

A photograph of three rhinos in a savanna landscape at sunset. The sun is a large, bright orange orb in the center of the sky, casting a warm glow over the scene. The rhinos are in the foreground, with two adults and one smaller calf. The grass is dry and yellow. In the background, there are silhouettes of trees and a small antelope on the left.

Great adventures with a clear conscience

Our ambition and strategy for sustainability

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Introduction

CLAUS PALMGREN JESSEN, CEO OF TOURCOMPASS

A lot has changed in the world since we started selling tours back in 2006. One thing that hasn't changed, however, is our fundamental belief that travel makes a difference. Travel brings people together and builds an understanding of other cultures and customs around the world. Travel helps create jobs, increases prosperity and educational opportunities in some of the poorest countries in the world.

It has become clear that climate change, caused by human emission of greenhouse gases, is one of the most critical challenges facing the world. As a responsible tour operator, we have a responsibility to try to reduce carbon emissions, not only at our own locations but also at the destinations of the tours we sell. We have therefore decided that an ambitious, long-term plan for reducing our carbon emissions is to be a central part of our Sustainability Strategy.

It is an extensive and complicated task – not to mention a task that we do yet have all the answers to. But we do it because we believe it's the right thing to do. And because a reduction in greenhouse gas emissions is the only way to preserve the vulnerable nature found at the destinations we travel to and which are so close to our hearts.

Another central part of our Sustainability Strategy is supporting the development of disadvantaged local communities at our destinations. We have therefore set the goal that all our tours must contain elements that help support these disadvantaged local communities.

Several of our tours already include such elements, such as Casa Particulares in Cuba and the Ngorongoro Masai Pre-School in Tanzania. But we believe that we can help make an even bigger difference at our destinations, while creating unique and authentic travel experiences for our customers.

This is just the start of our exciting, long-term work with sustainability, as we expect to work with more and new focus areas over time.

We look forward to being able to present our work and its results over the coming years.

Best regards

Claus Palmgren Jessen CEO,
TourCompass



Our Sustainability Strategy

Here at TourCompass, we've always believed in the importance of running a responsible business and going forward, that business must also be a more sustainable one.

For us to become a sustainable business demands that we build sustainability into our tours and the way we do business.

So, in 2022, we have prepared our first Sustainability Strategy Report.

In it, we have identified four focus areas that we believe are absolutely key to running a sustainable business:

- Reduction of carbon emissions in connection with our tours
- Support of disadvantaged local communities
- Focus on animal welfare
- Decent, lawful behaviour, conforming to conventionally accepted standards of propriety and morals

It is our ambition for our Sustainability Strategy Report to evolve and expand, with the inclusion of more focus areas over time.

Our four focus areas are all in compliance with the UN Sustainable Development Goals. Among other areas, we wish to contribute to:



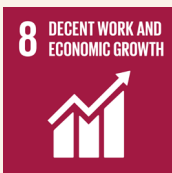
Supporting the opportunity of children and young people to attend school and obtain an education through projects and partners.



Reducing inequality by focusing on particularly disadvantaged local communities.



Ensuring that we look after nature and wildlife through our Animal Welfare Policy.



Generate economic growth in disadvantaged areas by using local business partners.



Reducing our total carbon emissions.



Ensuring that changes take place in collaboration with local partners and are anchored locally

Reduction of carbon emissions

Climate change is one of the biggest challenges facing the world. We're already seeing the effects around the globe. Extreme weather is becoming more frequent and changing rainfall patterns are making living conditions difficult.

As a tour operator, we share the responsibility of trying to reduce carbon emissions, both today and in the future. As part of our Sustainability Strategy, we have therefore prepared a climate report. Based on this, we have drawn up an ambitious, long-term plan for how, as a tour operator, we can reduce the amount of carbon emitted in connection with our tours.

Our climate targets are in line with the Paris Agreement, which is the global goal of holding the temperature increase below 1.5°C, and are also with the latest "Science Based Targets" (SBT).

These targets are:

- To ensure zero emissions of greenhouse gases at our own locations by 2030
- To reduce the total emission of greenhouse gases before 2030, and zero emissions by 2050 in connection with our tours

To help and guide us in this process, we have set specific subsidiary goals, which are our benchmarks for achieving our overall 2030 reduction target. We will adapt both our subsidiary goals and our efforts as we become wiser.

These subsidiary goals include:

2025

We have converted all purchases of electricity for our own locations to green electricity where possible.

We will continue to work with our reduction efforts for energy consumption beyond 2025.

Means of transport at the destinations running on sustainable energy have increased by 50%, and the total number of km driven (as of 2019) has been reduced by 20%.

2026

At least 50% of our tours must be with airlines that have an emissions and/or reduction strategy that meets the goals of the Paris Agreement

2030

We only use hotels and accommodation that have zero emissions, or a realistic plan for this within five years.

It is a major task to achieve these goals, and a task of which we do not presently have all the tools. The subsidiary goals set may therefore change over time. New measures may also be introduced as we grow wiser and as developments in carbon reduction take place. We look forward to being able to present our progress over the coming years.



Animal welfare

Animal welfare is an important focus area for TourCompass, so we follow World Animal Protection's global guidelines for animal protection in tourism.

We know that as a travel company we play a crucial role in the development of more animal-friendly tourism. That is why we distance ourselves from all entertainment involving wild animals.

So, when you travel with TourCompass, you cannot:

- Swim with dolphins in captivity
- Ride elephants
- Stroke lions and cheetahs
- Take selfies with tigers
- Watch monkey and bear shows

Instead we support responsible, well-run, animal-friendly reserves and rescue and rehabilitation centres recognised by World Animal Protection.

They help to support the phasing out of wild animals in captivity, and their aim is to reintroduce the animals into their natural habitat if possible.

When you travel with TourCompass, you are thus contributing to increased focus on and demand for more animal-friendly tourism that both protects the animals and supports the work at the reserves and in rescue and rehabilitation centres.

HIGHLIGHT

The elephants of ChangChill

One of the projects we support is the ChangChill elephant sanctuary in Chiang Mai, Thailand. The elephants of ChangChill have lived most of their lives in the logging industry in the forests of northern Thailand or as entertainment in the Thai tourism industry. In 2017, the sanctuary took a big and significant step when it became the first fully elephant-friendly sanctuary in Thailand with the support of World Animal Protection.

With the transformation of the sanctuary came a change of name from “Happy Elephant Care Valley” to ChangChill, which means “relaxed elephants”, and that’s exactly what you get here.

The elephants now live under conditions that ensure their highest possible welfare based on nutrition, environment, health, behaviour – and a healthy mental state as a result. Human contact is kept to a minimum, and the animals live as naturally as possible. They are allowed to roam freely, so that they can graze, take dust and mud baths and socialise with one another just as they would in the wild. As a visitor, you observe the animals from a respectful, safe distance, and you see them expressing their natural behaviour on their own terms.





Support disadvantaged local communities

As a tour operator, we have a unique opportunity to make a difference in the parts of the world hardest hit by climate change and social inequality. At many of our destinations, tourism is a central part of the economy and a major driving force for development and job creation.

That is why we always use local guides at our destinations and try to work together with local partners wherever possible. That way, we help ensure that jobs are created in the areas where we operate our tours.

We have an ambition to increase support in the particularly disadvantaged areas of our destinations. So, we aim for as many of our tours as possible to feature experiences that directly or indirectly contribute to development in these areas. Many of our tours already include such experiences, and being able to say that we make a difference must be part of our DNA.

On the following pages, you can read about a few of the examples that are already part of our tours, and we look forward to being able to present even more in the coming years.

HIGHLIGHT

Casa particulares in Cuba

On our tours to Cuba, we primarily use Casa particulares to accommodate our guests. Casa particulares, or casas, means “private homes” in Spanish, and as the name suggests, they are a kind of private accommodation where you stay with a Cuban family at their house. They can best be described as being like bed & breakfasts. “Casas” became an official form of accommodation around 25 years ago in 1997, when the Cuban government made it possible for Cuban families to set up their own businesses and earn money from renting rooms to foreign visitors.

Cuba is a poor country in the Caribbean, and a total lockdown of the island for more than 18 months in connection with Covid-19, has not made the situation any easier for the Cubans. Despite the tight economic conditions, the Cubans are thick-skinned people, who are not easily beaten. They have a fighter mentality and a zest for life that you can only have the deepest respect for.

At TourCompass, we love casas!

For visitors, it’s a unique and authentic way to get close to the Cuban people, and for the local people, it’s a good source of income for the entire local area.

When we ask our customers about the experiences they remember best from their trip to Cuba, the casa experience is always one of the first things they mention. Generally speaking, our customers only know a few words of Spanish, and the hosts just a few English words, but it still works somehow – smiles and gestures will get you a long way.





HIGHLIGHT

Ngorongoro Masai Pre-School

Possibly the school with the very best view from its playground in the whole world. In the square in front of the simple school building, the children play football overlooking the endless plains of the Serengeti on the horizon. Next to the school building is the kitchen, which serves the school children a meal every day before classes begin.

Located on the edge of the Ngorongoro Crater in Tanzania, the school has places for 52 children aged 3–6. The children come from the surrounding Masai communities, where PTA meetings and parents' evenings are not something you are automatically invited to.

The school is run by the charity Zara Charity, which was founded by our partner in Tanzania, and it is together with them that we have built this school. We have donated the kitchen building to the school and we also make a monthly contribution for uniforms, school materials and food.

In the morning, the children help at home, and at midday, they go to school. The school day starts with a hearty meal to ensure they are full and ready to learn. When the children start school, they only speak the local Masai language. They must therefore start by learning Swahili and then English (which are the two official languages in Tanzania) before they can actually start learning to read.

The Masai people originally lived a nomadic way of life, making a living from herding their cattle for water and food. Climate change and cultural changes have, however, necessitated a change to their way of life, and the opportunity to send their children to school is crucial to give them a future in a changing world.



Governance

We ensure that we always comply with applicable national and international legislation.

This includes:

- Human rights legislation
- Environmental legislation
- Anti-bribery and anti-corruption legislation
- Sanctions legislation

In addition, we behave with decency wherever we are in the world and we follow a code of conduct, which all our business partners have also signed. It is in accordance with the ten principles of the UN Global Compact, which ensure protection in the areas of human rights, labour rights, the environment and anti-corruption.



TOURCOMPASS