

What's it like to work for us?

**WE ARE
INTREPID**

For the real. For the curious.



We're a company of travellers

Love travel? You'll fit right in! Intrepid was founded by two friends who had a light-bulb moment while travelling through Africa. For us, travel is a force for good and we want to be the best travel company not just *in* the world, but *for* the world. Now more than ever, the world needs Intrepid people. We're glad you've joined us to change the way we all see the world, together.

Diversity and inclusion

Intrepid supports an inclusive culture where our people, travellers and partners can truly be themselves. We believe our team should reflect the diversity of our customers and the communities we visit. Everyone is welcome at Intrepid and we're committed to employing a diverse workforce including Aboriginal and Torres Strait Islander people, First Nations peoples, LGBTQI+ people, people living with a disability, people from previously disadvantaged backgrounds, and people from different ethnicities, races and religions.

Purpose beyond profit

Intrepid was founded on the principle of giving back to the places and people we visit. In fact, our first business plan had us giving money to local communities before we were even making any! We are a global leader in sustainable travel and strongly believe that business can (and should) be a force for good in our world. We also support giving back to communities closer to home by offering staff 20 hours of paid time per year to volunteer with a local organisation of their choice. We promote a style of travel that is respectful to local people, cultures, wildlife and the environment, and invest in a wide range of game-changing projects and NGOs through our not-for-profit, The Intrepid Foundation. Our certification as a B Corp in 2018 also shows our commitment to meeting the highest standards of social and environmental performance, accountability and transparency.



Flexibility in the workplace

We employ talented people, and let them get on with doing a great job, wherever they are in the world. Our global company has moved away from traditional office hours and locations and encouraged everyone to work with their manager to build their own hybrid schedules – in a way that suits their day to day life as well as their travel plans. Our staff may be desk-surfing in our Melbourne headquarters, or working from regional offices, home offices, airports or on the road. At Intrepid, we love what we do and are more outcomes focused than desk-oriented.



Never stop learning

The most valuable asset you have is your mind and what you put into it. We want our staff to keep learning, so we support professional development wherever we can. We also encourage internal promotion and global mobility so our people can gain experience throughout our business. We offer volunteer and study leave and an extra week's leave so you can join one of our trips (for free) each year.



Growth in an entrepreneurial environment

We might be the world's largest adventure travel company, but we still think like a start-up. We love giving new ideas a crack and may not always get it right the first time, but that just means we haven't quite nailed it yet. We look for people who share this growth mindset and are as passionate as we are about building the best travel company *in* the world, *for* the world.



Staff travel

We encourage our staff to get firsthand experience of our product by offering fantastic travel benefits like a yearly free of charge (FOC) Intrepid Group education trip and an extra week's leave so you can experience it to the full, plus generous tour discounts for yourself, your family and your friends.





Our Global Network

- ▲ Global headquarters
- Sales and marketing regional office
- ◻ Shared services
- Destination Management Company offices (DMC)





Our shared vision

Change the way
we all see the world.

Our shared purpose

We exist to inspire, create, share and lead the best travel experiences ever – for both people and the planet.

Our shared mission

Create positive change through the *joy* of travel

Our shared values

Growth, Responsibility,
Innovation, Passion,
Fun, Integrity



Our shared values in action



GROWTH

Stakeholders in our own success...

- We seek out opportunities for personal development, learning and/or training
- We take ownership of, and learn from, our successes and mistakes
- We challenge ourselves to keep improving and getting better at our jobs
- We commit to giving each other timely feedback and encouraging others to undertake continuous learning/knowledge.

Unacceptable:

- ✗ Treating performance reviews and goal-setting as a box-ticking exercise
- ✗ Expecting personal development/training to be management's responsibility
- ✗ Not exploring the resources/opportunities that are available.



RESPONSIBILITY

Think global, act local...

- We educate, uphold and encourage actions of our people on the 4 pillars of sustainability (environmental, social, financial and governance)
- We focus on long term strategies and business decisions rather than short term thinking
- We support local communities both where we work and where we travel
- We all recognise and appreciate the work we all do to support charities and sustainable initiatives
- We are all individually proactive in living up to RB policies and principles.

Unacceptable:

- ✗ Leaving our commitment to responsible business to others
- ✗ Not thinking holistically about the value (it IS more than just recycling)
- ✗ Not thinking about the long term consequences and impact, at both a micro and macro level
- ✗ Not walking the talk.



INNOVATION

Thriving on new ideas and embracing change...

- We encourage everyone to put ideas forward, and then respect and listen to these ideas with an open mind.
- We create an environment which strives to make improvements in our roles and departments and we work together to find solutions that benefit colleagues, customers and the business
- We believe innovation is a collaborative, ongoing process that is embedded in our daily lives, underpinned by sharing, encouraging and participating
- We are flexible in relationships with our clients, partners and colleagues
- We are prepared to adapt and react to change
- We strive to see opportunities rather than roadblocks.

Unacceptable:

- ✗ Not listening for value in what is put forward to explore ideas
- ✗ Apathy & stagnation
- ✗ Arrogance & complacency
- ✗ Resistance/unwillingness to try new ways of doing things.



PASSION

We are inspired by the work we do, and the trips we offer...

- We celebrate our successes & recognise great work in all teams and departments
- We are proud to deliver an exceptional product to our clients
- We talk about Intrepid, our destinations and experiences with pride and passion, and act as ambassadors for our brand.

Unacceptable:

- ✗ Not celebrating the success of others
- ✗ Becoming arrogant and complacent
- ✗ Publically criticising Intrepid
- ✗ Not doing our best for each other.



FUN

It's ingrained into who we are and what we do...

- We believe having fun at work allows us to be ourselves, have a laugh and gain a sense of perspective
- We share a sense of fun that knows no hierarchy
- As a business we encourage fun to create a positive and relaxed environment which supports the business day to day
- We believe fun is respectful of others.

Unacceptable:

- ✗ Jokes should not be at the expense of others
- ✗ Fun should not exclude others or be restrictive
- ✗ We do not prescribe what activities are defined as fun, we encourage people to enjoy their time at work in the way they feel most comfortable.



INTEGRITY

Doing the right thing...

- We all communicate decisions, actions, information and processes across the business
- We respect the knowledge, professional skills and expertise of others and share insights and solutions with each other
- We are considerate of expectations, others, their workload and other priorities
- We care about each other and emphasise the importance of health and work-life balance
- We believe in humility, trust, understanding and respect
- We respect that our customers choose to travel with us and that they are more than a sale or number.

Unacceptable:

- ✗ Bullying, lying, plagiarising or engaging in bribery, corruption or exploitation of others in any way
- ✗ Prejudice against others, racism & aggressive behaviours (active or passive)
- ✗ Inappropriate communication
- ✗ Not acceptable to abuse the flexibility we are lucky to be provided with
- ✗ We do not say one thing and then do another or overpromise things that we cannot deliver.