



WorldStrides

Disclosure Report

Date Submitted: August 21st, 2024



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 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 checked="" type="checkbox"/>	<input 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	<input type="checkbox"/>	<input checked="" 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 type="checkbox"/>	<input checked="" 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: Bankruptcy

Issue Date	July-September 2020
Topic	Company filed for bankruptcy in the United States causing significant impact on employees.
Summary of Issue	In July 2020, WorldStrides entered into a restructuring support agreement (RSA) due to financial impacts following the COVID-19 pandemic. The debtor's Plan was confirmed by the court in September 2020 and the company emerged from Chapter 11 by the end of the same month.
Size/Scope of Issue (e.g. \$ financial implication, # of individuals affected)	The company reduced their workforce by 37% during this time.
Impact on Stakeholders	Filing for bankruptcy led to laying off employees due to the global stoppage of travel in reaction to the pandemic.
Resolution and Implemented Management Practices	WorldStrides institutional and individual business creditors had their interests either re-structured or extinguished. No customer's financial interests were negatively impacted as a result of the bankruptcy.
Related Incidents (Yes/No)	No

Disclosure Questionnaire Statement

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

Issue Date	2018, 2019, 2020
Topic	Litigations related to on-tour fatal accidents, personal injuries and labor claims
Summary of Issue	<p>WorldStrides is an educational travel company offering educational tours and trips to high school students.</p> <p>The company had 4 client-related litigation cases in the last 5 years:</p> <ul style="list-style-type: none"> • Case 1 (2018) Litigation related to on-tour death of a student as a result of an undiagnosed congenital health condition. Case was settled in 2024. • Case 2 (2019): Personal injury litigation claim related to injured student while staying onsite for a WorldStrides program. Case was settled and closed. • Case 3 (2019): Negligence claim related to on-tour incident. Case was settled and closed in 2019. • Case 4 (2020) Arbitration case before the American Arbitration Association related to disputed Covid19 customer refunds. <p>Pending litigation case</p> <ul style="list-style-type: none"> • (2016): Litigation related to on-tour death of a student under the care of non-Worldstrides Group Leader during downtime hours. Case is still pending.
Size/Scope of Issue (e.g. \$ financial implication, # of individuals affected)	The above mentioned cases were settled and closed representing less than 1% of the company's revenue at the time.
Impact on Stakeholders	Students participating in the tours managed by Worldstrides were impacted.
Resolution and Implemented Management Practices	The company claims none of their policies and practices needed updating as a result of this litigation. WorldStrides has a Risk Mitigation and Emergency Response plan that outlines the policies and practices the company has in place to avoid the occurrence of incidents and to ensure a quick and effective response to different incidents:

	<ul style="list-style-type: none"> • Emergency Preparedness: Emphasizes thorough planning and incident management strategies to ensure quick response to any event impacting participants. • 24/7 Emergency Support: Provides continuous access to an emergency command center (WorldAssist) for immediate assistance and incident management. • Qualified Course Leaders: Selects and trains course leaders with appropriate backgrounds, experience, and rigorous background checks to ensure participant safety and supervision. • Structured Escalation Protocol: Implements a clear protocol for reporting and managing incidents, ensuring the appropriate team members are engaged promptly. • Comprehensive Emergency Manual: Maintains an extensive emergency procedure plan with detailed checklists and response strategies for various types of emergencies. • Dedicated Crisis Response Teams: Establishes specialized sub-groups within the crisis response team to handle specific aspects of emergencies effectively. • Emergency Services: Highlights medical and behavioral health support partnerships. • Medical Release Form: Requires a completed form for each minor participant. Company also partners with George Washington University Medical Faculty Associates and AXA for 24/7 medical consultation and behavioral health assistance. • Supplier Selection: Selects and regularly evaluates suppliers (e.g., hotels, transport) based on stringent safety and quality standards. • Risk and Health Assessments: The company has in place a Travel Review Committee to evaluate travel destinations together with resources and partnerships such as: Exlog Global Intelligence Reports, U.S. Department of State, Centers for Disease Control and Prevention, Overseas Security Advisory Council, State and local government websites, local ground teams and partners and open -source media sources.
Related Incidents (Yes/No)	The company also reported three additional cases that were settled and/or predated the five-year period.



Disclosure Questionnaire Statement

Disclosure Questionnaire Category: On-Site Fatality

Issue Date	2018, 2016
Topic	Fatality of two students during the group trips
Summary of Issue	<p>Fatality 1 - During a school group trip to Washington, DC in 2018, a student reported not feeling well. WorldStrides immediately notified caregivers and "Doctors on Call" (a program run by the George Washington University Medical Faculty), who sent a member of their medical team to evaluate the student. The medical team member left instructions for the participant to rest, and the initial symptoms had abated. The next day, the student's symptoms worsened and he was transported to the Emergency Room. At the ER, he was diagnosed with a previously unknown pre-existing congenital medical issue. He was transported to Children's Hospital, where he underwent emergency surgery. The student died from complications related to the surgery.</p> <p>Fatality 2 - The company reported a second fatality that occurred in 2016 for which the outcome of the case is still pending.</p>
Size/Scope of Issue (e.g. \$ financial implication, # of individuals affected)	The incident resulted in litigation which was settled with payment by the company's insurer. The settlement amount was reported as \$5M (<1% of company's annual revenue). The other terms of the settlement remain confidential. The second fatality case is pending.
Impact on Stakeholders	Loss of life experienced by the deceased people and the related loss experienced by their family.
Resolution	Fatality 1: cause of death was listed as A) Cerebral Herniation, B) Hypoxic Ischemic Brain Injury, and C) Mid Gut Volvulus. Fatality 2: N/A as the case is still pending
Implemented Management Practices	The company's safety practices are included in its "Risk Mitigation and Emergency Response Overview " guide. WorldStrides has a team of health and safety professionals responsible for the development and regular review of its health and safety protocols. The team is supported by the company's

	<p>24/7 WorldAssist team members and its network of onsite field staff who are trained to respond to major and minor incidents that occur on the programs.</p> <p>WorldStrides behavior and mental health services program (AXA) were available to group participants and team members as needed during the program.</p> <p>After these incidents, the company has confirmed that given the internal policies already implemented by WorldStrides, no changes were recommended by the court or the company's management, as the circumstances surrounding these accidents were isolated, and not a result of WorldStrides lack of emergency planning or team member training.</p>
Related Incidents (Yes/No)	No



Disclosure Questionnaire Statement

Disclosure Questionnaire Category: Significant layoffs of >20% of workforce

Issue Date	April, May, September and December 2020 and March 2021
Topic	Significant layoffs due to pandemic brought by COVID-19
Summary of Issue	WorldsStrides offers educational travel services. The pandemic brought by COVID-19 has had a massive impact on the company's revenue. As a result, the company had to do 3 large rounds of layoffs.
Size/Scope of Issue (e.g. \$ financial implication, # of individuals affected)	During the period between April 2020 and March 2021, a total of 702 employees were laid off, representing 37% of the company's employees at that time.
Impact on Stakeholders	Primary impact was loss of employment for affected employees.
Implemented Management Practices	<p>All affected employees received a severance pay package: 1 week per year of service (minimum of 2 weeks and maximum of 12 weeks); 2 months of paid health coverage (COBRA); instructions on how to claim unemployment; letters stating that their termination was COVID-19 related and not due to performance, among with letters of recommendation when requested; counseling by HR for anyone that had questions about their termination; resources through EAP for furloughed team members.</p> <ul style="list-style-type: none">• Once the company was able to improve its financial situation, several team members were re-hired.
Related Incidents (Yes/No)	The company had to do 2 rounds of layoffs: March and September 2020. In March 2020, 14 employees were laid off, representing 19% of the company's employees at that time.