



Lab
Global

Intrepid Travel

Disclosure Report

Date Submitted: January 23rd, 2025



Disclosure Materials

Certified B Corporations must complete a Disclosure Questionnaire to identify potentially sensitive issues related to the company (e.g. historical fines, sanctions, material litigation, or sensitive industry practices).

This component does not affect the company's score on the B Impact Assessment. If the company answers affirmatively to any items in the Disclosure Questionnaire that B Lab deems relevant for public stakeholders, then, as a condition of their certification, the company must:

- 1) Be transparent about details of the disclosure issues identified on the company's public B Impact Report
- 2) Describe how the company has addressed this issue
- 3) Demonstrate that management practices are in place to avoid similar issues from arising in the future, when necessary.

In all cases, the Standards Advisory council reserves the right to refuse certification if the company is ultimately deemed not to uphold the spirit and integrity of the community.

In addition to the voluntary indication of sensitive issues in the Disclosure Questionnaire, companies pursuing Certification also are subject to a background check by B Lab staff. Background checks include a review of public records, news sources, and search engines for company names, brands, executives/founders, and other relevant topics.

Sensitive issues identified through background checks may or may not be within the scope of questions in the Disclosure Questionnaire, but undergo the same review process and are subject to the same possible review by the Standards Advisory Council, including ineligibility for B Corp Certification, required remediation, or disclosure.

B Lab's Public Complaints Process

Any party may submit a complaint about a current B Corp through [B Lab's Public Complaint Process](#). Grounds for complaint include:

- 1) Intentional misrepresentation of practices, policies, and/or claimed outcomes during the company's [certification process](#)
- 2) Breaches of the B Corp Community's core values as expressed in our [Declaration of Interdependence](#)

This document contains a copy of the company's completed Disclosure Questionnaire and related disclosure documentation provided by the company.



Disclosure Questionnaire

Industries and Products

	Yes	No
Please indicate if the company is involved in production of or trade in any of the following. Select Yes for all options that apply.		
Animal Products or Services	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Biodiversity Impacts	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Chemicals	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Disclosure Alcohol	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Disclosure Firearms Weapons	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Disclosure Mining	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Disclosure Pornography	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Disclosure Tobacco	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Energy and Emissions Intensive Industries	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Fossil fuels Gambling	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Genetically Modified Organisms	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Illegal Products or Subject to Phase Out	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Industries at Risk of Human Rights Violations	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Monoculture Agriculture	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Nuclear Power or Hazardous Materials	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Payday, Short Term, or High Interest Lending	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Water Intensive Industries	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Tax Advisory Services	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Outcomes & Penalties

	Yes	No
Please indicate if the company has had any formal complaint to a regulatory agency or been assessed any fine or sanction in the past five years for any of the following practices or policies. Check all that apply.		
Anti-Competitive Behavior	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Breaches of Confidential Information	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Bribery, Fraud, or Corruption	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Company has filed for bankruptcy	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Consumer Protection	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Financial Reporting, Taxes, Investments, or Loans	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Hazardous Discharges Into Air/Land/Water (Past 5 Yrs)	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Labor Issues	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Large Scale Land Conversion, Acquisition, or Relocation	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Litigation or Arbitration	<input checked="" type="checkbox"/>	<input type="checkbox"/>
On-Site Fatality	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Penalties Assessed For Environmental Issues	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Political Contributions or International Affairs	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Recalls	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Significant Layoffs	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Violation of Indigenous Peoples Rights	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Other - Litigation related to Supplier Insurance	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Other - Complaint related to Advertising	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Other - Tax Penalties	<input checked="" type="checkbox"/>	<input type="checkbox"/>



Practices

	Yes	No
Please indicate if the following statements are true regarding whether or not the company engages in the following practices. Check all that apply. If the statement is true, select "Yes." If false, select "No."		
Animal Testing	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Company/Suppliers Employ Under Age 15 (Or Other ILO Minimum Age)	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Company prohibits freedom of association/collective bargaining	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Company workers are prisoners	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Conduct Business in Conflict Zones	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Confirmation of Right to Work	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Does not transparently report corporate financials to government	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Employs Individuals on Zero-Hour Contracts	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Facilities located in sensitive ecosystems	<input type="checkbox"/>	<input checked="" type="checkbox"/>
ID Cards Withheld or Penalties for Resignation	<input type="checkbox"/>	<input checked="" type="checkbox"/>
No formal Registration Under Domestic Regulations	<input type="checkbox"/>	<input checked="" type="checkbox"/>
No signed employment contracts for all workers	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Overtime For Hourly Workers Is Compulsory	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Payslips not provided to show wage calculation and deductions	<input type="checkbox"/>	<input checked="" type="checkbox"/>

	Yes	No
Sale of Data	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Tax Reduction Through Corporate Shells	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Workers cannot leave site during non-working hours	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Workers not Provided Clean Drinking Water or Toilets	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Workers paid below minimum wage	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Workers Under Bond	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Other	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Supply Chain Disclosures

	Yes	No
Please indicate if any of the following statements are true regarding your company's significant suppliers.		
Business in Conflict Zones	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Child or Forced Labor	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Negative Environmental Impact	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Negative Social Impact	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Other	<input type="checkbox"/>	<input checked="" type="checkbox"/>



Disclosure Questionnaire Statement

Disclosure Questionnaire Category: Litigation, Arbitration, and/or Penalties

Issue Date	2020
Topic	Litigation related to Consumer refund during COVID-19
Summary of Issue	Various customers have engaged legal counsel and/ or submitted complaints with various consumer regulators around the world (such as the Office of Fair Trading in NSW or the Attorney General's Office in Washington State) regarding their rights to a refund following COVID-related trip cancellations.
Size/Scope of Issue (e.g. \$ financial implication, # of individuals affected)	These matters were resolved on a case-by-case basis and settled with a total payment representing less than 1% of revenue.
Impact on Stakeholders	The customers and the company were the only parts involved.
Resolution	Cases were resolved on a case-by-case basis. Customers were generally offered the option of a refund or a credit for a future trip
Management Practices	Intrepid updated booking and cancellation processes to ensure customers were efficiently granted refunds or credit offerings in force majeure situations.
Related Incidents (Yes/No)	In total, there were 100 cases related to refunds following COVID cancellations



Disclosure Questionnaire Statement

Disclosure Questionnaire Category: On-site fatality (non-suicide)

Issue Date	2019
Topic	On-site fatality due to bee stings and in a separate incident, a vehicle accident.
Summary of Issue	In 2019, the client was stung by multiple bees which resulted in death. Authorities have deemed the incident/accident as accidental death.
Size/Scope of Issue (e.g. \$ financial implication, # of individuals affected)	20 have been reported in the past 5 years. Of the 20, 19 were related to pre-existing conditions or natural causes.
Impact on Stakeholders	Fatality of clients.
Resolution	Following the 2019 bee attack, PEAK East Africa (Intrepid subsidiary) underwent crisis management retraining with DMC Global, focusing on crisis communication, escalation, and the function of each role on the incident response team. All operation managers worldwide were retrained in crisis management. PEAK East Africa and PEAK Tanzania upgraded first aid kits to include epi-pens in their first aid kits.
Implemented Management Practices	The company has leader training modules, Incident Management Plans, Altitude, Fleet, and Aviation Policies, and a Safety Cycle program that includes formal risk assessment practices. Intrepid Travel updated its Operational Health & Safety policy and Incident Management Plan in 2024 which were reviewed by the Audit and Risk Committee.



Disclosure Questionnaire Statement

Disclosure Questionnaire Category: Significant Layoffs of >20% of Workforce

Issue Date	2020-2021
Topic	Significant layoffs due to the reorganization of the business during the COVID-19 pandemic.
Summary of Issue	<p>Intrepid is a tour operations company with global operations. During the COVID-19 pandemic, borders were closed, transport was halted and people were required to stay home. As a travel company, Intrepid was severely impacted, as they were not able to operate their trips. As labor costs represent the largest percentage of the company's overall costs and even with government support, the company resulted in laying off employees to stay afloat. People in roles that relied on customers traveling were most affected; job role was the main consideration in arriving at lay-off decisions.</p>
Size/Scope of Issue (e.g. \$ financial implication, # of individuals affected)	<p>Between March and October 2020 and February 2021, the company experienced three rounds of layoffs. In total, 509 employees were laid off, representing 41% of their staff at their time:</p> <ul style="list-style-type: none">• Australia/NZ: 39% of its Australian workforce and 70% of its NZ workforce.• Kenya/South Africa: 61% of its Kenyan workforce and 50% of its South African Workforce.• US/Canada: 43% of its Canadian workforce and 45% of its US workforce.• UK/Germany 38% of its UK workforce and 33% of its German workforce.• Southeast Asia: 50% of its Cambodian workforce, 33% of its Indonesian workforce, 44% of its Malaysian workforce, and 76% of its Vietnam workforce.• China/Japan: 7% of its Chinese workforce and 17% of its Japanese workforce.• India/Nepal: 34% of its Indian workforce and 40% of its Nepal workforce.• Morocco: 55% of its Morocco workforce.• Ecuador/Peru: 79% of its Ecuador workforce and 25% of its Peru workforce.• Sri Lanka: 41% of the Colombo service center.



Impact on Stakeholders	The primary impact was loss of employment for affected employees.
Resolution	All affected employees received the relevant severance pay as per their jurisdiction, plus payout of notice and any annual leave owed. The company looked for external investment opportunities to help support the company financially.
Implemented Management Practices	<p>In addition to severance pay, all employees had access to Employee Assistance Program services. They were provided with FAQ and career transition resources including links to local and government assistance; and, as needed, were assisted in accessing government benefits. Where government subsidies were available to offset salary costs, staff were kept on and paid with government benefits rather than laid off. When government subsidies were not available, numerous employees opted into a part-time agreement to help the company reduce the number of layoffs.</p> <p>Communication was provided by the CEO of ongoing updates on the state of the business, and the steps needed to be taken for the business to survive as well as how the company was looking for external investment opportunities to help inject funding support into the company.</p> <p>As soon as the business could begin recruitment, many of the people who had been let go were encouraged and recruited back into roles.</p>
Related Incidents (Yes/No)	No



Disclosure Questionnaire Statement

Disclosure Questionnaire Category: Other - Litigation related to Supplier Insurance

Disclosure Questionnaire Statement	
Issue Date	October 2019
Summary of Issue	In October 2019, a bee attack in Tanzania resulted in customers injured (some seriously) and the death of one traveler. The group leader and bus driver also suffered injuries. Intrepid was operating this trip on behalf of another commercial brand. In May 2021, Intrepid was advised that the travel brand's lawyers settled the case.
Size/Scope of Issue (e.g. \$ financial implication, # of individuals affected)	Settled through insurance representing less than 1% of the company's total revenue.
Impact on Stakeholders	Customers and third-party travel brand
Resolution	Resolved
Management Practices	1) new procedures regarding first aid kits for all trips in the initial incident.
Related Incident (Yes/No)	No related incidents reported



Disclosure Questionnaire Statement

Disclosure Questionnaire Category: Other - Complaint related to Advertising

Issue Date	February 2022
Summary of Issue	<p>On 22 February 2022, Intrepid received a formal complaint from the Advertising Standard Authority (ASA) in the UK about our 'People & Planet-Friendly Small Group Adventures' advert featuring two women against the backdrop of Giza Pyramids in Egypt (the Ad). The ASA requested that Intrepid respond to the Claim that the Ad misleadingly exaggerates the impact of international flights on the environment and was asked to provide "convincing evidence" that the full life cycle of the product causes no environmental damage.</p>
Size/Scope of Issue (e.g. \$ financial implication, # of individuals affected)	No fine was issued, it was only required to remove the ad
Impact on Stakeholders	<p>The UK's Advertising Standards Authority (ASA) ruled that Intrepid's ad had misleadingly minimized the impact of Intrepid Travel's holidays on the environment. Potential customers interested in a holiday with Intrepid might negatively be impacted.</p>
Resolution	The complaint is closed. The company was required to remove the ad.
Management Practices	<p>The company audited its website and marketing communications to remove potential greenwashing terminology like 'planet-friendly', 'good for the planet', and other non-specific terms that do not meet the current legislation.</p> <p>Created toolkits for our people, provided training, and re-worked our overall messaging New Brand and Marketing legal training has been rolled out across the business to assist with learning and development in this area of marketing and advertising laws, created stakeholder engagement sessions to review and align an approach on future climate communications.</p> <p>This included collaborating with a UN Global Compact Initiative on Greenwashing training, prepared a video case study on what we learnt from our greenwashing case and how we applied that</p>



	to the development of the carbon label new brand and Marketing Legal playbook
Report	Intrepid Travel Group UK Ltd - ASA CAP What we're learning about greenwashing Intrepid Travel NZ https://www.asa.org.uk/rulings/intrepid-travel-group-uk-ltd-a22-1173927-intrepid-travel-group-uk-ltd.html
Related Incident (Yes/No)	No related incidents reported



Disclosure Questionnaire Statement

Disclosure Questionnaire Category: Other - Tax Penalties

Issue Date	Ongoing
Topic	Tax Penalties in Nepal
Summary of Issue	Tax authorities applied interest and penalty charges related to sales and income taxes and some questionable taxable items. The company has since appealed the penalties and is actively disputing the charges.
Size/Scope of Issue (e.g. \$ financial implication, # of individuals affected)	The total pending penalties represent 0.15% of the Intrepid Travel Group's revenue.
Impact on Stakeholders	<p>Businesses have an obligation to contribute their share of taxes. Intrepid fully agrees that business exists within the context of society and that important to its role is to serve and help create a healthy society by paying taxes. Public expenditures benefit businesses in both direct and indirect ways. At the same time, businesses must be able to rely on governments enacting the rules of law and taxation fairly and proportionately.</p> <p>B Lab recognizes fair payment of taxes as a material business issue and has a Framework for Evaluating Tax Strategies for B Corp Certification.</p>
Implemented Management Practices	Intrepid Travel is not required to meet any standards at this time. As this is a pending case, B Lab will continue to monitor the situation in future recertifications.



Disclosure Questionnaire Statement

Disclosure Questionnaire Category: Company operates in Conflict Zones

Summary of Issue	Intrepid Travel is a tourism operator that has disclosed having business operations located in the following conflict zones within the past 5 years: Israel, Palestine, Ethiopia, Myanmar, Russia, Ukraine
Size/Scope of Issue (e.g. \$ financial implication, # of individuals affected)	During the last fiscal year, the company earned zero revenue from tourism operations in the countries listed above.
Impact on Stakeholders	<p>Business activities located in conflict zones are considered high-risk as they are more likely to cause or contribute to conflict and/or sociopolitical instability.</p> <p>Countries classified as conflict zones are more likely to have a weak rule of law or a corrupt judicial system, which could undermine the effectiveness of operational grievance mechanisms for these businesses and their suppliers. In addition, the safety of the company's workers and other potential human rights violations are at risk.</p>
Implemented Management Practices	The company has guidelines in place for safe travel available on its website. In addition, the company has policies against corruption, a supplier code of conduct, and anonymous mechanisms for reporting concerns and grievances. The company also provides annual training on anti-corruption.
Report	https://www.intrepidtravel.com/us/safe-travels