

# Our very own guide to culture and life at ITC

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Culture Deck

Last Updated: September 2023



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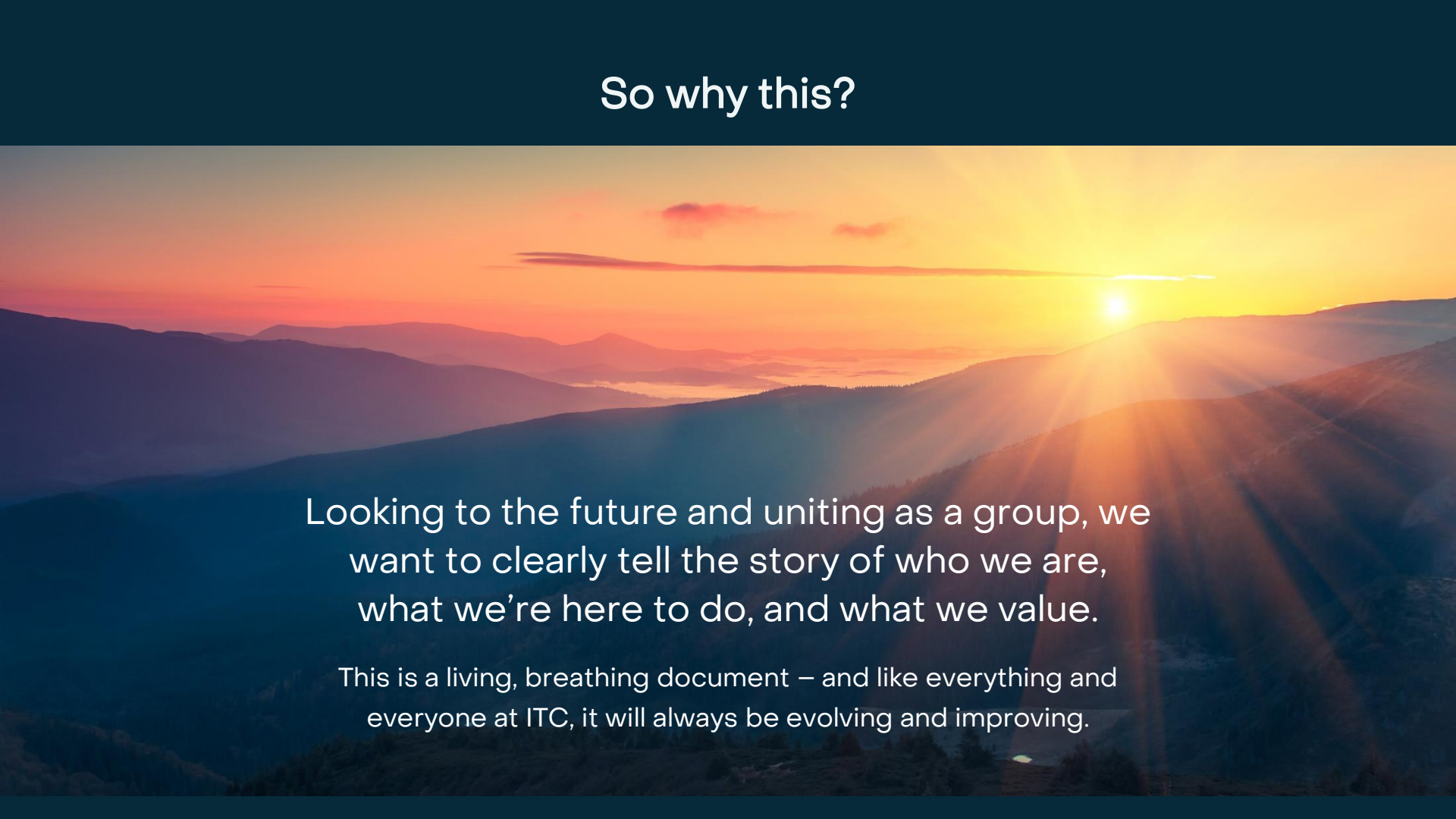
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# So why this?



Looking to the future and uniting as a group, we want to clearly tell the story of who we are, what we're here to do, and what we value.

This is a living, breathing document – and like everything and everyone at ITC, it will always be evolving and improving.



*“Culture happens – so why  
not create a culture that we love.”*

**Culture Club**

EST. ITC 1974

# Culture

[www.itc-uk.com](http://www.itc-uk.com)



# Culture

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## What is the meaning of 'company culture'?

At its core, company culture is how things get done around the workplace. It's who we are and who we aspire to be. A set of shared beliefs, values and practices.

## Why does a good company culture matter?

It helps us all do our best work, attract amazing people, makes people want to come to work everyday and makes us stronger than our competitors.



*“When you are surrounded by  
people who share a  
passionate commitment  
around a common purpose,  
anything is possible.”*

Howard Schultz, Starbucks

# Purpose



# Purpose

We create personalised travel experiences that enrich our clients' lives



*"For me, travel, exploration  
and freedom are an innate  
part of human nature."*

**Phil Aird-Mash**

*Chief Executive Officer*



# Vision

[www.itc-uk.com](http://www.itc-uk.com)





## Our vision

To be the UK's leading travel group – creating the best place to work, the best customer experiences, and achieving the best financial results in our history.

# Our Vision

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## Best Place to Work

We won't stop until we are recognised externally as a great place to work, and we have the highest 'colleague engagement scores' in the travel industry.

## Best Customer Experience

Our 'Why' is the client. We are relentless in making sure our clients feel personally listened to, inspired to explore, trust our expertise and feel confident in our ability to deliver an experience above and beyond their expectations.

## Best Financial Results

While we are driven by our purpose, we know that great organisations are financially strong and profitable. We prioritise and enjoy our financial strength, as it enables us to invest in our future.





"My family purchased Calabash in 1987 and soon after I met ITC's founder, Drew Foster, and we quickly forged a successful business partnership that went from strength to strength and still thrives to this day.

Drew and I became close friends over a great many years and shared lots of good times together, including his 60th birthday week in Grenada. The whole team at ITC have carried on Drew's legacy and it has been a delight working together over many decades."

Leo Garbutt, Calabash Grenada



# Group Heritage

[www.itc-uk.com](http://www.itc-uk.com)

# Our History





Horse Racing Abroad is acquired, a specialist horse racing tour operator for the racing enthusiast.

2008

Sub-brand Chairman's Club is created for premier clients and re-launched as Private Client's in 2019.

2007

### Deva Travel

ITC acquire Deva Travel, a travel agency based on the high street in the heart of Chester city centre..

2005

### Rainbow Tours

Established by Roger Diski, the company was born from one man's deep love of Africa and passion for responsible travel.

1997

ITC Sports Travel is born, a unique offering in the market that took clients to see major live sports events in unrivalled style.

1989

The former known brand, ITC Classics, (which was later re-branded as Inspiring Travel Company) was one of the first tour operators to charter a flight on Concorde.

1988

Caribbean Connection is founded by Drew Foster in Chester, thanks to Drew's love of Barbados. Evolving into ITC Classics, the company later started offering luxury holidays across the globe.

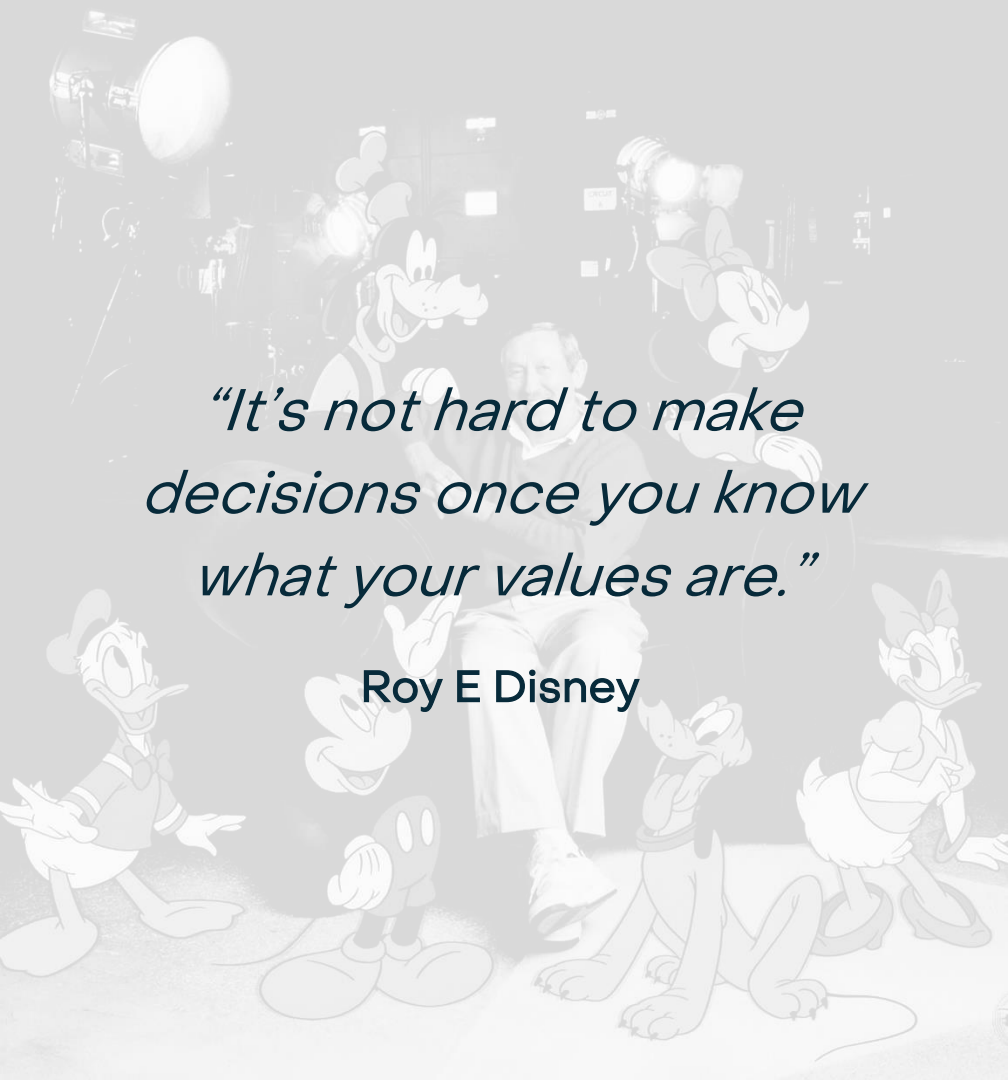
1974

### Regent Holidays

Regent is formed by Noel Cairns in a small office on the Isle of Wight.  
Regent becomes the first UK operator to offer tours to the People's Socialist Republic of Albania.

1970





*"It's not hard to make  
decisions once you know  
what your values are."*

**Roy E Disney**



# The ITC Way

[www.itc-uk.com](http://www.itc-uk.com)



# The ITC Way

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Most companies have core values that are often expressed as nouns on their walls – we've even had these in the past. The ITC way is different because we describe the actual behaviours, to make sure we fulfil our purpose and achieve our vision.

The ITC Way captures the essential principles we use to guide our behaviour, decision making and actions. They are so important to us that we reward and promote our people who embody them. We won't tolerate those who don't.



**Brave & Ambitious**



**Take Ownership  
& Unite to Win**



**Passionate & Caring**



**Curious &  
Forward Thinking**



# Brave & Ambitious

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- ✓ We show ambition by always aiming high.
- ✓ We work hard to make a difference every day and strive to be the best that we can be.
- ✓ We have the courage to fail in order to succeed and recognise that this is how we grow.
- ✓ We think and act differently and find solutions where others may see problems.
- ✓ We challenge the norm and do what is right and not just what is easy.
- ✓ We say what we think when it's in our company's best interest, even when it's uncomfortable.







# Brave & Ambitious



In 2021, in the midst of the Covid pandemic, **Team Spectate** made a brave decision not to play safe. After weighing up all the risks and benefits and with tonnes of planning, they decided as a team to go ahead and deliver a 2022 England v West Indies cricket tour, despite the challenges. It would have been easy to say 'let's miss this one out and wait till travel gets easier', but the appetite and ambition was there to do it, and catch the early winds in the sails – which they did!



In November 2021, Inspiring Travel was barrelling toward increasing enquiries, a depleted team, new systems and no wing woman. And **Claire Hancock** courageously rose to the challenge. Claire embraced new initiatives and sacrificed many hours of her own and family time to ensure the team were led and supported. She conducts herself with dignity and demonstrates leadership, which is visible to everyone and inspires me to be her equal.



**Sam Morris** has put Inspiring Travel's needs above her own and pushed herself to taken on the brand ambassadorial role on our social media, showcasing her passion for travel and her love for servicing our clients' holidays in a very professional way. She's even delivered live videos, which span way outside of her comfort zone and has won customer hearts and minds along the way. Thanks Sam!



## Take Ownership & Unite to Win

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- ✓ We think like owners and we never pass the buck. We take responsibility for ourselves, each other, our clients and our company.
- ✓ We actively help each other. We show up as our authentic selves and see different views and experiences as an advantage.
- ✓ Above all else we are a team. Every one of us is equal and we believe that together we are stronger and we will achieve greater success through shared goals and putting the team first.





# Take Ownership & Unite to Win



**Stephanie Byrne** went above and beyond to make sure a client's niggle was resolved in time for their next holiday – using all her contacts and energy, and engaging with a huge range of suppliers and shipment companies, Steph managed to singlehandedly get 480 cans (20 crates!) of Coca Cola Lite from the UK to the luxury yacht in Athens where the client arrived shortly afterwards. This herculean effort was off the back of a simple, offhand comment the client made at his previous holiday, about preferring the light version of Coca Cola. Hats off to you Steph!



Inspiring Travel and Private Clients have begun working collaboratively in new ways to grow the Inspiring business and identify clients who could move across to Private Clients. Using customer profiling we learn more about Inspiring Travel clients, helping us retain those relationships. A small number express a preference for a more account-managed approach and so move across to the Private Clients portfolio. It's fantastic to see such a supportive approach to growing each others' teams.



Due to a lack of resource, the **Deva Team** has had to take ownership of every part of their booking including learning entry rules and new admin skills, while at the same time adapting to becoming paperless. They've helped their clients with the complicated online forms, helped clients to buy new mobile phone and set up email accounts. One team member even came in on a Sunday to swab a client for his PCR test before their flight! Now that's taking ownership.



## Passionate and Caring

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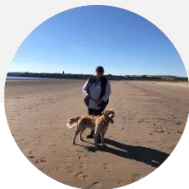
- ✓ Our love of travel is what unites and drives us. We share this passion with each other, our clients and our partners, making sure we have fun and enjoy the journey.
- ✓ We bring excitement and optimism to our work. We take the time to celebrate and recognise success, making everyone feel appreciated and valued.
- ✓ We are committed to building a caring and supportive culture, and an environment that nurtures personal and professional growth.







# Passionate & Caring



**Mari Colrain** helped organise a proposal for one of her clients on their safari trip to South Africa. The second part of the client's trip was to the Seychelles, where Mari had arranged for a photo of the proposal to be in the room and the bed decorated with 'she said yes' on arrival. What attention to detail, and such a thoughtful gesture for the client. Mari made a special trip even more memorable for them.



**Diana Watt** took her own initiative to arrange an airside pass to greet clients on the tarmac as they came off the plane into Antigua, with a Spectate welcome sign. No other operators managed this as it's not common practice, but Diana used her contacts and initiative, and asked. What a VIP welcome and fantastic way to further strengthen the relationship between Antigua and Spectate.



Team **Agency Sales** care about their partners' and partnerships' success, and continually receive appreciative feedback for their support. A good example of this was hosting them at the Globe Industry Awards, to show the team's gratitude and strengthen relationships. It paid dividends, the awards was packed to the rafters and they had a table of guests that were the envy of their peer group.



## Curious and Forward Thinking

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- ✓ We don't sit on our laurels or just do what we've always done – we question and eagerly seek out answers and better ways of doing things.
- ✓ We know we must constantly improve, so we embrace change. We enhance, we evolve.
- ✓ We think like our clients. We make every decision and measure everything on how well it serves them.
- ✓ Knowledge of our clients and products underpins our success. We are committed to the learning that enables us to be experts in all we do. We openly share our knowledge to help others.





# Curious and Forward Thinking



**Spectate** used their initiative during Covid by finding online tools they could use to gain new data requirements, such as PCR tests and travel insurance. Spectate realised they could ask for other important travel details and invited clients to share information that was important to them. The information that was collected was far more than expected. On top of the necessary data, Spectate learned about clients' special anniversary dates, meal preferences, recent illnesses, and was able to build up their knowledge to make personalised arrangements.



**Amy** continually strives to provide improvements and innovation – she de-tangles complex information from multiple, complicated sources and deciphers it in easy to read and understand ways. Amy's responsiveness to any of the team with the most complex of enquiries is nothing short of exemplary. Amy is a complete credit to ITC, and in a short space of time has become widely respected, and leaned upon for the outstanding support she provides.



**Team Agency Sales** launched their trade toolkit in 2021 and are continually evolving its use and relevance, to help our trade partners create rich and unique marketing content. This requires the continual support of the Marketing and Product teams. Designer Travel and Miles Morgan Travel used this content to support their cruise push and consequently it was only Inspiring-curated packages that were featured! Trade partners even use the toolkit's content to create dedicated marketing pieces.



*“At the heart of ITC is our people –  
empowered, collaborating, having fun  
and driving change while caring  
passionately for each other and our  
clients.”*

**Emma Pickering**

*Chief Financial Officer*



# The way we work around here

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# Empowerment

Working at ITC is a collaborative effort and feedback is always welcome. We expect everyone to take responsibility and be the change they seek. So, if there is a better way to do something, we want to know about it, and we are empowered to bring that change to life.





The Culture Club was set up to make ITC the best working environment we can be. The team is made up of colleagues from all areas of the business, who meet monthly to work on projects such as the purpose stories, culture deck, the ITC Way recognition programme, our Diversity, Equity & Inclusion project and more.

*Purpose – To strengthen colleagues' pride, engagement and emotional connection to the ITC Group*

Led by Erin Walsh

### **Inspirational Interiors**

Our workplace is important to us all, as it's the place we come together to collaborate, share ideas, and support each other in person when we need to. Our creative 'Inspirational Interiors' team are working together to make sure our offices and buildings are workable in the hybrid world – and that we love to come in!

*Purpose – to make sure our shared workspaces and ITC buildings work for us.*

Led by Paula Hayley

### **Social Committee**

We believe that it's essential for our wellbeing at work that we all stay connected and build strong relationships with one another – and, that we have fun together! Our Social Committee bring us together from across our workplaces to arrange a fun and exciting calendar of events that we can share together.

*Purpose – to bind us together as a team and help us create fun memories at ITC.*

### **IT Steering Committee**

The IT Steering Committee exists to create visibility on and guide our total technology plan. The Exec team meets on a monthly basis alongside IT management, in order to monitor and assess progress across the programme and to ensure it is closely aligned to ITC's agreed strategy and current priorities. The committee identifies and assists with providing advice and guidance and resolving issues or risks that impact individual technology projects, as well as supporting with key decision items that require Executive approval.

*Purpose - to create visibility on and guide our total technology plan.*

Led by Dan Acarnley

### **Sustainability Committee**

Our Sustainability Committee works with our partner, Positive Planet, to drive us towards our aim of achieving net zero by 2035. The team also investigates the charities we support around the world, our use of renewable energies, how we travel to work, how we can reduce our waste and whether we can buy more locally.

*Purpose - to drive forward our responsible travel initiatives and achieve net zero by 2035.*

Led by Matt Rushbrooke

### **Vision Team**

The 'Vision Team' was set up by the first MDP cohort of leaders across ITC. This team brings the company vision to life and has created a set of objectives, measures, and goals. The aim of these is to ensure we're the best place to work, we offer the best customer experience and that we achieve our best financial results.

*Purpose – to keep us committed to and drive us forward towards the overall ITC vision.*

Led by Elizabeth Powell

### **Travel Regulations Team**

The Travel Regulations Team ensure we stay flexible and adapt to any changes to travel industry legal and regulatory requirements. If any changes are necessary to our working practices, the team sends out new procedures and, if needed, carry out training sessions to keep everyone informed. The Team are always available for any questions and can be contacted via the email below.

*Purpose – to ensure our high standards are met when it comes to travel regulations.*

Led by Gillian Cuckson

### **Leadership Community**

The Leadership Community consists of a group of heads of departments and senior managers from various departments across ITC. They're a team of leaders who are passionate about driving business performance, promoting collaboration across the group, and sharing information to make improvements.

*Purpose – to enable collaboration and take responsibility for day-to-day business decisions.*

### **Data Community**

This community comprises members from different teams around the business who manage or use data within their roles. They've created a centralised data repository that pulls together data sources from across our business into one place, allowing us to fully visualise them with Power BI and help our decision making.

*Purpose – to provide a single data source to ensure consistency of reporting across the board.*

Led by Jodanna Huxley

### **Holiday Hub**

Following the third MDP cohort of leaders, the group have worked together to highlight our staff travel benefits and making them more visible for all our people. With knowledge from various departments, the team runs our 'Holiday Hub', which includes discounts and benefits to use on our own personal holidays.

*Purpose – to help everyone at ITC experience the benefits and passion we share for travel.*

### **WOW Team**

The 'WOW' mission is to share the amazing stories we make into a reality, every single day! We're all committed to making incredible things happen, both for our clients and our people at ITC. We want everyone to be inspired by the work every department and brand does, reminding us of what a wonderful job we do!

*Purpose – to inspire everyone at ITC with stories from when we make the amazing happen.*

Led by Kathryn Robinson

We have fun inside and outside work – whilst being the best



# How we communicate

We have an internal communication strategy that aims to deliver: Connectivity, Information Flow, Employee Voice and Recognition.



## Going Places

Each month we create an internal digital magazine called 'Going Places'. The magazine shares what everyone in the company has been up to.

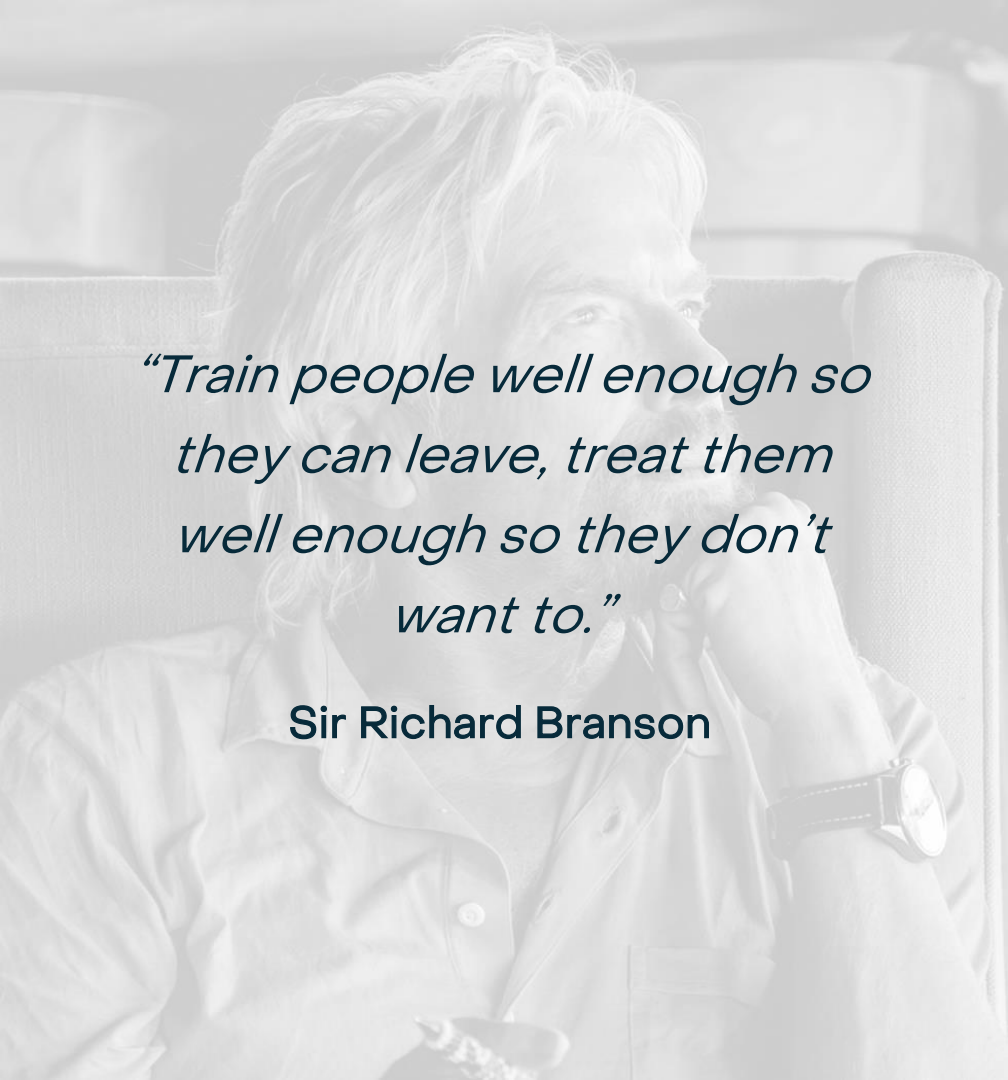
## Monthly ITC Update

Hosted virtually, the company is provided with an overview of the previous month's financial performance and an update on key projects. The meeting wraps up with a Q&A.

## Feedback Surveys

Your feedback is important, so employees are sent short surveys to gather your thoughts on a specific topic. This helps us ensure everything is functioning as well as it can.





*“Train people well enough so  
they can leave, treat them  
well enough so they don’t  
want to.”*

**Sir Richard Branson**



# Talent

[www.itc-uk.com](http://www.itc-uk.com)





# Talent

With thousands of years of travel experience combined, we send clients across the world for an array of travel experiences, from off-the-beaten-track adventures to ultra-luxurious escapes.

Whichever role or brand you join us in, everyone has an important part to play in creating personalised travel experiences that enrich our clients' lives.

# Our people make ITC a great place to work

We have the most talented and inspiring people here at ITC. We all have a passion for travel, and we love the culture and excitement of our industry. We're always striving to be the best at what we do.

## Training and Development

We get ongoing training and development to support our career goals and aspirations. Everyone gets a Personal Development Plan (PDP) to keep us on track and focussed on achieving our personal and company goals.

## One to One's

You'll meet with your manager at least once a month, to check-in and ensure everything is going well.

## Work Environments

We have offices across the UK with our Head Office in the heart of Chester. We also have offices in Bristol (home to Regent Holidays), plus a high street store for DEVA Travel, and teams based in Barbados and Antigua. It's now the norm for teams within ITC to work in a hybrid role, with their time split between the office and home.

## Social Events

We love a get together. So, at ITC we make sure there's always a fabulous event to look forward to. Whether it's a party, competition or quiz, you'll be able to find something to get involved in and get to know the whole team better.

# Why we love working at ITC



"Every day is different at ITC – there's never a dull day! There are lots of exciting projects in the pipeline and the future is definitely bright. It's great to be a part of the journey and to be able to contribute towards the company's success. I joined as a Marketing Assistant after graduating from university, and I've now worked my way up to management level. I'm really proud of my time at ITC, and for anyone looking to learn and develop, this is the place for you. It's also so lovely to talk about holidays and travel every day!"

**Sophie, Marketing Communications Manager**



"I love working at ITC for many, many reasons. I love the people, I love the fact that we're always striving to be better, I love the flexibility, the fact the people care about each other and also the opportunities I've been given to do something that I really enjoy."

**Deborah, Learning & Development Manager**



"I love working for ITC/Spectate as every day I get to be involved in sport which is a huge passion of mine. The trips and packages that we are putting together for our clients are the highest of quality and we are helping people to fulfil their dreams of attending some of the biggest sporting events in the world. Everybody that works here is passionate about what they do and they want to succeed, as well as providing our clients with the best possible experience."

**Simon, Sales Consultant, Spectate**



"ITC is a very modern, forward-thinking workplace who put a lot of thought into the lives of their employees. They allow home life to fit around work life and create a balance and harmony that resonates in the office. I feel extremely supported in my role here and I don't dread Mondays (which I don't think a lot of people can say about their job)! It is a pleasure to work in such a friendly approachable environment. Everyone in our team is treated as an equal, regardless of their position or hierarchy."

**Chloe, Client Services Executive**

# Why we love working at ITC



“I really enjoy working within the Rainbow Tours brand. We are a tight knit team who all support each other, encourage each other and congratulate each other for a job well done! I feel like I could ask any of them for assistance or support and trust that they would be there for me if I needed it. We all have our clients’ best interests at heart and have the same priority when it comes to work ethic.”

**Shelley, Travel Specialist, Rainbow**



“For me it is all about the destinations we cover and our partners overseas. I have known many of them for a long time – more than 15 years or 20 in some cases. We have such mutual respect for each other. I also love the opportunities to travel to our destinations too! I just really love the countries we offer – all the amazing things you get to see and experience.”

**Andrea, Head of Regent**



“I love being able to work across such diverse and interesting brands, it makes our job feel so inspiring! It’s also great how supportive our team is of each other – we have so many fantastic people working with us.”

**Ceri, Content Manager**



“I love working for ITC, as it feels like a family rather than work. ITC are flexible with me around school times etc., which makes you then want to put more in as a thank you.”

**Sam, Travel Relationship Manager, Inspiring Travel**

# Why we love working at ITC



"I have enjoyed ITC from the moment I arrived. It's a company full of hard working, highly driven and passionate people. Everyone is in it together and wants ITC to succeed. We are so very lucky to sell the best hotels from around the world to our clients, and even get to experience them for ourselves. I have recently been given the opportunity to become a team leader with in Inspiring, which is something I'm very proud of and look forward to working hard in this new role."

**Tom, Sales Team Leader, Inspiring Sales**



"ITC is a way of life. I have seen the company grow over the years and move with the times to make sure everyone working in the business is always at the heart of everything that happens, with an amazing people strategy if feels a really positive environment to be in. I have the flexibility to make sure there is a perfect life balance with my family which makes me want to give even more back to ITC to help it thrive. My role is utterly amazing, I get to work with a team of incredible people, entertain our clients in lovely settings and be hands on involved in making our clients wishes a reality...our answer is always yes and trust me we get some fantastic requests! I like to think of us as Travel Fairy Godmothers sprinkling fairy dust all around! We also get the opportunity to have a taster of our fabulous hotels all over the world and I will never forget how ITC supported me in a lifelong dream of going to Australia and watching the sunrise over Sydney Opera house, all in the name of work! It really is a dream company to be a part of!"

**Natalie, Head of Private Clients**



# Why we love working at ITC



“Deva is the Travel Agency arm of ITC located in Chester City Centre. We are a small team and have all been here for many years, so have a wealth of travel knowledge and passion between us and pride ourselves on delivering the best in Customer Care, giving us a great repeat client base and earning us numerous awards within the Travel Industry and Chester City. We love having the flexibility of using different tour operators and finding our clients the perfect holiday and have the added bonus of being able to act as a tour operator too, which helps us beat off any high street competition! Being part of a larger company is fantastic as it gives us alternative career options, loads of training courses and, of course, amazing social events!”

**Emma, Travel Consultant, Deva**



“I first started working at Regent in 1987 and after 11 years I moved to the USA but was so happy to come back to work for Regent when I returned to the UK in 2004, as even though it sounds like a cliché, it felt like coming home to family. Even though the company has faced many challenges over the years, you always know you can rely on your colleagues to support you with both practical help and good humour. Being part of ITC means that we are part of a wider family, so can benefit from central shared resources and have a wider scope of experience to draw upon. The best part of working for ITC is that the senior management team really care about the people in the company. As well as being the most approachable set of managers I have ever worked for, they never stand still and are always looking for ways to improve both client and employee experience and really listen to and act upon any feedback they are given.”

**Alison, Operations & Admin Manager, Regent**

# What you'll also receive at ITC

- ✓ Holiday days start at 25 days, which increase with service and an extra day off for your birthday
- ✓ Hybrid and flexible working opportunities
- ✓ Paid volunteering days
- ✓ Salary sacrifice pension scheme provided by Scottish Widows, where ITC will match employee contributions up to 5%
- ✓ Group Life Assurance
- ✓ Critical Illness Insurance
- ✓ Income Protection
- ✓ Ongoing training and development, including overseas educational (FAM) trips *(dependent on role)*
- ✓ Discounts and offers from some of our suppliers and hotel partners
- ✓ Confidential Employee Assistance Programme run by Health Assured
- ✓ Cycle to work scheme
- ✓ Enhanced family friendly benefits
- ✓ Paid colleague referral programme
- ✓ First class social events





*"With people at the heart of our business,  
it's essential that our new starters feel a part  
of the ITC family. Helping them understand  
our culture and how they fit is key."*

**Erin Walsh**

*Head of People*



# Onboarding

[www.itc-uk.com](http://www.itc-uk.com)

**We love our new starters, and want to make sure your first six months are a positive, memorable experience. We focus on these aims:**

1. We will help you adapt to our culture.
2. We will help to connect you to the right people and form the right relationships.
3. We will align our expectations together, so you have clarity, focus and are set up for success.

## **1<sup>st</sup> Day**

- ✓ Meet your team
- ✓ Orientation to the office, including signing in and out process
- ✓ Equipment set up
- ✓ Familiarisation with your induction programme
- ✓ Take your ID to HR

## **1<sup>st</sup> Week**

- ✓ Meet buddy
- ✓ Lunch
- ✓ Overview of our Culture Deck
- ✓ Agree 1<sup>st</sup> month objectives
- ✓ HR check-in
- ✓ Role overview
- ✓ People team induction
- ✓ Complete DSE assessment

## **1<sup>st</sup> Month**

- ✓ Departmental inductions
- ✓ Check-in with manager in week 1,2 and 4
- ✓ On the job training commenced
- ✓ Meet with culture club member

## **3<sup>rd</sup> Month**

- ✓ Mid- probation review
- ✓ Purpose story completed

## **6<sup>th</sup> Month**

- ✓ Probationary review



*“Take only memories,  
leave only footprints.”*

Chief Si'ahl (Chief Seattle)  
Native American leader



# Impact

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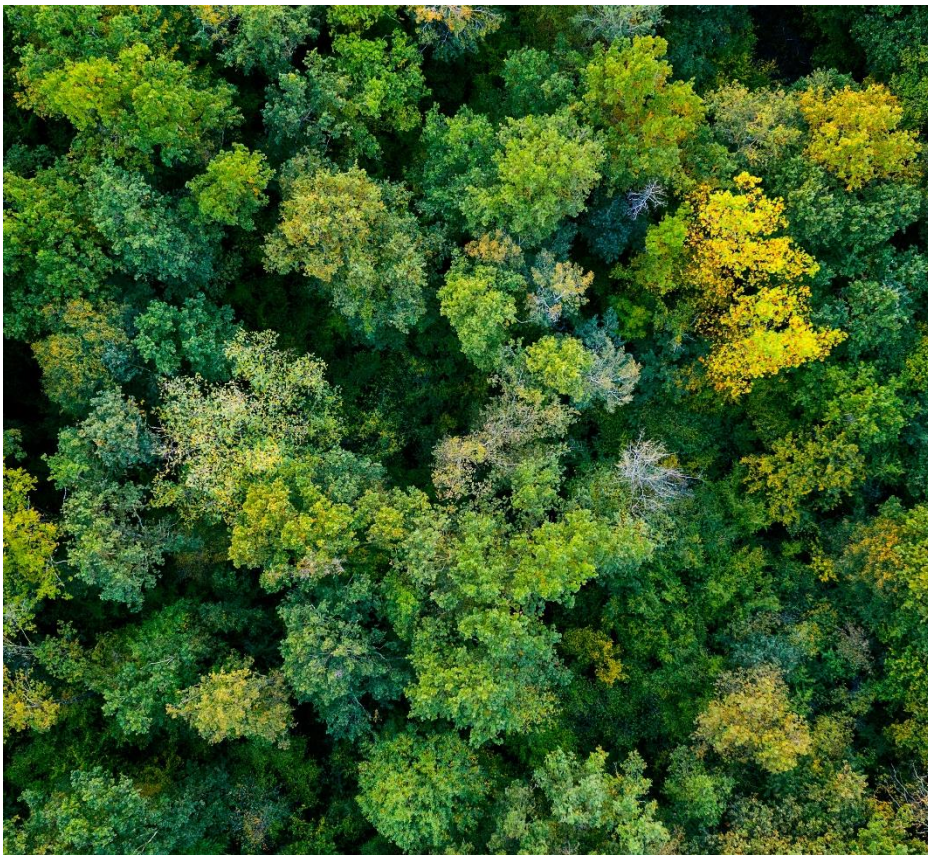




# Our impact

Across the ITC group, we're committed to making a positive impact on our environment and people.

To do this, we're working on reducing our carbon emissions, as well as promoting ethical travel policies, supporting charities and helping educate our people on how to travel more responsibly.



# Our Planet

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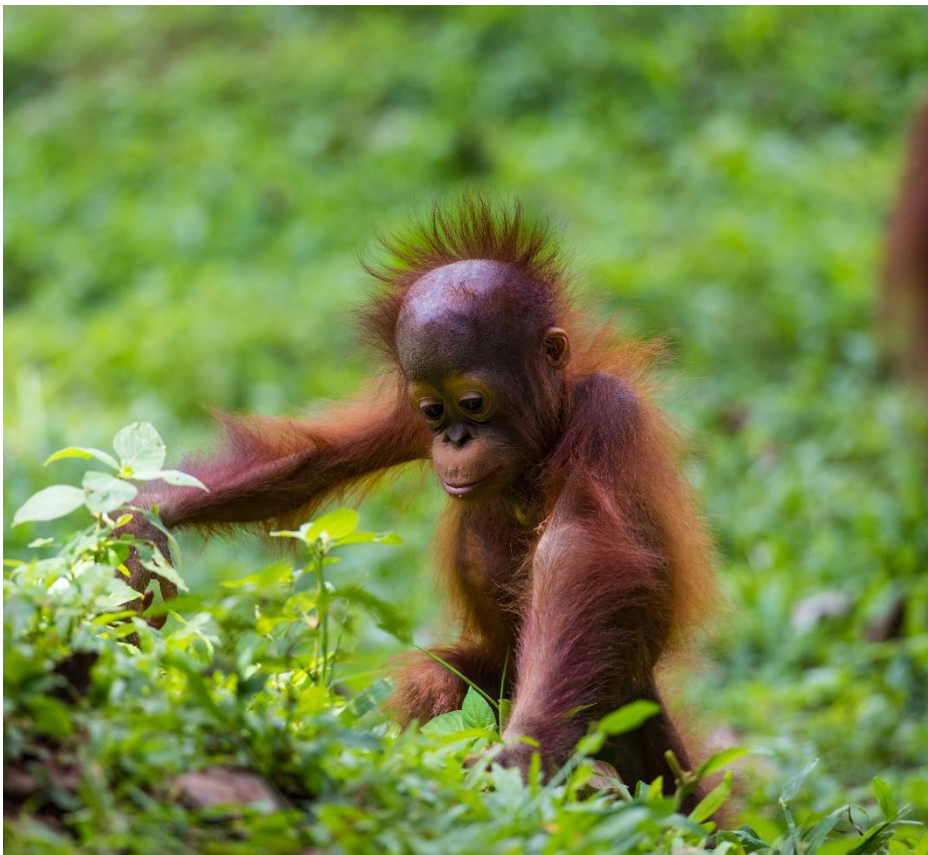
It's important to us that we preserve our planet while exploring it. So, we've partnered with Positive Planet to reduce our carbon emissions.

Other initiatives we've set up include:

- Education across the whole ITC business on carbon literacy
- Renewable energy tariffs for our offices
- Waste audits to reduce unnecessary waste
- Targets for reduced business travel emissions
- An environmental aspect added to our procurement policy







# Animal Welfare

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Seeing wildlife in its natural habitat is an unforgettable travel experience. It's vital for us to ensure that we're protecting the welfare of any animals our clients encounter during their travels.

- Where possible, we make positive contributions to conservation and restoration
- We never knowingly support unethical wildlife experiences that fail to put animal welfare as their top priority
- We only arrange wildlife viewing in small groups to protect fragile eco-systems
- We only ever endorse experienced guides to ensure a respectful experience

Our animal welfare policy follows welfare guidelines created by ABTA and the authoritative Global Guide to Animal Protection, for which we have a contributor to within the business.



# Our People

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We believe that when we work together, we can create maximum positive impact in the world of travel. To achieve this, we're committed to taking care of our people, both at home, in our office and when we're travelling.

## Our team

- We support our people's work-life balance with hybrid working
- We have a family-friendly maternity and paternity leave policy
- We support mental health with our EAP and social committee
- We're fully inclusive and are working on our DEI
- We help develop young people with our local education partnerships



# Child welfare

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When our clients and colleagues are travelling, we follow a child welfare code of conduct that is reviewed along UN guidelines:

- We only support ethical travel photography. Only take a photo of a child with their consent and if they don't appear uncomfortable
- We don't support giving money to children who are begging, but instead suggest supporting local charities
- We don't support school or orphanage visits during learning hours, when vital education would be disrupted
- When a child appears to be at risk or in danger of abuse, we encourage reporting the situation to local authorities





# Our charities

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Across the ITC group, we give back through supporting a number of charitable organisations:

- Money for Madagascar
- Lemur Conservation Fund
- ChildAid to Eastern Europe
- Chernobyl Heart
- Draktsho Vocational Training Centre for Special Children and Youths
- Orangutan Appeal UK
- Pack for a Purpose



# Make a Wish

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ITC are proud to have teamed up with Make-A-Wish UK to work together to help create magical moments for poorly children across the UK.

ITC shares a very similar set of values and behaviours to those of the Make-A-Wish foundation, allowing us to combine our experience and specialism with their hard work and knowledge in order to make what seems like the impossible happen!



# Responsible Travel Tips

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We encourage all our colleagues to make some small changes to travel more responsibly.

Here are just a few tips – you can see more here:  
<https://www.itc-uk.com/our-impact/eco-travel-tips/>

- Buy and eat locally to support the people who depend on tourism
- Support community projects while you're visiting a country
- Visit local nature reserves and animal sanctuaries which support important eco-systems
- Reduce your single plastic use and recycle – taking your plastics home with you if necessary
- Choose a hotel with its own sustainability commitments
- Travel outside of peak season

*"I've missed more than 9000 shots in my career. I've lost almost 300 games. Twenty-six times I've been trusted to take the game winning shot and missed. I've failed over and over and over again in my life.*

*And that is why I succeed."*

**Michael Jordan**

# When we fail to succeed



# Failing to Succeed



**We believe that failure is essential to our success.**

- If we're to learn, grow and meet our potential, we must be willing to take chances and make mistakes.
- Every challenge, failure or mistake presents with it a learning opportunity of equal or greater benefit.
- We don't waste energy covering up our mistakes, we have the honesty to admit them. We instead use that energy to address the issue, learn, improve and go again.





*“We all need people who  
will give us feedback.  
That’s how we improve.”*

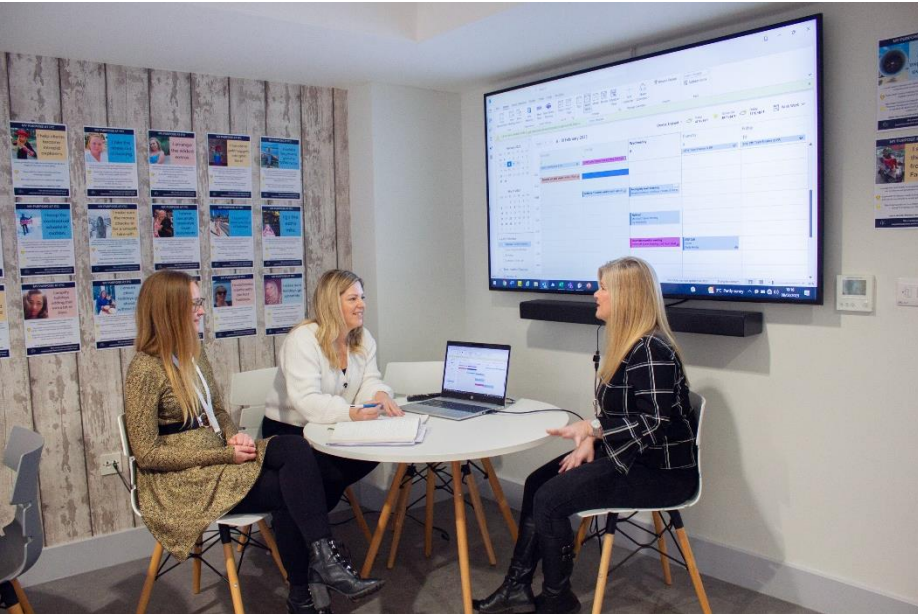
**Bill Gates**



# Feedback

[www.itc-uk.com](http://www.itc-uk.com)

# Feedback



Here at ITC, it is really important to give praise and constructive feedback and, even more important, to receive it with an open mind to achieve high performing teams.

Feeling okay with giving and receiving feedback is the only way we'll all keep improving.