

2021 ESG REPORT

Protecting
what
we love



Our Vision

The undisputed global leader in sustainable inspirational adventure travel — a catalyst for change towards a greener travel industry.

Our Values

WE INSPIRE
WE EMPOWER

WE CARE
WE EXPLORE

Table of Contents

A Message from Daniel	1
01. About Us	3
Hurtigruten Group	5
Management Approach	6
ESG Targets	7
ESG Governance	8
ESG Performance Highlights 2021	9
02. Environment	12
Emissions	13
Impact on Nature	17
03. Social	23
A Great Place to Work	24
Diversity and Inclusion	26
Health and Safety	28
Community Impact	30
04. Governance	32
Responsible Business	33
Data Privacy and Security	35
05. ESG Performance Data 2021	36
06. Our Businesses	38
Hurtigruten Expeditions	39
Hurtigruten Norway	46
Hurtigruten Svalbard	54
Hurtigruten Foundation	56
07. About this Report	58
Reporting Approach	59
GRI Index	62

This is Hurtigruten Group's first comprehensive and stand-alone ESG report. The report has been prepared in accordance with the Global Reporting Initiative (GRI) Standards. The GRI Standards are the world's most widely used sustainability reporting standard. The report presents the environmental, social and governance (ESG) performance of Hurtigrtuen Group for the 2021 financial year.

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A Message from Daniel



Dear explorers,

I would like to welcome you to our ESG report for the year of 2021. After many months of pandemic travel restrictions, I am pleased to say that I'm writing this letter from our magnificent new destination - the Galápagos Islands.

It's quite fitting that I should introduce our ESG report from one of the most unique natural habitats on Earth – the same place that inspired Charles Darwin to first form his Theory of Evolution.

In his pioneering study, Darwin stated that species survive not based on how strong or intelligent they are, but how adaptable they are to change. In a way, the same applies to businesses operating in the travel industry, an industry that undoubtedly has negative impacts on the environment.

At Hurtigruten Group, we continue to push boundaries when it comes to finding solutions to reduce our emissions and adapting to the rapidly changing world around us.

I am immensely proud of all we have achieved despite operating in a complex environment over the last two years. Our people showed incredible resilience and never wavered when it came to delivering for our guests and integrating ESG into all aspects of our operations, whether that be on Hurtigruten Expeditions, our global expedition fleet; Hurtigruten Norwegian Coastal Express, our operation along the Norwegian coast; or our adventure travel operations in the Arctic archipelago of Svalbard.

Among our highlights since our last report was the refurbishment of our third battery hybrid ship, MS Otto Sverdrup, for our existing Hurtigruten Expeditions fleet. Meanwhile, our battery hybrid ship, MS Fridtjof Nansen, was voted the most sustainable ship in the world by Scope ESG and Stern magazine. We also set

in motion one of Europe's most ambitious environmental upgrades, which will see CO₂ emissions on our existing Hurtigruten Norwegian Coastal Express fleet cut by 25%, and NO_x emissions by 80%.

In 2021 we saw a significant decrease in emissions, with an absolute reduction of our Scope 1 emissions of more than a hundred thousand tonnes of CO₂. This was primarily caused by fewer sailings due to the global pandemic, but we are proud to see that our CO₂ intensity has stayed the same, as we know that operational efficiency can be difficult in challenging times.

And we will continue to cut our emissions. In 2022 we are committing to Science Based Targets. Getting to zero emissions must be the number one goal for all businesses operating in the cruise and wider travel industry. While a discussion around carbon offsetting is important, it tends to take up too much space in the debate as the 'silver bullet' to solve this highly complex problem. We don't want to buy our way out from the negative impact our emissions create. We believe in investing in long-term solutions for zero emissions, and that this is the only way we can truly protect the planet from further climate damage. We are committed to that goal, and with the right technology, political will and determination, we can achieve it.

Like us, our guests care deeply about nature and wildlife, and they want to see sustainability in action and play an integral role in our ESG journey. They demand it and we deliver it. They book with their hearts and their minds and align themselves with companies who share their values. Our goal is to make ambassadors out of every guest for every destination they visit.

We are truly committed to our people and preserving the planet. We will continue to lean into the legacy that we have created over

almost 130 years and challenge ourselves every day to have a more profound impact on the communities where we live, operate and visit.

As natural born explorers, we believe in the power of travel, in opening minds and respecting all things that are different. We will strive to find a deeper understanding of ESG when it comes to diversity and inclusion and making Hurtigruten Group a great place to work.

No one knows what the future holds, but it's clear that the cruise industry and the wider travel sector have a lot of work to do to credibly tackle the climate emergency. There must be a collective effort between the travel industry, communities, governments, NGOs and academic institutions, for one company or community cannot do it alone. Greater transparency is also needed when it comes to ESG reporting standards as it would instil further confidence in guests, employees and investors that the cruise and wider travel industry is on the right trajectory.

Observing the wildlife and the animal behaviour in the predator-free, undisturbed habitats of the Galápagos Islands has been a pleasure and privilege. But it also lays bare the fragility of their ecosystems and our survival overall. Being adaptable to change, holding ourselves accountable and finding solutions together are key to protecting this precious planet we call home. Let's work hard – together – to keep it that way.

Daniel Skjeldam

Daniel Skjeldam
CEO, Hurtigruten Group



01. About Us

Hurtigruten Group

Building on our 129 years of pioneering Norwegian heritage, Hurtigruten Group is today one of the world's leading adventure travel and expedition cruise companies. We bring people to unique worldwide destinations while maintaining a strong focus on meaning and sustainability.

With over 2,700 explorers working at sea and on land worldwide, we inspire people to adventure and deliver on our promise of guest-centered travel packed with memorable experiences.

Hurtigruten Group's rapidly growing fleet of custom-built expedition and coastal ships takes modern-day adventurers to the most spectacular destinations all over the planet – from the Arctic to Antarctica.

Being a world leader in adventure travel brings with it huge responsibility, and we place great importance on running sustainable and responsible global operations that give back to the places we visit.

The Hurtigruten Group consists of:



Hurtigruten Expeditions — the world's largest and leading expedition cruise line. The company has been taking adventure travellers to unique and inspirational destinations off the beaten path since founding expedition cruising in 1896. Hurtigruten Expeditions currently offers over 150 itineraries across five continents aboard eight custom-built small expedition cruise ships.



Hurtigruten Svalbard — the unchallenged destination owner for the Svalbard archipelago brings people closer to the vastness of the Arctic's nature all year round. Hurtigruten Svalbard is the longest-running tour operator in Svalbard (est. 1989), offering land-based adventures, accommodation and dining in this spectacular Arctic wilderness destination.



Hurtigruten Norway — operator of the Norwegian Coastal Express and has been sailing the Norwegian coastline since 1893 on what is considered the world's most beautiful sea voyage. Today, Hurtigruten Norway's seven ships stop at 34 ports between Bergen and Kirkenes, connecting communities, delivering freight, and showcasing the Norwegian coast to travellers from around the world.



Hurtigruten Foundation — our non-profit foundation was initiated in 2015. It was established as a cooperative venture between guests, partners, suppliers and the Hurtigruten Group to create a positive impact for the ocean, wildlife and local communities.

Our Management Approach to ESG

Our vision is to be the undisputed leader in sustainable adventure travel. This means all our operations must focus on having a positive impact on the three related factors of 1) Environment, 2) Social and 3) Governance. Sustainability is in our DNA, and ESG principles permeate throughout our organisation and operations across the entire value chain. In 2021 we launched a new ESG strategy that brings these three factors into every element of our operations and supply chain, and uses them to drive value creation for our guests, our owners, our employees and the local communities in which we operate.

Protecting what we love has been a part of our heritage since the beginning. Our ESG ambition is to be the most sustainable travel operator in the world, and to continue to push the industry's boundaries when it comes to ESG. It is a bold ambition that will also work as our North Star and guide us in our decision making. We won't just stop at a license to operate, we will do our utmost to use ESG to drive above-market growth by improving the guest value proposition and experience. We want to push beyond local regulations and look to the best-in-class ESG solutions globally.

It makes us extremely happy and motivated to see that our customers are demanding a new and sustainable offering, and the recent pandemic has only accelerated the shift in customer habits. We notice that they are more aware of sustainability and want to find ways of reducing their footprint. We love this development, and our guests are our biggest inspiration for delivering

world class exploration travel with a footprint that we can be proud of.

For Hurtigruten Group to champion responsible travel, we want to go beyond meeting the lowest common denominator of ESG initiatives, and supplement potential offsetting by investing in and pushing for long-term technical solutions that may enable emission-free travel. This is why you will find very little information about carbon offsetting programmes in this report.

We are immensely proud of the work we have been doing for decades, as well as our ability to operate in a sustainable and responsible manner. Our eight Material Topics build the framework for what is important for us, how we set targets, and how we measure and improve. You can read about how we have defined our Material Topics and our materiality assessment in the About this Report chapter.

Hurtigruten Group's Material Topics

Environment

- Emissions
- Impact on nature

Social

- Great place to work
- Diversity and inclusion
- Health & Safety
- Community impact

Governance









- Responsible business
- Data privacy and security

ESG Targets and Ambitions

Nobody can predict what the future will look like, but we do know that the solutions needed to achieve emissions-free marine travel is neither commercially nor technologically viable at this time. Still, we do know that we as an industry need to greatly reduce our footprint, especially for greenhouse gas emissions. This makes setting ESG targets a challenging exercise which calls for great respect for technological development in a changing and insecure world. However, we see targets as a necessary tool to guide us and ensure that we have the right focus and can work in parallel to do our very best, today and in the future.

Our aim is to show what is most important to us and what we are working towards. This set of targets and ambitions is subject to continuous improvement and development, but that is a core part of how we make decisions and prioritise. Here you can see a high-level overview of what we are working towards. Each of our Material Topics has several key indicators that we use as a strategic steering mechanism to improve performance.

To learn more about what each topic includes, how we measure performance, and how we work to achieve these goals, please visit the relevant Material Topics section:

Topic	What we are working towards	SDGs supported
Emissions	Zero emissions by 2050 (in 2022 we are committing to Science Based Targets) Carbon neutral Scope 1 operations by 2040 First zero emission ship sailing on the Norwegian coast by 2030	
Impact on nature	100% reuse and recycling of waste by 2030	
A great place to work	eNPS above 30 by 2025	
Diversity & inclusion	40% women in senior leadership by 2026 35% female officers by 2035	
Health & Safety	0 marine casualties Lost Time Incident Frequency below 0.5 by 2030	
Community impact	Maximise the number of people positively impacted, and endangered species supported.	
Responsible business	Lead by example; be a transparent player in the industry who shows accountability for our impacts	
Data privacy	Have zero major breaches requiring reporting to data protection authorities	

ESG Governance

The way we organise our ESG work is the key to our success in incorporating it into all parts of the business. Following the reorganisation of the company in 2021, and the formulation of our new ESG strategy, we have revised and adapted our ESG governance structure.

We require group-wide involvement, and place ownership within each of the business units. We believe each of our business units is best tasked with prioritising and executing its own ESG objectives and initiatives. At the same time, we see great synergies across business units and leverage our ESG Committee to

ensure we share learning and development and coordinate targets and performance.

Our Board of Directors is the highest governing body for ESG; it approves our strategy and targets, and monitors achievement, while the group Executive Management Team is accountable for the implementation of ESG strategy, targets and performance. They have endowed the Group Strategy Team with the ownership of the group's ESG work, as we believe it is crucial to keep this as an integrated part of all our business.

Board of Directors

Approves ESG targets and monitors that they are achieved. Approves material topics and annual ESG report.

Chair: Trygve Hegnar
Chair of the Board of Directors
Hurtigruten Group AS

Executive Management Team

Accountable for implementation of the ESG strategy, targets and reporting.

Chair: Daniel Skjeldam
Chief Executive Officer
Hurtigruten Group AS

ESG Committee

Review and advise on ESG strategy, targets and reporting. Appointed by EMT. Represents all companies in group.

Representatives from all business units in Hurtigruten Group
Chair: Strategy & ESG Team

Group Strategy & ESG

Responsible for reporting, group objectives, and coordination

VP Strategy & ESG
Hurtigruten Group

Business Units

Responsible for driving and initiating ESG objectives and initiatives.

Hurtigruten Norway

CEO
Head of Sustainability

Hurtigruten Expeditions

CEO
Sustainability Advisory Board

Hurtigruten Svalbard

CEO

ESG Performance Highlights 2021

Here we present the 2021 ESG performance highlights for Hurtigruten Group. The indicators are selected from our Material Topics and should give a good indicator of our current

status. You can find more details about the data of each company in the Our Business chapter, where you will also see the full ESG performance data overview.

Hurtigruten Group ESG Performance

Environmental performance	Unit	2021
Emissions		
Scope 1 (Direct CO ₂ Emissions)	Metric tonnes	135,015
Scope 1 (Direct CO ₂ Emissions) per guest *	Metric tonnes	0.13
Scope 2 (Indirect CO ₂ Emissions)	Metric tonnes	4,056
Sum of Scope 1 & 2 Emissions	Metric tonnes	139,071
Energy Consumption fleet (Scope 1 & 2)	Gigajoules	2,077,798
Energy Consumption fleet biofuels	%	10%
Spills to the environment	#	4
Guests participated in Citizen Science Projects	%	15%

Social Performance

Total number of employees	#	2,730
Working on ships	#	1,810
Working at our landbased offices	#	920
Women working on ships	%	30%
Women in Hurtigruten Group	%	39%
Maritime apprentices	#	110
Average age	Years	38
Nationalities represented	#	61
Gender pay gap land **	%	88%
Women in Executive Management Team	%	50%
Women in Senior Leadership	%	32%
Female captains	%	4%
Female Senior officers / leadership onboard	%	12%
LTIF (Lost Time Incident Frequency)	#	1.43
Marine casualties	#	0
Sickleave	%	4.1%
Projects supported through the Foundation (in countries)	#	16 (11)
Donations from Hurtigruten Foundation	Euros	116,000
Green stays percentage ***	%	15%

Governance Performance

Board Diversity (percentage of women on board)	%	25%
Percentages spending from local suppliers (Food & Beverage)	%	19%
Complaints from outside parties	#	16
Complaints from regulatory bodies	#	0

* Measured as Available Passenger Cruise Night

** Women's average salary as a percentage of men's

*** Average percentage for Q4 as this was not an available option during the pandemic

02. Environment

Emissions

Transportation is the biggest single contributor to global greenhouse gas emissions¹, with maritime transportation alone being responsible for 2.5% of the world's emissions². Being the category king in sustainable adventure travel comes with great responsibility, and we know we have a negative impact on the environment with the emissions we produce, despite having the greenest fleet of ships in the industry. With that in mind, our goal is to be emission-free by 2050. In this chapter we present how we are working to lower emissions and our environmental footprint.

How we work with emissions

Working systematically towards emissions-free operations in 2050 is a dual process. We cannot sit and wait for new technologies to be in place, so we focus our work on 1) a continuous process of improvement today, and 2) long-term development and collaboration that pushes for future solutions. In 2022 we are committing to Science Based Targets (SBTi), outlined in accordance with the Paris Agreement, which seeks to limit global warming to 1.5 degrees Celsius compared to pre-industrial levels. For us, this means being emission-free by 2050, with aggressive emissions reductions over the next 28 years in accordance with the SBTi framework. We also want to further push our organisation towards a greener and more sustainable future, and target carbon neutral Scope 1 operations by 2040. For us, being carbon neutral means having a neutral impact on the environment by removing the same amount of CO₂ that we put into the atmosphere. The most important step to reach this is to ensure we can operate our vessels with as few emissions as possible.

In 2021 we saw a significant decrease in emissions, with an absolute reduction of our Scope 1 emissions of more than a hundred thousand tonnes of CO₂.

Our systematic approach to reducing emissions

? Why is this material?

By contributing to greenhouse gas emissions, we know we have a negative impact on the environment. We need to decrease our impact to help preserve the pristine destinations we visit.

🌀 How is it managed?

We have set an overall target of being emission-free in 2050 that is governed by our Board and Executive Management Team. However, all parts of the organisation are responsible and are involved in initiating and driving projects that will enable us to reach our targets.

🎯 What is our target?

Zero emissions by 2050 (in 2022 we are committing to Science Based Targets).
Carbon neutral Scope 1 operations by 2040.
First zero emission ship sailing on the Norwegian coast by 2030.

📈 How did we perform in 2021?

Scope 1 and 2 emissions = 139,071 MT CO₂
Scope 1 emissions per guest* = 0.13

** Measured as Available Passenger Cruise Night
See more environmental performance indicators in the ESG Data Performance section.*

¹ Sources of Greenhouse Gas Emissions | US EPA | <https://www.epa.gov/ghgemissions/sources-greenhouse-gas-emissions/>

² Reducing Emissions from the Shipping Sector | European Commission | https://ec.europa.eu/clima/eu-action/transport-emissions/reducing-emissions-shipping-sector_en

This was primarily caused by fewer sailings due to the global pandemic, but we are proud to see that our CO₂ intensity measured per guest has stayed the same, as we know that operational efficiency can be difficult in challenging times and with many of our ships

in warm laid up. We are also working towards measuring our Scope 3 emissions to include activities from our supply chain, business travel and the transportation of guests to our ships (for example, air travel from home to port) into our climate accounting.



What are we doing to reach our emission targets?

Our environmental footprint has been a focus for Hurtigruten Group for decades. The target is to be emission-free, and all parts of our operations are included in initiatives to help us reach that goal. There are numerous examples of how we are working to lower emissions, and how we take pride in having the greenest vessels in the industry. These include:

- Back in 2009 we banned the use of heavy fuel oil (HFO) in all our operations. Furthermore, we work with NGOs to promote a broader international HFO ban for all vessels sailing in the Arctic. HFO has severe negative environmental impacts, but it still makes up about 75% of the marine fuel currently consumed in the Arctic today. Since banning HFO, Hurtigruten Group has shifted its focus towards synthetic fuels and will gradually increase the use of certified biofuels across the fleet.
- All our 14 vessels have been fitted with shore power connectivity to allow elimination of emissions when connected at port with shore power, replacing fuel consumption while in port with electricity from renewable sources. The use of shore power can eliminate approximately 150 tonnes of CO₂ and 2.5 tonnes of NO_x per vessel each year.
- In 2016 we ordered our first battery-powered hybrid-electric cruise vessels, and in 2020 we proudly launched the ships MS Roald Amundsen and MS Fridtjof Nansen as the world's first battery hybrids. MS Fridtjof Nansen, with its state-of-the-art technology and premium onboard experience, was named "The safest and most sustainable cruise ship in the world" by STERN in 2021. You can find more information and learn more about why our ship was given this accolade in the section about Hurtigruten Expeditions under Our Business.
- In 2019 we introduced battery-powered snowmobiles in our land-based adventure travel company, Hurtigruten Svalbard. Together with the Finnish start-up Auroa Powertrains, this was the industry first for snowmobiles, starting a new era of silent and emission-free exploration with the aim of cutting our Scope 1 emissions in Svalbard.
- In 2021 we introduced our third battery hybrid-powered ship after the upgrade of MS Otto Sverdrup.
- Also in 2021, we announced one of the largest environmental upgrades in the history of European shipping, as all seven Hurtigruten Norwegian Coastal Express ships will be undergoing significant green upgrades by 2023. The ships will be installed with a combination of technologies and solutions specially adapted for each, allowing a significant reduction of CO₂ and NO_x emissions. Three of the ships – MS Richard With, MS Nordlys and MS Kong Harald – will undergo a full transformation to battery hybrid power, with the installation of new low-emission engines and large battery packs. Across the seven ships, the upgrades, as well as the phasing in of sustainable biofuels, will reduce CO₂ emissions by around 25% and cut NO_x emissions by a massive 80%.
- Hurtigruten Svalbard continues its path towards lower emissions with electric snowmobiles, increased use of solar panels, and battery powered catamarans custom-built for polar water exploration. Our collaboration with the Norwegian start-up Brim Explorer debuted in the spring of 2021, offering our guests the first sightseeing vessel in the world able to operate for a full day on electrical power.

- In 2021, the quest for silent and emission-free tourism continued as we announced a partnership with Volvo Penta to power Hurtigruten Svalbard's new hybrid sightseeing vessel. The near-silent vessel has the potential to transform the sustainable tourism industry, allowing our guests to experience the wonders of Svalbard without disturbing the nature and habitat around them.
- Another 2021 announcement came in the form of our collaboration with Norwegian transportation company Tide to operate Norway's first electric tour bus. This permits guests to travel on excursions with Hurtigruten Norway in a completely emission-free manner. The bus will be used on various excursions from Ålesund, and we have plans to introduce more electric tour buses in 2022.
- Every year, the Hurtigruten Norway fleet transports over 60,000 tonnes of goods – including everything from food to medicine – a distance of 600,000 nautical miles (around 1.1 million kilometres). It's a feat that would otherwise require thousands of journeys by truck if these goods were to travel by road. Fewer trucks on the roads means significantly less gas guzzled and many fewer emissions released.
- We are working closely with industry partners to drive change and move boundaries and are engaged in new-build programmes that we will be excited to share more about when the timing is right. We are also in active discussions with stakeholders about pilot programmes to develop and test the next generation of green propulsion technology, enabling us to continue to have the greenest fleet of vessels in the industry.

World's first operator of cruise ships to issue a green bond

ESG in action

We are very proud to share that Hurtigruten Group is the world's first cruise ship operator to issue a green bond. In 2022 we successfully completed a senior unsecured green bond issue of 50 million. The green bond framework was approved by DNV in 2021. DNV provided the second party opinion and approved that the framework was aligned with ICMA's green bond principles.

Net proceeds will be used to finance green projects, such as the upgrade of our ships to reduce CO₂ and NO_x emissions, as well as research and development of new low carbon ships.

What is a green bond? Green bonds are a way of raising funds for environmental and climate projects from external investors. They boost a company's initiatives while giving investors a mean to align sustainability and financial priorities. Getting access to green finance is considered a massive milestone for any company with ESG ambitions.



Learn more about our Green Bond Framework

Impact on Nature

How does international tourism affect the environment? One could argue that the best thing for nature would be if all 1.4 billion tourists who travel internationally every year just stayed at home. But at Hurtigruten Group, we do not think that is the right answer to the question. In fact, we believe the future of tourism is part of the solution – that the power lies with the travellers who make conscious choices, learn about nature, cultures and the importance of the education you acquire by going. This is not to mention the social and economic benefits that travel offers local communities.

How do we manage our impact on nature?

Tourism puts pressure on natural resources and the ecosystems we all rely on. So, the way we manage our operations is critical for what we see as our right to operate. Fighting the exploitation and degradation of nature, local communities and other sites by mass tourism is one of Hurtigruten Group's most important goals.

In terms of ESG, our impact on nature means we must take into account three things:

- 1) How we play our part to protect biodiversity,
- 2) How we work to stop marine pollution through resource efficiency and
- 3) How we hope to inspire and educate our guests through our Science Programme and an end-to-end sustainable guest experience.

Protecting our planet through working with regulators and policy makers

We believe in the power of working together to achieve more. And we furthermore believe that the industry has a massive role to play in supporting communities and destinations to strengthen regulations regarding how we visit and land in vulnerable areas. In short, we take an active role in driving green change within the shipping and tourism sectors.

Our systematic approach to impact on nature

? Why is this material?

Tourism puts pressure on natural resources and the ecosystems that we rely on. We all must contribute to protecting our ecosystems and help stop marine pollution.

How is it managed?

Our impact on nature is not a subject area handled by an individual person in the company. All parts of the organisation are responsible and are involved in initiating and driving projects that will enable us to improve our positive impact. Policies and guidelines set clear paths for how we work.

What is our target?

By 2030 we want to reuse and recycle 100% of the waste we produce on our ships and on land.

How did we perform in 2021?

Spills to the environment: 4
Number of ships recycled: 0
Citizen Science Programmes: 10
Science Projects supported: 6

Average% of guests participating in Citizen Science Programmes: 15%

**We are currently implementing systems that allow us to improve how we track and measure waste and water data.*

- Being a first mover and leading by example is important for us. We believe in the power of the consumer and that consumers will make the right choices. We were the first cruise operator to ban heavy fuel oil (currently we are working to ban the use of heavy fuel oil in Arctic regions) and the first to ban single-use plastic. And we are very happy to see that some of our peers are following, although we hope to see even more.
- Hurtigruten Expeditions and Hurtigruten Svalbard were actively involved in establishing the Association of Arctic Expedition Cruise Operators (AECO), which develops and implements best practice guidelines for expedition cruising in Arctic areas. We also play an active role in the International Association of Antarctica Tour Operators (IAATO), with whom we work to secure a safe and environmentally aware tourism industry in the unique and fragile Antarctic.
- In Norway, we have invested a lot of time and effort collaborating with the government and businesses to highlight and push for stricter regulations in the cruise and travel industry. We have contributed to the road mapping of a greener travel industry in Norway to secure the right vision for the industry in 2050.
- As far back as 2017, together with Bellona, we advocated to make it obligatory for ships to connect to shore power. Together with WWF Norway, we invited fellow travel industry players to join the race to cut single-use plastics, a full two years before the EU directive on plastic arrived in 2021. And these are just a few examples.

Stopping marine pollution with resource efficiency

Our climate and environmental policies prioritise waste management and reduction of pollutant discharge into water. We are constantly improving how we reduce, reuse, recycle, and handle our waste. We maintain stringent policies regarding discharges into the sea, including restrictions on food waste, grey water, bilge water and black water in vulnerable areas.

- All our ships follow the International Maritime Organization's Prevention of Pollution by Garbage from Ships protocol, and adhere strictly to MARPOL Annex V. In addition, we seek new ways of improving our waste handling, including circular options to reuse any waste that could add to our value chain.
- We were the first major travel company and cruise line to remove single-use plastics from all our vessels, restaurants and hotels. Back in 2018, we declared a war on single-use plastics – removing straws, plastic cups, aprons and more, amounting to an annual removal of 32 metric tonnes of single-use plastics from the waste stream
- We have implemented the digital registration and real-time measurement of all stages of our food production to increase our awareness and minimise food waste.
- Our vessels produce their own fresh water using onboard desalination and purification technology.
- Our vessels also reuse heat from the engines and exhaust systems to warm the hot water tanks on board.
- We follow the 2009 Hong Kong International Convention for the Safe and Environmentally Sound Recycling of Ships.
- Two of our Hurtigruten Norway ships use advanced laser equipment to continuously monitor the ocean for oil spillages. MS Trollfjord and MS Midnatsol have made 5 million measurements and identified more than 40 incidents of oil spillages and two leaks from installations on shore. The Norwegian Coastal Administration is notified immediately of such instances.



Educating guests through our Science Programme

Our mission is to educate and inform our guests about the challenges our planet faces and, by doing so, create ambassadors. The Hurtigruten Expeditions Science Programme has one goal: to increase the curiosity, knowledge and interest of our guests in the areas we visit. We invite them to actively participate in our programme, allowing them to develop a greater understanding of the region they visit and return home to become true ambassadors championing the protection of our planet's most fragile ecosystems.

- Scientific research is conducted onboard our ships via partnerships with world-leading institutions. For example, since the 1930s our ships have been collecting data about the water we sail through, helping scientists to improve their understanding of the oceans. As part of a global initiative to analyse water quality, a collection of sensors called the FerryBox is installed in selected ships and transfers data via satellite back to the Norwegian Institute for Water Research (NIVA). Other examples of onboard Citizen Science projects that support scientific research are seabird distribution with the Antarctic Site Inventory, Cloud Observations with the Globe Programme, and the monitoring of penguin colonies, phytoplankton and algae blooms.

- We contribute to several science projects by offering in-kind logistical support to researchers. In 2021 we had 10 researchers onboard Hurtigruten Expeditions vessels from six different scientific institutions.
- We run numerous Citizen Science projects to enhance the knowledge and understanding of the areas we sail in, all of which our guests are welcome to participate in when they travel with us. For example, in Svalbard we take part in the Norwegian Polar Institute project for the registration of marine mammals in the Arctic (Marine Mammal Sightings Database). The data from this project improves our overall understanding of habitat use and seasonal movement patterns.
- Our Young Explorers' Programme, for children between the ages of 6 and 12, helps them to learn about other cultures, the importance of nature in our daily lives, and the impact humans have on our planet. The goal of the programme is to offer our young explorers a deeper understanding of nature, climate and culture.



03. Social

A Great Place to Work

Employees are at the core of Hurtigruten Group. They are the ambassadors of our culture, the face of our world-class products and services, and the source of innovation and our competitive edge. What do we do to be a great place to work?

How can we work to be a great place to work?

In Hurtigruten Group we employ more than 2,700 people, representing 61 nationalities. We are committed to being a great place to work for all and ensure that our employees' satisfaction is high.

To measure the overall employee satisfaction in Hurtigruten Group, we have put in place a structured process to measure and develop our employer net promoter score (eNPS). The eNPS is a global cross-industry acknowledged KPI that measures employee engagement and enables us to track the impact of our people and culture initiatives.

Our target is to achieve a group eNPS above 30 by 2025, as this is considered excellent by industry benchmarks. An eNPS of between 0 and 30 is considered good, but for Hurtigruten Group we aim for nothing less than excellent. The latest eNPS survey (Q1 2022) resulted in a score of 5 across the group. The quarterly survey gives us invaluable feedback from our employees that we use to continuously learn and improve how we run our people operations.

Our people are passionate about exploration and travel, as well as their profession and career. Together, we inspire adventure and play our part in delivering on a promise of guest-centric and memorable experiences. Life-altering guest experiences do not happen by chance, they are the result of relentless focus and attention from our outstanding employees across the globe on sea and land.

Our systematic approach to being a great place to work

? Why is this material?

People are the core of Hurtigruten Group. We are nothing without our fantastic employees who between them deliver world-class travel experiences for our guests.

🌀 How is it managed?

Our CEO has the overall responsibility for our employees. All people and organisation topics are managed through our Chief People Officer, who is the owner of groupwide policies, guidelines and routines. Each business unit has a Head of People & Culture who is tasked with ensuring the satisfaction and wellbeing of employees.

🎯 What is our target?

eNPS over 30 by 2025.

📈 How did we perform in 2021?

Total number of employees: 2,730
Ratio working at sea / on land: 66% / 34%
Sick leave: 4.1%

See full list of Social Performance in the ESG Performance Data section

What are we doing to reach our target?

2021 has been a year of both organisational change and challenges with a global pandemic. We don't want to underestimate the effect this has had on all our teams. But at the same time, we are extremely proud of our ability and focus to care about each other.

As has been the case with most companies, over the course of the pandemic we have seen a decrease in eNPS. This was expected as we acknowledge the impact of work-related stress on overall job satisfaction and have invested in several initiatives to support our people through a trialing period. Our turnover number for 2021 was higher than a normal operating year, which can be explained by the high mobility in the service industry post pandemic and reorganisation of the company.

Our Global People and Organisation function is responsible for delivering world-class support and ensuring top global labour rights across our operations. We are constantly working on initiatives that support employee satisfaction.

Labour and Human Rights

Being a global employer comes with great responsibility. With offices in nine different countries, employees representing 61 nationalities, and operations on multiple continents, we acknowledge that we have a huge responsibility to ensure human rights regardless of where we are. We want to provide leading global working conditions to secure high employee satisfaction.

- All employees working at sea in Hurtigruten Group are covered by collective bargaining agreements. We believe it's our duty to secure all our workers' rights, and that all seafarers should have contracts with high standards that secure their labour and human rights.

- Securing highly satisfied employees is at the core of our people function. We focus on open and direct dialogue between all employees and leadership through different initiatives across the group.
- Learning and Development (L&D) in Hurtigruten Group is about creating a culture for individuals and organisations to learn, share and grow. It's knowing the current and future capability needs of the organisation, as well as how to create a learning culture that drives engagement in ongoing professional development. We see continuous learning opportunities as key to attracting and developing the talent Hurtigruten Group needs to succeed.
- Our employees' mental and physical wellbeing is critical to delivering a great product and life-changing experiences for our guests. Initiatives such as a Welfare Fund for our crew's wellbeing, social and cultural happenings, facilitation of physical training and remote working policies are examples of how we work with wellbeing.

- Within Hurtigruten Expeditions, the majority of our crew is hired through a third party. Nonetheless, we have a solid agreement to secure and protect all crew members' labour and human rights. The Collective Bargain Agreement, valid as of January 1, 2022, is set in place to secure the rights of all crew working on our ships and prohibit all discrimination and harassment on the basis of race, colour, sex, religion, political opinion, national extraction or social origin. In addition, we have pledged that we will not violate any provisions contained within the following ILO conventions: 29, 87, 98, 100, 105, 111, 138, 182, 190 and the Maritime Labour

Convention. Norwegian crew members are hired under the Norwegian Working Environment Act as described below.

We are very happy to experience a high retention rate among our expedition crew, one of the positive things they highlight is a culture onboard that emphasises open dialogue and trust, more than formal hierarchy.

- Our operations in Norway (Hurtigruten Norway and Hurtigruten Svalbard) fall under the Norwegian Working Environment Act that covers working environment,

working hours and employment protection. The law ensures all employees have rights to parental leave, protection against discrimination and several other labour rights.

- We are currently reviewing and preparing our internal processes to comply with the Norwegian Transparency Act that comes into force from July 1, 2022, to ensure that we also protect the human rights of all men and women working in our entire value chain (and not just our hired employees and third-party crew).



Diversity and Inclusion

The business case for Diversity and Inclusion (D&I) is stronger than ever. According to management consultancy firm McKinsey & Company, the likelihood of financial outperformance is stronger with gender, ethnic and cultural diversity in corporate leadership. More importantly, it's the right thing to do. And we believe that a diverse and inclusive workforce is crucial to delivering employee satisfaction and unique products to our group of global guests.



An industry lighthouse for Diversity and Inclusion

We have no doubt that Diversity and Inclusion is fundamental in securing satisfaction and wellbeing for employees, that it creates unique experiences for our guests and drives profitability. We have been a company with a diverse group of employees in terms of nationality and gender for many years, but we still have a way to go in how we bring diversity into all areas of our business. And so we have set clear ambitions. As any company with a diverse workforce would attest, we recognise that we have challenges, and that inclusion is not a one-off project or something on a checklist. Achieving diversity and inclusion is a constant process of change. Our ambition is to make Hurtigruten Group an industry lighthouse for Diversity and Inclusion (D&I). We believe it should be an integral part of who we are and how we work.

To take the next step, we have embarked on a D&I programme together with a leading D&I advisory company, who will support us in getting the right evidence-based strategy, policies, training and continuous development in place. We are in the process of mapping out the current status via an internal HR audit of routines and procedures, and a company-wide employee survey. The audit aims to understand where we need to improve and/ or implement routines for diversity in recruitment, retention, turnover and talent development. The survey, named *Can you bring your whole self to work?* will give us the insight needed to roll out a global educational campaign that will focus on levelling the playing field when it comes to awareness on diversity, equity and belonging at Hurtigruten Group, and what it means to be a consciously inclusive colleague. The aim is to ensure all leaders and colleagues are committed to role modelling consciously inclusive behaviours, starting with an Inclusive Leadership Programme for senior leaders.

Our new Diversity and Inclusion policy will go live during the spring of 2022, and will include a set of KPIs. The policy will focus on internal processes and procedures, setting the right KPIs and a continuous learning offering. In advance of our new policy, we have set a clear target for gender balance in the company, aiming for a higher percentage of women in leadership positions on land and at sea.

Our systematic approach to securing Diversity and Inclusion

? Why is this material?

We believe that Diversity and Inclusion is fundamental in securing satisfaction and wellbeing for employees, that it creates unique experiences for our guests and drives profitability – and that it's the right thing to do.

🌀 How is it managed?

Our Executive Management Team is accountable for implementation of the D&I strategy and targets. An appointed D&I Steering Committee approves initiatives and monitors their achievement. A separate project team is responsible for project execution, and all business units are responsible for driving and executing initiatives.

🎯 What is our target?

40% women in senior leadership by 2026
35% female officers by 2035

📈 How did we perform in 2021?

Women in leadership positions:

Executive Management Team: 50%
Senior leadership level: 32%
Captains: 4%
Senior officers / leadership on board: 12%
Nationalities: 61
Gender pay gap*: 88%
Women on ships: 30%
Women in HRG: 39%

*Women's average salary as a percentage of men's

Health & Safety

The ocean is unique and beautiful, and it brings us the resources we need to survive. But the power of the ocean can also be dangerous. When the International Maritime Organisation was started in 1959, its first task was to adopt a new version of the International Convention for the Safety of Life at Sea. How we deal with safety at sea has continued to be a top priority.

Safety first, always

Health and Safety is a key priority in all our operations. We are committed to the prevention of injury and ill health and to the continual improvement of our Health and Safety management systems and performance. All companies in the group have a robust management system which provides operational guidelines to employees on board and on shore.

Our safety policies incorporate the fostering of a safety culture, built around stop work authority and a no-blame attitude toward reporting deficiencies. Our safety policies cover all employees. Accidents and serious incidents are not tolerated – including serious personal injuries and loss of human life – and everyone’s contributions count toward the company targets.

Our management systems focus on being proactive, including optimal planning of all operations. Risk management is a fundamental part of the planning process to identify any risk which may occur. Any such risk shall be addressed, and the corrective and preventive measure shall be identified to ensure it is at an acceptable level. As a core part of our continuous improvement process, we follow up and monitor any deviations which may occur during operations with regards to health and safety. Employees are trained in our safety policies on a continued basis. Learning from unwanted incidents, both internal and external, is crucial to improving our procedures and checklists. To be transparent in the sharing of

information and causes of incidents is one of the most important elements to improve our safety culture. In 2021, we have seen a decrease in lost time injury frequency (LTIF) compared to our baseline year, showing us that our “continuous improvement process” gives results.

Our systematic approach to working with Health & Safety

? Why is this material?

Health and safety for our guests and employees is a key priority in all operations, as we want to reduce all risks related to human life and well-being.

How is it managed?

The CEO in each of our subsidiaries has the overall responsibility for the safety in all our operations. Our safety policies describe the management and responsibility across each company.

What is our target?

0 marine casualties
LTIF below 0.5 by 2030

How did we perform in 2021?

Average LTIF: 1.43
Marine casualties: 0
Sick leave: 4.1%
Port state detentions: 0
Port state deficiencies: 23

Covid procedures were successfully implemented and received by our guests

In 2021, the global pandemic heavily affected the travel industry, including our operations. Our highest priority, now and always, is the safety of our guests, our employees and the communities we visit. We have partnered with experts in health and safety to design new protocols and procedures to be safer together both on the Norwegian coast, as well as in our expeditions operations.

Hurtigruten Expeditions has developed and implemented a Covid Respiratory Prevention and Outbreak Management Plan, that has been audited by Bureau Veritas. The plan was prepared in compliance with standards of the EU Health Gateway, the Center for Diseases Control (CDC), the UK Chamber of Shipping, and the WHO.

Within Hurtigruten Norway, Professor Ørjan Olsvik has been hired as Head of Infection Control to lead our work on Covid-19 procedures. With his experience from the US CDC, the WHO, the UN and NATO, we believe we have had the best pair of hands on deck to oversee all our procedures and make sure safe operations have been the highest priority.

We have constantly measured our guests’ satisfaction with both Hurtigruten Expeditions and Hurtigruten Norway’s Covid-19 measures. On average, guests have given our covid measures 9.3 out of 10 throughout the year of 2021.



Community Impact

Travel can make the world a better place when it is done right. Not only does it create jobs and drive economic growth, but it brings us closer together and closer to nature. We learn about each other's cultures and develop a greater understanding. We learn about the world's most beautiful and vulnerable areas and how to protect them and the planet. We make an impact through local value creation, and we support the communities we visit.

Local value creation and supporting communities

We are nothing without access to the unique destinations we visit, and it is our duty and privilege to have a positive impact on the communities we work with. Offering sailings to more than 40 countries – from

Antarctica and Greenland to Ecuador and Cape Verde – we take our social footprint seriously. What's more, we know that our stakeholders highlight this impact as a differentiator in the industry.

What we are doing

We focus our work in community impact on two main areas: local value creation, and the direct impact made by the operations of Hurtigruten Norway, Hurtigruten Expeditions and Hurtigruten Svalbard, including supporting projects in communities via Hurtigruten Foundation.

The local value creation that we drive comes from our strategy of trading locally and buying services such as excursions, as well as sourcing ingredients from local suppliers. We are dedicated to supporting the local communities we visit, and to creating beneficial ripple effects that continue long after we've left. We strive not only to connect with these communities, but to share genuine friendships with them while always respecting their values and customs. As guests in their home, our emphasis is on appreciating their unique culture and ensuring our interactions are positive and beneficial for all.

Here are just some of the examples we are proud to highlight:

- Hurtigruten Norway's Coastal Kitchen concept draws from around 50 sustainable producers along the coast of Norway. Together, they supply 80% of our food ingredients and drinks, delivered to our onboard chefs at 15 ports along our route.
- Hurtigruten Norway's service on the coast is a lifeline for the 34 coastal communities we connect, of which only three have a train station.
- Hurtigruten Expeditions is further improving and developing our global food programme, sourcing even more supplies locally and educating guests and crew on food sustainability.
- Hurtigruten Expeditions always uses local rather than international partners where possible, for example local guides, pilots, agents and shore excursion suppliers. In Arctic Canada, we work with local cultural interpreters, and this allows us to learn from local knowledge and at the same time invest in the community by offering training to those that are interested.

- Hurtigruten Foundation works to maximise the positive impact we make on local communities. Set up as a collaboration between our guests, employees and partners, we support selected projects in the destinations we visit. In 2021 we implemented new impact measurements as part of the selection criteria for the projects we choose to support. All this ensures that the funds our guests entrust us with have as much impact as possible. Despite an abnormal year of operations, the Foundation donated the second-highest ever amount to projects since its establishment. Read more about Hurtigruten Foundation in the Our Business section.

In 2021 we hired a Managing Director for Hurtigruten Foundation to take charge of maximising its impact. Henrik A. Lund brings international experience within sustainability, philanthropy and international affairs, and he aims to "turn our guests' vacation into a vocation and empower travellers to become natural allies for the communities they visit long after they explored with us."

Our systematic approach to increase community impact

? Why is this material?

We are nothing without access to the unique destinations we visit. It's our duty and privilege to have a positive impact on all communities we work with.

How is it managed?

Our impact on the communities we visit is highly regarded and deeply rooted in all parts of the organisation. In addition, the Hurtigruten Foundation works to ensure the guests of tomorrow can enjoy the same experiences as the guests of today.

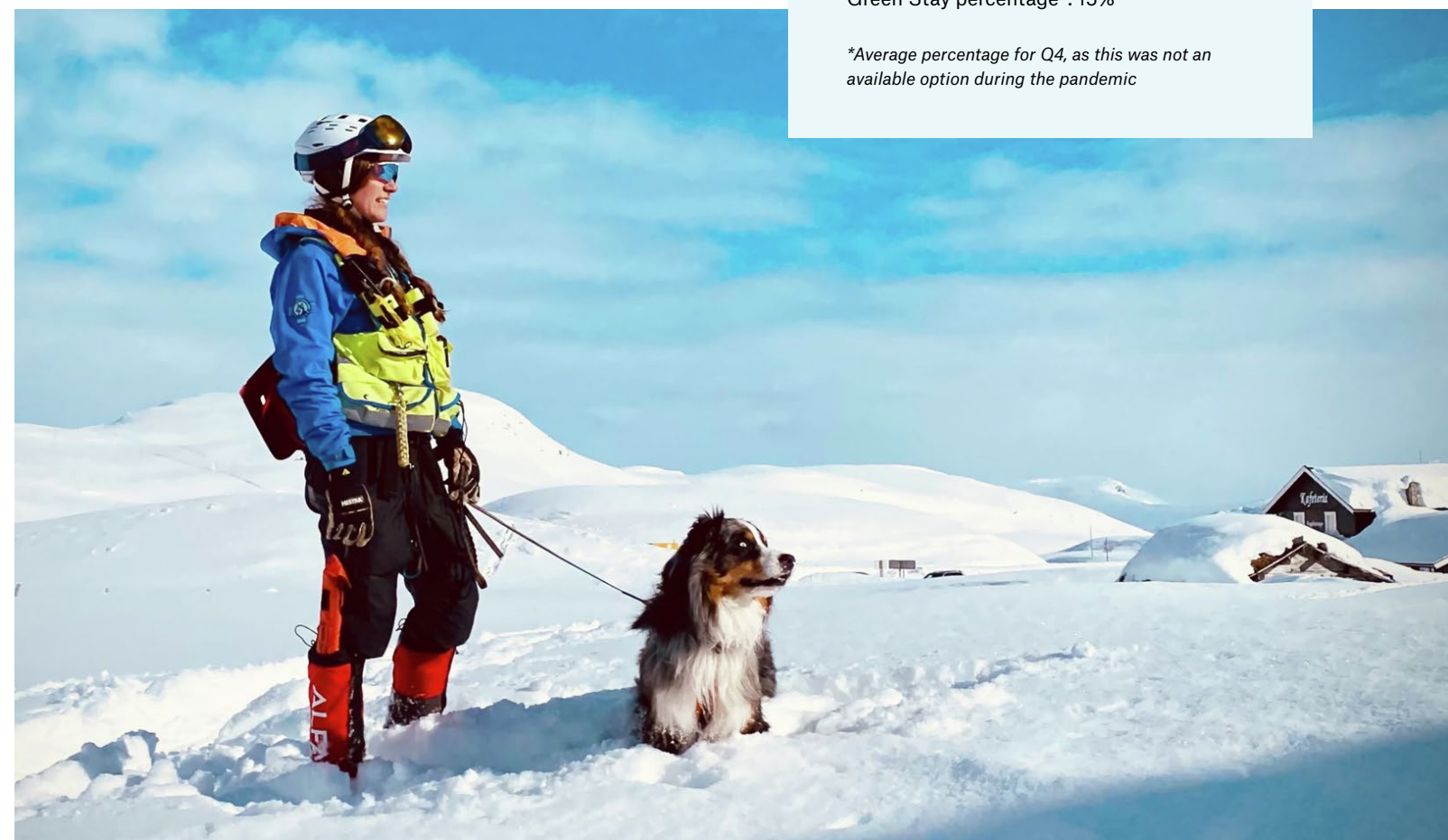
What is our target?

To maximise the number of people positively impacted, and endangered species supported.

How did we perform in 2021?

Projects supported: 16
Donations (in Euros): 116,000
Green Stay percentage*: 15%

**Average percentage for Q4, as this was not an available option during the pandemic*



04. Governance



Responsible Business

The cruise industry still has a long way to go when it comes to sustainability. And one could argue that it all comes down to how we run a responsible business, by showing accountability and transparency. We want to be a catalyst for change in the industry, and we take our responsibility seriously by disclosing data and being transparent about where we need to improve. We are also using the most recent year with normal operation as our baseline, rather than selecting a baseline founded on information that paints the nicest picture of our performance.

Accountability and transparency in corporate governance and procurement

When considering the running of a responsible business we could cover many topics. In this report we focus on accountability and transparency, selected corporate governance topics, and procurement.

For us, accountability and transparency are key when it comes to running a responsible business. As our first best practice ESG report, we hope to openly show our efforts of how we are performing, where we need to improve and the measures we are taking in order to achieve that improvement. We take a lot of pride in leading by example, both in our business and within our ESG reporting strategy. As with any company looking to start its ESG reporting journey, we have experienced challenges in both data quality and in the consistency and frequency of the tracking of new performance indicators. For 2022, one of the main priorities is to accelerate our journey towards becoming a data-driven ESG organisation.

In 2021 we concluded a reorganisation of the company in which we separated out individual business units within Hurtigruten Group. The new organisation sets the course for further growth and outlines our global ambitions. Some of our key corporate governance principles remain the same and apply to all our business units.

Our systematic approach to being a responsible business

? Why is this material?

Positive change requires that businesses are accountable for their impacts and show transparency. We believe this is key for us to be a catalyst for change in the industry.

How is it managed?

To run a responsible business we have a set of policies and guidelines across the group, for example our Code of Conduct, environmental policies and supplier Code of Conduct.

What is our target?

Lead by example: Be a transparent player in the industry, that shows accountability for our impacts.

How did we perform in 2021?

Board diversity:

HRG 0% women	HRX 33% women
HRN 33% women	HRS 25% women
HRF 40% women	

Procurement:

% spending from local suppliers: 19%
 Corruption risk: 0
 Fines*: 0
 Facilitation payments: 0

* We received a fine in February 2022 for an incident on MS Roald Amundsen in 2020 which will be reported in our 2022 report

Our Code of Conduct applies to our owners, the Board of Directors, all employees and all contracted workers. It reflects our values and includes the most important expectations and requirements regarding our behaviour.

We welcome and encourage all our employees to raise any concerns through our whistle blower mechanism. We believe in having a culture with open dialogue that empowers all employees to stand up and say if something is not as it should be. Our group legal function tracks and

oversees all potential fines and facilitation payments. In 2021 we have no record of either.

We have implemented safeguards and policies to prevent violations of anti-corruption laws. Corruption risk is measured as the total number of port calls made to countries that rank in the lowest 20 of Transparency International's Perception Index. The corruption risk was measured as zero in 2021, a decrease from 2 in the baseline year 2018. As our global offering expands, we will monitor this risk closely to implement mitigations as and when needed.

Procurement as a strategic ESG enabler

We think that procurement has a strategically important role to play in our ESG work. As a global company we can have a positive economic impact on local businesses, and we can use our purchasing rights to increase environmental and social development.

We are not where we want to be just yet. The ambition is to have control over our Scope 3 emissions, collaborate with vendors on environmental and social development, and increase our percentage spending on local suppliers. Nevertheless, we have come a long way.

- In 2021 we implemented a new digital contracting tool to support the journey of working systematically with ESG.

- In addition, most of our vendors have signed our Supplier Code of Conduct which covers labour rights (modern slavery, freedom of association, child labour, discrimination and more), health and safety, corruption, animal welfare and the environment.

- We are currently reviewing and preparing our internal processes to comply with the Norwegian Transparency Act, enforced from July 1, 2022, to ensure we review our vendors' practices.

- We are very proud to be working closely with around 50 local suppliers of food along the Norwegian coast to provide a local experience to our customers travelling on the Hurtigruten Norwegian Coastal Express.

Data Privacy and Security

Data is one of the most valuable commodities in modern society, and data privacy has become a strategic business area discussed at board level. At Hurtigruten Group we take our guests' and employees' data privacy very seriously.

Policy, training and continuous development

Our guests and employees trust us with their data, and it's our responsibility to respect and protect it. It's not a competitive advantage, it's a hygiene factor. Our ambition for data privacy work is to:

1. Ensure compliance with all relevant regulations in the markets we operate, e.g. GDPR.
2. Provide training and support across the organization in privacy-related matters, and
3. To have zero major breaches requiring reporting to data protection authorities.

- We also hired a new Data Protection Officer, who started in August 2021.
- Following the cyber-attack in December 2020, we have made strong organisational learnings and continued to the strengthening of data privacy and security.

What we are doing

Setting data privacy high on our strategic agenda is nothing new to us, it's been a core part of our operations for many years. To continue to reach our ambitions we have made several improvements and investments in 2021:

- New role-specific GDPR training has been developed covering all parts of the organisation. The training is mandatory and completion rate will be measured and monitored. We are expecting the amount of data privacy training per employee to increase substantially in 2022.
- Our GDPR governance framework has been reviewed and updated, including policies and guidelines for:
 - Privacy policies for employees and customers
 - Privacy organisation and responsibilities
 - Internal control for processing personal information
 - Data retention and deletion
 - Deletion of data
 - Data Privacy Impact Assessments
 - Routines for reporting incidents to the data protection authority

Our systematic approach to ensure Data Privacy and Security

? Why is this material?

Guest and employees trust us with their data, the most valuable commodity in modern society. It's our responsibility to respect and protect it.

✂ How is it managed?

Our CEO has the overall responsibility for the privacy of the company. Management is the owner of policies, guidelines and routines. Data Privacy Officer (DPO) reports directly to the group's Chief Digital and People Officer, and manage deviations, perform audits, evaluate compliance and advice management on adjustments and needs.

🎯 What is our target?

To have zero major breaches requiring reporting to data protection authorities.

📈 How did we perform in 2021?

- Complaints from outside parties: 16
- Complaints from regulatory bodies: 0
- Identified leaks or loss of customers data: 2
- Min of data privacy training per employee: 1.48





05.

ESG Performance Data

Environmental Performance				
Emissions	Units	2018	2021	Comments
Scope 1 (direct CO ₂ emissions)	Metric tonnes	241,506	135,015	Emission factors used for calculation: EU MRV, Norwegian Ministry of Climate and Environment Guest is measured as APCN (available capacity), the APCN for 2021 is adjusted to include only capacity on ships in service but not adjusted for passenger capacity restrictions.
Scope 1 (direct CO ₂ emissions) per guest *	CO ₂ / MT	0.13	0.13	
Scope 2 (indirect CO ₂ emissions)	Metric tonnes	-	4,056	Emissions factors for shore power (electricity): Ministry of Transport, for purchased electricity Hurtigruten Svalbard: Rasmus Bøckman Projectleader Longyearbyen, Multiconsult
Sum of scope 1 & 2 emissions	Metric tonnes	241,506	139,071	All our ships have shore power connectivity (when at a port that supports the systems we have installed)
Hybrid electric ships	#	-	3	
Ships with shore power connectivity	#	-	14	
Electric snowmobiles	#	-	8	
Electric buses used for excursions	#	-	1	
Energy consumption fleet				
Scope 1 energy consumption fleet	Gigajoules	-	1,997,296	Conversion factor used for MGO and Biofuel GJ/MT from the Norwegian Ministry of Transportation Standard conversion factor kwh to gigajoules
Scope 2 energy consumption fleet	Gigajoules	-	80,501	
Scope 1 & 2 energy consumption fleet	Gigajoules	-	2,077,798	
Energy consumption fleet heavy fuel oil	%	-	0%	We banned heavy fuel oil more than ten years ago
Energy consumption fleet biofuels	%	-	10%	
Other environmental data				
Spills to the environment	#	6	4	Includes compartmental oil leaks, and oil and fuel leaks to sea
Number of ships recycled	#	0	0	
Guests participated in Citizen Science Projects	%	-	15%	Average percentage of guests
Citizen Science Programs	#	-	10	Number of projects that were offered to our guests
Children in Young Explorer Program	#	-	0	Due to the pandemic we did not offer our Young Explorer Program this year
Science projects supported	#	-	6	Number of science projects we have supported in year
Social Performance				
General	Units	2018	2021	Comments
Employees	#	2,514	2,730	Includes all employee types except for consultants on land
Employees working on ships	#	1,717	1,810	
Employees working at our land-based offices	#	797	920	
Women on ships	%	-	30%	
Women in Hurtigruten Group	%	43%	39%	
Turnover	%	9.8%	26.6%	Rate driven by both the reorganisation of the company, organisational fatigue post Covid-19 and the high mobility in the workforce observed across industries
Maritime apprentices	#	178	110	Number was higher in 2018 as we had more ships in the Hurtigruten Norway fleet, which now is used by Hurtigruten Expeditions
Completed training sessions (Hurtigruten Academy)	#	-	15,000	
Average training per employee	#	-	5.5	
Employees entitled to parental leave	%	-	77%	For all employees entitled to parental leave, local regulations apply and determine the length of the leave
Employees covered by collective bargaining agreement	%	-	43%	Shows what percentage of employees are covered by a CBA
Ratio of highest paid individual to avg. salary in company	#	-	9.8	Calculated based on base salary
Diversity & Inclusion				
Age distribution:				
Under 30	#	-	24%	
30-50	#	-	54%	
Over 50	#	-	15%	
Not defined	#	-	6.5%	
Average age	#	39	38	
Nationalities	#	44	61	
Gender pay gap - land-based employees	%	83%	88%	Measured as women's average salary as a percentage of men, mainly described due to more men in senior land-based positions
Gender pay gap - sea-based employees	%	-	-	There is no gender pay gap for seafarers in same role, as all salary is based on CBA
Women in leadership positions:				
Executive management team	%	38%	50%	
Senior leadership	%	34%	32%	
Captains	%	0%	4%	
Senior officers / leadership onboard	%	-	12%	Includes Hotel Managers onboard ships (and Expedition leaders for Hurtigruten Expeditions)
Manager level	%	-	55%	Includes Managers and Department heads
Health & Safety				
LTIF (Lost Time Incident Frequency)	#	2.22	1.43	Lost Time Incident Frequency, Calculated based on a 24-hour exposure period
Marine casualties	#	0	0	
Sick leave	%	4.7%	4.1%	
Port state control detentions	#	-	0	
Port state control detentions (average per inspection)	#	-	4.6	
Community Impact				
Projects supported through the Foundation (in countries)	#	6 (4)	16 (11)	
Donations from the Foundation	€	44,000	116,000	Donation from the Hurtigruten Foundation
Green Stay Percentage	%	-	15%	Average percentage for Q4 as this was not an available option during the pandemic
People positively impacted through the Foundation	#	-	7,500	
Local vendors for Hurtigruten Norway	#	-	230	
Governance Performance				
Responsible Business				
Board diversity	%	-	25%	Women on Board of Directors in Hurtigruten Group, Hurtigruten Norway, Hurtigruten Expeditions, Hurtigruten Svalbard and Hurtigruten Foundation
Corruption risk	#	2	0	Number of calls at ports that have the 20 lowest ranking in Transparency International's Corruption Perception Index
Fines	#	-	0	* We received a fine in February 2022 for an incident on MS Roald Amundsen in 2020 which will be reported in our 2022 report
Facilitation payments	#	-	0	Number of incidents where bribes have been requested
Spending from local suppliers (F&B)	%	-	19%	Percentage spending from Hurtigruten Norway and Hurtigruten Expedition Food & Beverage category
Ports we purchase F&B locally from	#	-	15	
Data Privacy & Security				
Complaints from outside parties	#	-	16	Mainly cases where customers have asked to be deleted from marketing registers, but we fail to follow up and delete
Complaints from regulatory parties	#	-	0	
Identified leaks or loss of customer data	#	-	2	
Data privacy training	Min/employee	-	1.48	Training time spent on our online GDPR training course for employees

* Measured as Available Passenger Cruise Night

06. Our Businesses

Hurtigruten Expeditions

About Hurtigruten Expeditions

Hurtigruten Expeditions is the world's largest and leading expedition cruise company. With sustainability and exploration at its core, Hurtigruten Expeditions builds on more than 125 years of experience, offering big adventures on small ships. We go where the big ships can't, whether that's in Antarctica, the Galápagos Islands, South America, the Caribbean or West Africa, or if it's remote destinations in Alaska, the Northwest Passage or the High Arctic. With gems such as Svalbard, Iceland, Greenland and the majestic Norwegian coastline, Hurtigruten Expeditions ventures to over 250 ports and landing sites in more than 40 countries globally.

Hurtigruten Expeditions operates a fleet of eight small, custom-built expedition ships, including the world's first hybrid-powered cruise ships. Company headquarters are based in Oslo and London, with operations run from Oslo and Hamburg and global sales offices placed in Seattle, Hamburg, Paris and Melbourne.

Building on the experience of generations of explorers, Hurtigruten Expeditions crew and staff form a diverse and global team of dedicated, passionate experts committed to more sustainable exploration.

History

In 1896, we founded expedition cruising, pushing boundaries and sharing knowledge about wildlife, science and local communities with our international guests.

We developed new destinations, built hotels, established remote outpost newspapers, and led ski and sail trips decades before such innovative thinking became mainstream.

For almost 130 years, our captains, crews and guests have probed some of the most extraordinary areas of our planet. Now, as then, we are here to provide our guests with inspiration for life and to raise the number of people who are passionate about preserving our planet.

With more than a century of close relationships with scientists, universities and other organisations, Hurtigruten Expeditions has set out to lead the way in greener travel. Recent milestones include being the first cruise line to stop using heavy fuel oil, the first to renounce single-use plastic, the first to trial carbon-positive biofuel, the first to introduce onboard science centres, and the first to construct and use hybrid-powered cruise ships.

All these achievements were made possible by the passion and dedication of our crew and staff, and by working with and learning from local communities who adopted us as their own. Inspiring future generations of explorers, we will continue to raise the bar for greener travel and to provide our guests with formative travel experiences that inspire action.

A Message from Asta



Asta Lassesen
CEO, Hurtigruten
Expeditions

Ever since 1896, when Hurtigruten Expeditions founded expedition cruising to the extreme polar outpost of Svalbard, our people and sustainability have been at the heart of our operations. Being responsible is more than what we do – it's who we are. It's the backbone of our business, the product – and our identity.

Today, Hurtigruten Expeditions is the world's leading expedition cruise line. We proudly offer our modern fellow explorers big adventures on small ships worldwide.

The urge to explore is fundamental in all of us – it's all about curiosity and change. It's the urge to learn, and, ultimately, to develop as a person. This is deeply rooted in all humans, regardless of our gender, age, ethnicity, or who we love – and it's reflected in the composition of our global Hurtigruten Expeditions team. We encompass all explorers. And we welcome all explorers.

A few years back, we set out on a quest to build a new generation of expedition ships, unlike anything that has ever sailed the oceans. Now, MS Fridtjof Nansen, the identical sister of MS Roald Amundsen, has been ranked the safest and most sustainable cruise ship in the world. This is a huge compliment to our entire team, and most importantly, proof of our dedication to the areas we explore.

We go where few others can venture. We do this because we want to invite our guests to share unique, life-changing experiences, and because we wholeheartedly believe that people will help safeguard what they themselves have experienced. We are committed to creating ambassadors for every destination on every voyage, ensuring that our guests of tomorrow will enjoy the same unique experiences as the guests of today. In short, we explore to protect.

Over 125 years of exploration have taught us a lot. But, most importantly, it has taught us that it's essential to work closely and respectfully with local communities to ensure sustainable tourism for future generations of explorers.

Everyone at Hurtigruten Expeditions is determined to remain at the green forefront of the industry, challenging the entire value chain to do better, and to keep inspiring by the power of example.

Yours adventurously,
Asta

Our Approach to ESG

We have set the following ESG objectives:

- Inspire, lead and challenge the expedition cruise industry on environmental and sustainability issues (G)
- Create ambassadors for the places we visit (E)
- Embed diversity and equality into our day-to-day business (S)
- Inspire our guests and employees to change their habits (E & S)
- Progress towards carbon net zero by 2040* (E)
- Work towards being certified as ISO 14001 (E, S & G)

** Net zero carbon dioxide (CO₂) emissions are achieved when anthropogenic CO₂ emissions are balanced globally by anthropogenic CO₂ removals over a specified period. Net zero CO₂ emissions are also referred to as carbon neutrality. (from the IPCC glossary).*

Examples of our ESG work from 2022 onwards

- Commitment to put sustainability at the core of major future projects such as newbuilds and upgrades in our fleet.
- Investment in existing fleet, from state-of-the-art water treatment, to hybrid systems, shore power etc. - either through our own independent projects, or partnerships.
- Inclusion of dedicated science cabins on all our expedition voyages, further expanding partnerships with science institutions to deliver their science programmes, and knowledge sharing with our guests.
- Appointment of the industry-first Black Traveler Advisory Board (BTAB), a group of travel professionals whose focus is increasing visibility and inclusivity of the Black traveler in the expedition cruise industry.
- Employment of environmental scientists within our Expedition Teams to educate guests on environmental and sustainability issues.
- Use of local rather than international partners where possible, for example pilots, agents and shore excursion suppliers.
- Further improvement and development of our global food programme, sourcing even more supplies locally and educating our guests and crew on food sustainability.
- Introduction of a cadet programme on our ships to provide a training platform and develop young talent, with the aim of equal gender representation in the deck and engine departments.
- Dedicated work towards a circular economy in the fleet.

Hurtigruten Expeditions 2021 ESG Performance

Environmental performance	Unit	2021
Emissions		2021
Scope 1 (Direct CO ₂ Emissions)	Metric tonnes	27,710
Scope 1 (Direct CO ₂ Emissions) per guest *	Metric tonnes	0,18
Scope 2 (Indirect CO ₂ Emissions)	Metric tonnes	1 391
Sum of Scope 1 & 2 Emissions	Metric tonnes	29 101
Energy Consumption fleet (Scope 1&2)	Gigajoules	438 169
Energy Consumption fleet biofuels	%	1%
Spills to the environment	#	0
Guests participated in Citizen Science Projects	%	15%
Citizen Science Projects offered to guests	#	10
Science Projects supported	#	6
Social Performance		
Total number of employees	#	982
eNPS	%	7
Working on ships	#	917
Working at our landbased offices	#	65
Women in Hurtigruten Expeditions	%	25%
Women on ships	%	24%
Women in Management team	%	27%
Female Captains	%	0%
Female Senior officers / leadership onboard	%	18%
LTIF (Lost Time Incident Frequency)	#	0,41
Marine casualties	#	0
Governance Performance		
Board Diversity (percentage of women on board)		33%
Percentage of spending from local suppliers (Food & Beverage)		2%

* Measured as Available Passenger Cruise Night

Partnerships For Sustainability

Working together with partners and building lasting relationships helps us all to deliver our sustainable goals.

General Expedition Partners:

- Local food suppliers
- Local shore excursion providers
- Local agents

NGO Partners:

- International Association of Antarctica Tour Operators (IAATO)
- Association of Arctic Expedition Cruise Operators (AECO)
- ORCA
- Polar Collective

Science partners:

- Norwegian Institute for Water Research (NIVA)
- ORCA/British Antarctic Survey (BAS)
- The University Centre in Svalbard (UNIS)
- Fjord Phyto at Vernet Lab
- California Ocean Alliance
- University of Tasmania /Institute for Marine and Antarctic Studies (UTAS/IMAS)
- Institute of Marine Research (IMR)
- Western Washington University
- Universidad de Los Andes
- Penguin Watch
- Oceanites

Science that Matters

ESG in action

Dr Verena Meraldi is one of a kind, both as an individual and as the only Chief Scientist in the cruise industry. She heads up Hurtigruten Expeditions’ vast portfolio of science partnerships and initiatives. From our first small steps with local science partners over 120 years ago, Hurtigruten Expeditions currently partners with some of the world’s leading universities and scientific institutions across every continent.

Hosting onboard scientists on every cruise, with cabins dedicated to scientists, our

activities assist studies while sharing knowledge and experience with our guests. Our Citizen Science projects, conducted with our guests, are key contributors in this respect.

We have presented our Science Programme through workshops, posters, papers, blogs, panel discussions and oral presentations at conferences. Hurtigruten Expeditions continuously seeks out new partnerships, new ideas and innovative cooperation throughout the travel industry with organisations and science establishments willing to drive change.

Caring Cooperation

ESG in action

Hurtigruten Expeditions encourages and seeks out cooperative partnerships to drive sustainable change. We believe in the power of working together to achieve more. We were actively involved in establishing the Association of Arctic Expedition Cruise Operators (AECO), which develops and implements best practice guidelines for expedition cruising in Arctic areas. Through our active role in the International Association of Antarctica Tour Operators (IAATO), we work to secure

a safe and environmentally aware tourism industry in the unique and fragile Antarctic.

Building on our passion and heritage, Hurtigruten Expeditions believes in taking an active role and leading by example. We go beyond simply handling our business in compliance with current local and international rules and regulations and take immense pride in driving green change within shipping and tourism.



Case Study: MS Fridtjof Nansen Rated World's Most Sustainable Cruise Ship

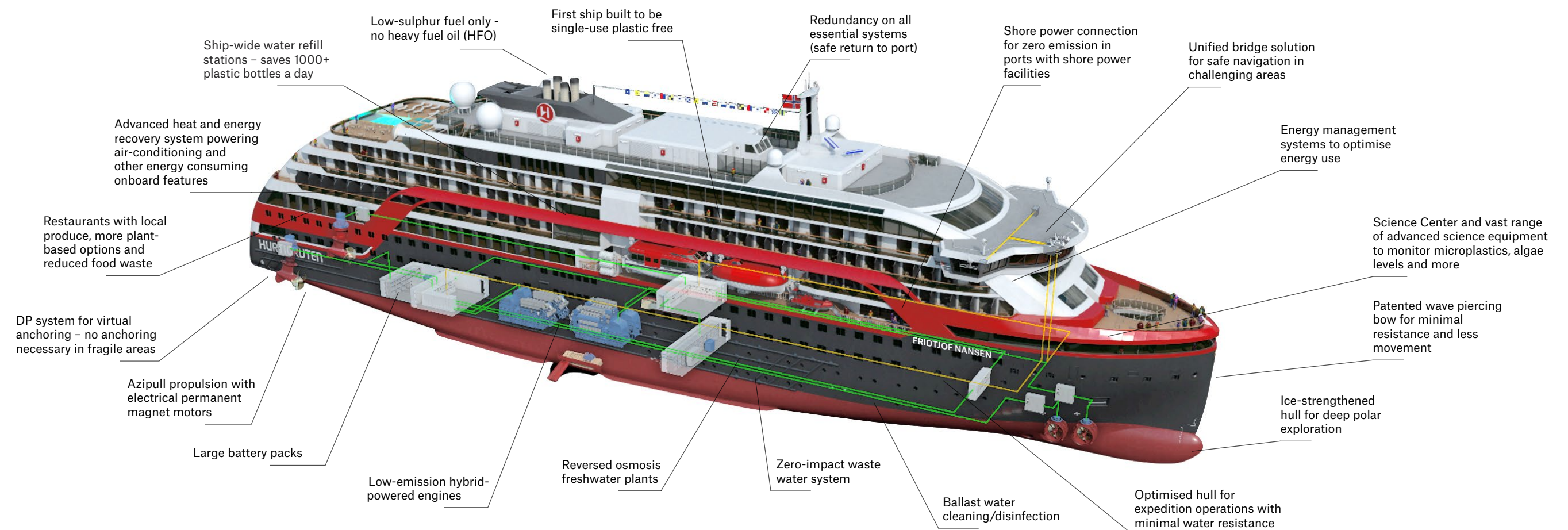


Scope ESG Analysis, the leading European provider of ESG analysis, has conducted the first global in-depth assessment of the world's cruise ship fleet. This resulted in a ranking spanning 400 cruise ships and their performance in a combination of factors in safety and sustainability.

The ranking is based on CO₂ emissions (with different target values for different types, sizes and year of construction of ships), use of emissions- and water purification systems, environment-related operations, disposal of waste and more.

Hurtigruten Expeditions' battery-hybrid powered MS Fridtjof Nansen – the identical twin sister of MS Roald Amundsen – was ranked as number one and named the safest and most sustainable cruise ship in the world.

Packed with green technology, MS Roald Amundsen and MS Fridtjof Nansen have created green waves well beyond the cruise industry. A selection on just some of the groundbreaking features can be seen here.



Hurtigruten Norway

About Hurtigruten Norway

Hurtigruten Norway operates the Hurtigruten Norwegian Coastal Express offering a unique combination of local travelers, goods and international tourists since the very first departure 129 years ago.

The Norwegian Coastal Express's seven ships bring guests closer to nature and local communities. They connect the international traveler with everyday life along the rugged Norwegian coast on what is referred to as *the most beautiful voyage in world*. The voyage forms part of the country's cultural heritage, strengthening the brand's legitimacy with international travelers seeking authentic Norwegian experiences.

History

The need for local connections was why we started our operations in 1893 and it is still the main reason why we exist today. We've been connecting communities along the Norwegian coast for almost 130 years, bringing together those who live and work on the coast, as well as those who come from around the world to visit it.

The Norwegian Coastal Express

 34 Ports of call	 7 Ships
 600,000 Nautical miles travelled/year	 60,000 Tonnes of goods

1893

Captain Richard With establishes the Hurtig Ruten ("The Fast Route") service between Trondheim and Hammerfest, connecting the coastal communities in between. The route is later extended to Bergen in the south and Kirkenes in the north.

1925

DS Queen Maud is the first ship of a new generation of Coastal Express vessels which feature cabins with running water and a separate ventilation system.

1945

The redeployment of Coastal Express ships after World War II is given the highest priority by the Norwegian government.

1993

Our 100-year anniversary and the construction of MS Kong Harald marks the dawn of a new era for the Coastal Express.

2010

Hurtigruten bans the use of heavy fuel oil and encourages governments to ban the polluting fuel in Arctic waters.

2015

Hurtigruten Foundation is established to reinvest in the communities we visit and to support environmental initiatives.

2018

Single-use plastic items are banned and removed from our ships fleet-wide, preventing tonnes of plastic from entering the waste stream.

2019

Maryann Bendiksen becomes the fleet's first female captain.

2022

We continue to serve communities all along the Norwegian coast, supporting livelihoods shoulder-to-shoulder with locals, and showing visitors the heart and soul of our beautiful homeland.

A Message from Hedda



Hedda Felin
CEO, Hurtigruten Norway

The Norwegian coast has been our home since 1893. For 129 years we have carried local passengers, goods and tourists, as well as supported and created value for local communities.

This is an achievement we are proud of and a mission we wish to continue for many more years. However, climate change, threats to biodiversity and unsustainable mass tourism represent the greatest and most difficult challenges in our history. Yet these challenges have become our greatest motivation to operate in a sustainable manner. We want to leave behind a footprint we are proud of, preserving the Norwegian coast, and contributing to positive changes and sustainable development.

That's why Hurtigruten Norway aims to be a leader in sustainable travel. We were the first to ban heavy fuel oil and single use plastics, and we are currently upgrading our existing fleet in what is one of the biggest upgrade programmes in Europe, while phasing in the use of sustainable biofuel and cutting CO₂ emissions by 25% and NO_x by 80%.

However, we aspire to even greater things. We are excited to announce our most ambitious sustainability initiative to date. Through our project 'Sea Zero' we will create solutions for zero emission ships for the Norwegian coast. We have built our last fossil fuelled ship for the Norwegian Coastal Express. To aid us we have partnered with research institute SINTEF, and will invite leading maritime, technology and ship design partners to join us on our zero-emission journey.

This will require our full commitment, while we continue to enhance our destinations and run sustainable operations that leave a positive footprint wherever we go.

In short, Hurtigruten Norway aims to provide even more sustainable journeys on the most beautiful sea voyage in the world.

Yours sincerely,

Hedda





Our Approach to ESG

Hurtigruten Norway takes a holistic approach to our ESG management. We have set clear **objectives** and identified main projects which cover the whole range of our operations. We aim to:

- Create a viable pathway to **zero emissions**. In 2022, we have launched our most ambitious sustainability initiative to date, namely how to develop ships that have **zero emissions** to both sea and air. (E)
- Increase our positive footprint in **local communities**. This means contributing even more to communities through increased local value creation and reduced environmental impact. (S)
- Make sustainability a key part of our **guest experience**. Facilitating a green guest experience to inspire and educate travellers, while creating awareness and lasting knowledge around sustainability and coastal history. (E)
- Increase **equality and diversity** in HRN (S) and ensure employee **health and wellbeing** (G). Make sure our employees are valued and taken care of. We will take new steps to become more diverse, increase the number of female employees at sea and recruit the next generation of maritime crew.

Hurtigruten Norway 2021 ESG Performance

Environmental performance	Units	2021
Scope 1 (Direct CO ₂ Emissions)	Metric tonnes	107 145
Scope 1 (Direct CO ₂ Emissions) per guest *	Metric tonnes	0,12
Scope 2 (Indirect CO ₂ Emissions)	Metric tonnes	286
Sum of Scope 1 & 2 Emissions	Metric tonnes	107 431
Energy Consumption fleet (Scope 1&2)	Gigajoules	1 625 890
Energy Consumption fleet biofuels	%	12%
Spills to the environment	#	4
Food waste per guest	Kilo	0,110
Social Performance		
Total number of employees	#	951
Working on ships	#	893
Working at our landbased offices	#	58
Women in Hurtigruten Norway	%	36%
Women working on ships	%	37%
Maritime apprentices	#	110
Women in Management team	%	36%
Female Captains	%	6%
Female senior officers / leadership onboard	%	6%
LTIF (Lost Time Incident Frequency)	#	1,74
Marine casualties	#	0
Local Vendors Hurtigruten Norway	#	230
Governance Performance		
Board Diversity (percentage of women on board)	%	33%
% spending from local suppliers (F&B)	%	35%

* Measured as Available Passenger Cruise Night

Case Study: A Voyage with a Purpose

Nature and local communities are vital to Hurtigruten's existence. Our ships provide a crucial service connecting local communities as well as offering unique experiences along Norway's beautiful coast. As an integral part of the coastal economy, social and environmental responsibility is at the core of Hurtigruten Norway's mission.

Hurtigruten Norway aims to be the most sustainable travel operator on the coast. That is why we strive to do even better.

We aim to leave a positive footprint wherever we go. By travelling with Hurtigruten, we want to make sure you contribute to sustainability in action, while supporting local communities. Our environmental policy sets strict standards, ensuring a non-intrusive approach to both nature and people.

Our extensive partnerships with local suppliers and producers create value and local ripple effects. In fact, a Hurtigruten ship with 500 guests creates just the same employment effects as a large cruise ship with 1,750 passengers. In other words, it could be said that one Hurtigruten passenger might have as much of a positive economic impact as 3.5 passengers on a

large, international cruise ship. Altogether, our seven ships calling on 34 ports all year round, adds up to an important contribution to sustaining many ports and coastal communities.

Our dining concept, Norway's Coastal Kitchen, sources local and sustainable food from more than 50 local suppliers. Buying our food locally isn't just about fresh, farm- and fjord-to-table flavours, it is also about achieving the lowest footprint possible and making sure there is minimal food waste. Additionally, in 2021 we increased our onboard vegan and vegetarian menu options, giving guests even more choice to eat in a more planet-friendly manner.

We support tourism with a positive footprint by increasing the number of green excursions, nature walks, beach clean-ups and Green Stays. Our crew members are equipped with extensive local knowledge, and they create awareness among travellers to inspire sustainable action.

As one of Norway's largest maritime employers and apprenticeship companies, we are proud to create jobs and maritime competence for the future.

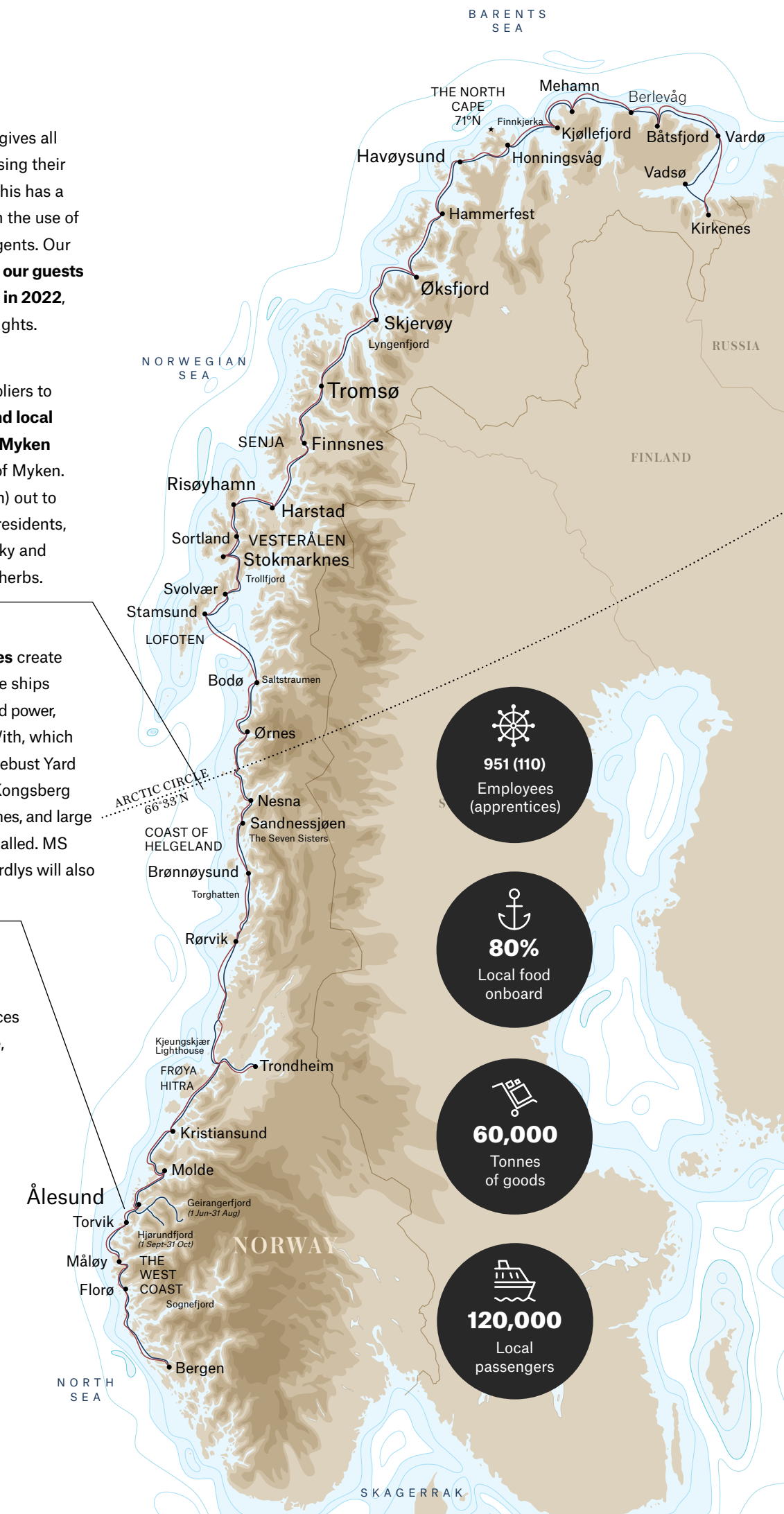
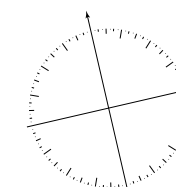
Over the coming years we will work to strengthen local partnerships, develop new sustainable food concepts and offer more green excursions. Our ships will go through environmental upgrades to cut their emissions, and we will launch further initiatives to reduce these to zero.

The Green Stay option gives all guests the choice of reusing their towels and bedsheets. This has a direct positive impact on the use of energy, water and detergents. Our goal is to inspire **20% of our guests to choose a Green Stay in 2022**, totalling over 140,000 nights.

We work with local suppliers to ensure **sustainability and local value creation**, such as **Myken Distillery** on the island of Myken. Located 20 miles (32 km) out to sea and with only eight residents, the islanders make whisky and gin seasoned with local herbs.

Environmental upgrades create local ripple effects. Three ships will be converted to hybrid power, including MS Richard With, which will be upgraded at Myklebust Yard using technology from Kongsberg supplied by Bergen Engines, and large batteries will also be installed. MS Kong Harald and MS Nordlys will also be converted to hybrid.

Grøndalen Farm, produces ecological crème fraiche, which is certified with the Animal Protection Label (Dyrevernmerket), a scheme dedicated to improving the lives of farm animals.



951 (110)
Employees
(apprentices)

80%
Local food
onboard

60,000
Tonnes
of goods

120,000
Local
passengers

Green Ship Upgrades

ESG in action

Hurtigruten Norway is taking steps towards using a greener fleet, with ambitions to reach zero emissions.

The first step is our environmental upgrades. By mid-2023, Hurtigruten Norway will have completed upgrades on all seven of our vessels, using a combination of technologies and solutions specially adapted for each individual ship.

We will install NOx-reducing SCR systems, complete hull modifications, and fit our ships with new wastewater treatment systems. Three of the vessels will undergo a fully-

fledged transformation to battery-hybrid power. All coastal vessels have already been fitted with shore power connectivity, and we have phased in the use of sustainable biofuel.

These initiatives will cut emissions of CO₂ by 25%, and NOx by as much as 80%.

We are investing heavily in upgrading our existing fleet and doing everything we can with the technology available today.

We have also started the next step towards more sustainable travel, by creating zero emission ships for the Coastal Express through our project 'Sea Zero'.

“This is one of the largest environmental vessel upgrade projects to be undertaken in Europe.”

*Egil Haugsdal
President, Kongsberg Maritime*

Green Excursions

ESG in action

Travellers who seek an authentic experience also usually want to be aware of local history and traditions – and they want to learn about these things in a sustainable fashion.

Hurtigruten Norway is launching new green excursions, making our guest experience more sustainable. We have over 70 excursions, from hiking to see the beautiful views in Ålesund, to fishing for king crab in Kirkenes. Furthermore, our guests and crew regularly participate in beach clean-ups, removing waste and plastics from the coastline.

We are working with local partners to deliver greener travel, giving our guests a green experience, cutting emissions and leaving a positive impact in the communities we sail to.

Low impact nature watching

By using Brim Explorers electric catamaran, guests in Tromsø and Lofoten can quietly observe wildlife in an emissions-neutral manner.

Pioneering electric buses

Last year, Hurtigruten Norway and Tide launched the first electric bus in its class, providing emission-free excursions in Ålesund. In 2022, Hurtigruten will expand this initiative to more destinations along the coast.

Highlighting sustainable producers

Among our many partners working hard for sustainable solutions, Lofotpils has set a goal of becoming Norway’s most environmentally friendly brewery. They deliver not only great tasting beer made from organic grains and the pure water of Lofoten, but have also been at the forefront of using recyclable packaging – which includes plastic film made from eggshells. Lofotpils were the first brewery in Norway to be awarded the environmental certification *Miljøfyrtårn* – or Eco-Lighthouse.

Partnerships For Sustainability

We believe collaboration is the way to improve, so we are proud of the partnerships that help us deliver new, sustainable solutions.

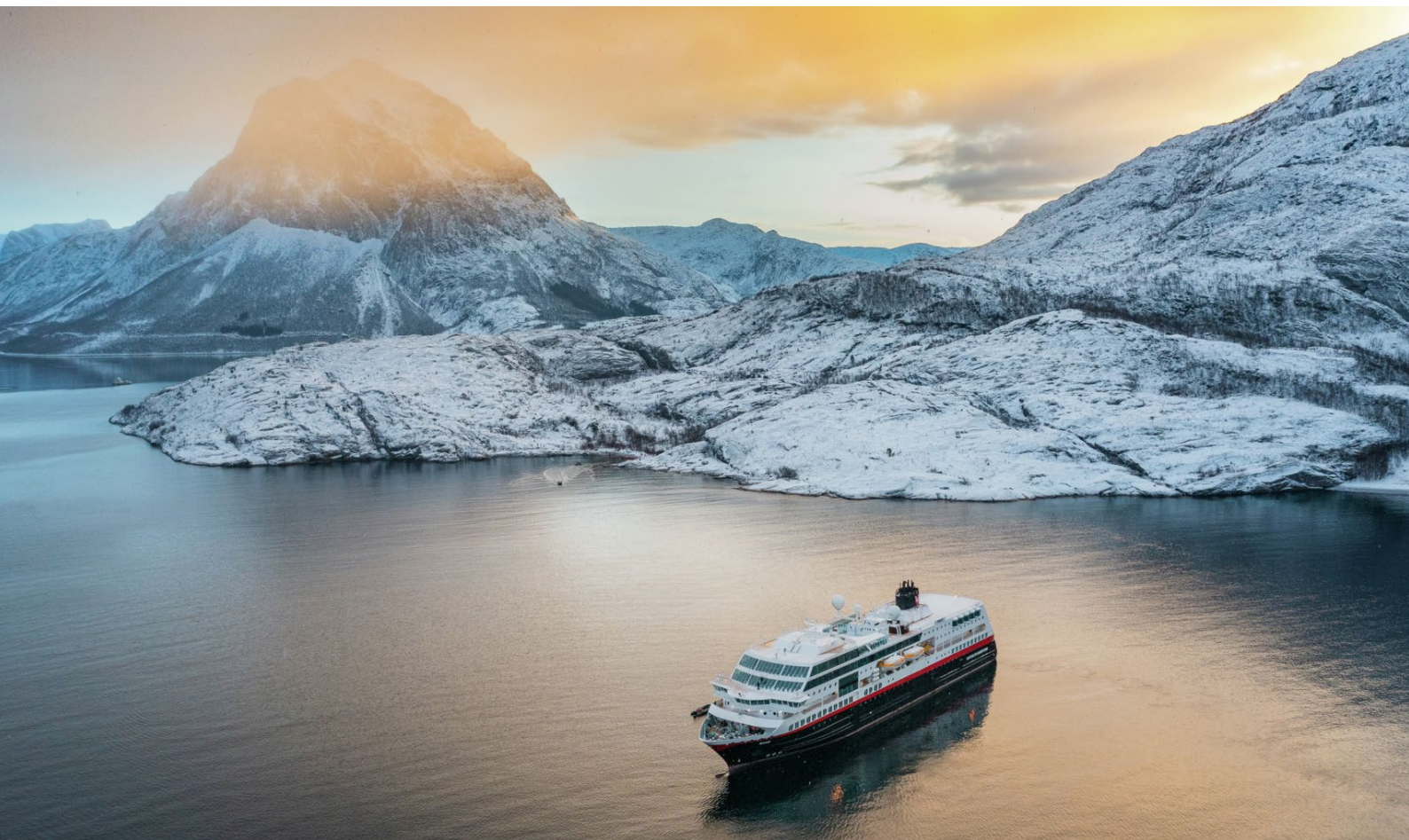
General partnerships along the coast:

- Local food suppliers
- Communities
- Ports

Highlighted selected partnerships:

- Stiftelsen for Industriell og Teknisk Forskning (SINTEF)

- UN Global Compact
- Det Norske Veritas (DNV)
- Hold Norge Rent
- Norwegian Institute for Water Research (NIVA)
- The Norwegian Trekking Association (DNT) / Grønn Tur
- Norsk Reiseliv
- Oceanize



Hurtigruten Svalbard

About Hurtigruten Svalbard

Hurtigruten Svalbard is a supplier of land-based adventures, accommodation, and dining on Svalbard. Situated in Longyearbyen, the world’s northernmost permanent settlement, we bring people all year round so they can get closer to the vastness of the Arctic nature. From the Midnight Sun to the polar night, our entire team stands ready to welcome travellers and make dreams come true.

Established in 1989 (under the name Spitsbergen Travel), Hurtigruten Svalbard is the oldest tour operator on Svalbard. We started as a travel agency helping local coal miners travel south, and became a full-service operator providing accommodation, dining and activities to guests travelling north.

Our highly experienced tour department offers a wide range of activities. Whether it’s on a comfortable day tour aboard a snowmobile, a dog sled, a boat, or on foot, or whether it’s on a challenging multi-day expedition, Svalbard creates memories for life. Our two retail facilities ensure guests have access to all the clothing, gear and equipment they might need for their outdoor adventure.

Hurtigruten Svalbard also operates three unique hotels in Longyearbyen. From high-end luxury to laidback hostel vibes, we offer a range of options, and each has its own restaurant and bar.

Hurtigruten Svalbard 2021 ESG Performance

Environmental performance	Units	2021
Emissions		
Scope 1 (Direct CO ₂ Emissions)	Metric tonnes	160
Scope 2 (Indirect CO ₂ Emissions)	Metric tonnes	2 379
Sum of Scope 1 & 2 Emissions	Metric tonnes	2 539
Scope 1 & 2 (direct and indirect emissions) pr guest night	Metric tonnes	0,06
Electric snowmobiles	#	8
Solar panel installations	#	2
Social Performance		
Total number of employees	#	136
Women in Hurtigruten Svalbard	%	47%
Average age	#	34
Nationalities represented	#	25
Gender pay gap	%	91%
Women in Management team	%	0%
Women in Senior Leadership	%	41%
Sickleave	%	4,3%
Governance Performance		
Board diversity	%	25%

A Message from Per



Per Brochmann
CEO, Hurtigruten Svalbard

Most companies have figured it out – for the sake of communities, the environment, and all of us, we must systematise, improve, and announce everything we do in relation to ESG criteria. I can see this being described as a duty by some. It is indeed – but it is also vital.

We should know everything about social and business ethics, as well as our environmental impact. Here on Svalbard, we notice the climate changes early and strongly, and as hosts and organisers in vulnerable areas, we have a special responsibility. Not only must we ensure that we leave minimal footprints, our responsibility also extends to educating our guests, partners, and members of our own organisation.

With us, skilled employees work hard together with the Svalbard community and many others. We are certifying the company in accordance with ISO 9001 and ISO 14001. We invest in green technology to reduce emissions – and more is yet to come. Social responsibility and sustainability could not be more relevant as we strive to create more year-round jobs and host our guests for longer time periods.

Employees and businesses in wider society have the same goals, and the same obligations – we must all do the best we can.

Let us wish each other the best of success!

Renewable Energy in Svalbard

ESG in action

The environment in Svalbard is harsh and powerful. Strong Arctic winds and the summer’s Midnight Sun provide us with a unique opportunity to source electricity locally. To do so, we have mounted an energy plant at our expedition centre, which includes:

- 72 solar panels that charge our battery banks from February to October
- A wind turbine that is in operation only when all migratory birds have departed
- Annual production of ~ 14 MWh

The electricity we produce provides our electric bikes and electric snowmobiles with 100% renewable energy. We are proud to be able to continuously offer new and greener alternatives to activities that require motor transport.

- In 2021 we introduced new day tours with the hybrid-electric catamaran MS Bard.
- In May 2022, we will launch the latest addition to our fleet: the hybrid-electric speedboat Kvitbjørn.

Hurtigruten Foundation

About Hurtigruten Foundation

The Hurtigruten Foundation was established at the end of 2015 as a collaboration between Hurtigruten and its guests, partners, suppliers, organisations and donors to create a positive impact for the ocean, wildlife and local communities. It has three focus areas:

- 1) Preserving endangered wildlife,
- 2) Battling plastic waste and marine litter, and
- 3) Supporting local and global projects in the areas where we operate. Funds come from activities on board and at our hotels such as auctions, fundraisers and Hurtigruten’s

Green Stay programme, as well as from direct donations. Hurtigruten Group covers the administrative cost of the Foundation to ensure that 100% of the money raised can go directly to the organisations, projects and individuals who make a positive contribution to the areas where we operate.

A new Board was appointed in 2021, with Hurtigruten CEO Daniel Skjeldam as chair, and Tudor Morgan, Silje Lundberg, Emilie Stordalen and Marcelo Lu as members.

The Foundation’s impact in 2021

Hurtigruten Foundation ESG Performance	2018 <small>(baseline year)</small>	2021
Number of projects supported (in countries)	6 (4)	16 (11)
Donations (in EUR)	44000	116000
Green stays percentage*	n.a.	15%
Board diversity	33%	40%

* - Average percentage for Q4 as this was not an available option during the pandemic

A Message from Henrik



Henrik A. Lund
Managing Director,
Hurtigruten
Foundation

There is an old saying in the travel industry that goes, “Take only memories, leave nothing but footprints.” To be honest, that is no longer good enough! At Hurtigruten Foundation we want to make every place we operate a little bit better because we operate there. Therefore, our focus is on supporting the causes that are important to the local inhabitants who welcome us into their communities and homes. The funds for the Foundation come from our guests, and I am moved and humbled by the value they see in supporting the work. Nowhere is that more evident than in the way our guests embraced the Green Stay programme as soon as Covid regulations allowed.

We have only begun the challenging journey of creating lasting positive impact. In the past we have given to the right causes, but not measured its effects or impact diligently enough. In 2021 we implemented the first impact measurements as part of the selection criteria, and in 2022 we will map the impact of all previous donations as well. This will ensure the funds our guests entrust us with have as much impact as possible.

Three examples of projects we are supporting

1

Volunteers on Svalbard are training rescue dogs to help save lives during avalanches

ESG in action

After a deadly avalanche hit Longyearbyen in Svalbard in 2015, a group of dog-loving volunteers decided to start Norwegian Search and Rescue Dogs Svalbard. Today, the organisation has educated certified equipages to do searches in high-risk operations for missing people in avalanches and in the wilderness. Hurtigruten Foundation has been a

proud supporter of Norwegian Search and Rescue Dogs Svalbard for five years now. But our collaboration reaches beyond financial support. When instructors from the mainland visit Svalbard to educate the equipages, Hurtigruten Foundation provides them with free hotel accommodation, meeting rooms and dinners.

2

Securing safe spaces and a brighter future for vulnerable Greenlandic children

ESG in action

Since 1924, The Association of Greenlandic Children has worked to make life better for the children of Greenland by focusing on education, building partnerships with local forces and acknowledging local strengths. ‘Sapiik’ is their effort to support and guide young people in the education system. From the time when Hurtigruten

Foundation was founded in 2015, we have supported the important work of Sapiik and The Association of Greenlandic Children. For many years now, we have proudly contributed to their continued work and important efforts in assisting vulnerable children. Moving forward, we will continue to do so.

3

Saving near-extinct birds by eradicating rats on South Georgia

ESG in action

As an isolated island in the South Atlantic bordering Antarctica, South Georgia has one of the highest levels of biodiversity on Earth, with many rare birds and mammals – several of them unique to this island. Human activity in the early twentieth century brought with it an increase of rodents which threatened to permanently damage the biodiversity and natural habitats on the island. Over several years,

Hurtigruten Foundation has supported the South Georgia Heritage Trust (SGHT) as they led the world’s largest rodent eradication programme. Their efforts will ensure that native species, such as the South Georgia Pipit and Pintail, can thrive again in their ancestral nesting sites. In addition to our financial support, Hurtigruten has also brought in personnel and equipment to South Georgia for use by SGHT.

07.

About This Report

Our Reporting Approach

About this report

This is Hurtigruten Group’s first comprehensive and standalone ESG report. The report has been prepared in accordance with the Global Reporting Initiative (GRI) Standards. The GRI Standards are the world’s most widely used sustainability reporting standard. This report presents the environmental, social and

governance (ESG) performance of Hurtigruten Group for the 2021 calendar year. The report is presented for Hurtigruten Group, but also includes company specific data and information for all of the companies in the group: Hurtigruten Expeditions, Hurtigruten Norway and Hurtigruten Svalbard.

Materiality assessment

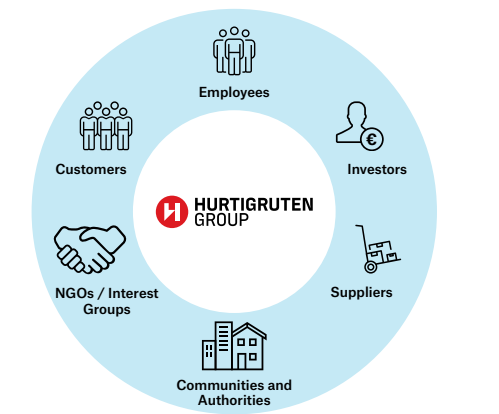
Our materiality assessment has been a key part of defining the framework for our ESG report. In the fall of 2021 we performed the first materiality assessment for Hurtigruten Group, based on the GRI guidelines. Our materiality assessment is approved by our Board of Directors.

- Our materiality assessment is done by:
- Understanding Hurtigruten Group’s context (our activities, relationships, stakeholders, etc).
 - Identifying and assessing Hurtigruten Group’s positive and negative impacts by engaging with internal and external stakeholders.
 - Reviewing and benchmarking with industry guidelines and best practices to ensure we provide far more than a subjective view from our selected stakeholders.
 - Prioritising the most significant impacts, which resulted in the eight defined Material Topics.

We regularly engage with our stakeholders to understand which ESG topics are most

important to them. For the materiality assessment, stakeholder engagement has been completed via interviews, surveys and focus groups, during which we have mapped key topics and impacts. See list of stakeholder engagement below, that shows interaction with stakeholders to understand our impacts.

It has also been important for us to understand the expectations of the market and the benchmarks within the industry.



Stakeholder Engagement

Stakeholder	How we engage
Employees	Surveys Interviews / Focus Groups Quarterly events
Customers	Newsletters, email communication Surveys Interviews / Focus Groups
Suppliers	Supplier meetings Supplier Code of Conduct
Communities and Authorities	Dialogue with communities, focus groups and regular meetings Dialogue with regulatory and political bodies NGOs/ Interest Groups
NGOs / Interest Groups	Meetings and conferences
Investors	Investor Relations activities Interviews and regular meetings

Material Topics

Our materiality assessment has identified eight Material Topics, split into environmental, social and governance categories. These topics represent the most Material Topics for Hurtigruten Group's business and should reflect what is of highest importance both to our stakeholders and to us as a business.

The material assessment will form the basis for our strategic work and prioritisation for the future. The topics are approved by our Board of Directors, and will be reviewed every second to third year, or more frequently if there is any substantial change made to our business or group of stakeholders.

Hurtigruten Group's material topics:

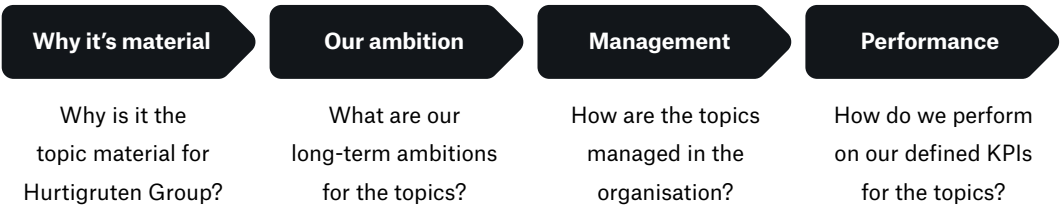
- Emissions
- Impact on nature
- Great place to work
- Diversity and inclusion
- Health & Safety
- Community Impact
- Responsible Business
- Data Privacy & Security

A systematic approach to reporting using our Material Topics

The eight Material Topics (described above) are used as the framework for this report. We take a systematic approach to how these topics are presented. Each has its own subchapter, in which we present the outside context and activities relevant

to our organisation. Our systematic approach has been built to show

- 1) Why is this material?
- 2) What is our target / ambition?
- 3) How is it managed?, and
- 4) How did we perform in 2021?



Feedback and contact

Our ambition is to be the most sustainable travel operator in the world, pushing the industry's boundaries for ESG. We believe transparency and accountability are key principles in achieving this ambition. We strive to continuously listen, learn and improve, and we welcome feedback

for our stakeholders on our ESG report. For feedback, questions or comments on this report contact:

Morten Ibrekk
VP Strategy & ESG
Morten.ibrekk@hurtigruten.com



Appendix 1: 2021 Hurtigruten Group GRI Index

Statement of use: Hurtigruten Group has reported in accordance with the GRI Standards for the period from 1 January 2021 to 31 December 2021

GRI Standard	Disclosure	Page number / or link
General Disclosures		
GRI 2	2-1 Organizational details	Hurtigruten Group AS is a privately owned company, headquartred in Oslo and London. Hurtigurten Group and its subsidiaries have operations in Norway, UK, USA, Estonia, Germany, France and Australia
	2-2 Entities included in the organization's sustainability reporting	p. 7, 59-60
	2-3 Reporting period, frequency and contact point	p. 3, 59-60, The report is published May 2nd 2022
	2-4 Restatements of information	Not applicable, this our first comprehensive ESG report
	2-5 External assurance	Not applicable
	2-6 Activities, value chain and other business relationships	p. 7, 42, 53
	2-7 Employees	p. 23-25, 36-37
	2-8 Workers who are not employees	p. 42-47, 59, 60
	2-9 Governance structure and composition	p. 10
	2-10 Nomination and selection of the highest governance body	The Board of Directors represent the shareowners in Hurtigruten Group
	2-11 Chair of the highest governance body	Chair of the Board of Directors is not a senior executive in the organisation
	2-12 Role of the highest governance body in overseeing the management of impacts	p. 10
	2-13 Delegation of responsibility for managing impacts	p. 10
	2-14 Role of the highest governance body in sustainability reporting	p. 10, 59-60
	2-15 Conflicts of interest	
	2-16 Communication of critical concerns	p. 34, We also encourage our Sustainability Advisory Board and ESG Committee to raise any concerns related to ESG directly to our executive management teams
	2-17 Collective knowledge of the highest governance body	p. 10
	2-18 Evaluation of the performance of the highest governance body	See Hurtigruten Group Annual Report 2021, note on Remuneration of the Board of Directors and Executive Management
	2-19 Remuneration policies	See Hurtigruten Group Annual Report 2021, note on Remuneration of the Board of Directors and Executive Management
	2-20 Process to determine remuneration	See Hurtigruten Group Annual Report 2021, note on Remuneration of the Board of Directors and Executive Management
	2-21 Annual total compensation ration	p. 36-37
	2-22 Statement on sustainable development strategy	p. 4-5
	2-23 Policy commitments	Hurtigruten Group has a set of policies and procedures which include commitments related to responsible business conduct and/or respect of human rights: Public available policies are presented at: https://www.hurtigruten.com/group/sustainability/reports/esg/
GRI 3: Material topics 2021	2-24 Embedding policy commitments	See each Systematic Approach box in all chapters, as well as description of how we are working with each topic.
	2-25 Process to remediate negative impacts	p. 10, 33 (Whistleblower mechanism, Hurtigruten Group ESG Committee)
	2-26 Mechanisms for seeking advice and raising concerns	p. 34, We also encourage our Sustainability Advisory Board and ESG Committee to raise any concerns related to ESG directly to our executive management teams
	2-27 Compliance with laws and regulations	p. 33, 36-37
	2-28 Membership associations	p. 42, 53
	2-29 Approach to stakeholder engagement	p. 62-64
	2-30 Collective bargaining agreements	p. 24-25, 36-37
GRI 3: Material topics 2021		
GRI 3: Material topics 2021	3-1 Process to determine material topics	p. 59-60
	3-2 List of material topics	p. 59-60

GRI 2		
GRI 204 Procurement practices	3-3 Management of material topics	p. 33-35
	204-1 Proportion of spending on local suppliers	p. 33-35, 37

GRI 3		
GRI 303: Water and Effluents 2018	3-3 Management of material topics	p. 17-19
	303-1 Interactions with water as a shared resources	p. 17-19
	303-2 Management of water discharge-related impacts	p. 17-19
	303-3 Water withdrawal	
	303-4 Water discharge	
	303-5 Water consumption	
GRI 305: Emissions 2016	3-3 Management of material topics	p. 13-15, Offsets are not used and hence not a part of the calculations in this report
	305-1 Direct (Scope 1) emissions	p. 13-15, 36-37, 2018 used as baseline year as most recent year of normal operating year
	305-2 Energy indirect (Scope 2) GHG emissions	p. 13-15, 36-37
	305-3 Other indirect (Scope 3) GHG emissions	
	305-4 GHG emissions intensity	p. 13-15, 36-37
	305-5 Reduction of GHG emissions	p. 13-15
	305-6 Emissions of ozone-depleting substances (ODS)	
	305-7 Nitrogen oxides (Nox), sulfur oxides (Sox), and other significant air emissions	

About Hurtigruten Group Environment Social Governance ESG Performance Data Our Businesses About This Report		
GRI Standard	Disclosure	Page number / or link
GRI 306 Waste 2020	3-3 Management of material topics	p. 17-19
	306-1 Waste generation and significant waste-related impacts	p. 17-19
	306-2 Management of significant waste-related impacts	
	306-3 Waste generated	
	306-4 Waste diverted from disposal	
GRI 308: Supplier Environmental Assessment 2016	"306-5 Waste directed to disposal (See examples template for presenting information for 306-3, 306-4, 306-5)"	
	3-3 Management of material topics	p. 33-35
	Report how it manages supplier environmental assessment using GRI 3: 3-3	p. 33-35
	308-1 New suppliers that were screened using environmental criteria	
	308-2 Negative environmental impacts in the supply chain and actions taken	
GRI 4		
GRI 401 Employment 2016	3-3 Material topics	p. 23-24
	401-1 New employee hires and employee turnover	p. 36, 37
	401-2 Benefits provided to full-time employees that are not provided to temporary or part-time employees	We offer a range of benefits to employees in different employees categories, there are different benefit schemes in each business units: Hurtigruten Group, Hurtigruten Norway, Hurtigruten Expeditions and Hurtigruten Svalbard
GRI 403: Occupational Health and Safety 2016	401-3 Parental leave	p. 36, 37
	403-1 Occupational Health and Safety Management System	p. 28-29
	403-2 Hazard identification, risk assessment, and incident investigation	p. 28-29
	403-3 Occupational Health services	p. 28-29
	403-4 Worker participation, consultation and communcation on occupational health and safety	p. 28-29
	403-5 Worker training on occupational health and safety	p. 28-29
	403-6 Promotion of worker health	p. 28-29
	403-7 Prevention and mitigation of occupational health and safety impacts directly linked by business relationships	p. 28-29
	403-8 Workers covered by an occupational health and safety management system	p. 28-29
	403-9 Work-related injuries	p. 28-29
GRI 404: Training and education 2016	403-10 Work-related ill health	
	3-3 Material topics	p. 23-24
	404-1 Average hours of training per year per employee	p. 36-37
GRI 405: Diversity and Equal Opportunity 2016	404-2 Programs for upgrading employee skills and transition assistance programs	p. 23-24
	404-3 Percentage of employees receiving regular performance and career development reviews	
	3-3 Material topics	p. 26-27
GRI 405: Diversity and Equal Opportunity 2016	405-1 Diversity of governance bodies and employees	p. 26-27, 37
	405-2 Ratio of basic salary and remuneration of women to men	p. 37
GRI 418 Customer Privacy 2016	3-3 Material topics	p. 35
	418-1 Substantiated complaints concerning breaches of customer privacy and losses of customer data	p. 35, 37