

**MAKE
TRAVEL
MATTER**

We MAKE TRAVEL MATTER® for the planet we call home,
the people whose homes we visit, and the wildlife we find there.

THE TRAVEL CORPORATION IMPACT REPORT 2022

How We Tread Right



TREADRIGHT
FOUNDATION
TreadRight.org



FAMILY OWNED • FAMILY RUN
DRIVEN BY SERVICE
TTC.COM



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WELCOME



I'm immensely proud to share the work that The Travel Corporation (TTC) family achieved in 2022. Our business and the global community continue to face new and evolving challenges, environmentally, socially and economically. This is not what I wish to focus on, rather, I wish to highlight the ongoing work by our family of 40 travel brands to adapt, renew and prepare for continued change.

We ended 2022 by becoming the first global tour operator with all three validated near-term, long-term and net zero targets; these targets apply to all 40 brands in the TTC family of brands. This necessitated an update to our Climate Action Plan and, critically, the launch of an industry first Carbon Fund – our signal to the marketplace that complacency and greenwashing are simply not an option. This was a major reset to our climate ambitions, one marked with ambitious goals and the financial commitment needed to ensure that we reach our goal of achieving net zero by 2050. But 2050 is a long way away

– so to catalyze early we have committed to reducing absolute Scope 1 and 2 GHG emissions 46.2% and absolute Scope 3 GHG emissions from purchased goods and services, business travel and use of sold products 27.5%, all by the close of this decade.

Our commitment to inspire sustainability leadership at TTC has resulted in now a total of ten Sustainability Officers within our group. In concert with our central team dedicated to sustainability, these officers work within our business operations to ensure our sustainability goals are woven into the way we operate, so that we truly lead the business on impact from the inside out. This approach is working, and I wish to say thank you to our teams for taking on this critical and challenging role.

To meet the growing demand of our partners and guests to understand what sustainability means across its various dimensions, what we are doing and how they can be involved, we launched our [Impact Hub](#), a tool to gain further insight and to enable us to report

more regularly on progress.

We know that there is no time for complacency, and so with that we recognize there remains much work to be done in engaging our supply chain and destination partners on this journey. Tourism is a dynamic industry, and whilst communities benefit from our efforts to continuously improve with our supply chain on issues such as low emission transportation, the reduction of food waste and ensuring representation, we must work hand in glove with our destination partners. This remains a priority going forward.

We are committed to exploring, supporting communities and providing life changing experiences to our guests and partners. There is only one way to ensure that TTC can do that well beyond our 104 years, and that is by changing the travel industry – as we have done our business – from the inside out.


BRETT TOLLMAN, CHAIRMAN, TTC



LEADERSHIP FROM WITHIN



"On the issue of climate and overall sustainability, TTC is strictly focused on progress and impact. We understand that in order to achieve our goals outlined in [How We Tread Right \(HWTR\)](#), our teams must be adequately resourced. In 2022, we expanded our team of Sustainability Officers from across our family of brands from six to ten. These team members ensure that our sustainability goals are implemented at a brand level and are critical to our success.

In the long-term, sustainability should be baked into the organization, and to achieve that our approach is to build key elements of sustainability into existing roles, recognizing that business as usual has forever evolved and the true costs and benefits of our business must be woven into our organization's decision making and operations. While we progress to that goal, we need the right team members with the right resources to make that change happen, and at TTC we have them."

A handwritten signature in black ink, appearing to read 'Shannon Guihan'.

SHANNON GUIHAN
CHIEF SUSTAINABILITY OFFICER
& HEAD OF TREADRIGHT

SUSTAINABILITY LEADERS AT OUR BRANDS



LUCIE DALILA
Sustainability
Manager,
Travel Experiences
TTC TOUR BRANDS



MICHELLE DEVLIN
General Manager
**RED CARNATION
HOTELS**



JULIE HIGGINS
Director of Hotel
Operations &
Sustainability Officer
UNIWORLD



NADINE PINTO
Global Sustainability
Manager
**THE TRAVEL
CORPORATION**

**Named a Future
Light of the Tourism
Industry by USTOA**



GEMMA MYHILL
Head of Partnerships
& Special Projects &
Sustainability Officer
TTC TOUR BRANDS



ANINA GRASSO
Director of Travel
Experience
Development &
Sustainability Officer
**DESTINATION
AMERICA**



CARYN YOUNG
General Manager

**ADVENTURE
WORLD**



TASHA HAYES
European
Operations Director
& Sustainability
Officer
CONTIKI

**Named Global
50 Women in
Sustainability
by Sustainability X**



SCOTT CLINTON
Executive Assistant
& Sustainability
Project Manager
**RED CARNATION
HOTELS**



TRACY SCHAFFLER
General Manager
Cullinan Central
Loading &
Sustainability Officer
CULLINAN



JODY GROSSFELDT
General Manager,
Operations &
Experiences
AAT KINGS

GUIDED TRAVEL BRANDS



HOTEL & SHIP BRANDS



TRAVEL AGENCY BRANDS



SPECIALIST & FIT BRANDS



B2B BRANDS



· Radical Travel Group includes Haggis Adventures, Highland Explorer Tours, Shamrock, Morag's Lodge and Skye Inn
 · Cullinan Holdings includes Penn Travel, Thompsons Holidays, Thompsons Travel, Cullinan Guided Journeys, African Diamond Tours & Incentives, Eastgate Safaris & Transfers, Grosvenor Tours, Springbok Atlas Tours & Safaris, Springbok Atlas Luxury Charters, Thompsons for Travel, Ikapa, Peak Incentives, Thompsons Africa, Thompsons Indaba Safaris

PROGRESS TOWARDS OUR GOALS IN 2022

GOAL 1: REACH NET ZERO EMISSIONS ACROSS THE VALUE CHAIN BY 2050 FROM A 2019 BASELINE YEAR

13 CLIMATE ACTION



- Replaced our goal of carbon neutrality by 2030 with the more ambitious goal of net zero by 2050
- Reset our Climate Action Plan to 4 points: Measure, Reduce, Restore, Evolve
- Became first global tour operator to receive validation by the Science Based Targets initiative on our near-term, long-term and net zero targets
- Established an industry-first Carbon Fund, enabling us to finance our path to decarbonisation
- Transitioned our TreadRight Foundation to focus on supporting nature-based solutions
- Reduced Scope 1 emissions by 27%, Scope 2 emissions by 42% and Scope 3 emissions by 45% in 2022, from 2019

GOAL 2: SOURCE 50% OF ELECTRICITY FROM RENEWABLE SOURCES BY 2025

7 AFFORDABLE AND CLEAN ENERGY



13 CLIMATE ACTION



- Sourced 44% of our total global electricity needs from renewable sources, up 20% over the previous year
- Moved 5 additional offices to renewable energy, bringing our total to 26 properties
- Generated more than 1.6 million kwh of electricity from solar panels

GOAL 3: REDUCE FOOD WASTE BY 50% ACROSS ALL HOTELS & SHIPS BY 2025

12 RESPONSIBLE CONSUMPTION AND PRODUCTION



- Reduced food waste by 36% at 13 Red Carnation Hotels
- Reduced food waste by 34% across 6 Uniworld ships
- Implemented food waste management systems at 20 hotels and ships

GOAL 4: INCREASE USE OF LOCAL & ORGANIC FOOD PRODUCTS BY OUR SUPPLY CHAIN BY 2025

12 RESPONSIBLE CONSUMPTION AND PRODUCTION



- 277 suppliers providing local products and 148 suppliers providing organic products across Red Carnation Hotels and Uniworld ships
- Set a goal for TTC touring brands to incorporate at least one local dining experience across 80% of itineraries by 2025

GOAL 5: REDUCE PRINTED BROCHURES BY 50% BY 2025

12 RESPONSIBLE CONSUMPTION AND PRODUCTION



- Reduced printed brochures by 64% from 2019
- Introduced enhanced e-brochures

GOAL 6: ELIMINATE AS MANY UNNECESSARY SINGLE-USE PLASTICS FROM OUR OPERATIONS AND ITINERARIES BY 2025

6 CLEAN WATER AND SANITATION



12 RESPONSIBLE CONSUMPTION AND PRODUCTION



- With the return of our employees to work in person we refocused on plastic elimination in offices



PLANET

PROGRESS TOWARDS OUR GOALS IN 2022

GOAL 7: INCLUDE AT LEAST ONE MAKE TRAVEL MATTER® EXPERIENCE ON 50% OF TTC ITINERARIES BY 2025



- Included at least one MAKE TRAVEL MATTER® Experience on 62% of TTC itineraries
- Our collection of MAKE TRAVEL MATTER® Experiences across all TTC brands reached 571

GOAL 8: ACHIEVE A 20% INCREASE IN ITINERARIES VISITING DEVELOPING REGIONS FOR SPECIALIST BRANDS BY 2025



- Increased TTC itineraries visiting developing regions by 50% from our 2021 baseline

GOAL 9: INCREASE EMPLOYEE AND MARKET SENTIMENT REGARDING DIVERSITY, EQUITY AND INCLUSION (DEI) ACROSS OUR BRANDS



- 5 new partnerships globally to widen our hiring pool to include traditionally underrepresented people
- 6 brands focused on Pride and Women-only itineraries to help foster diversity, equity and inclusion

- 3 marketing partnerships with diversity, equity and inclusion as its main focus
- 19 active Identity Circles under TTC IDEA

GOAL 10: COMPLETE 30,000 VOLUNTEER HOURS BY 2025

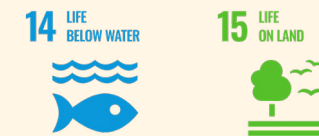


- Completed 7,471 hours in 2022, achieving 46% of our goal



PEOPLE

GOAL 11: 4. ENSURE ALL WILDLIFE EXPERIENCE ADHERE TO OUR ANIMAL WELFARE POLICY



- Ensured 100% compliance with our Animal Welfare Policy across all itineraries



WILDLIFE



PLANET



PEOPLE



WILDLIFE

THE TREADRIGHT
FOUNDATION IS
FUNDED EXCLUSIVELY
BY OUR FAMILY
OF BRANDS,
SUPPORTING
INITIATIVES THAT
ALIGN WITH OUR
THREE PILLARS.

TREADRIGHT FOUNDATION IMPACT

2022 TREADRIGHT GRANT ACHIEVEMENTS



PLANET

Initiatives that are focused on reducing the environmental impact of our business and our industry. In 2022, TTC announced its net zero ambition, and in support of that, our TreadRight Foundation began prioritizing nature-based solutions to the climate crisis.

PROJECT VESTA, USA :

Nature-based carbon removal & ocean deacidification

SHAPING A NET ZERO DESTINATION, SCOTLAND:

Supporting VisitScotland’s ambition to become the world’s first net zero destination

GREENWAVE, USA:

Nature-based carbon removal & regenerative farming

39

PARTICIPATING FARMS

350,000

FEET OF KELP SEED PLANTED TO DATE WITH POTENTIAL TO REMOVE AN ESTIMATED 70,000 LBS OF CARBON



PEOPLE

Projects which support the communities in the places that we visit and focus on upholding their vibrant cultures, traditions, and arts.

THE CRISTINA HEEREN FOUNDATION OF FLAMENCO ART, SPAIN:

Flamenco art conservation. TreadRight has sponsored a scholarship program since 2019 for Flamenco dancers, singers, and guitarists.

TOURISM CARES PATHWAYS PROJECT, USA:

Increasing Black, Indigenous and People of Color (BIPOC) representation in travel and tourism

FLOURISH FOREVER, USA:

Community garden development program for under-served communities

AMY FOUNDATION, SOUTH AFRICA:

Development & empowerment programs for at-risk youth

MAKE A DIFFERENCE LEADERSHIP FOUNDATION, SOUTH AFRICA:

Developing scholars into future leaders

LABORATORIA GIUDITTA BROZZETTI, ITALY:

Traditional frame hand weaving atelier

LAKOTA YOUTH DEVELOPMENT, USA:

Serving the youth of the Rosebud Sioux Tribe and preserving the Lakota language and culture

CENTER FOR TRADITIONAL TEXTILES, PERU:

Community weaving cooperative

306

ADULT WEAVERS IN 10 HIGHLAND COMMUNITIES IN AND AROUND CUSCO DIRECTLY IMPACTED

GREEN BRONX MACHINE, USA:

School-based urban agriculture providing nourishment to under-served communities

90%

OF PARTICIPATING STUDENTS INCREASED CONSUMPTION OF FRESH FRUIT BY MORE THAN 2 SERVINGS DAILY

RAINBOW RAILROAD, GLOBAL:

Providing a pathway to safe resettlement for members of the LGBTQIA+ community facing persecution

12

INDIVIDUALS IN THE LGBTQIA+ COMMUNITY SUPPORTED



TREADRIGHT FOUNDATION IMPACT

2022 TREADRIGHT GRANT ACHIEVEMENTS



WILDLIFE

Partnerships dedicated to the protection and rehabilitation of the world's wildlife.

XIGERA CITIZEN SCIENCE LEOPARD PROJECT, BOTSWANA:

Supporting conservation efforts with research

PROYECTO TITI, COLOMBIA:

Protecting the critically endangered cotton-top tamarin

SAVE THE TASMANIAN DEVIL, AUSTRALIA:

Combating a fatal cancer plaguing the Tasmanian devils

ANATOLIAN SHEPHERD DOGS, SOUTH AFRICA:

Using natural tools to address human-wildlife conflict

WILDERNESS FOUNDATION AFRICA, SOUTH AFRICA:

Protecting Africa's rhino populations

0

POACHING INCIDENTS/
ENDANGERED RHINOS LOST
TO POACHING

WILD ENTRUST AFRICA, BOTSWANA:

Community & wildlife co-existence project

120

CHILDREN RECEIVED SOLAR LAMPS,
BOOK PACKS AND WERE ENROLLED IN
HABU READING OR HOMEWORK CLUBS

50

WOMEN AND YOUTH EMPOWERED
THROUGH A GARDEN COOPERATIVE

NATIONAL KIWI HATCHERY, NEW ZEALAND:

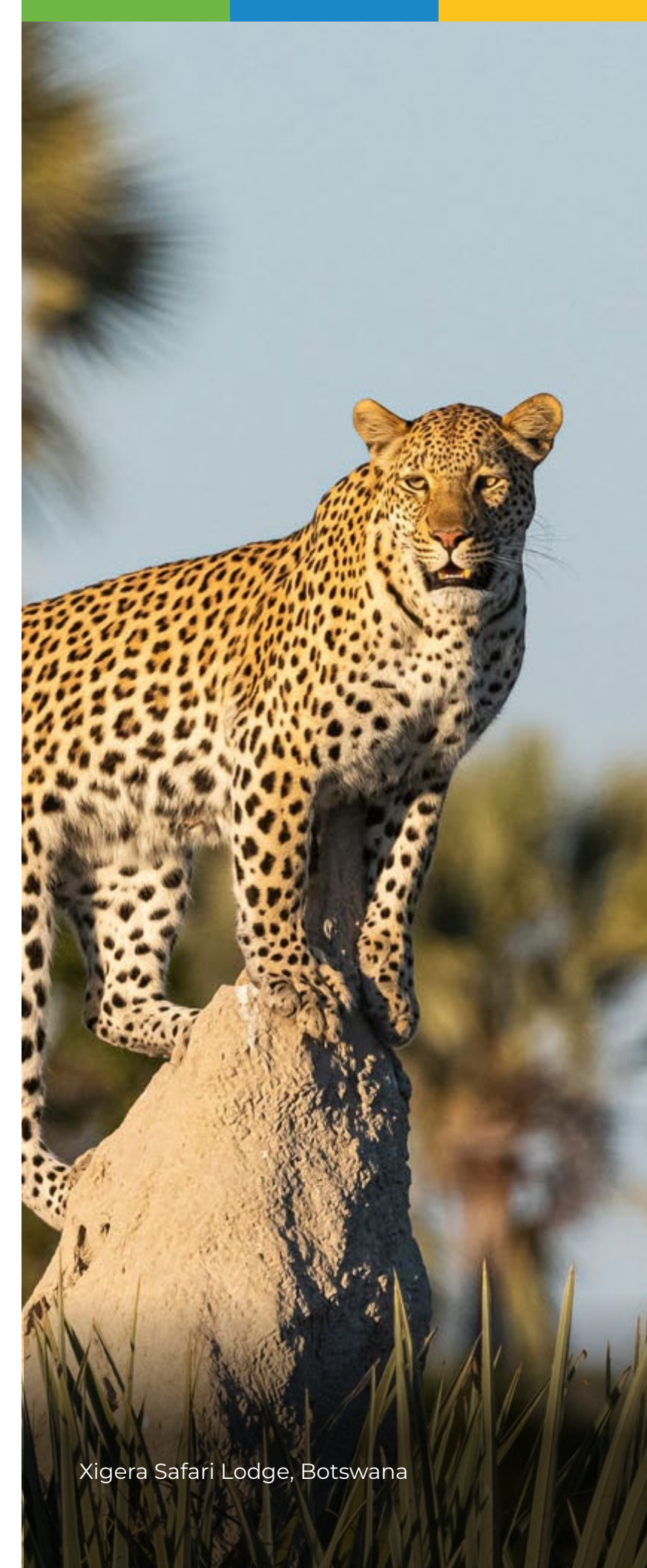
Preserving the vulnerable population of the kiwi bird

2

NEW BROODERS PURCHASED TO
INCREASE CHICK REARING CAPACITY

136

CHICKS HATCHED IN THE 21/22 SEASON



Xigera Safari Lodge, Botswana

TREAD THE PLEDGE FUND

Our Tread the Pledge Fund, in its third year, recognized the initiatives and volunteer efforts of The Travel Corporation's incredible Travel Directors, Trip Managers, Cruise Managers and Guides/Driver Guides. This fund was created in 2019 to support the projects that TTC's family of Travel Directors are personally involved with, who are not only the face of our business, but help bring our trips and our mission to MAKE TRAVEL MATTER® to life.

In light of the situation in Ukraine, TreadRight provided a donation to Caritas Polska as part of the Tread the Pledge Fund to support the personal involvement and immediate assistance of Tim Pendlebury of Insight Vacations/Luxury Gold. Caritas Polska provides urgent support to Ukrainian women, children and elderly fleeing Ukraine, and TreadRight's contribution ensured that Tim reach his fundraising goal for the organization. Tim's give-back efforts didn't end there. Beyond fundraising, Tim drove to the Polish border numerous times to help facilitate safe passage for Ukrainian families and to bring blankets for donation to combat winter temperatures.



The Smiley Reilly 'Round the World for Reilly' Annual Fundraiser



2022 TREAD THE PLEDGE FUND RECIPIENTS




- **The Sam West Foundation**
promoting awareness and treatment of mental health for children in the UK; Nominated by Gigi Bromage of Insight Vacations/Luxury Gold.
- **The Smiley Reilly Project**
supporting bereaved families after child loss in Australia; Nominated by Sabrina Tsimondis of Uniworld Boutique River Cruises.
- **Orangutan Foundation International Australia**
supporting efforts to conserve orangutans and their natural habitat in Indonesian Borneo; Nominated by Kelvin Marshall of Down Under Tours/AAT Kings.
- **Chosen Organisation**
helping children in need in South African communities; Nominated by Nathi Gayiya of Trafalgar/Costsaver.
- **Expand the Canon**
advocating for diverse representation in theatre in the US; Nominated by Olivia Williamson of Contiki

PROGRESS ON GIVING



Wild Entrust Africa's Village Greens Project in the village of Habu, Botswana

Our How We Tread Right strategy committed our TreadRight Foundation to setting giving goals towards our pillars. The following represents the breakdown of total monies donated, by pillar.

PILLAR	GOAL	2021	2022
 PLANET	No less than 20% of total TreadRight giving	28%	41%
 PEOPLE	No less than 50% of total TreadRight giving	42%	47%
 WILDLIFE	No less than 30% of total TreadRight giving	30%	12%

AWARDS & RECOGNITIONS

TRAVEL MOLE MEDIA

Recognized our [Impact Hub](#) for its efforts in showcasing TTC's efforts to build greater representation through its Diversity, Equity and Inclusion (DEI) strategy, winning the category of Best Use of Digital to Support Diversity in Travel and Tourism.

INVESTORS IN PEOPLE

Red Carnation Hotels achieved Platinum status for Investors in People and HRH Excellence in Diversity & Inclusion.

WORLD YOUTH STUDENT TRAVEL COUNCIL

Awarded Contiki for Outstanding Contribution to the Sustainable Development Goals through its MAKE TRAVEL MATTER® Experiences.

CANADIAN HR REPORTER

TTC Canada was named winner of the Leading Diversity and Inclusion Employers award.

WORLD TRAVEL MARKET RESPONSIBLE TRAVEL AWARD

TTC was awarded silver in the Rest of the World category and Global Award for its decarbonization efforts.

TRAVEL WEEKLY

TTC was awarded Travel Weekly's second-ever Sustainability Award for our long-standing commitment to positive impact.

HOTEL CATEYS

Our London People and Culture team was awarded HR Team of the Year in recognition for our diversity work and support for our incredible people over the pandemic.

BAXTER TRAVEL MEDIA, CANADA

The Travel Press Agents' Choice Award for Philanthropic Travel Foundation was awarded to our TreadRight Foundation.



AFAR MAGAZINE

TTC was named as one of AFAR Magazine's Travel Vanguard, a highly coveted recognition offered to 10 travel companies who are changing the way we travel for the better.

TTG MEDIA TRAVEL INDUSTRY AWARDS

Red Carnation Hotels was awarded Sustainability Initiative of the Year, Communities for its continued efforts to integrate local and organic food into its hotels and restaurants.



PLANET

THE CORE OF WHAT WE DO

Reducing the environmental impact of our business isn't just a "nice-to-have" for us, it's at the core of all that we do. We are actively committed to the principles of reduce, reuse and sustain, both through our business and our TreadRight Foundation. Read on to learn about our progress towards our Planet goals, developed to address climate, food and waste.

CLIMATE ACTION RESET

In 2022, we reset our original goal to achieve carbon neutrality by 2030, to instead achieve net zero greenhouse gas emissions across the value chain by 2050 from a 2019 baseline year. This goal is backed by our net zero science-based targets, and will be financed by our Carbon Fund, an industry first. In 2022, TTC became the first global tour operator to have all three near-term (2030), long-term and net zero (2050) targets validated by the Science Based Targets initiative in accordance with their 2021 Net Zero Standard*.

With the introduction of our validated net zero targets, we have divested ourselves from the use of offsets. While our position is that high-quality offsets have a role to play in the fight against climate change,

our primary focus is on reducing emissions as the most effective means to address climate change. As such, TTC has reset its Climate Action Plan to 4 points: Measure, Reduce, Restore and Evolve.

A notable shift will be in our TreadRight Foundation, which will now focus on funding nature-based solutions that restore the earth's natural capacity to remove carbon from the atmosphere and store it by natural means.

TTC has set the following carbon reduction targets, verified by the Science Based Targets initiative:

NET ZERO TARGET

- Reach net zero GHG emissions across the value chain by 2050 from a 2019 baseline year

NEAR-TERM TARGETS

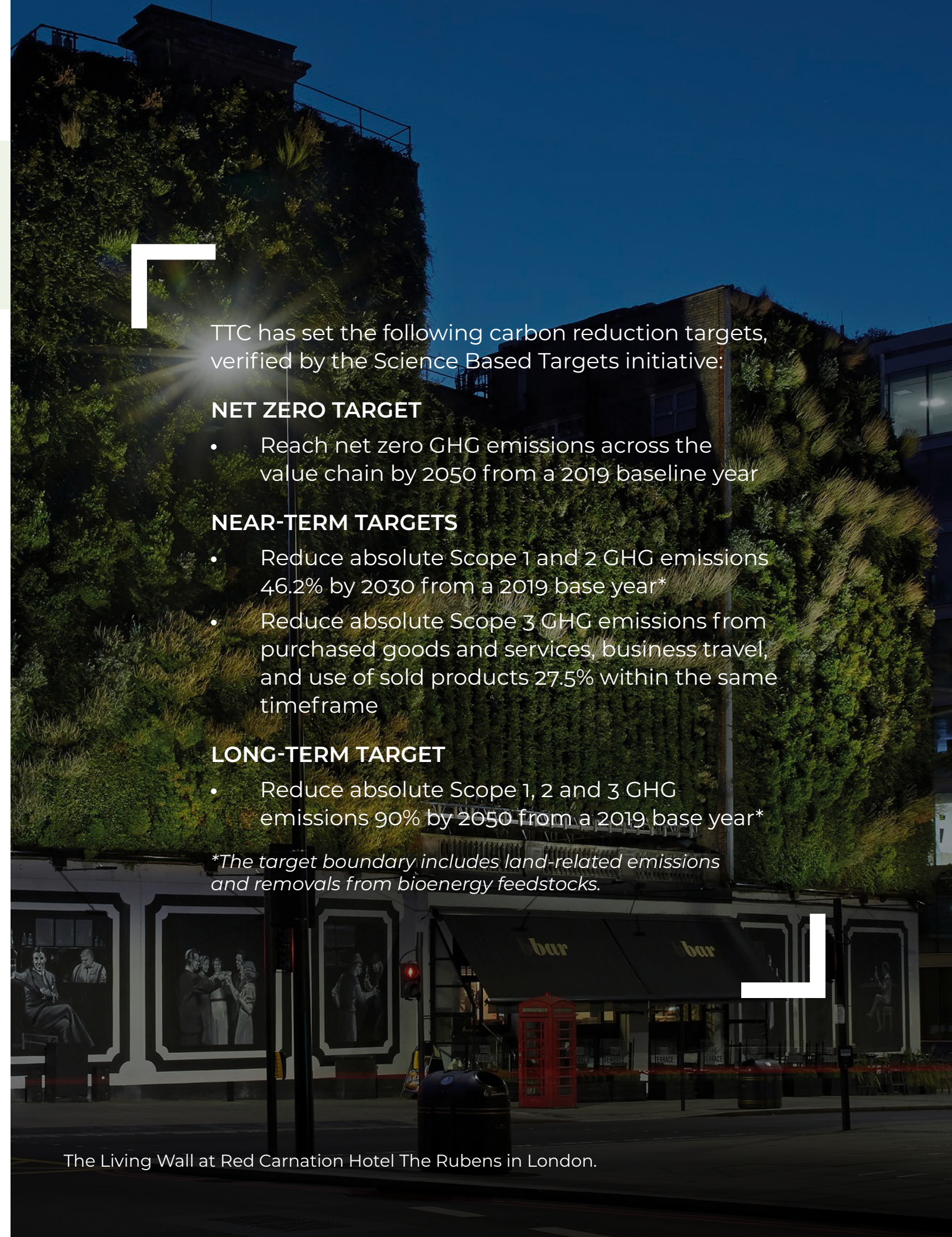
- Reduce absolute Scope 1 and 2 GHG emissions 46.2% by 2030 from a 2019 base year*
- Reduce absolute Scope 3 GHG emissions from purchased goods and services, business travel, and use of sold products 27.5% within the same timeframe

LONG-TERM TARGET

- Reduce absolute Scope 1, 2 and 3 GHG emissions 90% by 2050 from a 2019 base year*

**The target boundary includes land-related emissions and removals from bioenergy feedstocks.*

The Living Wall at Red Carnation Hotel The Rubens in London.



CLIMATE ACTION RESET



REDUCE THROUGH OUR CARBON FUND

Our Carbon Fund is an industry-first approach to the climate crisis that will have a monumental impact on our business. It is clear for destinations and businesses worldwide that significant investment will be required in order to transition to net zero. Our collection of Scope 1 and 2 owned assets pose a unique challenge to our business, and the only way to achieve net zero will be to invest heavily in low carbon at our 22 accommodations and more than 30 offices. We must transition our more than 500 vehicles to zero or low emission vehicles, and we must find a low emission solution to propel our 13 river cruise ships.

TTC's Carbon Fund earmarks the funds needed to invest in these solutions. Through the fund, business leaders will be able to invest in initiatives that will result in lowering the carbon footprint of TTC and our brands, putting innovative technologies and solutions within reach and helping to scale the same innovations within the destinations we operate. The potential for impact cannot be overstated.

The fund replaces our intended purchase of carbon offsets and is our financial commitment to reducing our carbon footprint rather than offsetting it. We will begin reporting on the fund in our 2023 Impact Report.

The first investment of the fund was to secure energy audits of all our London-based [Red Carnation Hotels](#) properties, with the goal of uncovering how to reduce energy use across the hotels by 25% by 2030, as outlined in our pathway to net zero.

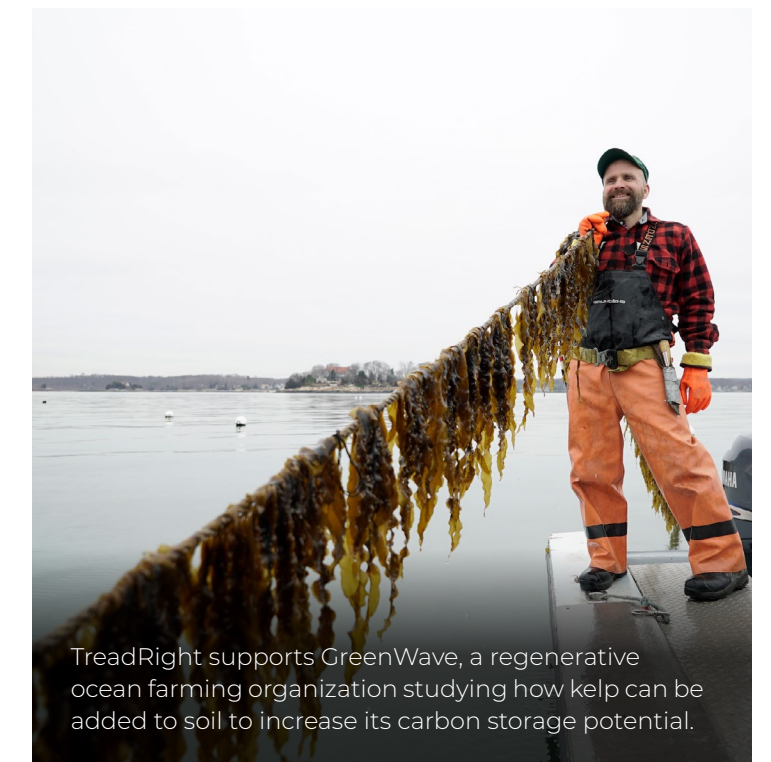
RESTORE THROUGH OUR TREADRIGHT FOUNDATION

Our TreadRight Foundation is a powerful change agent, one that we have relied on to guide support for local communities and their projects since 2008. As these same communities identify the need for action on climate, we decided in 2022 to change the foundation's focus.

The success of our MAKE TRAVEL MATTER® Experiences enables us to support community and social justice in a way that directly affects guests and communities together – just through travelling with our brands. This has created an opportunity to shift TreadRight's funding priorities to support TTC's net zero ambitions by providing direct financial support for nature-based solutions. These are initiatives which work for and with nature to address issues facing the environment, society and,

ultimately, biodiversity. They include the conservation and restoration of natural spaces, and improved land management to either reduce carbon emissions or to store carbon in the planet.

Project Vesta and GreenWave are the first in TreadRight's developing portfolio of nature-based solutions that strengthen communities worldwide, with future TreadRight funding allocated for projects in Canada, Europe, Australia, New Zealand and South Africa.



TreadRight supports GreenWave, a regenerative ocean farming organization studying how kelp can be added to soil to increase its carbon storage potential.



OUR CLIMATE ACTION JOURNEY

LEARN

2019: Measured our carbon footprint to learn how we can decarbonize.

Scope 1: 43,359 tonnes CO2e

Scope 2: 18,534 tonnes CO2e

Scope 3: 350,509 tonnes CO2e

2020: Committed to becoming carbon neutral by 2030, backed by our Climate Action Plan and a commitment to evolve with new climate science.

2021: Rolled out carbon neutral trips, however new guidance from the Science Based Target initiative (SBTi) and increasing calls from the scientific community demanded carbon offsets and carbon neutral is not enough.

RESET

Now armed with knowledge, we reset our plan to the more ambitious goal of net zero by 2050. This replaces our original goal to become carbon neutral by 2030.

Our Climate Action Plan commits us to:

- ◆ Measure
- ◆ Reduce
- ◆ Restore
- ◆ Evolve

In 2022, our **science-based net zero targets** were validated by the SBTi.

BEGIN TO DECARBONIZE

This phase will see us pursue low-carbon technologies and collaborate with others to identify solutions. Our 5 areas of focus are:

- ◆ Transition to low-carbon at our Red Carnation Hotels
- ◆ Generate and utilize renewable energy across all offices and facilities
- ◆ Reduce fuel emissions from our Uniworld ships
- ◆ Secure zero emission vehicles for our Tour Brands
- ◆ Reduce the carbon footprint of our trips in collaboration with our supply chain and destinations

We will invest in decarbonization in two ways: we will reduce through our Carbon Fund, and restore through our TreadRight Foundation.



CARBON FUND [REDUCE]

TTC's family of brands will contribute to an internal Carbon Fund to help cover the costs of transitioning our business.



TREADRIGHT FOUNDATION [RESTORE]

Through our TreadRight Foundation we will prioritize nature-based solutions and conservation efforts that protect biodiversity and restore the planet.

NET ZERO MEANS

- ◆ Focus on deep reductions
- ◆ Set carbon reductions targets verified by the SBTi
- ◆ Do not count carbon offsets towards reductions

NET ZERO EMISSIONS BY 2050

SCALE

This phase will see us scale low-carbon solutions that are tested and available, and continue to contribute to longer-term decarbonization efforts.

2019

2022

2023

2030

2050

GOAL 1

REACH NET ZERO EMISSIONS ACROSS THE VALUE CHAIN BY 2050 FROM A 2019 BASELINE YEAR

13 CLIMATE ACTION



In 2022 we reset Goal 1 to the more ambitious goal of net zero by 2050 rather than carbon neutral by 2030.

MEASURE

Our 2022 carbon footprint was:

Scope 1: 31,757.19 tonnes CO₂e

Scope 2: 11,464.48 tonnes CO₂e

Scope 3: 167,002.22 tonnes CO₂e

In accordance with the Science-Based Targets initiative, we revised our 2019 Scope 3 baseline to include additional categories that are included in our 2022 footprint, the details of which are available in [Appendix A: Environmental Performance](#). We received limited assurance on our 2022 Scope 1 + 2 footprint. Please see [Appendix B: Limited Assurance Letter](#).

Also, in 2022 we updated emission factors in our customized Trip Carbon Calculator while adding a dashboard for our teams to enable them to better understand the carbon footprint of trips and ways to reduce it. Our teams began measuring trips using our new calculator at the close of 2022 with the goal

of measuring 80% of itineraries by mid-2023. An updated carbon calculator methodology can be found [here](#).

REDUCE

- We received validation on our net zero targets by the Science Based Targets initiative, setting near-term, long-term and net zero targets
- We established a Carbon Fund, a dedicated fund that all TTC brands will contribute towards to cover the cost of transitioning our business to low carbon, the progress on which will be included in our 2023 Impact Report
- We reduced Scope 1 emissions by 27%, Scope 2 emissions by 42% and Scope 3 emissions by 45% from 2019
- 5 new offices and accommodations moved to renewable energy sources, and we completed the installation of solar panels at our [SIVA Travel](#) office in Athens

- [AAT Kings](#) continued to roll out MIX telematics across the entire Australian fleet which creates visibility and consistency of vehicle idling, speed and vehicle use. Through follow up action with staff, we continue to see a drop in fuel usage with the reduction of idling and improved driving techniques.
- [Red Carnation Hotels](#) began energy audits at all London properties to identify energy saving opportunities
- [Evan Evans](#) secured its first zero emission vehicle in September 2022

RESTORE

- We announced the transition of our [TreadRight Foundation](#) to support nature-based solutions and will report on these projects in our 2023 Impact Report

[See Appendix A for a full breakdown of data](#)



Xigera Safari Lodge is powered by a Tesla solar photovoltaic diesel hybrid system that generated 683,606 kwh of electricity in 2022.

EVOLVE

- TTC representatives spoke at 15 events regarding our Climate Action Plan, sharing tools and resources with other tourism businesses to help accelerate our industry's transition to low carbon
- We continue to partner with destinations – most recently [Radical Travel](#) partnered with The Travel Foundation and VisitScotland to help the destination achieve its net zero goals.

With our net zero science-based targets validated, we are now focused on achieving these targets. Work is underway to assess immediate energy efficient retrofits to our [Red Carnation Hotels](#) and offices, as well as procuring renewable energy

at our remaining sites. Our teams are enthusiastic about the new Carbon Fund and will apply for funding mid-2023 to bring more low-carbon projects to life.

Due to an expanded Scope 3 boundary (indirect emissions), it is critical that we engage our supply chain on our climate efforts. We began engaging our supply chain in 2019 on the topic of single-use plastics, and have continued to build on this each year, though it remains a challenge. As our supply chain continues to recover from the pandemic, 2023 will see us engage with partners on a variety of sustainability issues from understanding carbon footprints to incorporating diversity, equity and inclusion.

CARBON NEUTRAL TRIPS IN 2022

[Contiki](#), [HAGGiS Adventures](#) and [Highland Explorer Tours](#) offset all 2022 trips, providing carbon neutral trips in partnership with our carbon offset provider, South Pole. We also offset all TTC offices, Radical Travel's two properties, Morag's Lodge and Skye Inn, Contiki's Chateau De Cruix and Haus Schöneck, and all TTC employee air business travel. These credits went towards the Myamyn Lowland Forest Conservation project in Australia, the Crow Lake Wind project in USA and the Chol Charoen Biogas project in Thailand. With the reset of our Climate Action Plan and the introduction of our Carbon Fund, our brands have evolved to prioritize net zero over carbon neutral.



Contiki Greece trip

IN ACTION

TRANSITIONING THE TRANSPORTATION NETWORK

We know that the majority of the carbon footprint of our trips comes from modes of transport, and so our journey to net zero will require us to move our fleet to low- and zero-emission vehicles as soon as possible. In September 2022, leading London day tour provider [Evan Evans](#) introduced a fully electric coach – the UK’s first zero-emission coach for guided day trips. The vehicle can travel 200 miles on a full charge and operates on select day tour departures including Buckingham Palace and Royal Windsor Tour, Warner Bros. Studio Tour London and a selection of other London Day Tours. In just four months, the vehicle prevented nearly 17 tonnes of emissions and is the first vehicle in the brand’s transition towards electric coaches.

[Radical Travel Group](#), parent company of our Scottish brands including [HAGGiS Adventures](#) and [Highland Explorer Tours](#), partnered with The Travel Foundation and VisitScotland to realize VisitScotland’s ambition of becoming the world’s first net zero destination. The aim of this pilot project is to address in-destination travel emissions through a joint effort between tour operator and destination. The partnership was successful as a catalyst for unlocking funding from the Scottish government’s ScotZEB scheme for the tourism sector, which was originally available exclusively for public transport.



Evan Evans
BRITAIN'S FINEST SIGHTSEEING



RADICAL TRAVEL



Evan Evans' first fully electric coach, introduced in September 2022

GOAL 2

SOURCE 50% OF ELECTRICITY FROM RENEWABLE SOURCES BY 2025

7 AFFORDABLE AND CLEAN ENERGY



13 CLIMATE ACTION



Shifting electricity use from grid-based to 100% renewable electricity is a key component of our decarbonization journey. In 2022, 26 properties were run on 100% renewable electricity, and across TTC 44% of our electricity use was obtained from renewable sources. This is an increase of 20% from 2021, largely due to our London Red Carnation Hotels operating their first full year on 100% renewable electricity.

PROCURING RENEWABLE ELECTRICITY

In 2022, five additional offices and hotels switched to renewable electricity, including our offices in Auckland (TTC), Rheinfelden (Uniworld), Port Glasgow (Radical Travel), and Radical Travel's two shops in Edinburgh and Morag's Lodge.

GENERATING RENEWABLE ELECTRICITY

In September 2022, our [SIVA Travel](#) office in Athens completed the installation of solar panels, which provides electricity for one third of its office. Across TTC, we have 9 sites generating renewable solar electricity and in 2022 they generated more than 1.68 million kwh. These sites include: [Xigera Safari Lodge](#), [Uniworld's](#) Encino office, our Johannesburg office, our [Thompson's Africa](#) office, three other [Cullinan](#) offices and depots in South Africa, [AAT Kings'](#) Uluru depot and most recently, SIVA Travel's Athens office.

We continue to assess renewable energy opportunities at our properties across the world. We have upcoming renewable energy generation projects planned for properties in South Africa and Australia, with further research ongoing. By procuring and generating renewable energy, TTC is supporting the critical global shift towards low-carbon energy.



IN ACTION

RENEWABLES AT OUR OFFICES & HOTELS

In late 2022 the SIVA Travel office in Athens completed the installation of solar panels on its rooftop. The panels will power one third of the building's energy needs and contribute to Greece's aspirations to run on only renewable energy. [Radical Travel's](#) Skye Inn in Portree, Scotland is the latest property to secure 100% renewable electricity. All six Scotland sites operated by Radical Travel now utilize renewable electricity.



RENEWABLES ON OUR TOUR BRAND ITINERARIES

[Atlas Reizen](#) has equipped 48 coaches with solar panels that extend the life of the coach's battery. The creation and disposal of batteries has a negative environmental impact and since the solar panels can assist with charging the battery during downtime, it reduces the risk of breakdowns and relieves the battery of working overtime, extending the battery's lifetime. Atlas operates in Europe on behalf of [Contiki](#) and Uniworld Boutique River Cruises.



GOAL 3

REDUCE FOOD WASTE BY 50% ACROSS ALL HOTELS AND SHIPS BY 2025



Tackling food waste began as a sustainability goal and has evolved to become a true source of pride for our chefs across [Red Carnation Hotels](#) and our [Uniworld](#) ships. In 2022 we continued the rollout of Winnow across our Red Carnation Hotels, covering a total of 13 properties and reducing food waste by 36% from their baseline. At Uniworld, we implemented the Leanpath system across six ships, with the remaining fleet to be covered

in 2023. Thus far, Uniworld has reduced food waste by 34% from their baseline. Combined, these brands have saved a total of 120 tonnes of food, the equivalent of more than 284,000 meals. In 2023, we are looking forward to rolling out food waste management system Kitro across [Contiki's](#) two special stays at the [Château De Cruix](#) in France and [Haus Schöneck](#) in Austria.

COMBINED, THESE BRANDS HAVE SAVED A TOTAL OF 120 TONNES OF FOOD, THE EQUIVALENT OF MORE THAN 284,000 MEALS

Uniworld Director of Hotel Operations & Sustainability Officer Julie Higgins with Uniworld Culinary Director, Robert van Rijsbergen. In 2022, Uniworld implemented the Leanpath system across six ships, resulting in a 34% food waste reduction.

[See Appendix C for a full breakdown of data](#)

GOAL 4

INCREASE USE OF LOCAL & ORGANIC FOOD PRODUCTS BY OUR SUPPLY CHAIN BY 2025



HOTELS AND SHIPS

We have been steadily increasing our use of local and organic products across our hotel properties including our [Red Carnation Hotels](#), our [Uniworld Boutique River Cruise](#) ships and our smaller accommodations including [Contiki's Haus Schöneck](#) and Contiki Château De Cruix, and [Radical Travel's](#) Skye Inn and Morag's Lodge. Most notably, the Contiki Château has introduced a 100% fully local breakfast menu – with items ranging from croissants, eggs and other dairy items.

At TTC, we define “local” as any food sourced within 30-50 miles of where it is prepared, and “organic” as any produce or meat sourced without the use of pesticides or GMOs, or sustainably sourced seafood. Uniworld adjusted their definition of “local” as follows: any produce sourced within a 48-80 km radius of the riverbank along the itinerary on which it is prepared.

BRAND	SUPPLIERS PROVIDING LOCAL PRODUCTS	SUPPLIERS PROVIDING ORGANIC PRODUCTS
Red Carnation Hotels, Global	266	143
Uniworld Boutique River Cruises, Global	11	5
Contiki Chateau De Cruix, France	2	2
Contiki Haus Schöneck, Austria	3	3
Morag's Lodge, Scotland	4	1
Skye Inn, Scotland	9	0

[See Appendix C for a full breakdown of data](#)



Contiki's Château De Cruix



IN ACTION

TOUR BRANDS

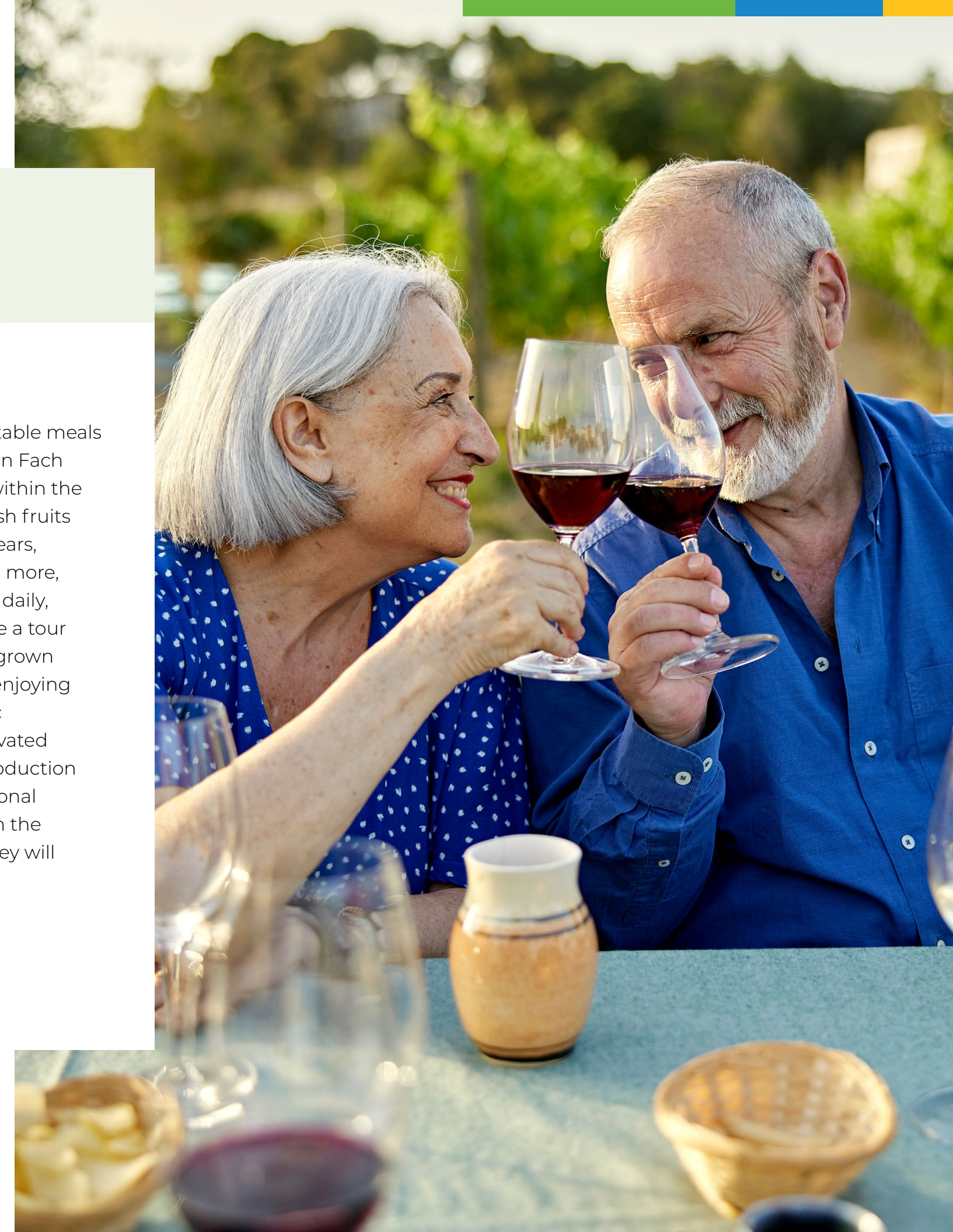
This goal has been challenging, largely as a result of the impacts of COVID-19 on the supply chain, making it difficult to identify a baseline of organic and local products. Moreover, identifying local and organic items in some of the more remote locations that we operate in remains difficult. In order to accommodate the realities of the operating environment, in 2022 we set a goal for our tour brands to offer one “local dining experience” on 80% of global TTC itineraries by 2025. This goal has been met with enthusiasm and teams are consciously seeking out suppliers with sustainable food philosophies.

At TTC, we define “Local Dining Experience” as any dining experience where key elements of the meal (i.e., meat, seafood, bread, wine etc.) are considered local (i.e., Sourced within a 30-50 mile radius). The brands are working towards reporting their progress in our 2023 Impact Report.

STRAIGHT FROM THE FARM TO YOUR FORK

[*Insight Vacations*](#) features many farm-to-table meals on its itineraries including lunch at the Felin Fach Griffin pub, in Wales. The kitchen garden within the Griffin grounds grows a large variety of fresh fruits and vegetables like strawberries, apples, pears, rhubarb, onions, leeks, peas, cabbages and more, that make up its seasonal, and sometimes daily, menu. Visitors have the opportunity to take a tour of the garden and learn how the produce grown there is used to create the cuisine, before enjoying a delicious meal made of local and organic ingredients. This experience is not only elevated through its support of sustainable food production and its delicious menu, but by the educational opportunity provided to guests paired with the chance to meet the growers of the food they will consume.

INSIGHT VACATIONS *The Art of Traveling in Style*



GOAL 5

REDUCE PRINTED BROCHURES BY 50% BY 2025



In 2022, TTC brands reduced printed brochures by 64% from 2019, however this increased by 53% from 2021. This was the result of a recovery for the travel industry following the interruption caused by the COVID-19 pandemic. TTC brands are to be mindful of the number of brochures required by trade partners and sent to consumers, and continue to encourage alternative options such as digital brochures.

While many brands have stopped printing brochures in favor of using digital brochures such as [African Travel](#) and [Lion World](#), other brands are becoming more conscious about where and how they print brochures. For over 24 years, various brands have been using paper for brochures that is certifiably sourced from sustainably managed forests. Further, all TTC touring brands have used Leipa paper since 2011. Leipa paper is made from 100% recycled content. [Grand European Travel](#) uses bio-bags for their brochure fulfillment and [Uniworld](#) has intentionally removed time sensitive details from brochures to ensure they can be used beyond the original print year.



IN ACTION

SALES INNOVATION THROUGH AAT KINGS – BUILD YOUR OWN DIGITAL BROCHURE

Our [AAT Kings](#) team created customizable, interactive online brochures for AAT Kings Guided Holidays in all markets that enable guests and agents to build their own brochure online and email it to themselves for viewing – an interactive brochure can be seen [here](#).



The Travel Corporation Australia leadership team.

[See Appendix C for a full breakdown of data](#)



GOAL 6

ELIMINATE AS MANY UNNECESSARY SINGLE-USE PLASTICS FROM OUR OPERATIONS AND ITINERARIES BY 2025



We've made major strides since we began our journey to eliminate unnecessary single-use plastics from our operations and trips in 2017. Since 2022, guided by our Sustainable Procurement Policy, teams have addressed the way in which we source from and interact with all suppliers. COVID-19 posed several challenges on this front, with certain hygiene products and medical equipment such as masks being unavoidable for sanitation and regulatory reasons. Now that we're transitioning out of these requirements, we've been able to refocus on our plastic elimination efforts.

In 2022, teams began hosting events and conferences again. In doing so, we ensured all events were single-use plastic free, with a focus on removing plastic name badges in favor of non-plastic badges and reuse

opportunities for lanyards. Guest gifting remained relatively low, with brands focusing on purchasing sustainable items such as eco-friendly bamboo wood pens, recycled beanies, reusable bags to carry liquids through airport security and reusable water bottles. Brands also offered gifting alternatives to guests, such as [Insight Vacations'](#) support for Trees For Life reforestation efforts in lieu of physical gifts.

We're looking forward to continuing to source sustainable alternatives to any unavoidable single-use plastics. With many jurisdictions banning single-use plastics around the world, many businesses will be forced to find alternative ways of operating, making our task of sourcing sustainable suppliers less challenging.

- [Thompsons Africa's](#) Guided Journeys itineraries include 100% biodegradable plant-based water bottles
- [Cullinan Guided Journeys](#) has replaced all plastic water bottles with 100% recyclable Aquaboxes, and their use is highlighted on trip itineraries
- Since 2017, TTC has banned single-use plastics across all offices





PEOPLE

WE ARE COMMITTED TO THE PROTECTION OF CULTURAL HERITAGE IN THE COMMUNITIES WE VISIT.

Travel is a way for communities to achieve economic empowerment. These goals aim to address the travel experience and advance diversity, equity and inclusion (DEI) in our business and in the places we visit.

Artist Manuel Pamkal hosts the Top Didj Aboriginal Cultural Experience, a MAKE TRAVEL MATTER® Experience offered by AAT Kings in Katherine, Australia.

A FOCUS ON OUR FOUNDATION:

TREADRIGHT IN ACTION

RAINBOW RAILROAD

Rainbow Railroad is a non-profit doing the life-saving work of providing a safe path to resettlement and livelihood support to members of the LGBTQIA+ community who are facing persecution in their home countries. Currently, more than 70 countries criminalize homosexuality or discriminate based on sexual orientation or gender identity, meaning members of this community routinely face the risk of violence, oppression, and the denial of their basic human rights.

In 2022, TreadRight partnered with Rainbow Railroad to support the organization's Emergency Travel Support and Direct Livelihood Assistance programs. Last year alone, Rainbow Railroad provided direct support to 4,400 LGBTQIA+ people from approximately 40 countries.

LAKOTA YOUTH DEVELOPMENT

Lakota Youth Development (LYD) is a non-profit, grassroots organization serving the youth of the Rosebud Sioux Tribe in South Dakota, USA, with a mission to reclaim Lakota language, culture and spirituality by promoting education and healthy lifestyles for youth.

TreadRight provided LYD with a grant to develop capacity for the community to engage with the tourism industry, expanding its reach and ability to educate more visitors on the traditional lifeways of the Lakota people, while providing opportunities for Lakota youth seeking career opportunities in the industry. Traditionally, Lakota youth are limited to careers in agriculture. Following the capacity building exercise, Trafalgar then developed a MAKE TRAVEL MATTER® Experience with the community.



GOAL 7

INCLUDE AT LEAST ONE MAKE TRAVEL MATTER® EXPERIENCE ON 50% OF TTC ITINERARIES BY 2025



MAKE TRAVEL MATTER® has become a rally cry at TTC. Simply put, it is our reason for being. By extension, MAKE TRAVEL MATTER® Experiences have been a galvanizing force for our teams, as our sector continues to navigate the world following the COVID-19 pandemic. These experiences are a tangible way for our teams worldwide to support community and social justices in the places we are fortunate enough to explore.

MAKE TRAVEL MATTER® Experiences are immersive impact experiences that are designed to benefit a destination, educate our travelers and support the United Nations Global Goals. In 2022 we had 571 MAKE TRAVEL MATTER® Experiences across our itineraries and qualified more than 100 new experiences during the year. MAKE TRAVEL MATTER® Experiences most commonly support Global Goal 11: Sustainable Cities and Communities, Global Goal 15: Life on Land and Global Goal 10: Reduced Inequalities. To learn more about how we qualify experiences and see the criteria we look for in these experiences, [click here](#).

[See Appendix C for a full breakdown of data](#)



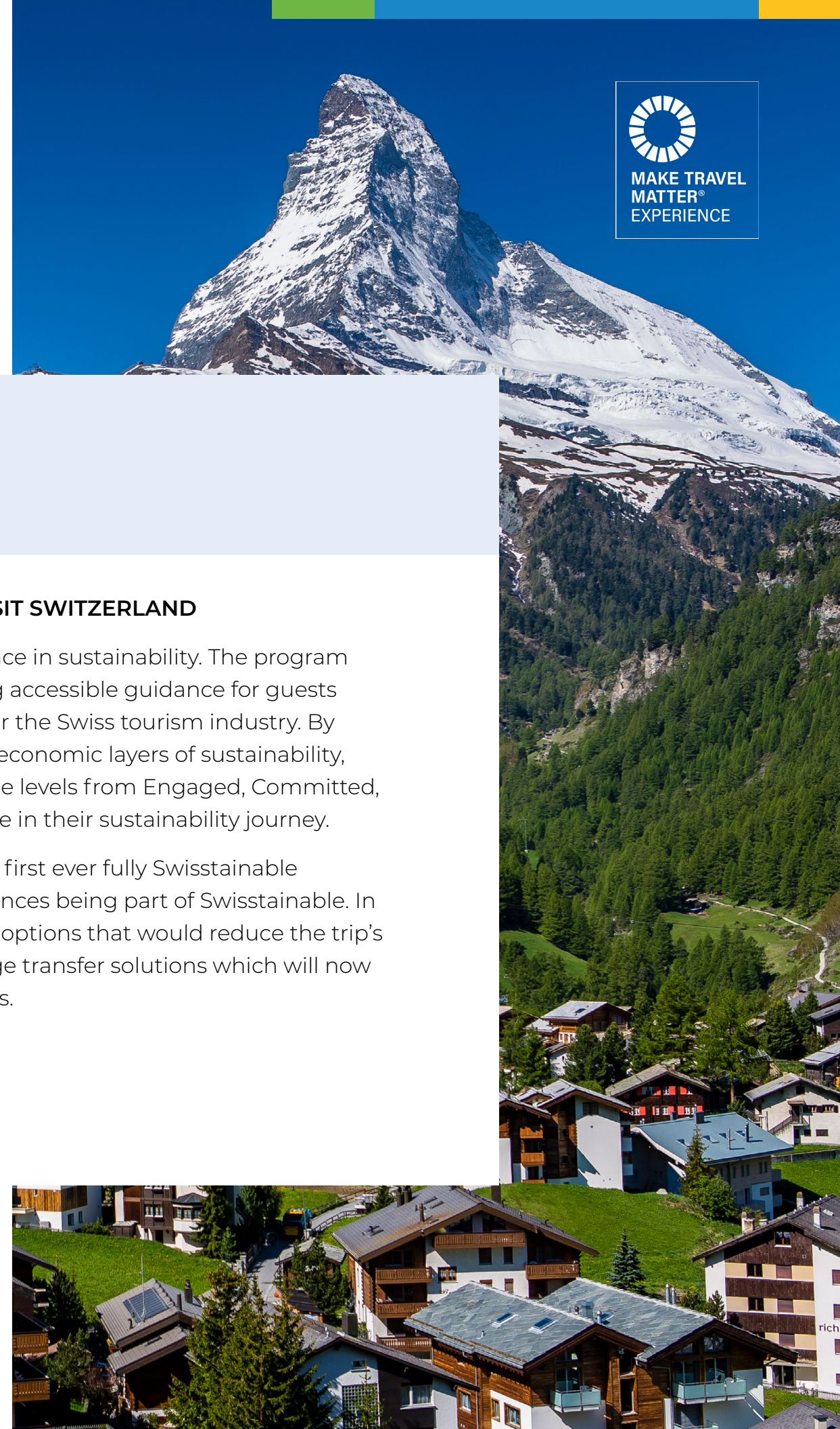
IN ACTION

PRIORITIZING SUSTAINABILITY WITH VISIT SWITZERLAND

Swisstainable is the mark of Swiss excellence in sustainability. The program is designed with the intention of providing accessible guidance for guests and creating a sustainability movement for the Swiss tourism industry. By addressing the environmental, social and economic layers of sustainability, businesses can then aspire to achieve three levels from Engaged, Committed, and Leading, depending on where they are in their sustainability journey.

This partnership saw [Trafalgar](#) design the first ever fully Swisstainable itinerary, with all meals, hotels and experiences being part of Swisstainable. In developing the itinerary, teams prioritized options that would reduce the trip’s carbon footprint – such as with the luggage transfer solutions which will now mostly be operated by train instead of vans.

TRAFALGAR

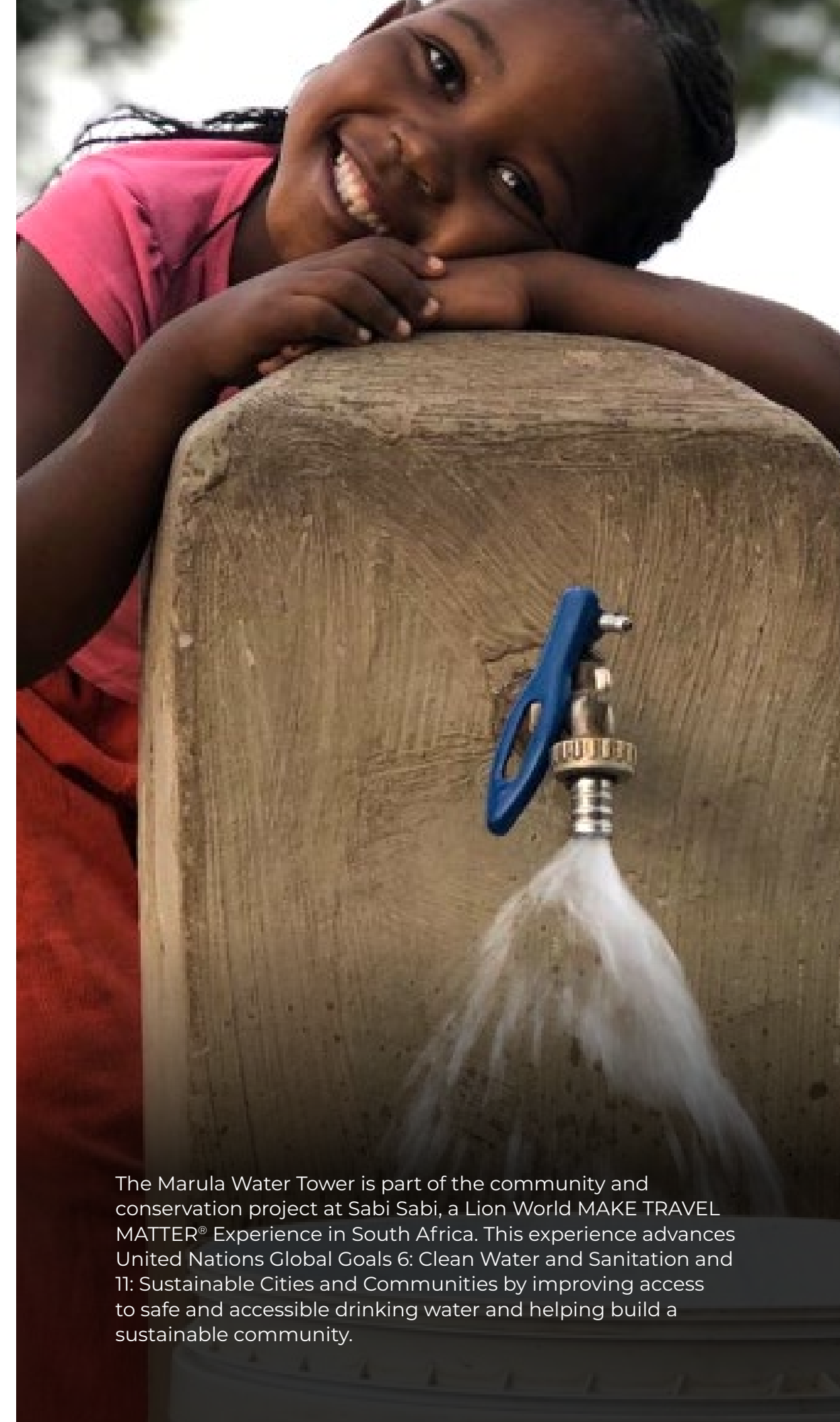


TOUR BRAND	% OF INTINERARIES INCLUDING AT LEAST 1 MAKE TRAVEL MATTER® EXPERIENCE IN 2022
TTC Group Level	62%
AAT Kings	50%
Adventure World*	56%
African Travel*	95%
Brendan Vacations*	64%
Cullinan Guided Journeys*	11%
Contiki	84%
Costsaver	46%
Evan Evans	24%
HAGGiS Adventures	36%
Highland Explorer Tours*	20%
Insight Vacations	93%
Lion World*	67%
Luxury Gold	68%
Thompsons Africa*	78%
Trafalgar	63%
Uniworld	25%

*These brands offer customized travel for guests. They still source MAKE TRAVEL MATTER® Experiences and include them on vacation packages and any recommended prepackaged itineraries.

Red Carnation Hotels source their own MAKE TRAVEL MATTER® Experiences and in 2022, they offered one experience at each of their hotels.

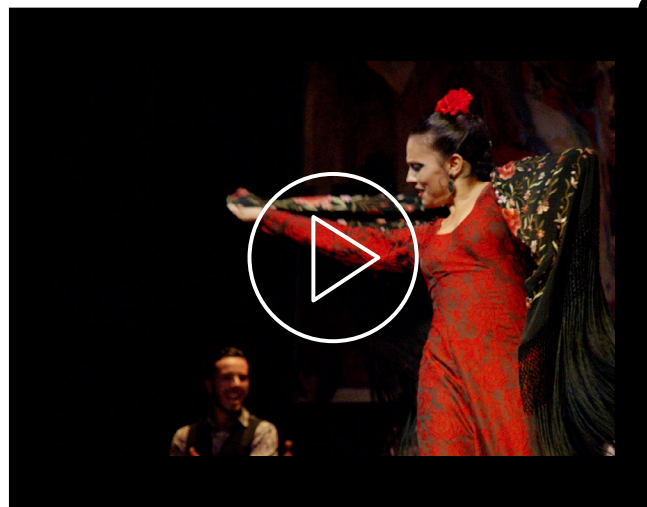
Many of our brands work with suppliers and destination to source MAKE TRAVEL MATTER® Experiences and help bring them to life. In 2022 we coached 25 new and existing experiences to help them meet our criteria and qualify as MAKE TRAVEL MATTER® Experiences. These coaching sessions are invaluable to these experiences and demonstrates how we can transform the tourism industry by choosing to work with truly immersive impact experiences.



The Marula Water Tower is part of the community and conservation project at Sabi Sabi, a Lion World MAKE TRAVEL MATTER® Experience in South Africa. This experience advances United Nations Global Goals 6: Clean Water and Sanitation and 11: Sustainable Cities and Communities by improving access to safe and accessible drinking water and helping build a sustainable community.

571 MAKE TRAVEL MATTER® EXPERIENCES AROUND THE WORLD

These immersive impact experiences are chosen for their benefit to our planet, its people, and wildlife, as well as our travelers. They're qualified using a proprietary e-assessment tool endorsed by industry experts against a robust set of criteria directly tied to the United Nations Global Goals.



1

CRISTINA HEEREN FOUNDATION OF FLAMENCO ART
Seville, Spain

Experience a dance lesson and exclusive performance at this foundation upholding the vibrant Flamenco culture.

4 QUALITY EDUCATION

INSIGHT VACATIONS
The Art of Traveling in Style

2

WE EXIST
Brussels, Belgium

Enjoy an authentic Syrian meal at a restaurant owned by a resettled Syrian refugee turned entrepreneur.

10 REDUCED INEQUALITIES

INSIGHT VACATIONS
The Art of Traveling in Style



3

REDERIJ LAMPEDUSA
Amsterdam, The Netherlands

Cruise the Amsterdam canals led by a refugee on a migrant boat that successfully transported people to a new, safe home.

10 REDUCED INEQUALITIES

contiki



4 PROTECTING THE OKAVANGO DELTA

Okavango Delta, Botswana

Take a private tour of Xigera Safari Lodge's state-of-the-art Tesla Solar Energy Centre which powers more than 95% of the lodge's energy needs.



5 PINK CITY RICKSHAW RIDE

Jaipur, India

Tour the mystical medieval walled city in these unique, eco-friendly rickshaws driven by enthusiastic and well-trained women who gain employment opportunities through this non-profit organization.



6 DÜRNSTEIN WINE ESTATE VISIT WITH TASTING

Dürnstein, Austria

Visit the oldest winery in Austria and one of the first in the world to begin working with biodynamic principles, promoting sustainable agricultural practices.



7 CHIMP EDEN, THE JANE GOODALL INSTITUTE

Westville, South Africa

See and learn about these magnificent chimpanzees that have been misplaced from their natural habitats in Africa at this rescue center.



8 HOUSE IN THE WILD FAMILY SAFARI

Naretoi Estate, Kenya

Meet locals at a Maasai Village and learn how these communities build their livelihoods in harmony with wildlife, while supporting education opportunities for local youth.



9 HOANIB SKELETON COAST EXPERIENCE

Namib Desert, Namibia

Stay at a minimal impact camp in one of the most fragile ecosystems in the world that is helping protect the local lion population.



10 SEAWEED DISCOVERY WORKSHOP

Caherdaniel, Ireland

Experience a seaweed discovery workshop while supporting the conservation of wildlife and fragile marine ecosystems.



11 THE GIANT ANTEATER CONSERVATION PROJECT

Yopal, Colombia

Witness the beautiful natural environment and traditional practices that are helping conserve precious wildlife and its natural habitat.



12 MARUKU DOT ART EXPERIENCE

Uluru, Australia

Learn about ancient symbols and techniques from Anangu artists who are the Aboriginal people from the Western and Central Deserts of Australia.



13 FARMSTEAD CIDER: TOUR, TASTING & LUNCH

Jackson Hole, Wyoming

Sample a flavor of the mountains with 100% local food and drink, while learning the importance of sustainable food production for local people, wildlife, and environment.



14 BUFFALO FAT OF THE LAND MAHIKAN TRAILS EXPERIENCE

Banff, Canada

Learn about the value of buffalo to the survival of First Nations people from a Cree guide who is keeping this culture alive through shared storytelling.



MAKE TRAVEL MATTER® EXPERIENCES MOST COMMONLY SUPPORT



GOAL 8

ACHIEVE A 20% INCREASE IN ITINERARIES VISITING DEVELOPING REGIONS FOR SPECIALIST BRANDS BY 2025



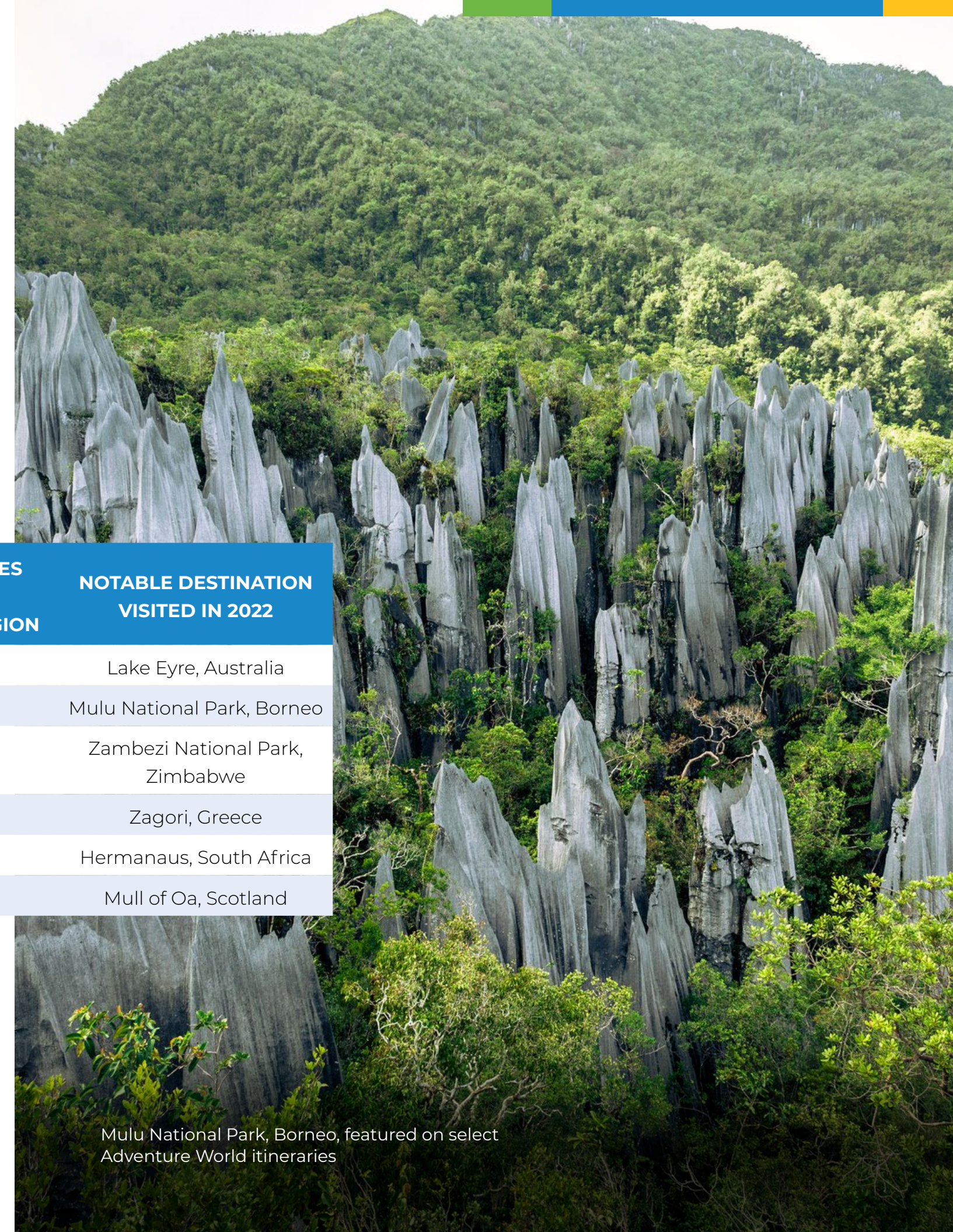
This goal focuses on ensuring the benefits of tourism are spread beyond tourist hubs. In order to qualify a region as a “developing region” and count an itinerary towards this goal, the following must be true:

- The brand has not visited the region in 2019
- An overnight stay in the region is included in the itinerary
- The region features no more than two sites that suffer from congestion during peak season (i.e., long queues that degrade the tourist experience)
- The region is considered a tertiary city or “spoke” to a tourism hub

In 2021, our operations largely focused on returning to normal, with many brands placing a clear focus on addressing the challenges of operating in a post COVID-19 environment and supporting existing suppliers over the launch of new 2022 itineraries, including [Brendan Vacations](#), [Costsaver](#) and [Trafalgar](#). As a result, we

made slower progress on this goal. In 2022 the brands included in this goal developed 32 new itineraries, an increase of 49% from our baseline of itineraries visiting developing regions. Below is a list of included brands for this goal and their progress:

BRAND	NEW ITINERARIES INCLUDING A DEVELOPING REGION	NOTABLE DESTINATION VISITED IN 2022
AAT Kings	3	Lake Eyre, Australia
Adventure World	14	Mulu National Park, Borneo
African Travel	5	Zambezi National Park, Zimbabwe
Contiki	2	Zagori, Greece
Lion World	6	Hermanaus, South Africa
Highland Explorer Tours	2	Mull of Oa, Scotland



Mulu National Park, Borneo, featured on select Adventure World itineraries

GOAL 9

INCREASE EMPLOYEE AND MARKET SENTIMENT REGARDING DIVERSITY, EQUITY AND INCLUSION (DEI) ACROSS OUR BRANDS



Internal training to encourage greater awareness and address unconscious biases was an internal priority in 2022, and was the basis of a new Diversity, Equity and Inclusion learning pathway, mandatory for all team members. The objective of this new pathway is to broaden understanding of why we are committed to this work and how it applies to us each and every day.

TTC IDEA, our employee resource group, launched our first Global TTC IDEA Festival in September. It featured inspiring speakers and thought-provoking panels covering areas including microaggressions, how to achieve a culture shift, the stigma of mental health, allyship in the workplace and cultivating inclusive behavior.

Participation in our annual DEI survey has never been higher with 2,027 survey completions. Across our portfolio of brands, we continue to expand and develop new inclusive trips tailored to specific markets which directly support traditionally underrepresented communities.

Our marketing activity dialed back up in 2022 with new campaigns, new product launches and new content shoots and we were able to put our DEI commitments into action by working with diverse talent, production teams and partners that align on the same DEI values.

PEOPLE & CULTURE

2022 marked our second annual DEI survey, integral to understanding our teams and

their needs. Employees gave TTC an average score of 8/10 in agreement that TTC is committed to DEI and values the different perspectives, experiences, backgrounds, knowledge and approaches of all its staff. While there remains work to be done, these are clear signs of progress. In 2022, we had 19 active TTC Identity Circles, which allow employees sharing a common identity to connect and learn from those going through a similar lived experience. These circles range from groups focused on women, parents, LGBTQIA+, and mental health and wellbeing.

This year we have been championing authenticity and we celebrate our differences. Further diversification of our teams remains a priority, and in 2022 we took several actions to ensure this happens, including:

- Widening our hiring pool in underrepresented communities by partnering in the USA with Best Buddies to support the Intellectual or Developmentally Delayed (IDD) community as well as Women Leading Travel & Hospitality
- Hiring five graduates who completed

their Code First Girls (CFG) degree. TTC Tech partnered with CFG, an initiative where they work towards reducing the gender diversity gap in tech.

- Partnering with Women in Travel in the UK and Women Leading Travel & Hospitality in the USA, to hire more women in our space
- In South Africa, [Red Carnation Hotels](#) continues to successfully partner with multiple schools and local colleges to give students practical hospitality experience and encourage permanent employment from underrepresented communities. One example is a close partnership with The Amy Foundation Workplace program, which works with students from the most poverty-stricken areas in the greater Western Cape to support them finding permanent employment. Our TreadRight Foundation has supported The Amy Foundation since 2008.

[See Appendix C for a full breakdown of data](#)

PRODUCT EXPERIENCES

Our travel experiences are a powerful tool to support DEI within communities. Progress from 2021 on this area continued into 2022, when we began to see great strides in terms of ensuring greater representation in our booking process as well as on our trips. The ability to select pronouns and the addition of a third gender was added to our technology development roadmap, enabling guests to choose room configuration outside of stereotypical norms of assigned gender. Our focus on training in 2022 extended to our Travel Directors, Tour Managers and driver guides, enabling us to extend our DEI learning pathway to be further developed to include real on trip scenarios that our road crew may face and how best to resolve

them in a way that is respectful and ensures everyone on the trip feels welcome. Some brands began trialing DEI training tailored to their regions. For example, in New Zealand, [Contiki](#) trialed a course to educate Trip Managers on Māori culture and language, and in Australia, [AAT Kings](#) Trip Directors all completed Acknowledge this! Training, focused on how to deliver an authentic Acknowledgement of Country.

Perhaps the greatest development has been in terms of our travel experiences and itineraries.

- 126 MAKE TRAVEL MATTER® Experiences across TTC brands support Global Goal 10: Reduced Inequalities, meaning they are owned by or empower underrepresented populations such as women, LGBTQIA+ people, Black or Indigenous people, or people with different abilities
- 60 additional experiences including dining experiences are owned or operated by underrepresented communities
- *Contiki, Brendan Vacations, Uniworld, and African Travel* ran LGBTQ+ Pride focused trips
- *Trafalgar* and *Insight Vacations* launched and operated a series of Woman Only trips which create safe environments for solo female travelers and support female owned businesses



MARKETING

With a clear focus on representation, in 2022 our brands committed to updating marketing guidelines and give direction to increase representation in brand imagery, video, copy and tone of voice. We have ambitiously moved to create storytelling with authentic voices reaching traditionally underrepresented communities, featuring real travelers including BIPOC, LGBTQIA+ and plus size travelers.

THE FOLLOWING 2022 MARKETING PARTNERSHIPS INCLUDED DEI AS A CORE FOCUS:

- Focusing on the Indigenous community of Alberta, [Contiki](#) partnered with Travel Alberta to raise awareness of Women in Indigenous communities and the unique power to preserve and transmit traditional knowledge and stories through the generations.
- [Trafalgar](#) USA partnered with Belatina; a lifestyle television series focused on female Latina/Afro-Latinx empowerment. The segment was an interview on location in Miami with Melissa da Silva, TTC Tour Brand USA President, and the host featuring a Trafalgar style experience.
- [Contiki](#) teamed up with Visit Spain to capture the best of LGBTQIA+ Pride celebrations across Spain. Contiki wanted to ensure that they extend a warm welcome to LGBTQIA+ travelers while also directly supporting the community, and they did this by hiring a team comprised of members from the local community to be both in front and behind the camera.



IN ACTION

WOMEN-ONLY TRAVEL

[Insight Vacations](#) ran its first Women Only tour to Croatia, “Venice and the Croatia Coast,” in October, 2022. Fourteen women guests hosted by Celine Cousteau got to spend two weeks surrounded by and learning from inspiring women, from food scientists to pastry chefs, distillers, entrepreneurs, educators, silk artists and more.

INSIGHT VACATIONS

The Art of Traveling in Style



GOAL 10

**COMPLETE 30,000
VOLUNTEER HOURS BY 2025**



To achieve our five-year goal, our global teams must complete 6,000 volunteer hours on average per year, a target that has been surpassed in the first two years since our strategy's implementation. In 2022, a total of 7,471 hours were completed, bringing us to 13,988 total hours, representing 46% of our total goal and surpassing our annual target.

At the end of 2022, we launched our inaugural MAKE TRAVEL MATTER® Award to recognize our team members around the world who live and breathe our principle of *impactful purpose* at home, at work, or in their communities. More than 50 nominations for this internal award were received from team members recognizing their colleagues for sustainability or give back efforts. Winners will be shared in our next Impact Report, and the second annual award nominations will open in late 2023.

[See Appendix C for a full breakdown of data](#)



Highland Explorer Tour's six-day Isle of Skye Volunteer Adventure launched in 2022.

OUR VOLUNTEER HIGHLIGHTS INCLUDE:



The TTC USA Pride Identity Circle team volunteered with the Long Beach LGBTQ Center to help prepare for their Black and White Charity Ball.



The RCH Egerton team supported Wrap Up London, a project providing thousands of coats to people across London who struggle to keep warm during the winter months.



The TTC USA People and Culture Team volunteered with the Ronald McDonald House in Long Beach to cook a delicious lunch for families staying at the facility.



In October 2022, Highland Explorer launched a six-day Isle of Skye Volunteer Adventure on the Sleat Peninsula in Scotland. Going off the beaten path, this trip included a chance to participate in two MAKE TRAVEL MATTER® Experiences. These included planting native Oak trees to establish a sustainable future timber wood supply for the community, clearing Tormore Forest of an invasive species, widening and creating walking paths for locals and visitors, and meeting with the local community.



The TTC Australia team volunteered with the Salvation Army over six days to sort donations, meet and greet community members and distribute hampers and gifts.



WILDLIFE

WE SUPPORT WILDLIFE CONSERVATION

through philanthropy and by advocating for systemic change in our industry through strategic partnerships such as with World Animal Protection and the End Wildlife Crime initiative. Through our strict Animal Welfare Policy we ensure all of our wildlife experiences are free of animal cruelty.

A FOCUS ON OUR FOUNDATION:

TREADRIGHT IN ACTION

WILDERNESS FOUNDATION AFRICA

Wildlife crime in Africa is a major threat to the survival of many magnificent and endangered animals, including several rhino species. TreadRight has proudly supported Wilderness Foundation Africa's Forever Wild Rhino Protection Initiative for 10 years, providing funding for aerial surveillance support through the Bathawk aircraft, which is critical to the organization's conservation efforts. In the Eastern Cape, South Africa, where Wilderness Foundation is based, there has not been a single poaching incident since 2020. Another critical component of the organization's conservation work includes the collection of DNA samples from the *Diceros bicornis*, a critically endangered black rhino, of which 23 samples were collected in 2022. This DNA data sampling of the black rhino in the Eastern Cape over many years has shown that the rhino genetics in the Eastern Cape are healthy. This is extremely significant because should the need arise, these samples ensure that the Eastern Cape rhino populations could be used to safely repopulate Africa.

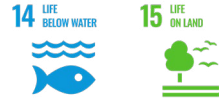
NATIONAL KIWI HATCHERY

The National Kiwi Hatchery in New Zealand is dedicated to protecting the beloved kiwi bird, which is native only to this island nation, an important component to the New Zealand ecosystem, and considered a sacred animal to many of the Indigenous Māori people. The Kiwi Hatchery is dedicated to increasing the kiwi population, which is threatened and vulnerable in the wild, resulting in an imbalance in the ecosystem. The organization incubates and hatches more than 100 kiwi chicks annually to then be released into the wild. In 2022, TreadRight's funding allowed the purchase of two brooders to increase chick rearing capacity. The organization hatched 136 chicks in the 2021/2022 season, and more than 2,400 chicks since 1995 when it began.



GOAL 11

ENSURE ALL WILDLIFE EXPERIENCE ADHERE TO OUR ANIMAL WELFARE POLICY



To ensure all wildlife experiences included on TTC brand itineraries are free from animal cruelty, we complete a full audit every two years to confirm adherence to our [Animal Welfare Policy](#). Our policy employs the Five Domains model, which is the most up-to-date, scientific framework for animal welfare, and ensures that the animals' mental well-being is considered. While we have seen an increased awareness of inappropriate and unacceptable practices amongst both travelers and suppliers, there remains work to be done.

In cases where we've brought concerns to our suppliers and experience providers, we're grateful for their receptiveness and willingness to adjust their practices accordingly. Unfortunately, there are seldom instances where we cannot come to a reasonable agreement with a venue and must instead choose to part ways. These decisions are always difficult, but especially so when a long-standing partner is favored by our guests. One such occurrence took place in 2022 with an African giraffe rescue center where there was an opportunity for guests to feed pellets to giraffes. Baiting is considered an unacceptable activity in our Animal Welfare Policy and while we engaged with the center to only allow guests to view these giraffes from afar, ultimately, we could not dissuade them and have moved away from this experience.

All guests, partners, and team members are encouraged to email animalwelfare@ttc.com if they feel an experience does not meet our Animal Welfare Policy. The TreadRight team takes these concerns seriously and will investigate immediately.

We're looking forward to continuing to ensure 100% of our wildlife experiences adhere to our Animal Welfare Policy.



IN ACTION

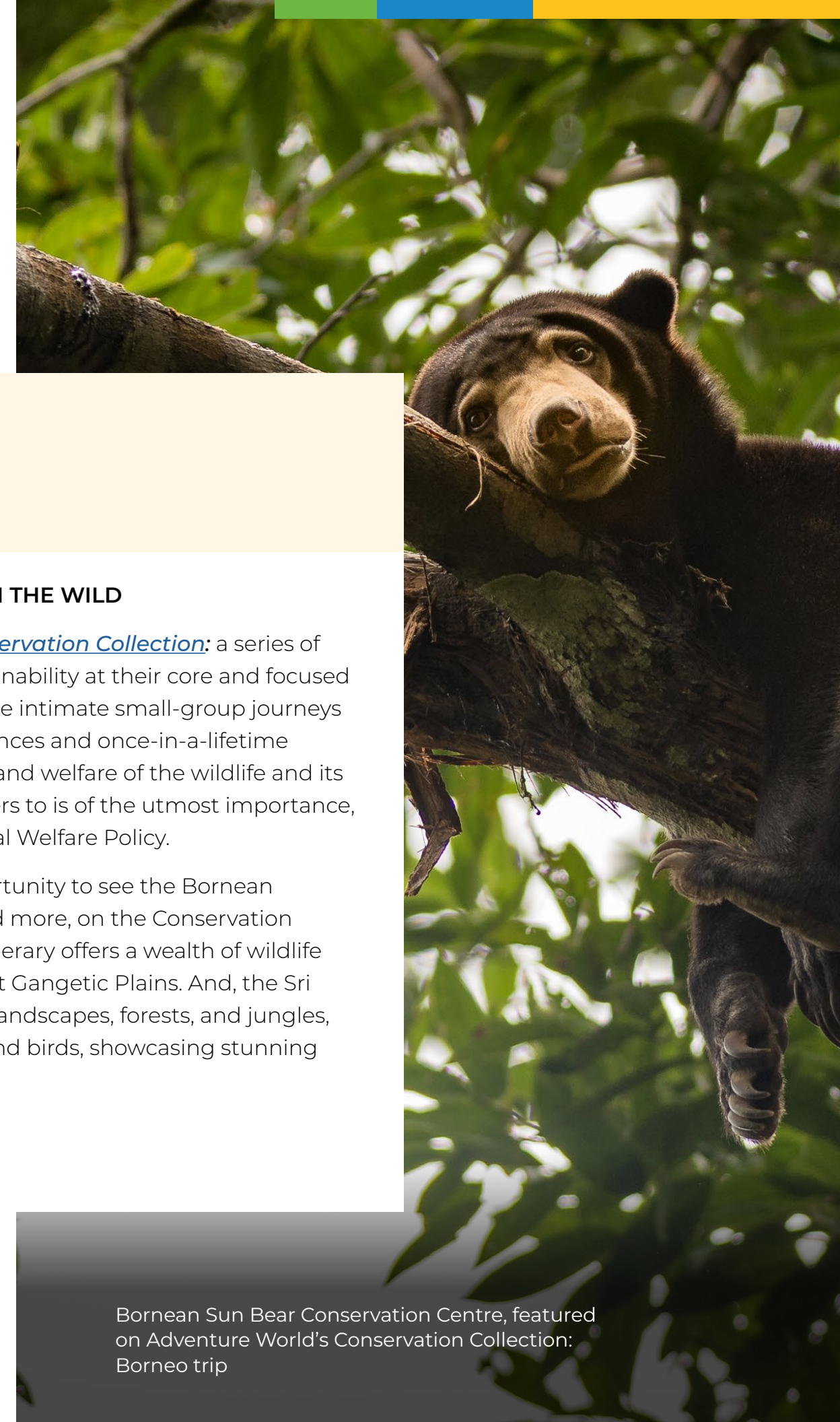
A CLEAR DEMAND TO KEEP WILDLIFE IN THE WILD

In 2022, [Adventure World](#) created its [Conservation Collection](#): a series of specialized itineraries designed with sustainability at their core and focused on incredible wildlife and landscapes. These intimate small-group journeys feature behind-the-scenes wildlife experiences and once-in-a-lifetime encounters. And of course, the protection and welfare of the wildlife and its habitats that these trips expose our travelers to is of the utmost importance, with all experiences adhering to our Animal Welfare Policy.

Travelers will have the unforgettable opportunity to see the Bornean Orangutan, a Sunda Clouded Leopard, and more, on the Conservation Collection: Borneo trip. The North India itinerary offers a wealth of wildlife riches from the great Himalayas to the vast Gangetic Plains. And, the Sri Lanka itinerary features beautiful tropical landscapes, forests, and jungles, with many endemic species, subspecies and birds, showcasing stunning wilderness and wildlife.



Bornean Sun Bear Conservation Centre, featured on Adventure World's Conservation Collection: Borneo trip



PARTNERS & COLLABORATORS

Progress towards increased resiliency in our industry and for our planet wouldn't be possible without collaboration and meaningful partnerships. The Travel Corporation and TreadRight are grateful to the individuals and organizations which advocate for change in our industry, support us in achieving our sustainability goals, and alongside us, are dedicated to a better world.

For a full list of our TreadRight Foundation partners, please visit treadright.org.



APPENDIX A:

ENVIRONMENTAL PERFORMANCE

GHG PERFORMANCE

	2019	2020	2021	2022
Biogenic Emissions	168	75.85	197.14	222.29
Total Scope 1 & 2 (Tonnes CO2e)	63,245.72	21,864.34	29,534.00	43,221.66¹
Scope 1	43,358.60	8,629.17	16,672.63	31,757.19
Stationary Combustion	3,518.74	2,155.75	2,505.64	3,015.39
Mobile Combustion	39,839.86	6,383.18	13,591.54	28,243.12
Fugitive Emissions	N/A	90.24	575.45	498.68
Scope 2 ²	19,887.12	13,235.17	12,850.56	11,464.48
Total Scope 3 (Tonnes CO2e)	328,756.39	18,434.33³	20,394.07³	167,002.22
Purchased Goods and Services	21,928.25	-	-	12,865.79
Employee Air Travel	3,456.67	309.00	43.00	1,363.40
TTC Trips	211,729.47	40,298.67	49,917.07	100,585.73
Flights Sold to Travellers	91,642.00	-	-	65,053.09
Total GHG Emissions (Tonnes CO2e)	328,756.39	40,607.67	49,960.07	179,868.01

TTC reports GHG Emissions in accordance with the GHG Protocol. In 2022 we underwent a rigorous review of our GHG Inventory by the Science Based Targets Initiative to validate our carbon reduction targets. As a result we readjusted our Scope 3 baseline to include purchased goods and services and flights we sell to our travellers to get them to and from the destination. Please see TTC's full Carbon Methodology [here](#). In 2022, our Scope 1 and 3 emissions fell significantly from 2019 as we experienced a slow restart of operations. As such, we required less fuel use (Scope 1) and we operated fewer trips (Scope 3). Scope 2 emissions were reduced largely as a result of our 6 London Red Carnation Hotels procuring 100% renewable electricity.

¹ This has been verified by Lucideon CICS

² We calculate our carbon emissions for grid electricity according to the 'market-based method.'

³ In 2020 and 2021 we did not include purchased goods and services and flights sold to travellers in our Scope 3 emissions due to the disproportionate amount of effort to collect the data during a low operating period.



Red Carnation Hotel's Ashford Castle is powered by 100% renewable electricity.

ENERGY USE

	2019	2020	2021	2022
Total Energy Use (GJ)	697,328.67	217,705.56	323,447.27	515,068.16
Red Carnation Hotels	140,904.07	93,279.65	113,746.24	120,299.97
Uniworld	262,101.00	57,323.78	132,665.92	239,175.78
Offices/Facilities	294,323.60	67,102.13	77,035.11	155,592.41

Energy use in 2022 was reduced from 2019 as a result of fewer operations, however increased over 2021 due to an increase of travel after the COVID-19 pandemic.

RENEWABLE ELECTRICITY USE

	2021	2022
Total Electricity Use (kwh)	27,145,017	27,474,440
Total Renewable Electricity Use (kwh)	7,497,962	12,127,447
% Use of Renewable Electricity	24%	44%

RENEWABLE ENERGY GENERATION

	2021	2022
Total Renewable Energy Generated (kwh)	27,145,017	1,686,531.14

In 2022 we restated our 2021 data for total renewable electricity use from 28% to 24% and our total renewable energy generated from 2,554,954 kwh to 1,671,662 kwh due to a reporting error associated with our Xigera Safari Lodge's Energy Centre.

WATER USE

Water Use (M3)	2019	2020	2021	2022
Total	297,217.47	267,797.51	433,982.36	363,190.99
Red Carnation Hotels	171,590.27	229,290.29	396,179.05	273,534.06
Uniworld	85,065.33	6,496.14	24,010.98	67,879.48
Offices/Facilities	40,561.88	67,102.13	13,792.32	21,777.45

In 2022, our water use increased as a result of significant operation at our Oyster Box Hotel. Measures will be put in place going forward to ensure enhanced water management.

APPENDIX B:

LIMITED ASSURANCE LETTER

Verification Statement
Independent GHG Emissions Verification



The Travel Corporation

5551 Katella Ave, Cypress, CA 90630, USA.

Verification Criteria: The Greenhouse Gas Protocol” (World Resources Institute, 2004 Revised Edition amended 2013), the “General Reporting Protocol v. 2.0 ISO 14065:2013 “Requirements for Greenhouse Gas Validation and Verification Bodies for use in Accreditation or Other Forms of Recognition”

Footprint Period: 1st January 2022 – 31st December 2022 Inclusive

Scope of Verification

The verification covers the period 1st January 2022 – 31st December 2022 inclusive associated with The Travel Corporation global operations. Where assumptions have been made then these have been documented for transparency. The verification was conducted to a limited level of assurance and concludes that the GHG assertion is materially correct.

Data and calculations selected for verification were based upon a risk assessment approach. The verification also included ‘boundaries’ completeness checks. Data was also examined and specific sampling of data was conducted giving consideration to raw data sources. Emission factors were found to be based on best available information and were from robust and recognised sources.

Verifiers Opinion

Based on the evidence provided and the samples selected for verification, it is the opinion of Lucideon that the reporter’s assertion covering the period 1st January 2022 to 31st December 2022 inclusive is materially correct and is a fair representation of the GHG data and information and was compiled in conformance with the verification criteria described above. The data and information supporting the GHG assertion were historical in nature. The following qualifications apply:

- The verification boundary is defined in in the following table and Appendix D of the Verification Report. All other source streams are outside the verification boundary. The reporter compiles some scope 3 emissions but these were not part of the verification boundary which was confined to scope 1 and scope 2 reporting.
- Assets included and excluded in the reporting boundary are clearly defined by the operator as defined in Appendix D of the Verification Report. The verification assessed that the inventory was consistent with the inclusions and exclusions defined in Appendix D.

Verification Statement
Independent GHG Emissions Verification



Verified inventory as follows:

SCOPE	Subscope	tCO ₂ e (Location Based)	tCO ₂ e (Market Based)
1	Refrigerants	498.68	498.68
1	Fuels (natural gas, diesel, petrol, LPG, propane, kerosene, acetylene)	31,258.51	31,258.51
	Scope 1 Totals	31,757.19	31,757.19
2	Electricity	13,783.03	11,464.48
	Scope 2 Totals	13,783.03	11,464.48
All	Total	45,540.22	43,221.66

Andrew Shepherd
GHG Lead Auditor
11th May 2023

Tony Summers
Independent Technical Reviewer
17th May 2023

APPENDIX C:

HOW WE TREAD RIGHT SUSTAINABILITY PERFORMANCE DATA

Reduce Food Waste By 50% Across All Hotels and Ships By 2025

BRAND PROGRESS - % REDUCTION OF FOOD WASTE FROM BASELINE

Brand	2021	2022
Red Carnation Hotels	30%	36%
Uniworld	15%	34%

Group progress is not available as food waste reduction is measured on a per brand basis only. In 2021, Uniworld had a trial running on one ship before expanding across its fleet in 2022. In future years this table will include food waste reduction data for the properties Contiki and Radical Travel own.

Increase Use of Local & Organic Food Products by Our Supply Chain by 2025

GROUP PROGRESS

Key Performance Indicators	2021 (baseline year)	2022
Organic Suppliers	117	154
Local Suppliers	216	295

Group progress for number of organic and local supplies only includes brands that own accommodations: Red Carnation Hotels, Uniworld, Contiki and Radical Travel. In future years we will report group and brand progress on % of itineraries including at least one local dining experience from our touring brands.

BRAND PROGRESS - NUMBER OF SUPPLIERS PROVIDING LOCAL & ORGANIC PRODUCTS

	2021 Local	2021 Organic	2022 Local	2022 Organic
Contiki	N/A	N/A	5	5
Radical Travel	N/A	N/A	13	1
Red Carnation Hotels	208	112	266	143
Uniworld	8	5	11	5



Reduce Printed Brochures By 50% By 2025

GROUP PROGRESS

Key Performance Indicator	2019 (Baseline)	2020	2021	2022
Number of Brochures Printed - TTC	9,442,217	3,117,107	2,215,271	3,400,666
Progress Against Goal	N/A	-100%	-124%	-64%

BRAND PROGRESS – NUMBER OF BROCHURES PRINTED

Brand	2019	2020	2021	2022	% Reduced from 2019
AAT Kings	635,000	99,080	117,750	229,500	-64%
Adventure World	126,000	0	12,000	22,000	-83%
African Travel	60,000	0	0	0	-100%
Brendan Vacations	165,000	17,500	53,000	118,000	-28%
Contiki	692,750	11,000	25,000	32,000	-95%
Cullinan Guided Journeys	3,250	0	0	1,000	-69%
Evan Evans	262,000	100,000	50,000	100,000	-62%
Grand European Travel	2,374,922	1,841,777	1,279,521	1,871,966	-21%
Haggis Adventures	25,000	0	0	22,000	-12%
Highland Explorer Tours	57,000	0	0	33,000	-42%
Insight Vacations	1,399,295	636,750	161,000	236,700	-83%
Thompsons Africa	1,500	0	0	0	-100%
Trafalgar	3,210,000	486,000	490,000	591,500	-82%
Uniwold	430,500	25,000	27,000	143,000	-67%

Lion World, Springbok Atlas and Red Carnation Hotels are excluded from this goal as they do not print brochures. Luxury Gold brochures are included in Insight Vacations figures and CostSaver brochures are included in Trafalgar figures. Going forward these brands will be separated out.

Include At Least One MAKE TRAVEL MATTER® Experience On 50% Of TTC Itineraries By 2025

GROUP PROGRESS

Key Performance Indicator	2021	2022
% of Itineraries with at least one MAKE TRAVEL MATTER® Experience	50%	62%

BRAND PROGRESS - % OF ITINERARIES WITH AT LEAST ONE MAKE TRAVEL MATTER® EXPERIENCE

Brand	% in 2022
AAT Kings	50%
Adventure World	56%
African Travel	95%
Brendan Vacations	64%
Contiki	84%
Costsaver	46%
Cullinan Guided Journeys	11%
Evan Evans	24%
Haggis Adventures	36%
Highland Explorer Tours	20%
Insight Vacations	93%
Lion World	67%
Luxury Gold	68%
Red Carnation Hotels	All hotels have at least 1 experience offered
Springbok Atlas	%
Trafalgar	63%
Thompsons Africa	78%
Uniwold	25%

Achieve A 20% Increase in Itineraries Visiting Developing Regions for Specialist Brands By 2025

GROUP PROGRESS

Key Performance Indicator	2021 (baseline year)	2022
Number of New Itineraries visiting Developing Regions - TTC	65	32
Progress from baseline	N/A	+50% increase

BRAND PROGRESS — NUMBER OF NEW ITINERARIES VISITING DEVELOPING REGIONS

Brand	2021	2022
AAT Kings	0	3
Adventure World	15	14
African Travel	4	5
Brendan Vacations	4	0
Contiki	19	2
Costsaver	6	0
Lion World	4	6
Radical Travel	0	2
Trafalgar	13	0

Complete 30,000 Volunteer Hours by 2025

GROUP PROGRESS

Key Performance Indicator	2021	2022
Cumulative Hours Volunteered	6,517	13,988
Volunteer Hour Per Year	6,517	7,741
Progress towards goal	22%	47%

We are currently unable to report on volunteer hours on a brand basis as our team members are multi-branded.

MAKE TRAVEL MATTER™

THE TRAVEL CORPORATION

RESOURCES

- Read our sustainability strategy [How We Tread Right](#)
- View our [Climate Action Plan](#)
- Discover our [MAKE TRAVEL MATTER® Experiences](#)
- Keep up with all of our efforts on our [Impact Hub](#)

