

MAKE  
TRAVEL  
MATTER

Our mission is to 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 2023

How We  
Tread Right



FAMILY OWNED • FAMILY RUN  
DRIVEN BY SERVICE  
TTC.COM



TREADRIGHT  
FOUNDATION

TreadRight.org

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## GUIDED TRAVEL BRANDS



## HOTEL & SHIP BRANDS



## SPECIALIST & FIT BRANDS



## B2B BRANDS



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# A MESSAGE FROM OUR CHAIRMAN



2023 has cemented for us that uncertainty is here to stay. We understand that our current reality is filled with extremes and that the only tool available to us to mitigate these extremes is adaptability: to lean in and do our part to encourage the systematic change that the world needs. **By embracing change as necessary, we position ourselves to adapt and to remain strong.**

For our part, The Travel Corporation (TTC) and our family of brands have continued on a progressive path of climate action, 2023 being the first year of implementation of **our industry-first Carbon Fund**. I'm extremely proud of this fund and of what it stands for. It is nothing less than our admission that the impact of our sector, and others, has never rightly been captured in the true cost of doing business. Moreover, it is our response to enabling the change our sector needs. I understand that this is a bold statement, and yet I stand behind it. TTC's Carbon Fund applies a price per guest,

based on the carbon footprint of each of our brands, that is used to generate a central fund used only for the purpose of decarbonizing our business. **It is an elegant tool to encourage innovation and change in our business.**

2023 was also the first year of implementation against our validated near-term, long-term, and net zero targets, and our first year of implementing our fund is proof of how much room there is to reduce global Scope 1 and 2 emissions. Equally it has shone a light on the challenges of addressing Scope 3 emissions meaningfully. We continue to address this area, albeit not at the pace that we wish to see, given the complex nature of the tourism supply chain. Notably, our TTC Tour Brands, led by Trafalgar, took a bold step by removing all branded merchandise, while 2023 saw the rollout of our *Net Zero Trip Roadmap*, developed to guide our experience design teams and contracting teams on how to meaningfully decrease the carbon footprint of our trips.

We have built a system for sustainability that's cleverly and effectively woven into the day-to-day operations of our brands. **At TTC, you'll not find labels or platitudes, but rather a systems approach that mobilizes every team and business function that supports the delivery of our incredible travel experiences.** They are charged with making decisions for our environment, the communities we operate in, and for our business – this is our business as usual. Moreover, through strategic planning and tools such as our Carbon Fund and our TreadRight Foundation, our teams are enabled to make these decisions.

At TTC, we continue to plan for the long term, and for the changing face of the world.

  
**Brett Tollman**  
Chairman, TTC



# PREPARING FOR OUR GREATEST CHALLENGES



While priorities may evolve to match the pressures of the day, our long game has always been to incorporate the principles of sustainability into our day-to-day decision-making. This requires measured and meaningful changes employed over time. In some areas of the business, we are already there; in others, we still have work to do. In 2023, we built upon our current structure of Sustainability Officers at our brands with the addition of a new Sustainability Analyst. This role has greatly expanded our insights into our trips, enabling our teams to leverage data to make informed decisions and thus prioritize our efforts to further benefit the communities in which we work and to decarbonize our operations.

By successfully implementing this new role, and repositioning existing operational roles, our team is well positioned to appreciate the implications of a rapidly changing operating environment, with the singular goal of reducing our overall impact at a destination.

**By providing our teams with insight based on data, we enable them to plot a course, understanding the true impact of their decisions. It's a powerful approach.**

Our sector is at a junction point, one in which change is afoot and that change must be carefully managed so that our greatest resource, the wide and varied tourism supply chain, doesn't carry the heavy burden that change can often bring.

TTC is positioned to work alongside our supplier partners to address our sector's evolution as a shared burden. By engaging the supply chain with data and insights, and providing them the supplemental tools and resources they need to evolve alongside us, we are searching for an equitable path forward.








The retooling of our sector is long overdue, of that we can be certain. Equally, we cannot do it alone. Thanks to partners such as Visit Scotland and Swisstainable, we count ourselves fortunate for the shared strength of progressive partnerships.

**Shannon Guihan**  
Chief Sustainability Officer & Head of TreadRight, TTC

# WHO WE ARE

The Travel Corporation (TTC) is a 104-year-old, passionately run group of 40 award-winning travel brands, driven by service, founded and built by the Tollman family. From modest roots, TTC's global portfolio of brands now spans 70 countries and offers an extensive selection of international companies, encompassing a variety of guided travel experiences, independent holiday packages, boutique river cruising, luxury hotels and safaris. As a family business, we plan for the long term. This is a legacy instilled by our former Chairman, Stanley Tollman and his wife, business partner and former head of Red Carnation Hotels, Beatrice Tollman.

In 2023, with the continued business recovery, our three core values — our iP (intellectual property), which defines who we are and what we stand for, gained greater momentum. Our impactful Purpose is one of these core values, and our mission is to ensure that travel is as positively impactful for the visitor and the visited — **to MAKE TRAVEL MATTER® through our 5-year sustainability strategy How We Tread Right, and through our TreadRight Foundation's philanthropic giving.**

	<b>104 YEARS</b>		<b>6 ACCOMMODATIONS &amp; FACILITIES</b>		<b>1,170+ TRIPS OFFERED ACROSS OUR BRANDS</b>
	<b>40 BRANDS</b>		<b>27 OFFICES</b>		<b>3,000+ EMPLOYEES</b>
	<b>11 UNIWORLD SHIPS</b>		<b>500+ VEHICLES</b>		<b>824 MAKE TRAVEL MATTER® EXPERIENCES WORLDWIDE</b>
	<b>16 RED CARNATION HOTELS</b>		<b>70+ DESTINATIONS</b>		<b>15 YEARS OF OUR TREADRIGHT FOUNDATION</b>

## COLLECTIVELY WE ARE ADDRESSING:

- CLIMATE
- FOOD
- WASTE
- TRAVEL EXPERIENCES
- DIVERSITY, EQUITY AND INCLUSION (DEI)
- WILDLIFE

### SUSTAINABLE DEVELOPMENT GOALS WE IMPACT

										
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# 2023 TREADRIGHT PARTNER ACHIEVEMENTS



## PLANET

To lend support to TTC’s net zero journey and Climate Action Plan, our TreadRight Foundation prioritizes projects that restore the planet and protect biodiversity. We do this by supporting nature-based solutions that are addressing the climate crisis and show strong co-benefits for both community and wildlife.



**Thanks to TTC and the TreadRight Foundation, another piece of the Cape Kimberley wildlife corridor is in place, ensuring forever access to essential habitat for the rare and threatened species of the Daintree rainforest. This partnership is a perfect example of ethical business going the extra mile to protect nature.**

- Branden Barber, CEO, Rainforest Rescue

NEW IN 2023!

### RAINFOREST RESCUE

Australia

Rainforest Rescue works hand-in-hand with traditional landowners to purchase and protect parts of the Daintree Rainforest in Australia that are vulnerable to the risk of private purchase and development. The TreadRight Foundation’s investment in 2023 directly contributed to the purchase and protection of Lot 17 – almost 8,000 sq meters of threatened Daintree rainforest, securing the storage of approximately 207 tonnes of carbon in the above-ground forest biomass. Performance data to be included in our 2024 impact report.

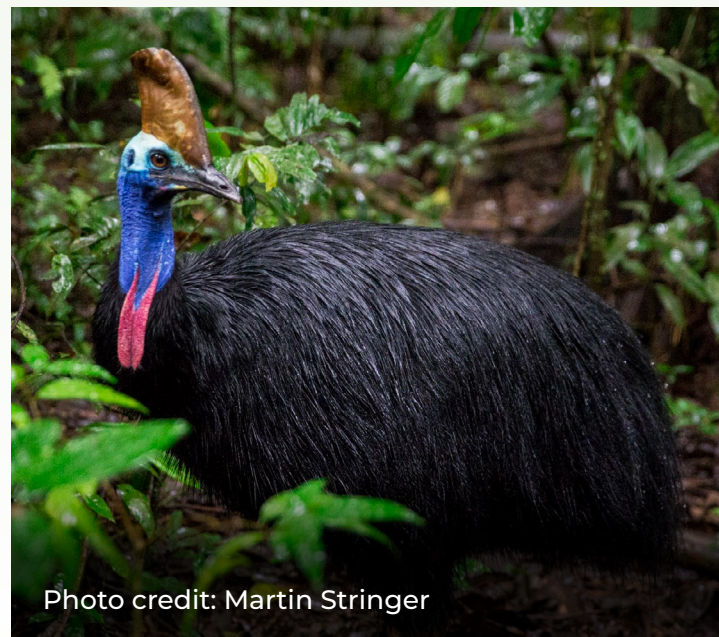


Photo credit: Martin Stringer

NEW IN 2023!

### TREES FOR LIFE

Scotland

TreadRight’s support has been allocated to Trees For Life’s Wild Pine Project. Caledonian Pinewoods are iconic habitats home to some of Scotland’s rarest wildlife, but they now cover only around 2% of their former extent. Some of the most threatened Caledonian Pinewoods are not yet recognized by the Caledonian Pinewood Inventory, the Scottish government’s official register of pinewoods. The Wild Pine Project began in 2023 to discover and assess these ‘lost’ pinewoods. Performance data to be included in our 2024 impact report.



Photo credit: Trees for Life

### GREENWAVE

United States

Regenerative ocean farming organization studying carbon storage potential of kelp and supporting sustainable food production.



**47 PARTICIPATING FARMS**



**689,875 FEET OF KELP SEED PLANTED, ESTIMATED TO REMOVE 27,025 LBS OF CARBON AND 2,162 LBS OF NITROGEN**

### PROJECT VESTA

United States

Nature-based carbon removal & ocean deacidification initiative harnessing the natural power of oceans and volcanic olivine rock.



**2 SUCCESSFUL FIELD SEASONS**



**ESTIMATED 500 TONNES OF CARBON DIOXIDE WILL BE REMOVED OVER THE COURSE OF THE PROJECT’S LIFETIME**



# PEOPLE

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



## CRISTINA HEEREN

*Spain*

In 2023, TreadRight funded 4 scholarships for students unable to complete their advanced flamenco dancing, singing and guitar training, aiding the conservation of this cultural treasure. Our Insight Vacations guests visit the school in Seville, participate in a Flamenco dance lesson and enjoy an exclusive performance in the school's restored Triana theater.



## LAKOTA YOUTH DEVELOPMENT

*United States*

Serving the youth of the Rosebud Sioux Tribe in preserving their Lakota heritage and language. Trafalgar guests visit Lakota Youth Development where they learn about Rosebud Reservation's first established community from a lifelong resident. Our visits foster the preservation of their traditional storytelling, performances, meals and supports youth development as they pursue tourism enterprise development.



## RAINBOW RAILROAD

*Global*

Providing a pathway to safe resettlement for members of the LGBTQIA+ community facing persecution, in 2023, with financial support from TreadRight, Rainbow Railroad provided 5,705 vulnerable LGBTQIA+ people with assistance.



## TOURISM CARES PATHWAYS PROJECT

*United States*

Increasing representation of Black, Indigenous, People of Color (BIPOC) and other historically underrepresented individuals in travel and tourism, through subsidizing a training program, addressing common barriers to entry. The program focuses on the tour guide space, which is an essential interface between tour operators and guests and critical to ensuring an authentic representation of a destination's story. TTC aims to recruit graduates from the Pathways Project, and in 2023, 20 successfully graduated from this program.

# WILDLIFE

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



## KIWI HATCHERY

*New Zealand*

Preserving the vulnerable population of the kiwi bird. In 2023, 153 kiwi chicks were hatched, with a hatching success of 95%. In 2023, TreadRight funding was used to purchase a new incubator to hatch more kiwi chicks, enabling greater capacity for the facility. AAT Kings visits the National Kiwi Hatchery and guests take a 'behind the scenes' tour of the working nursery and hatchery to learn about protecting this important native bird.



## TASMANIAN DEVILS

*Australia*

Combating a fatal cancer plaguing the Tasmanian devils, the funds from TreadRight made a critical contribution to the husbandry (management, care and feeding) of 5 research devils. They are now ready to be moved to a research facility at Richmond, Southern Tasmania, to commence testing of a vaccine for the transmissible cancer, devil facial tumor disease (DFTD).



## WILD ENTRUST AFRICA

*Botswana*

This leading community & wildlife co-existence project impacts the Habu community, neighboring Red Carnations' Xigera Safari Lodge. In 2023, 293 pupils from Habu Primary School received solar reading lights, while 21 part-time jobs were created as part of the Village Greens initiative which seeks to provide better nutrition to the Habu community through a consistent supply of fresh vegetables.



## WILDERNESS AFRICA

*South Africa*

Protecting Africa's rhino populations, and in 2023, 58 new-born black rhino calves were spotted thanks to the 2 light aircrafts funded by our TreadRight Foundation. The Eastern Cape is the only place on the planet where black rhino populations are currently flourishing.

# OUR TREADRIGHT FOUNDATION

## PROGRESS ON GIVING

PILLAR	GOAL	2021	2022	2023
<b>PLANET</b>	No less than 20% of total TreadRight giving	28%	41%	25%
<b>PEOPLE</b>	No less than 50% of total TreadRight giving	42%	47%	59%
<b>WILDLIFE</b>	No less than 30% of total TreadRight giving	30%	12%	16%



Trees for Life's Dundreggan Tree Nursery



# PROGRESS: HOW WE TREAD RIGHT GOALS



## GOAL 1

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

13 CLIMATE ACTION



- Reduced Scope 1 and Scope 2 emissions by 31% and Scope 3 emissions by 5% in 2023, from our baseline in 2019
- \$1,880,533.00 of our Carbon Fund invested or allocated to more than 13 decarbonization projects
- Two new nature-based solutions projects supported by TreadRight
- Established our *Net Zero Trip Roadmap*, outlining how we will reduce the carbon footprint of our trips by 27.5% by 2030

## GOAL 2

SOURCE 50% OF ELECTRICITY FROM RENEWABLE SOURCES BY 2025

7 AFFORDABLE AND CLEAN ENERGY



13 CLIMATE ACTION



- 54% of our electricity was sourced from renewable sources
- 32 owned properties run on 100% renewable electricity
- 10 properties are producing solar energy and in 2023, they generated 1,661,989 kWh of electricity – the equivalent electricity needed to power 150 homes for one year

## GOAL 3

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

12 RESPONSIBLE CONSUMPTION AND PRODUCTION



- Reduced food waste by 27.4% across 10 Red Carnation Hotels
- Reduced food waste by 36% across 11 Uniworld ships
- Reduced the equivalent of 304,027 meals' worth of food waste
- Implemented food waste management systems at our Contiki properties

## GOAL 4

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

12 RESPONSIBLE CONSUMPTION AND PRODUCTION



- 291 suppliers providing local products and 153 suppliers providing organic products across Red Carnation Hotels and Uniworld ships
- 82% of itineraries across TTC touring brands offered 1 Local Dining Experience\*



\*A Local Dining Experience includes 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).

## GOAL 5

REDUCE PRINTED BROCHURES BY 50% BY 2025

12 RESPONSIBLE CONSUMPTION AND PRODUCTION



- 80% reduction of printed brochures from 2019
- 5 brands exclusively used 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



- Completely removed single-use plastics related to Covid-19 measures
- Engaged with suppliers in areas with non-potable water to utilize water tanks to refill reusable water bottles

PEOPLE



WILDLIFE



## GOAL 7

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



- 352 MAKE TRAVEL MATTER® Experiences qualified in 2023
- 824 MAKE TRAVEL MATTER® Experiences offered across TTC
- 84% of TTC itineraries have at least one MAKE TRAVEL MATTER® Experience
- 100% of Luxury Gold and African Travel Inc. itineraries included at least 1 MAKE TRAVEL MATTER® Experience

## GOAL 8

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



- 37% increase of TTC itineraries visiting developing regions from our 2021 baseline

## GOAL 9

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



- 500 global Identity Circle members
- 6 partnerships with diversity, equity and inclusion as the focus
- Contiki New Zealand Trip Managers & Drivers began an extensive training program to strengthen crew competency in Māori history, culture, customs/Tikanga and language
- 127 Tour Managers for Contiki completed DEI training

## GOAL 10

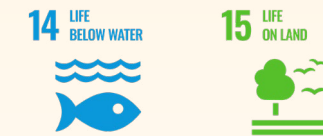
COMPLETE 30,000 VOLUNTEER HOURS BY 2025



- Completed 10,862 volunteer hours across TTC, reaching 83% of our 2025 goal

## GOAL 11

ENSURE ALL WILDLIFE EXPERIENCES ADHERE TO OUR ANIMAL WELFARE POLICY



- Audited 600 wildlife experiences and safari lodges to ensure 100% compliance with our Animal Welfare Policy

# MAKE TRAVEL MATTER® EXPERIENCES: IMPACT IN ACTION

MAKE TRAVEL MATTER® Experiences are immersive impact experiences offered by our family of brands, and chosen for their positive social or environmental benefit to the people and places we visit, as well as to our guests. They actively advance at least one of the United Nations Global Goals or UNSDGs.

## SUSTAINABLE DEVELOPMENT GOALS MOST COMMONLY ADVANCED BY OUR MAKE TRAVEL MATTER® EXPERIENCES:



### SDG 15: LIFE ON LAND

Experiences may include learning about wildlife conservation and how the organization contributes to habitat restoration or wildlife repopulation.

#### REWILDING AT THE DUNDREGGAN REWILDING CENTRE

This MAKE TRAVEL MATTER® Experience supports the Dundreggan Rewilding Centre in its efforts to restore the Caledonian Forest, aiming to revive Scotland's ancient habitat that has dwindled to less than 1% of its original extent. During the experience, guests learn about the Caledonian Forest and get to see rewilding success in action.



MAKE TRAVEL MATTER® EXPERIENCE



WE SUPPORT THE SUSTAINABLE DEVELOPMENT GOALS



824 MAKE TRAVEL MATTER® EXPERIENCES ON OUR ITINERARIES

84% TTC ITINERARIES INCLUDE AT LEAST 1 MAKE TRAVEL MATTER® EXPERIENCE

Dundreggan Rewilding Centre, Scotland



**SDG 12: RESPONSIBLE CONSUMPTION & PRODUCTION**

Experiences may include farm-to-table meals, meeting local producers and farmers, or learning about ancient agricultural techniques.

**BEAN-TO-BAR CHOCOLATE TASTING**

This tour promotes small local bean-to-bar chocolate makers who produce chocolate in an ethical way. Guests learn about the history of chocolate in Switzerland, and understand the entire product chain, starting with the cocoa farmers, cocoa cultivation, shipment of the beans, local chocolate production and finally, sales and consumption. The tour includes a tasting of ethically produced chocolate, encouraging conscious consumerism.



**SDG 11: SUSTAINABLE COMMUNITIES AND CITIES**

Experiences may include learning about what makes a destination inclusive, resilient and sustainable for generations to come.

**SABI SABI COMMUNITY VISIT**

Visiting the Digital Learning Centre in South Africa during this community tour allows guests to see how technology is used to teach local students English and Math and develop future leaders in hospitality and tourism.



**MAKE TRAVEL MATTER® EXPERIENCE**



**HOW DO WE CHOOSE?**

Learn how we choose these immersive impact experiences using our expert-endorsed **MAKE TRAVEL MATTER® Criteria**

WE SUPPORT THE SUSTAINABLE DEVELOPMENT GOALS




Chocolate Experience Tour, Zürich

# SUPPORTING REGENERATIVE AGRICULTURE AND LOCAL FOOD SYSTEMS

## LOCAL DINING AROUND THE WORLD

We are committed to increasing local dining experiences on itineraries all around the world to not only support sustainable local food systems but also enhance the travel experience.

*Continued on pg. 14*

 \*A Local Dining Experience includes 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).

### RESTAURANT MICHAL WINE & DINE

Visit Restaurant Michal, which bakes all pastries in their kitchen with their own local confectionery products. They offer meat supplied by a local family farm, wines from Moravian vineyards and local Czech beer.

**contiki**

### BANJAAR COOKING DEMONSTRATION

At this cooking demonstration at Banjar in Kanha National Park, the vegetarian curry is cooked with ingredients from their local garden and served with breads baked in the community.

 **Adventure World**

○ **Czech Republic**  
○ **Sorrento, Italy**

### ITALIAN FARM-TO-TABLE MEAL

During this farm-to-table meal, guests experience authentic cuisine prepared with organic zero-kilometer products grown on the farm. With traditional and organic methods, they cultivate natural products such as Sorrento lemon (IGP) and extra virgin olive oil (DOP).

**costsaver.**

○ **Northern India**

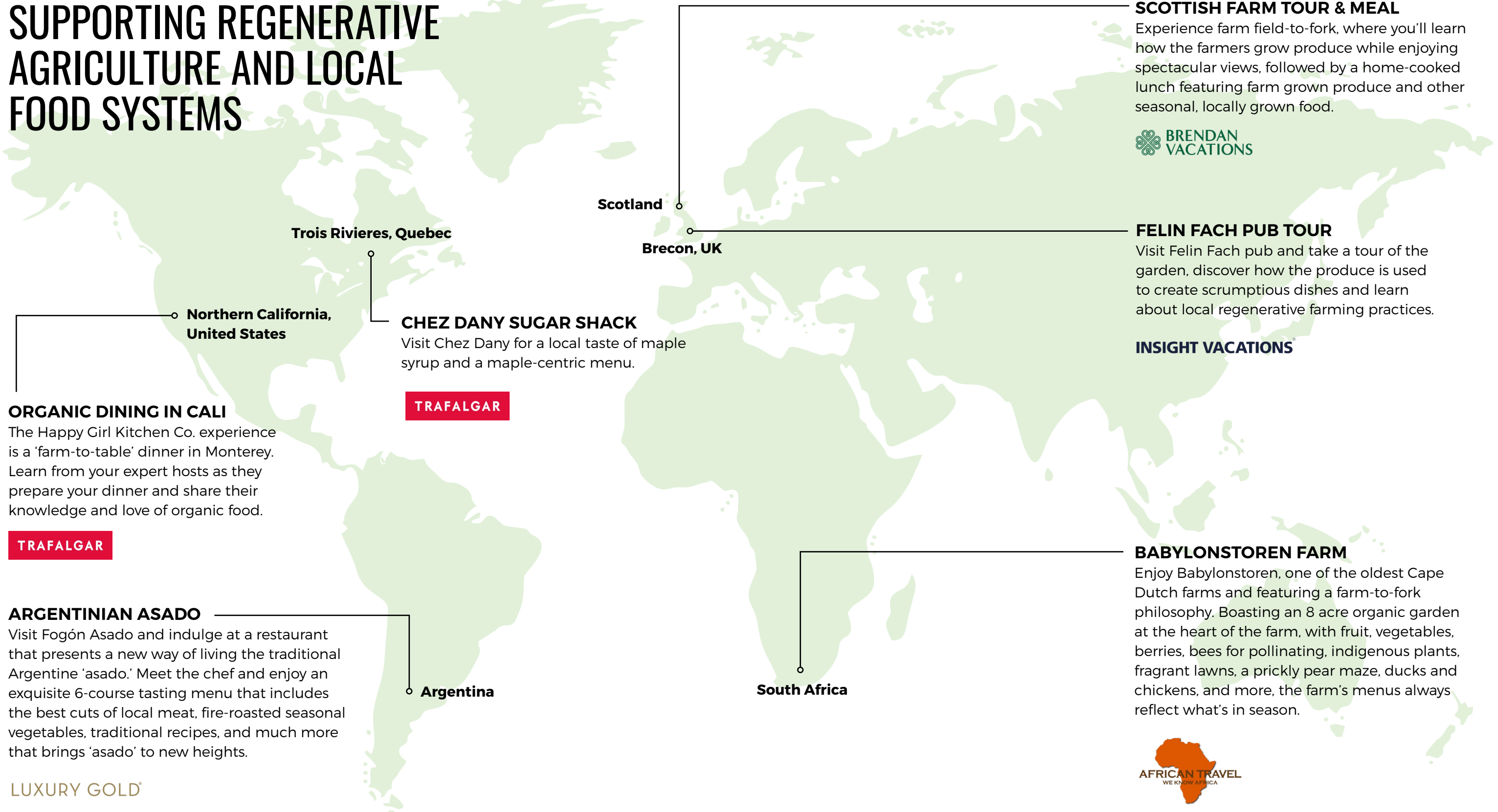
### KIPLI TAKARA (FOOD WALK)

Take part in the Kipli Takara Bush Tucker Experience. Kipli Takara (meaning food walk) is an immersive experience where guests are invited to walk the culturally rich landscape with palawa (Tasmanian Aboriginal) guides across this abundant natural pantry that was returned to Tasmanian Aboriginal ownership in 1995. Along the way, guests are able to taste the native bush tucker currently in season and get a first-hand glimpse into how palawa continue to enjoy cultural foods and undertake culturally-centered land management across Lutruwita/Tasmania.

○ **Hobart, Australia**

**AATKings**

# SUPPORTING REGENERATIVE AGRICULTURE AND LOCAL FOOD SYSTEMS



**Northern California, United States**

## ORGANIC DINING IN CALI

The Happy Girl Kitchen Co. experience is a 'farm-to-table' dinner in Monterey. Learn from your expert hosts as they prepare your dinner and share their knowledge and love of organic food.

TRAFALGAR

## ARGENTINIAN ASADO

Visit Fogón Asado and indulge at a restaurant that presents a new way of living the traditional Argentine 'asado.' Meet the chef and enjoy an exquisite 6-course tasting menu that includes the best cuts of local meat, fire-roasted seasonal vegetables, traditional recipes, and much more that brings 'asado' to new heights.

LUXURY GOLD

**Trois Rivieres, Quebec**

## CHEZ DANY SUGAR SHACK

Visit Chez Dany for a local taste of maple syrup and a maple-centric menu.

TRAFALGAR

**Scotland**

**Brecon, UK**

## SCOTTISH FARM TOUR & MEAL

Experience farm field-to-fork, where you'll learn how the farmers grow produce while enjoying spectacular views, followed by a home-cooked lunch featuring farm grown produce and other seasonal, locally grown food.

BRENDAN VACATIONS

## FELIN FACH PUB TOUR

Visit Felin Fach pub and take a tour of the garden, discover how the produce is used to create scrumptious dishes and learn about local regenerative farming practices.

## INSIGHT VACATIONS

**South Africa**

## BABYLONSTOREN FARM

Enjoy Babylonstoren, one of the oldest Cape Dutch farms and featuring a farm-to-fork philosophy. Boasting an 8 acre organic garden at the heart of the farm, with fruit, vegetables, berries, bees for pollinating, indigenous plants, fragrant lawns, a prickly pear maze, ducks and chickens, and more, the farm's menus always reflect what's in season.

AFRICAN TRAVEL  
WE KNOW AFRICA

# DEI LEADERS



## **ANNALIESA CHAPMAN**

*Chief People & Culture Officer, TTC*

TTC's Chief People & Culture Officer, Annaliesa Chapman, understands that people are at the heart of TTC, and that is why she led the charge to relaunch our values, our IP's in 2023. TTC's IP's, People, Passion and Purpose serve as the foundation for creating an inclusive environment. Additionally, Annaliesa initiated a mentorship program in 2023 to cultivate future business leaders from within our diverse workplace.



## **SHERWIN BANDA**

*President, African Travel Inc.*

In 2023, Sherwin Banda was invited to become a committee member for Condé Nast Traveler's first-ever Global Advisory Board, where he will champion LGBTQ+ travel. It is no wonder, as Sherwin has already been recognized as one of Robb Report magazine's "18 LGBTQ+ Leaders in Luxury You Should Know" for his passion in creating diverse and safe spaces for all who visit Africa.



## **JAKUB WOJTALA**

*Product Owner*

Our Pride group leads, Jakub Wojtala from the Poland office and Krishangy Suri from one of our London offices organized two highly successful events for TTC's internal resource group, TTC IDEA. One event was in celebration of Pride and attracted 100 attendees from around our TTC operations. The other event was called "Representation Matters," where 40 team members discussed parenthood, activism and allyship.



## **RACHEL STOREY**

*Global Brand Director, Contiki*

Rachel Storey has been with Contiki for 10 years. Having worked her way up to Global Brand Director, she feels strongly about supporting underrepresented communities and increasing diversity, equity and inclusion, and we were thrilled to see her recognized as the 2023 DEI Champion award winner by Women In Travel. Rachel leads Contiki's comprehensive DEI strategy, including guidelines around marketing materials, Tone of Voice, casting, campaigns, recruitment, partnerships and more.



## **KRISHANGY SURI**

*Business Analyst*



“

I was proud to be recognised personally but that was a consequence of working for a company such as Contiki, and the wider Travel Corporation, who genuinely care about Diversity, Equity & Inclusion. Throughout my time at Contiki, especially over the last few years, we've worked hard continuously to improve, refine and innovate on DEI. Our global teams genuinely share the same values and we know from traveller feedback that our Contiki audience feels the same way.

- Rachel Storey

# AWARDS & RECOGNITION

The Travel Corporation

## CHANGEMAKERS: SUSTAINABILITY

*Skift IDEA Awards*

Recognized TTC for our Carbon Fund and science-based targets.

## BEST INITIATIVE TOWARDS SUSTAINABILITY

*France 360 Awards*

## TOURISM CARES CHANGEMAKER

*Hearts of Travel*

Recognized TTC & The TreadRight Foundation.

## HONORARY SUSTAINABILITY AWARD

*AAA Conference for Sustainability*

The Red Carnation Hotel Collection

## IRELAND'S SUSTAINABILITY & LEADING GREEN HOTEL

*Virgin Media Business Gold Medal Awards*

Awarded to Ashford Castle, a Red Carnation Hotel.

## BEST SUSTAINABLE BUSINESS

*Hotel Cateys*

Red Carnation Hotels awarded for our How We Tread Right strategy.

## BEST SUSTAINABLE ACHIEVEMENT

*Boutique Hotelier Awards*

Red Carnation Hotels won for our How We Tread Right strategy.

Uniwold Boutique River Cruises

## FUTURE LIGHT OF THE TOUR INDUSTRY

*USTOA*

Named Julie Higgins of Uniwold a Future Light of the Tour Industry.

Contiki

## DIVERSITY, EQUITY AND INCLUSION (DEI) CHAMPION

*International Women in Travel & Tourism Forum Awards*

Named Contiki their Diversity, Equity and Inclusion (DEI) Champion.

Recognized Contiki's Rachel Storey with an Allyship Commendation.

## TRAVEL & HOSPITALITY AWARD

*PinkNews Awards*

Contiki achieved a Travel & Hospitality Award for Pride trips.

The TreadRight Foundation

## BEST TOUR COMPANY FOUNDATION

*TravelAge West WAVE Awards*

The TreadRight Foundation recognized for Responsible Travel.



Contiki accepts the PinkNews Award for Pride trips.



Red Carnation Hotels accepts the Boutique Hotelier Awards for Best Sustainable Achievement



## GOAL 1

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

## GOAL 2

SOURCE 50% OF ELECTRICITY  
FROM RENEWABLE SOURCES  
BY 2025

## GOAL 3

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

## GOAL 4

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

## GOAL 5

REDUCE PRINTED  
BROCHURES BY  
50% BY 2025

## GOAL 6

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



# PLANET

## GOAL 1

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

2023 saw our industry-first Carbon Fund's first full year of implementation, enabling the business to invest in multiple low-carbon projects across the business. We also redoubled our efforts to address our Scope 3 emissions, from initiatives such as our TTC Tour Brands [saying 'no' to branded merchandise](#), to the development of a *Net Zero Trip Roadmap* for how we will reduce the emissions of our trips by 27.5% by 2030, as per TTC's validated near-term science-based target.

2023 PROGRESS AGAINST OUR  
CLIMATE ACTION PLAN

## MEASURE

In 2023, our Scope 1 + 2 footprint was 42,696.75 tonnes CO<sub>2</sub>e (see Appendix C for Assurance letter). Our Scope 3 emissions were 313,016.89 tonnes CO<sub>2</sub>e, comprising of the goods and services we purchased, employee air business travel, trips and flights sold.

TTC reduced Scope 1 and Scope 2 emissions by 31% and Scope 3 emissions by 5% in 2023, from our baseline in 2019.

We measured more than 700 trips across the group using an updated Carbon Calculator.

## REDUCE

We hosted a day-long workshop with 10 members of our travel experiences delivery team to assess our trips' carbon footprint. The outcome was a set of reduction tactics for the next 3 - 5 years, as well as the groundwork for the vision of our trips post 2030.

**Our Carbon Fund** financed 13 low-carbon projects across the business, including a 5-year energy reduction capital investment plan for Red Carnation London properties (See Appendix D for a report on our Carbon Fund).

## RESTORE

In 2022, we announced the shift of our TreadRight Foundation funding to prioritise nature-based solutions, projects that work for and with nature to store carbon within natural ecosystems. In 2023, we added two more projects to our portfolio of nature-based solutions we support.

- **Australia's Rainforest Rescue** has been dedicated to rescuing and restoring unprotected rainforests to mitigate climate change and habitat loss in the Daintree Rainforest, located in Queensland.
- **Scotland's Trees For Life** is dedicated to rewilding the Scottish Highlands, and its Wild Pine project is restoring the critically important Caledonian Forest and its unique wildlife.

## EVOLVE

We continued to partner with industry peers and destinations to focus on building capacity for the transition to net zero.

Through a groundbreaking [new partnership](#) between TTC, VisitScotland and The Travel Foundation, we are bringing together the destination, global tour operator, and sustainable tourism organization to accelerate the decarbonization of the tourism supply chain in Scotland.

Uniworld is the only passenger business participating in an EU-Funded project called Path2Zero, aimed at devising the most suitable path for the inland shipping industry to reach net zero.

Uniworld joined a collaboration led by the Cruise Lines International Association (CLIA) aimed at developing a European Cruise Investment Plan necessary for the decarbonization of the cruise sector.



GOAL 1

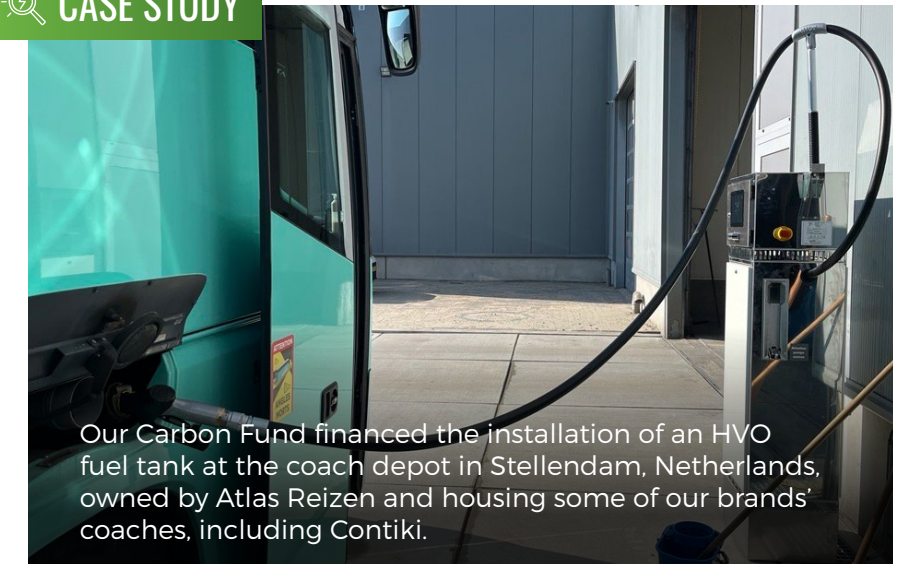
# OUR CARBON FUND

2023 was the first year of implementation of our Carbon Fund. In practice, each of our brands contributed to a central fund dedicated to investments in the reduction of our Scope 1, 2 and 3 emissions. Brand contributions occur at an internal fixed rate per guest amount, derived from a brand's individual carbon footprint. In year 1, the fund collected USD 2,060,122. We allocated USD 1,880,533 to carbon reduction of investments across the group.

*\*These investments include upgrades to boilers and heating, lighting, air distribution, building fabric, equipment and metering infrastructure upgrades scheduled for implementation between 2024-2030 at the Chesterfield Mayfair, Egerton House, The Milestone, Montague on the Gardens and Rubens at the Palace.*

INITIATIVE	IMPACT	INVESTMENT
Energy audits across 6 London <b>Red Carnation Hotels</b>	5-year Decarbonization Investment Plan	\$87,512 USD
Investments allocated for <b>Red Carnation's</b> decarbonization investment plan	Energy reduction investments at our London properties*	\$1,002,456 USD
Install solar panels at <b>TTC Tour Brands' and AAT Kings'</b> Bondi office in Australia	153 tCO2e reduction in Scope 2 emissions (2024 onwards)	\$49,946 USD
Install solar panels at <b>AAT Kings</b> Alexandria office		\$50,719 USD
Purchase Renewable Energy Credits (RECs) for <b>TTC Tour Brands, Uniworld, Lion World, and African Travel</b> North America offices and <b>Old Town</b>	Compensating 500 tonnes of Scope 2 emissions	\$10,000 USD
Energy audits across <b>Red Carnation Hotels</b> in the UK, Ireland and Switzerland	5-year Decarbonization Investment Plan	\$68,514 USD
HVO fuel subsidies for <b>Contiki</b> coaches	Up to 30-40% reduction in Contiki's trip (Scope 3) trip emissions (2024 onwards)	\$319,517 USD
Install a 40,000 litre HVO fuel tank at <b>Atlas Reizen</b> depot for use in <b>Contiki, Trafalgar</b> and <b>Uniworld</b> coaches	39% Reduction in Scope 1 emissions from Atlas Reizen (2024 onwards)	\$100,000 USD
Energy audits across 3 South Africa <b>Red Carnation Hotels</b>	5-year Decarbonization Investment Plan	\$16,025 USD
Purchase new energy efficient boiler at <b>Uniworld's</b> Encino office	Reduce fuel consumption by up to 15%	\$69,484 USD
Upgrade heating, insulation and windows at <b>Radical Travel's</b> Glasgow office	Energy savings estimated between 7 - 10%	\$42,943 USD
Install LED lights for parking lots at <b>TTC Tour Brands'</b> Cypress office	Energy savings estimated upwards of 63%	\$34,850 USD
Upgrade lighting at <b>TTC Tour Brands' and Lion World's</b> Toronto office	Energy savings estimated between 8 - 10%	\$28,567 USD
<b>TOTAL INVESTMENTS ALLOCATED</b>		<b>\$1,880,533 USD</b>

🔍 CASE STUDY



Our Carbon Fund financed the installation of an HVO fuel tank at the coach depot in Stellendam, Netherlands, owned by Atlas Reizen and housing some of our brands' coaches, including Contiki.

## HVO FUEL AND OUR BRANDS

Hydrotreated Vegetable Oil (HVO) fuel is a sustainable biofuel alternative produced from renewable feedstocks such as waste fats, oils and greases. Compared to regular diesel, HVO fuel can reduce emissions by up to 94% (*source*). One of the key advantages of HVO fuel is its compatibility with most existing diesel engines, meaning it doesn't require any vehicle modification. It also serves as a drop-in replacement for regular diesel, meaning that vehicles can use regular diesel to fuel up when they are not near an HVO fuel supplier. With the installation of a new HVO fuel bunker at our Atlas Reizen depot, funded by the Carbon Fund, Contiki, Uniworld and Trafalgar coaches can now refill at the depot with HVO fuel. TTC is currently engaging with its suppliers for greater take-up of HVO fuel where available. Due to the higher prices of HVO fuel, subsidies by our Carbon Fund enable our brands to procure HVO fuel over diesel.



GOAL 1

# ON THE WAY TO NET ZERO: REDUCTION EFFORTS ACROSS OUR BRANDS

Our brands continue to seek ways to reduce their impact, some of these efforts have benefited from investment from our Carbon Fund, while others are clever changes to operating practices.

In 2023, TTC Tour Brands, including **Trafalgar**, **Costsaver**, **Insight Vacations**, **Luxury Gold**, **Brendan Vacations**, **Contiki**, and **AAT Kings**, launched an industry leading initiative to say 'no to more stuff' after calculating that branded merchandise giveaways produce 6.5 million car-driven miles worth of carbon emissions every year. Funds that were used to purchase branded merchandise will instead be reallocated toward projects that help fight climate change – donating to our TreadRight nature-based solution partners GreenWave and Rainforest Rescue on our guests, trade partners and team members' behalf instead.



**UNIWORLD**  
BOUTIQUE RIVER CRUISES

Uniworld reduced the emissions associated with their laundry use simply by adjusting what's washed onboard versus what is sent for dry cleaning. This included purchasing easily washable uniforms to be washed onboard as well as implementing a linen change program for our guests to participate in. With these changes, Uniworld saved 24 tonnes of carbon emissions.



**AATKings**

AAT Kings continues to focus on fuel consumption reduction for their fleet through the trial of a new engine oil that will produce less waste oil and reduce fuel consumption between 3 - 5%, as well as utilizing new tires for their coaches for greater fuel savings potential.



**Evan Evans**  
BRITAIN'S FINEST SIGHTSEEING

Evan Evans operates two electric vehicles daily and year-round. In 2023, this avoided 88 tonnes of carbon emissions, as compared to using diesel vehicles.



Solar panels at AAT Kings office in Alexandria, Australia

GOAL 1

# TACKLING SCOPE 3 EMISSIONS THROUGH OUR *NET ZERO TRIP ROADMAP*

In 2023, our Trip Carbon Calculator was updated to reflect the most up to date emission factors and a user-friendly dashboard that allowed more than 40 of our Operations and Travel Experiences team members to gain insight into the carbon footprint of more than 700 trips. This measurement exercise engaged more than 800 partners to ensure we had accurate data to enter into our Trip Carbon Calculators.





The resulting data served as the foundation of our Net Zero Trip Roadmap and enabled us to build carbon profiles of our brands' trips by region. This allowed us to target areas with the highest reduction potential, through employing tactics such as HVO fuel implementation to reduce coach transportation-related emissions. The outcome is a toolbox of reduction opportunities we provided to our travel experience teams and which they have begun to implement based on their brand and available technologies or low-carbon fuels available in their region.

Our goal with these tactics, as with the rest of our approach to sustainability, is to build these into our existing itineraries, ensuring they remain largely unchanged while enhancing the guest experience.

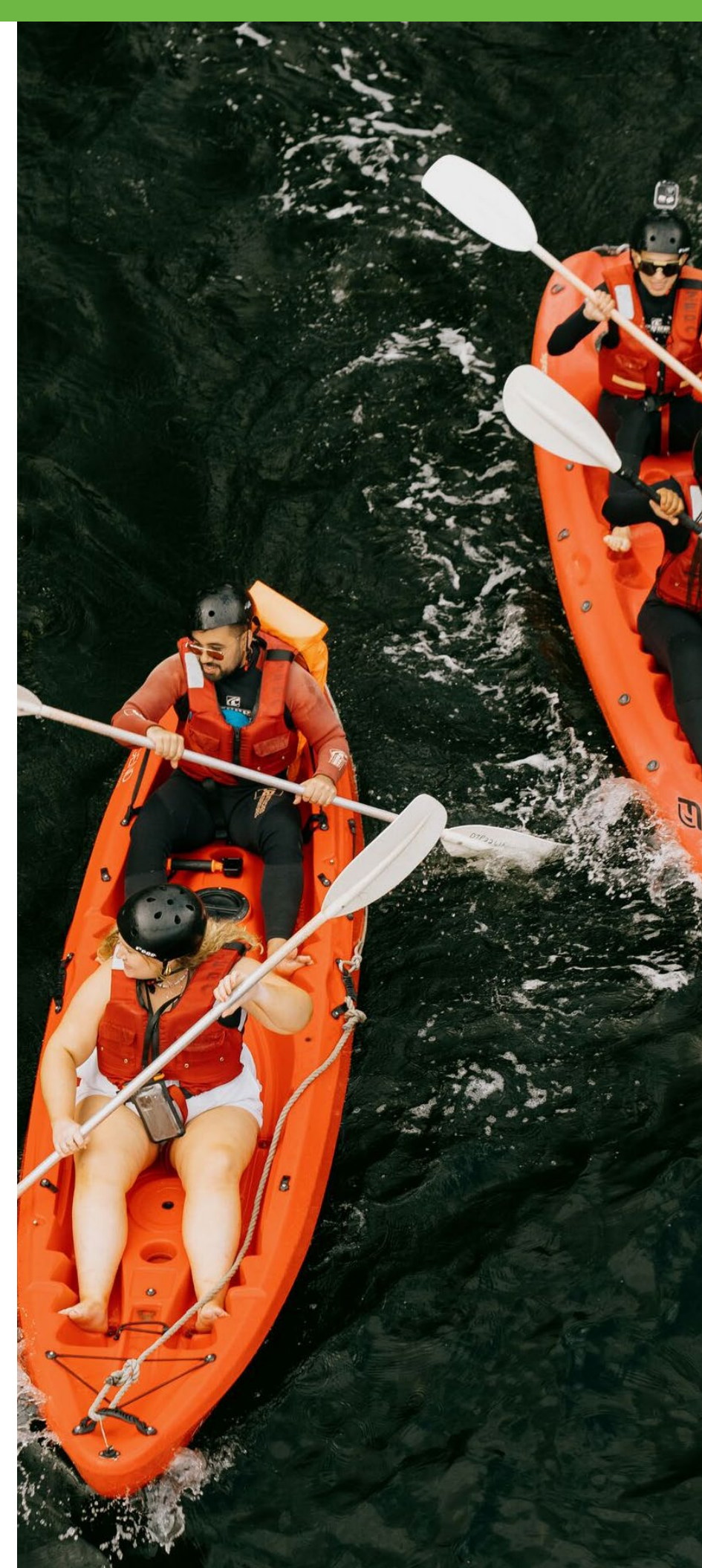
**To support this work, we began expanding our sustainability resources, developing a new Sustainability Analyst role dedicated to our net zero work across the business.** This role's primary responsibility is to enable our travel experiences teams to make low-carbon decisions with the intention of reducing the footprint of our trips through critical insights and knowledge.

**This level of analysis may well be a first for the industry and ensure all low-carbon decisions made across the business are driven by data\*.**

## A FEW OF OUR CARBON REDUCTION TACTICS THAT TEAMS ARE INTEGRATING INTO NEW AND EXISTING TRIPS INCLUDE:

-  Increase vegetarian meals
-  Prioritize restaurants within walking distance of accommodations
-  Increase people-powered experiences such as walking tours, cycling tours etc
-  Reduce kilometers driven overall
-  Phase out or replace short-haul flights where alternatives exist
-  Reduce energy-intensive air and water-based experiences
-  Utilize HVO fuel where available
-  Utilize zero-emission vehicles where available
-  Preferred contracting for low or zero emission accommodations

\*To see how we measure the carbon footprint of our trips, please see Appendix G.



## GOAL 2

### SOURCE 50% OF ELECTRICITY FROM RENEWABLE SOURCES BY 2025

7 AFFORDABLE AND CLEAN ENERGY



13 CLIMATE ACTION



TTC continues to prioritise renewable energy across our real estate portfolio which includes 27 offices, 16 Red Carnation Hotels and 6 additional accommodation properties. In 2023, our Atlas Reizen office and depot in Stellendam, Netherlands, switched to 100% renewable electricity. Additionally, we secured Renewable Energy Certificates (RECs) for our 3 offices in North America and for **Old Town**.

**In 2023, 54% of TTC's global electricity needs was sourced from renewable sources, surpassing our goal to obtain at least 50% of electricity from renewable sources by 2025.** This was an increase of 10% from 2022. In total, 32 of TTC owned properties run on 100% renewable energy, which represents 65% of our property portfolio.

In 2023, we approved two solar installation projects at our offices in Sydney, Australia, which will see completion in 2024. Across our real estate portfolio, 10 properties are producing their own solar energy and in 2023, they generated 1,661,989 kWh of electricity – the equivalent electricity needed to power 150 homes for one year.

*See our full Environmental Performance in Appendix B.*



Our HVO fuel tank at the coach depot in Stellendam, Netherlands, can hold a total of 40,000 litres of HVO fuel and means we can be more cost effective in our HVO fuel rollout by purchasing fuel in larger volumes.

# GOAL 3

## REDUCE FOOD WASTE BY 50% ACROSS ALL HOTELS & SHIPS BY 2025



Estimates suggest food waste is responsible for 8-10% of global greenhouse gas emissions ([source](#)) and that nearly a third of the food we buy is thrown away. Since 2020, our hotel brands and accommodations have made it a priority to reduce food waste.

In 2023, a total of 23 of our properties were using food waste management systems across our brands. **In 2023, these properties saved food waste equal to more than 304,000 meals.** Uniworld completed the rollout of its food waste management system, Leanpath, across its full fleet of 11 owned ships and reduced food waste by 36% from its baseline. Red Carnation Hotels reduced their food waste by 27% across 10 hotels where their food waste management system, Winnow, is operational. Contiki introduced the Kitro system to its two properties - the Chateau and Gasthof Schoneck. Over the first six months of implementation, the Chateau reduced food waste per guest by 6% and Gasthof Schoneck reduced food waste per guest by 7%. The reduction in food waste from these properties is significantly smaller as they operate smaller accommodations with fewer meal services than our other hotel brands.



**UNIWORLD**  
BOUTIQUE RIVER CRUISES

Uniworld engages guests with Leanpath and its mission to fight food waste with a new optional dining opportunity across our fleet called the Progressive Dinner. The dinner is hosted by the Hotel Manager with not more than 10 guests at a time. Each course is served in a different “back of house” area of the ships. Depending on the ship and the facilities, guests might enjoy champagne in the wheelhouse with the Captain, and then a starter in the engine room, then moving on to a different venue. The galley is included in this Progressive Dinner where the Chef demonstrates how Leanpath is used to reduce food waste and why doing so is a priority for us.



Uniworld's food waste management system, Leanpath

## GOAL 3

# CHEFS LEADING THE WAY ON FOOD SUSTAINABILITY AT RED CARNATION HOTELS

THE  
RED CARNATION  
HOTEL COLLECTION

Establishing a team to focus on reducing food waste, sourcing local and organic items and removing single-use plastics within kitchens was inspired by the passion of two committed chefs within The Red Carnation Collection: Jonathan Keane, Head Chef at The Lodge at Ashford Castle, Ireland, and Ziyaad Brown, Head Chef at Xigera in Botswana. Despite being two totally different operations, these properties have a lot in common: both rely on the locality of ingredients and understand the importance of food sustainability, and both are famed for their incredible dining experiences.



Chef Ziyaad Brown

## JONATHAN AND ZIYAAD LED THREE PROJECTS ACROSS THE 16 RED CARNATION HOTELS TO ENGAGE CHEFS ON FOOD SUSTAINABILITY

### 1. REDUCE FOOD WASTE BY REVIEWING PLATE WASTE AT THE HOTELS BY IDENTIFYING

- What is plate waste?
- What is the main reason for plate waste?
- Identify the importance of menu engineering
- Identify the optimum portion size

### 2. SUPPORT HEALTHY FOOD SYSTEMS

Support healthy food systems by identifying the top 10 ingredients used in the kitchen and sourcing them locally and/or organically. This goal highlights quick wins by tackling the most-ordered items and ensuring sustainable sourcing. The items identified were chicken, eggs, bacon, sausages, honey, flour, smoked salmon, cheese, butter, oranges.

### 3. REMOVE UNNECESSARY SINGLE-USE PLASTICS WHERE POSSIBLE

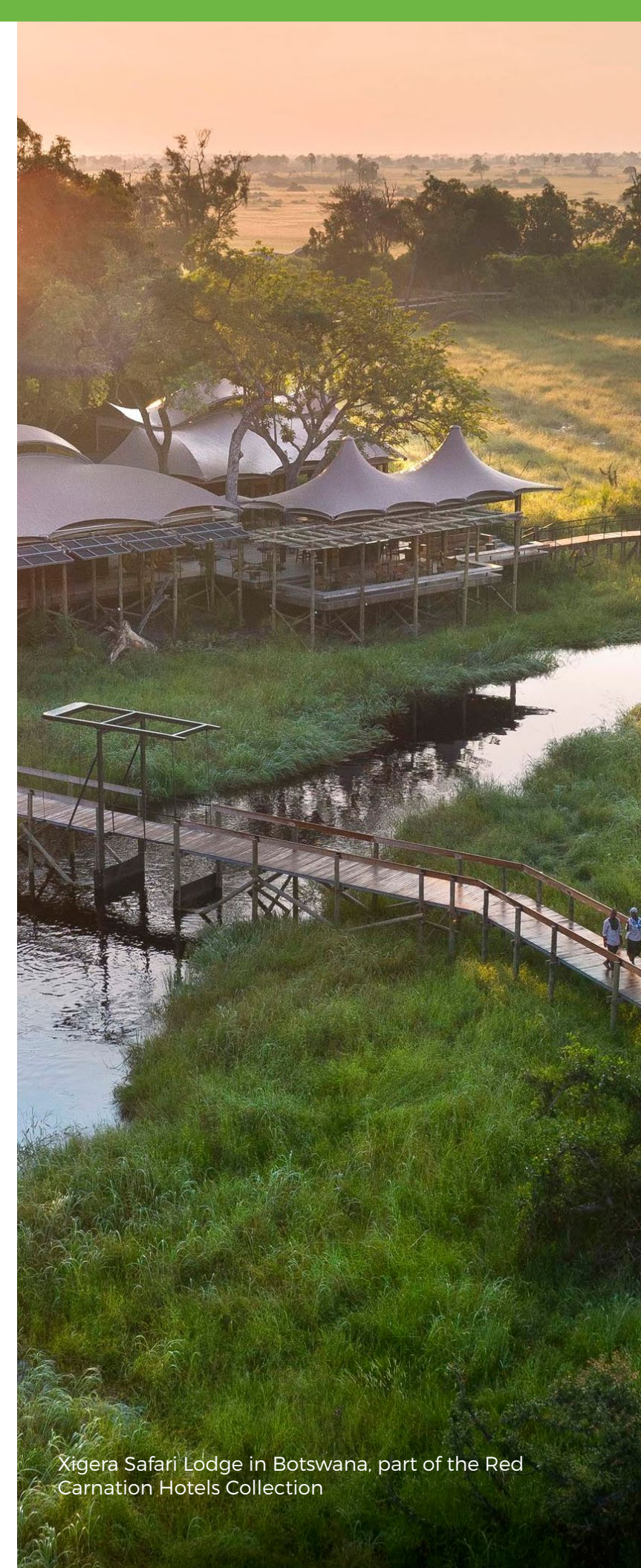
The kitchen environment proved one of the biggest challenges where SUPs were concerned as it was home to those labelled the 'difficult few' that our hotel operations struggled to eliminate. Namely, cling film, piping bags, disposable gloves, and milk pergals. Some of these SUPs were out of our control to a degree, others required financial investment, and some merely required a change in behavior.

## RESULTS

The tangible benefits of these efforts have seen syrups and breakfast tonics created from fruit peel; purees, pickles and chutneys from vegetable trimmings; puddings from bakery trimmings – the list is extensive. The latest project has been coined Project Paddington: several of our hotels squeeze orange juice on site – thus producing a significant amount of orange skins for the bin. Richard Frankham, Head Chef at The Old Government House, devised a recipe for homemade marmalade from the enormous amount of orange skins the hotel discards each morning. This recipe has been shared with the properties that juice their own oranges and we are looking forward to seeing the impact this has on food waste and, of course, the impact on guest experience.



Chef Jonathan Keane



Xigera Safari Lodge in Botswana, part of the Red Carnation Hotels Collection



# GOAL 4

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



Supporting local farmers and upholding local food systems is important to reducing our carbon footprint, and educating guests about the value of responsible consumption, while providing jobs within the local economy. At our hotels and onboard our ships, we have prioritized purchasing local and organic products wherever possible, while our touring brands are committed to including at least one local dining experience\* on 80% of itineraries by 2025.



\*A Local Dining Experience includes 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).

### LOCAL DINING EXPERIENCES\* OFFERED ACROSS OUR TOURING BRANDS

BRAND	% OF ITINERARIES THAT INCLUDE AT LEAST 1 LOCAL DINING EXPERIENCE*
AAT Kings	69%
Adventure World Travel	76%
African Travel Inc.	100%
Brendan Vacations	80%
Contiki	66%
Costsaver	57%
Insight Vacations	97%
Lion World Travel	100%
Luxury Gold	100%
Haggis Adventures + Highland Explorer	76%
Trafalgar	97%
<b>TTC</b>	<b>82%</b>

### LOCAL AND ORGANIC SUPPLIERS ACROSS OUR ACCOMMODATIONS

BRAND	NUMBER OF LOCAL SUPPLIERS	NUMBER OF ORGANIC SUPPLIERS
Red Carnation Hotels	280	148
Uniworld	11	5

See our full HWTR Sustainability Data Performance in Appendix E.



Contiki's Château De Cruix in France

# GOAL 5 REDUCE PRINTED BROCHURES BY 50% BY 2025



In 2023, TTC brands reduced brochures overall by 80% from 2019, and 43% compared to 2022. While the recovery of travel following the COVID-19 downturn saw an increase in brochures printed, we continue to significantly reduce our numbers and adjust our practices in favor of digital practices. Some of our brands, including African Travel Inc. and Thompsons Africa, eliminated brochure printing entirely after 2019, achieving a 100% reduction, while others, including Lion World Travel and Red Carnation Hotels, printed zero brochures to begin with. Today, these brands, along with **Luxury Gold, Adventure World Travel, Springbok Atlas, Cullinan Namibia** and **Cullinan Guided Journeys**, do not print brochures.

Opting for increased use of QR codes, **Uniworld** and **Evan Evans** reduced printed brochures significantly by integrating codes on ships and throughout London hotels and ticket agency partners, respectively, to promote their trips in place of additional brochures.

For brochure printing, our touring brands have strictly used Leipa paper since 2011, a partner selected for their forest management credentials. The entire range of papers produced by Leipa are FSC (Forest Stewardship Council) & PEFC (Programme for the Endorsement of Forest Certification) certified. Both are international, non-profit, non-governmental organizations that promote sustainable forest management through independent third-party certification.

**AAT Kings** continues to create customizable, interactive online brochures that enable guests and agents to build and keep their own digital brochures.

DIFFERENCE FROM 2019	
AAT Kings	-67%
Adventure World Travel	No printing
African Travel Inc.	-100%
Brendan Vacations	-59%
Contiki	-91%
Cullinan Guided Journeys	-69%
Evan Evans	-66%
Grand European Travel	-21%
Haggis Adventures	28%
Highland Explorer	-32%
Insight Vacations	-89%
Lion World Travel	No printing
Luxury Gold	-100%
Red Carnation Hotels	No printing
Thompsons Africa	-100%
Trafalgar	-87%
Uniworld	-60%
<b>TTC</b>	<b>-80%</b>

See our full HWTR Sustainability Data Performance in Appendix E.



# GOAL 6

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



Our sustainable consumption and waste-reduction journey has evolved significantly since we began removing single-use plastics from our operations and trips in 2017. Our [Sustainable Procurement Policy](#) guides the way our teams source and interact with all suppliers, addressing best practices regarding environmental considerations, including single-use plastics and local and organic products, as well as ethical and diverse supplier considerations. This was launched in 2022, and in 2023, we created internal and supplier guidance specifically to ensure sustainable practices for events, catering, and purchasing promotional items. All TTC brands actively work with our supply chain for the removal of single use plastics.

### REDUCING SINGLE-USE PLASTICS INVOLVED IN MARKETING

**TTC Tour Brands** and **AAT Kings** launched the 'no more stuff' initiative in late 2023, replacing branded merchandise and giveaways with donations to our nature-based solutions partners. Removing plastics and giveaway items such as pens, tote bags, notebooks, and more will prevent the equivalent carbon emissions of more than 6.4 million car-driven miles from entering the atmosphere in 2024.

**Adventure World, Radical Travel, Springbok Atlas, African Travel & Lion World, Cullinan Namibia Tours & Safaris, Cullinan Guided Journeys, Evan Evans** and **Uniworld** have removed all single-use plastics from their marketing materials.

### REDUCING SINGLE-USE PLASTICS ACROSS OUR OPERATIONS

Single-use plastic water bottles are banned from being sold on our coaches except in areas where water isn't potable. All our brands adhere to this policy, and all travelers are advised to bring reusable water bottles where potable water is available. Trip Managers and Tour Directors will identify safe water refill points along the tour.

**Radical Travel, Contiki, TTC Tour Brands and AAT Kings** actively advocate for free refill stations along their itineraries.

**Cullinan Guided Journeys** offers water on trips in 100% recyclable packaging.

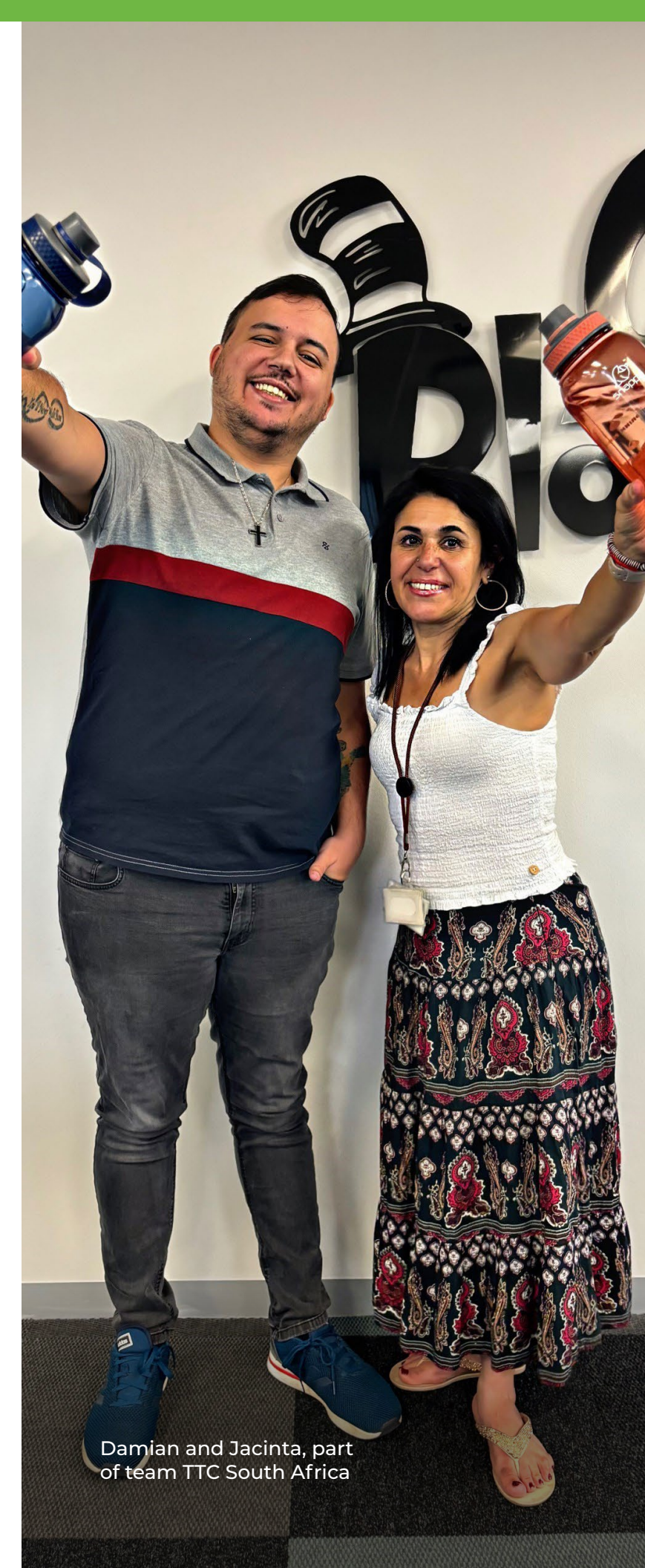
**Uniworld's** staterooms and suites are single-use plastic-free. All toiletries are offered in refillable containers, minibars exclude plastic miniatures, and hairdryer bags and laundry bags are fabric. Buffets no longer include SUPs in the form of miniature items such as butters, jams, yogurts, etc.

**Red Carnation Hotels** has eliminated various single-use plastics at its properties, including miniature toiletry bottles, milk jiggers, toothpicks, straws, cable ties, carrier bags, disposable plastic gloves, coffee capsules, shaving kits, dental kits, shower caps, loofah, sanitary bags and hand soap packaging.



### INSPIRING CHANGE

At the Association of Touring and Adventure Suppliers 2023 annual conference in Liverpool, UK, TTC Tour Brands' Alice Boden, UK & Europe Marketing Executive, asked travel advisor partners to make a pledge to take one step to living with sustainability in mind. Andrea Smith, of The Holiday Village, took the request to heart, and as a relatively new smallhold owner in the UK's Peak District National Park, Smith pledged to plant a tree for each of our TTC Tour Brands. A lifelong traveler, Smith appreciated what TTC Tour Brands is doing and understands that to make meaningful, long-term change, we all need to support one another.



Damian and Jacinta, part of team TTC South Africa

## GOAL 7

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

## GOAL 8

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

## GOAL 9

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

## GOAL 10

COMPLETE 30,000 VOLUNTEER HOURS BY 2025



# PEOPLE

Matricia Bauer, a 'Warrior Woman' of the Sturgeon Lake Cree Nation, in Alberta, Canada. A Warrior Women fireside chat is offered by Contiki and Luxury Gold as a MAKE TRAVEL MATTER® Experience.

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



Internally, we are driven by our purpose - MAKE TRAVEL MATTER®, an ethos we share with our guests and partners.

MAKE TRAVEL MATTER® Experiences appear on itineraries across our family of brands, based on criteria endorsed by industry experts and developed exclusively for TTC to ensure that each MAKE TRAVEL MATTER® Experience is actively advancing at least one of the United Nations Global Goals (UNSDGs).

This means that our guests and partners know that by participating in these Experiences, they are positively impacting the community we visit in an authentic and meaningful way.

### BRAND PROGRESS

- 824 total MAKE TRAVEL MATTER® Experiences offered by TTC brands
- 84% of TTC itineraries have at least 1 MAKE TRAVEL MATTER® Experience
- 83 MAKE TRAVEL MATTER® Experiences developed as a result of directly working with the experience providers

% OF ITINERARIES THAT INCLUDE AT LEAST 1 MAKE TRAVEL MATTER® EXPERIENCE	
BRAND	PERCENTAGE
AAT Kings	87%
Adventure World	92%
African Travel Inc.	100%
Brendan Vacations	94%
Contiki	81%
Costsaver	47%
Cullinan Guided Journeys	77%
Highland Explorer & Haggis	54%
Insight Vacations	93%
Lion World	44%
Luxury Gold	100%
Red Carnation Hotels	93% of hotels feature at least 1 MAKE TRAVEL MATTER® Experience
Thompsons Africa	100% of model itineraries
Trafalgar	96%
Uniworld	67%
<b>TTC</b>	<b>84%</b>

**LEARN TO BE A GONDOLIER IN VENICE**

**10 REDUCED INEQUALITIES**

**contiki**

[Watch Video](#)

**EXPERIENCE A SEAWEED DISCOVERY WORKSHOP IN IRELAND**

**14 LIFE BELOW WATER** **15 LIFE ON LAND**

**BRENDAN VACATIONS**

[Watch Video](#)



Dhank Crafts Centre, India, a MAKE TRAVEL MATTER® Experience offered by Contiki

See our full HWTR Sustainability Data Performance in Appendix E.

# GOAL 8

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



This goal focuses on ensuring the benefits of tourism earnings are spread beyond traditional tourist hubs, or centers. 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 light of significant shifts in the industry due to recent world events, we have been developing fewer new itineraries and maintaining stability by keeping destination choices unchanged for the years 2022 and 2023. Looking ahead there is a strategic initiative to gradually explore and expand into developing regions. As a result very few new itineraries have been developed. In 2023, TTC identified 24 itineraries visiting 34 developing regions. This goal only applies to our specialist brands, noted below.

ITINERARIES INCLUDING A DEVELOPING REGION		
BRAND	QTY	NOTABLE DESTINATION VISITED BY 2023
AAT Kings	3	Steward Island, New Zealand
Adventure World	7	Pu Luong, Vietnam
African Travel	5	Namunyak Wildlife Conservancy, Kenya
Brendan Vacations	2	The Borders Region, Scotland
Contiki	1	Oudtshoorn + Gqeberha, South Africa
Costsaver	1	Amarillo, USA
Lion World	3	Lusaka, Zambia
Radical Travel	2	Shetland, Scotland
Trafalgar	0	

See our full HWTR Sustainability Data Performance in Appendix E.



Lower Zambezi, Zambia, visited by Lion World in 2023

# GOAL 9 INCREASE EMPLOYEE AND MARKET SENTIMENT REGARDING DIVERSITY, EQUITY & INCLUSION ACROSS OUR BRANDS

## RECRUITMENT

To ensure that our teams voices are heard, TTC annually does a Demographics Survey to help us make targeted improvements, foster diversity, equity, and inclusion, and enhance team members' overall experience as part of our organization. Results are analyzed globally as well as locally, directly with managers to ensure thorough evaluation. Results of the survey tell us that 82% of our employees feel that TTC works to attract, develop, and retain employees with diverse backgrounds.

In 2023, we continued to enhance employment opportunities for underrepresented communities by using inclusive recruitment technologies, such as self-identification features in hiring applications, enabling targeted outreach and ensuring access to marginalized groups.

We continued partnering with educational programs focused on diversity, such as Code First Girls (CFG), which has enabled us to bridge gender gaps amongst our tech teams.

## TRAINING

We continue to build upon our Diversity, Equity & Inclusion (DEI) training, used throughout our organizational hierarchy and mandatory for new starters. Additionally, DEI strategy discussions are incorporated into the onboarding process, encompassing modules like unconscious bias, anti-discrimination, and anti-bullying, emphasizing the importance of these topics from the outset of an employee's journey. Unconscious bias training is also integrated into management training sessions.

Of our 3,000 employees, 100% across the globe signed our Code of Conduct, demonstrating a universal commitment to our ethical standards and organizational values.



## TTC IDEA (INCLUSION, DIVERSITY, EQUITY, ACTION) COMMUNITIES

Team members are empowered and given the space to share, celebrate, and address issues regarding diversity by participating in one of our voluntary internal DEI communities - TTC IDEA. In 2023, the following expanded from a regional to a global scale, reaching 500 members:

1. BIPOC (Black, Indigenous, and People of Color) Community
2. Parents Community
3. Pride (LGBTQIA+) Community
4. Wellness Community
5. Women's Community

Our individual regions and brands have achieved notable milestones as a part of these communities. Many employees participated in our global TTC IDEA Week, meant to engage and educate our teams. In Canada, other initiatives included celebrating Indigenous Peoples and Pride Week. In Canada, the UK and South Africa, Women's Community discussions tackled taboo topics like menopause and endometriosis.



The Red Carnation Hotels team in London prioritised recruitment of people with disabilities and from underrepresented groups such as unemployed and/or disadvantaged youth and women. Their team in Ireland has worked with a local refugee centre and offered positions to 8 refugees to date.

THE RED CARNATION HOTEL COLLECTION



From Contiki's 'Pride in our Community' Campaign, featuring Aisha Shaibu-Lenoir, Contiki's LGBTQ+ Ambassador (left)

GOAL 9



As a continuation of their mental health program, **Uniworld** introduced a 2-day course, resulting in a certificate recognized internationally (Mental Health First Aid program). Uniworld also contributed to overcoming barriers related to affordable formal education by implementing a Hospitality School, of which two editions were run in 2023. Each edition lasted 5 days and a total of 49 people in the Food & Beverage and Housekeeping fields were trained before taking on a position on their assigned ships.



**Aisha Shaibu-Lenoir** was welcomed by **Contiki** as their LGBTQ+ Ambassador in 2023, representing the brand and training Trip Managers on diversity. For its marketing shoots, Contiki put emphasis on diversity behind the camera as well as in front, using crews from underrepresented backgrounds. For their Pride shoot in London for example, they used an all LGBTQ+ crew and talent.



**DIVERSITY AND INCLUSION IN THE TRAVEL INDUSTRY**

**Shirnett Fleet** (left), Uniworld's Chief Marketing Officer, became a board member of NorthStar BTAB (Black Travel Advisory Board) while **Sherwin Banda** (right), President of **African Travel**, became a member of Condé Nast Traveler's Global Advisory Board where he champions LGBTQ+ travel. His advocacy efforts mean he is regularly in publications showcasing diversity and inclusion in the travel industry.



In our latest Demographics Survey, 85% of employees agreed TTC is committed to diversity and inclusion, recognizing the unique perspectives, backgrounds and expertise of all its employees. There appears to be strong correlation between this and employees being able to be true to themselves and find success at TTC - 83% of employees agreed with this statement.



**Radical Travel** partnered with LGBT Youth Scotland to identify ways to support the group's efforts through travel.



Once again in 2023, our 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. With successful diverse individuals represented at all levels of our operations, **81% of employees thought that TTC fosters an inclusive culture that supports and motivates individuals from underrepresented backgrounds to pursue their desired career paths.** While we are pleased with this progress, there remains work to be done.



**AAT Kings** include welcome plaques designed by an Indigenous artist on their coaches throughout Australia.





# GOAL 10 COMPLETE 30,000 VOLUNTEER HOURS BY 2025



## AT TTC, OUR EMPLOYEES RECEIVE 2 PAID DAYS TO VOLUNTEER FOR THE CAUSES CLOSEST TO THEIR HEARTS.

In 2023, our team members volunteered a total of 10,862 hours globally, which helped us achieve 83% of our goal to complete 30,000 volunteer hours by 2025.

### CASE STUDY



## TTC 103 VOLUNTEERING DAY

In June 2023, over 300 TTC employees came together in London during our TTC 103 Celebration, for a volunteering day in partnership with Hands on London. Including preparation and horticultural support on the day, TTC volunteers enabled over 1,000 hours of environmental maintenance and improvements. Here is just some of the impact we had:

- Restored 450 meters of pathway across three park sites
- Built 1 beetle loggery – these are vital to the health of trees, providing habitats for stag beetles that feed on the disease that attaches to trees and thereby helping to maintain a healthy woodland
- Cleaned and re-stained 18 park benches
- Removed 16 cubic meters of overgrowth caused by invasive species, this was turned into mulch and reused for gardening purposes
- Collected 4 cubic meters of litter, mainly plastics across four park sites

See our full HWTR Sustainability Data Performance in Appendix E.

### CASE STUDY



## MAKE TRAVEL MATTER® AWARD

Our second annual internal MAKE TRAVEL MATTER® Award, created to recognize TTC team members who live and breathe our ethos of having positive impact, was given to Laura Kelly. Laura, Assistant Manager, Product Database at Brendan Vacations, is a key member of the sustainability team in Dublin, seeks, develops, and nurtures new MAKE TRAVEL MATTER® Experiences for Brendan Vacations, and is personally involved in multiple philanthropic endeavors.



# OUR TEAMS IN THE COMMUNITY



Our **Down Under Tours team** spent the day volunteering with our newest nature-based solution partner Rainforest Rescue, on the traditional homelands of the Eastern Kuku Yalanji peoples, at the Mossman Botanic Garden in Australia. They contributed to the 4,200 trees planted.

The **SEIT team** came together in Adelaide to make 700 pastries in an afternoon with Food on the Table, a soup kitchen that delivers meals to those in the community who are struggling.



The **AAT Kings team** braved 40 degrees Celsius and volunteered at the Sydney Basket Brigade - a small, dedicated group of volunteers who pack and deliver baskets of food and other goods to families in need.

**TTC Johannesburg** packed 29,808 meals for Rise Against Hunger on International Volunteering Day, ensuring 130 children will receive a meal daily for an entire year!



## CLIMATE INNOVATION CORNER

Spanning 15 regions and 5 continents, almost 500 team members attended a Climate Innovation Corner featuring a presentation by Branden Barber, the CEO of our newest nature-based solution partner, Rainforest Rescue. The objective of the events was to inspire team members to come up with ideas that could benefit from our Carbon Fund. After the events, 4 team members successfully received funding for their ideas.



TTC Singapore's beach clean-up at East Coast Park resulted in the collection of 8 large bags of trash being cleared from the coastline.

## GOAL 11

ENSURE ALL WILDLIFE EXPERIENCES  
ACROSS TTC BRANDS ADHERE TO  
OUR ANIMAL WELFARE POLICY



# WILDLIFE

# GOAL 11

## ENSURE ALL WILDLIFE EXPERIENCES ACROSS TTC BRANDS ADHERE TO OUR ANIMAL WELFARE POLICY



**Given the current rapid rate of biodiversity loss the world is experiencing, the need to protect the world's wildlife and support resilient ecosystems has never been so critical.**

Protecting our natural spaces and the world's precious wildlife are intrinsically tied. While we take the most stringent measures to ensure our trips don't harm wildlife and advocate for systemic change to protect wildlife in our industry through philanthropy and strategic partnerships, there are critical co-benefits to biodiversity in the environmental restoration work we prioritize through TreadRight. The work of our partners Trees For Life in Scotland and Rainforest Rescue in Daintree, Australia, is important not only for the forests they protect but for the invaluable number of species that call these landscapes home, including some of Scotland's rarest wildlife and the endangered southern cassowary of the Daintree.

### PARTNERS

- World Animal Protection
- End Wildlife Crime
- Animals Asia
- Kiwi Hatchery, New Zealand
- Tasmanian Devils, Australia
- Wilderness Africa, South Africa

We take wildlife protection seriously. In partnership with our family of brands, we provide training on animal welfare and conduct an audit of all TTC experiences involving wild or domestic animals every two years, with sporadic spot checks completed on an ongoing basis. Our policy is provided to suppliers engaged with animal experiences.

In 2023, teams completed our most recent audit, reviewing more than 600 wildlife experiences across our brands and safari lodges in Africa to ensure compliance with our Animal Welfare Policy.

*See our full HWTR Sustainability Data Performance in Appendix E.*



# APPENDIX A:

## OUR BRANDS

### GUIDED TRAVEL BRANDS



### HOTEL & SHIP BRANDS



### TRAVEL AGENCY BRANDS



### SPECIALIST & FIT BRANDS



### B2B BRANDS



# APPENDIX B:

## ENVIRONMENTAL PERFORMANCE

### GHG PERFORMANCE

	2019	2020	2021	2022	2023
Biogenic Emissions	168	75.85	197.14	222.29	285.65
<b>Total Scope 1 &amp; 2 (Tonnes CO2e)</b>	<b>63,245.72</b>	<b>21,864.34</b>	<b>29,523.00</b>	<b>43,221.67</b>	<b>42,696.75<sup>1</sup></b>
Scope 1	43,358.60	8,629.17	16,672.63	31,757.19	33,225.32 <sup>1</sup>
Stationary Combustion	3,518.74	2,155.75	2,505.64	3,015.39	3,319.59
Mobile Combustion	39,839.86	6,383.18	13,591.54	28,243.12	29,397.53
Fugitive Emissions	N/A	90.24	575.45	498.68	508.21
Scope 2 <sup>2</sup>	19,887.12	13,235.17	12,850.56	11,464.48	9,471.42 <sup>1</sup>
<b>Total Scope 3 (Tonnes CO2e)</b>	<b>328,756.39</b>	<b>18,585.58</b>	<b>20,394.07</b>	<b>179,868.01</b>	<b>313,016.89</b>
Purchased Goods and Services	21,928.25	-	-	12,865.79	14,672.18
Employee Air Travel	3,456.67	309.00	43.00	1,363.40	2,610.54
TTC Trips	211,729.47	18,276.58	20,351.07	100,585.73	161,257.55
Flights Sold to Travellers	91,642.00	-	-	65,053.09	134,476.62
<b>Total GHG Emissions (Tonnes CO2e)</b>	<b>392,002.11</b>	<b>40,449.92</b>	<b>49,917.07</b>	<b>223,089.68</b>	<b>355,713.64</b>

<sup>1</sup> Verified by Lucideon CICS

<sup>2</sup> We calculate Scope 2 emissions based on a market-based approach

To learn about how TTC calculates its GHG Inventory and trip emissions, please see our [Carbon Methodology](#) in Appendix G. Scope 2 emissions reduced largely from 2022 as a result of an increase in our renewable electricity use and the purchase of Renewable Energy Credits for our North America offices and Old Town. Scope 3 emissions increased from 2022 due to a full year of operation of our trips, as well as the dramatic increase in emission factors used to calculate our business travel and flights sold to travelers. In 2023 there were major changes to the aviation factors set by the Department of Energy Security & Net Zero in the UK Government GHG Conversion Factors for Company Reporting, principally due to the reduced load factors that are a consequence of the COVID-19 pandemic. The factors used in 2023 are approximately 51% higher than the factors used in 2022.



Red Carnation Hotel's Ashford Castle, run on 100% renewable electricity and featured on Luxury Gold itineraries

## ENERGY USE

	2019	2020	2021	2022	2023
<b>Total Energy Use (GJ)</b>	<b>697,328.67</b>	<b>217,705.56</b>	<b>323,447.27</b>	<b>515,068.16</b>	<b>576,176.16</b>
Red Carnation Hotels	140,904.07	93,279.65	113,746.24	120,299.97	125,977.90
Uniworld	262,101.00	57,323.78	132,665.92	239,175.78	235,958.09
Offices/Facilities	294,323.60	67,102.13	77,035.11	155,592.41	214,240.17

<sup>3</sup> Scope 3 emissions from 2021 and 2022 do not include purchased goods and services and flights sold to travellers. Due to our reduced operations as a result of the Covid-19 pandemic, the effort to backdate and measure these emissions would be disproportionate to their materiality.

## WATER USE (M3)

	2019	2020	2021	2022	2023
<b>Total</b>	<b>297,217.48</b>	<b>267,797.51</b>	<b>433,982.36</b>	<b>363,190.99</b>	<b>396,151.05</b>
Red Carnation Hotels	171,590.27	229,290.29	396,179.05	273,534.06	299,023.77
Uniworld	85,065.33	6,496.14	24,010.98	68,008.71	70,436.48
Offices/Facilities	40,561.88	67,102.13	13,792.32	21,602.38	26,690.80

## RENEWABLE ELECTRICITY USE

	2021	2022	2023
<b>Total Electricity Use (kwh)</b>	<b>27,145,017</b>	<b>27,474,440</b>	<b>27,593,418</b>
<b>Total Renewable Electricity Use (kwh)</b>	<b>6,536,555</b>	<b>12,127,447</b>	<b>15,031,729</b>
% Use of Global Renewable Electricity	24%	44%	54%

## RENEWABLE ENERGY GENERATION

	2021	2022	2023
<b>Total Renewable Energy Generated (kwh)</b>	<b>1,671,662</b>	<b>1,686,531</b>	<b>1,661,989</b>

# APPENDIX C:

## 2023 SCOPE 1 + 2 LIMITED ASSURANCE LETTER

Verification Opinion Statement  
Independent GHG Emissions Verification



### The Travel Corporation

5551 Katella Ave, Cypress, CA 90630, USA.

**GHG Accounting Standard:** The Greenhouse Gas Protocol - Corporate Accounting and Reporting Standard - Revised Edition

**Verification Criteria:** ISO 14064-3 2019 Specification with guidance for the verification and validation of greenhouse gas statements

**Reporting Period:** CY 2023 (01 January 2023 - 31 December 2023 inclusive)

#### Scope of the Verification

Verification covers the above period associated with The Travel Corporation global operations Scope 1 & 2 emissions. Where assumptions have been made then these have been documented for transparency. These components are collectively referred to as the "GHG Statement" for the purposes of this Opinion.

Review criteria were based on the Greenhouse Gas Protocol and it is concluded that the GHG Statement is materially correct. Data and calculations selected for verification were based upon a risk assessment approach. The verification also included 'boundaries' completeness checks. Data in spreadsheets were 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, nothing has come to our attention that causes us to believe that the GHG Statement is not materially correct.

The verification was conducted to a limited level of assurance in accordance with ISO 14064-3 (2019).

The GHG Statement is a fair and accurate representation of The Travel Corporation actual emissions data compiled in conformance with the verification criteria described above. The data and information supporting the GHG Statement were historical in nature.

Page 1 of 2

Wherever this verification opinion is displayed, all pages shall be made available.

This Assurance Statement is granted subject to conformance with the conditions of contract Governing the verification.  
Further clarifications regarding this statement may be obtained by consulting the organisation.

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support@uk.lucideon.com  
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Reg. England 1871628



Verification Opinion Statement  
Independent GHG Emissions Verification



The following qualifications and notes apply:

- The verification boundary is defined 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.

#### Verified Inventory

SCOPE	Subscope	tCO <sub>2</sub> e (Location Based)	tCO <sub>2</sub> e (Market Based)
1	Refrigerants	508.21	508.21
1	Fuels (diesel, petrol, LPG, propane, kerosene, acetylene)	32,717.12	32,717.12
<b>Scope 1 Totals</b>		<b>33,225.32</b>	<b>33,225.32</b>
2	Electricity	12,788.60	9,471.42
<b>Scope 2 Totals</b>		<b>12,788.60</b>	<b>9,471.42</b>
<b>All Total</b>		<b>46,013.92</b>	<b>42,696.75</b>
<b>Other Biogenic</b>		<b>285.65</b>	<b>285.65</b>

**Andrew Shepherd**  
GHG Lead Auditor  
22<sup>nd</sup> April 2024

**Tony Summers**  
Independent Technical Reviewer  
25<sup>th</sup> April 2024

Page 2 of 2

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# APPENDIX D:

## TTC 2023 CARBON FUND REPORT

2023 was the first year of collection for TTC's Carbon Fund. In 2023 brands contributed, at an internal fixed rate per guest amount, derived from a brand's individual carbon footprint. In this year 1, the fund collected USD 2,060,122. We allocated USD 1,880,533 in carbon reduction investments across the group. Due to the fact that some of these projects require time to plan and implement, projects will be reported on in the year that they are initiated.

INITIATIVE	IMPACT	INVESTMENT
Energy audits across 6 London Red Carnation Hotels	5-year Decarbonization Investment Plan	\$87,512 USD
Investments allocated for Red Carnation's decarbonization investment plan	Energy reduction investments at our London properties*	\$1,002,456 USD
Install solar panels at TTC Tour Brands' and AAT Kings' Bondi office in Australia	153 tCO <sub>2</sub> e reduction in Scope 2 emissions (2024 onwards)	\$49,946 USD
Install solar panels at AAT Kings Alexandria office		\$50,719 USD
Purchase Renewable Energy Credits (REC's) for TTC Tour Brands, Uniworld, Lion World, and African Travel North America offices and Old Town	Compensating 500 tonnes of Scope 2 emissions	\$10,000 USD
Energy audits across Red Carnation Hotels in the UK, Ireland and Switzerland	5-year Decarbonization Investment Plan	\$68,514 USD
HVO fuel subsidies for Contiki coaches	Up to 30-40% reduction in Contiki's trip (Scope 3) trip emissions (2024 onwards)	\$319,517 USD
Install a 40,000 litre HVO fuel tank at Atlas Reizen depot for use in Contiki, Trafalgar and Uniworld coaches	39% Reduction in Atlas Reizen's Scope 1 emissions (2024 onwards)	\$100,000 USD
Energy audits across 3 South Africa Red Carnation Hotels	5-year Decarbonization Investment Plan	\$16,025 USD
Purchase new energy efficient boiler at Uniworld's Encino office	Reduce fuel consumption by up to 15%	\$69,484 USD
Upgrade heating, insulation and windows at Radical Travel's Glasgow office	Energy savings estimated between 7 - 10%	\$42,943 USD
Install LED lights for parking lots at TTC Tour Brands' Cypress office	Energy savings estimated upwards of 63%	\$34,850 USD
Upgrade lighting at TTC Tour Brands' and Lion World's Toronto office	Energy savings estimated between 8 - 10%	\$28,567 USD
<b>TOTAL INVESTMENTS ALLOCATED</b>		<b>\$1,880,533 USD</b>

\*These investments include upgrades to boilers and heating, lighting, air distribution, building fabric, equipment and metering infrastructure upgrades scheduled for implementation between 2024-2030 at the Chesterfield Mayfair, Egerton House, The Milestone, Montague on the Gardens and Rubens at the Palace.

# APPENDIX E:

## HOW WE TREAD RIGHT SUSTAINABILITY PERFORMANCE

### REDUCE FOOD WASTE BY 50% ACROSS ALL HOTEL AND SHIPS BY 2025

#### BRAND PROGRESS - % OF REDUCTION OF FOOD WASTE FROM BASELINE

BRAND	2021	2022	2023
Red Carnation Hotels	30%	36%	27%
Uniwold	15%	34%	36%
Contiki Chateau	N/A	N/A	6%
Contiki Hopfgarten	N/A	N/A	7%

Group progress is not available as food waste reduction is measured on a per brand basis only. Baselines are relative to when the brand began utilizing food waste management systems, for Red Carnation Hotels and Uniwold this is 2021, for Contiki this is 2023. In 2023 Red Carnation Hotels had a lower reduction of food waste than 2022 due to few systems in operation. Contiki Chateau and Hopfgarten installed their food waste management systems in 2023 and saw the noted reductions within the first 6 months of implementation.

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

#### GROUP PROGRESS

KEY PERFORMANCE INDICATOR	2021*	2022	2023
Number of Organic Suppliers	117	154	153
Number of Local Suppliers	216	295	291

Group progress for number of organic and local suppliers only includes Red Carnation Hotels and Uniwold.

#### BRAND PROGRESS - NUMBER OF LOCAL AND ORGANIC SUPPLIERS

BRAND	2021*		2022		2023	
	Local	Organic	Local	Organic	Local	Organic
Red Carnation Hotels	208	112	266	143	280	148
Uniwold	8	5	11	5	11	5

\*Baseline year



**REDUCE PRINTED BROCHURES BY 50% BY 2025****GROUP PROGRESS**

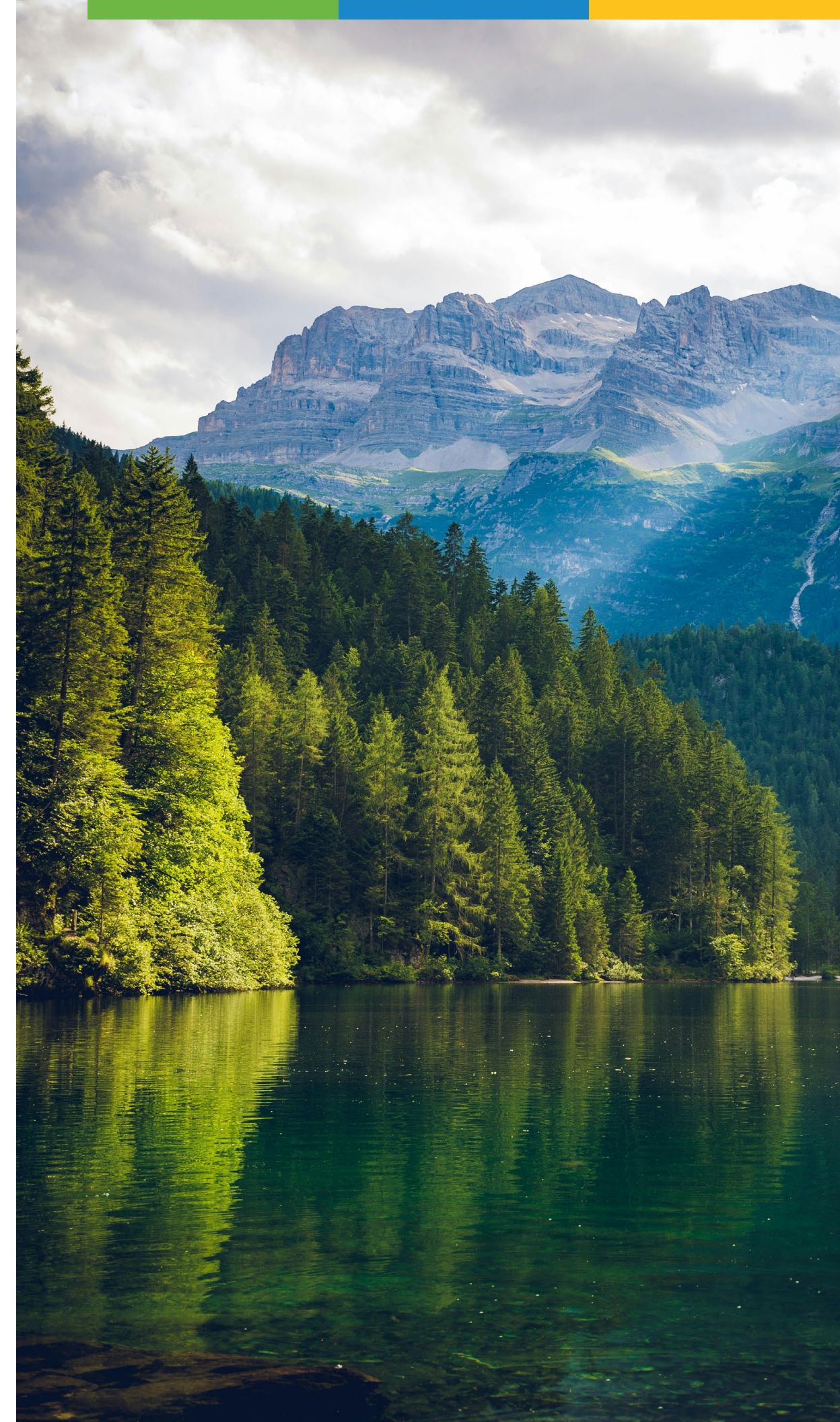
<b>KEY PERFORMANCE INDICATOR</b>	<b>2019*</b>	<b>2020</b>	<b>2021</b>	<b>2022</b>	<b>2023</b>
Number of Brochures Printed - TTC	9,442,217	3,117,107	2,215,271	3,400,666	1,928,676
Progress Against Goal	N/A	-67%	-77%	-64%	-80%

**BRAND PROGRESS**

<b>BRAND</b>	<b>2019</b>	<b>2020</b>	<b>2021</b>	<b>2022</b>	<b>2023</b>	<b>DIFFERENCE FROM 2019</b>
AAT Kings	635,000	99,080	117,750	229,500	208,000	-67%
Adventure World	126,000	0	12,000	22,000	0	-100%
African Travel	60,000	0	0	0	0	-100%
Brendan Vacations	165,000	17,500	53,000	118,000	68,000	-59%
Contiki	692,750	11,000	25,000	32,000	63,000	-91%
Cullinan Guided Journeys	3,250	0	0	1,000	0	-100%
Costsaver	N/A	N/A	N/A	N/A	142,000	N/A
Evan Evans	262,000	100,000	50,000	100,000	90,000	-66%
Grand European Travel	2,374,922	1,841,777	1,279,521	1,871,966	444,000	-21%
Haggis Adventures	25,000	0	0	22,000	32,000	+28%
Highland Explorer	57,000	0	0	33,000	39,000	-32%
Insight Vacations	1,399,295	636,750	161,000	236,700	152,000	-89%
Thompsons Africa	1,500	0	0	0	0	-100%
Trafalgar	3,210,000	486,000	490,000	591,500	422,000	-87%
Uniworld	430,500	25,000	27,000	143,000	173,500	-60%

Lion World, Springbok Atlas and Red Carnation Hotels are excluded from this goal as they do not print brochures. In previous years Luxury Gold brochures were included in Insight Vacations figures and in 2023 Luxury Gold stopped printing brochures. In previous years Costsaver brochures were included in Trafalgar figures, in 2023 these have been separated out.

\*Baseline year



### INCLUDE AT LEAST 1 MAKE TRAVEL MATTER® EXPERIENCE ON 50% OF TTC ITINERARIES BY 2025

GROUP PROGRESS			
KEY PERFORMANCE INDICATOR	2021	2022	2023
% of itineraries with at least 1 Make Travel Matter® Experience	50%	62%	84%

BRAND	% OF ITINERARIES THAT HAVE AT LEAST ONE MAKE TRAVEL MATTER® EXPERIENCE
AAT Kings	87%
African Travel Inc	100% based on model itineraries
Adventure World	92%
Brendan Vacations	94% based on model itineraries
Contiki	81%
Costsaver	47%
Cullinan Guided Journeys	77% based on model itineraries
Highland Explorer Tours & Haggis Adventures	55%
Insight Vacations	93%
Lion World	44% based on model itineraries
Thompsons Africa	100% based on model itineraries
Trafalgar	96%
Red Carnation Hotels	93% of hotels (15 of 16 hotels offer at least one Make Travel Matter® Experience)
Uniwold	67%

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

GROUP PROGRESS			
KEY PERFORMANCE INDICATOR	2021*	2022	2023
Number of new itineraries visiting developing regions - TTC	65	32	24
Progress from baseline	N/A	+50% increase	+37% increase

BRAND PROGRESS			
BRAND	2021	2022	2023
AAT Kings	0	3	3
Contiki	19	2	1
Trafalgar	13	0	0
Costsaver	6	0	1
Adventure World	15	14	7
African Travel	4	5	5
Lion World	4	6	3
Brendan Vacations	4	0	2
Radical Travel	0	2	2

### COMPLETE 30,000 VOLUNTEER HOURS BY 2025

GROUP PROGRESS			
KEY PERFORMANCE INDICATOR	2021	2022	2023
Cumulative Hours Volunteered	6,517	13,988	24,850
Volunteer Hours Per Year	6,517	7,741	10,862
Progress Towards Goal	22%	47%	83%

We are currently unable to report on volunteer hours on a brand basis as we used shared resources.

\*Baseline year

# APPENDIX F:

## KEY SUSTAINABILITY ROLES

Chief Sustainability Officer & Head of TreadRight: **Shannon Guihan**

Global Sustainability Manager, TTC: **Nadine Pinto**

Marketing & Communications Manager, TTC & TreadRight: **Parisa Pouramn**

Sustainability Coordinator, TTC & TreadRight: **Fruzsina Ford**

Sustainability Analyst, TTC: **Diana Davila**

Sustainability Manager, Travel Experiences, TTC Tour Brands: **Lucie Dalila & Scarlett Sheriff**

Head of Partnerships & Special Projects & Sustainability Officer, TTC Tour Brands: **Gemma Myhill**

General Manager & Sustainability Manager, Red Carnation Hotels: **Michelle Devlin**

Executive Assistant & Sustainability Project Manager, Red Carnation Hotels: **Scott Clinton**

Director of Hotel Operations & Sustainability Officer, Uniworld Boutique River Cruises: **Julie Higgins**

General Manager & Sustainability Officer, Adventure World: **Caryn Young**

European Operations Director & Sustainability Officer, Contiki: **Tasha Hayes**

General Manager Cullinan Central Loading & Sustainability Officer, Cullinan: **Tracy Schaffler**

General Manager, Operations & Experiences & Sustainability Officer, AAT Kings: **Jody Grossfeldt**



# APPENDIX G:

## The Travel Corporation's CARBON METHODOLOGY

Published: 2022  
Updated: 2023



### OUR APPROACH TO MEASURING CARBON

In recognition of the role that the tourism industry plays in the global climate crisis, The Travel Corporation (TTC) has a robust carbon measurement program in place to ensure our GHG inventory is complete and accurate. We are committed to measuring our emissions on an annual basis and reporting against our science-based targets, validated by the Science Based Target initiative:

#### Net Zero Target

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

#### Short 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 the 2019 base year\*

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

### MEASURING OUR SCOPE 1 + 2 FOOTPRINT

TTC has a significant direct carbon footprint from our owned assets (Scope 1 + 2 emissions). This represents what we call our “Business Emissions” and includes emissions from 20+ offices, 18 Red Carnation Hotels, 13 Uniworld ships, 6 accommodations/facilities and 500+ vehicles. In 2022 we received limited assurance on our 2019 Scope 1 + 2 carbon footprint from our auditors, Lucideon Inc. This allowed us to confidently set our

science-based targets against our audited 2019 footprint. Our Scope 1 + 2 footprint will be audited on an annual basis beginning in 2022.

#### Scope 1 Emissions

**What’s included:** Fuel and heating used at our owned facilities, fuel used by company owned vehicles and ships

**How it’s measured:** TTC employees enter fuel and heat data via Diligent Reporting Software on a quarterly basis. Employees provide sufficient evidence (operations logs, invoices) to support their data entries, which is then subject to audit by TTC’s Global Sustainability Manager and/or TTC’s contracted auditor.

#### Scope 2 Emissions

**What’s included:** Purchased electricity at our owned facilities

**How it’s measured:** We measure our Scope 2 emissions using a market-based approach to better reflect our electricity purchasing decisions. TTC employees enter electricity data via Diligent Reporting Software on a quarterly basis. Employees provide sufficient evidence (operations logs, invoices) to support their data entries, which is then subject to audit by TTC’s Global Sustainability Manager and/or TTC’s contracted auditor.

### MEASURING OUR SCOPE 3 FOOTPRINT

In 2022, TTC completed a full screening of its Scope 3 inventory as per the GHG Protocol Corporate Value Chain (Scope 3) Accounting and Reporting Standard. We determined the following categories to be material and as a result, they are covered in our science-based targets: Category 1: Purchased Goods and Services, Category 6: Business Travel, and Category 11: Use of Sold Products and Services.



## OUR METHODOLOGY

### Category 1: Purchased Goods and Services

**What's included:** Water use from our hotels and ships, office supplies (ie. computer machinery, office supplies and paper) from our offices, laundry of linens and uniforms from Red Carnation Hotels and Uniworld, brochures produced across all TTC brands, goods procured by Red Carnation Hotels and Uniworld (tableware, utensils, linens, guest room amenities, food and beverages), TTC marketing materials produced across all TTC brands (ie. guest gifting and promotional materials).

### Category 6: Business Travel

**What's included:** All flights booked on behalf of TTC employees or by TTC employees for business purposes.

### Category 11: Use of Sold Products and Services

**What's included:** Trip emissions across all TTC brands and any flights booked by TTC on behalf of the traveller, to and/or from the destination. Our trip emissions includes transfer emissions, accommodation emissions and meal emissions from the moment a traveler joins our trip, to when they depart.

*Flights that are booked by the traveler to and/or from the destination are out of scope.*

### OUR CARBON CALCULATOR METHODOLOGY

In 2020, TTC worked with [Synergy Enterprises](#) to develop a custom "Trip Carbon Calculator" to measure the average carbon footprint of our trips. That same year we established an average carbon footprint per passenger per day by measuring 165 trips across all regions and brands. We recognize

that measuring trip emissions is an evolving process and a journey that many of our peers are on as well. To that end, we commit to collaborating with the industry and remaining transparent regarding our methodology, which is why we are making our methodology public.

In 2022, the Trip Carbon Calculator was updated to allow for greater granularity in the data collection and results gathered by the trip itinerary measurements. As a result, data collection in future reporting years will be able to show reductions in emission totals.

We will review and update the carbon footprint of our trips every two years using an updated Trip Carbon Calculator with the latest emission factors.

### OUR APPROACH

To ensure that TTC is meeting the highest carbon accounting standards and data and calculation accuracy, the Trip Carbon Calculator was developed by an independent third party, Synergy Enterprises. Our Trip Carbon Calculator was developed in alignment with the Greenhouse Gas Protocol, an internationally accepted emissions accounting and reporting standard. Once completed, the tool was reviewed by peers in the industry and external experts to ensure its reliability.

The most relevant and up to date emission factors at the time were selected from international reporting bodies. Emission factors are coefficients that allow us to convert activity data into greenhouse gas emissions. They may differ based on the country or region the activity is taking place

in. Where emission factors were not available, custom averages were developed. Sources include:

- ◆ DEFRA 2021 GHG Conversion Factors
- ◆ International Energy (IEA) Agency Emission Factors 2021
- ◆ Cornell Hotel Sustainability Benchmark (CHSB) Index 2021
- ◆ CO<sub>2</sub> Connect
- ◆ Greenhouse Gas Emissions and Energy Use Associated with Production of Individual Self-selected US Diets

## UNDERSTANDING THE CARBON FOOTPRINT OF OUR TRIPS

The carbon footprint for each trip is based on average greenhouse gas (GHG) emissions per passenger per night. By the close of 2023, we aim to have 80% of our trips measured through our Trip Carbon Calculator.

## SCOPE

Here's what we considered in scope and our responsibility to include in our trip emissions:

### Transfer Emissions:

Include emissions from all forms of transportation during a TTC trip. This includes transfers that are included as part of the trip and transfers to your optional experiences. Emissions from transfers are calculated by taking transfer modes, distances, fuel type, passenger numbers as well as number of vehicles used for selected trips.

### Accommodation emissions:

Accommodation emissions are based on average energy consumption by room type from the Cornell University School of Hotel Administration. A regional energy factor is applied resulting in a unique average for each room type in each region.

### Meal Emissions:

Emissions from meals have been calculated based on two main identifying factors – buffet vs. non buffet and vegetarian vs. non-vegetarian meals. Synergy Enterprises developed customized emission factors for each meal type that accounts for food production and food waste. Emissions are only calculated for meals included in the trip itinerary and do not include those purchased by the traveller.

### Here's what we considered out of scope and will not be included as part of our trip emissions:

- ◆ Traveller's air travel to and from the destination (note: if TTC books the traveller's air to and/or from the destination on their behalf, the emissions are captured in "Flights Sold" under Scope 3, Category 11. Any flights booked to and/or from the destination by the passenger are out of scope).
- ◆ All pre and post services not included in the base price of the trip
- ◆ Emissions produced by facilities or buildings we visit on our trips (ie. museums). These emissions are considered the responsibility of the facility as determined by internationally accepted principles for emissions accounting.
- ◆ Meals purchased by the traveller

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FOR ADDITIONAL INFORMATION ON HOW TTC, TREADRIGHT, AND OUR FAMILY OF BRANDS ARE MANAGING OUR IMPACT, VISIT US AT [IMPACT.TTC.COM](https://www.impact.ttc.com)



**RESOURCES**

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