

Ritchies Transport Holdings Ltd

Commits to the

New Zealand Tourism Sustainability Commitment

HE KUPU TAURANGI KIA TOITŪ AI TE TĀPOITANGA

OUR VISION: Leading the world in sustainable tourism Toitū te taiao, toitū te tāpoi. E kōkiri ana e Aotearoa

OUR COMMITMENT:

ECONOMIC

Tourism delivers opportunity and prosperity across the New Zealand economy.

- Resilience
 - We focus on long term business performance and resilience.
- Investment We invest to create value. opportunities and to drive sustainable practices.
- Innovation We innovate to solve problems, create new ways to do things and increase productivity.

VISITOR

New Zealand delivers world-leading experiences for both international and domestic visitors.

Visitor Satisfaction

We strive to always meet or exceed visitor expectations.

Culture and Heritage

We embrace Aotearoa New Zealand's culture and heritage as part of delivering a unique and authentic visitor experience.

Visitor Engagement

We engage with visitors about how to be great travellers within Aotearoa New Zealand.

COMMUNITY

New Zealanders understand. support, shape and benefit from tourism operating in their communities.

Employer of Choice

We attract, support and develop the workforce we need to flourish and succeed

Community Engagement

We actively and positively engage with the communities in which we operate, taking a leadership role to champion causes that are important to the community.

Sustainable Supply Chains We have socially and environmentally sustainable supply chains.

ENVIRONMENT

Tourism strongly contributes to protecting, restoring and enhancing New Zealand's natural environment and biodiversity.

Restoring Nature

We contribute to protecting and enhancing Aotearoa New Zealand's environment. including water, biodiversity, landscapes and clean air.

Carbon Reduction

We act urgently to contribute to Aotearoa New Zealand's transition to a net zero carbon economy.

Eliminating Waste

We take responsibility for the entire life cycle of products and services we use and ultimately eliminate the waste associated with these.

We will also:

- Live the sustainability values of kaitiakitanga, manaakitanga and whanaungatanga
- Have a sustainability plan with goals for all 12 Commitments
- Make measurable progress towards our goals
- Embed sustainability into our business systems, processes and plans
- Provide an annual update on our progress
- · Tell stories about the great things we and the industry are doing.

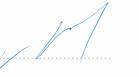






Cesar Costa

Director Tours and Coaches **Ritchies Transport Holdings Ltd**



Rebecca Ingram CHIEF EXECUTIVE