

THE TRAVEL CORPORATION IMPACT REPORT 2021

How We Tread Right



TREADRIGHT
FOUNDATION
TreadRight.org







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ICON KEY

-  Action
-  Accolade
-  Advocacy
-  Leadership

**MAKE
TREADRIGHT
TRAVEL
MATTER™**

WELCOME



encouragement and awe at the world's ability to find a way through the challenges and thrive in the face of such instability. For 2022, travel is rebuilding, and we've solidified our path forward, keeping our valued guests, our brilliant team that makes up TTC, and sustainability at the heart of everything we do. We are passionate about delivering on our mission to MAKE TRAVEL MATTER®.

Embarking on the implementation of our sustainability goals, in the 15 months since their adoption, has been a remarkable process and one that fills me with great pride. Our team members' commitment to achieving these goals has been extraordinary, and the strategy, through our implementation approach, has been met with great enthusiasm. Maintaining transparency is a crucial element in holding ourselves accountable against our goals, which is why I'm honored to share **TTC's first Impact Report** – which has allowed us the opportunity to celebrate our successes and begin to realize the goals which need further attention – and more importantly, action.

Following the launch of *How We Tread Right*, we launched our Climate Action Plan, a five-point plan that commits to Measure, Reduce, Remove, Offset and Evolve, the last point of which we've already begun. Considering the continued progress the world is making on the climate crisis, we have expanded our climate commitment to achieve net zero.

2021 was pivotal to TTC's advancement on our ability to measure our footprint, enabling us to forge ahead in finalizing our carbon reduction targets. As a company with a great many brands, we are unique in our space and so too will be the challenge to decarbonize, though there is no question regarding our need to do so.

Sustainability sits at the heart of what we do, and we have expanded sustainability leadership through the appointment of Sustainability Officers at our major brands including Trafalgar, Cost saver, Contiki, Insight Vacations & Luxury Gold, Red Carnation Hotels and Uniworld. They are a passionate group who now work directly with our TTC sustainability leadership team to ensure the implementation of our strategy at the brand level.

Additionally, we have doubled down on our efforts to identify existing MAKE TRAVEL MATTER® Experiences and create new ones in partnership with our destination partners. By the close of 2021 our brands had identified a MAKE TRAVEL MATTER® Experience on 51% of our itineraries, our goal was 50% by 2025. The value of these travel experiences cannot be understated as they enable our travel designers to bolster the efforts of host communities in leveraging the economic benefit of the visitor economy towards achieving the United Nations Global Goals, the world's blueprint to doing better.

My father always said travel is an incredible gift, and with it comes a great responsibility to ensure generations to come can experience the world's magic the way we have been fortunate to enjoy and appreciate. *How We Tread Right* is our promise to continuously evolve, our long-term view to build resiliency through sustainability, and to carry on our former Chairman's incredible legacy as I now endeavor to fill his shoes. He understood, as we all do at TTC today, that sustainability is no longer a case of business as usual, rather it is sustainability as an imperative.

The Travel Corporation (TTC) is no stranger to evolution, now entering our 103rd year of business. Our award-winning travel brands are family-owned and run, and we have had the great fortune of being led for many of those years by our beloved founder and former Chairman, my father Mr. Stanley Tollman, who sadly left us late last year. My father truly inspired our team to be agile, to adapt and to do so with great care for those around us. He also instilled in us both the ability and the need to look long term, and that is precisely what ***How We Tread Right*** is. Launched in September 2020 – six months after the World Health Organization declared COVID-19 a pandemic – *How We Tread Right* is our innovative 5-year sustainability strategy and action plan to rebuild better, supported by our not-for-profit foundation TreadRight.

Over the past two years, humanity collectively faced months marked with alternating periods of uncertainty, as well as of

Brett Tollman
Chairman - TTC



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SUCCESS THROUGH LEADERSHIP

The Travel Corporation is a true family of brands. Our 41 brands operate in more than 70 countries, relying on an integrated structure that leverages a strong operational and service-driven approach. This marks our first Impact Report and covers the 15 months since we launched our sustainability strategy in September 2020 to December 31, 2021. As such, this report focuses on the progress made against our goals, which in some cases consisted of setting baselines and implementing measurement processes. In future reports we will report year-on-year comparisons.

With such a large, complex footprint, leadership is critical if we are to see success against our 11 goals. 2021 was a pivotal year in expanding sustainability leadership within our brands, and leading brands **Trafalgar** & **Costsaver**, **Insight Vacations** & **Luxury Gold**, **Contiki**, **Red Carnation Hotels**, **Cullinan Holdings** and **Uniworld Boutique River Cruises** each appointed a dedicated Sustainability Officer.

Expanding the resources of the central TTC sustainability team, these appointments have enabled our brands with the largest footprints to tackle some of our greatest opportunities, including lowering the emissions of our transport within our network, building our collection of **MAKE TRAVEL MATTER® Experiences** and realizing our carbon reduction targets. These appointments are supported by TTC Executives, all of whom work closely to achieve our goals.



We are taking good steps towards actioning on our ethos, MAKE TRAVEL MATTER®. This means an ongoing internal shift in weaving impact into business functions such as trip design, operations, marketing and communications and the delivery of our travel experiences, though this approach hasn't been without challenges.

We launched our strategy and goals in September 2020, and the COVID-19 pandemic continued well through 2021, resulting in interrupted starts to our operations worldwide and, of course our efforts to advance our goals.

To ensure progress continued, we focused the year on strengthening sustainability leadership at the brand level with the introduction of Sustainability Officers and the development of our Climate Action Plan.

Our Operations teams also spent considerable time and effort identifying MAKE TRAVEL MATTER® Experiences for our guests.

The instability of travel in 2020 and through 2021 meant challenges communicating with suppliers, interrupting data requests and communications on progress. Moving forward, enhancing cooperation with our supply chain to address our ambitions remains an area of significant opportunity. Despite these challenges, what has been critical to our success are the many strong voices of our team who are supporting our journey.

We are optimistic about a more stable operating environment in 2022 and are excited to bring our guests alongside our sustainability journey, especially their participation in MAKE TRAVEL MATTER® Experiences.

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

SHANNON GUIHAN,
CHIEF SUSTAINABILITY OFFICER
& HEAD OF TREADRIGHT, THE TRAVEL CORPORATION



'MAKE TRAVEL MATTER® Experiences and all our efforts in the name of this vision have become tremendously important for our teams and our suppliers. The supporting criteria has shifted the way in which we identify and build new experiences, and the inherent community-first approach has enabled us to match impact with our reason for being: to deliver incredible travel experiences.'

ULLA HEFEL BÖHLER,
COO TTC TOUR BRANDS



'Uniworld Boutique River Cruises provides guests with an exemplary way to explore the world's greatest inland waterways. Our vision is to shift our ships to low carbon. That is no small task, which is why the benefit of dedicated resources, such as the appointment of Uniworld's Sustainability Officer, was a necessary step for us.'

ELLEN BETRIDGE,
PRESIDENT & CEO
UNIWORLD BOUTIQUE RIVER CRUISES



'Africa is an incredibly unique destination and the thrill of being on a game drive to see Africa's wildlife in its untouched environment is truly unforgettable. However, we know the world's wildlife is balancing on a dangerous precipice. To protect some of these species most at risk from extinction and continue to provide ethical wildlife experiences, companies such as ours make it a priority to work with communities and suppliers that support conservation and the welfare of wildlife.'

LUCILLE SIVE,
CEO AFRICA DIVISION, TTC



'Contiki is a unique brand in that we cater exclusively to 18-35-year-olds. This market is constantly evolving, more so than other demographics. One thing that remains constant however, is their demand for transparent action on the issues that matter to them – e.g., Diversity, Equity & Inclusion (DEI), the climate crisis and global consumption patterns. And so, it is our goal to meet them at the same level, with a plan that proves what matters to them is what matters to us.'

ADAM ARMSTRONG,
CEO CONTIKI

PROGRESS AGAINST OUR GOALS

This Impact Report covers progress against our 11 sustainability goals set forth in our sustainability strategy, [How We Tread Right](#). Our progress spans the 15-month period commencing with the launch of our strategy in September 2020 to December 31, 2021.

PLANET

6 CLEAN WATER AND SANITATION



7 AFFORDABLE AND CLEAN ENERGY



12 RESPONSIBLE CONSUMPTION AND PRODUCTION



13 CLIMATE ACTION



GOAL 1 ACHIEVE CARBON NEUTRALITY BY 2030 OR SOONER

- Launched 5-point Climate Action Plan
- Received limited assurance on our 2019 Scope 1+2 GHG emissions baseline
- Developed net zero targets aligned with the Science Based Targets initiative (SBTi), currently under review
- Contiki, HAGGis Adventures and Highland Explorer Tours announced carbon neutral trips for 2022

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

- Sourced **28%** of our global electricity needs from renewable sources
- Switched **9** additional properties to **100%** renewable electricity

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

- Introduced food waste management systems at **30%** of our hotels and ships
- Reduced food waste by **39%** at 12 Red Carnation Hotels
- Successfully trialed a new food waste management system at Uniworld

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

- Identified a baseline of local and organic use at all our hotels and ships
- Set targets to increase use of local and organic food products

GOAL 5 REDUCED PRINTED BROCHURES BY 50% BY 2025

- Reduced printed brochures by **88%** from 2019
- Introduced enhanced e-brochures at several brands

GOAL 6 ELIMINATE AS MANY UNNECESSARY SINGLE-USE PLASTICS FROM OUR OPERATIONS AND ITINERARIES BY 2022

- Reduced single-use plastics use where possible while implementing Covid-19 health and safety measures. This ranges from using fabric masks to implementing electrostatic cleaning

PEOPLE

1 NO POVERTY



4 QUALITY EDUCATION



5 GENDER EQUALITY



6 CLEAN WATER AND SANITATION



7 AFFORDABLE AND CLEAN ENERGY



10 REDUCED INEQUALITIES



11 SUSTAINABLE CITIES AND COMMUNITIES



12 RESPONSIBLE CONSUMPTION AND PRODUCTION



13 CLIMATE ACTION



14 LIFE BELOW WATER



15 LIFE ON LAND



GOAL 7 INCLUDE AT LEAST 1 MAKE TRAVEL MATTER® EXPERIENCE ON 50% OF TTC ITINERARIES BY 2025

- **51%** of all TTC itineraries offer at least 1 MAKE TRAVEL MATTER® Experience
- Introduced **554** MAKE TRAVEL MATTER® Experiences across TTC itineraries

MAKE TRAVEL MATTER® EXPERIENCE



WE SUPPORT THE SUSTAINABLE DEVELOPMENT GOALS

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

- Offered **65** TTC itineraries visiting developing regions
- Set targets for select specialist brands to develop itineraries visiting developing regions

GOAL 9 INCREASE EMPLOYEE AND MARKET SENTIMENT REGARDING DIVERSITY AND INCLUSION ACROSS OUR BRANDS

- Developed a Diversity, Equity and Inclusion (DEI) strategy to take action across our business
- Created **46** TTC Identity Circles under TTC IDEA

GOAL 10 COMPLETE 30,000 VOLUNTEER HOURS BY 2025

- Completed **6,517** volunteer hours worldwide

WILDLIFE



GOAL 11 ENSURE ALL WILDLIFE EXPERIENCES ACROSS TTC BRANDS ADHERE TO OUR ANIMAL WELFARE POLICY BY 2021

- Assessed **400+** wildlife experiences to ensure compliance with our Animal Welfare Policy



GUIDED TRAVEL BRANDS



HOTEL & SHIP BRANDS



TRAVEL AGENCY BRANDS



SPECIALIST & FIT BRANDS



B2B BRANDS



* Radical Travel Group includes Haggis Adventures, Highland Explorer Tours, Shamrock, Morag's Lodge and Skye Inn

* Cullinan Holdings includes Penn Travel, Thompsons Holidays, Thompsons Travel, Cullinan Guided Journeys, African Diamond Tours & Incentives, Eastgate Safaris & Transfers, Grosvenor Tours, Springbok Atlas Tours & Safaris, Springbok Atlas Luxury Charters, Thompsons for Travel, iKapa, Peak Incentives, Thompsons Africa, Thompsons Indaba Safaris

SUSTAINABILITY FLUENCY AT TTC

As a family of travel brands, [The Travel Corporation](#) recognizes that we owe our success to an engaged and committed team of individuals working collaboratively across the globe. This strength is invaluable, and the same is true of our success against our sustainability efforts.

The responsibility for impact within our brands does not sit with a select few. Rather, we have deliberately and thoughtfully woven it into business functions such as trip operations, marketing and communications across our brands. TTC appreciates that the engagement of its team will help lead to greater solutions for business challenges.

In 2021, we prioritized training and engagement with a clear focus on increasing overall fluency in sustainability issues at all levels within the group. We did this through the variety of tools at our disposal, including our internal training platform, podcasts, videos and tools created by external leaders such as TEDx. In addition, a number of team members directly involved with implementing our [How We Tread Right](#) strategy were sponsored to participate in Harvard University's inaugural sustainable tourism course entitled 'Pursuing Sustainability in the Travel & Tourism Sector' by Dr. Wendy Purcell. TTC's efforts were also featured in two sessions on the curriculum. In addition, our team members regularly contribute to the body of knowledge on sustainable tourism through speaking events and forums.

A FOCUS ON UNDERSTANDING

4

Sustainability training modules available internally in our MAKE TRAVEL MATTER® learning path

832

Employees completed our MAKE TRAVEL MATTER® learning path

800+

of participants in TEDx TTC Countdown

323

Internal podcast listens on issues covered in HWTR

14

Industry speaking engagements addressing Sustainability at TTC

5

External awards recognizing MAKE TRAVE MATTER® Experiences

AWARDS



FAST COMPANY WORLD CHANGING IDEAS AWARDS:

Recognized MAKE TRAVEL MATTER® Experiences as an honoree in the *Corporate Social Responsibility* category



VIRTUOSO TRAVEL AWARD:

The Travel Corporation and TreadRight recognized with a special Luminary award for commitment to sustainability through HWTR + MAKE TRAVEL MATTER® Experiences



TTG MEDIA TRAVEL INDUSTRY AWARDS:

MAKE TRAVEL MATTER® Experiences awarded *Responsible Travel Award*



WTM LONDON WORLD RESPONSIBLE TOURISM AWARD:

Insight Vacations awarded for MAKE TRAVEL MATTER® Experiences in the regional “*Rest of the World*” Gold category for “*Growing the Local Economic Benefit*”



X FESTIVAL SUSTAINABILITY & STEWARDSHIP AWARD:

Contiki awarded for MAKE TRAVEL MATTER® Experiences

ENDORSEMENTS

by leading travel industry and sustainable development experts for our MAKE TRAVEL MATTER® Experiences and qualifying criteria:



LEADERSHIP

TTC is committed to learning from others and, in turn, **sharing our own evolution**. We are committed to collaborating with our peers and supporting our travel partners as they navigate change in their own sustainability journeys.

Last year we were honored to participate in a number of case studies, panel discussions and keynotes, sharing our learnings to date.

The Harvard T.H. Chan School of Public Health in partnership with the World Travel & Tourism Council published a Sustainability in Leadership Case Study in 2021 on The Travel Corporation, assessing our use of the UN Sustainable Development Goals to drive our 5-year sustainability strategy *How We Tread Right*. Researchers explored our development and implementation of MAKE TRAVEL MATTER® as a tool to galvanize our teams through a shared goal and common language.

In addition, members of TTC were honored to speak at events hosted by the Future of Tourism Coalition addressing the way our sector can positively impact communities; the World Travel Forum Lucerne on the critical need to address biodiversity through tourism; as well as to act as guest lecturers for Harvard's inaugural *Pursuing Sustainability in Travel & Tourism* course.

Additionally, our teams acted as vocal advocates for climate action and the newly launched Glasgow Declaration through facilitating several sessions and workshops on the development and implementation of climate action plans.



PARTNERS & COLLABORATORS

TTC and TreadRight count on a number of partners and collaborators, who are vital to catalyzing greater impact from our sector.

We wish to acknowledge and thank those partners for their work and for their assistance in helping us achieve our goals, and in advocating for change in our industry.

For a full list of projects supported by our TreadRight Foundation please go to treadright.org.



PLANET

To protect our home from what we recognize as its current and greatest risk - a changing global climate - means ambitious climate action is imperative. As a trusted and respected industry player with a global footprint, we don't shy away from this reality and from our responsibility to address it. The launch of our sustainability strategy, [How We Tread Right](#), in 2020 built on more than 10 years of investment and action towards the sustainable development of travel and tourism. Since then, we've redoubled our efforts through expanding our climate commitment to net zero.

To outline how we will address our emissions as a business, we launched our [Climate Action Plan](#) in 2021. Designed with five key points (Measure, Reduce, Remove, Offset and Evolve), it will act as our guide in achieving carbon neutrality by 2030 or sooner. We believe in backing big, bold ideas that prioritize nature-based carbon solutions and are optimistic that we will reach a low-carbon future as a business and as a sector.

TREADRIGHT ACTIONS



GREENWAVE

Pioneers in the blue economy, non-profit [GreenWave](#) is dedicated to regenerative ocean farming, with a mission to provide the necessary training and tools to ensure no less than 10,000 ocean farmers are planting one million acres of kelp and seaweed. In 2021, TreadRight Foundation's grant to GreenWave enabled the organization to study how adding kelp to soil can increase its carbon storage potential while reducing harmful nitrous oxides produced in the process of land-based farming.

PROJECT VESTA

Targeting both climate change and ocean acidification, [Project Vesta](#) is harnessing the natural power of our oceans to remove excess carbon from the atmosphere through the mineral olivine. In 2021, TreadRight Foundation's [support](#) aided in the fundamental ecotoxicology studies on the ecological effects of introducing olivine to various marine environments.

PROGRESS ON GIVING

How We Tread Right committed our TreadRight Foundation to ensuring that no less than 20% of its total project contributions were directed to Planet projects by 2025. 2021 contributions increased to 30%, as compared to 10% in 2020.

CLIMATE ACTION

UPDATE TO OUR CLIMATE ACTION PLAN

TTC's [Climate Action Plan](#) includes five points: to Measure, Reduce, Remove, Offset and Evolve. Since the launch of our strategy, global action and guidance on the world's response to climate change has continued to advance, and our commitment to evolve has enabled us to match that advancement. The most significant change we've made since the launch of our plan is our decision to commit to net zero. This section provides a status update for each point included in TTC's Climate Action Plan.

1. MEASURE

2021 marks the first year we are reporting externally on our environmental performance (Appendix A). In 2021 our total Scope 1 + 2 emissions were 29,523 tCO₂e and our Scope 3 emissions were 18,948 tCO₂e. We also audited our 2019 baseline in order to set our science-based targets (Appendix B). Please see Appendix A for a complete breakdown of our environmental and GHG performance.

2. REDUCE

Our focus on measurement has been critical in enabling us to embark on developing TTC's carbon reduction targets in line with science-based targets. At the time of writing, our targets have been internally reviewed and approved by our Executive team and are currently awaiting approval from the Science Based Target initiative. We anticipate sharing these targets externally in Q4 2022.

3. REMOVE

The tie between planetary health and travel is clear to us at TTC. Spectacular landscapes, curious wildlife and endless vistas are all strong travel motivators, our industry's primary resource. This fact, coupled with nature's undeniable power has prompted us to support nature-based solutions with clear potential to remove carbon from our atmosphere. Project Vesta and GreenWave are both marine projects in the U.S., respectively relying on wave action and marine farming to sequester carbon.

Additionally, Project Vesta features a co-benefit of reducing ocean acidification whilst GreenWave has a number of co-benefits including reducing nitrous oxides produced in the process of land-based farming while creating marine farming livelihoods. Funded in part by our TreadRight Foundation, these projects represent the power of nature and the necessity to utilize that power in our response to the climate crisis.

4. OFFSET

We continue to view verifiable carbon offsets as an interim tool to address emissions until we can transition to a low-carbon economy. In 2021, we announced beginning in 2022, all TTC offices and employee air business travel would be carbon neutral. In addition, trips by brands [Contiki](#), [Highland Explorer Tours](#) and [HAGGiS Adventures](#) trips would be carbon neutral from January 1, 2022. Learn more about the carbon offset projects we support [here](#), and our partnership with leading offset provider, [South Pole](#).

5. EVOLVE

Our commitment to continuously evolve our response to climate change is critical. The most marked change made by TTC this year was to move a step beyond carbon neutral trips by committing the entire company and all brands to the path to net zero. 2021 also saw a number of collaborations with members of our sector who are taking urgent climate action. This advocacy and support is largely designed to encourage greater sectoral advancements on the matter, and included:

- ◆ Committed to achieving net zero
- ◆ Declared a climate emergency in support of [Tourism Declares a Climate Emergency](#)
- ◆ Signed the [Glasgow Declaration](#) on Climate Action in Tourism
- ◆ Contributed to the World Travel and Tourism Council's Roadmap to Net Zero
- ◆ Initiated [Destination Net Zero](#) in partnership with VisitScotland and the Travel Foundation, designed to develop a practical sector framework for addressing Scope 3 emissions in tourism

GOAL 1 ACHIEVE CARBON NEUTRALITY BY 2030 OR SOONER

The role of carbon neutrality at TTC is currently being assessed in light of our 2021 decision to commit to net zero. This will be reported on in future reports.

PROGRESS

TTC's climate action efforts in 2021 were focused on gathering a clear understanding of our carbon footprint, including Scope 1, 2 and 3. This effort built on progress made in 2020, which included the launch of our custom internal [Trip Carbon Calculator](#) in addition to the introduction of a new reporting tool for all TTC facilities.

These tools represented a new, robust approach to our carbon measurement, allowing for a deeper understanding of TTC's footprint - more specifically, an appreciation of the average carbon footprint per passenger per trip, enabling us to determine the necessary carbon credits to secure.

In partnership with our offset provider, [South Pole](#), we secured sufficient verified credits to compensate for all TTC office and employee air business travel emissions, as well as to offset all [Contiki](#), [Highland Explorer Tours](#) and [HaGGiS Adventures](#) trips, with offsets beginning January 1, 2022. Learn more about the carbon offset projects we support [here](#).



LOOKING FORWARD

Our approach to climate is actively evolving as new guidance and best practices develop. At the close of 2021, TTC was engaged in the process of establishing Science Based Targets (SBTs). These targets will be integral in our efforts to achieve net zero.



[Contiki](#), [HAGGiS Adventures](#) and [Highland Explorer Tours](#) committed to become carbon neutral as of Jan 1, 2022



TTC and all brands joined [Tourism Declares](#) in declaring a climate emergency



TTC became a launch partner for [The Glasgow Declaration](#) on Climate Action in Tourism



TTC released its [5-point Climate Action Plan](#), committed to carbon reduction targets 2022

GOAL 2 SOURCE 50% OF ELECTRICITY FROM RENEWABLES BY 2025

PROGRESS

While being an asset-based travel business poses challenges to addressing our carbon footprint, it also offers great opportunity to affect change through the offices and facilities we own. One such opportunity lies in both the production and procurement of renewable electricity.

GENERATING RENEWABLE ELECTRICITY

We began our journey to generate renewable energy in South Africa with the introduction of five solar rooftop projects on our TTC and [Cullinan Holdings](#) offices in 2019. Since then, we have implemented three solar projects, including at our [Uniworld's](#) California headquarters and an [AAT Kings'](#) depot in Uluru. We also built [Xigera Safari Lodge's](#) state-of-the-art Energy Centre – comprised of a solar photovoltaic diesel hybrid system. In 2021, TTC generated more than 2.5 GigaWatts (GW) of electricity from our combined solar projects.

PROCURING RENEWABLE ELECTRICITY

In 2021, 21 TTC facilities used renewable energy and renewable sources contributed 28% of TTC's global electricity needs. Our greatest use of electricity comes from our [Red Carnation Hotels](#), which have moved seven UK properties to 100% renewable electricity as of October 2021, bringing their total number of properties utilizing renewable energy to 13. In 2021, [Contiki](#) secured 100% renewable electricity for its head office in London and 'special stay' accommodations: Contiki Schöneck in Austria and Contiki Chateau in France. [Radical Travel Group](#) secured 100% renewable electricity for its depot, shop, Edinburgh office and Skye Inn. Radical Travel Group anticipates moving their remaining two properties to renewables in 2022.



LOOKING FORWARD

TTC has several solar projects in Australia and South Africa that were put on hold due to COVID-19. Going forward, we will prioritize these projects as part of our carbon reduction targets and net zero goal.



[Red Carnation Hotels](#) moved 7 UK properties to 100% renewable electricity



TTC installed solar panels at 8 sites to generate renewable energy



In 2021 TTC generated more than 2.5 GigaWatts (GW) of renewable energy

Top Photo: Xigera Safari Lodge's state-of-the-art Solar Energy Centre.

Bottom Photo: The Contiki [Chateau](#). Contiki secured 100% renewable energy for its special stay 'Château De Cruix,' a sixteenth-century property located in France.



SUSTAINABLE FOOD PRODUCTION

Photo: Trattoria Terra Madre, featured on select Insight Vacations' Italian itineraries, is a farm-to-table MAKE TRAVEL MATTER® Experience in Alberobello, Italy.

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

PROGRESS

Food waste has been assessed as contributing 6-8% of human caused global greenhouse emissions ([source](#)). Food is an important part of the travel experience, as well as our footprint. With 23 hotels and 13 [Uniworld](#) river cruise ships, TTC and our brands identified a clear opportunity to affect change.

In 2021, [Red Carnation Hotels](#) introduced leading food waste management system, Winnow, to 12 properties, building on their introduction of the KITRO food waste management system at [Hotel D'Angleterre](#) in Geneva. Both systems are powered by artificial intelligence to identify and measure what food is being wasted, while producing guidance enabling our chefs and kitchen staff to make the necessary reductions. In 2021, Red Carnation Hotels decreased their total food waste by 49.8 tonnes, resulting in a 39% reduction of food waste.

Uniworld Boutique River Cruises completed a successful trial of Leanpath, another food waste management system, on its ship, the S.S. Antoinette. The trial resulted in a food waste reduction of 15% over a period of three months. Rollout of the system will begin in 2022 and is scheduled to be introduced to six more ships, covering half its fleet by the close of the year.

Our remaining five hotels accommodate guests of [Contiki](#), [Radical Travel](#) and [Trafalgar](#), among others. In 2021, Contiki Haus Schöneck donated excess food to a local farm where it was used to feed animals as part of an ongoing program. Skye Inn and Morag's Lodge both have composters in place and their menus have been adjusted to reduce food waste.

LOOKING FORWARD

Closures resulting from the COVID-19 pandemic resulted in some difficulty with progress on this goal. Primarily the implementation of our food waste systems was delayed at our Red Carnation Hotel properties, as were our Uniworld trials. The lowered capacity, again due to decreased visitation and load figures, meant securing accurate baselines for certain properties was another challenge.



Red Carnation's [Xigera Safari Lodge](#), in partnership with Wild Entrust, began delivering food waste to a community garden in the neighboring village of Habu



Reduced food waste by 39% at [Red Carnation Hotels](#)



Introduced food waste management systems at 13 hotels and ships

Photo: Uniworld successfully trialed the food waste management system, Leanpath on the S.S. Antoinette. Rollout on six more ships is expected in 2022.

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

PROGRESS

In 2021, we prioritized action on this goal for our hotels and ships due to supplier communication challenges experienced by our touring brands. [Red Carnation Hotels](#) and [Uniworld Boutique River Cruise](#) teams evaluated all food and beverage suppliers to identify local and organic suppliers. At TTC, we define “local” as any food sourced within 30-50 miles of where it is prepared, and “organic” as any produce or meat sourced without the use of pesticides or GMOs, or sustainably sourced seafood. Uniworld adjusted their definition of “local” as follows: any produce sourced within a 30-50 mile radius of the riverbank along the itinerary on which it is prepared.

BRAND	LOCAL SUPPLIERS	ORGANIC SUPPLIERS
RED CARNATION HOTELS	76%	41%
UNIWORLD	57%	36%

Brand teams are working on increasing their local and organic suppliers for 2022. Since identifying its baseline, Red Carnation Hotels has been able to increase their local suppliers by 9.5% and their organic suppliers by 15%. Our smaller accommodations such as [Contiki's](#) Schöneck, the Contiki Château, Skye Inn and Morag's Lodge have fewer suppliers and thus identified how many local and organic products they offer. At Contiki's Schöneck, 63% of food products are local and at the Contiki Chateau 17% of food products are local. Both properties are assessing how to incorporate organic foods into their menus. At [Radical Travel Group's](#) two properties, Morag's Lodge uses 60% local suppliers and Skye Inn uses 88% local suppliers. These local suppliers are all located in the Scottish Highlands.



LOOKING FORWARD

Across TTC many teams were surprised by the amount of local and organic options available from their suppliers and look forward to increasing their use going forward. In 2022, we will address the uptake of local and organic food products across our guided travel, FIT and specialist brands, in addition to making progress with our accommodations and ships.



All accommodation brands completed a baseline of local and organic supplier use



[Radical Travel's](#) Skye Inn uses 88% local suppliers from the Scottish Highlands

Photo: Red Carnation's Xigera Safari Lodge offers flavor-packed vegetarian and vegan dishes.



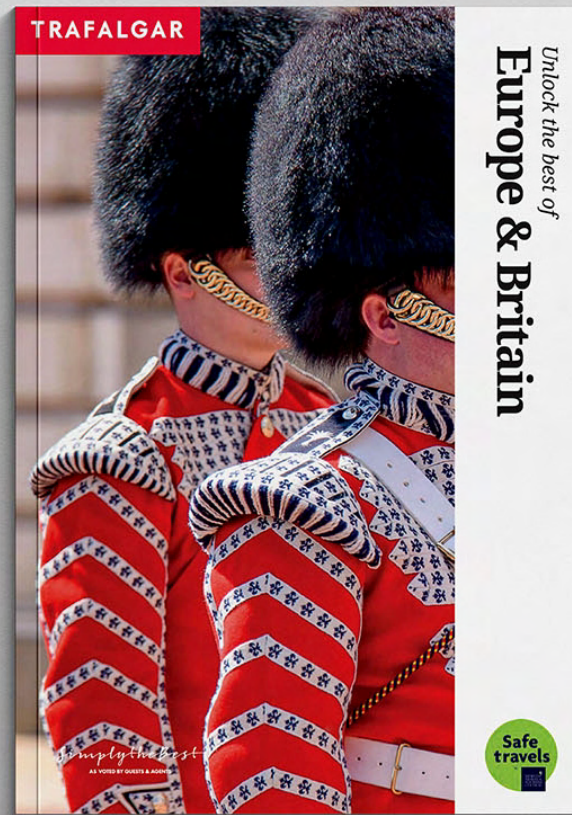
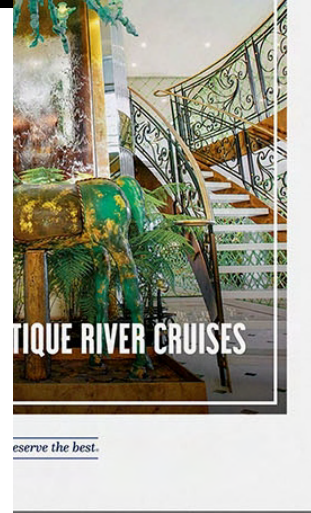
RESPONSIBLE CONSUMPTION

GOAL 5 REDUCE PRINTED BROCHURES BY 50% BY 2025

PROGRESS

The COVID-19 pandemic prompted a shift in the travel industry that saw traditional methods of booking greatly reduced. As such, brochures were heavily sidelined as many of our brands moved towards creating and enhancing e-brochures that could be updated easily and more frequently. In 2019, our brands printed 7,848,525 brochures and in 2021 this fell to 944,750, a reduction of 88%.

We also saw a comeback of the QR code, which has transformed our operations in many ways, helping to eliminate print brochures permanently going forward in some cases, and in other cases creating innovative, interactive, and paperless experiences for guests in many aspects of the travel experience.



Future progress on this goal will very much be dictated by travel's recovery and the sales and marketing patterns that emerge as a result. The supply chain, which experienced difficulties throughout COVID-19 and is still working towards a full recovery, will also present new considerations to navigate as we determine the way in which we reach consumers in 2023 and beyond.



TTC Brands reduced brochures by 88% from 2019



Evan Evans introduced QR codes for consumers to access itineraries, rather than print brochures

GOAL 6 ELIMINATE AS MANY UNNECESSARY SINGLE USE PLASTICS FROM OUR OPERATIONS AND ITINERARIES BY 2022

PROGRESS

Our journey to eliminate unnecessary single-use plastics began in 2017. Since then, our guided and custom travel brands have worked to eliminate plastic water bottles and name tags on-trip, and our hotel brands have replaced most single-use plastics in rooms and kitchens. For example, through its partnership with BELU, [Red Carnation Hotels](#) in London provide guests with glass-bottled mineral and filtered water, eliminating single-use plastic bottles.

However, with COVID-19 reintroducing several single-use items such as masks and hand sanitizer bottles into daily lives and operations, our teams had to get creative in finding ways to curb the increase of this waste while maintaining the highest health and safety standards. While some of these items are unavoidable, our teams were able to identify suitable alternatives that do not compromise health and safety, and continue to do so.



Photo: 100% of BELU's profits are donated to charity WaterAid to help transform lives worldwide with clean water.

LOOKING FORWARD

The greatest challenge posed to our goal of eliminating single-use plastics remains the current use of single-use plastic hygiene products and medical gear in response to the pandemic, a challenge that continues to evolve with the changing regulatory landscape.



[AAT Kings](#): single-serve tea and coffee sachets replaced with large recyclable containers for staff



[SEIT](#) replaced plastic teaspoons with biodegradable ones



[Contiki](#) Château: Single-use cups, cutlery, straws replaced with reusable or compostable alternatives



[Cullinan Guided Journeys](#) uses bulk disinfectant to reduce spray bottle waste

PEOPLE

At the core of meaningful travel and resilient destinations are healthy communities. The people in the places we visit are not only the beating heart of our industry, but are also often the custodians of generational stories, cultures and traditions. It is not enough to leave a place the way we found it – we view this as the bare minimum. In order to positively impact destinations, we must regard our travels as the instrument that will actively empower and sustain communities.

This is the philosophy out of which **MAKE TRAVEL MATTER**[®] **Experiences** were born, tying travel experiences to measurable impacts ladder up to the United Nations Global Goals. Since the program's development, our brands have added hundreds of these experiences to their itineraries and through them, we continue to funnel much-needed tourism dollars to community organizations while providing a transformative and educational guest experience.

And, we put the same emphasis on empowering the people on our teams. Our diversity, equity & inclusion (DEI) journey began many years ago, and with the development of a DEI strategy in 2021, TTC has formalized goals in three key areas: People & Culture, Product & Experiences, Marketing & Communications. This process integrates and empowers team members from every corner of our business while we actively pursue a progressively inclusive recruitment process. Our goal is to ensure both internal teams as well as guests and travelers are represented equitably from within the LGBTQI+, Black, Indigenous, and other historically underrepresented communities.

TREADRIGHT ACTIONS



WILD ENTRUST AFRICA

At the heart of **Wild Entrust's** work is the simple idea that in order to protect our wildlife and wild spaces, communities must coexist with them. In 2021, **TreadRight** and **Xigera**, Red Carnation's newest property in Botswana, recognized the beauty in this and partnered with Wild Entrust on a number of initiatives. The property's compost is delivered to the neighboring community of Habu, where it is employed at the community co-operative farm. In the same community, school children are gifted with a solar lamp to ensure they can study safely, and are selected to participate in a wildlife education program developed to build the next generation of skilled conservationists and wildlife custodians.

PATHWAYS PROJECT

In partnership with the Media Arts Institute of Alabama, TRIP School and Tourism Cares, TreadRight was a founding sponsor of the **Pathways Project**, targeted at increasing representation of Black, Indigenous, and other historically underrepresented individuals in travel and tourism, particularly in the guided tour space. As tour guides are the essential interface between a destination and the guest, ensuring that they are representative of a region is crucial to ensuring the destination's story is shared with truth.

PROGRESS ON GIVING

How We Tread Right committed our TreadRight Foundation to ensuring that 50% of its total project contributions were directed to People projects by 2025. 2021 contributions increased to 34%, as compared to 28% in 2020.



OVER | TOURISM

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

PROGRESS

Our [MAKE TRAVEL MATTER® Experiences](#) represent the most tangible of our initiatives, enabling our global teams to incorporate conscious experiences into our brand itineraries. Our team's enthusiastic adoption of the program is reflected by the substantial progress made in the program's first year. Across TTC we have included at least 1 MAKE TRAVEL MATTER® Experience on 51% of itineraries.

Many of our brands have already exceeded the goal of including one MAKE TRAVEL MATTER® Experience on 50% of their itineraries by 2025. Some regions have proven extremely successful in this endeavor including Africa in which [Contiki](#) and [Trafalgar](#) have been able to integrate at least one MAKE TRAVEL MATTER® Experience on 100% of their itineraries.

MAKE TRAVEL MATTER® EXPERIENCE



WE SUPPORT THE SUSTAINABLE DEVELOPMENT GOALS

Travelers can identify MAKE TRAVEL MATTER® Experiences across TTC brands by locating this seal.

TOUR BRAND

% OF ITINERARIES INCLUDING AT LEAST 1 MAKE TRAVEL MATTER® EXPERIENCE, GLOBALLY

AAT KINGS	47%	<div style="width: 47%;"></div>
ADVENTURE WORLD	60%	<div style="width: 60%;"></div>
AFRICAN TRAVEL	49%	<div style="width: 49%;"></div>
BRENDAN VACATIONS	50%	<div style="width: 50%;"></div>
CONTIKI	81%	<div style="width: 81%;"></div>
COSTSAVER	55%	<div style="width: 55%;"></div>
EVAN EVANS	30%	<div style="width: 30%;"></div>
HAGGIS ADVENTURES	33%	<div style="width: 33%;"></div>
HIGHLAND EXPLORER	25%	<div style="width: 25%;"></div>
INSIGHT VACATIONS	94%	<div style="width: 94%;"></div>
LION WORLD TRAVEL	52%	<div style="width: 52%;"></div>
LUXURY GOLD	77%	<div style="width: 77%;"></div>
TRAFALGAR	63%	<div style="width: 63%;"></div>
UNIWORLD	31%	<div style="width: 31%;"></div>

NOTE

Red Carnation Hotels is committed to offering at least one MAKE TRAVEL MATTER® Experience at each property, in 2021 they qualified 13 experiences at 11 hotels. Cullinan Group touring brands will begin identifying MAKE TRAVEL MATTER® Experiences in 2022. Fully Independent Travel brands define "itineraries" as any prepackaged vacations or recommended itineraries.

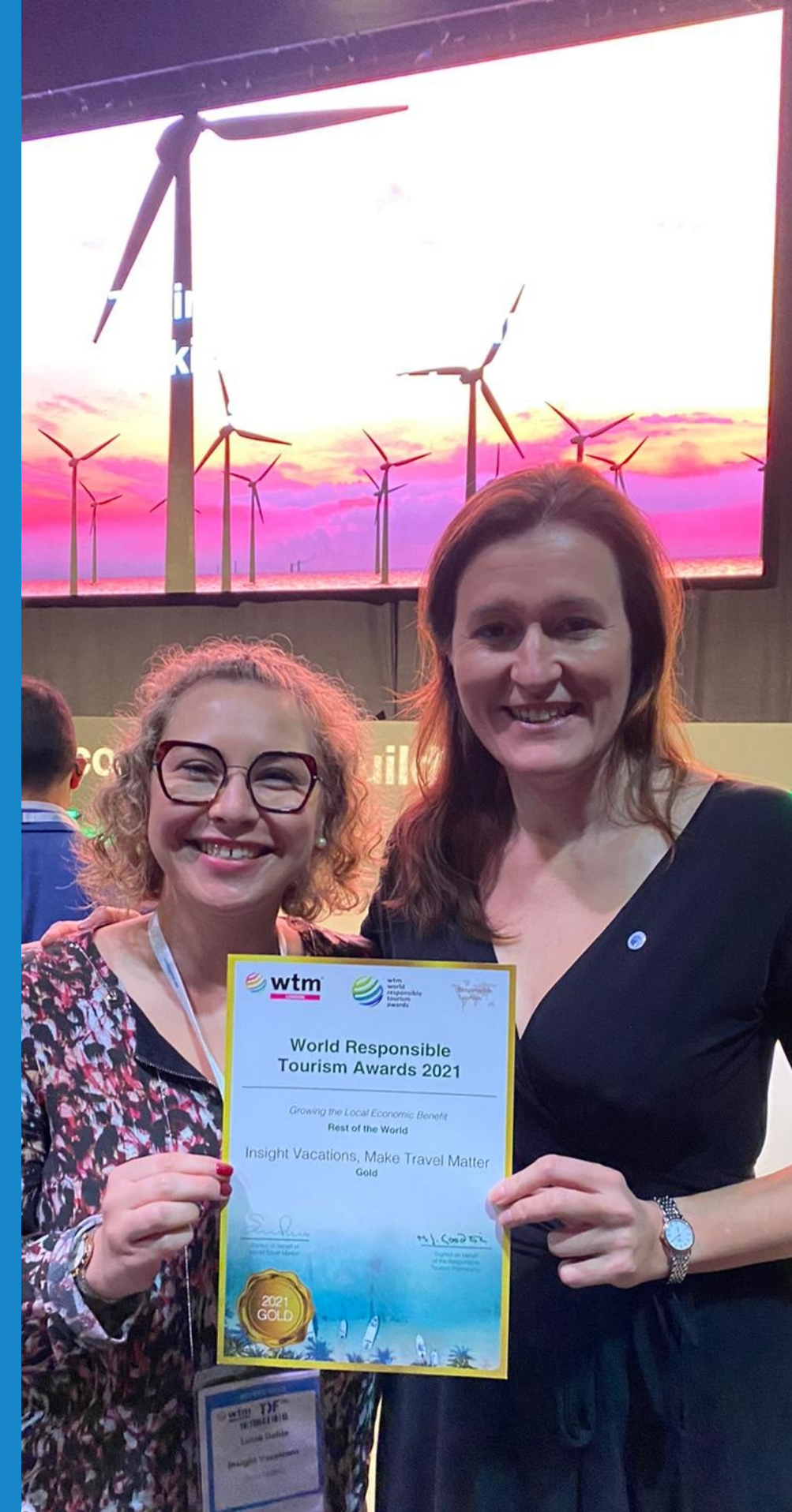


Photo: Insight Vacations was awarded the WTM London World Responsible Tourism Award for MAKE TRAVEL MATTER® Experiences. They offer a MAKE TRAVEL MATTER® Experience on 96% of itineraries

WHAT MAKES A MAKE TRAVEL MATTER® EXPERIENCE?

MAKE TRAVEL MATTER® Experiences are any travel experience that have a strong social or environmental aim. They are educational, they support planet, people and wildlife and they meet a robust set of criteria. These criteria were built for TTC in concert with a third party and have been endorsed by representatives from Harvard University, the UNWTO, the Future of Tourism Coalition and the WTTC. Our criteria are open source and available to our peers in the industry.

The [qualifying criteria](#) we developed to source these experiences have not only helped us make great headway in reaching our goal but have influenced the way our operations teams select and develop new travel experiences for our brands.

They are a powerful tool that enables our family of brands to select and create, in partnership with our suppliers, travel experiences that go beyond expectations and are in direct support of local communities.

Photo: Dhonk Crafts, featured on Contiki's 'Eternal India' trip, is a MAKE TRAVEL MATTER® Experience in Ramthambore, India.



MAKE TRAVEL MATTER® EXPERIENCES: TOP 5 UNITED NATIONS SUSTAINABLE DEVELOPMENT GOALS (SDGS) THEY ADVANCE

11 SUSTAINABLE CITIES AND COMMUNITIES



172 experiences educate our guests on the sustainability and resiliency of community and contribute to making the destination inclusive, resilient, and sustainable for generations to come

15 LIFE ON LAND



158 experiences educate our guests on the importance of natural ecosystems or wildlife conservation and contribute to their restoration or repopulation

10 REDUCED INEQUALITIES



117 experiences address and/or reduce inequalities within the destination

12 RESPONSIBLE CONSUMPTION AND PRODUCTION



102 experiences promote and educate our guests on sustainable consumption and production

4 QUALITY EDUCATION



54 experiences contribute to ensuring inclusive and equitable quality education, and/or promote lifelong learning opportunities for all

NOTE

This list is not exhaustive of all MAKE TRAVEL MATTER® Experiences and the UN SDGs they advance. One MAKE TRAVEL MATTER® Experience may advance up to two SDGs.

LOOKING FORWARD

While continued travel restrictions over the past two years provided the opportunity to focus on sourcing, creating and qualifying MAKE TRAVEL MATTER® Experiences, it has also meant that in 2021, a limited number of guests were able to participate in them. In addition, the financial strain placed on local suppliers from continued travel restrictions poses a potential risk to their business and subsequent retention of these experiences on our itineraries.

MAKE TRAVEL MATTER® EXPERIENCES

We continue to focus our marketing and communications efforts on defining and explaining MAKE TRAVEL MATTER® Experiences for the industry and our travelers.

In 2021, we produced a short video to introduce the concept, featuring footage from various experiences across TTC brands and will continue to expand our marketing and communications efforts globally to encourage further education and understanding.



Video: click to learn about our MAKE TRAVEL MATTER® Experiences



1,464 of all TTC itineraries include at least one **MAKE TRAVEL MATTER® Experience**, representing 51%



Fast Company recognized MAKE TRAVEL MATTER® Experiences as an honoree in the CSR category of its World Changing Ideas Awards 2021



TTC & TreadRight recognized with a Luminary Award at the Virtuoso Travel Awards for MAKE TRAVEL MATTER® Experiences



MAKE TRAVEL MATTER® Experiences awarded with the Responsible Travel Awards by TTG Media at its Travel Industry Awards 2021

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

PROGRESS

This goal applies to [AAT Kings](#), [Contiki](#), [Trafalgar](#), [Costsaver](#), [Adventure World Travel](#), [African Travel](#), [Lion World](#), [Brendan Vacations](#), [HaGGiS Adventures](#) and [Highland Explorer Tours](#). We plan our trips 1-2 years in advance of departure and so in 2020 our specialist brands set out to identify a baseline of itineraries visiting developing regions in 2021. In total, 68 itineraries visited 110 developing regions. The brands will develop or adjust 14 itineraries to visit new developing regions by 2025 to meet this goal.

TTC qualifies a “developing region” as one that:

- ◆ Had not been visited by the brand in 2019
- ◆ Features no more than two sites that suffer from congestion during peak season (i.e., long queues that degrade the tourist experience)
- ◆ Is considered a tertiary city or “spoke” to a tourism hub



Photo: African Travel and Lion World visit South Luangwa National Park in Zambia, considered a developing region and new destination for the brands.



OUR CULTURE

GOAL 9 INCREASE EMPLOYEE AND MARKET SENTIMENT REGARDING DIVERSITY AND INCLUSION ACROSS OUR BRANDS

PROGRESS

At TTC, we strive to create a work environment that allows our team members to be themselves.

In 2019, we launched our employee resource group TTC IDEA which has five chapters across our global network. IDEA stands for Inclusion, Diversity, Equity and Action. Each chapter has multiple identity circles – BIPOC (Black, Indigenous and people of color), Women, LGBTQIA+ (lesbian, gay, bisexual, transgender, queer and/or questioning, intersex, asexual/agender), and mental health, as examples. Regular employee events have given our teams a dedicated time to engage in and learn from their colleagues to broaden their understanding of the lived experience of historically underrepresented communities.

In November 2021, TTC's **Diversity, Equity and Inclusion (DEI) strategy** was launched. This strategy is where our commitment to action is clear, as it features specific and actionable goals across three core business functions, People and Culture, Travel Experiences and Marketing and Communications. The next pages show an overview of our focus areas and progress made to date.



I.D.E.A

DRIVEN BY SERVICE

INCLUSIVITY • DIVERSITY • EQUITY • ACTION

MARKETING & COMMUNICATIONS

Representation matters, and our goal is to ensure that across our marketing and communications we represent the vast diversity amongst our travelers, host destinations and partners. TTC and our brands are a proud partner of The International LGBTQ+ Travel Association (IGLTA).

This year, our TreadRight Foundation sponsored IGLTA's inaugural Impact award, designed to recognize a business who's made a special effort to address impact on the environment, communities and diversity & inclusion. Contiki joined the Girlgaze Network, a content creation company built on a mission to close the gender gap, and to champion diversity, inclusion and representation across the creative industry.

PEOPLE & CULTURE

We believe inclusivity and high performance go hand in hand, which means fostering a culture where colleagues develop, grow and advance while driving commercial success. In order to achieve this, understanding is critical, and so in 2021 we launched our first annual DEI employee survey with nearly 1,440 responses. This survey will be integral in ensuring we are making progress going forward.

We are taking steps to ensure that our offices represent the regions we operate in. For example, [AAT Kings](#) initiated employment of Indigenous Australians in collaboration with Voyages Indigenous Australia and National Indigenous Training Academy.

The first intake will arrive in February 2022. TTC USA partnered with Broadbean to expand and diversify their talent pool. [Red Carnation Hotels](#) has set up multiple partnerships with schools in underserved communities to teach youth about the hospitality industry.

PRODUCTS & EXPERIENCES



TRAINING

[AAT Kings](#) has engaged Voyages Indigenous Australia and National Indigenous Training Academy on a program to recruit and train more members of the Indigenous community. The first intake will arrive in February 2022.

Our [TreadRight Foundation](#) sponsored the [Pathways Project](#) to recruit and train historically underrepresented individuals to pursue careers in travel and tourism.

ACKNOWLEDGEMENT

AAT Kings began the installation of Acknowledgment of Country plaques on their coaches throughout Australia.

[AAT Kings](#), [SEIT](#), [Trafalgar](#), and [Insight Vacations](#) initiated acknowledgement of country training to all Trip Directors across Australia and New Zealand.

EXPERIENCES

[Contiki](#) and [African Travel's](#) selection of Pride trips and safaris give travelers the chance to celebrate the diversity of LGBTQIA+ communities around the world, and to learn of their perseverance throughout history to overcome adversity.

[Trafalgar](#) launched a 'Journey Along the Civil Rights Trail' 9-day tour starting in Memphis and ending in Atlanta, giving travelers the chance to visit the American South exploring the sights and hearing moving first-hand stories from the Civil Rights Movement.

LOOKING FORWARD

With our DEI strategy built and our focus on its implementation, we will continue to expand our initiatives to recruit and retain underrepresented talent, create safe environments on trip and within our offices and accommodations, and ensure representation in all brand marketing and communications.

To continue to encourage the necessary shift in thinking that a genuinely diverse environment requires, 2022 will focus on internal training and communications to encourage greater awareness and address unconscious biases.



TTC created 46 Identity Circles across our global offices as part of TTC IDEA



We launched our Diversity, Equity and Inclusion (DEI) Strategy



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



[Red Carnation Hotels](#) received an award for Excellence in Diversity & Inclusion by HR in Hospitality

GOAL 10 COMPLETE 30,000 VOLUNTEER HOURS BY 2025

PROGRESS

To achieve our 5-year goal, on average our teams globally must complete 6,000 volunteer hours per year, a target we surpassed, volunteering a total of 6,517 hours and achieving 22% of our volunteer goal. Of those hours, 1,348 were dedicated to sustainability efforts aligned with our Planet pillar, 4,774 to community-based initiatives aligned with our People pillar, and 395 to wildlife conservation projects aligned with our Wildlife pillar. Some volunteer highlights included:

- ◆ **Evan Evans** team members volunteered with St John Ambulance to become COVID-19 vaccinators.
- ◆ **Adventure World Travel** team members partnered with Sustainable Coastlines in New Zealand to host a beach cleanup.
- ◆ **Trafalgar** and **Costsaver** launched an International Volunteer Day initiative with various activities such as volunteering at soup kitchens, local clean ups and walks/runs for charity.

In addition to volunteering, our teams contribute to local charities independent from our TreadRight Foundation's philanthropy. In 2021 TTC donated \$51,236 USD to various charities, including:

- ◆ The **Brendan Vacations** team raised funds for Darkness to Light in support of suicide prevention in Ireland.
- ◆ The **Red Carnation Hotels** in London provided ongoing support to local charities Starlight and The Great Ormond Street Hospital through a £1 donation added to guest bills for the past 30+ years, donating several hundred thousand dollars to both charities.
- ◆ **Siva Travel** sponsors a recovering sea turtle, Taygeti, at the Archelon Rescue Centre in Greece.
- ◆ **Grosvenor Tours** supported a Huntington Community water project outside the Sabi Sands Reserve, as well as iGardi, a local project that establishes community serviced vegetable gardens in 20 locations across Khayelitsha, South Africa.



Photo: AAT Kings team members partnered with Parks Australia and Mutitjulu Community Aboriginal Corporation on a volunteer program to build relationships with Anangu (local Aboriginal Traditional Owners & Custodians), remove invasive weed species, and locate and re-establish GPS points in Uluru-Kata Tjuta National Park in preparation for Park Rangers to conduct fauna surveys

LOOKING FORWARD

Taking into account the considerable challenges posed by COVID-19 restrictions and continuing growth in positive sentiment toward public interactions, we are confident we will see volunteering return in the volumes required to achieve our goal.



Achieved 22% of our volunteer goal, surpassing our annual target



\$51,236 USD donated to charities in 2021, in addition to funds distributed by our TreadRight Foundation

WILDLIFE



As travelers, we benefit profoundly from the wonder experienced through animal encounters. Our passion for protecting wildlife has been engrained within [The Travel Corporation](#) since its establishment more than 100 years ago, with the Tollman family's roots in Africa reaching back four generations.

Conserving wildlife populations worldwide, especially those endangered and needing our advocacy the most, is something we continuously work towards both through our [TreadRight Foundation's](#) philanthropic efforts and the travel experiences we provide our guests. All of our wildlife experiences are free of animal cruelty and held to the latest scientifically-backed standard of animal welfare.

Photo: Proyecto Tití is a conservation organization working to protect the critically endangered cotton-top tamarin, native to Colombia.

TREADRIGHT ACTION



END WILDLIFE CRIME

Climate change and the rapid loss of biodiversity are intrinsically linked. A further complexity is the role the world's wildlife plays within ecosystems. One of the greatest threats currently faced by our wildlife is wildlife crime. There currently is no global agreement on wildlife crime, and existing wildlife trade laws are not adequately enforced. The Global Initiative to [End Wildlife Crime](#) (EWC) is addressing this through the creation of a new global agreement on wildlife crime. In 2021, EWC, of which [TreadRight](#) is a Founding Champion, welcomed the World Health Assembly's decision to develop a global accord on pandemic prevention, preparedness and response, which it first expressed support for with the backing of the World Health Organization months prior.

PROYECTO TITÍ

[Proyecto Tití](#) is a conservation organization whose forest restoration work is benefitting not only the critically endangered cotton-top tamarin it was created to protect, but all of the diverse species living in this region of Northern Colombia. The greatest threats to the cotton-top tamarin are deforestation and wildlife crime. In 2021, our TreadRight Foundation support enabled the establishment of a seed bank within the forest reserve, to source current and future forest restoration efforts, and the purchase and installation of a weather station to further aid their work.

PROGRESS ON GIVING

How We Tread Right committed our TreadRight Foundation to ensuring that 30% of its total project contributions were directed to Wildlife projects by 2025. 2021 contributions increased to 19%, as compared to 11% in 2020.

GOAL 11 ENSURE ALL WILDLIFE EXPERIENCES ADHERE TO OUR ANIMAL WELFARE POLICY BY 2021

PROGRESS

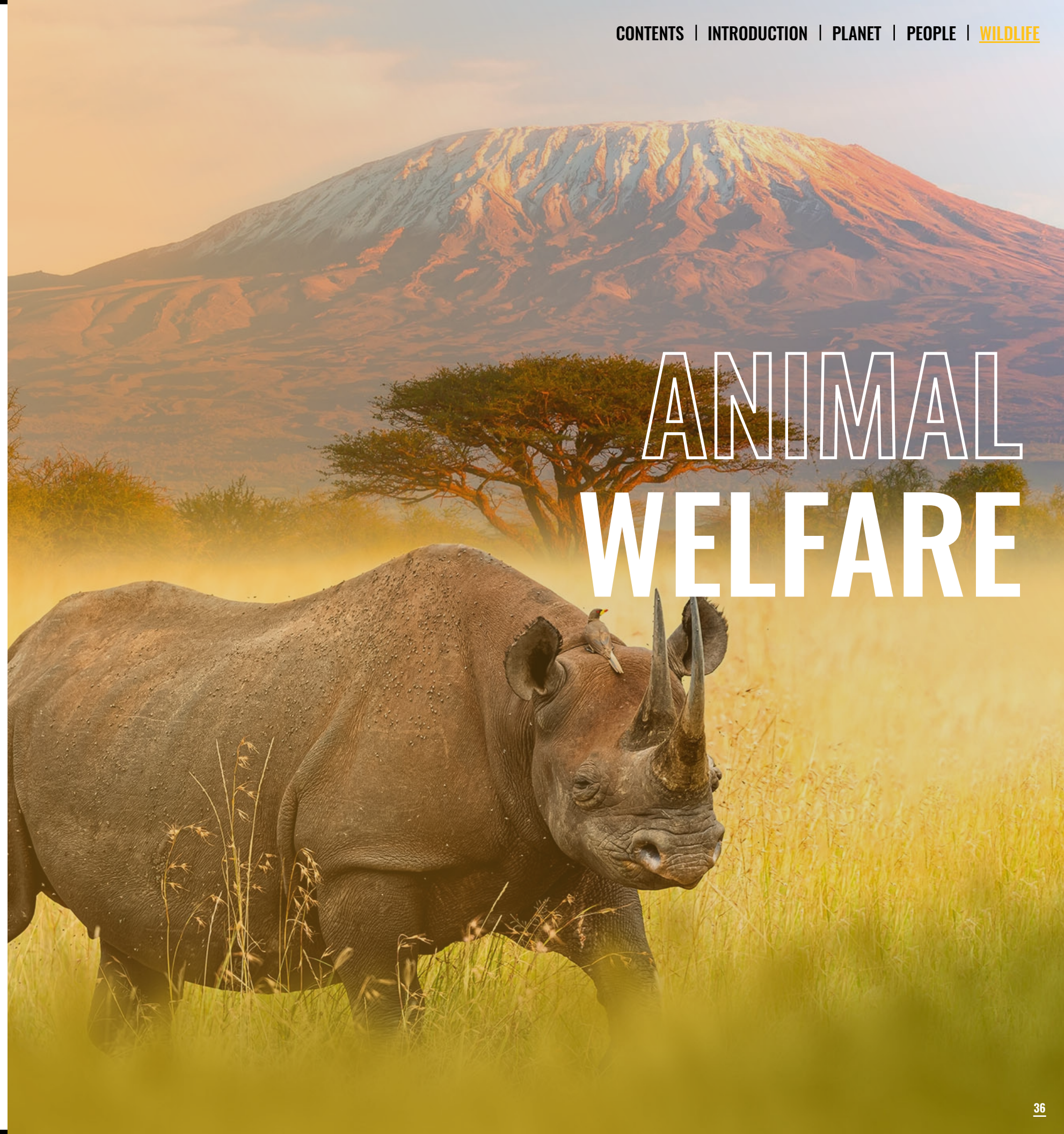
In 2021, we completed a full review of wildlife experiences included on our brand itineraries. In total, more than 400 experiences were assessed and approved for inclusion. Our updated [Animal Welfare Policy](#) includes a public feedback mechanism for guests to raise any concerns related to the wildlife experiences offered. In 2021, we did not receive any concerns via our feedback mechanism.

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



Completed second annual audit of 400+ wildlife experiences

The lack of tourism due to the onset of COVID-19 has jeopardized wildlife conservation efforts worldwide, many of which provide wildlife experiences to travelers. As we return to travel, we want to ensure we are supporting those organizations with the highest animal welfare standards in place.



WILDLIFE EXPERIENCES & ANIMAL WELFARE

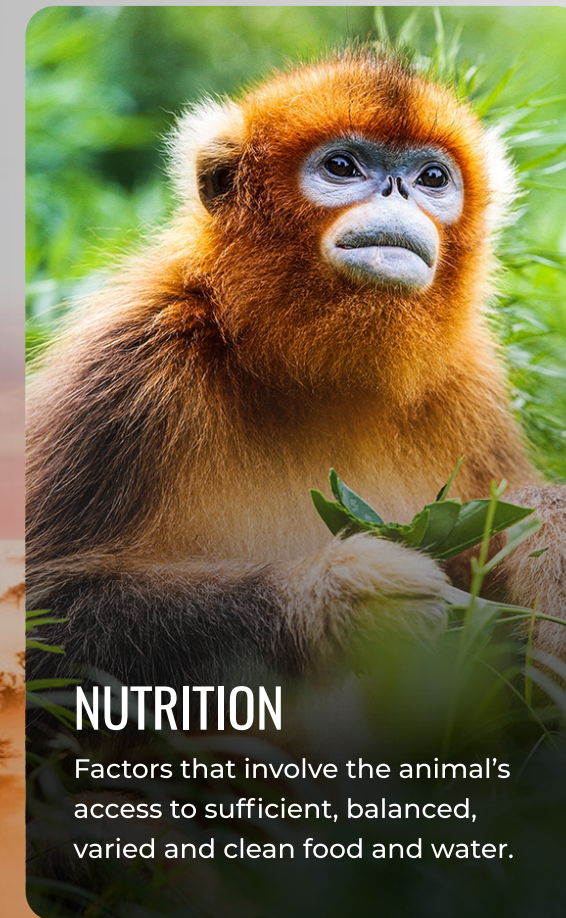
Our teams who build travel experiences across the globe take wildlife protection seriously.

TreadRight's partnership with World Animal Protection and our first Animal Welfare Policy both launched in 2014 after TTC joined more than 100 travel companies in signing World Animal Protection's Elephant-Friendly Tourism Pledge, and stopped the sale of experiences that involved elephant rides or shows. Since then, we've worked in partnership with World Animal Protection, the WTTC, Blood Lions and, most recently, End Wildlife Crime to address behavioral and systematic change in our industry.

In 2020 we launched an updated policy and committed to ensuring compliance across all animal encounters by the close of 2021. This policy was created in cooperation with our partner World Animal Protection and with guidance from globally recognized animal welfare criteria, the Five Domains of Animal Welfare. To learn more about our policy including acceptable and unacceptable practices and our efforts to advance animal welfare, [view our policy in full](#).

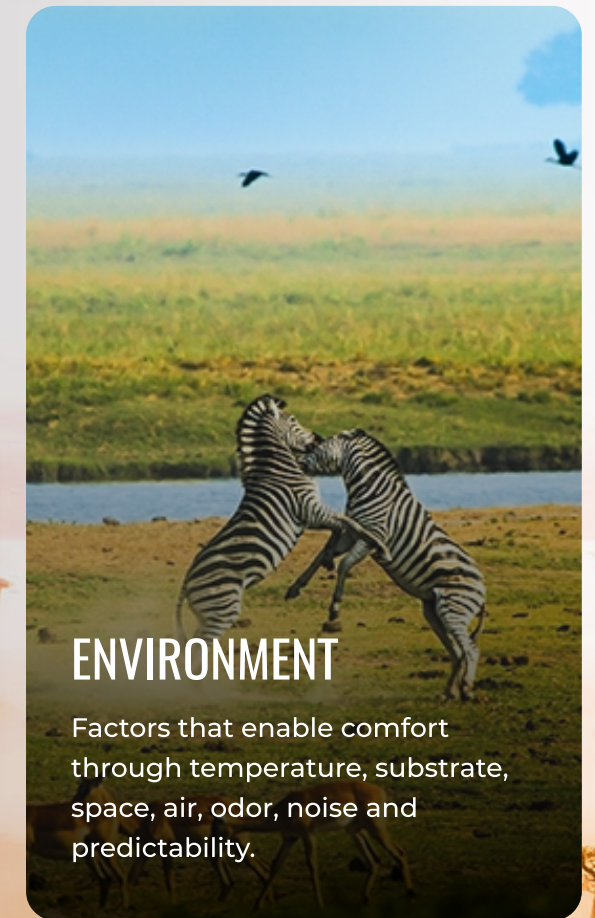
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DOMAINS OF ANIMAL WELFARE



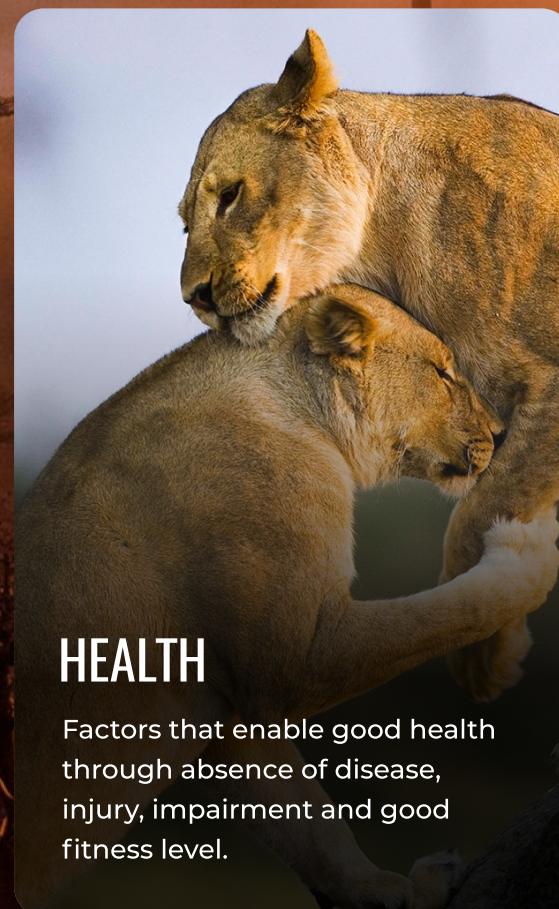
NUTRITION

Factors that involve the animal's access to sufficient, balanced, varied and clean food and water.



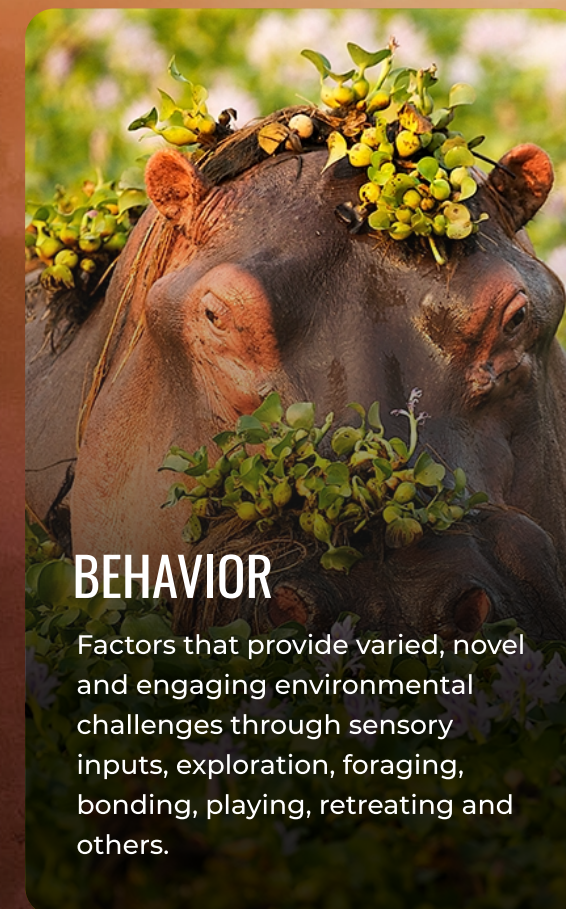
ENVIRONMENT

Factors that enable comfort through temperature, substrate, space, air, odor, noise and predictability.



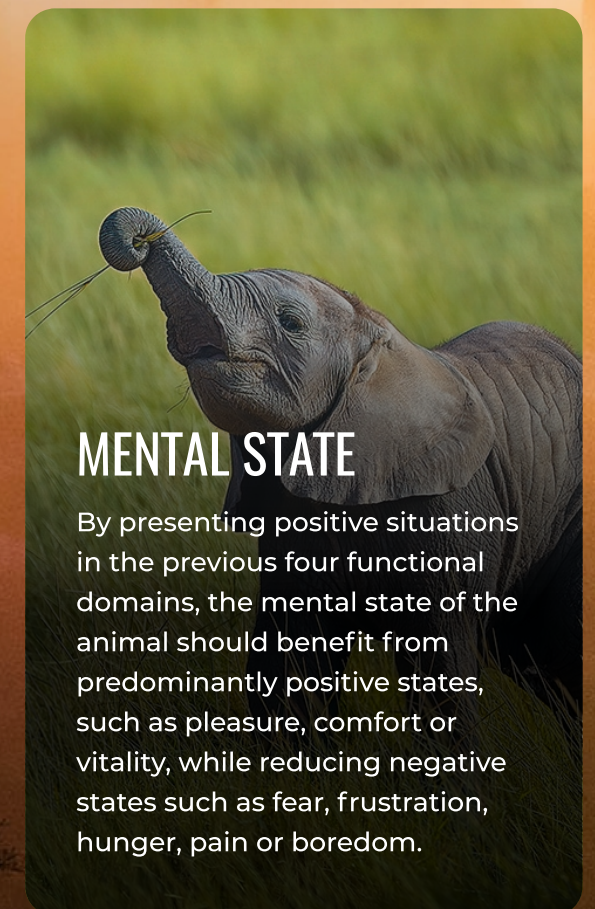
HEALTH

Factors that enable good health through absence of disease, injury, impairment and good fitness level.



BEHAVIOR

Factors that provide varied, novel and engaging environmental challenges through sensory inputs, exploration, foraging, bonding, playing, retreating and others.



MENTAL STATE

By presenting positive situations in the previous four functional domains, the mental state of the animal should benefit from predominantly positive states, such as pleasure, comfort or vitality, while reducing negative states such as fear, frustration, hunger, pain or boredom.

TREADRIGHT FOUNDATION IMPACTS

The TreadRight Foundation is supported by revenue from The Travel Corporation family of brands.

PLANET

TreadRight Planet projects include initiatives that are focused on reducing the environmental impact of our business and our industry. In support of TTC's Climate Action Plan, TreadRight focused on projects that align with TTC's commitment to remove carbon emissions from the atmosphere.

Project Vesta, USA

Nature Based Carbon Removal

GreenWave, USA

Nature Based Carbon Removal + Regenerative Farming

2 CARBON REMOVAL PROJECTS SUPPORTED

VisitScotland & The Travel Foundation, Scotland

Shaping a Net Zero Destination

PEOPLE

TreadRight People partners are those which support the cultures, traditions and arts of the places we visit. These projects used the down time resulting from travel restrictions to build inventory and ready for the move to online marketplaces.

Center for Traditional Textiles, Peru

Community weaving cooperative

Laboratorio Giuditta Brozzetti, Italy

Traditional frame hand weaving atelier

Ock Pop Tok, Laos

Village Weavers Project

407 LIVELIHOODS SUPPORTED 

Manitobah Mukluks Storyboot School, Canada

Preserving mukluk and moccasin making in Canada

The Cristina Heeren Foundation of Flamenco Art, Spain

Promoting the conservation of the flamenco arts

Amy Foundation, South Africa

Development and empowerment programs for at-risk youth

Make a Difference Leadership Foundation, South Africa

Developing scholars into future leaders

Tourism Cares Pathways Project, USA

Increasing BIPOC representation in travel and tourism

12 INAUGURAL TRAINING PROGRAM LEARNERS 

Flourish Forever, USA

Developing community gardens in Los Angeles

Green Bronx Machine, USA

Providing nourishment through school-based urban agriculture

2 AEROPONIC FARMING TOWERS PROVIDED 

Tread The Pledge Fund, Global

Recognizing projects supported by our global family of Tour Managers

WILDLIFE

TreadRight Wildlife partners are focused on the protection and rehabilitation of the world's wildlife.

Proyecto Titi, Colombia

Protecting the critically endangered cotton-top tamarin

2 SEEDBANKS ESTABLISHED 

Wildlife SOS India, India

Rescuing and rehabilitating elephants living in captivity

Wilderness Foundation Africa, South Africa

Protecting Africa's rhino populations

44 DNA SAMPLES GATHERED IN SUPPORT OF BLACK RHINO RESEARCH

Anatolian Shepherd Dogs, South Africa

Using natural tools to address human wildlife conflict

National Kiwi Hatchery, New Zealand

Preserving the vulnerable population of the kiwi bird

2 NEW INCUBATORS PURCHASED 

Xigera Citizen Science Leopard Project, Botswana

Supporting conservation efforts through research

Save the Tasmanian Devil, Australia

Combating a fatal cancer plaguing the Tasmanian devils

Wild Entrust, Botswana

Community and wildlife co-existence project

105 SOLAR LAMPS DELIVERED 

60 COMMUNITY GARDENERS TRAINED

TREAD THE PLEDGE FUND

In 2021, our [TreadRight Foundation](#) awarded four charitable organizations with grants as part of our second annual [Tread the Pledge Fund](#). Created in 2019, this fund's purpose is to recognize and support the personal involvement of our TTC Travel Directors (TDs) & Trip Managers (TMs) in community volunteer efforts and give-back projects worldwide. TTC's family of TDs & TMs are the passionate people who bring TTC's trips to life and are integral to our mission to MAKE TRAVEL MATTER®.

In 2021, the projects awarded with the Tread the Pledge Fund were:

- ◆ Window of Opportunity, breaking the cycle of poverty in India; Nominated by Rik Sprengers of [Uniworld Boutique River Cruises](#).
- ◆ Barefeet Theatre, supporting and empowering vulnerable youth in Zambia; Nominated by Maeve Henry of [Trafalgar](#) & [Costsaver](#).
- ◆ Good Neighbors, feeding communities in need in Rhode Island, USA; Nominated by Robin O'Malley of [Insight Vacations](#) & [Luxury Gold](#).
- ◆ Bamboo School Cambodia, providing education and mentorship to students in Cambodia; Nominated by Rhiannon Bryant of [Contiki](#).

2021's awards were particularly meaningful as local organizations needed funding more than ever as a result of the pandemic.



Photo: Good Neighbors, a Tread the Pledge Fund 2021 recipient, feeding communities in need in Rhode Island, USA.

MAKE TRAVEL MATTER™

THE TRAVEL CORPORATION

Visit impact.treadright.org for additional information on how TTC, TreadRight, and our family of brands are managing our impact and [how you can get involved](#).

APPENDIX A

CARBON AND ENVIRONMENTAL PERFORMANCE

Our GHG inventory is prepared in accordance with the Greenhouse Gas Protocol using an Operational Control approach. TTC is using the 2019 calendar year as a baseline to set science-based targets. Our 2019 Scope 1+2 baseline was independently verified by Lucideon CICS in 2021 with limited assurance. The verification statement is included in Appendix B.

WHAT'S INCLUDED IN OUR GHG INVENTORY

The facilities covered in our 2019-2021 reporting include:

- ◆ 21 TTC offices and 7 TTC depots, 5 Cullinan Group offices, 10 Cullinan depots
- ◆ 18 Red Carnation operated hotels
- ◆ 6 accommodations/facilities
- ◆ 13 owned Uniworld river cruise ships
- ◆ 500 owned vehicles (315 Cullinan owned, 185 owned by AAT Kings, Radical Travel or Atlas Reizen)

Our inventory includes Scope 1, 2, and 3 emissions from the following activities:

- ◆ Scope 1 (Direct emissions): Natural gas, LPG, petrol/gasoline, propane, diesel, marine diesel, kerosene. Fugitive emissions are captured beginning in 2020.
- ◆ Scope 2 (Indirect emissions from purchased electricity): purchased energy
- ◆ Scope 3: Waste, water, business air travel, trip emissions from our guided and FIT travel brands including: Trafalgar, Costsaver, Luxury Gold, Insight Vacations, Contiki, Brendan Vacations, Adventure World, African Travel, Lion World, Haggis Adventures, Highland Explorer Tours, AAT Kings Guided Journeys, AAT Kings Short Breaks, Inspiring Journeys, SEIT, Down Under Tours, Evan Evans, Cullinan Guided Journeys, Thompson's Travel, Uniworld. For more information on how we measure our trip emissions please see our [Trip Carbon Calculator methodology](#).

WHAT'S EXCLUDED IN OUR GHG INVENTORY

Our materiality threshold is set at 5% and therefore the following locations have been excluded from our GHG inventory. The effort to monitor these units would be disproportionately high compared to the emissions they produce and are therefore non-material:

- ◆ Offices: Portland, New York City, Mumbai, Taipei, Jakarta, Hong Kong, Munich, Rome, Adelaide, Brisbane and 18 branch kiosks in South Africa.

LEASED ASSETS

The following Uniworld ships are leased and their emissions are captured through our Scope 3 Category 11: Use of Sold Products. They are not counted in our Scope 1+2 emissions and we don't have operational control over these ships.

1. River Tosca
2. S.S. Sphinx
3. Mekong Jewel
4. S.S. Sao Gabriel
5. Ganges Voyager II
6. River Victoria
7. Sanctuary Yangzi Explorer

TTC leases multiple vehicles for ground transportation related to our trips. These emissions are covered in Scope 3 – Use of Sold Products, rather than Scope 1 or 2 as we don't have operational control over these vehicles. We are still taking responsibility for these emissions by setting reduction targets on these emissions that cover our full Scope 3 Use of Sold Products.

GHG PERFORMANCE	2019	2020	2021
BIOGENIC EMISSIONS	168	75.85	197.14
TOTAL SCOPE 1 & 2 (TONNES CO2e)	63,245.72¹	21,864.34	29,523
SCOPE 1	43,358.60	8,629.17	16,672.63
STATIONARY COMBUSTION	3,518.74	2,155.75	2,505.642
MOBILE COMBUSTION	39,839.86	6,383.18	13,591.54
FUGITIVE EMISSIONS ²	N/A	90.24	575.45
SCOPE 2 ³	19,887.12	13,235.171	12,850.56
TOTAL SCOPE 3 (TONNES CO2e)	215,186.14	18,434.33	20,394.07
EMPLOYEE AIR TRAVEL	3,456.67	308.76	42.92
TRIPS	211,729.47	18,125.33	20,351.07
TOTAL GHG EMISSIONS (TONNES CO2e)	275,431.86	40,298.67	49,917.07

TTC GHG emissions declined significantly in 2020 and 2021 as compared to 2019 due to the COVID-19 pandemic as we were unable to operate trips, resulting in a disproportionately low use of transportation. We began some operations in 2021 and therefore saw an increase in emissions over 2020. Fugitive emissions in 2021 reflect The Milestone Hotel's use of refrigerants for HVAC maintenance.

1. Verified by Lucideon CICS
2. In 2020 we began tracking fugitive emissions within our scope due to refrigerants used throughout Red Carnation Hotels and Uniworld. Previously we did not track this information.
3. We calculate our carbon emissions for grid electricity according to the 'market-based method.'

ENERGY USE

ENERGY USE (GJ)	2019	2020	2021
TOTAL	697,328.67	217,705.56	323,447.27
RED CARNATION HOTELS	140,904.07	93,279.65	113,746.24
UNIWORLD	262,101.00	57,323.78	132,665.92
OFFICE / FACILITIES	294,323.60	67,102.13	77,035.11

Energy use declined significantly in 2020 due to the COVID-19 pandemic with offices and Red Carnation Hotels largely remaining vacant. The limited restart of operations in 2021 resulted in an emissions increase over 2020.

RENEWABLE ELECTRICITY USE

RENEWABLE ELECTRICITY USE (KWH)	2021
TOTAL ELECTRICITY USE	27,145,017
TOTAL RENEWABLE ELECTRICITY USE	7,497,962

RENEWABLE ELECTRICITY GENERATION

RENEWABLE ENERGY GENERATION (KWH)	2021
TOTAL RENEWABLE ENERGY GENERATED	2,554,954

We began tracking total renewable electricity use and renewable electricity generation in 2021. Future Impact Reports will include year over year comparisons.

WATER USE

WATER USE (M3)	2019	2020	2021
TOTAL	297,217.47	267,797.51	433,982.36
RED CARNATION HOTELS	171,590.27	229,290.29	396,179.05
UNIWORLD	85,065.33	6,496.14	24,010.98
OFFICES / FACILITIES	40,561.88	32,011.08	13,792.32

In 2021, Bushmans Kloof, a Red Carnation Hotel, updated their measurement process to account for the property's total use. As a result, water use is a more accurate representation than 2019.

WASTE

WASTE (TONNES)	2019	2020	2021
TOTAL WASTE	2,389.62	1,470.56	1,607.87
WASTE DIVERTED	488.89	897.40	825.99
WASTE TO LANDFILL	1,900.74	573.16	781.88

In 2020 we revised how we tracked our waste disposal to better account for waste diverted. In future years we will report waste data at a Red Carnation Hotel, Uniworld and Offices/Facilities level.

The Travel Corporation

5551 Katella Ave, Cypress, CA 90630, USA.

Verification Criteria: The Greenhouse Gas Protocol” (World Resources Institute, 2004 Revised Edition amended 2013), the “General Reporting Protocol v. 2.0

ISO 14065:2013 “Requirements for Greenhouse Gas Validation and Verification Bodies for use in Accreditation or Other Forms of Recognition”

Footprint Period: 1st January 2019 – 31st December 2019 Inclusive

Scope of Verification

The verification covers the period 1st January 2019 – 31st December 2019 inclusive associated with The Travel Corporation global operations. Where assumptions have been made then these have been documented for transparency. The verification was conducted to a limited level of assurance and concludes that the GHG assertion is materially correct.

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

Verifiers Opinion

Based on the evidence provided and the samples selected for verification, it is the opinion of Lucideon that the reporter’s assertion covering the period 1st January 2019 to 31st December 2019 inclusive is materially correct and is a fair representation of the GHG data and information and was compiled in conformance with the verification criteria described above. The data and information supporting the GHG assertion were historical in nature. The following qualifications apply:

- The verification source stream boundary is defined in the summary table below. All other source streams were outside the verification boundary.
- Assets included and excluded in the reporting boundary are clearly defined by the operator as defined in Appendix D of the full Lucideon Verification Report. The verification assessed that the inventory was consistent with the inclusions and exclusions defined in Appendix D (noting that the GHG emissions stated on p1 were slightly updated at final verification).

Verified inventory as follows:

SCOPE	Subscope	tCO ₂ e (Location Based)	% Scope (Location Based)	% Total (Location Based)
1	Mobile - Diesel/Gasoline/LPG	39,839.86	91.88%	64.37%
1	Stationary - Natural Gas/Diesel/Kerosene/LPG/Propane/Gasoline	3,518.74	8.12%	5.69%
Scope 1 Totals		43,358.60	100.00%	70.05%
2	Electricity (Location Based)	18,533.64	100.00%	29.95%
Scope 2 Totals		18,533.64	100.00%	29.95%
All	Total	61,892.24	tCO ₂ e	100.00%

Other	Scope 2 Market Based Emissions	19,887.12	tCO ₂ e	
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Andrew Shepherd
Lead Verifier
16th December 2021

John Ingham
Independent Technical Reviewer
20th December 2021

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