



TOURCOMPASS

Adventures with purpose

Sustainability Report 2024: Results and future ambitions

FEBRUARY 2025

Table of Contents

Introduction

01

10 quick updates

02

**Our
sustainability strategy**

03

Climate and environment

04

05

Responsibility for nature

06

Social responsibility

07

Governance

08

Goals for 2025

01

Introduction

Claus Palmgren Jessen, CEO at TourCompass



Introduction

CLAUS PALMGREN JESSEN, CEO AT TOURCOMPASS



At TourCompass, we believe that tours bring people together. Travelling and meeting new people fosters an understanding of diverse cultures and practices worldwide, playing a vital role in global unity and the equitable distribution of prosperity.

We are also acutely aware of the need to conduct these tours as responsibly as possible. Our focus on social responsibility ensures that our tours make a positive impact—not just for our guests but also for our partners and the local communities at our many destinations.

Our sustainability strategy continues to be aligned with the UN's sustainable development goals and the ten principles of the UN Global Compact. Our climate targets remain consistent with the Paris Agreement and the Science Based Targets initiative (SBTi).

In 2024, we have advanced our sustainability efforts. We have gained insights into where and how we can make a positive difference and are continuously working to integrate these measures into our tours and our business.

In our bid to reduce CO2 emissions from our tours, one of our significant initiatives in 2024 was the introduction of our own 'ESG Flight Policy'. This flight policy will henceforth determine which airlines we use for our

tours, gradually booking more flights with those airlines making the greatest efforts to reduce CO2 emissions. It's a complex task since we can't directly influence the airlines' specific measures, while also ensuring comfortable and competitively priced flights for our guests. We are committed to this task and look forward to presenting the results in the coming years.

Throughout the past year, we've also introduced various new measures across several of our tours. We are proud of all our initiatives, but I would like to highlight our new support for the 'Eileen Yee Educational Fund, Project 101', as well as our continued and expanded support for the 'Moshi Kids Center'—two projects that make a significant difference for children in Southeast Asia and Tanzania, respectively. You can read more about these projects and many of our other initiatives in the following pages and on our website.

For 2025, we will, of course, continue our work on sustainability and responsibility. One of our major goals is to complete our first biodiversity initiatives.

Lastly, we remain committed to ensuring high employee satisfaction within our team, benefitting our colleagues, our guests, our partners, and TourCompass.

A cheetah is walking across a dirt road in a savanna landscape. The scene is viewed from the perspective of someone inside a safari vehicle, with the vehicle's roof and a person's arm visible in the foreground. The cheetah is in the middle of the road, facing away from the vehicle. The background shows a vast, open savanna with dry grass and a few scattered trees under a cloudy sky.

02

10 quick updates

It's been a busy year at TourCompass. You can read more about it on the following pages. Here are 10 quick updates on the new initiatives we've launched in 2024.

1. AFRICA

In the KAZA region of southern Africa, we support the Ele-Collection by contributing a fixed amount per guest visiting the region.

4. INDIAN OCEAN

In the Maldives, we have switched to Meeru Island Resort and Spa, which has a Travelife Gold certification.

7. AFRICA

In Tanzania, we have assisted the Moshi Kids Center in constructing a new school building.

2. ASIA

In Thailand, our guests dine at Restaurant Naree De Klang Vieng, which supports women in rebuilding their lives after serving their sentences.

5. AFRICA

In Madagascar, we visit two local projects: V.O.I.M.M.A. and Anja Reserve.

8. LATIN AMERICA

In Mexico, we have discontinued selling an excursion to snorkel with whale sharks, following advice from World Animal Protection.

3. ASIA

In Asia, we support the Eileen Yee Educational Fund, Project 101.

6. ASIA

In Thailand, we have begun collaborating with Santhiya Resorts, which has a strong sustainability profile.

9. LATIN AMERICA

In Costa Rica, we primarily use smaller hotels and lodges to minimise our environmental impact.

10. WORLDWIDE

Finally, we have added several lesser-visited areas to our selection of tours to promote a more equitable distribution of resources and reduce the pressure on the most popular tourist spots. These areas include:

- Southern Tanzania
- Northern Thailand
- Khao Yai in Thailand
- Koh Kood in Thailand
- Madagascar

03

Our sustainability strategy

UN's sustainable development goals | UN Global Compact's 10 principles |
Our focus areas





Our sustainability strategy

Our overarching sustainability strategy is rooted in the UN's sustainable development goals and the ten principles of the UN Global Compact.

As a tour operator, we bear part of the responsibility to help reduce CO2 emissions. Many of our planetary boundaries have already been exceeded, and the world we live in—and depend on—is changing.

According to figures from the World Economic Forum and the World Travel & Tourism Council ¹, up to 10% of the world's total CO2 emissions stem in one way or another from the tourism industry. However, these figures are subject to great uncertainty, partly because many factors are difficult to measure and partly because there are few universal standards for measurement.

Nevertheless, it doesn't change the fact that, as a tour operator, we have a responsibility.

The large impact of tourism should also be seen from another perspective, namely that tourism accounts for a significant portion of the world's gross

domestic product. It is estimated that up to 10% of the world's GDP comes from tourism—with significant regional disparities.²

This means we have a great responsibility. But it also means we have a great opportunity. We can indeed make a difference if we work strategically and purposefully with sustainability.

In public debates, sustainability is often equated with climate change. Our climate goals align with the Paris Agreement ³. However, we believe that sustainability as a concept extends beyond climate and environmental concerns.

We have a unique opportunity to make positive impacts on the world socially and environmentally, and this is in complete accordance with the UN's sustainable development goals, which indeed extend beyond climate and environmental considerations.

1. [weforum.org/agenda/2023/08/temperatures-tourism-climate-impact/wttc.org/Portals/0/Documents/Reports/2021/WTTC_Net_Zero_Roadmap.pdf](https://www.weforum.org/agenda/2023/08/temperatures-tourism-climate-impact/wttc.org/Portals/0/Documents/Reports/2021/WTTC_Net_Zero_Roadmap.pdf)
2. [worldbank.org/en/topic/competitiveness/brief/tourism-and-competitiveness](https://www.worldbank.org/en/topic/competitiveness/brief/tourism-and-competitiveness)
3. unfccc.int/process-and-meetings/the-paris-agreement

OUR SUSTAINABILITY STRATEGY

Selected global goals we work with

4

QUALITY
EDUCATION



Support the educational opportunities for children and young people through projects and partnerships.

8

DECENT WORK AND
ECONOMIC GROWTH



Foster economic growth in vulnerable areas by utilising local partnerships.

10

REDUCED
INEQUALITIES



Reduce inequality by focusing on particularly vulnerable communities.

13

CLIMATE
ACTION



Reduce our overall CO2 emissions.

15

LIFE
ON LAND



Ensure we protect animals and nature through our animal welfare policy.

17

PARTNERSHIPS
FOR THE GOALS



Ensure changes occur in cooperation with local partners and are anchored locally.



OUR SUSTAINABILITY STRATEGY

The 10 Principles of the UN Global Compact

The 10 Principles of the UN Global Compact are designed to help businesses better and more easily engage with global goals in a business context. The principles are as follows and cover four 'main areas':

Human Rights

- Principle 1: Businesses should support and respect the protection of internationally proclaimed human rights within their sphere of influence
- Principle 2: Businesses should ensure they are not complicit in human rights abuses

Labour rights

- Principle 3: Businesses should uphold the freedom of association and the effective recognition of the right to collective bargaining
- Principle 4: Businesses should support the elimination of all forms of forced and compulsory labour
- Principle 5: Businesses should support the effective abolition of child labour
- Principle 6: Businesses should eliminate discrimination in respect of employment and occupation

Climate and environment

- Principle 7: Businesses should support a precautionary approach to environmental challenges
- Principle 8: Businesses should undertake initiatives to promote greater environmental responsibility
- Principle 9: Businesses should encourage the development and diffusion of environmentally friendly technologies

Anti-Corruption

- Principle 10: Businesses should work against all forms of corruption, including extortion and bribery.



OUR SUSTAINABILITY STRATEGY

Our focus areas

Based on the Global Goals, the 10 Principles, and taking into account the CSRD directive, we have developed a series of focus areas that we believe are crucial for running a more responsible business:

- **Climate & Environment:** reduction of CO2 emissions in connection with our tours.
- **Social Responsibility:** support of vulnerable local communities
- **Responsibility for nature:** focus on animal welfare
- **Governance:** conduct ourselves properly, including following applicable legislation and maintaining good general morals
- **Biodiversity:** Which by 2025 will be integrated into our focus area on responsibility towards nature

In 2024, we established a sustainability group that works together on these focus areas. The working group consists of individuals from various departments. Additionally, one of our staff members has trained to become a Sustainability Manager to ensure a constant focus on this important work.



Our climate targets are ambitious, and they have been validated in accordance with the Science Based Target Initiative.⁴

4. sciencebasedtargets.org/

04

Climate and Environment

Measurement of sub-goals and targets | Key figures | At the office | Flight policy |
From flights to trains in Kenya | 10 tips to travel (a little) more sustainably

Climate and environment

Our climate goals align with the Paris Agreement, the global aim to keep temperature rises below 1.5 degrees Celsius.

These goals are:

- To ensure that our own locations have zero greenhouse gas emissions by 2030.
- To reduce total greenhouse gas emissions by 2040 and achieve net-zero emissions by 2050 in connection with our tours.

To assist and guide us in this process, we have set specific interim targets, which serve as milestones to reach our overall 2030 reduction goal. We adapt both targets and efforts as we gain new insights.

Our interim targets include:

2025

We have transitioned all our electricity purchases to green energy at all our locations, wherever possible. Our efforts to reduce energy consumption will continue beyond 2025.

We have increased the use of sustainable energy-driven transport options at our destinations by 50%, and the total kilometres travelled (since 2019) have been reduced by 20%.

2026

At least 50% of our tours must be with airlines that have emissions and/or reduction strategies in line with the goals of the Paris Agreement.

2030

We exclusively choose hotels and accommodations that have either already achieved zero CO₂ emissions or have a realistic and concrete plan to achieve this within the next five years.

CLIMATE & ENVIRONMENT

Measuring interim targets and goals

To monitor our goals and interim targets, we prepare an annual climate report measuring our total greenhouse gas emissions. We measure in accordance with the Greenhouse Gas Protocol (GHG),⁵ the leading international standard for carbon emissions measurement for companies. By adhering to an international standard, we ensure our goals are comparable. Within the GHG Protocol, greenhouse gas emissions are divided into three so-called 'scopes'.

Scope 1 covers emissions from a company's own facilities, machinery, and vehicles (for example, through the burning of petrol, diesel, or natural gas).

Scope 2 includes emissions associated with the production of energy that a company purchases (such as electricity and district heating).

Scope 3 includes all other indirect emissions that occur in the company's value chain (including upstream procurement and downstream waste management).

⁵. <https://ghgprotocol.org/>



Key figures

The table below shows key figures for TourCompass in 2019 as well as 2022-24. The years 2020 and 2021 are excluded from the report as the figures are not representative due to the Covid-19 pandemic.

Scope	Unit	2019	2024	Change from 2019 to 2024
Scope 1 + 2	ton CO2e	17	10	-39%
Scope 1 + 2 + 3	ton CO2e	61.471	45.885	-25%
Scope 1 + 2	ton CO2e/customer	0,0010	0,0008	-20%
Scope 1 + 2 + 3	ton CO2e/customer	3,53	3,43	-3%

The absolute emissions in scope 1 + 2 and the absolute emissions in scope 1, 2, and 3 are shown here along with relative key figures that reflect how many guests we had in 2019 and 2024, respectively.

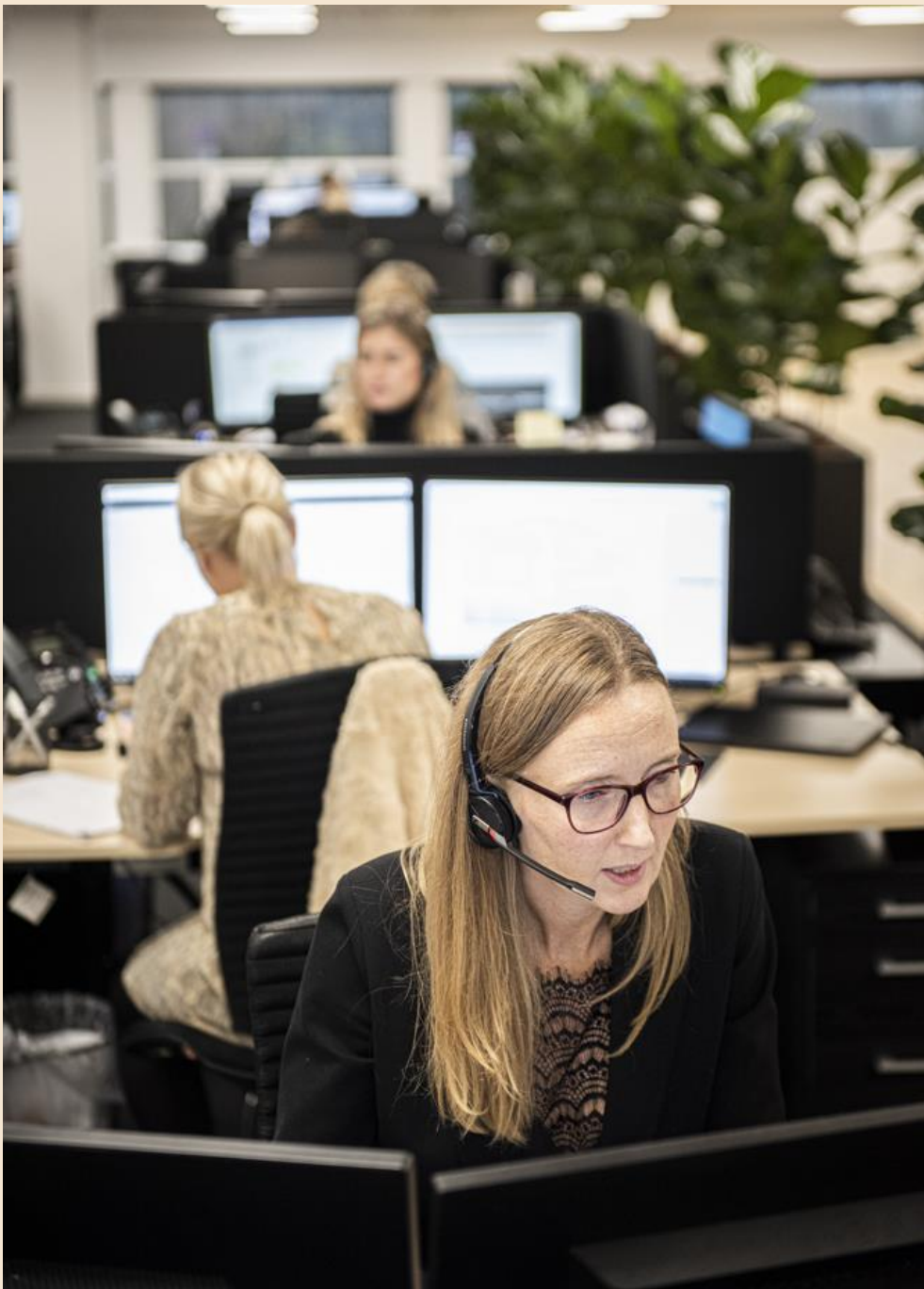
From 2019 to 2024, we observed a 39% reduction in absolute emissions for scope 1 and 2. This is primarily attributed to our transition to green electricity. Emissions per guest within these scopes decreased by 20% during the same period. Our goal is to halve our CO2 emissions from our baseline year, 2019, by the end of 2025. However, we are aware that this may be challenging, given our company is growing with more employees, thereby increasing our need for a larger office space. This naturally doesn't hinder us from exploring our options!

The absolute emissions in scope 1, 2, and 3 have decreased by 25% between 2019 and 2024, largely due to fewer travellers in 2024 versus 2019, as well as the switch to green electricity. The mere 3% reduction in emissions per guest in scope 1, 2, and 3 is partly because we've had more business trips with new staff, which impacts the overall CO2 emissions, and the increased staff numbers have resulted in more commuting to and from the office.

Additionally, we've seen a rise in the number of overnight stays at our destinations (partly due to new destinations and longer tours in the programme). However, it remains that the majority of our emissions in scope 3 comes from flights.

As you can read on page 12, we implemented a flight booking policy in 2024, where we selected airlines working towards the same goals as ours and set targets for how we book flights moving forward. This aims to help us towards our 2026 interim goal, where at least 50% of our tours should be with airlines that have emissions or reduction strategies aligning with the Paris Agreement targets.

We are also launching a major data collection project in 2025 concerning hotels. As the number of overnight stays will increase in the coming years, we believe we need a clearer picture of how to measure emissions from hotels. In our opinion, the available databases are too simple and do not provide an accurate picture of the portion of emissions truly attributable to overnight stays. Without this knowledge, we cannot make informed decisions regarding hotels.



CLIMATE & ENVIRONMENT

At the office

Scope 1 and 2

Compared to CO2 emissions in scope 3, the emissions in scope 1 and 2 are very small—in fact, less than 0.1% of the total emissions. However, as part of our Science Based Targets, we are committed to reducing emissions in scope 1 and 2 by 50% by the end of 2025.

In 2024, our scope 1 and 2 emissions were reduced by 39% compared to 2019. We are pleased to have achieved this despite having more employees and more office space than we had in 2019. We remain hopeful and confident that we can achieve our 2025 target next year.

Green Electricity

On 1 December 2023, we switched all our electricity purchases to renewable energy sources at our Danish office.

This means 100% of our electricity now comes from

renewable sources. Our baseline year is 2019, and by 2024, our total CO2 emissions from electricity consumption were already up to 90% less than our baseline year.

We still face a challenge at our German office, and we are currently exploring whether we can transition to renewable electricity there as well.

Waste Sorting

In 2024, we introduced waste sorting at our office in Denmark. We sort into 8 different categories (in accordance with Aarhus Municipality guidelines):

- Metal
- Paper/cardboard
- Plastic
- Food waste
- Food and drink cartons
- Glass
- Deposits
- Residual waste



CLIMATE & ENVIRONMENT

Scope 3

Hotels at destinations

Many of the hotels we collaborate with are already engaged in some form of sustainability work, and TourCompass' aim is to accelerate this process. The first step is to clearly understand how far each hotel has progressed on their sustainability journey and what plans they have to reduce their CO2 emissions in the future. With this knowledge, we can choose to partner with the hotels that are leading the way in climate action and support them in their efforts to operate in the most environmentally friendly way.

In 2024, we set out to map and assess the CO2 emissions of our ten most popular hotels. We have not yet fully achieved this. In collaboration with an external partner, we are in the process of developing a questionnaire that we will present to the hotels. We have started mapping what we can, and in 2025, we will follow up with questionnaires for the hotels where we have the most guests and overnights. It is important to emphasize that this mapping of the hotels is not solely concerning CO2 emissions.

For us, it is also important that the hotels we choose to work with are generally focused on operating as a responsible business. Besides climate action, we also place great importance on factors such as their

social efforts in local communities or initiatives related to the environment.

Transport at destinations

Each year, we map the length of the tours we undertake. We are keen to develop a strategy on how and at what pace we can transition to vehicles using non-fossil fuels. This has proven more challenging than anticipated.

In 2024, our goal was to replace car journeys with train journeys on at least one of our ten most popular tours and to implement electric vehicle transport at a minimum of one of our destinations. We know that several of our partners have the possibility to offer transport in or the rental of electric vehicles. Unfortunately, the lack of charging facilities at our destinations has made it logistically impossible to transition from petrol vehicles to electric vehicles.

However, on two of our best-selling programs in Kenya, we have replaced a domestic flight with a train journey, so we have made some progress towards our goal.



CLIMATE & ENVIRONMENT

Flight policy

International flights

We cannot single-handedly control the reduction of CO2 emissions from international flights directly, but we can take responsibility for influencing the individual airlines we work with in a more positive direction.

Therefore, in 2024, we spent time gaining an overview of the airlines' individual emissions – particularly their efforts to reduce them – and based on this information, we selected which airlines to work with going forward.

Based on the collected data, we have formulated a policy for choosing airlines that either emit the least or have a clear plan to reduce their CO2 emissions.

The aim is to ensure that we use airlines that share our ambition to reduce CO2 emissions from tours as much as possible.

Specifically, we have divided airlines into three groups:

- Group A: Airlines that have committed to SBTi and the Paris Agreement

- Group B: Airlines aiming to achieve net zero by 2050
- Group C: Other airlines

The goal is to book as many tours as possible with Group A airlines to reduce emissions from our flights in the long term.

In 2024, 29% of our tours were with Group A airlines, while 50% were with Group B airlines.

We have set ambitious targets to increase these numbers by 2030, and we will include the development in our annual report going forward. Intermediate goals are for 50% of our booked flights by 2030 to be from Group A, and by 2030, at least 90% of booked flights must be from Group A+B.

Already in 2026, the goal is that at least 50% of our tours will be with airlines that have an emission and/or reduction strategy that meets the objectives of the Paris Agreement.

CLIMATE & ENVIRONMENT

Replacement of domestic flights with train journeys in Kenya

In 2024, we aimed to replace petrol vehicle transport with electric vehicles at a minimum of one of our destinations.

We know that our partners in both Costa Rica and Bali are working to offer this option. Unfortunately, the lack of charging facilities at both destinations means we have not yet achieved this replacement.

We also had a goal to replace car travel with train journeys on at least one of our top 10 most popular tours during 2024. We have not reached this goal either – but we have done something even better; on two of our top-selling Kenya tours, we have replaced domestic flights with train journeys!

Furthermore, we have introduced a specific train journey on one of our new destinations in the USA, where many would normally choose to fly.





CLIMATE & ENVIRONMENT

10 tips on how to travel (a little) more sustainably

Exploring the world and experiencing cultures different from our own is fantastic. At TourCompass, we are motivated by the transformative effect that tours can have.

However, it can sometimes seem a bit paradoxical to travel when the world faces so many climate challenges. Yet, there are also good reasons to continue exploring the world.

At TourCompass, we are also very conscious of our responsibility to operate a business that addresses some of the many challenges the world is facing. We believe it is our responsibility to create adventures with purpose.

Of course, this does not mean that you, as a traveller, are exempt from responsibility. It is important that we all attempt to integrate more sustainable practices into our travel habits when visiting other countries. So perhaps consider the following when you travel:

1. When possible, choose an airline that invests in biofuel
2. Travel outside of peak seasons
3. Minimize your plastic use
4. Buy local souvenirs
5. Conserve water
6. Use local guides
7. Care for nature
8. Respect wildlife
9. Learn about local customs and traditions
10. Choose a responsible tour operator

You can read more in detail about all ten points in this blog post:

<https://www.tourcompass.co.uk/blog/10-tips-on-how-to-travel-a-little-more-sustainably.htm>

A large tortoise, likely a Galapagos tortoise, is walking on a paved path. The tortoise has a dark, patterned shell and thick, wrinkled skin. It is moving towards the right side of the frame. The background shows lush green vegetation and a blue sky with some clouds. A white circle with the number '05' is positioned above the tortoise's head.

05

Responsibility for nature

Our animal welfare policy | Highlight: Ele-Collection, Zimbabwe |
Highlight: Kariega Game Reserve, South Africa



RESPONSIBILITY FOR NATURE

Our animal welfare policy

When you travel with TourCompass, you contribute to an increased focus and demand for more animal-friendly tourism that both protects the animals and supports the work in reserves as well as rescue and rehabilitation centres.

We support responsible, well-managed, and animal-friendly reserves as well as rescue and rehabilitation centres – where possible, recognised by World Animal Protection, with whom we work closely.

When you travel with TourCompass, you therefore cannot:

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

We are also developing a “how-to” list of items regarding our safari driving. This should make it easier for our driver-guides to act correctly on safaris and in accordance with our animal welfare policy.

We have very clear views on how to act responsibly in nature, and we want to translate this into an easy and useful policy. The “how-to-safari” list is being developed along with our partners at our safari destinations, so we can bring their extensive knowledge into reality.



RESPONSIBILITY FOR NATURE

Highlight: Ele-Collection, Victoria Falls, Zimbabwe

In many parts of the world, the accumulation of plastic waste is a significant problem, including the area around Victoria Falls in Zimbabwe. Traditionally, plastic would occasionally be burnt when it piled up too much, but this is harmful to both people and the environment. Ele-Collection is an organisation that focuses on the collection and recycling of plastic waste around Victoria Falls. The goal is to expand the project across the entire Kaza area (Kavango Zambezi Transfrontier Park, the world's second-largest nature conservation area).

The organisation was founded against a sombre backdrop. For centuries, humans and elephants lived side by side peacefully in the Victoria Falls area. Elephants might wander into the city at times, but the local residents always gently guided them back out again. This changed in 2021. Two local men were attacked by a large male elephant. They escaped with their lives, but everyone agreed that the elephant's very aggressive behaviour was extremely unusual. Shortly afterwards, another male elephant attacked a local man, who unfortunately lost his life

in the encounter, and the injured elephant had to be euthanised.

During the elephant's autopsy, large amounts of plastic were found in its stomach, clearly indicating that the aggressive behaviour was caused by pain. Local efforts banded together to remove all plastic from the area to prevent similar incidents. Ele-Collection was established as a result. The organisation works hands-on to collect plastic. They primarily employ women to help support, among others, single mothers who often have no other source of income. The women collect plastic and receive cash based on how much they collect. They call it 'Trash for cash'. The plastic is recycled in a more sustainable manner, being turned into building materials, for instance.

In collaboration with our local partner in the area, we have agreed to donate 10 USD to the project for every booking we receive for the Kaza area. The donation is not included in the tour price – but when you purchase a tour to the area, we donate money to the project.



RESPONSIBILITY FOR NATURE

Highlight: Kariega Game Reserve, South Africa

In South Africa's Eastern Cape province lies the 11,500-hectare private reserve, Kariega Game Reserve.

Here, you'll find five lodges of varying sizes and price ranges.

Kariega's story began in 1989. A local family had a vision to create a game reserve in what was then a farming area. They purchased a piece of land near the Kariega River and armed themselves with patience.

Over the next 30 years, the family, along with an equally visionary neighbour, gradually acquired land in the area while building lodges on the land they had procured. The reserve is now one of the largest in the Eastern Cape.

TourCompass has been working with Kariega Game Reserve since 2015, not only because we believe the reserve offers a fantastic (and malaria-free, incidentally) safari, but also because we believe Kariega's approach to nature and wildlife

conservation, along with its work with the local community, aligns well with our values.

In 2009, the NGO Kariega Foundation was established. A portion of the safari business's profits goes to the foundation. For instance, all overnight guests contribute to the foundation through an 'overnight levy', paid per person per night upon checkout from one of Kariega's lodges. This levy can ONLY be paid locally, as the funds go directly to the foundation.

Kariega Foundation's philosophy is 'Conservation through Community' – meaning you have to involve the local community living in and around the nature you are trying to preserve.

Therefore, we have also included a village visit in our safari holiday to Kariega Game Reserve. We'd like to help strengthen 'ubuntu*'. Would you like to join?

A South African expression, which roughly translates to 'I am because you are'.



06

Social responsibility

Highlight: Moshi Kids Center, Tanzania | Highlight: Eileen Yee Educational Fund,
Various Countries | Highlight: Osiligilai Maasai Lodge, Tanzania |
Highlight: Laguna Lodge, Costa Rica



SOCIAL RESPONSIBILITY

Highlight: Moshi Kids Center, Tanzania

We've previously talked about our collaboration with the NGO Zara Charity surrounding Moshi Kids Center.

At TourCompass, we support the school with a fixed monthly amount, which goes towards, among other things, food and school supplies. The aim of the pre-school is to give the children a chance. They receive food and clothing – and a chance to prepare for a different life. The longer-term goal of the pre-school is to establish 'sponsorships', allowing the children to attend REAL school and gain an education.

The project is very successful, and as of this writing

(January 2025), 50 children are associated with the centre. HOWEVER, many more have applied for a place at Moshi Kids Center.

Therefore, we've chosen to sponsor the construction of two additional classrooms to accommodate more children.

As always, we closely follow the projects we support, and every time we are in Moshi (which is quite often), we visit Moshi Kids Center. These photos are from December 2024.



SOCIAL RESPONSIBILITY

Highlight: Eileen Yee Educational Fund, Project 101

Eileen was known for her pink hair, infectious laughter, and positive energy, and her unwavering passion for educational tours and local communities. She suddenly and unexpectedly passed away one day in September 2023.

Eileen Yee worked with our partner, whom we use in large parts of Asia, so we have worked closely with her over the years. In Eileen's honour, our partner established an educational fund in her name: the 'Eileen Yee Education Fund'.

Eileen was passionate about setting ambitious goals, and those close to her gave her the nickname '101', inspired by the Chinese pronunciation of her name. This led to the launch of the fund's first initiative: Project 101. This special number has since become a symbol, inspiring us to dream big, aim higher, and create lasting changes in the local communities we send guests to.

'Project 101' provides scholarships to vulnerable school children in communities where our partner has established local connections. With an initial goal to support 101 students, the fund aims to reduce high school dropouts, providing students with the opportunity to achieve a solid education that opens the door to a wealth of opportunities.

The UN estimates that 84 million children and young people will be forced to drop out of high school by 2030, often due to socio-economic challenges and hidden educational costs. In many families facing economic difficulties, there is pressure on young people to earn money and contribute to the household. Here, short-term income is prioritised over the long-term benefits of education.



Even when school fees are covered, the hidden costs of schooling, such as transportation, uniforms, and tutoring, can be prohibitive for low-income families. These financial barriers, combined with the need for young people to contribute to household income, create significant obstacles to accessing education. This perpetuates poverty cycles and limits future opportunities for millions of young people.

Scholarships will offer financial support to students, enabling them to complete their three-year high school education. Students will have access to all necessary school materials and equipment, including a bicycle, backpack, school uniform, and all the stationery they need for their studies.

In collaboration with teachers and local communities, students from low-income families will be identified and invited to apply for the scholarships. To receive the scholarships, students must complete a 60-day online learning programme that demonstrates their commitment to education. Following this, they must apply their newly acquired skills by crafting a personal statement outlining how the scholarship will benefit both themselves and their community.

After completing their education, students interested in a career in tourism, hospitality, and catering will have the opportunity to receive recommendations to vocational schools across Asia.

At TourCompass, we support 'Project 101' with a fixed monthly amount, so when you book your tour with us, you help support education for young people from low-income families in Asia.



SOCIAL RESPONSIBILITY

Highlight: Osiligilai Maasai Lodge, Tanzania

At the foot of Kilimanjaro – with views of Mt Kilimanjaro on one side and Mt Meru on the other – is Osiligilai Maasai Lodge.

The lodge is the brainchild of visionary Maasai chief, William, who knows that climate change and other external pressures are continually challenging his culture and his people.

The Maasai are a nomadic tribal people originally from Egypt.

In the 15th century, they began migrating south, reaching what we now know as southern Kenya and northern Tanzania by the 1800s. The Maasai are herders, who travel based on where there is food and water for their animals, but changes in rainfall patterns challenge their traditional routes, and young Maasai, like all young people, are tempted by a different life with mobile phones and Netflix.

The chief's vision was to create an income stream for the villages in the area, allowing the Maasai to retain and cultivate their culture. The young Maasai are encouraged to gain an education and return to

the villages to work at the lodge – as Maasai – but with a foot in the 'modern' world.

TourCompass has supported the lodge since it opened in 2018.

As a visitor to the lodge, you help support William's vision while also getting an exciting introduction to Maasai culture without compromising too much on comfort. There is a pool, Wi-Fi, and the huts have their own toilets and running (hot) water.

During your stay at the lodge, you'll have plenty of opportunities to talk to the Maasai about their way of life, as they happily take you on walks in the area, demonstrate spear throwing, and sing and dance some of their traditional dances.

Moreover, the lodge is built from local materials, the electricity comes from solar panels, and the food is locally grown and, of course, organic.



SOCIAL RESPONSIBILITY

Highlight: Laguna Lodge, Costa Rica

In Costa Rica's Tortuguero National Park, we are delighted to work alongside Laguna Lodge.

The name 'Tortuguero' is derived from the Spanish word 'tortuga' (turtle), and the park is especially renowned for its turtles. The green sea turtle, leatherback turtle, and both species of hawksbill and loggerhead turtles lay their eggs along the Caribbean coast, including in Tortuguero National Park. All these species are endangered, making it critically important for everyone to collaborate on conserving the area's natural environment and wildlife. Laguna Lodge plays a significant role in this conservation effort.

Located amidst the stunning scenery of Costa Rica's Caribbean coast, Laguna Lodge can only be accessed by plane or boat.

The small and few villages on this secluded peninsula heavily rely on tourism, with almost 100%

dependency. Therefore, it is crucial that the local residents' benefit from tourism and share in the earnings.

Laguna Lodge employs primarily local staff – remarkably, 98% of their staff hail from Tortuguero.

Moreover, the lodge is highly active in the local community, helping to organize local festivals and supporting the education of the area's youth. These initiatives provide the locals with a sense of belonging and incentivize them to care for their community.

The ecosystem in this region is particularly fragile, and through tourism, the locals have become more focused on the importance of protecting their natural surroundings.

A man with a beard, wearing a black t-shirt and light blue denim shorts, is seen from behind, walking through a narrow aisle in a market. He has a large brown leather backpack on his back. The market stall is densely packed with various handicrafts, including wooden carvings, woven baskets, and colorful textiles. The lighting is warm and focused on the man, creating a sense of depth and immersion in the market environment.

07



TOURCOMPA

Governance

Our own workforce | Partners



GOVERNANCE

Our own workforce

We strive to create a workplace with a healthy work-life balance, aiming to be an attractive employer for both current and potential new employees. As such, we place great emphasis on both the physical and psychological working environment.

In 2024, we conducted three employee satisfaction surveys, resulting in an overall score of 4.3 out of 5, of which we are incredibly proud. Notably, 92% of our employees indicated that they would recommend TourCompass as a great place to work, and 100% said they could identify with the values of TourCompass.

A 'People and Culture' forum is held three times a year, where management and our 'People & Culture Manager' meet to evaluate the latest employee satisfaction surveys to initiate new measures aimed at further strengthening employee engagement.

This forum supplements our employee handbook, which is provided to all employees upon hiring and is

part of our detailed onboarding process. It includes policies on various areas such as opportunities for further education, leave, and our 'whistleblower scheme'.



GOVERNANCE

Partners

Partnerships

We sell dreams. Dreams that can only be fulfilled through human connections. Initially between us and our guests, then between us and our partners, and finally between our guests and our partners.

We take this seriously. That's why we always consider our partners to be just that: partners.

We're in it together.

Code of Conduct

We adhere to a 'code of conduct', which all our partners have signed. This aligns with the UN Global Compact principles, ensuring the protection of human rights, labour rights, the environment, and anti-corruption.

Health and Safety

Our goal for 2025 is to present all our partners with a 'health and safety' policy. Although we carefully

select our partners and trust them, to make it easier for them to enforce certain requirements on their subcontractors, we're developing a set of rules that everyone is expected to commit to.

A photograph of a suspension bridge made of bamboo poles and wire mesh, stretching across a dense, lush green forest. The bridge is covered in moss and has fallen leaves on it. The surrounding vegetation includes large ferns and various tropical plants. The scene is brightly lit with sunlight filtering through the canopy.

08

Goals for 2025

Goals for 2025

Our core areas remain unchanged. We will continue to focus on:

- Climate & environment: reducing CO2 emissions associated with our tours
- Social responsibility: supporting vulnerable local communities
- Biodiversity with a responsibility for nature and a focus on animal welfare
- Governance: behaving properly, including compliance with laws and good moral standards

Our main goals for 2025 are:

- to transition all our electricity procurement to green energy in all our own locations (where feasible)
- to increase sustainable energy-powered transport at our destinations by 50%
- to reduce the total number of kilometres driven (compared to the baseline year 2019) by 20%

Additionally, we are continuing to work on our flight policy towards our interim goals in 2026. 2025 should show significant progress towards these interim goals as outlined at the beginning of this report.

We are, of course, continuing efforts to select and replace products in the countries we offer

tours to, so we can create even more meaningful adventures.

We believe we have a unique opportunity to contribute to positive footprints in the many countries we operate in – both socially and environmentally – if we make conscious decisions.

Moreover, it is our goal for 2025 to map the specific CO2 emissions for (at a minimum) our 10 best-selling hotels.

Furthermore, we aim to continue mapping how hotels contribute to positive footprints in their local areas – whether socially or environmentally.

We haven't given up on introducing electric vehicle transportation at at least one destination, and we're working with our partners to tackle this challenge.

The plan for 2025 is to map CO2 emissions on a range of our best-selling tours so we know where to act. Without a baseline, we can't make informed choices – and exclusions.

It remains our aim not only to look at CO2 emissions when discussing sustainability but also to view the bigger picture concerning responsible business when selecting products for our tours. A comprehensive mapping of our tours in detail is necessary for this.

Perhaps our most important lesson in 2024 has been that the more we learn, the more questions arise. So, we step into 2025 with heads full of questions – and plenty of determination to create more adventures – with meaning.



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Thank you



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