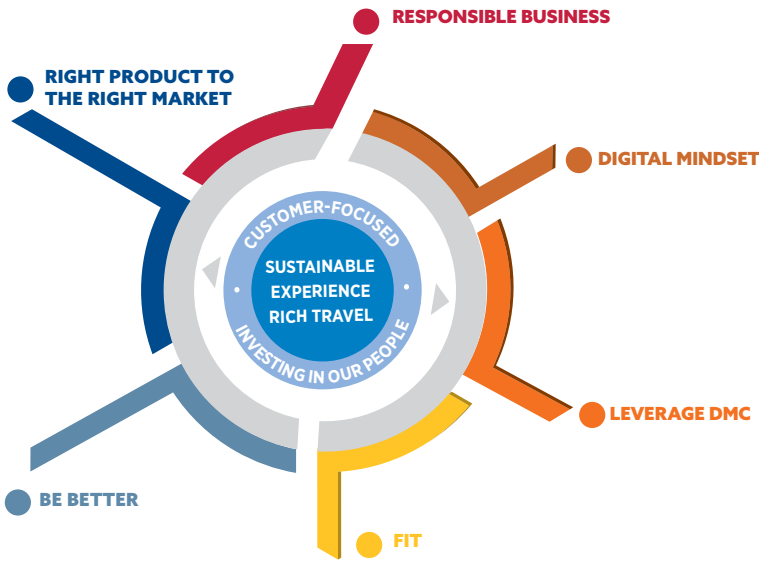
CORE PRINCIPLES

RESPONSIBLE BUSINESS

RIGHT PRODUCT TO THE RIGHT MARKET

BE BETTER

GOAL		
To become a global leader in sustainable travel. To be achieved through partnerships (in both public and private sectors), creating shared value initiatives and becoming a certified B Corporation.	To deliver the right product, in the right market, at the right time, to the right customer. To be achieved through powerful brands with a clear purpose and place; along with increasing the value of our brands and having brand owners within our organisational structures.	To design and deliver initiatives that reduce costs and increase productivity. This will speed up decision-making and encourage innovation by using an Agile methodology to be a smarter, more adaptable, sustainable business that will be a better place to work.
HOW WE DEFINED SUCCESS IN 2018		
<ul style="list-style-type: none">Achieving B Corp certificationCreating shared value partnershipsIncreasing Net Promotor Scores (NPS) and E-NPS Scores	<ul style="list-style-type: none">Sales growthLower cost of acquisitionImproved marketing ROI	<ul style="list-style-type: none">Maintain free cashflowImprove profit margin percentage
CURRENT STATUS		
B Corp certification achieved in 2018, along with increases in both NPS and E-NPS scores across our businesses.	On track to achieve this, with strong sales growth across all regions. 2018 saw a 0.3% increase in cost of acquisitions to drive sales growth.	On track to achieve this, with a strong cashflow position and increased profit margins since 2016.
2019 OBJECTIVES		
<ul style="list-style-type: none">Create an Impact Model and measurement toolDevelopment plans to be put in place for all office-based employees	<ul style="list-style-type: none">Growth in Adventure CruisingGrowth in polar charters	<ul style="list-style-type: none">Revenue to grow faster than costs15% growth in booked revenue
LINK TO CAPITALS		



FOCUS

DIGITAL MINDSET

FLEXIBLE INDEPENDENT TRAVEL (FIT)

LEVERAGE DMC

GOAL		
To change the mindset of our employees to prioritise digital solutions which enhance efficiencies, create a more agile business environment, and enable us to better understand our customers.	To develop business capabilities which offer an FIT product range in a timely, efficient and competitive way, using a multi-sales approach.	To design and deliver initiatives that reduce costs and increase productivity. This will include speeding up decision-making and encouraging innovation by using an Agile methodology.
HOW WE DEFINED SUCCESS IN 2018		
<ul style="list-style-type: none">Empowering our staff with the tools and training they need to succeedSales growthProductivity improvementsLower cost of acquisition	<ul style="list-style-type: none">Sales growthRepeat customer ratesCustomer referral rates	<ul style="list-style-type: none">Sales growthProfitability growthPassenger feedback scores
CURRENT STATUS		
On track to achieve this, with Agile methodology implemented across the business, creation of the Leader Portal, and improvements made with the current agent portal - to be completed in 2019.	At risk, with the launch of our tailor-made theme postponed due to a delay with the internal software needed to enable scaling of FIT product through our DMC network. However, FIT bookings through Private Groups are growing at a higher rate than our scheduled small group adventures.	On track to achieve this, with strong sales growth across all DMC sales networks, multiple new DMCs operating since 2016, and high passenger feedback scores.
2019 OBJECTIVES		
<ul style="list-style-type: none">Urban Adventures' integration into SalesforceImprovements to Salesforce across Intrepid Group	<ul style="list-style-type: none">Establish Intrepid Group's tailor-made operational plan	<ul style="list-style-type: none">DMC Reservations and Cost Management system to be fully implementedDMC sales growth of 53%Establishment of one new community-based tourism project per region
LINK TO CAPITALS		





OUR PERFORMANCE

In 2018, we carried more customers than ever before, our financial and brand position was as strong as ever, our people were more engaged, and we continue to have a positive impact on the environment and the communities in which we operate.



FINANCIAL

Following on from a very successful 2017, Intrepid Group went from strength to strength in 2018 to deliver our third consecutive year of record financial performance.

Intrepid Group continued to focus on growing top line revenue across all brands and sales regions, and delivered beyond expectations. This confirms that our macro strategy of growing with purpose is working well.

Overall, we achieved 18% growth in Group gross revenue at \$402 million in 2018 (from \$341 million). Since returning to independent ownership in 2015, our revenue has continued to increase, with the Group recording \$297 million in gross revenue in 2016.

On top of this, we have grown our EBITDA to \$16.1 million, up 22% from 2017. We have decided to report on

EBITDA in 2018 to be more consistent with other reporting entities, and to provide a more meaningful reflection of our operating performance.

All brands and sales regions achieved growth in 2018, with North America and the Asia Pacific regions significantly improving on their 2017 results. The Intrepid Travel brand continues to be a strong performer, reaching 12% year-on-year growth.

2018 also saw Urban Adventures’ net revenue grow by an exceptional 58%, and PEAK DMC sales increase by 31% year-on-year.

Our shareholders saw a return on equity of 11% in 2018 driven by our strong financial performance, up 9% from the previous year. The Group has seen solid growth in our net asset position and our cash balances. This will enable us to grow with purpose, with plans well underway as part of our emerging 2025 strategy.

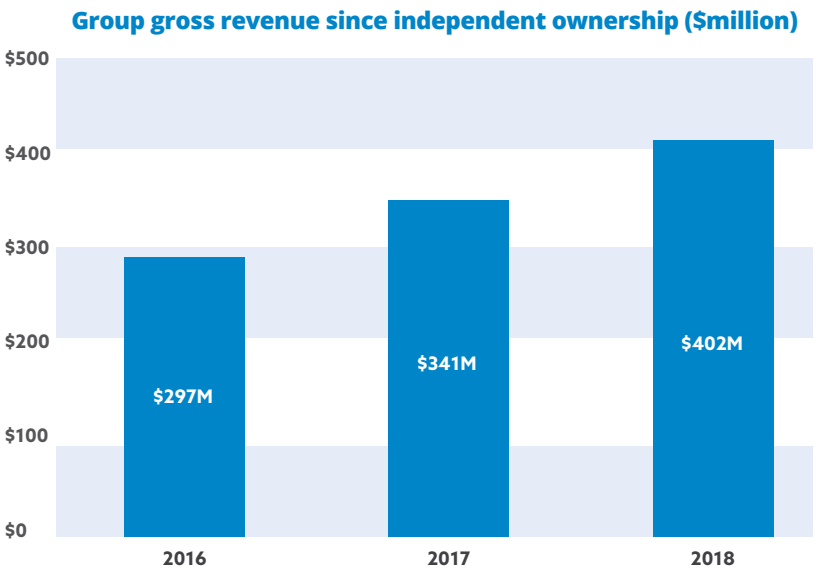
Other financial highlights included:

- Net cash position up 12.7% on 2017 as a result of strong operating results
- Decrease in overheads of 23% as a percentage of departed revenue

As part of the Group’s digital mindset, we will be looking to overhaul the current finance ERP system in 2019 to give us even greater insights into our business performance, helping us to increase efficiencies across the business while delivering on our long-term strategy.

The Group has also been working hard to improve our governance practices. Further information can be found within the Governance section of this report (see pg 70).

The financial performance of The Intrepid Foundation, which had a record year for donations, can be found further on in this report too (see pg 88).



Gross price of an Intrepid Group tour, and other non-tour products sold before any discounts or commission expense plus income from associates and external operators

16%

TWO YEAR COMPOUND ANNUAL GROWTH RATE (CAGR) IN REVENUE

EBITDA

\$16.1M

22% GROWTH YEAR-ON-YEAR

↑13%

NET CASH POSITION UP ON 2017 AS A RESULT OF STRONG OPERATING RESULTS

↓23%

DECREASE IN OVERHEADS AS A PERCENTAGE OF DEPARTED REVENUE



SALES REGION PERFORMANCE

Intrepid Group operates through three main outbound sales regions, being the Asia Pacific (based in Melbourne, Australia); Europe, the Middle-East and Africa (based in London, UK); and North America (based in Toronto, Canada). Each sales region performed strongly in 2018, with the Asia Pacific and North America both achieving revenue growth in excess of 15%.



ASIA PACIFIC (APAC)

APAC is our most mature region, and in 2018 it continued its rise, turning a very solid 15% TTV growth*. We anticipate that the region will keep capitalising on its strengths, supported by a 12% two year CAGR in 2018.

15% DEPARTED TTV*

12% 2 YEAR CAGR



EUROPE, MIDDLE-EAST AND AFRICA (EMEA)

The EMEA region achieved 7% growth in TTV* in a Brexit-battered market. The region is traditionally a strong performer with a two year CAGR of 16%. We expect to see a move back towards double digit growth as political uncertainty and consumer confidence improves.

7% DEPARTED TTV*

16% 2 YEAR CAGR



NORTH AMERICA (NA)

NA achieved the highest growth rate globally, with a 24% increase in TTV*. As a Group, we will continue to build our profile and presence in this market off the back of a very healthy two year CAGR of 28%.

24% DEPARTED TTV*

28% 2 YEAR CAGR

OUTLOOK

In 2019, we aim to continue driving strong revenue growth across all sales regions and brands while continuing to grow EBITDA. We are seeing good organic growth year-on-year, with the expansion of

our Adventure Cruising range also contributing to top line growth.

This new product offering and strong core product growth will put Intrepid Group in a favourable position to

mark another record-breaking year in 2019, and remain on track to achieve our strategic goals.

*All figures are at like-for-like exchange rates

DESTINATION PERFORMANCE

South-East Asia continues to dominate as our largest destination, followed by South America, Southern Asia and Southern Europe. Our fastest growing region was Western Asia, which turned in 131% growth year-on-year.

REVENUE BY REGION 2017 VS 2018



BRAND AND KNOW-HOW

In 2018, we leveraged our DMCs' local expertise to develop innovative new experiences which meet our customers' evolving needs. We continued to expand our product range within the Group, while consolidating our multi-brand portfolio.

Intrepid Travel and Peregrine Adventures both posted great results for the year – in terms of customer growth, record Overall Experience (OE) scores from our travellers, and an increasingly diverse and geographically extensive product offering.

INTREPID TRAVEL



GECKOS BRAND RETIRED, LAUNCH OF INTREPID 18 TO 29S

2018 marked the retirement of our youth travel brand, Geckos Adventures, with all trips transitioned to the Intrepid Travel brand under the newly-created 18 to 29s theme on 1 October.

Originally launched as a competitor to Intrepid Travel's Basix range, Geckos Adventures was geared at travellers aged 18 to 29, and had been managed by Intrepid Group since 2013. The majority of its travellers were from Australia.

With youth travel being one of the fastest growing sectors in tourism globally – and socially conscious millennials driving the growth in sustainable tourism – the decision was made to offer an 18 to 29s theme under the more globally recognised Intrepid Travel brand. Feedback from our young customers supported this move, with many telling us that they wanted to travel with like-minded people their own age.

BE INTREPID MARKETING CAMPAIGN

In 2018 the Intrepid Travel brand launched 'Be Intrepid,' a multi-distribution storytelling campaign to communicate our brand values and customer offering. Leveraging the power of the word 'intrepid' itself, the emotive campaign served as a platform to share our origin story, how we welcome like-minded travellers to experience the world with us, and how we share humanitarian beliefs that shape our strong purpose beyond profit. Hinged on the proposition that 'The world needs more Intrepid People,' the campaign was articulated with the proof points: Be Responsible, Be Open, Be Curious, Be Fearless, and Be Challenged. It was executed across digital channels globally, with the Asia Pacific region also investing in out-of-home, cinema, and television placements to reach an audience in excess of 13 million.



UNCHARTED: ENTERING NEW TERRITORY

In June, we launched our first 'mystery trip' under the Intrepid Travel brand. Created as part of the Be Intrepid campaign, our Uncharted Expedition was designed to celebrate the brand's first exploratory trips 30 years ago. The only details provided to potential travellers was that they would arrive in Kazakhstan, finish in Mongolia and maybe drink mare's milk. The first departure booked out in 16 hours. We received in excess of 750 applications within 10 days. More than half of those who applied had never travelled with Intrepid Travel before.



GROWING THE MARKET, ONE NICHE A TIME

In 2018, Intrepid Travel launched several new product ranges to meet the growing demand from an increasingly diverse customer base. Solo parent trips were added to the Family theme, a Vegan range of trips was added to the Food theme, and a new range of Women's Expeditions were launched to give female travellers an insight into women's daily lives in Iran, Morocco and Jordan. The Women's Expeditions were so successful that departures will increase ten-fold in 2019.

FEEDBACK IS AT RECORD HIGHS

The average OE rating from Intrepid Travel customers in 2018 averaged at 4.72/5 for the entire year, with six months of the year generating a score of 4.74 or above – a record achievement for the brand, and a testament to the quality of our trip leaders, product managers and destination management teams.



AUSTRALIA INBOUND

- We experienced impressive growth on our East Coast Comfort-style tour, at 808%
- We removed sunset drinks from our trips to Uluru in anticipation of introducing our Reconciliation Action Plan (RAP) in 2019
- In 2018, we unveiled a new expedition to East Arnhem Land, an itinerary designed to showcase the Northern Territory's unique Yolngu culture. Ultimately, the 2018 departure was cancelled due to low booking numbers, but the trip will be available to customers in 2019

27%

DEPARTED REVENUE GROWTH

949

DEPARTURES





PEREGRINE ADVENTURES

'IT'S ABOUT TIME' MARKETING CAMPAIGN

To bring to light the heritage and legacy of Peregrine Adventures, which celebrated 40 years of operation in 2018, the brand launched a strategic marketing activity centred on the value of time.

The 'It's About Time' campaign articulated the position and unique benefits of the brand to consumers. In our world of instant gratification and quick fixes, the luxury of taking your time, and experiencing the world at your own pace is now more alluring than ever. The campaign cast a spotlight on the brand's premium

product offerings while echoing the sense of adventure Peregrine Adventures customers had in their youth. The overarching strategy was versatile enough to cater to a range of brand-building and tactical executions. The campaign was rolled out across both traditional and digital media.



NEW ADVENTURE CRUISING IN ASIA

While 2018 marked another good sales year for Peregrine Adventures' Adventure Cruising product (up 366% year-on-year), the launch of South-East Asia Adventure Cruising saw a significantly lower take-up. This has been attributed to Adventure Cruising being a relatively new product in South-East Asia. Sales are expected to lift in 2019 as the product becomes more established in the market.

A NEW SHIP IN THE GALAPAGOS ISLANDS

In 2018, amidst significant growth in travel to the Galapagos Islands, Peregrine Adventures welcomed a new ship into its fleet: the Grand Queen Beatriz. This revamped ship is one of the most impressive vessels of its class currently operating in this amazing part of the world.

PEREGRINE ADVENTURES ANNOUNCES ITS RETURN TO ANTARCTICA

In addition to the existing polar sell-in program, Peregrine Adventures announced the launch of its exclusive Peregrine Adventures-branded polar voyages in December 2018. Departing from October 2020, the expeditions will operate on the newly refurbished Ocean Endeavour; marking the next step in the joint partnership between Intrepid Group and Chimu Adventures, with the two companies now one of the largest sellers of Antarctica globally.



23%
DEPARTED
REVENUE GROWTH

26%
BOOKINGS GROWTH

14%
DEPARTED CUSTOMER
GROWTH

1,027
2018 DEPARTURES

4.71/5
OE SCORE FROM CUSTOMERS



URBAN ADVENTURES

In 2018, Urban Adventures' departed customer numbers grew by 54% to 266,292 and TTV increased by 58%. Travel to and within the USA has been a key driver of growth for the brand, with USA tours accounting for 18.4% of total TTV.

Washington DC was the top-selling destination in 2018; doubling its customer numbers. New York City and Philadelphia were also high-performing cities, growing by 90% and 65% respectively.

Following behind the USA, the top-selling countries for Urban Adventures were Vietnam (Ho Chi Minh City), Japan (Kyoto), Italy (Venice), Cuba (Havana) and the Czech Republic (Prague). In 2018, the brand launched its first trip in Scotland (Edinburgh), and added new cities New Orleans (USA), Casablanca (Morocco), Poznan (Poland) and Irkutsk (Russia).

However, the brand also closed 25 of its destinations in 2018, due to challenges in meeting its operational requirements at a local level.

An aggressive push over the years to grow into new destinations led to signing some partners who, in the end, weren't the right fit for the brand. Closing these cities ensures that Urban Adventures can consistently deliver the level of quality expected by its customers.

The brand launched a number of co-branded partnerships (see pg 47), and in June, moved into customised tour planning with a Create Your Own tours range (and dedicated custom tours staff); which has prompted around 200 more enquiries on average per month.

Urban Adventures' most popular ranges included its Food range, its award-winning In Focus range, and its Made In offering; introduced in 2017 to give travellers a more authentic shopping experience with local artisans.

Urban Adventures won a number of awards during 2018, including Disruptor of the Year – Mumbrella Travel Marketing Awards, Innovation of the Year – Adventure Travel Awards and the Social Responsibility Award – Australian Travel Awards.



58%

YEAR-ON-YEAR
SALES INCREASE

47,187

2018
DEPARTURES

54%

DEPARTED CUSTOMER
GROWTH

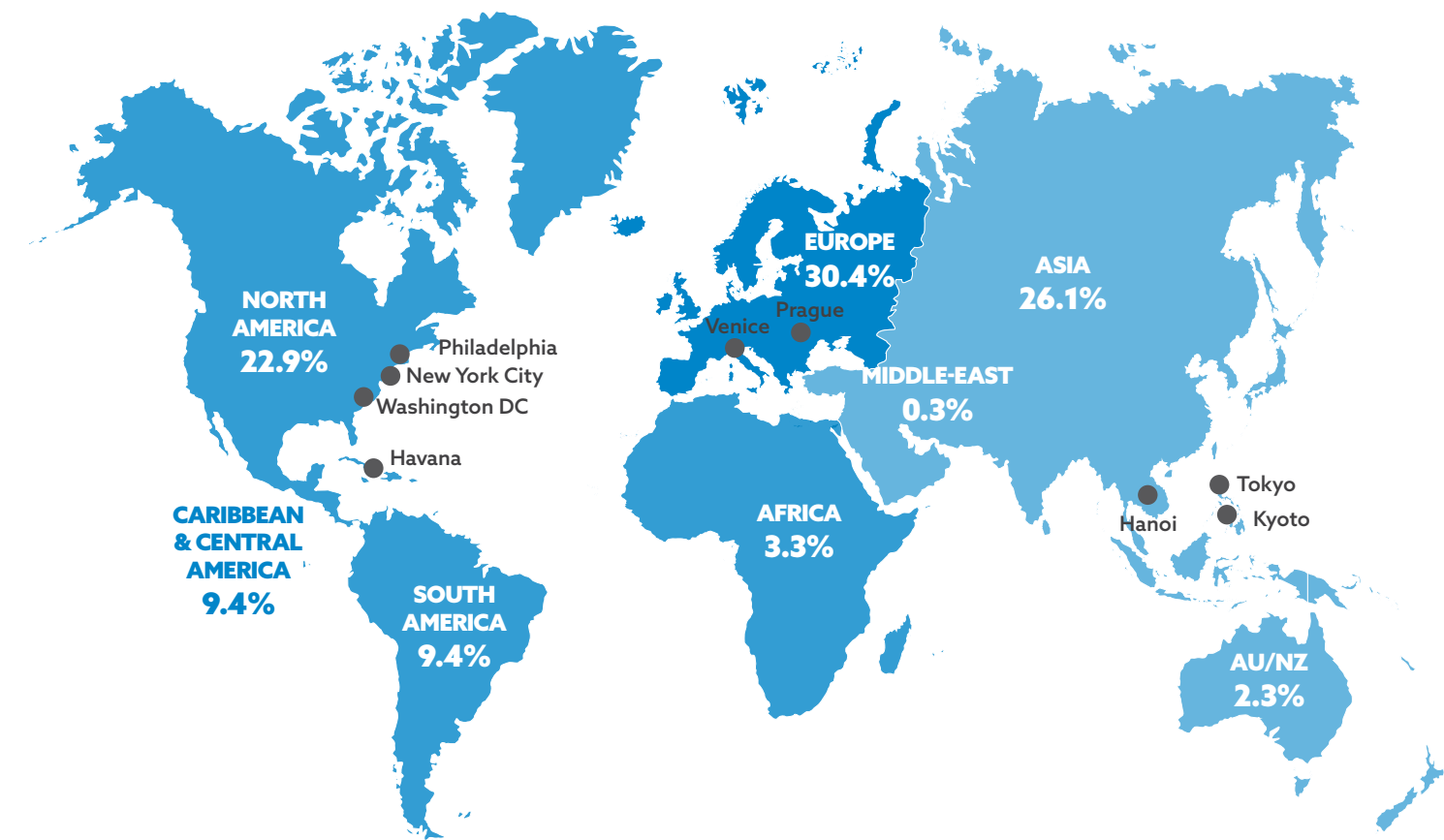
5

NEW CITIES

72

NPS SCORE

TRAVELLERS BY REGION AND TOP SELLING CITIES



CO-BRANDED EXPERIENCES

In 2018 Urban Adventures partnered with The New York Times' travel program, Times Journeys, to offer one-of-a-kind experiences inspired by the newspaper's popular '36 Hours In' articles. These co-branded itineraries

use a mix of tips taken from the articles and Urban Adventures' own local expertise. There are currently 12 tours in the Times Journeys product range, with 12 new tours to come in 2019.

Urban Adventures also partnered with Google to run a series of exclusive 'Out of Office' experiences for their staff, helping to connect them with other like-minded colleagues outside of the workplace.

OUTLOOK

Urban Adventures is expected to remain on its upward trajectory in 2019, with projected targets of carrying 400,000 customers and 50% growth in revenue.

Given the significant growth and potential for the USA region, targeting domestic American travellers will continue to be a key focus for Urban Adventures' sales and marketing teams in 2019 and beyond.

Urban Adventures will also expand further into a range of key cities across the USA and Europe; such as Milan and Munich.



INTRODUCING PEAK DMC INDONESIA

In August, PEAK DMC Indonesia opened its doors, marking our 21st DMC globally. Made up of thousands of culturally diverse islands, Indonesia is not only one of Asia's fastest growing destinations but also one that remains relatively unknown outside of Bali. Committed to developing sustainable, experience-rich travel throughout the region, PEAK DMC Indonesia has developed trips to lesser-visited destinations such as Flores and Sumatra, and has the capability to operate a wide range of experiences, from cycling through to food tours.

PEAK DMC

2018 was another big year for PEAK DMC, with the opening of its 21st destination management company, 31% growth in DMC sales and the introduction of new initiatives to improve efficiencies across the business.

Over the year, PEAK DMC carried 120,000-plus passengers for Intrepid Travel, Peregrine Adventures and more than 50 external brands. The brand's increase in DMC sales saw us surpass its 20% record year in 2017, and the OE score from customers for Intrepid Group brands remained consistently high, at 4.74/5 for Intrepid Travel.

In 2018, PEAK DMC also engaged in more marketing and storytelling, with the launch of a new website, a partnership with accessible travel company Wheel the World in Peru (see pg 69) and increased awareness-raising around responsible business issues such as gender inequality and decent work.

In April, PEAK DMC East Africa won a Silver Medal in the category of Best

for Decent Work and Inclusion at the African Responsible Travel Awards; in June, PEAK DMC South America won DMC of the Year at the LATA Achievement Awards; and in July, PEAK DMC India won the PATA Gold Award (Women Empowerment Initiative) for their work recruiting and training female tour leaders.



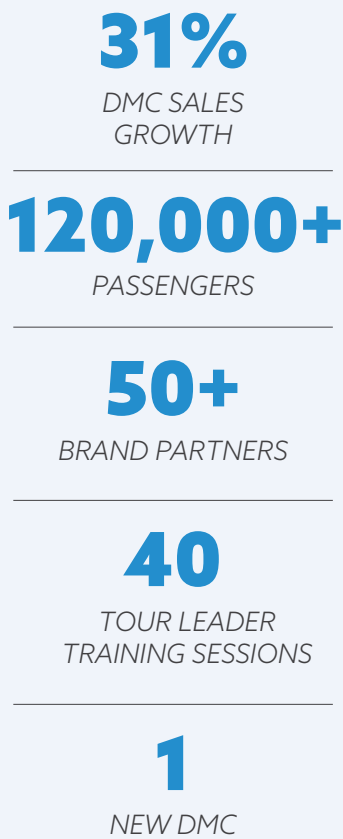
KEY OPERATIONAL PROJECTS DELIVERED IN 2018 INCLUDE:

- **Leader Portal:** A technological solution allowing customers and tour leaders to both manage their trips and to complete trip administration requirements easily, in a secure system environment
- **Incident Reporting and Management Database:** PEAK DMC completed a major technological update to a centrally-managed system to collect all incident data in real time, allowing DMC Global to readily identify trends and mitigate risks
- **Leader training:** PEAK DMC completely overhauled its training processes and materials to better address the changing needs of the business, including the roll-out of new sexual misconduct training, and specialised units developed for Adventure Cruising, Cycling and water-based activities.

CHALLENGES

In addition to our successes, we also had several challenges in 2018.

- The learning curve for our new DMCs in Iceland, Japan and Costa Rica was steeper than expected, resulting in below average financial performance and OE scores from our customers (4.66/5).
- As a growing global travel business, we proactively managed our response to a wide range of issues, including earthquakes and a tsunami in Indonesia, excessive pollution affecting air quality in Beijing, Delhi and Bangkok; and a relentless typhoon season in Japan.
- The year was also marked by a tragic accident. On 28 September 2018 an overland touring truck carrying 15 travellers and two of our staff were involved in a vehicle accident in Lesotho. Sadly, there were three fatalities, including our driver. Co-founder Geoff Manchester and our local operations team travelled to the hospitals to provide support and assistance to travellers, staff, and their families.
- As a result of increased global awareness, improved reporting and training throughout the business, we've also seen an increase in the number of sexual harassment reports by our travellers, leaders and crew, allowing us the opportunity to better our processes around receiving and managing sexual harassment cases.





INTREPID GROUP IN THE NEWS

In 2018, Intrepid Group celebrated a big year of award wins and ongoing media interest in our product innovations, our style of responsible travel, and our commitment to being a business with a purpose beyond profit.

AWARD WINS

- James Thornton was a finalist for CEO Magazine's CEO of the Year award and winner of its Tourism and Hospitality Executive of the Year award
- Our Namaste Nepal campaign won Best for Communicating Responsible Tourism at the World Responsible Travel Awards
- The Intrepid Foundation was named as a 2018 Honoree in the World Tourism Awards
- Intrepid Group was named among Fast Company's Most Innovative Companies 2019
- We proudly took out three awards at the inaugural Australian Travel Awards: Intrepid Group won Sustainable Tourism Company of the Year and the Grand Prix award for the best travel company in Australia across all categories, while Urban Adventures won the Social Responsibility Award
- Intrepid Travel won Escorted Tour Operator of the Year 2018 at the TTG Awards (UK)
- Best Tour Operator – International 2018 at the NTIA Awards (Australia)
- Abdu Oukioud from Morocco won Bronze at the Wanderlust World Guide Awards

Intrepid Group

7,000+
MEDIA MENTIONS

20+
AWARDS SHORTLISTINGS

15+
AWARD WINS

254
STORIES FROM ADVENTURE INDEX

OUR HEADLINES

- The New York Times featured our small group adventure brands in more than 15 different stories in 2018, including features on How Travel Tackles Climate Change and In An Era of Empowerment, More Trips For Women
- Fast Company featured Intrepid Group in an article entitled 'The world's largest adventure travel company is now a carbon-neutral B Corporation'
- The Today Show (Australia) featured our Solo Parent Family trips, reaching an audience of almost 250,000
- The Age and The Sydney Morning Herald ran stories in the business section on our B Corp certification entitled 'Intrepid takes the road less travelled'
- CEO James Thornton spoke to BBC World News about the growing market for experiential travel, with the story reaching an audience of up to 74 million worldwide
- The Adventure Travel Index, a new trends report, was created to challenge perceptions of our style of travel. Generating more than 250 stories in Australia and New Zealand, The Adventure Travel Index reached an audience of more than 20 million. Highlights included an interview on TVNZ's Breakfast programme, as well as stories in Escape, Traveller, Stuff.co.nz, NZ Herald, SBS Food, Australian Women's Weekly, New Idea, Triple M, and Better Homes & Gardens Magazine
- In 2018, our PR efforts also expanded into Germany, with features in Die Zeit, GEO Saison, and FAZ
- The Sunday Times (UK) ran a cover story on our Women's Expeditions in Morocco, reaching an audience of more than 700,000. The Evening Standard featured our new Adventure Cruising Range and The Guardian ran a feature on our Solo Parent Family trips
- CNN, the world's largest international broadcast network, with a business audience of over 12 million and online readership of over 14 million—featured Intrepid Group three times in 2018. With a focus on in-destination coverage, the segments highlighted Intrepid's stance on lesser-visited destinations, including Paraguay in a segment titled "Paraguay has secrets and we reveal them to you in destination."



"The experiences I had and the friends I've made on this trip are priceless. I experienced 10 times more than I ever would have on my own"
- Michael, Morocco Uncovered

CUSTOMER

2018 was another record year with 431,000 customers travelling with Intrepid Group, representing a 26% growth on 2017. Leading the charge was the Group's day tour brand Urban Adventures, with more than 266,292 customers (+54%).

We saw a healthy 14% growth in our new customer base across our multi-day travel brands. However, our repeat customer base declined by 4% in 2018. Despite this, we had 9% overall growth across Intrepid Travel and Peregrine Adventures. Retention is a focus for the Group moving forward, to ensure it grows in line with new customers. Even with record customer growth and positive trip feedback, travellers are demanding better and more personalised services, with faster

responses and a seamless experience across channels and platforms.

WHAT ARE OUR CUSTOMERS TELLING US?

Our customer expectations are growing fast and we're in the same race as our competitors to digitalise all aspects of the business and improve the customer experience as a key driver of growth and loyalty.

Building on our 2017 customer research base, we increased our customer interviews and usability tests by 70%, implemented a new Voice of Customer tool and launched a new customer metric, the Customer Effort Score (CES). The CES is collected across different journeys on the website to identify customer pain points and provide fast feedback when a new functionality is released.

Another source of customer feedback comes from the 'was this page helpful' form, which is located on every page of the website.

The collective data generated from these sources revealed poor customer experiences relating to a number of areas, including an inability to shortlist trips customers liked, a preference for text-based customer service platforms like Live Chat and Facebook Messenger and difficulties travel agents faced with booking our trips independently.

WHAT DID WE DO ABOUT IT?

Coupled with business priorities, our customer feedback helped shape our roadmap and project requirements to ensure we were enhancing the customer experience. As a result, we successfully implemented shortlisting on the Group's brand websites, leading to a 56% jump in conversion from customers who used this functionality.

We also updated the Travel Agent Portal, featuring an express booking function, and we are continuing to roll out new features based on agent feedback. Our research revealed that reviews played a key role in the customer's

decision to purchase. Rather than hide our one to three star reviews on our website (a decision made due to our inability to monitor and check every review), we opted instead for full transparency of all our customer reviews. Since we did this we've seen a 10% improvement in conversion rate for users who visit destination pages displaying trip reviews.

We converted our social media platforms into a hybrid marketing and customer service tool. We rolled out the management of our Facebook Inbox to our Live Chat teams to ensure faster and better responses for our customers. We will continue to scale this as we move into 2019.

GENERAL DATA PROTECTION REGULATION (GDPR)

In response to the GDPR in Europe, a data audit was conducted to get a clear understanding of the personal data we collect and handle. A Privacy Management Framework Policy was

finalised to assist in creating a privacy program. We completed a number of projects to minimise the collection, storage and unnecessary use of personal data, and to ensure the better handling of personal data. A Privacy Steering Committee and network was formed to create privacy support across the business.

OUTLOOK

We concluded 2018 with the creation of our new Customer Experience department, which will drive the 2019 focus on the booking stage of the customer journey. Loyalty will be a key topic for all brands to ensure our repeat customer base grows in line with new customer growth. Customer research and feedback will continue to become more sophisticated and underpin our ongoing transformation to deliver the best customer experience ever.

NET PROMOTOR SCORE (NPS)

NPS is a key customer metric within the Group, highlighting what we do well and the areas where we need to improve. This has informed our focus on the 'Research and Booking' stage of the customer journey.





PEOPLE

We know our people are the key to our success. That's why we're committed to investing in our global staff and leaders; which in turn, helps ensure we have an empowered, innovative and productive workforce.

In 2018, our People team concentrated on four key focus areas: recruiting and retaining world-class talent; continuing to embed a culture of diversity and inclusion; commencing our three-year journey to digitise our human resources systems; and better engaging our people.

We also grew our office locations to include another in New York, while closing our Petaluma location.

BUILDING A WORLD-CLASS TEAM

In 2018 we implemented an Applicant Tracking System to enhance the recruitment experience for both our managers and applicants. The system provides a more efficient way to advertise positions and sort applications, and grants more visibility of the process for applicants.

We also commenced the ideation of our 2025 Talent Roadmap; a succession planning tool designed to ensure we are increasing and upskilling our staff in the areas where the business needs it most.

To strengthen our retention of new parents and caregivers, we extended our flexible work conditions by introducing a minimum of three weeks Paid Parental Leave for either parent (in addition to any existing government-provided support). This benefit was formerly unheard of in some of the countries in which we operate.

DIVERSITY AND INCLUSION

In 2017, we set a goal to double our female tour leaders by 2020 – not an easy feat in some of the countries in which we operate. Since then, our female leaders have grown from 156 to 266 by the end of 2018.

In 2018, we updated our Global Recruitment Principles to ensure at least one male and one female candidate is invited to participate in the interview process for each role. To assist in eliminating any unconscious gender bias, each interview must also be conducted by at least one male and one female or non-binary interviewer.

In October 2018, we held our second Women's Leadership Forum in Melbourne. This time, we invited both men and women to apply. The forum sees our future leaders come together to set the gender equality agenda for our global business over the coming years.

We also continued to offer diversity and inclusion training, with a focus on disabilities, LGBTQI, gender and unconscious bias.

DIGITISING OUR HR SYSTEMS

We developed our new People Portal and launched it in January 2019. The People Portal will help us better support, engage and manage our staff and leaders by collating all of our HR information in one place; while also improving the privacy, integrity and accessibility of all data relating to our people.

ENGAGING WITH OUR PEOPLE

Staff engagement survey

We partnered with CultureAmp again to conduct our 2018 Your View Survey, which provides us with robust analytics and action planning resources to continue to grow

our already high participation and engagement rates globally.

The key metric is engagement, which measures our people's motivation, retention, recommendation, commitment and pride in the Group. Our global score for 2018 was 82% – 15% higher than other businesses in the tourism and hospitality industry, and 10% higher than other B Corp-certified business worldwide.

We use this annual survey as a roadmap for how we can improve year-on-year. For example, our 2017 results highlighted the need for more recognition and praise, and as a result we've adapted our culture and processes to address this feedback.

2,133

EMPLOYEES, CONTRACTORS
AND FREELANCERS
WORLDWIDE
(1,771 in 2017)

40+

GLOBAL OFFICES

68+

NATIONALITIES

82%

GLOBAL EMPLOYEE
ENGAGEMENT SCORE



PEOPLE

ENGAGING WITH OUR PEOPLE (CONT.)

Online training

With more than 40 offices around the globe, and with staff across over 120 countries, face-to-face training isn't always possible. Intrepid Group's online training portal, Degreed, helps us to combat this challenge by providing digital training that can be accessed anywhere in the world. In 2018, our total active users climbed to 758; completing 13,366 online courses. We created more than 72 new courses to meet demand.

Volunteering

We offer all permanent global staff 20 hours of paid volunteering hours every year. We proactively arrange opportunities for staff to engage with the program by outreaching to a range of local organisations working in environmental protection and conservation, gender equality, disability inclusion, education, health and more.

In 2018, our global staff used 10% of their volunteer time available, with an average of two hours used per staff member. In 2019, our goal is to increase participation in the program significantly, using a minimum of 30% of the global volunteer hours available.

OUTLOOK

In 2019, we will officially release our new People Portal worldwide, and will continue to develop our 2025 Talent Roadmap. We will also continue to work towards our diversity and inclusion goals to achieve a 50/50 gender split in our Global Leadership Team and double our female leaders by 2020.

We will invest in SAP's Success Factors as our new HR system to be released in 2019. This forms a part of our strategy to digitise HR globally, and will change the way we look at our HR processes; providing a range of productivity and user benefits. We will also launch the People Central, Recruitment, Onboarding and Learning Compliance modules, followed by Compensation and Performance and Goals modules.

In January 2019, we launched our Reconciliation Action Plan (RAP), a roadmap that aligns our company's objectives with Australia's reconciliation journey with its First Nations people. A dedicated RAP Working Group will be established and we will support this initiative with innovative partnerships with Aboriginal and Torres Strait Islander businesses and employment opportunities in our own business.

BEST FOR EMPLOYMENT

In November, Intrepid Group Colombo took out the Best for Employment category at the World Responsible Tourism Awards; recognising our efforts in ensuring decent and fair working conditions.

Our Colombo office – which consists of a global service centre and local DMC – became the first and only travel company in the region to offer its tour leaders an annual performance bonus. While Sri Lankan insurance companies typically only cover female staff for pregnancy and childbirth-related expenses if they're married, the company also provides medical insurance to unmarried pregnant staff. Both changes have spurred slow but steady improvements in a reluctant industry.

A YEAR OF STAFF FUNDRAISING SUCCESS FOR THE INTREPID FOUNDATION

From walking a marathon in Melbourne to climbing Morocco's highest peak, Intrepid Group staff gave back in a big way in 2018, raising more funds than ever before.

Staff fundraisers alone contributed more than \$300,000 in 2018, with the help of dollar-for-dollar matching from The Intrepid Group.

In August, Melbourne staff – including Chairman and Co-Founder Darrell Wade – laced up their sneakers for a trying 42km walk along Merri Creek in Melbourne, Australia. Staff and community supporters raised \$80,500 for The Intrepid Foundation partner, Blue Dragon Children's Foundation.

100% of the funds went towards helping 368 former street children and trafficked children in Vietnam receive an education and skills training. Through Blue Dragon's programs, these children will also receive health and psychological care, so they are able to build a brighter future.

Also in 2018, a trekking team from our UK and Marrakech offices climbed the summit of Morocco's Mount Toubkal for a cause. Their efforts were to raise funds for another partner of The Intrepid Foundation, Education for All – an organisation providing access to education for girls from rural areas of Morocco. Not only did the 12 climbers brave it to the top, but they raised more than \$100,000 for the project, including dollar-for-dollar matching.

In Morocco's High Atlas region, illiteracy rates for women are as high as 83%. Education For All works to combat this by bringing education closer to girls who would otherwise not have access.

The funds raised by Intrepid Group staff are enough to fully support 74 girls for an entire year, providing them with three nutritious meals a day, cosy beds, hot showers, access to books and a computer, activities like yoga and cycling, visits to the city, and travel to see their families on the weekends.





Green energy – Toronto

Toronto office purchased renewable energy.

Sustainable sourcing – Morocco

Our Morocco office is stocked with eco-friendly cleaning products and recycled paper products, and we source gifts for our business partners from a women-owned company that provides employment for female artisans from rural areas.

Plastic bottles – Turkey

Our Turkey office is working with our hotel partners to ensure they all provide our customers with the opportunity to refill their water bottles. This has kept nearly 28,000 single-use plastic bottles out of landfill.

Plastic reduction – Peru

We provide packed lunches on our trekking routes in Peru. These are served in certified 100% biodegradable containers that are made of sugar cane.

Reducing carbon emissions – China

In China, we have replaced internal flights with high speed rail on a number of our itineraries.

Environmental conservation – Vietnam

In June, our Hanoi office partnered with Action for a Green Halong to clean up Halong Bay. 741kg of rubbish was collected, 70% of which was foam, fishing line, string/rope, plastic bottles and straws.

ENVIRONMENT

We take our responsibility to help preserve the world's natural and cultural assets very seriously. The reality is that this is not only the right thing to do, it also helps us to sustain the tourism industry.

However, despite our best intentions, we realise that very few travellers offset their flights; and more often than not, this will be their trip's largest source of emissions.

We continue to focus on using more environmentally-friendly modes of transport on our trips. This includes the introduction of innovative new product ranges such as Adventure Cruising, which aims to offer a more sustainable small ship alternative

to large ship cruising. We have also invested in technology that enables us to work effectively with our global colleagues by video conferencing.

A growing number of our hotel suppliers are agreeing to offer filtered water for our travellers to refill their water bottles. This reduces the need for travellers to buy bottled water. To encourage this behaviour, we provide our travellers with a branded aluminium water bottle they can fill and start using straight away. We also carry water drums in our vehicles on appropriate itineraries so customers can refill their bottles on the road.

Where possible we are working to minimise the impact of overtourism on the environment, both human and natural, by diverting selected itineraries to equally inspiring but less visited locales – such as substituting Vietnam's Halong Bay for Cat Ba Island.

CLIMATE CHANGE

2018 was the fourth warmest year on record, and the Intergovernmental Panel on Climate Change (IPCC) issued a stark warning on the consequences of global temperature increases of more than 1.5°C.

Climate change is boosting extreme weather events, with severe heatwaves, wildfires and flooding making the transition to a more sustainable practice integral to the survival of every business. As a result, the Group created an Environmental Impact Specialist role within our Responsible Business team in December 2018, to ensure we have the expertise to position the business against the effects climate change.

OUR CARBON MANAGEMENT PROGRAM

The world's largest carbon neutral travel company since 2010, we measure our annual GHG inventory in accordance with the global GHG Protocol, offsetting our emissions by purchasing international carbon credits. As per December 2018, we've used 310,000 tonnes of carbon emissions.

In late 2018, we revised our reporting methodology in line with the National Carbon Offsetting Standards (NCOS) under the Australian Government's Carbon Neutral Initiative. We also improved the monitoring and management of our environmental data to make it more efficient and user-friendly for our staff by working with the energy, carbon and sustainability consultancy Ndevr Environmental.

OUTLOOK

In 2019, we will form a Sustainability Network to increase employees' engagement in our carbon emissions reporting. We will also compile a comprehensive report of our 2018 emissions (including the impact of flights, waste produced and electricity usage) for all of our offices. This data will allow us to benchmark and set new targets. Tackling plastic usage will continue to be a first priority across the business. One step we are already taking in this direction is our commitment to ensuring there are no single-use plastics sold or available on our Adventure Cruising ships.

2020 carbon goals

In 2019, we will continue working towards our 2020 goals to lighten our global environmental footprint overall, through:

- 5% reduction in carbon emissions per full time employee in our offices
- 5% reduction in energy use per full-time employee globally

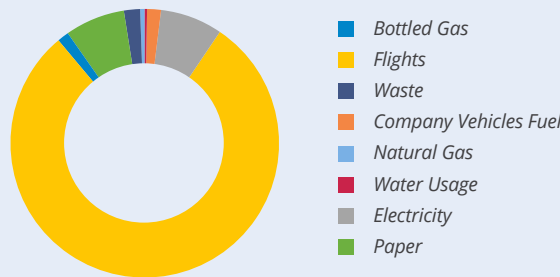
ENVIRONMENT

As the world’s largest adventure travel company, we are acutely aware of our responsibility to manage our impact on the environments in which we operate and visit. Our key focus is on reducing our carbon emissions and improving efficiencies around how we use natural resources. We follow the Measure – Reduce – Offset carbon management principles to manage the environmental footprint of our trips and operations around the world.

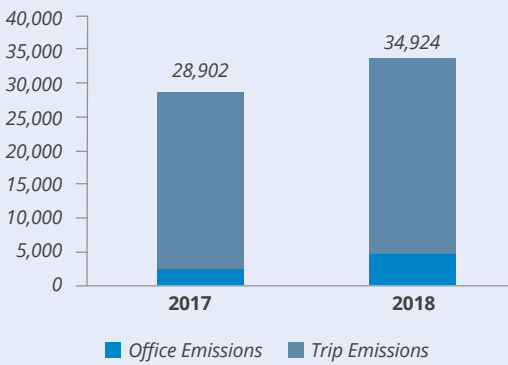
1. MEASURE

We measure and offset the main sources of emissions on our trips from transport to accommodation and waste. When it comes to our offices, we measure and offset our emissions from electricity, bottled gas, natural gas, water, flights, vehicles, waste and paper.

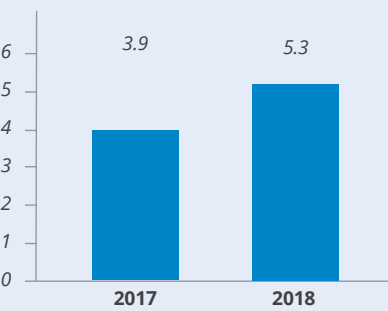
OFFICE EMISSIONS BY SOURCE (tCO2e)



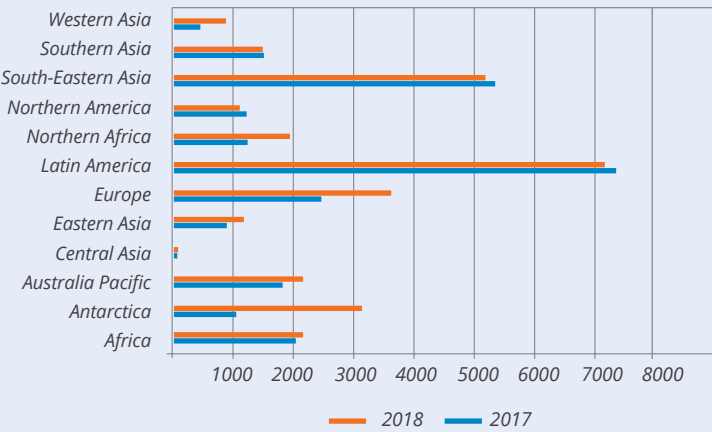
INTREPID GROUP TOTAL EMISSIONS (tCO2e) INCLUDING OFFICES AND TRIPS



GHG EMISSIONS INTENSITY 2017-2018(tCO2e/FTE)



TRIP EMISSIONS BY REGION (tCO2e)



Footnote:
Over the course of 2018, Intrepid has reviewed and updated its Greenhouse Gas (GHG) accounting framework in line with international and national best practice. Applying the new processes, our 2017 GHG emissions data reported in the 2017 Integrated Report was overstated by 13,564 tCO2e. The results have been restated applying the new methodology in line with the National Carbon Offsetting Standards (NCOS) under the Australian Government’s Carbon Neutral Initiative. 2017 data has reduced from 42,466 tCO2e to 28,902 tCO2e. We have not re-calculated and restated emissions between 2010 and 2016, as we are confident that the reported footprints were in any case higher than the recalculated results.

In 2018, we assessed 42 offices including both newly established and virtual offices. This is an increase of 13 offices from 2017. We improved our model for assessing flights and updated relevant emission factors. All data has been calculated using a methodology in line with the National Carbon Offsetting Standards (NCOS) under the Australian Government’s Carbon Neutral Initiative

2. REDUCE

Intrepid Group is committed to protecting our planet. That’s why we take a sustainable approach to our consumption and production; both during our trips and in our offices.

- Encouraging our travellers to use refillable drink bottles.
- Using public transport on our trips to reduce fuel use per passenger.
- Introducing efficiency measures, including energy efficient light bulbs and digital conferencing.
- Recycling waste in our offices around the world.
- Minimising the number of flights included in trips.
- Conserving water use in our offices and on our trips.

3. OFFSET

We offset our carbon emissions by purchasing carbon credits associated with a range of renewable energy projects. We have identified six key international projects that we will purchase carbon credits with from 2018-2020.



FIGHTING FIRE WITH FIRE
Arnhem Land, Australia

- Savanna burning projects reduce GHG emissions by undertaking cool, lower intensity fires in the early dry season when the vegetation still contains some moisture from the wet season



LANDSCAPE LIVELIHOODS
Malawi, East Africa

- Empowers over 220,000 local villages to reduce deforestation and protect 170,000 hectares of forest by building more sustainable sources of income



RAINFOREST REHAB
Malaysian Borneo

- Replanting and avoiding deforestation and palm oil plantations



LUNGS OF THE PLANET
Madre De Dios, Peru

- Conserves the forest area and prevents illegal logging.
- Supports the long-term wellbeing of rural communities dependent on subsistence



WINDS OF CHANGE
Tamil Nadu, India

- 84 wind turbines installed on areas of land sold to the project by a collective of farmers



WINDS OF CHANGE
Turkey

- 20 wind power turbines installed in the country
- 109.9 GWh expected annual electricity generation for local electricity market. Creation of 60+ local jobs in the community



SOCIAL AND RELATIONSHIPS

No business or sector is self-contained, and this is particularly true in the travel industry.

Our product depends heavily on public infrastructure, the local workforce, and supply chains in the places we go. As a truly global travel business, Intrepid Group is built on relationships with many different stakeholders.

Intrepid Group engages with over 5,000 partners and suppliers globally, including travel agents, hotels, tour operators and transportation providers. Intrepid Group is committed to reducing inequality, and using our business to empower local people through skills training, job creation and product innovation designed to celebrate their cultural identity. By focusing on including local communities throughout our supply chain, we aim to ensure that the

economic and social benefits of our operations are dispersed fairly. Just one example is how our DMC and The Intrepid Foundation has worked with the Kilimanjaro Porters Assistance Project (KPAP) to provide education, support and advocacy to ensure the fair and ethical treatment of porters (refer to pg 91).

We add value to our travel agent partners, not only by continually providing an exceptional product that they can trust, but also by taking a leadership role on issues in our industry. In 2018 Intrepid Group continued our sponsorship of Australia's Women In Travel Awards, as well as continuing our role on the steering committee for Rethink Orphanages and the Coalition for Ethical Wildlife Tourism.

PARTNERSHIPS FOR CHANGE

As a signatory to the UN Global Compact, we are committed

to achieving the SDGs through partnerships for change. We actively identify opportunities for our business to collaborate with governments, NGOs, and communities to create shared value and be a genuine force for good in the places we visit. In 2018 we saw our partnership with WWF and Australia's Department of Foreign Affairs bear fruit with the creation of the Business Partnerships Platform. This resulted in the creation of the community-based tourism project in Madi Valley being added to Intrepid Travel's trips in Nepal (more information on pages 64-65). In 2018 we also we initiated two new community-based tourism (CBT) projects, in Uganda and Cambodia

OUTLOOK

In 2019, we will dedicate 1% of global revenue to purpose initiatives (see right) and collaborate with governments and NGOs to initiate six new CBT projects.

1-2-3 DOESN'T ADD UP

In March 2017 the Board committed to a new initiative called '1-2-3' with the aim of realising Intrepid Group's long-term commitment to being a business with a purpose beyond profit. The plan would see the Group dedicate 1% of global revenue, 2% of global staff time to purpose projects, and 3% of founders' equity would go to The Intrepid Foundation by 2020.

In December 2018 the Board made the decision to simplify the initiative, focusing solely on the commitment of 1% of revenue. Tracking staff hours for purpose projects was overly complex and difficult to measure in practice, with staff noting hours that didn't make a material impact. Going forward, we will focus on skills-based volunteering. Achieving B Corp certification in 2018 has paved the way for our founders to legally lock our mission in for the long-term.

This, combined with the evolution of our purpose, has meant a shift from straight philanthropy to focus on UN SDG 8 (Decent Work & Economic Growth) via The Intrepid Foundation, in a broader approach.

MODERN SLAVERY ACT

In November 2018, Australia became the first country in the world to legally recognise orphanage trafficking as a form of modern slavery.

As a steering-committee member of Rethink Orphanages Australia, we're proud to have represented the tourism industry by providing a parliamentary submission in support of a new legislative definition for 'modern slavery'.

The Modern Slavery Act aims to stamp out modern slavery both in Australia, and in Australian businesses' supply chains. It means that around 3,000 businesses with an annual turnover of \$100 million or more will need to publicly report on how they identify, investigate and mitigate any risks of trafficking or

slavery globally by issuing a modern slavery statement every year.

In 2017, Intrepid Group issued its first Modern Slavery Statement; outlining the steps we take to prevent acts of slavery or trafficking from occurring in our business or supply chain. In early 2016, we removed visits to orphanages and residential care facilities on any of our global trips.

In 2018, we also facilitated child protection training for key staff working in our operations, product, responsible business and not-for-profit teams. We're proud to share that ReThink Orphanages Australia, in partnership with Intrepid Group, won a silver award in the Best in Communicating Responsible Tourism category at the World Responsible Tourism Awards, in recognition of its commitment to child protection.



SOCIAL AND RELATIONSHIPS

PROJECT IN THE MADI VALLEY OF NEPAL

Community-based tourism to combat human-wildlife conflict

In 2018, Intrepid Group continued its partnership with WWF and the Australian Department of Foreign Affairs and Trade (DFAT) to grow community-based ecotourism in Nepal through the Business Partnerships Platform (BPP).

The project, located at the southern 'buffer zone' of Chitwan National Park, aims to help establish sustainable wildlife and cultural tourism in the Madi Valley.

One of the key objectives has been to help address the community's issues with human-wildlife conflict. Increasingly, farmers and local residents in Shivadwar have become frustrated by the wild animals coming

in and eating their crops; or worse, endangering the community.

The project's other benefits include:

- Leveraging the wildlife and cultural richness of the area to better share the benefits of tourism beyond Chitwan, and further beyond Nepal's popular trekking tours
- Income-generation opportunities, which also help to develop the associated skills and capacity for those living in Madi Valley
- Social and economic empowerment of under-represented members of the community – such as women and youth

Since August 2016, we have worked closely with the Shivadwar community to establish the project. This includes

taking more than 50 travellers to the Ayodhyapuri Homestay as part of Intrepid Travel's Kathmandu to Delhi tour from September 2018.

So far, the project has generated more than \$15,000 in income for the local community. Our feedback from travellers has been very positive, with the above tour receiving an average Overall Enjoyment Score of 4.71 out of 5.

Funding from the BPP initiative has also enabled the creation of a Small Business fund, designed to provide low interest loans to support households impacted by human-wildlife conflict, and to help launch more local businesses – offering alternative livelihoods beyond agriculture.

In 2018, further progress included:

- Installation of solar power in each of the 11 homestays
- Construction of a central community kitchen and dining area, complete with a community hall and murals that tell the cultural history of the area
- Organic farming to generate a more diverse range of crops for the community' and guest consumption
- The opening of the CBT project with senior leadership from each partner as well as the Australian Ambassador to Nepal, His Excellency Peter Budd – helping to raise awareness of the project locally and beyond

INCREASED TRAINING AND WORKSHOPS

- Nature guide training for young adults
- Two handicraft trainings for 18 local women
- English language training
- Homestay management and culinary training
- Gender and social inclusion workshop

The Ayodhyapuri Homestay will be included in an additional Intrepid Travel Nepal itinerary from 2019. Intrepid Group, WWF Nepal and the local community are also developing additional tourism activities, such as cooking classes and cycling tours.

"Through their homestay income, local workers can afford a good education for their children and manage household expenses. The women feel empowered now."

Geeta Pun Magar,
Ayodhyapuri BZUC Homestay owner



Why we became a B Corp

TO VALIDATE AND PRESERVE OUR PURPOSE

Our certification helps us to officially substantiate our commitment to purpose beyond profit; now, and into the future.

TO IMPROVE OUR INDUSTRY

Our certification has helped us to charter a new pathway for global travel companies to engage with the sustainability movement, by creating a roadmap for medium and large businesses to follow.

TO PROVIDE A TRUST STAMP FOR CONSUMERS

Certification makes it easy for travellers to identify sustainable businesses and to purchase products knowing they're contributing to a greater good.

TO ATTRACT AND RETAIN GREAT PEOPLE

Our accreditation helps us to demonstrate the value we place on our staff and leaders, and gives them a reason to come to work beyond just their salaries

82.7

B CORP OVERALL SCORE

15.6 GOVERNANCE

29.6 GOVERNANCE

23.3 COMMUNITY

2.1 CUSTOMERS

ACHIEVING B CORP CERTIFICATION

In June 2018, we became the largest B Corp in Australasia, and the largest B Corp in the tourism sector globally.

Certified B Corporations, or B Corps, strive to use their business operations to benefit their stakeholders and create solutions to some of society's most pressing issues.

In this way, the B Corp movement is redefining what it means to be a successful business, by encouraging companies to pursue value for shareholders and key stakeholders alike including employees, communities, the environment, suppliers and customers.

While the travel industry has more than 100 certification schemes, B Corp certification is the only accreditation to offer a framework for companies to measure the holistic impact of their entire business. Importantly, this helps us to build on our 30-year

commitment to responsible travel, and giving back to the places and people we visit. It shows that our dedication to doing good flows right through our business, from our decision-making and governance all the way through to our direct operations and supply chain, our charitable contributions and how we treat our people.

Certifying Intrepid Group was a rigorous and exploratory process given our company's size and industry. In fact, it took three years from the very beginning of the process to final certification.

To achieve certification, 23 of Intrepid Group's companies were independently audited. They were weighted and graded on how they meet B Lab's social and environmental standards, where a minimum total score of 80/200 points is required.

HOW B CORP IS MAKING US BETTER

The certification process has already seen us make a range of significant improvements to our global business.

These include:

- The introduction of three weeks' additional Paid Parental Leave for all staff – regardless of gender. While this may seem common in many countries, it was a staff benefit that was unheard of for fathers in countries like Morocco.
- An increase in the number of paid volunteering hours offered to our global staff, from eight (in 2016) to 20 hours per year.
- An increased commitment to gender diversity in senior management levels, where we set a goal to have 40% female directors on our Board (which we reached in 2018) and a 50/50 split in our Global Leadership Team by 2020.
- We have strengthened our ethical purchasing policy, extending it to our virtual offices.
- The introduction of heightened supplier screening, to assess significant supplier's social and environmental impacts and performance.

But for all our achievements and progress, we realise we are not perfect; and this certification provides us with a road map for how we can be better. It's not only about meeting the highest standards of social and environmental performance, accountability and transparency today, it's about striving to increase the positive impact we have on our planet, our people and the local communities we visit in future. For example we see a huge potential to better engage our destination communities and significant suppliers in improving social and environmental impact.

Paving the way for our industry

As part of our certification, we introduced the first-ever B Corps in Cambodia, Sri Lanka and Vietnam. These companies performed particularly well in the areas of governance and demonstrating the exceptional benefits provided to local staff.

OUTLOOK

As an Australian-owned business trying to progress the B Corp movement, 2019 will see us support B Lab in the mission to change the Corporations Act in Australia, to allow socially-conscious businesses to become 'benefit companies.' A benefit company is a new opt-in corporate structure offering a legal framework to build and invest in businesses that are committed to balancing profit alongside social impact objectives.

Similar reforms have already been introduced across the majority of the USA, and in Europe; and are currently being considered in the UK, Canada, Taiwan, Argentina and Columbia. Overall, the market for socially responsible investments is expected to be worth \$1 trillion globally over the next decade.



SOCIAL IMPACT THROUGH PRODUCT INNOVATION

Urban Adventures tours are specifically designed to keep money within local economies and mitigate the impact of tourism 'leakage', where money spent by visitors goes to big corporations rather than directly to locals.

On average, more than 90% of Urban Adventures' tour costs are spent with local suppliers, and 76% of money spent by our travellers stays in the destination visited, equal to approximately \$64 per person.

But most importantly, Urban Adventures' tours are aimed at encouraging a deeper understanding

of, and connection with, the local people we visit. In fact, we innovate our product around this very principle.

LOCAL ARTISAN TOURS: 'MADE IN'

In early 2018, Urban Adventures expanded its 'Made In' range from 20 to 29 destinations. This series of tours is designed to support local artists and craftspeople, and educate travellers on the importance of shopping locally. We now offer 25 'Made In' tours around the globe.

By visiting local shops, galleries and studios rather than markets with mass-produced, imported goods, we can ensure that money stays within local communities, while also supporting the independent artisans who are preserving local culture. Travellers, in turn, walk away with mementos that are both ethically-produced and locally authentic.

On a 'Made In' tour, travellers can:

- Shop for jewellery that's been made from old coins by refugees living in Delhi.
- Purchase artwork made from recycled metal and designed by disadvantaged locals in Amsterdam.
- Visit Budapest's first sustainable clothing store.
- Learn about traditional ceramics in a Krakow pottery shop.
- Meet a famous favela artist in Rio de Janeiro.

SOCIAL IMPACT TOURS: IN FOCUS

In 2015, Urban Adventures launched In Focus, a range of day tours run in partnership with local social enterprises, non-profits and NGOs. On these tours, travellers can learn about grassroots projects that are supporting local communities, and come face-to-face with the people tackling real local issues.

In 2018, 12 organisations from Europe, Asia, Africa and South America joined the In Focus program, which means the program is now available in 22 destinations worldwide.

Some examples of In Focus tours include:

- Visiting a centre helping Syrian refugees to resettle in Istanbul.
- Having a homemade lunch with a 'Widows Empowerment' group in Casablanca.
- Learning about urban issues from a formerly homeless guide in Edinburgh.
- Taking a cooking class with refugees living in Bangkok.
- Discovering street art with a neighbourhood rejuvenation team in Valparaiso.



SUPPORTING INCLUSIVE TRAVEL

In 2018, PEAK DMC took on its biggest operational challenge yet: enabling two wheelchair-bound travellers to complete a one-day trek of the Inca Trail.

The trek, completed in partnership with travel company Wheel the World, was undertaken to raise awareness of the travel possibilities available to people living with disabilities. Founded by best friends Alvaro Silberstein (who is a quadriplegic) and Camilo Navarro, Wheel the World have a mission to redefine the recreation sector for people with disabilities.

It was a purpose that resonated with PEAK DMC Regional General Manager for South America, Gary Cohen, who reached out to Wheel the World in April to see how they might work together in Peru. Preparations then ensued to design an accessible week-long itinerary around Cusco that would include the one-day Inca Trail.

In November, after many months of preparation, the PEAK DMC South

America team welcomed Wheel the World's Alvaro Silberstein and Isabel Aguirre (both wheelchair users) and an additional 12- person support crew of their family and friends to Peru.

After spending time seeing the sights of Cusco and participating in a 10km accessible cycling experience around the Sacred Valley, the team boarded the train at Ollantaytambo, bound for KM104, the starting point of the one-day Inca Trail. What followed was a superhuman effort to get Alvaro and Isabel to Machu Picchu, something that most people thought was impossible.

News of this achievement has reached far and wide, with media including CNN, The Independent, The Daily Mail, CN Traveler and Travel and Leisure covering the expedition.

Travellers with disabilities or reduced mobility are now able to book their own accessible adventure in Peru with Wheel the World, which will be operated by PEAK DMC on the ground, with plans to expand to other destinations in the future.



OUR GOVERNANCE

Our Board and its sub-committees are dedicated to strong corporate governance and management of internal and external risks faced by the business.



OUR BOARD

Intrepid Group is governed by the Intrepid Group Board of Directors, who have been appointed by shareholders.

The Board meets every two months and is responsible for governance, as well as setting the strategy and overall direction of the business. The Board also sets the tone and culture of Intrepid Group; living and endorsing its six key values: Integrity, Responsibility, Fun, Innovation, Growth and Passion. The day-to-day management of Intrepid Group is the responsibility of the company's CEO and the Core Strategy Team.

The Board takes its responsibilities very seriously, and all members attended all five Board meetings during the year. No changes were made to the composition of the Board during the December 2018 financial year.

However, in 2018 the board invited two external independent members to join. These two female non-executive board members attended their first board meeting in January 2019. Their appointment aligns with Intrepid Group's commitment to diversity at all levels of the organisation – including within senior management – and sees Intrepid Group realise its 2020 goal to have 40% of its Board comprised of female directors.

"As we grow, we need to continue to bring diversity of opinion and new expertise to the table"

James Thornton, CEO

GEOFF MANCHESTER MEMBER SINCE 1989

Geoff is the co-founder of Intrepid Travel and Director of Intrepid Group. Globally recognised as a responsible travel pioneer, "Manch" has ensured Intrepid Group delivers on its sustainable and responsible travel ethos as the company has grown. Integral to the creation of The Intrepid Foundation, Manch has championed the not-for-profit since its inception in 2002. An ambassador for Conscious Capitalism Australia, Manch also spearheaded the Group's efforts to become a B Corp.

DARRELL WADE MEMBER SINCE 1989

Darrell is the co-founder of Intrepid Travel and Chairman of Intrepid Group. During the course of his career, Darrell has been recognised as a leader in entrepreneurship and as a passionate advocate for sustainable tourism. It was under his leadership that Intrepid Group became the first carbon neutral travel company in 2010, and he was selected as one of the first group of Australians to complete Climate Project training with the Hon Mr Al Gore. Named as the Ernst & Young Entrepreneur of the Year back in 2002, Darrell continues to drive a culture of innovation within the Group. Darrell is on the Executive Committee of the World Travel and Tourism Council, where he has been a strong advocate on sustainability issues, particularly climate change.

JAMES THORNTON MEMBER SINCE 2015

James is the Chief Executive Officer of Intrepid Group. Since joining the Group in 2005, James has filled a variety of senior roles, including UK & Europe Regional Director, General Manager Global Sales, and Managing Director of Intrepid Group. Focussing on the dual objectives of growing the market for sustainable, experience-rich travel and operating a company that has a purpose beyond profit, James has been instrumental in the growth of the Group. James is a member of the Young President's Organisation and the Australian Institute of Company Directors. In 2018, James was named the Hospitality and Tourism Executive of the Year in CEO Magazine's Executive of the Year Awards in Australia.

INTRODUCING OUR 2019 NON-EXECUTIVE BOARD MEMBERS



SARAH MORGAN

Member from January 2019

Sarah is an experienced non-executive director, serving on a number of boards including Hansen Technologies, Adslot, Future Generation Global Investment Company Ltd, and the National Gallery of Victoria Foundation. She has worked on some of Australia and the world's most significant transactions across a broad range of industries.



LIZ SAVAGE

Member from January 2019

Liz is a full-time Company Director, experienced in growing businesses organically and by acquisition. She applies customer-centred leadership to her portfolio of ASX-listed, private, local government and not-for-profit director roles, spanning the competitive tourism, travel, hospitality, workforce and sports sectors. Liz is the former Business Development Director of EasyJet and Chief Commercial Officer of Virgin Australia.

CORPORATE GOVERNANCE

Intrepid Group is committed to maintaining the highest standards of governance supported by best practice structures, people and policies.

The Board of Directors are committed to building long-term value for all stakeholders through sound corporate governance. The Board, and its sub-committees, ensure the open and honest operation of Intrepid Group at every level of the business. The Board has delegated authority to the Audit and Risk Committee to oversee the following areas: financial management (including the external audit process), compliance and risk management, and health and safety. The Audit and Risk Committee met five times in 2018, with the Chair of the Committee reporting back to the Board after each meeting.

A few changes were made to the Audit and Risk Committee during 2018. In June, Regional Director (APAC), Brett Mitchell, stepped down

from the Committee. Chief Operating Officer, Michelle Beveridge, joined the Committee, following Darshika Jones' transition from Group Finance Director to Regional Director in North America. Darshika therefore stepped down in November.

2018 also saw the introduction of a new management sub-committee – the Core Strategy Team (CST). The CST is chaired by the CEO, and is comprised of senior members of the Global Leadership Team (GLT). The CST meet quarterly and are charged with implementing the strategies set by the Board and overseeing the management of the company. The CST is also responsible for relaying the culture, tone and initiatives from the Board to the business.

The GLT was reformed in 2018 to include representatives from key business segments and divisions as well as department heads. The GLT acted as a wider steering committee, charged with providing input and insight into strategic goals and projects.

2018 HIGHLIGHTS

Across the year, a number of milestones were achieved by the Board and its sub-committees:

- Identification of new non-executive directors to the Board and Audit and Risk Committee.
- Creation and implementation of a new compliance program, including global key control spot checks and on-site compliance reviews.
- Tracking progress against our 2020 strategy.
- Commenced planning for our 2025 strategic plan, taking the company beyond the current 2020 plan.

2019 AND BEYOND

The Audit and Risk Committee has commissioned a full review of our Risk Framework to ensure Intrepid Group stays up-to-date with the latest global standards.

TEAM	TOTAL MEMBERS	TOTAL MEETINGS HELD	MALE	FEMALE	DIVERSITY
Board of Directors	3	5	3	0	0%
Audit and Risk Committee	4	5	1	3	75%
Core Strategy Team (non-Board)	5	4	3	2	40%
Global Leadership Team (non-Board and CST)	13	4	6	7	54%

OUR 2018 CORE STRATEGY TEAM

Group Commercial Director Tom Beadle	CEO James Thornton	Chief Growth Officer Michael Edwards
Chief Operating Officer Michelle Beveridge	PEAK DMC Managing Director Natalie Kidd	Chief Purpose Officer Leigh Barnes

RISK MANAGEMENT

As a multi-brand business operating globally across a number of countries and cultures, we are exposed to a number of business risks that may materially impact on our business. An effective risk management system is therefore essential to safeguarding our success.

OUR APPROACH TO RISK MANAGEMENT

Intrepid Group has implemented the COSO Enterprise Risk Management – Integrated Framework to manage its global risk. We use a multi-layered approach to the identification, management and mitigation of external and operational risks. Risk governance is led by Intrepid Group's Audit and Risk Committee, who actively participate in the 'top-down' identification, assessment and acceptance of strategic risk.

The Audit and Risk Committee have been appointed by the Board to oversee the effectiveness of internal controls and risk management systems across the organisation, while our CST manages our business risks at an operational level. In 2018 the Board invited two non-executive directors to join the Board in 2019, and one of the non-executive directors will join the Risk and Audit Committee as Chair.

In addition to this, Intrepid Group has three lines of defence against risk. All levels of our risk management framework work together to help ensure that our business risks are mitigated.

The first line of defence is the management team themselves, who promote a culture of risk awareness, control focus and 'doing the right thing' within the business. They have nominated risk champions within business units to promote and implement risk management.

The second line of defence is the Intrepid Group functions, which are set up specifically to identify opportunities to further mitigate common Group-wide risk and set required control

standards; communicating and reporting these to the wider business.

The third line is independent assurance by way of external auditors. These auditors provide independent and objective assessment of the effectiveness of risk management, operational controls and governance processes. They also provide guidance to management on risk and control through ad-hoc consulting as required.

ASSURANCE AND INTERNAL CONTROL ENVIRONMENT

Intrepid Group's risk management framework is designed to manage rather than eliminate risk and can only provide reasonable and not absolute assurance against material misstatement or loss.

The key features of Intrepid Group's internal control framework ensures the accuracy and reliability of financial reporting including clearly defined lines of accountability and delegation of authority, and procedures that cover all aspects of the business.

SOURCES OF ASSURANCE

The Board has delegated responsibility for reviewing the effectiveness of the Group's systems of internal control to the Audit and Risk Committee. This covers all material controls including financial, operational and compliance controls and risk management systems. The Committee is supported by several sources of internal assurance from within the Group to complete these reviews, in particular:

- **Compliance review**
Intrepid Group's primary source of assurance relies on the compliance program that is in place. This includes having a quarterly compliance check of the Group's key controls and regularly spot checking key controls, tax, licensing, updates on fraud and other irregularities.
- **Functional assurance**
Including health and safety and environmental footprint.


RISK GOVERNANCE FRAMEWORK



OUR MATERIAL RISKS

Intrepid Group has identified the most pressing risks to our stakeholders and our ongoing business success, as well as potential consequences if these risks are not addressed. The plan below outlines what we are doing to mitigate these risks. The Audit and Risk Committee and Core Strategy Team have identified a wider range of other risks which are reviewed and managed regularly.

RISKS AND CONSEQUENCES	MITIGATING MEASURES
<p>ON TRIP SAFETY</p> <p>Provision of travel includes potential risks to safety for both customers and employees.</p> <p>CONSEQUENCE</p> <p>The risk of injury or trauma to customers, including possible death, potentially leading to lawsuits, fines and penalties, as well as significant reputational damage.</p> <p>CAPITALS</p> <div></div>	<p>Intrepid Group's Health and Safety Policy embedded into all parts of the business, both in our offices and at an operational level.</p> <p>Regular assessment of on-ground adherence to our Health and Safety Policy through customer feedback, leaders' Trip Reports and Trip Safety Audits.</p> <p>Development and implementation of a Global Incident Management Plan which ensures any incident is dealt with in a timely and professional manner. Tracking and review of incidents to mitigate any further damage to passengers or the business.</p> <p>Comprehensive insurance in place.</p> <p>All leaders and guides receive regular and comprehensive health and safety training.</p> <p>Maximise the use of in-house DMC network where we have more direct control over quality assurance.</p>
<p>MAJOR GLOBAL INCIDENT</p> <p>Intrepid Group and its passengers are exposed to the inherent risk of domestic and/or international incidents affecting some of the countries that we operate in, including terrorism and natural disasters.</p> <p>CONSEQUENCE</p> <p>The risk of injury or trauma to customers, including possible death, potentially leading to lawsuits, fines and penalties, as well as significant reputational damage</p> <p>CAPITALS</p> <div></div>	<p>All trips are run in accordance with the travel advice issued by the Australian Department of Foreign Affairs, with reference also made to the governmental travel advisories from other key source markets.</p> <p>Our business model is based on having a balanced destination mix to minimise concentration risk.</p> <p>We minimise the impact of any potential negative events in our source markets and destinations by ensuring the effective execution of our incident management plans.</p> <p>The business is debt-free and maintains a healthy level of free cash, which allows us to absorb temporary shocks to cash reserves resulting from regionalised destabilisation.</p> <p>Our DMC network has strong relationships with local tourism bodies and travel and aviation associations, and actively monitors the political situation in volatile destinations.</p>
<p>DIGITAL TRANSFORMATION</p> <p>Inability to, or poor implementation of, Digital Mindset strategy leading to us falling behind in the marketplace.</p> <p>CONSEQUENCE</p> <p>Inefficiencies in systems leading to the increased cost of acquisition and the increased cost of doing business, as well as missed opportunities to expand, grow and improve.</p> <p>CAPITALS</p> <div></div>	<p>Implementation of agile project management practices has enabled projects and the wider business to react to changing circumstances and ensures we are working towards up-to-date goals.</p> <p>We ensure we have appropriate resources allocated to executing this strategy through our five year planning process and embed changes through training and support.</p> <p>Continuing to execute our online driven strategy and support the digital customer journey. Strategy is reviewed as part of the ongoing goals alignment process.</p>

RISKS & CONSEQUENCES	MITIGATING MEASURES
<p>TALENT MANAGEMENT</p> <p>The Group's success depends on its ability to retain key management and remain competitive within the market.</p> <p>CONSEQUENCE</p> <p>Increased cost to the business to recruit and onboard talent into key roles.</p> <p>CAPITALS</p> <div></div>	<p>We have ensured succession and development plans are in place for all identified business-critical roles.</p> <p>We run a suite of internal management development programs and invest in a mix of internal and external training to ensure our people have the right skills.</p> <p>We undertake a range of activities to build culture and increase engagement.</p> <p>We progressively grow the employment offering by increasing salary ranges, incentives and benefits within the affordability of the business.</p>
<p>ECONOMIC ENVIRONMENT</p> <p>Spending on travel and tourism is discretionary and price sensitive. The economic outlook remains uncertain with different source markets at different points in the recovery cycle. Consumers are also waiting longer to book their trips in order to assess their financial situation.</p> <p>CONSEQUENCE</p> <p>An inability to react to changes in the market leading to the misallocation of resources and an inability to meet customer demand.</p> <p>CAPITALS</p> <div></div>	<p>We closely monitor and action critical KPI's (passenger numbers, trip fill, average selling price etc.).</p> <p>We closely monitor and action changes in political environment (such as Brexit).</p> <p>Active management of, and investment in, resources for our yield management systems to ensure flexibility and resilience in our business model. This will ensure that trip fill is maximised and capacity is aligned closely to forecasts in order to protect margins and profit growth.</p> <p>Maintaining a healthy free cash position to absorb any temporary shocks.</p> <p>Continuing to ensure we have a diversified customer base and that we are targeting growing sectors of the industry. Aim to obtain number one position in each market.</p> <p>Management has ability to adjust cost structure in response to changing market conditions.</p>
<p>CLIMATE CHANGE</p> <p>Intrepid Group recognises that climate change is a global risk and that we must manage the risks associated with climate change across our value chain, now and in the future.</p> <p>CONSEQUENCES</p> <p>The impacts of extreme weather events are increasingly recognised as a material financial risk to businesses.</p> <p>Physical assets (our operations) and trips are vulnerable to weather and climate change (e.g. increased frequency and severity of extreme weather events such as heatwaves, hurricanes and floods, and stress on water resources).</p> <p>There is increasing regulatory and financial pressure to reduce GHG emission intensity of energy supplies, resulting in a growing demand for renewables.</p> <p>CAPITALS</p> <div></div>	<p>Where possible, we continue to focus our efforts on using more environmentally friendly modes of transport on our trips.</p> <p>We continue to reduce the amount of travel associated with internal meetings.</p> <p>We continue to invest in technology that enables meetings and other forms of engagement to be conducted via video conferencing.</p> <p>Intrepid Group has been a carbon neutral travel company since 2010. In late 2018, the Group revised its methodology in line with National Carbon Offsetting Standard (NCOS) to seek carbon neutral certification under the Australian Government's Carbon Neutral Initiative.</p> <p>We purchase carbon credits associated with renewable energy projects and have identified a portfolio of Australian and international projects that we will invest in from 2018 to 2020.</p> <p>We have set 2020 carbon goals to lighten our overall global environmental footprint and reduce Intrepid Group carbon emissions.</p>
<div></div> <div>FinancialEnvironmentSocial & RelationshipCustomerPeopleBrand & Know-How</div>	



POLICIES AND GUIDELINES

The following policies and guidelines were introduced or updated in the 2018 financial year.

RESPONSIBLE BUSINESS AND TRAVEL

■ Child Protection Guidelines

We actively support best practice in child protection across Intrepid Group, and work to ensure that children and their families are protected from harm. We introduced this policy to provide practical guidelines on how we can best protect children's rights across our business and our tours.

■ Marine Guidelines

These guidelines were established to reflect the growth in the Group's marine product. The guidelines ensure we are operating in accordance with best practice, and our company-wide responsible business principles.

■ Responsible Purchasing Policy

This policy provides our staff with guiding principles to make better purchasing decisions in our global offices. Office purchases include items such as electricity, paper and cleaning products. In 2018, we updated this policy to incorporate our virtual and home offices.

OPERATIONAL (THROUGH PEAK DMC)

■ Global Porter Policy

Updated to include specific local porter regulations at our PEAK DMC offices in Nepal, Peru and Kenya. We also introduced our Intrepid Group Kokoda Local Porter Regulation focusing on ensuring the fair treatment and welfare of our porters.

■ Sexual Misconduct Policy and Procedure

This was released in 2017 and fully implemented in 2018; with all PEAK DMC leaders receiving training. The policy defines unacceptable on-trip behaviour and clearly conveys the consequences of any breach of policy. It has since been integrated into the Group's office staff compliance training.

■ PEAK DMC Purchasing Policy and Guidelines

These guide our decision making for selecting suppliers. We updated this in 2018 to incorporate a preference for selecting suppliers who are considered under-represented in their local communities – such as women and minority groups. This included an update of our supplier checklist and heightened supplier screening using a Supplier Code of Conduct Audit to assess a suppliers' social and environmental impacts and performance.

EMPLOYEE BENEFITS AND RECRUITMENT

■ Global Parental Leave Policy

The policy introduces three weeks paid parental leave at full pay for either parent, in addition to any government-provided or locally paid parental leave. In locations where government or local paid parental leave is less than six weeks, additional leave will be provided to ensure a global minimum of six weeks paid leave.

■ Family and Domestic Violence Leave

All full-time, casual and part-time employees based in Australia are entitled to five days of unpaid family and domestic violence leave each year. This is available to staff members experiencing violent, threatening or abusive behaviour by a family member.

■ Global Recruitment Principles

From 2018, at least one male and one female candidate must be selected in the group of successful candidates invited to participate in an interview (provided they meet the essential criteria). During the interview process, the successful candidate must be interviewed by at least one male and one female to eliminate gender bias and promote diversity and inclusion.

FINANCIAL

■ Fraud Policy

Our Fraud Policy was updated in 2018 and is intended to facilitate the development of controls that will aid in the prevention, detection, investigation and subsequent prosecution of fraud against the Group.

■ Business Gift Policy

Intrepid Group has a commitment to high legal, ethical and moral standards. The business gift policy is established to provide guidance to Intrepid Group staff as to what is an appropriate business gift and what is inappropriate. This was updated in 2018.

OUR FINANCIAL STATEMENTS

The accompanying summary of financial statements, which comprises a summarised profit and loss statement and summarised balance sheet, have been derived from the audited financial statements of Intrepid Group.

SUMMARISED CONSOLIDATED STATEMENT OF COMPREHENSIVE INCOME

FOR THE YEAR ENDED 31 DECEMBER 2018

	2018 \$('000)	2017 \$('000)
REVENUE FROM CONTINUING OPERATIONS	303,538	256,829*
Cost of sales	(203,931)	(170,598)*
Overheads	(89,235)	(76,658)
Other income	3,439	1,468
Share of net profit of associates and joint ventures	623	90
PROFIT/(LOSS) BEFORE INCOME TAX	14,434	11,131
Income tax credit/(expense)	(4,617)	(4,088)
PROFIT/(LOSS) AFTER INCOME TAX	9,817	7,043

SUMMARISED CONSOLIDATED STATEMENT OF FINANCIAL POSITION

AS AT 31 DECEMBER 2018

	2018 \$('000)	2017 \$('000)
Current assets	109,491	86,366
Non-current assets	75,497	77,609*
TOTAL ASSETS	184,988	163,975
Current liabilities	(96,952)	(85,290)*
Non-current liabilities	(2,598)	(3,535)
TOTAL LIABILITIES	(99,550)	(88,826)
NET ASSETS	85,438	75,149
TOTAL EQUITY**	85,438	75,149

* Prior year restated due to impacts of the new revenue standard.
The Intrepid Foundation is a separate reporting entity and is not included in the financial results of Intrepid Group, refer to page 96 for financial statements.

Basis of preparation

The summarised consolidated statement of comprehensive income and the summarised consolidated statement of financial position (together, 'summarised financial information') have been prepared to assist Intrepid Group Limited with their integrated reporting. The summarised financial information does not and cannot be expected to provide as full an understanding of the financial performance, financial position and financing and investing activities of Intrepid Group Limited and controlled entities as the full financial report. A full description of the accounting policies adopted by Intrepid Group Limited and controlled entities may be found in the full financial report. The summarised financial information is presented in Australian dollars.

DIRECTORS DECLARATION

For the year ended 31 December 2018

- In the opinion of the Directors of Intrepid Group Limited:
- (a) There are reasonable grounds to believe that the company will be able to pay its debts as and when they become due and payable;
 - (b) The summary financial report has been derived from and is consistent with the full financial statements for the financial period ended 31 December 2018;
 - (c) The full financial statements and notes thereto are in accordance with the *Corporations Act 2001* and:
 - (i) comply with Accounting Standards, the *Corporations Regulations 2001* and other mandatory professional reporting requirements;
 - (ii) give a true and fair view of the financial position and performance of the Company for the 12-month financial period to 31 December 2018.

Signed in accordance with a resolution of the Directors



Mr Darrell Wade
Chairman and Director of Intrepid Group Limited
Melbourne, 26 March 2019



Independent auditor’s report on the summarised financial information

To the members of Intrepid Group Limited

Our opinion

In our opinion, the summarised financial information is consistent, in all material respects, with the audited financial report of Intrepid Group Limited.

What we have audited

The summarised financial information is derived from the audited financial report of Intrepid Group Limited for the year ended 31 December 2018. The summarised financial information comprises:

- the summarised consolidated statement of financial position as at 31 December 2018
- the summarised consolidated statement of comprehensive income for the year then ended
- The related notes to the summarised financial information
- The directors’ declaration

Emphasis of matter - basis of accounting and restriction on distribution and use

We draw attention to the basis of preparation of the summarised financial information, which describes the basis of accounting. The summarised financial information has been prepared to assist Intrepid Group Limited in preparing their integrated annual report. As a result, the summarised financial information may not be suitable for another purpose. Our report is intended solely for Intrepid Group Limited and its members and should not be distributed to or used by parties other than Intrepid Group Limited and its members. Our opinion is not modified in respect of this matter.

Summarised financial information

The summarised financial information does not contain all the disclosures required by Australian Accounting Standards applied in preparation of the audited financial report of Intrepid Group Limited. Reading the summarised financial information and the auditor’s report thereon, therefore, is not a substitute for reading the audited financial report of Intrepid Group Limited and the auditor’s report thereon. The summarised financial information and this auditor’s report do not reflect the effects of events that occurred subsequent to the date of our report on the audited financial report.

The audited financial report and our report thereon

We expressed an unmodified audit opinion on the financial report in our report dated 26 March 2019.

Management’s responsibility for the summarised financial information

Management is responsible for the preparation of the summarised financial information in accordance with the basis of preparation described on page 84.

Auditor’s responsibility

Our responsibility is to express an opinion whether the summarised financial information is consistent, in all material respects, with the audited financial report based on our procedures, which were conducted in accordance with Auditing Standard ASA 810 Engagements to Report on Summary Financial Statements.

PricewaterhouseCoopers

PricewaterhouseCoopers

JP

Jason Perry
Partner

Melbourne
26 March 2019

PricewaterhouseCoopers, ABN 52 780 433 757
2 Riverside Quay, SOUTHBANK VIC 3006, GPO Box 1331 MELBOURNE VIC 3001
T: +61 3 8603 1000, F: +61 3 8603 1999, www.pwc.com.au

Liability limited by a scheme approved under Professional Standards Legislation.





THE INTREPID FOUNDATION

The Intrepid Foundation was established to provide a way for travellers to give back to the places they've been. Since 2002, we've distributed over \$7.5 million to more than 125 projects around the world. In 2018, we distributed just over \$1.1 million to our partners and created significant impact in areas such as girls' education, child trafficking and vocational training for vulnerable youth. We also adopted a new strategy focused on improving the livelihoods of communities around the world through travel, and established a new grant program to amplify this strategy.



A NEW MISSION AND NEW PARTNERS

The travel and tourism industry creates one in 10 of the world's jobs, and is growing faster than the global economy.

In this powerful statistic we saw an opportunity to improve people's livelihoods, their working conditions and their wellbeing through job creation. Our mission became to provide a pathway for individuals to gain sustainable economic opportunities in travel-related enterprises.

To achieve this goal, The Intrepid Foundation adopted a new strategy, choosing to support organisations and projects that focus on three key areas in accordance with SDG 8: vocational and skills training, creating new jobs, and ensuring tourism-related jobs are fair and decent. By funding programs that support young people, women and minorities, we are helping those who need these opportunities the most.

HOW WE FUND OUR PARTNERS

With our new strategy came a new funding model. In previous years, the Foundation fundraised for

organisations throughout the year and distributed funds at the end of the year. In 2018, we established a grant-based funding model.

Through this new process, organisations aligned with our strategy are invited to apply for a grant. Applications are then assessed by a committee of Intrepid Group staff.

Successful organisations receive funding for a period of one to three years depending on program activities.

With this new approach to funding, we'll have a much greater opportunity to establish key project milestones with our partners and measure the impact being created through our funding.

We are very excited to have approved eight new grants in 2018, some of which are below.

HOW WE'RE IMPROVING LIVELIHOODS WITH THE SUPPORT OF OUR TRAVELLERS

In addition to the Foundation's fundraising activities, Intrepid Group is also supporting grassroots

organisations and projects by featuring them on its travel itineraries. We carried more than 431,000 passengers on our trips in 2018, many of whom have the opportunity to interact with these projects in a meaningful way; whether that includes dining at KOTO's training restaurant in Vietnam or buying a pair of earrings at Small Projects Istanbul.

Our travellers get to see the impact of our partners first-hand, and they can choose to take their impact further by donating to the Foundation.

To double our impact and make donations go even further, Intrepid Group matches every dollar donated to the Foundation, up to a total of \$600,000 per year and a max of \$10,000 per individual donor. Intrepid Group also covers all of the Foundation's administrative costs, ensuring donations go directly to supporting community projects.



FRIENDS-INTERNATIONAL, CAMBODIA

Grant Amount:
\$100,000 over one year

Friends-International has launched a brand-new Futures Factory in Phnom Penh, which aims to provide 52 at-risk youth and caregivers with hospitality training and employment. Designed as a social enterprise, the Futures Factory project will deliver cocktail-making classes and food experiences that generate revenue for the business. Intrepid Group travellers will have the opportunity to dine at the Futures Factory for an authentic culinary experience, and to see the impact of the grant firsthand.



MISSION AUSTRALIA, AUSTRALIA

Grant Amount:
\$177,540 over two years

The Foundation's funding will support a training program to empower 40 disadvantaged young people predominantly from Aboriginal and Torres Strait Islander backgrounds, with core life skills, and increase their prospects of employment. Through practical experience at Café One, a mobile community coffee van in Darwin, trainees will earn a food safety and barista certificate.



MANOS UNIDAS, PERU

Grant Amount:
\$28,400 over one year

The Foundation's funding will support 30 young adults with disabilities to receive job skills training and employment at a social enterprise café in Cusco. The program aims to increase awareness of the working rights of people with disabilities through advocacy and raising awareness among local and international tourists. Intrepid Group travellers will gain insight into the program by visiting the café on selected trips to Cusco.



KOTO, VIETNAM

Grant Amount:
\$180,000 over two years

The Foundation will sponsor 36 disadvantaged youth from across Vietnam to complete KOTO's two-year hospitality training and personal development program. The internationally-accredited training program also supports youth in finding ongoing employment after finishing their studies. Intrepid Group travellers can visit KOTO's training restaurants in Hanoi and Ho Chi Minh.



THE THIN GREEN LINE FOUNDATION, KENYA

Grant Amount:
\$50,000 over one year

Once trained, newly employed female Community Rangers will provide greater protection for wildlife under threat in and around National Parks and conservancies in Kenya. Travellers will get a behind-the-scenes look at life as a Ranger on Intrepid Travel's new 'Kenya: Wildlife Rangers Expedition' trip.



KILIMANJARO PORTERS ASSISTANCE PROJECT, TANZANIA

Grant Amount:
\$50,000 over one year

The Foundation will support the Responsible Travel Program, which promotes the ethical treatment of Kilimanjaro's porters. By advocating for porters' rights, the program will improve the working conditions for 7,000 porters. In addition, funding will help train 130 investigative porters to monitor partner climbs and provide employment to seven staff from the Kilimanjaro Porters Assistance Project to manage the Responsible Travel Program.



OUR RESULTS AND GOALS

2018 RESULTS

FUND GOAL: One million dollars disbursed to The Intrepid Foundation's partners. RESULT: \$1,156,118 disbursed	IMPACT GOAL: Establish ten new partners. RESULT: Achieved
ENGAGE GOAL: 3.5% of Intrepid Group travellers donate to The Intrepid Foundation. RESULT: 4.1%	GOAL: Establish a baseline for measuring impact of job creation, job readiness, and job rights goals. RESULT: Achieved
GOAL: 2% of all traffic to The Intrepid Foundation website results in donations. RESULT: 4.1%	

2019 GOALS

FUND 1.5 million dollars raised through The Intrepid Foundation.
ENGAGE 200 individual fundraisers created on The Intrepid Foundation website.
IMPACT <ul style="list-style-type: none">Ten new projects to contribute to our 2020 goal of 1,000 individuals placed in decent work.Develop and implement new impact framework and methodology.Implement survey with 2018 partners to report our impact.

EMPOWERING YOUNG PEOPLE IN CAMBODIA AND LAOS

In 2018, a partnership between Friends-International and The Intrepid Foundation saw the creation of a groundbreaking new initiative: Futures Factory.

Friends-International transforms the lives of hundreds of youths working and living on the streets by providing vocational training.

The organisation is closely linked to The Intrepid Foundation, and the Intrepid Travel brand, thanks to a donation partnership connected to our 18 to 29s product. For every trip booked by our travellers on an 18 to 29s product, Intrepid Travel makes a \$10 contribution to Friends-International. This direct donation is used to incentivise young travellers to

book with Intrepid Travel. By 2020, we expect to donate at least \$250,000 to Friends-International.

In 2018, the Foundation committed \$100,000 to help 52 at-risk Cambodian youths to gain hospitality skills in a safe and welcoming atmosphere at the Futures Factory. Opening in May 2019, the program will offer trainees lessons on meal and cocktail preparation, while giving travellers the chance to enjoy an authentic culinary experience.

The Foundation also supported Friends-International's Phka Kravan beauty salon in Siem Reap in 2018. This training salon provides vulnerable young women in Cambodia with the skills they need to secure meaningful employment. Trainees receive vocational training, life skills development, and job-readiness training; while also gaining access to a full range of social services, hygiene facilities, medical care, accommodation, childcare and nutritious meals.

- Another Friends-International cause that the Foundation supported is Luang Prabang's Khaiphaen restaurant in Laos. One of the many training restaurants run by Friends-International, the venue enables at-risk and marginalised youths to acquire the skills they need to succeed in the hospitality industry.
- In 2018, the Khaiphaen training program had a significant impact on students' lives:
- 26 students received hospitality training
 - Eight students – seven of which are women – were placed in jobs after training through employment support
 - Six students received support to live independently after employment
 - Ten former students received regular check-ins from a resident social worker

MANAGEMENT STRUCTURE

INTRODUCING OUR BOARD MEMBERS

The Intrepid Foundation is a company limited by guarantee. It is governed by a Board of Directors consisting of senior staff from Intrepid Group and experienced external Directors.

The Board is responsible for the overall governance and strategic direction of the Foundation and works in partnership with Intrepid Group's Global Leadership Team to work towards our vision and goals for 2020.

The Foundation is staffed by a core team responsible for its day-to-day operations, including monitoring and evaluating supported projects, financial reporting, marketing and campaigns.

An external, independent professional firm audits all of the Foundation's accounts annually.



JAMES THORNTON

James is the CEO of the Intrepid Group and Chair of The Intrepid Foundation. As the Intrepid Group commits itself to be driven not just by growth, but by a deep sense of purpose beyond profit, James is well placed to support The Intrepid Foundation as it grows in reach and impact.



GEOFF MANCHESTER

As one of the original founders of Intrepid Travel and later The Intrepid Foundation, Geoff 'Manch' Manchester remains committed to our work. Recognised as a world pioneer in responsible travel, he's always ensured Intrepid delivers on its sustainability promise. Manch was Chair of The Intrepid Foundation until 2017.



DARRELL WADE

Darrell founded Intrepid Travel with Geoff Manchester nearly 30 years ago, followed by The Intrepid Foundation in 2002. Over the course of his career, Darrell has been recognised as a leader in business, adventure travel and sustainability. A Director of The Intrepid Foundation since 2002, he's especially interested in connecting travellers with our projects in ways that help change the way they see the world.



FIONA MCLEAY

Fiona is the CEO of the Victorian Legal Services Board. She's had senior roles at World Vision Australia, including General Counsel and Company Secretary, and is well-equipped to offer independent and impartial advice to The Intrepid Foundation. Fiona trained as a lawyer and has eight years experience in construction and engineering dispute resolution. She specialises in pro bono legal work and corporate social responsibility, with vast experience in leadership and organisational change.



MELANIE GOW

Melanie is Group General Manager for Corporate Affairs with St Vincent's Health Australia. She also has over 20 years-experience in the international aid and development sector working in a variety of roles for World Vision Australia and internationally. Melanie has served as a Board member for several not for profit organisations. Previously, Melanie ran a small consulting firm focusing on strategy, leadership and transformation in the 'for purpose' sector.



HAYLEY ONIONS

Hayley joined the Intrepid Group's Responsible Business team in 2016 and The Intrepid Foundation Board in 2017. Hayley has worked in finance since beginning her career at KPMG in 2006 and moved into the travel industry in 2011, working for Flight Centre in Brisbane and Travelport in Dubai. Hayley works closely with The Intrepid Foundation financial reporting team.

THE INTREPID FOUNDATION LIMITED

The Intrepid Foundation Limited receives funds and makes disbursements to international community project programs.

SUMMARISED STATEMENT OF PROFIT OR LOSS AND OTHER COMPREHENSIVE INCOME FOR THE YEAR ENDED 31 DECEMBER 2018

	2018 (\$)	2017 (\$)
REVENUE		
<i>Fundraising (donations)</i>	938,850	743,267
<i>Interest income</i>	2,988	263
<i>Reimbursement of bank fees</i>	12,973	4,995
TOTAL REVENUE	954,811	748,525
EXPENDITURE		
<i>Funds to community project programs</i>	(731,965)	(328,430)
<i>Funds transferred to the Trustee for The Intrepid Foundation</i>	(209,873)	(415,110)
<i>Reimbursement of bank fees</i>	(12,973)	(4,995)
TOTAL REVENUE	(954,811)	(748,525)
EXCESS OF REVENUE OVER EXPENSES		
<i>Other comprehensive income</i>	-	-
TOTAL COMPREHENSIVE INCOME FOR THE PERIOD	-	-

SUMMARISED STATEMENT OF FINANCIAL POSITION AS AT 31 DECEMBER 2018

	2018 (\$)	2017 (\$)
CURRENT ASSETS		
<i>Cash at bank and on hand</i>	815,128	606,997
<i>Amounts receivable from Intrepid Group entities</i>	156,710	84,143
TOTAL ASSETS	971,838	691,140
CURRENT LIABILITIES		
<i>Amounts payable to community project programs</i>	(656,163)	(253,319)
<i>Amounts payable to The Trustee for The Intrepid Foundation</i>	(315,575)	(437,721)
TOTAL LIABILITIES	(971,738)	(691,040)
NET ASSETS	100	100
EQUITY		
<i>Members equity</i>	100	100
<i>Retained earnings</i>	-	-
TOTAL EQUITY	100	100

Basis of preparation

The summarised statement of comprehensive income and the summarised statement of financial position (together, 'summarised financial information') have been prepared to assist Intrepid Group Limited with their integrated reporting. The summarised financial information does not and cannot be expected to provide as full an understanding of the financial performance, financial position and financing and investing activities of The Intrepid Foundation Limited and The Trustee For the Intrepid Foundation as the full financial reports. A full description of the accounting policies adopted by The Intrepid Foundation Limited and The Trustee For the Intrepid Foundation may be found in the respective entity's full financial reports. The summarised financial information is presented in Australian dollars.

THE TRUSTEE FOR THE INTREPID FOUNDATION

The Trust is an eligible recipient of deductible gifts, and therefore acts as the entity to make donations to Australian partners.

SUMMARISED STATEMENT OF PROFIT OR LOSS AND OTHER COMPREHENSIVE INCOME FOR THE YEAR ENDED 31 DECEMBER 2018

	2018 (\$)	2017 (\$)
REVENUE		
<i>Fundraising (donations)</i>	248,188	254,199
<i>Funds transferred from The Intrepid Foundation Limited</i>	209,873	415,110
<i>Intrepid Group business contributions</i>	90,000	-
<i>Interest income</i>	24,097	18,559
<i>Reimbursement of bank fees</i>	113	27
TOTAL REVENUE	572,271	687,895
EXPENDITURE		
<i>Funds to perpetual partners</i>	(334,153)	(380,031)
<i>Funds to Intrepid Group business partners</i>	(90,000)	-
<i>Bank fees</i>	(113)	(27)
TOTAL REVENUE	(424,266)	(380,058)
EXCESS OF REVENUE OVER EXPENSES		
<i>Other comprehensive income</i>	-	-
TOTAL COMPREHENSIVE INCOME FOR THE PERIOD	148,005	307,837

SUMMARISED STATEMENT OF FINANCIAL POSITION AS AT 31 DECEMBER 2018

	2018 (\$)	2017 (\$)
CURRENT ASSETS		
<i>Cash at bank and on hand</i>	1,053,371	784,224
<i>Amounts receivable from Intrepid Group entities</i>	92,674	34,186
<i>Amounts receivable from The Intrepid Foundation Limited</i>	315,575	437,721
<i>Interest receivable</i>	1,066	800
TOTAL ASSETS	1,462,686	1,256,931
CURRENT LIABILITIES		
<i>Amounts payable to Intrepid Group entities</i>	-	-
<i>Amounts payable to Australian partner foundations</i>	(170,105)	(112,355)
TOTAL LIABILITIES	(170,105)	(112,355)
NET ASSETS	1,292,581	1,144,576
EQUITY		
<i>Settled Sum</i>	100	100
<i>Retained earnings</i>	1,292,481	1,144,476
TOTAL EQUITY	1,292,581	1,144,576

DIRECTORS' DECLARATION

In the opinion of the Directors of The Intrepid Foundation Limited and The Trustee for The Intrepid Foundation:

- (a) there are reasonable grounds to believe that the Company will be able to pay its debts as and when they become due and payable;
- (b) the summary financial report has been derived from and is consistent with the full financial statements for the financial period ended 31 December 2018.
- (c) the full financial statements and notes are in accordance with the Corporations Act 2001 and:
 - (i) comply with Accounting Standards, and other mandatory professional reporting requirements as detailed above, and the Corporations Regulations 2001; and,
 - (ii) give a true and fair view of the financial position and performance of the Company for the 12-month financial period to 31 December 2018.

On behalf of the Board,



James Thornton
Chairman and Director
Melbourne, 26 March 2019



Independent auditor's report on the summarised financial information

To the Trustee of The Intrepid Foundation Limited and to the Trustee for the Intrepid Foundation Limited

Our opinion

In our opinion, the summarised financial information is consistent, in all material respects, with the audited financial reports of The Intrepid Foundation Limited and of the Trustee for the Intrepid Foundation Limited.

What we have audited

The summarised financial information is derived from the respective audited financial reports of The Intrepid Foundation Limited and of the Trustee for the Intrepid Foundation Limited for the year ended 31 December 2018. The summarised financial information for each entity comprises:

- the summarised statement of financial position as at 31 December 2018
- the summarised statement of comprehensive income for the year then ended
- The related notes to the summarised financial information
- The directors' declaration

Emphasis of matter - basis of accounting and restriction on distribution and use

We draw attention to the basis of preparation of the summarised financial information, which describes the basis of accounting. The summarised financial information has been prepared to assist Intrepid Group Limited in preparing their integrated annual report. As a result, the summarised financial information may not be suitable for another purpose. Our report is intended solely for the Trustee of The Intrepid Foundation Limited and for the Trustee for the Intrepid Foundation Limited and should not be distributed to or used by parties other than the Trustee of The Intrepid Foundation Limited and for the Trustee for the Intrepid Foundation Limited. Our opinion is not modified in respect of this matter.

Summarised financial information

The summarised financial information does not contain all the disclosures required by Australian Accounting Standards applied in preparation of the audited financial reports of The Intrepid Foundation Limited and of the Trustee for the Intrepid Foundation Limited. Reading the summarised financial information and the auditor's report thereon, therefore, is not a substitute for reading the audited financial reports of The Intrepid Foundation Limited and of the Trustee for the Intrepid Foundation Limited and the auditor's reports thereon. The summarised financial information and this auditor's report does not reflect the effects of events that occurred subsequent to the date of our report on the audited financial report.

The audited financial report and our report thereon

We expressed unmodified audit opinions on the financial reports in our reports dated 26 March 2019.

Management's responsibility for the summarised financial information

Management is responsible for the preparation of the summarised financial information in accordance with the basis of preparation described on page 96

Auditor's responsibility

Our responsibility is to express an opinion whether the summarised financial information is consistent, in all material respects, with the audited financial reports based on our procedures, which were conducted in accordance with Auditing Standard ASA 810 Engagements to Report on Summary Financial Statements.



PricewaterhouseCoopers



Jason Perry
Partner

Melbourne
26 March 2019

PricewaterhouseCoopers, ABN 52 780 433 757
2 Riverside Quay, SOUTHBANK VIC 3006, GPO Box 1331 MELBOURNE VIC 3001
T: +61 3 8603 1000, F: +61 3 8603 1999, www.pwc.com.au

Liability limited by a scheme approved under Professional Standards Legislation.





Printed on 100% post consumer waste recycled paper

Intrepid Group



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

Global Head Office
Level 7, 567 Collins Street, Melbourne, VIC, Australia, 3000
1300 854 500 or +61 3 8594 3903
enquiries@intrepidgroup.travel
www.intrepidgroup.travel