



NAVIGATE
TRAVEL



Impact Report

Welcome from Our Founders



When we started Navigate Travel, our goal was simple: to create real travel experiences. The kind where you explore new places, meet like-minded people, and walk away with lifelong memories — and often, lifelong friends.

But for us, meaningful travel goes hand in hand with responsibility. We believe our operations should reflect the kind of future we want to be part of, one that's fair, more sustainable, and more connected.

We're building a business where people and the planet sit alongside profit. Where we hold ourselves, and each other, to account. Where every decision is made purposefully, we're here for a sustainable planet and a thriving, inclusive community.

We also know that actions speak louder than words. So we committed to a deep dive into our business practices, guided by the B Corp framework — a powerful tool that helps businesses become a force for good.

Are we perfect? No. But we're honest about where we're at and focused on doing better every day. We want to embrace all of our impacts, both good and bad, so we can aim higher in the future.

By giving our team access to data and insights, we're helping them see the real-world impact of their choices and giving them the tools to lead positive change. That's where the power lies.

Every choice we make shapes the kind of world we move through. So we'll keep choosing progress. We'll keep asking better questions.

Take a moment to explore our 2024 impact report. A year of reflection that lays the groundwork for the next chapter in our mission of purposeful and sustainable travel.

Daniel Painter
Managing Director

Jeremy Gleeson
Creative Director



2024 *in numbers*

2

OFFICES IN LONDON
AND AUCKLAND

18

TEAM MEMBERS

3

BRANDS

15

YEARS IN OPERATION

62

VOLUNTEERING
HOURS

18

TRIPS OFFERED



Company Timeline

2010

Founded 2010 with sailing tours in Croatia as our first product, MedSailors launched a legacy of high-quality holidays that continues today through our expanding family of brands and market-leading reputation.

2012

MedSailors expanded into Greece, building on the success of its Croatia tours.

2014

YachtGetaways was launched, offering premium sailing experiences focused on comfort and style. MedSailors expanded to Turkey.

2017

Wild Kiwi launched, offering small guided group bus tours across New Zealand.

2018

MedSailors expanded into the Caribbean and Italy, hosting over 5,000 guests annually.

2019

Floatie program launched by MedSailors, later nominated by WYSE for Best Responsible Tourism Initiative.

2021

Yacht Getaways transitioned to a catamaran-only fleet, focusing exclusively on the luxury market.

2022

Wild Kiwi introduced reusable keep cups to promote eco-friendly travel practices

2024

Wild Kiwi Premium launched, elevating the guided tour experience with added comfort and exclusivity.

Yacht Getaways wins Best Yacht Cruises at The World Luxury Travel Awards.

The story continues...



Our Mission

We believe that a life well-lived is well-travelled.

To be a trailblazing tourism company that sets the gold standard for responsible and sustainable travel experiences, driven by a passion for unparalleled customer service.

We aim to grow our global travel brands, consistently delivering industry-leading value and creating memorable holidays for every guest.

Our Brands

MedSailors

Island Hopping Tours for 18–39 Year Olds

Wild Kiwi

Premium & Adventure Tours of New Zealand

Yacht Getaways

Luxury Catamaran Cruises

Our Vision

To craft unforgettable and enjoyable travel experiences that bring together like-minded explorers, offering exceptional journeys that leave a positive impact.

Sustainability

We are committed to delivering holidays that give back. From supporting local communities and initiatives to protecting local wildlife, our travel experiences are built with a 'reduce and reuse' motto, and our operations reflect that.



We Value

- ✓ Uniting friends and family, new or old
- ✓ Fostering a spirit of adventure
- ✓ Being dependable
- ✓ Showing respect for people and places
- ✓ Always with a good sense of humour

Our values define the company we aspire to be.

They shape our daily actions and guide every decision we make. Central to these principles is our commitment to being a small, agile team dedicated to making a meaningful difference with a lasting impact, focusing on growing better, not just bigger.

Our Material Issues



Guided by B Corp principles, we have begun a thorough analysis of our business, examining the impact of our tours across five core areas: **Governance, Workers, Customers, Environment, and Community.**

What does it mean to become a B Corp?

B Corps are dedicated businesses that meet some of the highest standards for social and environmental performance, transparency, and legal accountability. They are committed to balancing profit with purpose, aiming to benefit people and our planet, not just shareholders.

Following a thorough stakeholder survey, we've pinpointed the major material issues.

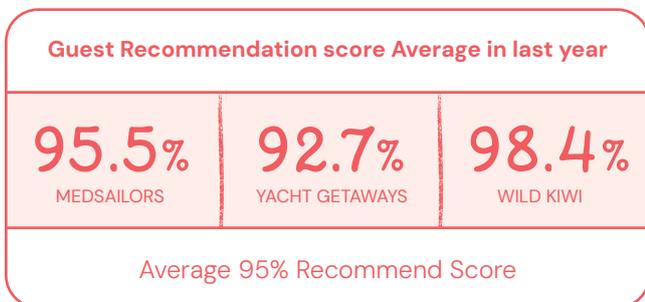
- 1. Meeting and exceeding customer expectations.**
- 2. Preserving biodiversity both on land and in water.**
- 3. Promoting and maintaining a healthy work-life balance for employees.**
- 4. Supporting Cultural and Indigenous communities, maximising positive tour impacts.**
- 5. Maintaining a strong operational safety culture.**

Meeting & Exceeding Customer Expectations

Our exceptional guest recommendation scores, averaging 95% across all brands – and overwhelmingly positive reviews, with the vast majority being five stars, reflect our unwavering commitment to meeting and exceeding customer expectations.

We prioritise listening to our guests through robust feedback systems, post-trip surveys, and close review monitoring, using these insights to refine and enhance every aspect of our journeys. By placing customer experience at the heart of our decisions, we ensure each trip is thoughtfully crafted to deliver unforgettable, high-quality experiences that keep guests coming back and enthusiastically recommending us to others.

METRIC 1: RECOMMENDATION / NPS SCORES



METRIC 2: REVIEWS

Wild Kiwi	480 REVIEWS	469 5-STAR REVIEWS
Med Sailors	696 REVIEWS	651 5-STAR REVIEWS
YACHT GETAWAYS	256 REVIEWS	249 5-STAR REVIEWS

ADDITIONAL POLICIES

Robust feedback mechanisms:

This mechanism ensures we actively listen to our guests through post-trip surveys, direct communication, and continuous monitoring of reviews across platforms. This commitment to customer insight drives every decision we make, helping us go above and beyond to meet and consistently exceed guest expectations.

Value Customer experience:

Placing customer experience at the forefront of our business and decision-making sets us apart by ensuring every touchpoint is thoughtfully designed to exceed expectations and create unforgettable journeys.



Protecting Bio-Diversity

METRIC 1: REDUCED SINGLE-USE PLASTIC ON WILD KIWI TOURS

As part of our commitment to responsible tourism and environmental stewardship, we have made the elimination of single-use plastics a key focus across all our tours.

For the 2024/2025 season, our efforts to reduce single-use waste, particularly disposable coffee cups, have made a measurable impact:

Approximately 80% of our travellers opted for reusable alternatives, either by bringing their own or using one of the reusable keep cups provided in every vehicle which results in 8,000 single-use cups being saved across all our tours in a year.

Our sustainability initiatives are embedded into the entire guest experience:

Pre-departure emails introduce the TIAKI Promise, encouraging guests to travel responsibly and to pack reusable water bottles and coffee cups.

On-tour education highlights the importance of sustainability and the environmental impact of waste, fostering conscious travel habits. Responsible waste management ensures that all rubbish, including recyclables, is carried until we reach areas with proper recycling infrastructure.

These small but intentional actions help reduce our footprint and empower our guests to travel more consciously.



Protecting Bio-Diversity

METRIC 2: MEDSAILORS FLOATIE RECYCLING SCHEME

The Floatie Recycling Scheme has prevented 6 tons of plastic waste by recycling over 3,000 floaties, raised €15,000 for marine conservation charities, and educated over 16,000 people on sustainability and responsible tourism. WYSE nominated it as the best responsible tourism initiative.

METRIC 3: MEASURE CARBON EMISSIONS, SCOPE 1 AND 2

Total Emissions (2024/25):
319.56 tCO₂e

Projected (2025/26): 384.78 tCO₂e
(due to fleet and staff growth)

Main Contributors

Wild Kiwi (NZ Tours)

4 diesel minibuses travelled
388,000 km, producing 130 tCO₂e.

Planned expansion to 6 vehicles
will raise emissions to 195 tCO₂e in
2025/26.

Potential for reductions via EV
transition, driver training, and route
optimisation.

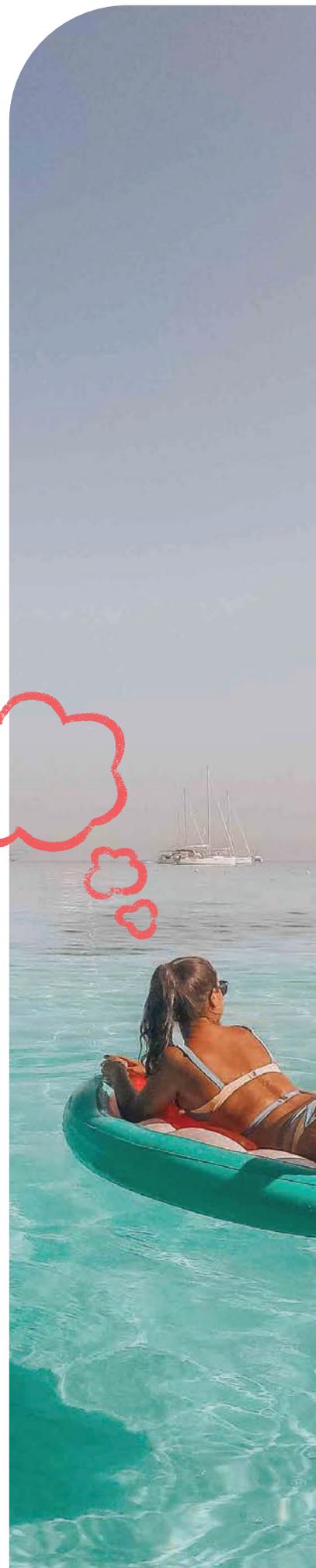
MedSailors & Yacht Getaways (Yacht Charters)

Operations in Greece & Croatia generated 185.12 tCO₂e from 69,075 L of diesel. Sailing is lower-emission per guest-night than large cruises, but still reliant on diesel.

Future improvements could include hybrid-electric retrofits, biofuels, or offsets.

2025/26 Targets

1. Explore electric/hybrid vehicles for the NZ fleet
2. Assess hybrid systems or sustainable fuels for yachts
3. Improve office energy efficiency
4. Create verified carbon offset programs
5. Track emissions intensity (e.g. per customer or km) for better benchmarking



Protecting

Bio-Diversity

ADDITIONAL POLICIES SAILING TOURS

We use marine-friendly products to minimise environmental impact and protect ocean ecosystems.

Guests are encouraged to use tote bags and shop locally, supporting sustainable practices and reducing single-use plastics.

We successfully campaigned for suppliers to eliminate plastic straws in bars and restaurants, significantly reducing single-use plastic waste in our operations.

How can we improve?

We plan to expand the Floatie Recycling Scheme to Yacht Getaways and double donations to support marine conservation efforts further.

Skippers will receive enhanced training in recycling and waste management to improve sustainable operations at sea.

ADDITIONAL POLICIES NEW ZEALAND TOURS

Tiaki Promise
No plastic
Conservation Partner: Canopy Tours

How can we improve?

Donations to Predator-Free Organisations

Offset Guest Flights

We're evolving our sustainability efforts by updating our policy on keep cups aboard our tour buses. Instead of providing keep cups, we encourage guests to bring their reusable cups from home. To thank them for this eco-friendly choice, we'll offer a free coffee at a sustainable coffee outlet, which is included in the itinerary. This change reduces unnecessary production of new items and further supports our commitment to minimising waste and promoting responsible tourism practices.

Overall 25/26 Targets

Measure and report our Scope 3 emissions to better understand our full environmental impact.

Advance our decarbonisation efforts by setting clear, measurable emissions reduction goals.

Offset a significant percentage of our total emissions to achieve carbon neutrality.

Survey all suppliers to evaluate their progress on decarbonisation and strengthen our sustainable supply chain.



Employee Wellbeing



METRIC 1: 87 ENPS

METRIC 2: 100% HYBRID WORKERS

Additional Benefits & Policies

- ✓ Flexible working hours and self-management empower employees to balance work and personal life, enhancing overall well-being.
- ✓ Mental well-being training and support provide staff with the tools and resources to manage stress and maintain good mental health.
- ✓ A healthy social environment and encouraging peer relationships create a supportive workplace culture that boosts morale and connection.

2025/26 Targets

Enhance leadership communication with newsletters, director updates, and quarterly meetings within the next 12 months.

Introduce fitness support by incentivising gym memberships and wellness activities in the next 12 months.

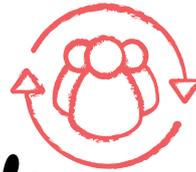
Launch mental health workshops and awareness programs within the next 12 months.

Expand remote working opportunities over the next 12 months.

Increase annual leave allowances within the next 24 months.

Implement a 1% profit-sharing scheme for employees in the next 24 months.

Supporting Community



METRIC 1: MONEY SPENT IN LOCAL COMMUNITIES

Tracking tourism dollars brought to Croatia, Greece, and New Zealand—and measuring the average spend per guest per trip within local economies—is crucial because it demonstrates our commitment to creating a positive social and economic impact.

We want to focus on using business as a force for good, including ensuring that tourism revenue benefits local communities more than just large corporations. By measuring this data, we can show transparency, hold ourselves accountable, and ensure that our tours support local businesses, preserve cultural heritage, and contribute to sustainable livelihoods.

It's a tangible way to prove that our operations drive equitable economic growth.



METRIC 2: CULTURAL AND EDUCATIONAL ACTIVITIES

Measuring the number of cultural and educational experiences across all tours is essential to evaluate how well we are incorporating meaningful activities that enrich our travellers' experiences and give back to communities at the same time, each of the currently 18 tours includes at least one such activity, indicating our commitment to cultural and educational engagement. Some examples below:

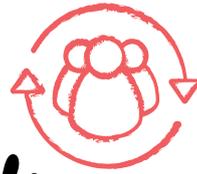
Hora Farm Organic Vineyard & Farm Croatia Voyager MedSailors

Our visit to Hora Farm supports a small, local business deeply rooted in cultural heritage and sustainable farming. The Žuvela family continues ancient Greek agricultural traditions in the heart of the Stari Grad Plain, cultivating organic vines, olives, lavender, and vegetables.

By offering a farm-to-table experience, they promote environmental stewardship and share authentic Croatian rural life with our guests. Our support is instrumental in preserving this unique, family-run enterprise.



Supporting Community



Epidavros Amphitheatre
Greece Athens Voyager MedSailors

We proudly guide guests to the awe-inspiring Epidavros Ancient Theatre, supporting the local community through entry fees and local partnerships.

This UNESCO-protected site is one of Greece's best-preserved ancient theatres, showcasing architectural genius and natural harmony.

Our visits help fund preservation efforts and cultural education, enabling travellers to connect with Greece's deep-rooted historical legacy while fostering continued appreciation and protection of its heritage.



Diaseli Traditional Cheese Farm
Greece Paros Explorer Yacht Getaways

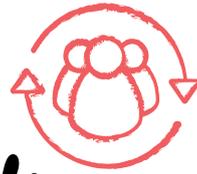
By visiting Diaseli Estate, we champion a family business that preserves traditional cheese-making techniques passed down through generations.

Using local ingredients and age-old recipes, the Haros family shares their passion and craft with our guests.

Our tours help support their sustainable, culturally significant practices and offer travellers a meaningful, sensory insight into the island's agricultural traditions.



Supporting Community



Mitai Māori Village

Wild Kiwi North Island Tours

At Mitai Māori Village, we support a Māori-owned cultural centre that brings Indigenous stories to life through performance, history, and traditional practice.

Our guests experience haka, poi, and ancient rituals firsthand, enriching their understanding of Māori heritage. By partnering with Mitai, we contribute to the preservation and celebration of Māori identity while ensuring that tourism dollars flow into the local Indigenous community.



Canopy Tours Rotorua

Wild Kiwi North Island Tours

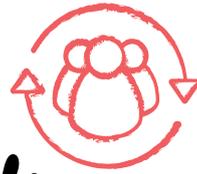
Canopy Tours Rotorua is a standout example of tourism integrated with environmental restoration. Our collaboration with Canopy Tours helps fund their ambitious project to Okoheriki Forest with native flora.

Guests enjoy thrilling zipline adventures led by local guides who educate them on the area's natural and cultural history.

Supporting Canopy Tours means supporting ecological recovery and sustainable outdoor tourism in one of New Zealand's most scenic areas.



Supporting Community



Whale Watch Kaikōura
Wild Kiwi South Island Tours

We're proud to work with Whale Watch, a Māori-owned eco-tourism company that fuses cultural storytelling with marine conservation.

Guests are offered a spiritual, educational experience rooted in Māori values that honour the interconnectedness of all living things.

Our support helps Whale Watch continue its mission of protecting marine life and preserving cultural narratives for future generations.



West Coast Wildlife Centre
Wild Kiwi South Island Tours

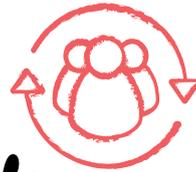
Our visit to the West Coast Wildlife Centre helps safeguard the future of New Zealand's rarest kiwi species.

As one of the most extensive captive-rearing facilities in the country, it plays a critical role in kiwi conservation.

We support ongoing breeding and rewilding efforts by bringing our guests here while offering a hands-on, educational encounter with New Zealand's unique biodiversity and local conservationists.



Supporting Community



METRIC 3: TENURED SUPPLIERS AND INTERNAL PROMOTIONS

Supporting long-term suppliers and contractors is crucial to our social and environmental responsibility commitment.

By fostering strong relationships and supporting contractors' career development through training programs, we can ensure our supply chain practices uphold high standards of ethics, sustainability, and community impact.

This proactive approach not only enhances transparency and accountability but also promotes a positive corporate culture that values human capital and sustainable growth, ultimately reinforcing the company's mission to impact society and the environment positively.



Case Study 1: Career Development

Colm Pender, Operations Manager

We're proud to have supported Colm's remarkable journey within our business, embodying our commitment to nurturing talent and promoting from within.

Starting as a tour leader at just 25, Colm has spent the past 10 years growing with the company, gaining invaluable skills, knowledge, and leadership experience. Today, he plays a key role as Operations Manager, overseeing the delivery of exceptional holidays for over 4,000 guests annually. His development reflects our belief in investing in people and creating long-term career pathways in the travel industry.

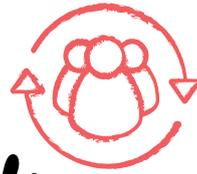


Case Study 2: Long Term Supplier Relationship

Our long-standing partnership with Milos Hotel in Agistri embodies community support principles by sustaining a locally owned, family-run business that shares authentic Greek culture with our guests.

For over 13 years, we've supported Milos Hotel as it transitioned from father to son, ensuring tourism revenue directly benefits local families who rely on the summer season. Through vibrant nights of traditional dancing, plate smashing, and delicious Greek meals, Milos Hotel fosters cultural exchange and community pride, values central to responsible, community-focused tourism.

Supporting Community



METRIC 4: VOLUNTEERING HOURS



UOCEAN2050

A dedicated group of UK Office volunteers recently participated in a community clean-up event along Regent's Canal in London.

Equipped with their cleaning tools and a strong sense of environmental responsibility, they spent 14 hours tidying up the area, demonstrating their commitment to maintaining the city's natural beauty.

Their efforts helped preserve this scenic waterway and fostered a spirit of teamwork and civic pride among the volunteers, raising awareness of the vital work UOCEAN2050 does.



ROTORUA CANOPY TOURS

We're committed to giving back through volunteering, and our NZ office team proudly joined Rotorua Canopy Tours to support their vital conservation work.

Over 48 hours, we helped protect native forests and aid in reintroducing endangered species like wild kiwi.

This experience reflects our dedication to sustainability and the power of tourism to contribute meaningfully to environmental stewardship.

Additional Policies

- ✓ Uphold the Tiaki Promise for responsible tourism
- ✓ Prioritise hiring local tour guides
- ✓ Provide training to staff for sharing accurate local history and cultural insights with guests

2025/26 Targets

- At least 2 "Give Back" Activities on every itinerary (environmental, cultural, educational, charitable)
- Increase volunteering hours by 10% to deepen community engagement
- Increase supply chain evaluation & analysis

Safety Culture



OUR COMMITMENT TO OPERATIONAL SAFETY CULTURE

At Navigate Travel, maintaining a strong operational safety culture is central to our purpose and responsibilities.

We recognise that true sustainability includes environmental stewardship and the protection and well-being of our people, guests, and communities.

Below are the key areas we monitor and improve as part of our commitment to operational safety and stakeholder trust.

Robust Incident and Hazard Reporting

We foster a culture where every team member feels empowered to report hazards or incidents without fear of blame.

This proactive approach helps us identify risks early and implement corrective actions promptly. We track metrics such as incident frequency, resolution times, and completion rates of corrective measures, using these insights to drive continuous safety improvements across all operations.

Training and Policies

Comprehensive training and clear operational policies underpin our safety practices.

From safe driving protocols for our New Zealand tours to emergency response procedures for our Mediterranean yacht operations, we ensure all staff have the skills and knowledge to operate safely.

We monitor training completion rates, policy audit results, and staff feedback to measure effectiveness and identify opportunities for further learning.

Operational Risks to Stakeholders and Business Continuity

We recognise that operational safety extends beyond physical risks, including factors that could impact stakeholders or business resilience. We proactively assess risks such as regulatory changes, supply chain disruptions, and emerging safety concerns. Monitoring risk assessment outcomes and stakeholder feedback enables us to respond swiftly, ensuring ongoing business success and stakeholder confidence.



Safety Culture



Health & Safety

Protecting the health and safety of our staff and guests is non-negotiable. We maintain rigorous health and safety protocols, conduct regular risk assessments, and ensure compliance with all applicable laws in our operating regions.

We track key metrics like incident rates, near-miss reports, and corrective action follow-ups to maintain high safety standards and improve workplace wellbeing.

Data Privacy & Compliance

Operational safety includes safeguarding sensitive information. We are committed to maintaining robust data privacy practices and ensuring compliance with evolving regulations.

Through regular audits, staff training, and continuous monitoring, we protect customer and employee data and uphold trust as a responsible business. Data breach reporting and compliance audits form part of our safety metrics.

Natural Disasters and Climate Change

Climate-related risks pose significant safety and operational challenges. We integrate climate risk assessments into our planning, preparing for extreme weather events and adapting our business models to ensure resilience.

Emergency response readiness, scenario testing, and climate incident tracking help us protect our stakeholders and maintain sustainable operations in a changing environment.



Conclusion



As a growing travel company, we are acutely aware of the challenges in maintaining pace with sustainability and ethical practices.

While not always easy, we are committed to continuous effort, learning, and improvement. We are passionate about travel, yet recognize its inherent problems, including the widespread use of single-use plastics, unethical wildlife interactions, and the significant environmental impact of global exploration.

We're only a tiny business in a massive industry, and sometimes it feels overwhelming. But we try our best every day because we believe that we can transform travel for the better together. By collaborating with our guests, partners, and fellow operators, we can save the industry from itself and ensure that travel remains a force for good—and stays available for future generations.

As we strive to become a B Corp, we have deepened our commitment to measuring our impact, holding ourselves accountable, and continuously raising the bar. By acknowledging challenges openly, we can play our part in reshaping travel into something more sustainable, ethical, and inspiring. We're grateful to everyone who shares this vision with us. Together, we'll keep moving forward, because the world is worth exploring, and protecting.

