



RECONCILIATION ACTION PLAN

APRIL 2020 - APRIL 2022



An aerial photograph showing a river delta with red soil and green vegetation. The river flows from the top left towards the bottom right, where it branches into several smaller channels. The surrounding land is a mix of red earth and green shrubs. The water in the river is a muddy brown color. The overall scene is captured from a high angle, looking down at the landscape.

ACKNOWLEDGEMENT OF COUNTRY

Intrepid Travel acknowledges Traditional Owners of Country throughout Australia and recognises their ongoing connection to lands, waters and communities. We pay our respect to Aboriginal and Torres Strait Islander Elders past, present and future, and support the continuation of cultural, spiritual and educational practices.



ABOUT THE ARTIST

Dixon Patten is a proud Yorta Yorta and Gunnai man who was born and raised in Melbourne. Dixon is the Creative Director and Lead Artist/ Graphic Designer of Bayila Creative.

He has over 10 years' experience in the arts and design space as an artist, curator and graphic designer, who draws his influence from his connection to his culture and family. He is passionate about storytelling in all its forms and loves the information, wisdoms, knowledge and energy exchange that unites us and bridges the gap between people(s).



Bayila Creative is a 100% Aboriginal-owned business and was founded in our hometown of Melbourne (Narrm) and, established with the intention of providing a platform to bring forth Indigenous culture, art and stories to the corporate world, and to interpret the Aboriginal community's creative needs in an organic way. Bayila is the Yorta word for Red Gum. Just like the 'Red Gum', Bayila has its feet firmly planted in the ground. Bayila's values mirror the Aboriginal cultural principles of respect, listening, sharing and connection.

Bayila Creative
www.bayila.com.au | info@bayila.com.au

ABOUT THE ARTWORK

The artwork represents two-way learning, cultural strength and resilience, and valuing culture.

The U-shaped symbols represent Aboriginal and non-Aboriginal people working together to implement policy and strategy from the previous Reconciliation Action Plan.

The centred circle represents knowledge and the ripple effects that two-way learning can have on the broader community.

The pathways are pointed to four corners and symbolises Aboriginal knowledge being shared with the world.

The shields represent resilience and strength; this is provided through cultural principles and teachings, and the strength of Aboriginal people who are the oldest living culture in the world.

The smaller circles represent different communities across the Country.

The hands represent our ancestors, guiding us on our journey(s).



MESSAGE FROM INTREPID TRAVEL CEO

Each year, we take thousands of travellers to experience what makes Australia such a unique and diverse country. The opportunity to explore this incredible land reminds us of the importance of acknowledging the rich histories and cultures of Australia's First Peoples, the custodians of this land.

In 2019, we launched our very first Reconciliation Action Plan (RAP). With a focus on exploring and scoping reconciliation initiatives, in implementing our first RAP, we became clearer about how we can best use our business to support greater equality between Australia's First Peoples and non-Indigenous Australians. This knowledge set Intrepid on a journey that, within the first year alone, has spurred us to rethink how our business works with our First Nations partners, consider how we can improve our Australia trip itineraries to ensure they are respectful to First Nations peoples and cultures, and encourage cultural awareness training for all our staff.

Following on from our first RAP, I am pleased to introduce our second, Innovate RAP which tackles specific actions we will take as a travel company, employer and community partner, to ramp up our commitment to reconciliation. Importantly, our new RAP reflects the spirit in which our business was founded, to change the way people see the world, through our values of integrity, responsibility, growth, passion, fun and aptly, innovation. In this instance, our RAP allows us to build on the relationships, experiences and learnings from our first RAP, to better understand how we can successfully continue to support reconciliation in Australia.

Our new RAP will see us implement new ways of procuring goods and services to support First Nations businesses, and establishing an internship program for Aboriginal and Torres Strait Islander young people interested in sustainable tourism. We'll also prioritise connecting with partners within our industry as well as like-minded, purpose-driven businesses, such as B Corps, to promote the importance of reconciliation.

Our Innovate RAP shares the stories of how we've grown and the changes we've made to support reconciliation. For example, to show respect for Uluru's cultural and spiritual significance, in 2019 we decided to stop providing alcohol on our Uluru sunset tours. We also offered cultural awareness training to Intrepid staff in our Melbourne head office to build understanding of First Nations peoples and cultures, their histories and the challenges they face.

Having a RAP compels us to place markers along the way to ensure we deliver on our commitments, that we're consultative in the process, and that we learn from our experiences. This is what I hope we can achieve in our second RAP.

I would like to extend a genuine thanks to Intrepid staff, Reconciliation Australia, and our community partners and advisors who have helped develop our second RAP. We look forward to the next phase of our Reconciliation journey and working in partnership to build a better future for Australia.

James Thornton, CEO, Intrepid Travel



MESSAGE FROM RECONCILIATION AUSTRALIA

On behalf of Reconciliation Australia, I am delighted to see Intrepid Travel continue its reconciliation journey and to formally endorse its first Innovate RAP.

Through the development of an Innovate RAP Intrepid Travel continues to play an important part in a community of over 1,000 dedicated corporate, government, and not-for-profit organisations that have formally committed to reconciliation through the RAP program since its inception in 2006. RAP organisations across Australia are turning good intentions into positive actions, helping to build higher trust, lower prejudice, and pride in Aboriginal and Torres Strait Islander cultures.

Reconciliation is no one single issue or agenda. Based on international research and benchmarking, Reconciliation Australia defines and measures reconciliation through five critical dimensions: race relations; equality and equity; institutional integrity; unity; and historical acceptance. All sections of the community—governments, civil society, the private sector, and Aboriginal and Strait Islander communities—have a role to play to progress these dimensions.

The RAP program provides a framework for organisations to advance reconciliation within their spheres of influence. This Innovate RAP provides Intrepid Travel with the key steps to establish its own unique approach to reconciliation. Through implementing an Innovate RAP, Intrepid Travel will strengthen its approach to driving reconciliation through its business activities, services and programs, and develop mutually beneficial relationships with Aboriginal and Torres Strait Islander stakeholders.

We wish Intrepid Travel well as it embeds and expands its own unique approach to reconciliation. We encourage Intrepid Travel to embrace this journey with open hearts and minds, to grow from the challenges, and to build on its successes. As the Council for Aboriginal Reconciliation reminded the nation in its final report:

“Reconciliation is hard work—it’s a long, winding and corrugated road, not a broad, paved highway. Determination and effort at all levels of government and in all sections of the community will be essential to make reconciliation a reality.”

On behalf of Reconciliation Australia, I commend Intrepid Travel on its second RAP, and look forward to following its ongoing reconciliation journey.

A handwritten signature in black ink, appearing to read 'Karen Mundine'.

Karen Mundine
Chief Executive Officer
Reconciliation Australia



OUR VISION FOR RECONCILIATION

Intrepid Travel recognises the importance and significance of Land, Place and Country to all Aboriginal and Torres Strait Islander communities.

Our vision for reconciliation is a society that works in genuine partnership with First Nations peoples; listening to and learning from diverse Aboriginal and Torres Strait Islander communities, acknowledging the unique experiences, cultures and histories that represent the First Peoples of Australia, and supporting equal opportunities for a fair and thriving life.

WE WILL SUPPORT RECONCILIATION BY:

- Building cultural awareness, understanding and respect among our staff and travellers, and encouraging staff to participate in local, community-based events and volunteer opportunities where we can engage with Aboriginal and Torres Strait Islander communities.
- Connecting with partners within our industry, as well as like-minded, purpose-driven businesses such as B Corps, to promote the importance of reconciliation.
- Supporting Aboriginal and Torres Strait Islander employment by establishing an internship program for Aboriginal and Torres Strait Islander young people interested in sustainable tourism.
- Identifying opportunities to support Aboriginal and Torres Strait Islander businesses particularly through sustainable tourism and the procurement of services and products.

◀ Linc Walker, one of the Kubirri Warra brothers, takes a visitor on a mudflat and mangrove walk just north of Port Douglas.
Kuku Yalanji Cultural Habitat Tours, Queensland

ABOUT INTREPID

Intrepid Travel was founded more than 30 years ago by two friends from Melbourne who wanted to create a style of travel that could benefit both travellers, and the people and places they visit. Today, we're a global business that is the world's largest provider of adventure travel experiences – or sustainable experience-rich travel, as we like to call it.

As we've grown, so has our vision: we want to Change the Way People See the World. Our 2025 strategy is to grow with purpose. We believe our strength as a team is in our differences; and across our 40-plus global offices, we are about as diverse as they come. In 2019, our more than 2,400 staff and leaders were made up of around 70 different nationalities, and are a mix of races, cultures, sexual orientations and religions. In Australia, in 2019 we employed approximately 330 staff, of which about 300 were based in our head office in Melbourne. We also have Partnership Growth Managers located in each of the states and territories they support, along with other staff who work remotely. In Melbourne, the Traditional Owners of the land on which we work are the Boon Wurrung and Wurundjeri peoples of the Kulin Nation.

While we do not currently capture data on the number of staff who identify as Aboriginal and/or Torres Strait Islander, gathering this information is a high priority for our organisation, and we will provide staff with the opportunity to voluntarily self-identify. We have also invited staff who self-identify as Aboriginal and/or Torres Strait Islander to be part of the RAP Working Group; we want to emphasise that their support and voices are vital in ensuring that we are inclusive, both in how we address reconciliation and the growth of our business.

Change the way people see the world. ►
Uluru-Kata Tjuta National Park, Northern Territory





BALANCING PURPOSE AND PROFIT

Intrepid was the first global travel company in Australia to have a dedicated Responsible Business department. We're committed to remaining a leader in our industry, and to advocating for a range of important issues from human rights, to animal welfare and environmental conservation.

We realise our impact is stronger in numbers, and we work with a range of global partners to develop initiatives aimed at helping people and the planet to thrive. As such, we have been a signatory to the United Nations Global Compact (UNGC), the world's largest corporate sustainability initiative, since 2008. We've adopted a global Human Rights Policy and are committed to protecting the rights of women, other marginalised groups and children, as well as supporting animal welfare and the environment. In 2018, we also became a signatory to the UN's Women's Empowerment Principles. We're dedicated not only to operating our global business in a responsible manner, but also to transparency and continuous improvement.

Our global carbon management program supports a range of environmental initiatives, including bushfire prevention and land management in West Arnhem Land, Northern Territory. This project is managed by local Aboriginal groups and supports people in returning to, remaining on and managing their Country, protecting biodiversity, preserving local knowledge, and maintaining Aboriginal languages and the wellbeing of Traditional Custodians. Intrepid has been a carbon-neutral company since 2010 and aims to become carbon positive in the future.



- ▲ Rangers from Arnhem Land, working on bushfire prevention and land management, attend the end-of-year meeting.
- ◀ Mimal and Jawoyn rangers discuss burn offs at the end-of-year fire meeting.

Arnhem Land, Northern Territory



▲ Friends-International, Cambodia

THE INTREPID FOUNDATION

In 2002, the not-for-profit arm of the business, The Intrepid Foundation, was established to encourage travellers to give back to the places and people they visit. The purpose of the Foundation is simple: to empower travellers to make a difference by supporting locally led, grassroots organisations that are working towards positive change in their communities. The Intrepid Foundation is committed to developing and maintaining long-term, mutually beneficial partnerships to support sustainable development outcomes.



▲ Community-based tourism project, Myaing, Myanmar

RESPONSIBLE TRAVEL

We travel the local way – using local accommodation and transport, eating in local restaurants and employing local leaders, to ensure a larger share of tourism money stays where it belongs: in local pockets. This allows us to achieve a more authentic experience for our customers. We also enhance local employment by working with locals to establish community-based tourism projects (CBTs) across the world.



▲ Small group adventures in Chefchaouen, Morocco

B CORP CERTIFICATION

In June 2018, we became a certified B Corp. This means we meet the highest possible standards of social and environmental performance, accountability and transparency. To achieve this third-party accreditation, 23 of our global businesses underwent a rigorous independent audit. We are one of the largest B Corps in Australia, and the largest B Corp in the travel industry worldwide. This certification shows our commitment to being a business that creates long-term value for all our stakeholders. This includes our workers, our customers, and the communities we operate in. Importantly, it provides us with a framework for continuous improvement – with a benchmark of the best in the world.



OUR AUSTRALIA BUSINESS

Thousands of travellers explore Australia with us each year. Our product team in Melbourne works closely with a range of local operators to design itineraries across the country and ensures that we consistently deliver the highest standards of quality and safety on our trips.

We work with a range of Aboriginal and Torres Strait Islander tour operators, including Janbal Gallery and Kuku Yalanji Cultural Habitat Tours in Queensland, who will continue to provide unique and engaging cultural experiences as part of our tour itineraries in 2020-2022. These partnerships with Aboriginal and Torres Strait Islander communities continue to inform our understanding of the land and Country, while also inspiring an appreciation and respect for the world's oldest living culture in our travellers.

◀ Local Aboriginal artist and co-owner of Janbal Gallery,
Brian 'Binna' Swindley.
Janbal Gallery, Queensland

OUR RECONCILIATION JOURNEY SO FAR

We launched our first Reflect RAP in February 2019. As an Australian-owned business with a significant global presence, we recognise the importance of having a RAP that pushes us to do better as a business. Our RAP is a reminder that genuine reconciliation must involve working in partnership with local people; listening to and learning from diverse Aboriginal and Torres Strait Islander communities – including Traditional Custodians and Elders.

Throughout 2019, we explored and delivered on specific actions across our business to support Australia's reconciliation journey. We identified the steps we need to take to enhance our partnerships with our First Nations operators. This means looking at how we can develop new trip itineraries that offer experiences led by local Aboriginal and Torres Strait Islander guides, but also how we can further educate our travellers about First Nations cultures when they travel with us. We also identified key actions we can take toward creating meaningful employment opportunities and career progression pathways for Aboriginal and Torres Strait Islander peoples.

In implementing the RAP, we uncovered several important learnings. Firstly, how we collaborate effectively across our various business areas to ensure that we have the necessary roles and responsibilities in place on our Working Group to drive our RAP, and realise our ambitions to support reconciliation. We

also learned that putting the necessary resources in place and mapping out barriers well in advance will help to ensure that we fulfil our commitments. For example, developing a First Nations internship program is a key priority for our business. However, as we explored how best to approach putting a program in place, we realised we needed further consultation and support to ensure we could implement a successful program that provides meaningful learning opportunities and career progression pathways for Aboriginal and Torres Strait Islander peoples. Finally, we also learned about the challenges that go along with making changes to our trip itineraries. We set ambitious goals at the outset of our RAP, focussed on increasing representation and changing procurement arrangements to work more closely with First Nations operators, suppliers and tour guides. However, we learned that managing these changes requires significant collaboration,

relationship building, and adapting our current business processes which will take time.

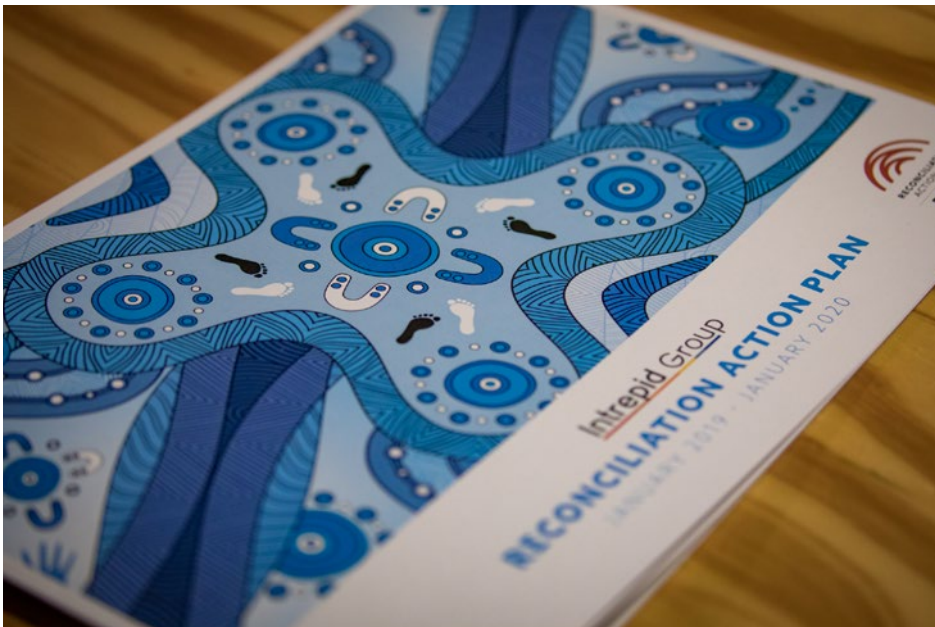
With our second RAP, we want to expand upon what we've learned throughout the previous year: exploring opportunities within our trip itineraries and supply chain, building new partnerships and ways of working with Aboriginal and Torres Strait Islander communities, and raising awareness of our RAP actions among our staff. We'll do this through a greater focus in our activities, seeking out the right partnerships, and measuring our activities so that we understand where we're having the greatest impact, and the areas where we can improve.

Our RAP is supported by staff at all levels and from diverse areas of our organisation. Our RAP Working Group includes representation from senior leadership, as well as staff from across brand and product, customer experience, people and responsible business.

OUR RAP WORKING GROUP

- Brand & Corporate Partnerships Manager
- Chief Customer Officer
- Cultural Consultant
- Aboriginal Community Representative
- Customer Research Officer
- DMC Global Operations and Contracting Partner
- General Manager Communications
- Global Content Editor
- Impact Manager for Australia, The Intrepid Foundation
- Melbourne Urban Adventures Manager
- Office Manager
- People Operations Manager
- Product Manager – Australia and Indonesia
- Regional Partnerships Growth Manager (VIC)
- Responsible Business Manager
- Senior Industry Marketing Executive

The group will for the first time have a First Nations Cultural Consultant and Community Representative to ensure that we have ongoing and permanent representation. Our RAP is championed by our Chief Customer Officer, General Manager of Global Communications and People Operations Manager. They act as ambassadors for our RAP, encouraging our staff and engaging them in being part of our reconciliation journey. In developing this RAP, we've also received recommendations and guidance from Jaynaya Winmar from Indigenous Business Consultants Australia and Jirra Harvey, Founder and Director of Kalinya Communications.



HIGHLIGHTS FROM OUR REFLECT RAP

BUILDING CULTURAL AWARENESS AND ENGAGEMENT WITH OUR STAFF

Throughout the year, Intrepid staff joined in various activities that offered insight into Aboriginal and Torres Strait Islander histories, cultures and identities, and invited staff to reflect on their own beliefs and values. More than 90 Melbourne-based staff participated in Indigenous Cultural Competency workshops facilitated by the Koorie Heritage Trust and learned about the strengths of First Nations cultures and peoples, the impact of colonisation for Aboriginal and Torres Strait Islander peoples today, and how to develop a greater capacity for understanding and responsiveness to Aboriginal and Torres Strait Islander colleagues and clients. Intrepid staff from nearly every department, including senior managers, joined the training and feedback gathered after the sessions was very positive.

An acknowledgement of Country was added to Intrepid's brand sites and included in key events, such as company updates and our annual company Global Summit event. Aboriginal and Torres Strait Islander flags, language maps, and an Acknowledgement of Country plaque are now displayed prominently in Intrepid's Head Office.

More than 70 Melbourne-based staff attended film screenings and events – NAIDOC events in July, Ngamai meetups, and a screening of The Final Quarter – to increase their understanding on Indigenous histories and experiences.

In addition, throughout the year, more than 35 staff participated in Koorie Heritage Trust cultural education walks to learn about Aboriginal and Torres Strait Islander histories, and visit thousand-year-old gathering places in Melbourne that are still significant meeting places today. During our annual company Global Summit, our top 20 tour leaders from around the world also had the opportunity to take part in the walks.

▲ (From left) Artist Robert Young; Leigh Barnes, Intrepid's Chief Customer Officer and Jirra Harvey, Founder and Director of Kalinya Communications at the launch of Intrepid's Reflect RAP in 2019.

◀ Intrepid's Reflect RAP, 2019-2020.

Attendees at a Ngamai Meetup, ▶
an initiative of Kalinya Communications.
Photo credit Mikaela Egan



“Being part of Intrepid’s Reflect RAP and seeing its impact on our organisation has been a hugely positive experience. The changes we’ve made to Intrepid trips, including removing alcohol from our Uluru sunset tours and training all Urban Adventures guides in Melbourne to begin tours with an Acknowledgement of Country, have opened up opportunities for greater cultural awareness among our travellers.”

Leigh Barnes, Chief Customer Officer.

CREATING CULTURALLY APPROPRIATE AND RESPECTFUL TRAVEL ITINERARIES

Intrepid works with a range of Aboriginal and Torres Strait Islander tour operators who provide unique and engaging cultural experiences on our trips. We want our travellers to have the opportunity to engage with First Nations cultures and gain a better understanding of how we can respectfully travel on Country in a way that acknowledges the rich history of the places we visit.

That’s why, to show respect for Uluru’s cultural and spiritual significance, we made the decision to remove alcohol from our sunset tours at Uluru from 1 January 2019. This was prompted by an evaluation we undertook to learn how we could make our Australia trip itineraries more respectful, but also after receiving feedback from one of our advisors, Jirra Harvey, who experienced the trip herself. Since making this change, feedback from customers has been overwhelmingly positive and has paved the way for further positive changes to our itineraries.

We also added two new trip experiences led by Aboriginal guides in the Daintree National Park in Queensland. These experiences connect travellers with a local First Nations family who use their land to educate people about the area’s history and challenges, and inspire travellers to brush up on their artistic skills in a First Nations contemporary art class.

SPARKING FIRST NATIONS TOURISM CONNECTIONS WITH NGAMAI MEETUPS

In August 2019, Intrepid partnered with Ngamai Meetups, an initiative of Kalinya Communications and funded by RMIT, to build connections with Aboriginal and Torres Strait Islander entrepreneurs from across Australia and discuss the future of First Nations-led tourism. Intrepid staff, including senior leaders, attended the event where they networked with business owners and heard firsthand the opportunities for expanding First Nations tourism in Australia.

Intrepid also sponsored the #Ngamai Challenge which invited First Nations entrepreneurs to submit a video and letter pitching how they could grow their business by connecting with communities around the globe. The competition awarded First Nations entrepreneur and Muthi and Gunditjmara woman, Mikaela Egan, an Intrepid trip to Kenya to meet with local business owners and community-based tourism projects. Mikaela will realise a life-long dream of visiting Kenya; a place she hopes to share a deep connection with, to share her own culture and her passion for photography, and to learn from the local people.



FIGHTING WITH FIRE TO PRESERVE COMMUNITIES AND CONSERVATION IN ARNHEM LAND

In 2010 Intrepid became the world's largest carbon-neutral travel company. While purchasing international carbon credits has always been part of how we measure and offset our carbon emissions, in 2018 we revised our methodology to align with the Climate Active Carbon Neutral Standard. Adopting this new standard coincided with a review of our carbon offset projects, and we began exploring a new project that would not only offer carbon credits but also support First Nations communities in Australia.

In Arnhem Land, Northern Territory, a fire abatement project, developed by First Nations Ranger groups, supports Aboriginal land management through the sale of carbon credits. Greenhouse gases emitted from savanna fires make up 3% of Australia's total emissions. However, savanna-burning projects like this reduce greenhouse gas emissions by burning cool, lower-intensity fires in the early dry season when the vegetation still contains moisture from the wet season. This reduces the risks that uncontrolled, late-season bushfires can bring.

Intrepid is proud to work with a project that offers significant social and environmental benefits to the community; from employment – Aboriginal and Torres Strait Islander people are supported in returning to, working, and remaining on their Country – to bio-diversity conservation and cultural protection. The knowledge of elderly people is preserved and transferred to younger generations, and Aboriginal languages are maintained.

"I was so grateful to have the opportunity to attend the cultural competency training with the women from the Koorie Heritage Trust. I was always aware of Australia's dark history after it was 'discovered', but I had no idea just how horrific things were, and continue to be, for Australia's First Nations peoples. I think all Intrepid staff should be encouraged to attend future sessions".

Emily Kratzmann, Global Content Editor.

◀ Traditional land management and bushfire prevention in West Arnhem Land, Northern Territory.

KEY FOCUS AREAS

We have identified a range of ways we can, through our business, effectively develop relationships, foster respect, identify opportunities, and ensure strong governance and tracking processes. Working towards the actions and deliverables within the following four key focus areas will allow us to develop a strong foundation so we can continue to build on our commitment to reconciliation into the future.



RELATIONSHIPS



RESPECT



OPPORTUNITIES



GOVERNANCE



1. RELATIONSHIPS



BUILDING RELATIONSHIPS TO PROMOTE RECONCILIATION

Intrepid is built on strong relationships, and we recognise that strengthening relationships with Aboriginal and Torres Strait Islander peoples and communities is essential if we are to engage meaningfully in the reconciliation process in Australia.

We view the relationships we build through the RAP process as an opportunity to strengthen how we deliver Sustainable Experience-Rich Travel (SERTs), ensuring that our trip experiences are diverse and inclusive. We also want to apply the learnings from developing and implementing a RAP in Australia to our relationships with the Traditional Owners we work with globally.

TO BUILD RELATIONSHIPS, INTREPID GROUP COMMITS TO:

- Developing relationships with Aboriginal and Torres Strait Islander organisations to allow for more opportunities for collaboration between Aboriginal and Torres Strait Islander peoples and Intrepid staff.
- Maintaining and continuing to build on existing relationships with current Aboriginal and Torres Strait Islander partners and operators.
- Increasing communications and content through Intrepid's media channels by highlighting our Aboriginal and Torres Strait Islander partnerships, trip experiences hosted by Aboriginal and Torres Strait Islander businesses, and our RAP activities.

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ACTION	DELIVERABLE	TIMELINE	RESPONSIBILITY
1. Establish and maintain mutually beneficial relationships with Aboriginal and Torres Strait Islander stakeholders and organisations.	<ul style="list-style-type: none"> • Develop and implement an engagement plan to work with new and existing Aboriginal and Torres Strait Islander partners, operators and suppliers. • Meet with our Aboriginal and Torres Strait Islander stakeholders to develop guiding principles for future engagement. • Formalise a new partnership with an Aboriginal and Torres Strait Islander non-profit organisation via The Intrepid Foundation. • Send five staff to participate in, and provide sponsorship to, the World Indigenous Tourism Summit. • Organise a minimum of three Lunch and Learns at our office where we'll invite Aboriginal and Torres Strait Islander partners, suppliers/operators, and advisors to share their knowledge, and educate staff about our trip experiences led by Aboriginal and Torres Strait Islander businesses. 	<ul style="list-style-type: none"> July 2020 October 2020 April 2021 April 2020 May/July/October 2020/2021 	<ul style="list-style-type: none"> Product Manager – Australia and Indonesia Product Manager – Australia and Indonesia The Intrepid Foundation (TIF) Program Impact Manager for Australia Responsible Business Manager Responsible Business Manager
1.2 Build relationships with Aboriginal and Torres Strait Islander peoples and communities through celebrating National Reconciliation Week (NRW).	<ul style="list-style-type: none"> • Circulate Reconciliation Australia's NRW resources and reconciliation materials to our staff. • Ensure our RAP Working Group members participate in an external NRW event. • Encourage and support staff and senior leaders to participate in at least one external event to recognise and celebrate NRW. • Organise a NRW event each year where we invite staff, partners and key stakeholders to be part of our reconciliation journey. • Register all our NRW events on Reconciliation Australia's NRW website. • Organise a volunteer day to encourage staff to engage with Aboriginal and Torres Strait Islander peoples and communities during NRW. • Dedicate a week of content related to NRW and our RAP on Intrepid's media channels. 	<ul style="list-style-type: none"> May-June, 2020/2021 May-June, 2020/2021 May-June, 2020/2021 May-June, 2020/2021 May-June, 2020/2021 May-June, 2020/2021 	<ul style="list-style-type: none"> Responsible Business Manager Chief Customer Officer Chief Customer Officer General Manager Communications Responsible Business Manager Responsible Business Manager Global Content Editor



1. RELATIONSHIPS



ACTION	DELIVERABLE	TIMELINE	RESPONSIBILITY
1.3 Raise internal and external awareness of our RAP to promote reconciliation across our business, to our customers, and to the travel industry.	<ul style="list-style-type: none"> Develop a plan with clear strategies to engage our staff in reconciliation. 	June 2020	People Operations Manager
	<ul style="list-style-type: none"> Establish relationships with Aboriginal and Torres Strait Islander contributors to provide content for our blogs and social media channels. 	September 2020	Global Content Editor
	<ul style="list-style-type: none"> Communicate our commitment to reconciliation publically by developing a specific page dedicated to our RAP on Intrepid Travel's website and promoting reconciliation and RAP-related content on Intrepid Travel's blog, The Journal. 	July 2020	Global Content Editor
	<ul style="list-style-type: none"> Launch our Innovate RAP with a short video highlighting why we have a RAP, our goals, and how we'll tackle them. 	July 2020	Global Content Editor
	<ul style="list-style-type: none"> Co-host an event to bring together the B Corp network to discuss reconciliation, share learnings and explore opportunities to collaborate, and drive reconciliation outcomes. 	September 2020	Responsible Business Manager
	<ul style="list-style-type: none"> Educate Partnership Growth Managers about reconciliation and our RAP through industry training workshops. 	December 2020	Regional Partnerships Growth Manager (VIC)
	<ul style="list-style-type: none"> Collaborate with RAP and other like-minded organisations to support the growth of the Aboriginal and Torres Strait Islander tourism sector. 	December 2021	Brand and Partnerships Manager
	<ul style="list-style-type: none"> Raise awareness about reconciliation and our RAP among the travel industry through industry channels (eDM and trade press) during key events: World Indigenous Tourism Summit, National Reconciliation Week and NAIDOC Week. 	July 2020	Senior Industry Marketing Executive
1.4 Promote positive race relations through anti-discrimination strategies.	<ul style="list-style-type: none"> Conduct a review of HR policies and procedures to identify existing anti-discrimination provisions, and future needs. 	May 2021	People Operations Manager
	<ul style="list-style-type: none"> Review our anti-discrimination policy seeking input from Aboriginal and Torres Strait Islander staff and/or Aboriginal and Torres Strait Islander advisors to consult on improving and communicating our anti-discrimination policy. 	October 2021	People Operations Manager
	<ul style="list-style-type: none"> Review our anti-discrimination policy on our trips and how this is communicated to travellers to ensure we have an effective process for managing complaints. 	March 2021	Product Manager – Australia and Indonesia
	<ul style="list-style-type: none"> Ensure all staff have read anti-discrimination provisions within HR policies, and anti-discrimination policies are included as part of the induction process. 	December 2021	People Operations Manager
	<ul style="list-style-type: none"> Educate senior leaders on the effects of racism. 	October 2021	People Operations Manager



2. RESPECT



BUILDING CULTURAL AWARENESS AND UNDERSTANDING

Intrepid recognises that respect and understanding of the ancient and contemporary histories, traditions and cultures of Aboriginal and Torres Strait Islander peoples is essential in working towards reconciliation.

TO DEMONSTRATE RESPECT, INTREPID GROUP COMMITS TO:

- Fostering an inclusive culture of respect and enabling staff to develop a better understanding and awareness of the diverse cultures, histories and traditions of all Aboriginal and Torres Strait Islander peoples.

- Providing opportunities for Intrepid staff to learn about the First Peoples of Australia in the workplace and offer opportunities for Aboriginal and Torres Strait Islander peoples to engage with Intrepid staff to exchange knowledge, stories and ideas.
- Ensuring that when we develop new experiences for our Australia itineraries, they are culturally sensitive and respectful to Traditional Custodians, and that we've consulted with local Aboriginal and Torres Strait Islander peoples and communities where appropriate.

ACTION

DELIVERABLE

TIMELINE

RESPONSIBILITY

2.1 **Increase understanding, value and recognition of Aboriginal and Torres Strait Islander cultures, histories, knowledge and rights through cultural learning.**

- Develop and implement a cultural learning strategy for staff which defines cultural learning needs of staff across our business, includes tailored/topic-specific training and is accessible to all staff (online Degreed pathway or face-to-face workshops or cultural immersion).
- Consult local Traditional Owners and/or Aboriginal and Torres Strait Islander advisors on the development and implementation of a cultural learning strategy.
- Grow the number of Melbourne staff participating in face-to-face and online cultural awareness training to 50%, with Australian Senior Managers making up at least 50%.
- Provide opportunities for RAP Working Group members, HR managers and other key leadership staff to participate in formal and structured cultural learning.

July 2021

People Operations Manager

March 2021

People Operations Manager

August 2021

People Operations Manager

August 2021

People Operations Manager

2.2 **Demonstrate respect to Aboriginal and Torres Strait Islander peoples by observing cultural protocols.**

- Increase staffs understanding of the purpose and significance behind cultural protocols, including Acknowledgement of Country and Welcome to Country protocols.
- Expand on our existing cultural protocol document to include language protocols, protocols around using and sharing images of Aboriginal and Torres Strait Islander peoples, and a list of Traditional Owners and Elders to invite to lead a Welcome to Country. Share this document with all staff.
- Invite a local Traditional Owner or Custodian to provide a Welcome to Country or other appropriate cultural protocol at our annual company Global Summit and any other major events that we organise.
- Introduce the option to include an Acknowledgement of Country in email signatures for Australian-based staff.

Feb 2021

Responsible Business Manager

October 2020

Responsible Business Manager

April 2020/21

Chief Customer Officer

July 2020

Chief Customer Officer



2. RESPECT



ACTION	DELIVERABLE	TIMELINE	RESPONSIBILITY
	<ul style="list-style-type: none"> • Provide parameters and examples for staff to include an Acknowledgement of Country or other appropriate protocols at the start of important meetings. • Provide the option for staff to work on Australia Day and take a day off in lieu. • Educate staff about their option to work on Australia Day and take a day off in lieu by fostering safe and respectful conversation on the topic. 	<p>September 2020</p> <p>October 2020</p> <p>October 2020</p>	<p>Chief Customer Officer</p> <p>Chief Customer Officer</p> <p>People Operations Manager</p>
<p>2.3 Support opportunities for staff to build respect for Aboriginal and Torres Strait Islander cultures and histories by celebrating NAIDOC Week.</p>	<ul style="list-style-type: none"> • Review HR policies and procedures to remove barriers to staff participating in NAIDOC Week. • Support one of our Aboriginal and Torres Strait Islander partners by providing sponsorship to their NAIDOC Week event. • Ensure RAP Working Group participates in a local, community-led NAIDOC Week event. • Promote and encourage participation in external NAIDOC events to all staff by sharing the calendar of events and highlighting those in our local community. 	<p>May 2020</p> <p>July 2020/21</p> <p>July 2020/21</p> <p>July 2020/21</p>	<p>People Operations Manager</p> <p>Chief Customer Officer</p> <p>Chief Customer Officer</p> <p>Responsible Business Manager</p>
<p>2.4 Ensure our itineraries are culturally appropriate and respectful to Aboriginal and Torres Strait Islander peoples, and clearly demonstrate our commitment to reconciliation to travellers.</p>	<ul style="list-style-type: none"> • Develop a “style guide” for our Australia trip itineraries which includes guidance on how to develop appropriate and respectful experiences (for example, all trips must include an experience that is owned and operated by Aboriginal and/or Torres Strait Islander peoples). • Provide Australia tour leaders with training on how to introduce the local Traditional Owners and their language in the areas they take customers. • Ensure Australia tour leaders start every trip with an Acknowledgement of Country. • Invite Aboriginal and Torres Strait Islander people on our trips to gather content (video, photography, blogs) and to help in evaluating and gathering feedback on cultural experiences that could be improved or changed altogether. 	<p>April 2020</p> <p>December 2021</p> <p>December 2021</p> <p>April 2021</p>	<p>Product Manager – Australia and Indonesia</p> <p>Product Manager – Australia and Indonesia</p> <p>Product Manager – Australia and Indonesia</p> <p>Global Content Editor</p>



3. OPPORTUNITIES



ENHANCING LEARNING AND DEVELOPMENT & PRODUCT INNOVATION

As an Australian leader in sustainable, experience-rich travel, Intrepid recognises the importance of harnessing opportunities through increasing engagement with Aboriginal and Torres Strait Islander peoples, organisations, networks and communities.

TO CREATE OPPORTUNITIES, INTREPID GROUP COMMITS TO:

- Adapting and adjusting our recruitment processes to allow for increased engagement with Aboriginal and Torres Strait Islander peoples.
- Facilitating more opportunities for Aboriginal and Torres Strait Islander peoples to be part of our work through an internship program.
- Adapting and adjusting our procurement processes to support commercial partnerships with Aboriginal and Torres Strait Islander businesses.

ACTION	DELIVERABLE	TIMELINE	RESPONSIBILITY
3.1 Improve employment outcomes by increasing Aboriginal and Torres Strait Islander recruitment, retention and professional development.	<ul style="list-style-type: none"> • Develop and implement an Aboriginal and Torres Strait Islander recruitment, retention and professional development approach that includes: 	July 2021	People Operations Manager
	<ol style="list-style-type: none"> 1. Building understanding of the number of Aboriginal and Torres Strait Islander people we currently employ in order to inform future employment and professional development opportunities. 	Feb 2021	People Operations Manager
	<ol style="list-style-type: none"> 2. Reviewing HR and recruitment procedures and policies to remove barriers to Aboriginal and Torres Strait Islander participation in our workplace. 	August 2020	People Operations Manager
	<ol style="list-style-type: none"> 3. Exploring professional development opportunities for Aboriginal and Torres Strait Islander staff. 	June 2020	People Operations Manager
	<ol style="list-style-type: none"> 4. Establishing an internship program to support Aboriginal and Torres Strait Islander young people in gaining employment experience relevant to their interests. 	April 2021	People Operations Manager
	<ol style="list-style-type: none"> 5. Engaging with Aboriginal and Torres Strait Islander staff and advisors to consult on our recruitment, retention and professional development strategy. 	May 2020	People Operations Manager
	<ul style="list-style-type: none"> • Increase the percentage of Aboriginal and Torres Strait Islander staff employed in our workforce by: 	December 2020	People Operations Manager
	<ol style="list-style-type: none"> 1. Advertising Australian employment opportunities in Aboriginal and Torres Strait Islander media. 	December 2020	People Operations Manager
	<ol style="list-style-type: none"> 2. Including a statement in all Australian job postings that encourages Aboriginal and Torres Strait Islander peoples to apply. 	December 2020	People Operations Manager
	<ul style="list-style-type: none"> • Intrepid will contribute to the funding of at least two internships for young female First Nations filmmakers. 	December 2020	Global Content Editor



3. OPPORTUNITIES



ACTION	DELIVERABLE	TIMELINE	RESPONSIBILITY
3.3 Increase Aboriginal and Torres Strait Islander supplier diversity to support improved economic and social outcomes.	<ul style="list-style-type: none"> Develop and implement an Aboriginal and Torres Strait Islander procurement strategy that identifies procurement opportunities within our Australian trip itineraries (e.g. operators) and within our Head Office business operations (e.g. catering, events, etc.). 	July 2021	Product Manager – Australia and Indonesia Officer Manager
	<ul style="list-style-type: none"> Investigate Supply Nation membership. 	June 2020	Office Manager
	<ul style="list-style-type: none"> Develop a list of goods and services for procurement from Aboriginal and Torres Strait Islander businesses and share with staff. 	May 2020	Office Manager
	<ul style="list-style-type: none"> Source goods and services (flowers, evening entertainment) from Aboriginal and Torres Strait Islander businesses for our annual company Global Summit. 	May 2020/21	Office Manager
	<ul style="list-style-type: none"> Review and update procurement practices to remove barriers to procuring goods and services from Aboriginal and Torres Strait Islander businesses. 	April 2021	Product Manager – Australia and Indonesia Officer Manager
	<ul style="list-style-type: none"> Develop commercial relationships with Aboriginal and/or Torres Strait Islander businesses. 	December 2021	Product Manager – Australia and Indonesia Officer Manager
	<ul style="list-style-type: none"> Organise a holiday market at our office to showcase local Aboriginal and Torres Strait Islander businesses and invite staff and Intrepid partners to attend. 	December 2020/2021	Responsible Business Manager
3.4 Increase the number of experiences on our itineraries led by Aboriginal and Torres Strait Islander partners.	<ul style="list-style-type: none"> Establish new partnerships with local Aboriginal and Torres Strait Islander businesses and organisations and incorporate new experiences into our Melbourne day-tour itineraries. 	December 2020	Urban Adventures Melbourne Manager



4. GOVERNANCE



SUPPORTING COLLABORATION AND COMMUNICATING LEARNINGS

As a responsible business, Intrepid recognises the importance of accountability, transparency and good governance in achieving goals and making progress.

TO ENSURE GOOD GOVERNANCE, INTREPID COMMITS TO:

- Supporting collaboration across all areas of our business to ensure that we have the necessary roles and responsibilities in place on our Working Group to drive our RAP and monitor our progress.
- Measuring our RAP commitments by ensuring that each RAP Working Group member has accountabilities in tracking and evaluating our RAP progress.
- Communicating our achievements and learnings, internally and externally, to demonstrate transparency and our desire to learn from our experiences.

ACTION	DELIVERABLE	TIMELINE	RESPONSIBILITY
4.1 Establish and maintain an effective RAP Working Group (RWG) to drive governance of the RAP.	<ul style="list-style-type: none"> • Maintain Aboriginal and Torres Strait Islander representation on the RWG. • Establish and apply a Terms of Reference for the RWG, and review membership annually. • Meet at least four times per year to drive, monitor, and report on RAP implementation. • Ensure the RWG reviews progress against the RAP after 12 months. 	February 2020/21 April 2020 March, June, Sep, Nov 2020/21 March 2021	Chief Customer Officer Responsible Business Manager Chief Customer Officer Chief Customer Officer
4.2 Provide appropriate support for effective implementation of RAP commitments.	<ul style="list-style-type: none"> • Define resource needs for RAP implementation. • Engage our senior leaders and staff in the delivery of our RAP commitments through quarterly emails and/or updates on Yammer. • Develop and maintain appropriate systems to track, measure and report on RAP commitments, and determine responsibilities and timeframes for providing data. • Appoint and maintain an internal RAP Champion from senior management. 	April 2020 March, June, Sep, Nov 2020/21 May 2020 April 2020	Responsible Business Manager Chief Customer Officer Responsible Business Manager Chief Customer Officer
4.3 Build accountability and transparency through reporting RAP achievements, challenges and learnings both internally and externally.	<ul style="list-style-type: none"> • Complete and submit the annual RAP Impact Measurement Questionnaire to Reconciliation Australia. • Report RAP progress to all staff and senior leaders quarterly. • Publically report our RAP achievements, challenges and learnings, annually in the Integrated Report. • Investigate participating in Reconciliation Australia's biennial Workplace RAP Barometer. 	30 September annually March, June, September, December 2020/21 April 2020/21 April 2022	Responsible Business Manager Chief Customer Officer GM Communications People Operations Manager



4. GOVERNANCE



ACTION

DELIVERABLE

TIMELINE

RESPONSIBILITY

4.4 **Continue our reconciliation journey by developing our next RAP.**

- Register via Reconciliation Australia's website to begin developing our next RAP.
- Submit a draft RAP to Reconciliation Australia for review.
- Submit a draft RAP to Reconciliation Australia for formal endorsement.

September 2021
 September 2021
 February 2022

Responsible Business Manager
 Responsible Business Manager
 Responsible Business Manager



▲ Daintree National Park, Queensland

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