

# PROTECTING WHAT WE LOVE

ESG REPORT 2022





**WE INSPIRE**

**WE CARE**

**WE EMPOWER**

**WE EXPLORE**



# TABLE OF CONTENTS

A Message from the CEO.....	6-7
1 ABOUT US.....	9-10
Introduction to Hurtigruten Group.....	10-11
Our Approach to ESG.....	12-13
ESG Targets and Ambitions.....	14-15
Performance Highlights.....	16-17
2 EMISSIONS.....	18-19
Introduction & Topic Guide.....	20-23
Progress in 2022.....	24-25
Key Happenings & New Projects.....	26-31
The Bigger Picture — Curbing Climate Change.....	32-35
3 NATURE.....	36-37
Introduction & Topic Guide.....	38-41
Progress in 2022.....	42-43
Key Happenings & New Projects.....	46-47
The Bigger Picture — Plastic Pollution Calls for Drastic Solutions.....	48-51
4 PEOPLE.....	52-53
Introduction & Topic Guide.....	54-55
Progress in 2022.....	56-57
Key Happenings & New Projects.....	58-63
The Bigger Picture — Happiness: The Secret to Success.....	64-67
5 COMMUNITY.....	68-69
Introduction & Topic Guide.....	70-71
Progress in 2022.....	72-73
Key Happenings & New Projects.....	74-79
The Bigger Picture — Small is Beautiful.....	80-83
6 RUNNING A RESPONSIBLE BUSINESS.....	84-85
Progress in 2022.....	86-87
Key Happenings & New Projects.....	88-89
7 OUR BUSINESS.....	90-91
Hurtigruten Expeditions.....	92-97
Hurtigruten Norway.....	98-103
Hurtigruten Svalbard.....	104-109
Hurtigruten Foundation.....	110-115

## HURTIGRUTEN GROUP

APPENDICES.....	116 - 194
Appendix A – Our Reporting Approach.....	118 - 119
Appendix B – ESG Governance in Hurtigruten Group.....	120 - 121
Appendix C – Partnerships / Memberships / Sustainability Awards.....	122 - 125
Appendix D – Hurtigruten Group ESG Risk Management Programme.....	126 - 127
Appendix E – Performance Data.....	128 - 155
Appendix E1 – Performance Data - Hurtigruten Group - Emissions	
Appendix E2 – Performance Data - Hurtigruten Group - Nature	
Appendix E3 – Performance Data - Hurtigruten Group - People.	
Appendix E4 – Performance Data - Hurtigruten Group - Community	
Appendix E5 – Performance Data - Hurtigruten Group - Responsible Business	
Appendix E6 – Performance Data - Hurtigruten Expeditions	
Appendix E7 – Performance Data - Hurtigruten Norway	
Appendix E8 – Performance Data - Hurtigruten Svalbard	
Appendix E9 – Performance Data - Hurtigruten Foundation	
Appendix F – Indexes.....	156 - 175
Appendix F1 – GRI Indexes (Global Reporting Initiative)	
Appendix F2 – SASB Cruise Indexes (Sustainability Accounting Standards Board)	
Appendix F3 – TCFD Indexes (Task Force on Climate-Related Financial Disclosures)	
Appendix F4 – UN SDG Indexes (United Nations Sustainable Development Goals)	
Appendix G – Hurtigruten Group Green Bond Report 2022 / Green Bond.....	176 - 181
Appendix H – Policy Index.....	182 - 183
Appendix I – Glossary.....	184 - 185



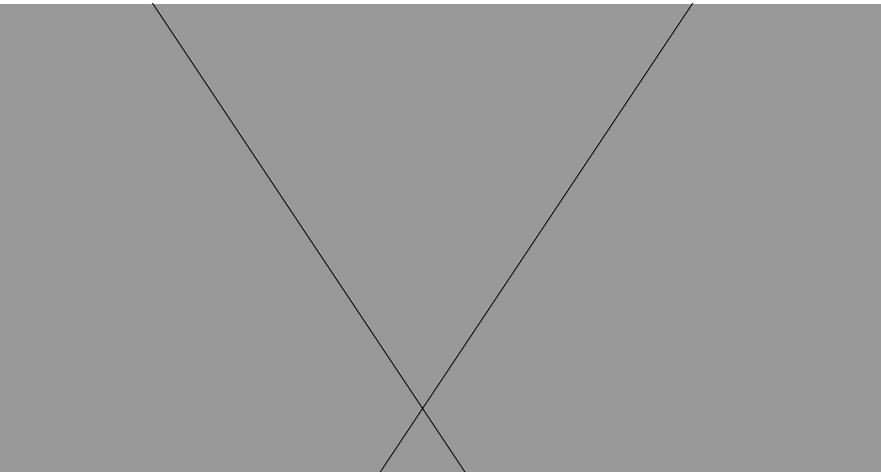
All images displayed within this report are copyright of Hurtigruten Group unless otherwise stated.

This is Hurtigruten Group's 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 Hurtigruten Group for the 2022 financial year. For feedback, questions or comments on this report contact: Rikke Jørgensen, VP ESG, rikke.joergensen@hurtigruten.com



# A MESSAGE FROM DANIEL

## HURTIGRUTEN GROUP



Daniel Skjeldam, CEO  
Hurtigruten Group

### *Welcome to our 2022 ESG report.*

I'm thrilled to present our second comprehensive look at Hurtigruten Group's Environmental, Social and Governance (ESG) performance. Within these pages you'll find an in-depth appraisal of how we performed as a company last year, with a focus on Emissions, Nature, Community and People.

2022 was the year the international travel industry roared back to life following the restrictions caused by the pandemic. I'm immensely proud of everyone within the company who demonstrated our collective flexibility, strength and resilience as operations were once again ramped back up.

Every year, we reflect on our mission to ensure we are delivering on our ambition to be the world's most sustainable adventure travel company. And now, more than ever, we are committed to a simple truth: that travel can be a force for good in the world when we put people and the planet at the heart of everything we do, every day.

Travel done on a human scale connects us and makes us more accepting of others. It opens new vistas in people's minds and burns away prejudice like the mist before the rising sun. It offers new perspectives and creates an intimate connection between us and the places, the

people and the wildlife we encounter. The world would be a much poorer place if people never explored it – and the best way to travel is consciously, treading lightly and respecting the environment.

We tend to care about the things we have direct experience of, and we all know there is an urgent need for people to care about the stewardship of our planet. Essentially, the more we can show people our wonderful world, the more they will love it and care about it. By venturing out into the world, each one of our guests goes on a journey of personal discovery.

But taking care of the world around us only matters if we look inwards at ourselves. We know that as a travel company we have an effect on the environment in the resources we consume, whether that's the fuel we use in our ships, the food we serve our guests, or the water we use on board. So, we use our ESG analysis as a useful tool for looking at our own behaviour. It shows us where our impacts are, where we are making improvements, and how to set ambitious targets to push ourselves and the industry in the areas where we need to make improvements. We are fully transparent.

Since our last report, there are many new milestones we're proud to announce. We've spent around 66 million Euros on initiatives to reduce emissions from our ships,

and our Green Bond is enabling us to finance ongoing reductions. We continue to upgrade our fleet with the latest green technology, and have converted another ship to battery hybrid power, bringing this part of our fleet to four. Our Svalbard operations continue to reduce their impact, and we now have two electric tour boats and eight electric snowmobiles. We are steadily getting cleaner, greener and quieter!

Being a different kind of travel company also means constantly asking ourselves if the work we are pursuing will create meaningful change. It is with this spirit that, going forward, we will not pursue carbon offsetting as a way of tackling climate issues. We believe the path forward must be grounded in science-based targets – a first of its kind for the cruise industry – and investing in in-sector emissions reduction to create a measurable impact. This journey will take longer but we believe in it and want to take it on.

And there is a huge amount of work to continue to do if we are to meet our target of zero emissions by 2050. Naturally, our emissions rise the more we sail, but we are working on bringing down the intensity of those emissions on a per guest basis. This can only be achieved through greater efficiency and by employing the latest and greenest technology available. While we have a way to go, I am proud that we've managed to maintain a steady rate of carbon intensity despite the operational challenges of the past three years. But we need to do better. And this will be a key focus going forward, alongside the need to also tackle managing the high costs of sustainable biofuels, in addition to examining water consumption and food waste on board our ships.

Speaking of doing better, or should I say doing good, our Foundation has gone from strength to strength. It

supports numerous hyper-local projects, from conserving birds in Galápagos to helping restore undersea kelp forests around Norway. We clean remote beaches of plastic – over two tonnes were removed last year – and help scientists with their conservation research. In fact, in 2022 we supported over 30 projects in 12 countries. That is certainly something we take great pride participating in and sharing with you.

Without our people, though, Hurtigruten would not be the world-leading travel company it is today. With more than 75 different nationalities represented throughout the organisation we are incredibly diverse and continue to focus on Diversity, Equity and Inclusion as a priority for the company. I feel strongly that we continue to build an environment where everyone can bring their whole self to work and be accepted by their colleagues.

We are not boasting about our achievements – far from it. We are taking a critical look at our work, asking ourselves where we can improve and taking pride in the places where we moved forward. We want others in our sector to be inspired and follow our lead. Many of the problems we face are so big we only have a chance to be effective if we all work together. We must cooperate, and we must be open and transparent about it.

I hope you enjoy reading this report and welcome your feedback. We have tried to make it beautiful to look at as well as interesting to read. Let's work together to keep this wonderful blue planet of ours safe for the future.

Daniel Skjeldam  
CEO, Hurtigruten Group



An aerial photograph of a Hurtigruten cruise ship sailing through a narrow fjord. The ship is white with a red and green stripe along its side. The water is a deep blue, and the surrounding mountains are covered in snow with patches of green vegetation. The sky is clear and blue.

# ABOUT US

1. INTRODUCTION TO HURTIGRUTEN GROUP
2. OUR APPROACH TO ESG
3. ESG TARGETS AND AMBITIONS
4. PERFORMANCE HIGHLIGHTS



# INTRODUCTION TO HURTIGRUTEN GROUP



Building on our 130 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 travel with purpose and sustainability. With over 3,200 explorers working at sea and on land worldwide, we inspire people to adventure and deliver on our promise of guest-centred 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. 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 company. 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 seven custom-built 100 to 500 berth expedition cruise ships.



## *Hurtigruten Norway*

The operator of the Norwegian Coastal Express has been sailing the Norwegian coastline since 1893 on what is considered the world's most beautiful sea voyage. Today, Hurtigruten Norway's eight 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 Svalbard*

The indisputable main adventure tour operator 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 wilderness destination.



## *Hurtigruten Foundation*

Our non-profit foundation was established in late 2015 as a collaboration between the Hurtigruten Group and our guests, partners and suppliers. The aim was to create a positive impact for the oceans, wildlife and local communities, and since its inception it has supported over sixty projects worldwide.

HURTIGRUTEN GROUP

Lysefjord, Norway

Tommy Simonsen



## OUR APPROACH TO ESG

*We go to some of the most remote regions of our planet. This gives us a front row seat when it comes to seeing the urgency of protecting these most fragile and beautiful places. And it's why we're driven to adopt the highest ESG standards, and to be transparent in all that we do.*

Travel can be a force for good. Bringing people to different parts of the world opens minds and breaks down borders. And when it's done right, it reveals spectacular natural wonders and cultural gems while helping to strengthen communities, both socially and economically. This is what drives us and keeps our wonder alive.

Our ambitions are bold. We aim to be the most sustainable adventure travel operator in the world. This is no easy task. To achieve it, our strategy is to infuse our ESG principles into all operations and throughout our entire value chain, creating benefits for guests, employees and wider stakeholders. We base our work on four pillars with strong aspirations:

- Emissions: We want to be the best adventure travel company for the planet, so we invest heavily in reducing our emissions.
- Nature: Using both science and activism we protect the powerful oceans, rugged landscapes and delicate ecosystems to which we venture.
- People: We celebrate differences and aim to be the most inclusive travel company in the world.
- Communities: We maximise our positive impact and the value we create for local communities.

We're pushing for firmer global regulations to ensure all travel operators abide by rules designed to protect the special places where we all operate. We were involved in establishing the Association of Arctic Expedition Cruise Operators (AECO) and we now chair the executive committees for both AECO and the International Association of Antarctica Tour Operators (IAATO). Both these associations continue to develop best practices,

ensuring a safe and environmentally aware tourism industry within the fragile polar regions. We're also a member of the UN Global Compact Norway, meaning we collaborate with a broader group of stakeholders on issues surrounding sustainable development, and work with global research institutes and universities as part of our Science Programme.

We don't promise quick fixes. Instead, we offer concrete, science and engineering-backed solutions that have a tangible effect in the real world, and that's why we're investing so heavily in technology to reduce emissions in our fleet. Our motto is: actions speak louder than words.

A big part of this is adopting the Science Based Targets initiative (SBTi), an agreed-upon standard of action to reduce emissions and limit global warming to 1.5C above pre-industrial levels. And as you'll see in this report, we have many ambitious targets.

To us, protecting the world in which we operate has always been a top priority. And it remains our core belief that travel – done the right way – is and always will be a force for good.

*When we talk about 'sustainability' what do we mean? For us, it's a belief that international travel can be a force for good... when it's done right. By building networks of local suppliers and steering clear of mass tourism, our global operations create value for the communities and ecosystems we visit. We expand people's inner horizons and connect diverse cultures. And combined with our clear focus on finding measurable and transparent ways to operate within social and environmental limits, for us sustainability is more than just a buzzword.*

HURTIGRUTEN GROUP

### OUR FOUR PILLARS

## EMISSIONS

WE WANT TO BE THE BEST ADVENTURE TRAVEL COMPANY FOR THE PLANET, SO WE INVEST HEAVILY IN REDUCING OUR EMISSIONS.

## NATURE

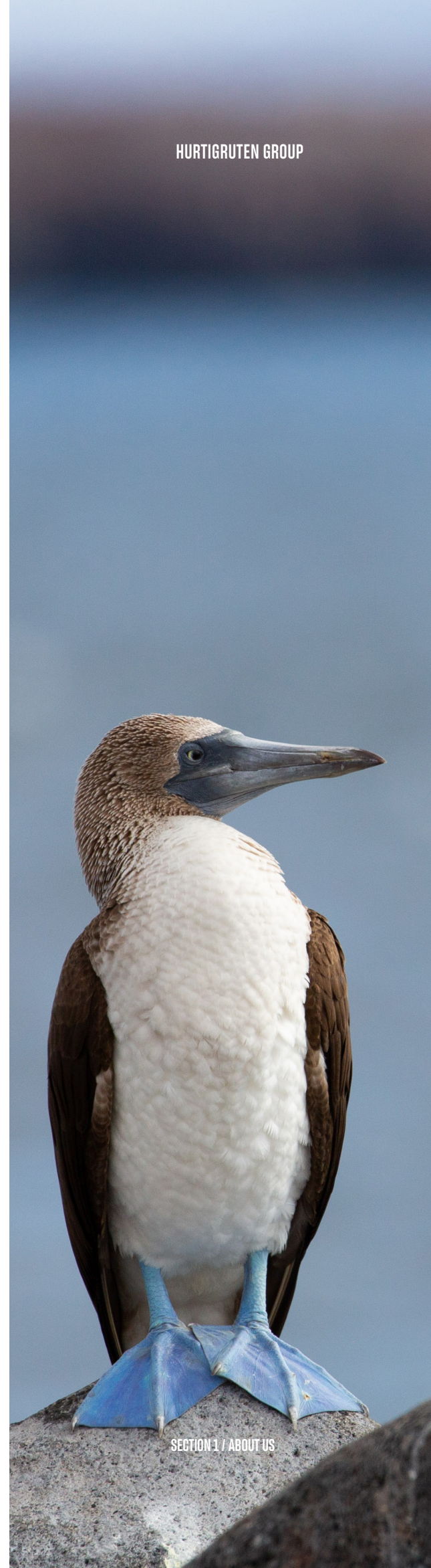
USING BOTH SCIENCE AND ACTIVISM WE PROTECT THE POWERFUL OCEANS, RUGGED LANDSCAPES AND DELICATE ECOSYSTEMS TO WHICH WE VENTURE.

## PEOPLE

WE CELEBRATE DIFFERENCES AND AIM TO BE THE MOST INCLUSIVE TRAVEL COMPANY IN THE WORLD.

## COMMUNITY

WE MAXIMISE OUR POSITIVE IMPACT AND THE VALUE WE CREATE FOR LOCAL COMMUNITIES.





## ESG TARGETS AND AMBITIONS

Our ESG targets are approved by the Board of Directors, and the Executive Management Team is responsible for implementing our strategy and targets. News from this year is also that the compensation of our Group Executive Management Team is tied to these targets, something we see as an important enabler for success. Our ESG targets are built from our material topics and represent the areas where we believe we can make the biggest contribution to the world.

In the following table you can see an overview of our ESG targets. Each one is an ambitious pledge as we strive towards becoming the world's most sustainable adventure travel company.

HURTIGRUTEN GROUP

*"It is not the strongest of the species that survives, nor the most intelligent that survives. It is the one that is most adaptable to change."* Charles Darwin

## EMISSIONS

NET ZERO SCOPE 1,2 AND 3 EMISSIONS BY OR BEFORE 2050.

CARBON NEUTRAL SCOPE 1 OPERATIONS BY 2040.

FIRST ZERO EMISSION SHIP SAILING ON THE NORWEGIAN COAST BY 2030.

## NATURE

100% REUSE AND RECYCLING OF ALL WASTE STREAMS BY 2030.

## PEOPLE

EMPLOYEE NET PROMOTER SCORE ABOVE 30 BY 2025.

40% WOMEN IN SENIOR LEADERSHIP BY 2026; 35% FEMALE OFFICERS BY 2030.

ZERO MARINE CASUALTIES; LOST TIME INCIDENT FREQUENCY RATE BELOW 0.5 BY 2030.

## COMMUNITY

MAXIMISE THE NUMBER OF PEOPLE POSITIVELY IMPACTED AND ENDANGERED SPECIES SUPPORTED IN THE COMMUNITIES WE VISIT.



## PERFORMANCE HIGHLIGHTS

Here we present the 2022 ESG performance highlights for Hurtigruten Group. The indicators are selected from our Pillars and should give a good picture of our current status. You can find more details about each company in the Our Business chapter, and there is a full overview of ESG performance data in the Appendices at the end of this report.

**-2%**  
DECREASE IN ABSOLUTE EMISSIONS (SCOPE 1 AND 2) COMPARED TO BASELINE YEAR

**+1** HYBRID SHIP  
TOTAL OF 4 HYBRID SHIPS

**+300%**  
PARTICIPATION IN CITIZEN SCIENCE  
60% OF OUR GUESTS JOINING STUDIES

**+9%** WOMEN IN SENIOR LEADERSHIP +6% FEMALE SENIOR OFFICERS COMPARED TO 2021

**DOUBLE**  
SPEND FROM LOCAL SUPPLIERS  
WITH 41% LOCAL FOOD & BEVERAGE SPEND

**+24%**  
GREEN STAY CABIN NIGHTS  
COMPARED TO 2021

**+55%** DONATIONS  
€180,000 DONATED VS  
€116,000 PREVIOUS YEAR

**+21.8%**  
MARITIME APPRENTICES  
IN HURTIGRUTEN NORWAY

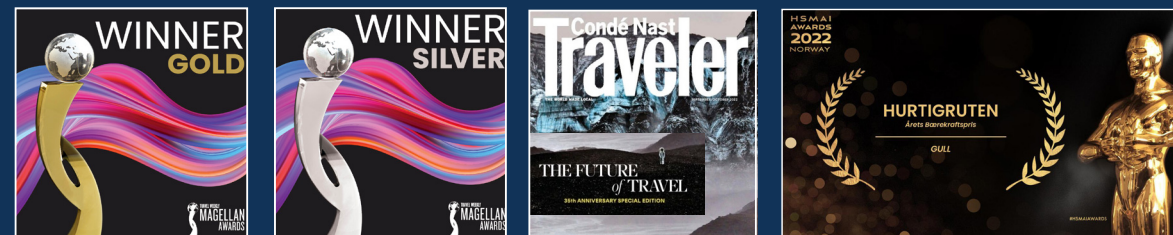
**3,276** EMPLOYEES  
38% WOMEN/62% MEN

**78** NATIONALITIES  
COMPARED TO 61 IN 2021

**2,350 KG**  
LITTER COLLECTED DURING  
GUEST BEACH CLEANUPS

**REDUCING**  
FOOD WASTE  
341 GRAMS PER GUEST

**€66 MILLION**  
SPENT ON REDUCING EMISSIONS  
DIRECT INVESTMENT ON  
UPGRADING FLEET AND R&D



To see more of our awards and highlight, please visit Appendix C.

HURTIGRUTEN GROUP





# EMISSIONS

- 1. INTRODUCTION & TOPIC GUIDE
- 2. PROGRESS IN 2022
- 3. KEY HAPPENINGS & NEW PROJECTS

4. THE BIGGER PICTURE - CLIMATE CHANGE





64%

OF TOTAL EMISSIONS WERE SCOPE 1 (DIRECT)

Greenhouse gas emissions from sources owned or directly controlled by the organisation.

35%

OF TOTAL EMISSIONS WERE SCOPE 3 (INDIRECT)

Greenhouse gas emissions arising from sources not owned or directly controlled by the organisation.

1%

OF TOTAL EMISSIONS WERE SCOPE 2 (INDIRECT)

Greenhouse gas emissions from the generation of purchased electricity, heat, cooling or steam purchased from the organisation.

↓ 2%

REDUCTION IN TOTAL EMISSIONS BETWEEN 2018 AND 2022

2018  
MT CO<sub>2</sub> 241,506

2022  
MT CO<sub>2</sub> 232,920

0.13

DIRECT MT CO<sub>2</sub> PER GUEST

2018 → 2022

Emission intensity has been stable since 2018. (CO<sub>2</sub> emissions per available passenger cruise night)

€66 MILLION

DIRECT INVESTMENTS INTO EMISSIONS REDUCTION BY UPGRADING FLEET AND R&D

This investment enabled us to launch one more hybrid ship (giving us a total of four in the group) last year in Norway.

Curious to learn more?

See complete emissions data:



Appendix E1



## INTRODUCTION & TOPIC GUIDE

Curbing greenhouse gas (GHG) emissions is crucial if we are to keep global warming in check. We know that the travel industry has work to do reducing its impact on the climate, so we've set out ways we can make a real difference by focusing on concrete, measurable solutions.



## TOPIC GUIDE: EMISSIONS

### WHY IS THIS MATERIAL?

By contributing to greenhouse gas emissions, we know we have a negative impact on the climate. This in turn affects the destinations we visit, and we have a duty of care to protect what we value.

### WHAT IS OUR TARGET?

Net Zero 1, 2 and 3 emissions by or before 2050, and carbon neutral Scope 1 operations by 2040. Our first zero emission ship sailing on the Norwegian coast by 2030.

### HOW IS IT MANAGED?

We have set an overall target of being Net Zero in 2050 that is governed by our Board and Executive Management Team. All parts of the organisation are working to enable us to reach this target.

### HOW DID WE PERFORM?

Scope 1 and 2 emissions rose as business activity continued to pick up, but there has been a small drop from our baseline year of 2018. We're happy to see that emissions per passenger remained steady despite very abnormal times, as it's very difficult to achieve operational excellence when faced with the challenges of a global pandemic.

To review all our emissions data, please see Appendix F1.



## HOW DID WE PROGRESS?



Bergen, Norway

Tatiana Popova

*When it comes to the release of greenhouse gases, global emissions from transportation and tourism are some of the biggest contributors. It's natural that, as a travel company, we recognise our ships and operations have a negative impact on the environment, so we've set ambitious targets and have a plan for reducing our emissions.*

As the travel sector has come back to life following the pandemic, we have seen a corresponding increase in our emissions compared to 2021. Our overall GHG emissions that can be directly attributable to the business – known as Scope 1 & 2 emissions – have risen in line with the increase in sailings. And while this is to be expected, it nevertheless underlines the urgency of reducing the environmental footprint of travel in what is currently a very carbon-heavy industry. Compared to our baseline year (2018) our absolute emissions have seen a small decrease.

The summary of our emissions data in 2022 shows that our Scope 1 and 2 emissions have risen as business activity has picked up, however, compared to our baseline year of 2018 we can see there has been a small drop of 2%. As we can also see, Scope 1 emissions per guest, known as the intensity, have remained at the same 0.13 tonnes of CO<sub>2</sub> they were

Penguins, Antarctica

Andrew Peacock

in the baseline year, as well as in 2021. And while we would like to see this figure fall, we're happy to have been able to keep it stable during such challenging operational times. Additionally, the use of biofuel decreased due to extraordinary price levels caused by the energy crisis. We plan to return to using similar and even higher amounts of biofuels going forward, and this gives us further confidence that we will reduce our emission intensity in 2023.

An important progress marker for us is that we are reporting on our Scope 3 emissions for the first time, which is a hugely important indicator of our progress and transparency. These are a measure of indirect GHG emissions not produced by us, and include such measurables as business travel, purchased goods and services, and employee commutes.

We want to see steady progress in reducing these numbers, and later in this chapter you can read about the investments we are making to accomplish this. To summarise our emission reduction programme; we are focusing on initiatives that reduce in-sector emissions, such as the electrification of ships, optimising the fuel we use, and increasing the use of sustainable biofuels.





## KEY HAPPENINGS & NEW PROJECTS

### *Climate change risk and opportunities*

Addressing climate change and its associated risks and opportunities requires board-level attention. In our attached Task Force on Climate-Related Financial Disclosures (TCFD) note, we address how we work with these topics from a governance and strategy perspective. Climate related issues have been high on the agenda within Hurtigruten Group for years, during which time they have been incorporated into strategy and business planning. Our top risks are addressed in the attached Risk Programme in Appendix D.

### *Setting Science Based Targets*

Our first step has been to carefully measure the emissions and create targets for reduction on a year-by-year basis. In 2022 we committed to the Science Based Targets Initiative (SBTi), the only emissions reduction framework for companies that's verified by a third party and supports keeping a global temperature increase of no more than 1.5 degrees Celsius. This commits Hurtigruten Group to be Scope 1,2 & 3 emissions-free by 2050, and to achieve significant emissions reductions by 2030. We are currently in the process of preparing our near- and long-term targets for SBTi, and our intention is to send these for validation before summer this year.

### *Cleaner cruising with electricity*

One of the most immediate actions available to us is to fit our ships with cleaner and more efficient engines. In 2020 we were the first company to introduce hybrid electric-powered ships into operation when MS Roald Amundsen and MS Fridtjof Nansen went into service, with the latter vessel being awarded the accolade 'Safest and Most Sustainable Cruise Ship in the World' by STERN in 2021. A third hybrid ship, MS Otto Sverdrup, was added in the same year, and this trend continued as Hurtigruten Norway upgraded MS Richard With to hybrid status in 2022, with plans to implement the same changes in two more ships by 2024. This will help us to achieve a reduction in Scope 1 emissions intensity in the years ahead.

### *Measuring Scope 3 emissions*

In this report we have recorded our Scope 3 emissions, which gives us a clearer indication of the wider carbon footprint of our whole enterprise. Scope 3

emissions measure the impact of activities that aren't the direct result of our business, but which can nevertheless be attributed to it. Examples would include greenhouse gas emissions from business travel, or the carbon footprint of goods supplied to our ships. As a first step we've partly used an estimation system that employs the Ignite method to spend categories. This gives us an important first baseline as we move along the pathway to more accurate calculations.

### *Direct action, not carbon offsetting*

As an operator in a carbon intensive industry, we have established a thorough understanding of our impact on the planet. And as we are currently in the process of developing a GHG emissions reduction programme that is aligned with Science Based Targets, we have made the decision to not focus our reduction efforts on offsetting or to offer offsetting to customers. Instead of counterbalancing our emissions, we believe the right approach is to focus our investments driving in-sector emissions reductions. Our main reduction strategy is to reduce our own direct and indirect emissions, i.e. focus on what moves the needle. In our reduction plan we have outlined six main initiatives, focusing on hybridisation, fuel optimisation, sustainable biofuels, shore power connectivity, Research & Development, and transparency in reporting. In 2022 alone we spent €66 million on emissions reductions across our fleet.

### *Decarbonising our operations*

The projects we have initiated in 2022, as well as those that are continuing, build upon our ongoing efforts to reduce emissions and operate a cleaner, greener fleet. Back in 2009 we banned the use of heavy fuel oil in all our operations and worked with NGOs with the goal of enacting a ban on its use in Arctic regions. What's more, we've upgraded all our vessels to connect to shore power, meaning the elimination of an estimated 150 tonnes of CO<sub>2</sub> and 2.5 tonnes of NO<sub>x</sub> per vessel each year. And it's not just ships that are running cleaner; we now operate eight all-electric snowmobiles in Svalbard, as well as a hybrid-electric expedition boat and an electric tour bus – all of which contribute to our continued efforts to decarbonise our operations.

HURTIGRUTEN GROUP



**-2% ABSOLUTE EMISSIONS**  
DECREASE IN ABSOLUTE EMISSIONS (SCOPE 1 AND 2) COMPARED TO BASELINE YEAR



**+1 HYBRID SHIP**  
TOTAL OF 4 HYBRID SHIPS



**+1 ELECTRIC TOUR BOAT**  
WE NOW HAVE 2 ELECTRIC TOUR BOATS IN SVALBARD



**REPORTING**  
SCOPE 3 EMISSIONS  
FIRST YEAR OF DISCLOSURE



**100% SHIPS WITH SHORE POWER**  
OUR 14 SHIPS HAVE SHORE POWER CONNECTIVITY



**8 ELECTRIC**  
SNOWMOBILES IN HURTIGRUTEN SVALBARD



**139 SOLAR PANELS**  
17,420W RENEWABLE ENERGY CAPACITY



**€66 MILLION SPENT ON REDUCING EMISSIONS**  
DIRECT INVESTMENTS ON UPGRADING FLEET AND R&D



**PROTECTING  
WHAT WE LOVE**



## KEY HAPPENINGS & NEW PROJECTS



Kayaking, Antarctica

Roger Brendhagen

### *Sea Zero*

In March 2022, Hurtigruten Norway took the first step towards launching zero-emissions ships on the Norwegian coast. Our Sea Zero project kicked off with a feasibility study to determine how to pursue the best technological and fuel options, as well as looking at modern battery solutions and ways to increase energy efficiency. The project has been launched in collaboration with thirteen other industry partners including shipbuilders, green energy producers, research technology specialists and maritime authorities. Our ambitious aim is to build our first zero-emissions ship for the Norwegian Coastal Express routes by the year 2030.

### *Investing 100 million Euros into upgrading our Coastal Express fleet*

Last year also saw Hurtigruten Norway's first hybrid electric powered ship, MS Richard With, which was given an environmental refit and successfully launched in September 2022. The ship now features state-of-the-art technology to reduce CO<sub>2</sub> emissions, cutting them by some 25%. This was the first of three Coastal Express ships that are to be upgraded to hybrid electric power as part of a wider 100 million Euro programme that will see all seven ships given an upgrade. Measures include a range of solutions including fitting cutting edge wastewater treatment technology and installing Selective Catalytic Reduction (SCR) systems to reduce NO<sub>x</sub> emissions by 80%.

Reine, Norway

Lhairguns

### *Hybrid-electric tour boat and solar panel boost in Svalbard*

In April 2022 Hurtigruten Svalbard launched Kvitbjørn, a tour boat with a hybrid-electric propulsion system that's ideal for polar exploration. Kvitbjørn represents a milestone in transforming the way guests can interact with the fragile Arctic ecosystem of Svalbard, operating with far less noise and fewer emissions than a conventional gasoline-powered vessel. The tour boat is in addition to the electric snowmobiles previously pioneered by Hurtigruten Svalbard. What's more, in 2023 a project to install 650 solar panels on the Radisson Blu hotel and Polarsenteret in Longyearbyen is being initiated to supply green energy and reduce carbon emissions by around 102 tonnes.

HURTIGRUTEN GROUP





# THE BIGGER PICTURE

In these articles we take an objective look at the wider issues, exploring the context within which our pillars of Emissions, Nature, People and Community sit.

## Climate

significant

weather

human

## Curbing Climate Change

By Maria Diandra

It's the issue of the century. Scientists warn us we must change our ways or face an uncertain future on a hotter planet. But what exactly is the impact of climate change and what can we do to slow it down?

March 2023. It's the eve of the publication of the Intergovernmental Panel on Climate Change's (IPCC) latest landmark report, and the Prime Minister of Samoa issues a desperate plea warning that her country faces an existential threat from global warming. Samoans, says Fiame Naomi Mata'afa, will be forced to relocate from their low-lying Pacific islands unless immediate action is taken to stop sea levels rising. "We're all impacted, but the degree of the impact is in the particular circumstance of countries. So our low-lying atoll countries, it's right there, we're living with it," says Mata'afa.

It's a dire reminder that global warming is one of the most pressing issues faced by humanity. Our climate, our weather and the life support systems of our planet are changing, and there are knock-on effects that will hit us all. Higher temperatures, sporadic rainfall and more severe droughts are already having significant impacts on ecosystems and communities across the globe. And according to the IPCC, unless we curb these rising temperatures, the climatic stability we've taken for granted for millennia is likely to change in unpredictable and dangerous ways.

### Why is climate change a concern?

Climate change has far-reaching consequences for the world's ecological balance and the stable systems of nature that have allowed human civilisations to prosper. Average temperatures are rising and we're already seeing melting ice sheets at the poles, which is causing sea levels to rise. This threatens coastal communities and island

nations like Samoa. At the same time, extreme weather events such as storms and heat waves are resulting in droughts, floods and forest fires, causing damage to homes and infrastructure, and leading to crop failures and the destruction of wildlife habitat.

The rise in temperatures and increased frequency and intensity of extreme weather events can pose health risks to people, particularly the more vulnerable elderly, sick and young. It can exacerbate air and water quality, contributing to the spread of certain diseases and causing a knock-on effect on national health systems.

### What causes climate change?

Climate scientists maintain that the root cause of global warming is man-made. When certain gases like carbon dioxide, nitrous oxide and methane build up inside our atmosphere, they trap heat, causing the Earth's temperatures to rise. It's known as the greenhouse effect, and the gases that cause it are known as greenhouse gases.

Although natural processes like volcanic eruptions and solar radiation variations have contributed to climate change throughout Earth's history, they're not considered to be responsible for the current phase of global warming. And according to NASA's Goddard Institute, those temperature rises are increasing, with the average annual atmospheric temperature going up by around 0.2 degrees Celsius per decade.





“We’re all impacted, but the degree of the impact is in the particular circumstance of countries. So our low-lying atoll countries, it’s right there, we’re living with it.”

Fiame Naomi Mata’afa,  
Prime Minister of Samoa

One place where the impact of climate change is particularly apparent is in the Arctic archipelago of Svalbard, where temperatures are rising quicker than anywhere else. According to a report by the Norwegian Environment Agency, temperatures there rose by between 3–5°C from 1971 and 2017. This rise in temperature is thawing sea ice, reducing hunting grounds for wildlife like polar bears, and increasing the risk of avalanches.

#### Industrial revolution

Since the industrial revolution in the 18th century, we’ve been pouring greenhouse gases into the atmosphere at a staggering rate. The burning of fossil fuels, such as coal, oil and gas, releases significant quantities of carbon dioxide (CO<sub>2</sub>). Under normal circumstances, the planet’s regulatory mechanism would absorb any excess, with carbon-based plants flourishing and forests expanding. But we’ve been destroying these carbon sinks, decreasing the planet’s natural ability to absorb CO<sub>2</sub> and exacerbating the problem.

To combat this threat, in 2015 196 nations signed the Paris Agreement, committing to reduce emissions and tackle the rising danger of climate change. Its primary objective is to hold the average rise in global temperature in this century to below 2 degrees Celsius over pre-industrial levels, with an aim to keep it to 1.5 degrees Celsius. At this level, it is thought, we can avoid climate change’s most severe and permanent effects.

#### What can we do to curb climate change?

The global nature of climate change means that it isn’t enough for actions to be taken in isolation – they must be taken everywhere. Global warming knows no boundaries, so only holistic solutions will work. Action needs to be taken at every level – from national governments and global corporations, down to local communities and individuals.

Switching from polluting fossil fuels to cleaner ways of producing energy and powering homes and transportation is one way of lowering the

collective carbon footprint of humanity. Some national governments are racing ahead with ambitious programmes to decarbonise their economies. Denmark, for example, has committed to a 70% reduction in CO<sub>2</sub> emissions by 2030, and net zero emissions by 2050. It aims to achieve these targets with an aggressive plan to not just slash fossil fuel use, but also to suck CO<sub>2</sub> out of the atmosphere and lock it up in depleted undersea gas fields.

#### Conservation counts

Companies and individuals too can reduce their carbon footprint by purchasing renewable energy from green suppliers. In fact, there’s a myriad of ways in which less polluting forms of energy can be substituted for dirty ones, but it’s usually more efficient and cheaper simply to conserve. Whether that means cycling to work, insulating your loft or taking a train rather than a plane, the carbon savings are often immediate – and there’s the added benefit of saving money in the long run.

When it comes to conservation, there are some low hanging fruits. The UK, for example, has the least insulated housing stock in Europe, losing heat at three times the rate of houses in Norway, Europe’s most insulated nation. If the UK’s housing stock could reach the same levels, huge amounts of energy could be conserved, and far fewer greenhouse gases would be released. A concerted effort to do so would create many jobs and be a boost for the climate.

#### Get active

While top bodies such as the IPCC continue to paint an alarming picture of climate change, it’s often easy to feel powerless. But we can all do our bit to make a difference and help avoid the worst excesses of global warming. There are so many ways in which we can make efforts to reduce our carbon footprints – and by doing so you’ll be helping Fiame Naomi Mata’afa and her fellow Samoans, the polar bears of Svalbard, and just about everyone else on planet Earth, including yourself.



# NATURE

- 1. INTRODUCTION & TOPIC GUIDE
- 2. PROGRESS IN 2022
- 3. KEY HAPPENINGS & NEW PROJECTS

*4. THE BIGGER PICTURE -  
PLASTIC POLLUTION CALLS FOR  
DRASTIC SOLUTIONS*



**2,350 KG**  
LITTER COLLECTED  
SHORESIDE DURING  
SHIP OPERATIONS  
BY OUR GUESTS

The litter collected shoreside by our guests during ship operation is equivalent to the weight of three polar bears.



FOOD WASTE  
**0.341 KG**  
EDIBLE FOOD WASTE  
PER GUEST



WE HAVE  
SUPPORTED

**64**

ENDANGERED SPECIES  
THROUGH SCIENCE  
PROJECTS AND THE  
FOUNDATION



**1,480,168 LTR**  
OF WATER SAVED FROM GUESTS  
CHOOSING GREEN STAY



Curious to learn more?  
See complete nature data:  
→  
Appendix E2



## INTRODUCTION & TOPIC GUIDE

Every one of our actions has an impact on the natural world – whether positive or negative. The challenge that faces us is to tip the balance in favour of those actions that lead to a world with healthy and diverse ecosystems where nature thrives.

HURTIGRUTEN GROUP

### TOPIC GUIDE: NATURE

## WHY IS THIS MATERIAL?

Tourism puts pressure on natural resources and the ecosystems we rely on. We are committed to doing our part to protect the environment and helping to stop marine pollution and litter.

## HOW IS IT MANAGED?

Our impact on nature isn't an area handled by an individual within the company. All parts of the organisation are responsible for and are involved in starting and driving projects that enable us to increase our positive impact. Policies and guidelines set out clear paths for how we work to ensure we minimise our impact on nature.

## WHAT IS OUR TARGET?

By 2030 we aim to reuse or recycle 100% of the waste we produce on board our ships and in our land-based operations.

## HOW DID WE PERFORM?

We made significant progress towards our goals by cleaning beaches, contributing to science and conservation, and implementing new systems to measure our impact on the natural world. For 2023, one of our priorities is to focus on the tracking of waste streams.

To review all our Nature data please see Appendix F2.



## PROGRESS IN 2022



Science programme, Antarctica

Espen Mills

*Wherever tourists go, they impact the local environment by consuming resources, producing waste and interacting with nature. This begs the question; would it not be better for the environment if these tourists were to stay at home? We think that's the wrong question, or at least the wrong way to think about it.*

In our view, we humans are hard-wired to explore the world – it's simply a part of our DNA. But it's the way we explore and how it impacts the natural world that's important. International travel can be – and should be – a force for good. People are not always passionate about protecting things they've not experienced or seen, and our role is to facilitate that sense of discovery, giving our guests a deeper understanding of nature. Travel that steers clear of mass tourism yields many benefits; supporting local economies, opening minds to new cultures, and connecting people with the natural world in a responsible way.

We're just as passionate about protecting the oceans as we are about preserving the places to which we travel, whether that's a fjord, a beach, a rainforest or an island. And we believe that one of the best tools we have is science. That's why we have a Science and Education Programme for our guests. We invite research scientists on board our expedition ships

and even have a Chief Scientist to help guide our sustainability journey. Yes, we want our guests to enjoy their cruise, but we also want to educate and empower them so they can inspire positive change in their own communities when they get back home.

The figures to the right show where we're at on our journey towards a greener future. Much of this data is being collected for the first time, so will act as a baseline against which to measure our future progress. You'll see that the amount of marine waste we're collecting from beaches – 2,350kg last year – is now being logged. Also note that edible food waste has been measured at an average of 0.34kg per guest night, which is a figure we aim to bring down. Our science efforts have shown great progress, with 18 projects now supported (up from 6), 60% of guests taking part in onboard science projects (up from 15%) and 64 species on the International Union for Conservation and Nature's (IUCN) Red List now being supported through our Science Programme and Hurtigruten Foundation.



**+12 SCIENCE**  
COLLABORATION PROJECTS  
SUPPORTED A TOTAL OF 18 IN 2022



**+300% PARTICIPATION**  
60% OF OUR GUESTS TOOK PART IN CITIZEN  
SCIENCE PROJECTS



**2,350 KG LITTER**  
COLLECTED DURING GUEST BEACH CLEANUPS



**REDUCING FOOD WASTE**  
341 GRAMS FOOD WASTE PER GUEST



**167 LTR WATER**  
CONSUMPTION PER GUEST



**64 ENDANGERED SPECIES SUPPORTED**  
THROUGH SCIENCE COLLABORATION PROJECTS  
AND OUR FOUNDATION (PER ASSESSED IUCN  
RED LIST CATEGORY)



PROTECTING  
WHAT WE LOVE





## KEY HAPPENINGS & NEW PROJECTS



Ålesund, Norway

Marco Bottigelli

### ***Appointment as Chair at the International Association of Antarctica Tour Operators***

An important part of how we aim to protect nature is by working closely with regulators and policymakers to ensure the industry strengthens regulations regarding how we visit and land in vulnerable areas. We want to take a positive role in driving change and have been active members of the Association of Arctic Expedition Cruise Operators (AECO) and International Association of Antarctica Tour Operators (IAATO) since their inception. In fact, with Tudor Morgan (VP of Sustainability and Industry Relations within Hurtigruten Expeditions) being appointed as Chair of the IAATO Executive Committee in 2022, we currently hold the chairs of both AECO and IAATO. These organisations advocate and promote safe and environmentally responsible travel to the polar regions.

### ***Supporting biodiversity around the world***

As we bring our guests to some of the world's most biodiverse regions, it's a natural fit for us to make sure nature receives the protection she deserves. Through Hurtigruten Foundation, we're working with partners to protect species at risk of extinction. For example, in the Galápagos Islands, we are supporting the elimination of introduced predators to save the critically endangered Galápagos Petrel, while in Cape Verde we are helping to protect nesting loggerhead turtles. Within Europe, we're supporting the creation of an ecosystem accounting pilot project in Norway's Lofoten Islands, enabling ecologists to maintain biodiversity. In total,

via our science programmes and Foundation, we are supporting 64 different species globally, 17 of which are considered "in danger".

### ***Science and Education Programme***

Educating our guests and giving them the opportunity to take part in onboard science projects is key to our ethos of giving back. In the last year we've seen a large increase in the percentage of Hurtigruten Expeditions guests taking part in our Citizen Science projects – jumping from 15% to 60% – and at the same time we've seen the number of science projects supported by the group triple from 6 to 18. Many of our expedition ships play host to scientists collecting data and conducting research. In addition, we've contributed to 14 external scientific fora, from webinars and presentations to web publications and peer-reviewed academic papers, proving that science remains a central part of our sustainability efforts.

### ***Collecting beach litter in the places we visit***

In 2022 we began to comprehensively record the amount of beach litter – mainly plastics – that our guests and crews have collected at the destinations where we sail. While we have been doing this for several years, 2022 saw us step up a gear with a concerted effort to clean up some of the more remote shores where local wildlife could be most severely impacted by marine litter. Last year, our crews and guests together removed 2,350kg of plastic and other waste from the marine environment, and this year we aim

## HURTIGRUTEN GROUP

Svolvær, Norway

Agurtxane Concellon



to remove even more. In addition, Hurtigruten Foundation awarded a grant to Aktiv i Friluft, a group that works on removing plastic waste that has accumulated around Svalbard's shores.

### ***Water usage and wastewater measurement***

Clean water is one of the most precious resources on our planet; vital for the health of people, animals and indeed whole ecosystems. Recognising this, we have started reporting on how much fresh water we are using, which is also a proxy for our wastewater production. While this is the first year we are reporting this data, we are already finding ways to reduce our impact. One example is the fitting out of state-of-the-art wastewater treatment systems on our ships to minimise waste at sea while, as part of the Green Upgrade to our fleet, Hurtigruten Norway has implemented a campaign called 'Save Water' which seeks to reduce the amount of fresh water used across operations. Our Green Stay programme, whereby Hurtigruten Group makes a donation for every night that guests choose not to have their cabins cleaned – in appreciation for them helping to save water, power and detergents – saves around 1.4 million litres of water per year across all our ships.

### ***Improved tracking of waste and the recycling of ropes***

One of our prioritised areas for improvement in 2023 is the tracking and handling of waste. With the digitisation of logbooks, we are achieving better accuracy of

monitoring waste streams logged in accordance with the International Convention for the Prevention of Pollution from Ships (MARPOL) guidelines. We want to significantly increase the amount of waste we reuse, which is why we also invest time in initiatives such as the UN Global Compact's GloLitter Global Industry Alliance on the handling of ropes in the maritime industry. The UN Global Compact working group aims to create an industry standard for best practise in this area. An important first step for Hurtigruten Norway has been to deliver all old ropes for recycling through Oceanize. In 2022 we recycled 440kg of ropes, meaning 440kg of plastic was turned into granules that will be re-used to manufacture other plastic goods and giving this plastic a second life.

### ***Tackling food waste on board our ships***

A significant part of our operations involves hospitality for our guests, as well as catering for our crews. This inevitably entails an amount of food that goes to waste. We are tackling this issue head-on, and Hurtigruten Norway has had considerable success slashing food waste per passenger by around 70% since 2019, down from 266g to just 73g. The considerable learning and expertise in reducing food waste accrued by Hurtigruten Norway can now be applied to Hurtigruten Expeditions, sharing knowledge across the group to achieve the common objective of reducing our impact on nature.



# THE BIGGER PICTURE

In these articles we take an objective look at the wider issues, exploring the context within which our pillars of Emissions, Nature, People and Community sit.



## Plastic Pollution Calls for Drastic Solutions

By Emma Field

The amount of plastic pollution in the oceans could outweigh fish by 2040. The consequences for biodiversity are already dire, so what can we do to help fix this alarming problem?

Plastic pollution has a devastating effect on marine life. Every year, an estimated 100,000 marine animals and a million seabirds are killed by plastics dumped in the ocean. Entanglement and ingestion are the chief dangers, but lacerations, infections, suffocation, internal injuries, toxification and the transport of invasive species and bacteria are also risks.

We're already too familiar with images of seals with fishing nets wrapped around their necks and turtles with six pack rings looped around their disfigured shells. We've heard about whales and seabirds mistaking plastic for prey and dying of starvation as their stomachs fill with litter. But the problem goes beyond individual creatures. Animal populations are being decimated, with far-reaching effects.

### Critically endangered

The latest report from the International Union for Conservation of Nature states that nearly 10% of marine species are at risk of extinction, including dugongs and 20 of the world's abalone species (a type of shellfish). Pillar coral is critically endangered. Shark and ray species have declined by 71% since the 1970s. Pollution is one of the key reasons behind this deterioration in marine biodiversity, along with overfishing, disease and habitat loss.

This decline matters. The more biodiversity in our seas is depleted, the less resilient marine life becomes to environmental changes. The potential impact on global warming and our food, economic and cultural systems is catastrophic.

Once it enters our waters, plastic finds its way to every corner of the oceans. The greatest concentrations of ocean plastic are in the Mediterranean and the Great Pacific Garbage Patch (an area bigger than Texas), but plastic bags are present in the depths of the Mariana Trench – the deepest place on Earth – and microplastics are present at the remotest parts of the poles.

### A growing problem

The plastic problem – and hence the biodiversity problem – is only set to get worse. A 2022 OECD report that looked at floating ocean plastics from 1979 to 2019 found no clear trend until 1990 when the number of plastics was fluctuating but stable until 2005. Between 2005 and 2019, that number increased from 16 trillion pieces of plastic to 171 trillion.

The sharp increase since 2005 is due to a combination of factors. Not least, the doubling of plastic production over the last 20 years, of which only 9% is recycled. Another component is thought to be the replacement of legally binding international agreements with voluntary agreements – a change that has come in since the 1980s. The agreements focused on clearing up plastics and not dumping fishing, naval and shipping plastics.

### Tipping point

We are reaching a tipping point for plastic pollution in our oceans. The ever-increasing deluge of plastic is entering the oceans faster than we can clean it up. Without immediate action, the rate of plastic entering →





the seas is expected to increase 2.6-fold from 2016 to 2040. At this point the amount of plastic in the ocean will outweigh the fish.

Should this tipping point be reached, there will be a collapse of habitats and devastating species loss. Higher concentrations of plastic could affect the access to sunlight of marine organisms like phytoplankton. This limits their ability to soak up carbon, impacting global carbon cycles and contributing to global warming.

#### High Seas Treaty

But there is a ray of light picking its way through the plastic smog. In early 2023, nearly 200 countries endorsed the High Seas Treaty, a starting point for protecting 30% of the world's oceans and achieving global biodiversity goals. Defined as seas beyond 200 nautical miles of shores, the high seas cover almost half the planet and are home to up to 10 million species. This vast area suffers from a lack of effective regulation of activities such as fishing and shipping.

The treaty is crucial for helping address the triple whammy of biodiversity loss, climate change and pollution and will both help safeguard the ocean and ensure international collaboration on conservation and research.

#### Long term solutions

Even before the treaty, a range of innovative solutions was already working to remove and reuse the plastic from our oceans. Organisations like RiverRecycle and Plastic Fischer have developed effective ways to clean plastic waste from rivers before it reaches the ocean.

RiverRecycle even provides a circular business model that helps deal with the waste after it has been removed. Other businesses recycle plastic pollution into sunglasses, shoes and clothing, raising awareness of the issue along the way.

But the only real long-term solution is to drastically reduce the amount of plastic we produce and use. Governments and top-polluting corporations need to take responsibility for the entire life cycle of plastics – from extraction to disposal, and ban the use of plastics – especially single-use plastics – wherever possible. We know this approach can work. Since a 5p charge for plastic bags was introduced in England in October 2015, there has been a 55% reduction in the number of plastic bags found on UK beaches.

After all, cleaning the oceans and recycling the waste is futile if we're dumping plastic faster than we can recover it.

***Plastic bags are present in the depths of the Mariana Trench – the deepest place on Earth – and microplastics are present at the remotest parts of the poles.***



# PEOPLE



- 1. INTRODUCTION & TOPIC GUIDE
- 2. PROGRESS IN 2022
- 3. KEY HAPPENINGS & NEW PROJECTS
- 4. THE BIGGER PICTURE - HAPPINESS:  
THE SECRET OF SUCCESS





**3,276**  
TOTAL NUMBER  
OF EMPLOYEES



  **62% MEN**  
**38% WOMEN**



**67%**  
SHIP-BASED



**33%**  
LAND-BASED



**NATIONALITIES**  
**78**



44 (2018)    61 (2021)    78 (2022)

Curious to learn more?  
See complete people data:  
→  
Appendix E3



## INTRODUCTION & TOPIC GUIDE

Our employees are at the heart of who we are. They're the people who drive our business forwards, the faces that customers see aboard our ships, and the passionate advocates of our brand wherever we are in the world.



HURTIGRUTEN GROUP

TOPIC GUIDE: PEOPLE

### WHY IS THIS MATERIAL?

People are at the heart of Hurtigruten Group. We are nothing without our fantastic employees who between them deliver world-class travel experiences for our guests. And as a global employer we have an important responsibility to uphold human rights.

### 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 job satisfaction and wellbeing of all employees.

### WHAT IS OUR TARGET?

Employee Net Promoter Score over 30 by 2025, 40% of women in senior leadership by 2026, 35% female officers by 2030, zero marine casualties and a Lost Time Incident Frequency score below 0.5 by 2030.

### HOW DID WE PERFORM?

With a growing workforce, we're also seeing an increase in diversity and a rise in job satisfaction.

To review all our People data, please see Appendix E3.



## PROGRESS IN 2022



Rorvik, Norway

Tommy Simonsen

*Within Hurtigruten Group we have nearly 3,300 employees representing 78 different nationalities from around the world – we truly are a global company. And we're committed to making it a great place to work for every person, ensuring their jobs are fulfilling and rewarding.*

Since 2018, we have seen the number of employees rise from 2,514 to 3,276 – a 30% increase. Headcount is increasing as we bounce back from the travel slump caused by the pandemic and continue to invest in our future growth. The increase in numbers has been seen across all areas, with more people working both onboard ships and landside, as well as within the different business units. The ratio of those working at sea and on land has changed little, with still around two thirds working aboard ships.

We measure the overall satisfaction of our employees by systematically monitoring eNPS scores across the company. eNPS stands for Employee Net Promoter Score, a broadly used metric for measuring employee contentment levels within an organisation. This gives us an idea of what we're doing right and where we need to improve, and we're happy to see that employee satisfaction has increased since 2021. Of course, this is good news both for our people and for us as a company. We're also happy to note a corresponding decrease in sick leave, as well as the rate of staff turnover falling by around a third from the previous year.

It's important that everyone feels welcome when they come and work at Hurtigruten. That's why we place such a strong emphasis on Diversity, Equity and Inclusion (DEI) within the company. 2022 saw a big leap for us as we focused on improving our efforts in this area, investigating how we are doing and where we are going. We then implemented policies and training programmes, such as inclusive leadership training. People perform better when they feel secure in their work environment, and this is a major reason why we will remain concentrated on our efforts to make everyone feel they can bring their whole selves to work.

The figures speak for themselves, showing a big rise not just in the number of employees, but also in the nationalities represented. There has also been a slight increase in the proportion of land-based women in senior leadership roles – increasing from 32% in 2021 to 35% – and we've also witnessed a small increase in the number of senior female officers aboard our ships, increasing from 12% to 13%. These are positive steps in the right direction, but we still have more work to do when it comes to addressing the gender pay gap for land-based employees, which saw women on average earning only 72% of what men earn, compared to 87% the previous year. In an effort to address this, our Chief People Officer is initiating a programme to monitor this disparity and enact policies to correct it.

## HURTIGRUTEN GROUP



**eNPS FROM -8 TO +8**  
OUR EMPLOYEE SATISFACTION MEASUREMENT



**+ 13.4% APPRENTICES**  
IN HURTIGRUTEN NORWAY



**+9% WOMEN**  
IN SENIOR LEADERSHIP AND +6% FEMALE SENIOR OFFICERS COMPARED TO 2021



**AVERAGE AGE 39**  
ELDEST EMPLOYEE IS 74, YOUNGEST IS 18



**3,276 EMPLOYEES**  
38% WOMEN/62% MEN



**78 NATIONALITIES**  
UP FROM 61 IN 2021



PROTECTING  
WHAT WE LOVE





## KEY HAPPENINGS & NEW PROJECTS

### *Employee job satisfaction moving in the right direction*

We're happy to report that there has been some great progress in the area of employee satisfaction, with our overall eNPS score rising year-on-year from -8 to +8 for the company, and to an impressive +32 for Hurtigruten Expeditions. This is the result of bigger investments in the employee experience, with an increased focus on more frequent communications with teams, employee representatives and crew pursers. Another important factor was that in 2022 we were able to physically work with one another again after the long period of remote working caused by the pandemic, and that undoubtedly has added to a greater overall feeling of wellbeing.

### *Diversity, Equity and Inclusion is a part of who we are*

At Hurtigruten we take pride in ensuring a fair and equitable workplace for all our people. In 2022 we launched a new Diversity, Equity and Inclusion programme aimed at building an organisation both at land and sea which is truly representative of the people, guests and communities we serve. Our new DEI policy is set out to 1) Foster empathy, respect and inclusion – understanding that they are core behaviours within Hurtigruten Group for both our people and our organisation, 2) Ensure no discrimination is tolerated, and 3) Provide guidance for employees on what to do in case they encounter discrimination. An important mechanism to ensure this is the new Whistleblower programme which we launched at the end of summer in 2022.

### *Industry-first Black Traveler Advisory Board*

In 2022 we also launched an industry first, the Black Traveler Advisory Board. Its aim is to increase the visibility and inclusivity of Black travellers in the expedition cruising industry. The board provides us with the intelligence and tools to better reach, engage with and position our products for the Black traveller, and travellers of colour in general. Members of the board went with Hurtigruten Expeditions to Antarctica to experience the brand and product in February 2022, and will this year travel with Hurtigruten Norway's new Svalbard Express before presenting its findings to Hurtigruten Group's Executive Management Team. The board is working in three subcommittees, focusing on Customer Engagement and Strategic Partnerships;

Diversity Hiring and Contracting; and Research and Marketing, with a Hurtigruten executive assigned to each subcommittee. This is one of our DEI initiatives that we are very proud of, and it garnered several awards in 2022 (see Appendix C).

### *LGBTQ+ Employee Resource Group*

Another important DEI initiative we have introduced this year, is our newly established LGBTQ+ Employee Resource Group, which is a voluntary, employee-led group aimed at fostering a diverse, inclusive workforce. The group is open to anyone who wants to join, no matter which Hurtigruten brand they work for either on sea or land, whether they identify as LGBTQ+, or are an ally. The focus of the group is to create a space for all LGBTQ+ employees and allies to meet and support each other and our goal to become more diverse and inclusive. Other LGBTQ+ driven initiatives included hosting the honeymoon of Will Jardell and James Wallington, the then-most recent winners of the popular TV show The Amazing Race, aboard our inaugural Galápagos sailing, as well as hosting married actors Neil Patrick Harris and David Burtka with their twins.

### *Investing in our people*

Offering Maritime Apprenticeships is one way we invest in attracting talent to the business. Within Hurtigruten Norway, there were 134 apprentice positions across a range of areas from ships' electricians and chefs to cooks and tour guides – one of the biggest maritime apprenticeships programmes in Norway. This figure is up by 24 on the previous year. At the same time, Hurtigruten Expeditions has introduced a cadet programme – or maritime apprenticeships – proving we are serious about expanding the horizon of opportunity for people who wish to work in the maritime sector. By training our future sailors we're also able to positively influence levels of diversity within the company, for example by training women to be captains.

### *Protecting labour and human rights*

Being a global employer comes with great responsibility. With offices in nine different countries 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.

## HURTIGRUTEN GROUP

Black Traveler  
Advisory Board,  
Antarctica  
  
Lestic Hsu Oh



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. We are happy to see an increase in employees covered by Collective Bargaining Agreements compared to 2021.

Within Hurtigruten Expeditions the majority of our crew is hired through a third party. Nevertheless, we have a solid agreement to secure and protect their labour and human rights. The Collective Bargaining Agreement, which came into effect on January 12022, is set in place to secure the rights of all crew working on our ships and prohibits all discrimination and harassment based on race, colour, sex, religion, political opinion, national extraction or social origin.

In addition, we have pledged not to 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're proud we have a high retention rate among our expedition crew, and one of the positive things they have highlighted is an onboard culture 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 which 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.

### *Health and Safety*

Health and Safety is a key priority in all our operations. We are committed to the prevention of injury and illness for our sea-based employees, and to continuous improvement of our Health and Safety management systems and performance. All companies in the group have a robust safety 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 target. In 2022 we recorded two incidents of groundings, involving the ships MS Fridtjof Nansen (January) and MS Richard With (August) – no injuries were reported in either case. We take such incidents very seriously, and following investigations the findings were implemented into procedures to strengthen the safety protocol and mitigate risks against episodes like these happening again.



# THE BIGGER PICTURE

In these articles we take an objective look at the wider issues, exploring the context within which our pillars of Emissions, Nature, People and Community sit.

## Happiness: The Secret to Success

By Jo McEwen

People sit at the heart of any organisation, and its success depends on their contentedness and feeling of belonging. No longer can a company afford to ignore the distinct and diverse voices of its own inner community.

What gives an organisation its cutting edge? It's not the level of demand for its product or service, its competitive pricing, or its smart financial management. While these are all important considerations, none of them matter without people – happy people. Happy people are motivated to learn and to act. They believe in and enjoy what they do, and they're driven to push a company forward and they inspire colleagues and customers alike.

Thoughtful leadership, policies and actions are key to achieving this, because how we're guided and whether we feel valued determines whether we give our role 110% or start scouring the job ads in our lunch break. High-quality, supportive management leads to greater job satisfaction, enthusiasm and effort. We're more likely to stay for the long term, we do our jobs better and we become ambassadors for the organisation rather than just employees.

### Feeling included

People today expect to be part of a diverse and inclusive team. By acknowledging and valuing individuals' identities, backgrounds and circumstances, everyone can be given the opportunity to develop their skills and talents to their full potential. When we work in a safe, supportive and inclusive environment; when we're fairly rewarded and recognised for our work; and when we're able to speak up on matters that affect us, everyone stands to gain.

An organisation's attitude towards health and safety is closely tied to employee wellbeing, motivation and happiness. In an organisation where employees are encouraged to learn from their mistakes and are supported

when workloads are high, people are more likely to feel confident about reporting safety concerns and making suggestions for improvement, without fear of blame or punishment. Creating this positive safety culture is crucial in reducing the number of workplace accidents, particularly in industries where human factors can be principal causes, like aviation, shipping or offshore industries.

### A new way of working

The COVID-19 pandemic changed the way we work. Flexible work models are the new norm, and forward-thinking businesses recognise that working hours which are adapted to suit the employee can promote mental health and wellbeing. Investment in training and development opportunities is also crucial to workers' satisfaction and happiness.

So how does an organisation know how happy its people are? That starts with giving them a voice and effective channels to speak up. It also means listening carefully to their concerns and aspirations. Many employers carry out regular attitude surveys, sometimes together with other measures like focus groups, in which groups meet to discuss a specific work-related topic.

A commonly used tool for gauging job satisfaction is the eNPS score. Taken periodically, the eNPS gives a simple snapshot of how the organisation is making its people feel at any one point in time. Employee surveys like these give a good insight into people's experiences of the organisation, while focus groups let people express themselves in their own words. These methods lead to a deeper un-





Understanding of why people are happy or unhappy. If an organisation never asks its people how they're feeling, it will likely be storing up problems for itself.

**Taking team happiness seriously**

When organisations prioritise their people's wellbeing, give them a degree of control, take steps to reduce stress, and involve them in important decisions they create happier teams which perform better. A business which ignores these factors, or just pays lip service to them, will find itself with an unhappy, dissatisfied team who don't deliver the results they want and need. Quite simply, they will feel unmotivated.

These steps don't just make good business sense in terms of recruitment, retention and performance – communities, customers and investors increasingly expect to see evidence of how a company is tackling people-related issues. For example, they'll want to see their safety track record, the pay gap between males and females, and the percentage of racially diverse employees, alongside what policies are being put in place to improve these outcomes.

**Considering the wider stakeholders**

Thinking about how best to treat employees naturally extends to considering how an organisation interacts with wider society. For example, do they recruit local

Indigenous people, and what measures are they taking to eliminate the exploitation of workers in their supply chain? Being focused on people extends beyond the office or factory gate.

When people feel valued, included, safe and respected, they're more motivated and passionate about their work. And when they believe in what they do, others will too, and these positive feedback loops bring results. People are the engine that drives success, and the key that sets it in motion is happiness.

***"The secret of happiness is not in doing what one likes, but in liking what one does."***

—J.M. Barrie, creator of Peter Pan



# COMMUNITY

1. INTRODUCTION & TOPIC GUIDE

2. PROGRESS IN 2022

3. KEY HAPPENINGS & NEW PROJECTS

4. THE BIGGER PICTURE - SMALL IS BEAUTIFUL





# 80%

OF ALL FOOD AND BEVERAGES ON HURTIGRUTEN NORWAY SHIPS SOURCED FROM SUSTAINABLE LOCAL NORWEGIAN PRODUCERS



# +87%

PROJECTS SUPPORTED BY HURTIGRUTEN FOUNDATION. INCREASED FROM 16 TO 30



# €180,000

DONATIONS GIVEN OUT BY THE FOUNDATION. 55% INCREASE FROM 2021



# 41%

GLOBAL SPENDING WITH LOCAL SUPPLIERS (FOOD AND BEVERAGE). UP FROM 19% IN 2021



Curious to learn more?

See complete community data:



Appendix E4



## INTRODUCTION & TOPIC GUIDE

Local communities stand to gain from travel and tourism if it's done right. By fostering strong links with the places we visit, and with a sense of respect, we can help empower people, strengthen local economies and protect the environment.

HURTIGRUTEN GROUP

### TOPIC GUIDE: COMMUNITY

## WHY IS THIS MATERIAL?

We're privileged to access the unique destinations we visit, so it's our responsibility to have a positive impact on the communities that live there.

## HOW IS IT MANAGED?

Our impact on the communities we visit is very important to us and it's 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?

Our network of local food suppliers continued to grow, and now stands at 56, with spend with local suppliers more than doubling to 41%. Similarly, there was almost a doubling of the number of hyper-local projects supported by Hurtigruten Foundation in the places we sail.

To review all our Community data please see Appendix F4.



## PROGRESS IN 2022

*Mass tourism is unsustainable and can be destructive. For us, we believe in a better way to travel, one that positively contributes to the communities we visit and builds long-term sustainable relationships. As we show our guests around our extraordinary planet, we explore, we care, we inspire, and we empower – we never exploit. We feel privileged to be welcomed to people's homelands, and so, we work in partnership with local communities, supporting them socially and adding value economically, to create positive ripple effects that continue long after we've gone.*

Our community work is focused on two main areas: local value creation and the direct positive impact made by the operations of Hurtigruten Norway, Hurtigruten Expeditions and Hurtigruten Svalbard, including supporting projects in communities with Hurtigruten Foundation.

### **Increasing our local value creation via our operations**

We strive to support communities over the long term by creating social and economic value. Our small ships not only create more intimate and authentic travel experiences for our guests, but they also allow us to add more value to local communities. Our ships can access remote locations that big ships can't, opening tourism as a source of income for otherwise isolated communities. And because our small ships bring fewer guests, our operations don't have the same negative environmental impact or cultural dilution that can happen with mass tourism. According to a recent report in Norway, a Hurtigruten ship with 500 guests creates the same employment effect as a large cruise ship with 1,750 passengers, meaning one of our guests can have the same positive economic impact as 3.5 passengers on a large ship\*.

Another way we add value economically is by building partnerships and sourcing locally where possible. This could be by using local operators for excursions, employing local guides or sourcing our food from local suppliers. Via projects like Norway's Coastal Kitchen, and establishing a regional supplier network for Hurtigruten Expeditions, we're taking significant steps toward sourcing food supplies as locally as possible. As a result, in our ESG data for 2022, you'll see our percentage spending with local suppliers for food and beverage more than doubled to 41%, from 19% in 2021. What's more, throughout the course of 2022, Hurtigruten Group supported local economies by spending 15.7 million Euros on local excursions.

### **Increasing our positive impact with the Hurtigruten Foundation**

Established in late 2015, Hurtigruten Foundation is a collaboration between Hurtigruten Group, guests, partners and private donors, united by the commitment to strengthen local communities, protect the planet and create a greener travel industry. Every year, the foundation funds and collaborates with projects, researchers and enthusiasts around the world, helping bring knowledge, awareness and action to vulnerable communities and endangered wildlife.

In 2022, we almost doubled the number of community projects we supported across the globe, from 16 in 2021 to 30 in 2022. In total, we donated 180,000 Euros to a range of important projects, from helping restore kelp forest in northern Norway to increasing research facilities at Mashpi Reserve deep in the Ecuadorian rainforest. Based on figures self-reported by grant recipients, the number of people positively impacted within local communities by our support in 2022 was 62,211, up from 7,200 in 2021†



**14 NEW PROJECTS SUPPORTED**

VIA HURTIGRUTEN FOUNDATION MAKING 30 IN TOTAL



**+55% DONATIONS**

€180 000 DONATED VS €116 000 PREVIOUS YEAR



**+55,011 PEOPLE POSITIVELY IMPACTED**

BY HURTIGRUTEN FOUNDATION (TOTAL 62,211)



**+24% GREEN STAY**

CABIN NIGHTS COMPARED TO 2021



**DOUBLED SPEND WITH LOCAL SUPPLIERS**

41% LOCAL FOOD & BEVERAGE SPEND



PROTECTING  
WHAT WE LOVE



## KEY HAPPENINGS & NEW PROJECTS



North Cape, Norway

Roberto Moiola

### ***Hurtigruten Expeditions regional supplier network***

Our expedition ships travel worldwide, so sourcing food and beverage locally can be challenging. To eliminate the need for transporting food products around the world, we've established a network of regional suppliers, allowing us to source food more sustainably and better support the countries we visit. This has been a big contributor to our spending with local suppliers, and we now have 28 suppliers across Europe, 16 in North America, and 12 throughout South America.

### ***Connecting communities for 130 years***

Proving that travel can be a force for good, Hurtigruten Norway has been caring for the coast and connecting communities for 130 years. Operating between 34 ports along the rugged coastline, our ships have been a lifeline for many communities for many years - providing transport, delivering goods, creating jobs and respectfully showcasing everyday coastal life to international travellers. In 2022, Hurtigruten Norway transported over 58,000 tonnes of goods and 116,000 local passengers along the coast and spent 9 million Euros on local excursions. And from 2023 we're starting two new routes: The North Cape Express from Oslo to the North Cape, and The Svalbard Express from Bergen to the Svalbard archipelago situated high in the Arctic.

### ***Norway's Coastal Kitchen***

Hurtigruten Norway's food concept, Norway's Coastal Kitchen, focuses on quality, sustainability and supporting local suppliers. On our coastal ships, we're sourcing over 80% of our food and drink from sustainable Norwegian producers, and we're actively reducing our food waste. Moving forward, we aim to offer our guests even more low-carbon menus with plant-based, vegetarian and locally sourced, 'blue food' options.

### ***Getting guests involved***

As well as being respectful of local cultures and learning about people's unique ways of life, we also raise awareness for issues facing the communities we visit and encourage our guests to help financially through auctions, fundraisers, direct donations and the Green Stay programme. In 2022, we saw a marked increase in the number of guests engaging with Hurtigruten Foundation, raising over 365,000 Euros. Most notably, 18.6% of guests chose our Green Stay programme, and our newly introduced charity auctions raised 61,500 Euros during the second half of the year alone.

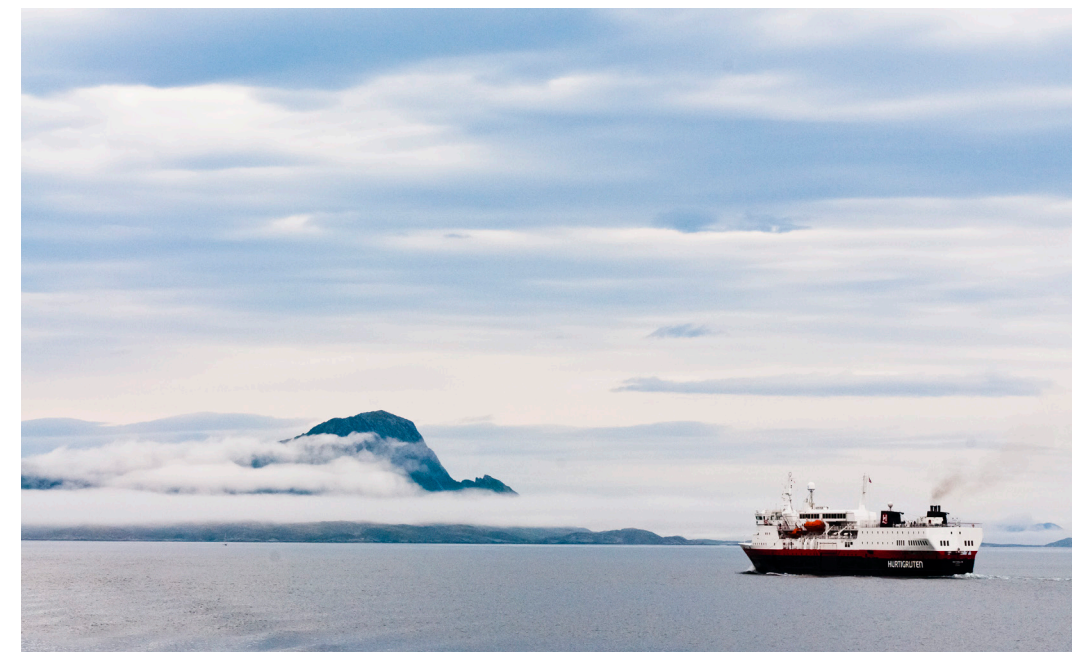
### ***Inspiring locals with adventure tourism in Cape Horn***

In Cape Horn, we're helping local communities work in partnership with tourism by supporting the efforts

## HURTIGRUTEN GROUP

MS Vesterålen

Daide Nani



of Cape Horn Adventures. At the tip of Patagonia, Cape Horn's rugged beauty is a draw for adventure travellers. Cape Horn Adventures aims to get local people involved with the growing tourism industry, building livelihoods and helping protect the environment. With the support of Hurtigruten Foundation, the organisation is buying equipment, offering free courses and teaching local people about these activities like hiking, mountaineering and kayaking, so they can then offer these to tourists. The organisation also coordinates beach clean-ups to encourage environmental stewardship in the places we visit.

### ***Enhancing the trails up Sukkertoppen Mountain***

More than 50,000 people a year hike the trail up Sukkertoppen in Ålesund, Norway, to admire the 360-degree views over the sea, fjords and coast. But because of the high levels of traffic, the path fell into poor condition and access became difficult, causing erosion to the surrounding nature. In 2022, Hurtigruten Foundation supported a project to create a new access trail with gravel paths, stone steps and floating bridges to ease traffic. By making the mountain more accessible, the project helps attract tourists, schools and sports clubs to use the mountain, providing health benefits for the community and preserving the nature they come to enjoy.

\* *Hurtigruten's Økonomiske Ringvirkninger, Menon Economics, December 2021*

† *Excludes support to NRC & UNICEF for humanitarian aid in Ukraine and Christmas donations*



# THE BIGGER PICTURE

In these articles we take an objective look at the wider issues, exploring the context within which our pillars of Emissions, Nature, People and Community sit.



## Small is Beautiful

By Jason Heppenstall

There's growing concern over the negative impact that super-sized cruise ships are having on local communities around the world. Perhaps the time is ripe for more modestly proportioned vessels to prove that smaller is indeed more beautiful when it comes to the social and economic benefits they deliver.

It's been exactly 50 years since E.F. Schumacher wrote the iconic *Small is Beautiful: A Study of Economics as if People Mattered*. In it, he argues that the pursuit of growth at all costs has severed our connection with people and nature. And the title of his book couldn't be more apt today. Consider this: Nine thousand, two hundred and eighty-eight. That's how many passengers and crew the world's biggest cruise ship can carry. It's the size of a small town – and that figure is set to be outstripped in 2024.

When a large cruise ship pulls into port, thousands of passengers flood the streets of the ancient town centre or tropical island. Over a few chaotic hours, these visitors tend to spend little more than a few dollars on a small souvenir or a cup of coffee. After all, most of their entertainment, food and drink is already covered in the on-board restaurants, bars and theatres.

### Taking a breather during the pandemic

It's no wonder that large cruise ships have a poor reputation when it comes to their impact on local communities, from pollution to the erosion of culture. When travel restrictions imposed by the global pandemic put an abrupt halt to tourism, many of us – including visitors, tourism organisations and tourism leaders – got a glimpse into a world without overtourism. We also got time to think about the impact of travel and what we want tourism to look like in the future.

But what is overtourism? The charity Responsible Travel describes it as the phenomenon that occurs when too many tourists visit a particular destination, causing a

cascade of ill effects, from packed streets, scared wildlife and degraded local environments.

The souls of cities across the globe began to re-emerge in the wake of pandemic lockdowns. And absence, it seems, does not always make the heart grow fonder. Many communities visited by large cruise ships began to realise there are other ways to fuel local economies than mass cruise tourism.

### A window of opportunity

In some destinations, reconfiguring the relationship between the local economy and mass cruise tourism isn't as difficult as it might sound. An eye-opening study based on 2019 data found that while cruise tourism accounted for nearly 12% of tourists to Victoria, Canada, those tourists were responsible for only 2% of tourism spend in the region. Big ships simply aren't necessary for Victoria to thrive.

Some communities are divided over the issue, and finding the right balance of the pros and cons of mass cruise tourism is an ongoing debate. Plans approved in January 2023 by the City of Juneau and Cruise Lines International Association members aim to manage visitor impact on the community and environment of Alaska's state capital by limiting the number of ships docking per day to five. But the plans don't go far enough, say many local residents.

In Florida's Key West, after experiencing life without up to 10,000 cruise passengers a day during the pandemic, the 26,000 residents voted on and passed →



*“No one will protect what they don’t care about, and no one will care about what they have never experienced.” —Sir David Attenborough*



three measures that effectively banned large ships. Marine water quality improved. Overnight tourism picked up. Life became comfortable. Then, in June 2021, the state governor overturned the measures and the debate rages on.

#### **A different way of doing things**

A balance must be found. Perhaps part of the solution lies in smaller cruise ships. They’re a world away from the mega-cruise ships churning up the seas of the Mediterranean and the Caribbean, and voyages on small ships is becoming increasingly popular.

Demand for small-ship cruising – already increasing before the pandemic – has surged since. The shift can benefit both the communities visited by the ships and the passengers on board.

Instead of bearing the weight of thousands of passengers, many small cruise ships willingly bear the weight of responsibility. There will always be a need for regulations for small ship operators but, because their success is intertwined with that of the communities and environments they visit, it’s in everyone’s interest to protect local ecosystems and balance local social and economic values.

Managed well and regulated effectively, smaller cruise ships can support local economies, and divert tourism spend to off-the-beaten-track destinations. They can educate passengers about important environmental and social issues, meaning they can help preserve rather than speed up the loss of local traditions.

#### **A more intimate connection with nature**

That education point is key. In Antarctica, where cruises are tightly regulated by the International Association of Antarctica Tour Operators (IAATO) and ships carrying more than 500 passengers are not allowed to conduct

landing activities, all IAATO operators offer educational programmes about the environment and its protection. In Galápagos, a strict 100-passenger limit both protects the islands’ unique plant and animal life and helps visitors connect more authentically with the islands.

Such measures help instil a deep-seated respect and love for the fragile ecosystems and cultures that guests experience first-hand. And as the broadcaster Sir David Attenborough said, “No one will protect what they don’t care about, and no one will care about what they have never experienced.”

#### **Bringing benefits to local economies**

But it’s not only remote areas that stand to benefit from small ship cruising. Smaller ships can access smaller, lesser-known ports as well as sail to the heart of popular cruise destinations that have banned large cruise ships, such as Venice.

Small-ship operators and passengers can make a real difference to the places that welcome them into their communities. They can inject money directly into the local community, rather than paying fees to the large businesses that manage cruise ship operations locally, such as piers. Sourcing local food and drink puts money directly into the hands of local producers – and delicious local flavours on the small ships’ menus. Using local activity providers also boosts the economy, while further deepening guest experience.

And of course, small-ship passengers benefit from a more adventurous, personalised and immersive experience that’s less about queuing and more about connecting – something that’s fully in line with their desire to explore the world more sustainably.



# RUNNING A RESPONSIBLE BUSINESS

1. PROGRESS IN 2022
2. KEY HAPPENINGS & NEW PROJECTS





## PROGRESS IN 2022



Bellsund, Svalbard

Jan Hvizdal

*If there are two words that we'd like for you to remember from this report, they're transparency and accountability.*

*We want to be a catalyst for change in the industry, and we believe an important mechanism for pushing the industry in the right direction is to disclose ESG performance data and be transparent about what we need to improve. We also believe that strengthening our policies and ESG governance are important stepping stones for building a robust company where ESG runs through everything we do. We call it "running a responsible business".*

Kicking off with developments from 2022 and looking at our highest governing body, we saw changes to our board of directors, resulting in a higher percentage of women across our boards. This small increase (from 26% to 29%) is something we're happy to see, especially the increase of women in the Hurtigruten Group Board. At the same time, we know there's potential for improvement in the boards of Hurtigruten Expeditions and Hurtigruten Norway.

We have a target of zero data breaches that require reporting to the data protection authorities. In 2022 we had two incidents, one of which was self-reported.

## HURTIGRUTEN GROUP



Throughout the year, we focused on raising awareness of data privacy matters among all employees, resulting in 14 times more time being spent on data privacy training per employee in the group compared to the year before.

We're proud to see a strong increase in the share of local suppliers in the food and beverage category, increasing from 19% in 2021 to 41% in 2022. This is in line with our strategy of local value creation and working closely with local communities to ensure more sustainable tourism for future generations. This development is particularly driven by an increased focus on local procurement in Hurtigruten Expeditions.

At the beginning of 2022, we accepted a fine of 100,000 Euros after the COVID-19 outbreak in August 2020 on Roald Amundsen. We appreciate that a thorough investigation of all legal dimensions of the case was carried out – and that the case is now formally closed. We utilise all our experiences and learnings from operating during a pandemic as we continue our efforts to build the world's leading adventure travel company.



## KEY HAPPENINGS & NEW PROJECTS



Kvitoya, Svalbard

Jan Hviizdal

### **Important additions to our group-wide policies**

As a core part of strengthening our ESG work, in 2022 we completed a significant update of our group policies. Key developments include our policies relating to ship breaking, executive level remuneration, anti-corruption, deforestation, and procurement. In Appendix H, you'll see a full overview of all our new and updated policies, showing where they're located.

### **Executive compensation tied to ESG targets**

We've made the important decision to include ESG in our compensation framework for our executives. This decision is a milestone for our company, reflecting our owners' dedication to ESG and our Executive Team's motivation. It's also an important mechanism for securing the strategic focus of our company regarding ESG-related topics.

### **Whistleblower policy**

In 2022 we launched a new Whistleblower policy and mechanism. We want to foster a culture of openness, where reports of possible misconduct are dealt with in a professional way. All employees, hires or partners have the right and duty to report misconduct within the company.

### **Stronger supply chain control with the Norwegian Transparency Act**

The Norwegian Transparency Act came into effect in July 2022. In Hurtigruten Group, we work across all business units to qualify suppliers' codes of conduct and select focus areas where we believe the group could be exposed to the adverse effects of sub-standard working conditions. In 2022, Norwegian shipyards were targeted by labour authorities and deviations were uncovered at some yards. As Hurtigruten Group is undergoing significant drydocking, refurbishments and conversion programmes, we initiated work to understand the current status at Norwegian yards contracted by the group over the past three years. We submitted a questionnaire to the yards and responses were received within three weeks. Based on the responses, we concluded that the shipyards selected had appropriate controls in place, including their choice of subcontractors and compliance with Norwegian laws and regulations. You can read our full Transparency Act statement in Chapter 10 of the Annual Report.

## HURTIGRUTEN GROUP

Port Charcot, Antarctica

Espen Mills



### **World's first operator of cruise ships to issue a Green Bond**

In 2022 we successfully completed a senior unsecured Green Bond issue of 50 million Euros, an important enabler for our green transition. So-called green bonds are a way of financing environmental and climate projects from external investors. Money raised is specifically earmarked for sustainability projects, and getting access to this is a milestone for any company with ESG ambitions. The Green Bond framework was approved by DNV, an independent Second Party Opinion provider, in 2021. DNV approved the framework as aligned with International Capital Market Association's Green Bond principles. We'll use the net proceeds from this to finance sustainability projects, such as the upgrade of our ships. You can read our full report about this in Appendix G.

### **Data & Privacy**

Data is one of the most valuable commodities in modern society. Guests and employees trust us with their data, and we take our responsibility to protect it seriously. In January 2022 we launched a revised mandatory GDPR staff awareness training course. The course has been actively pushed to all employ-

ees which is reflected in the large increase in time spent on data privacy training per employee. At the end of 2022, 25% of our employees had completed the entire course, and as we continue to promote and roll out this training, we expect this number to continue to rise in 2023.

### **Digital waste clean-up campaign**

Like any company these days, we found that we had amassed large amounts of digital information, and storing this was using both physical hardware and energy. On a global scale, the long-term effects of storing so much data, whether locally or in the cloud, have clear negative consequences for the environment. We launched a Digital Waste Campaign, with November 2022 being a 'digital clean-up' month. During this time, we made a concerted effort to delete old emails, redundant Microsoft Teams channels and any other superfluous data stored on local file servers or the company intranet. Going forward, we'll continue to focus on ways we can reduce the ecological footprint of our IT infrastructure.



# OUR BUSINESS

1. HURTIGRUTEN EXPEDITIONS
2. HURTIGRUTEN NORWAY
3. HURTIGRUTEN SVALBARD
4. HURTIGRUTEN FOUNDATION



**HURTIGRUTEN EXPEDITIONS**  
HURTIGRUTEN NORWAY  
HURTIGRUTEN SVALBARD  
HURTIGRUTEN FOUNDATION





## HURTIGRUTEN EXPEDITIONS



Asta Lassen, CEO  
Hurtigruten Expeditions

Hurtigruten Expeditions takes adventurous travellers to inspirational destinations across the globe, from Galápagos to Greenland, Svalbard to South America. With over 150 itineraries across five continents, Hurtigruten Expeditions is the world's largest and leading expedition cruise company – and it's our goal to be one of the most sustainable too.

We operate a fleet of eight small, custom-built expedition ships, including the world's first hybrid-powered cruise ships. Our crew and staff form a diverse and global team of passionate experts committed to more sustainable exploration.

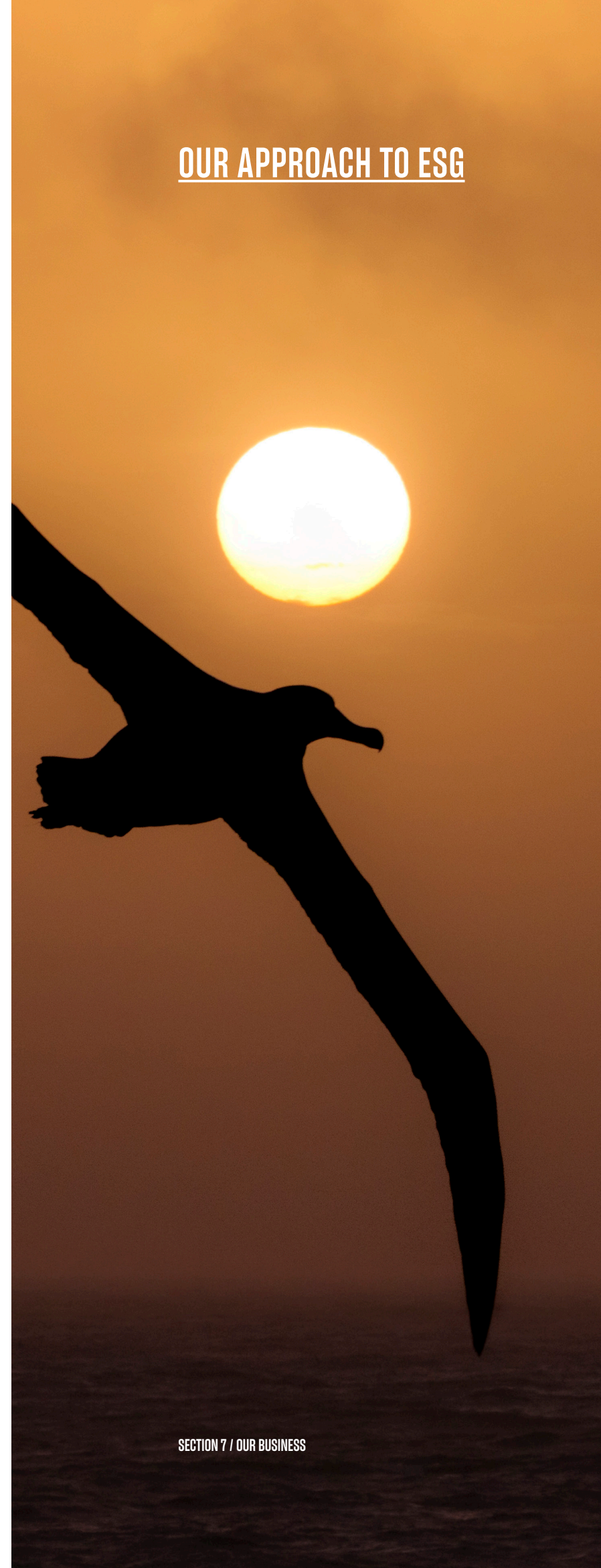


*“Sustainability for both people and the planet is at the heart of everything we do.”*

*“We want to ensure that the explorers of tomorrow have the same unique experiences as our guests of today.”*

Asta Lassen, CEO, Hurtigruten Expeditions

## OUR APPROACH TO ESG



### ADVOCATE

environmental and sustainability issues in the industry

### CREATE

ambassadors for the places we visit

### EMBED

diversity and equality into our day-to-day business

### BE A CATALYST

for change, inspiring our guests, employees and the wider travel industry

### PROGRESS

towards zero emissions by 2050\*



## OUR KEY PROJECTS



Hiking, Antarctica

### Cleaner cruising

Building on our successes with shore connectivity across the fleet and hybrid power conversion to MS Roald Amundsen, MS Fridtjof Nansen and MS Otto Sverdrup, we're committed to cleaner cruising. Sustainability will continue to be at the core of future projects such as new builds and upgrades in our fleet, from advanced wastewater systems to alternative fuels.

### Championing industry change

We go beyond simple compliance and actively drive green change within our industry. We were involved in establishing the Association of Arctic Expedition Cruise Operators (AECO) and now chair the executive committees for both AECO and the International Association of Antarctica Tour Operators (IAATO). Both associations continue to develop best practices, ensuring a safe and environmentally aware tourism industry within the fragile polar regions.

### Science partnerships

We continue to expand our partnerships with institutions and charities. We now have a total of 11, driving awareness of environmental issues and collecting data for global research. We began our partnership with ORCA, one of the UK's leading whale and dolphin conservation charities, back in 2019. ORCA's conservationists are now part of our Expedition Teams aboard MS Maud and MS Otto Sverdrup, delivering guest-facing activities, collecting vital data on marine life and training Bridge Officers on whale strike mitigation.

### Local partners

For us, it's essential to work closely with local communities to ensure sustainable tourism for future generations. Wherever possible, we use local rather than international partners for everything from shore excursions to food and beverage. To eliminate the need to transport food products worldwide for use on our ships, we've established a network of national suppliers, allowing us to source food more sustainably and support the countries we visit. We now have 28 suppliers across Europe, 16 in North America, and 12 throughout South America.

## ESG HIGHLIGHTS 2022



**+300% PARTICIPATION**  
IN CITIZEN SCIENCE PROJECT  
60% OF OUR GUESTS PARTICIPATED



**+12 SCIENCE COLLABORATION**  
PROJECTS TOTAL SUPPORTED 18 IN 2022



**+19.5-FOLD SPENDING**  
WITH LOCAL SUPPLIERS  
(FOOD & BEVERAGE) COMPARED TO 2021



**3 HYBRID SHIPS**  
MS FRIDTJOF NANSEN,  
MS ROALD AMUNDSEN AND  
MS OTTO SVERDRUP



**58 ENDANGERED**  
SPECIES SUPPORTED THROUGH SCIENCE  
COLLABORATION PROJECTS (PER  
ASSESSED IUCN RED LIST CATEGORY)



**14 SCIENTIFIC PUBLICATIONS**  
AND REPRESENTATIONS DISSEMINATING  
INFORMATION ABOUT OUR SCIENCE &  
EDUCATION PROGRAMME



**€6.7 MILLION LOCAL SPENDING**  
ON EXCURSIONS IN COMMUNITIES





HURTIGRUTEN EXPEDITIONS  
**HURTIGRUTEN NORWAY**  
HURTIGRUTEN SVALBARD  
HURTIGRUTEN FOUNDATION





## HURTIGRUTEN NORWAY



Hedda Felin, CEO  
Hurtigruten Norway

Espen Mills

For 130 years Hurtigruten Norway has carried passengers, goods and tourists along the Norwegian coast. The Norwegian Coastal Express is our most historic and iconic voyage, operating since 1893 and calling at 34 Norwegian ports between Bergen in the south and Kirkenes in the north. From 2023, we're starting two new routes: The North Cape Express from Oslo to the North Cape, and The Svalbard Express from Bergen to the Svalbard archipelago high in the Arctic.

Our ships connect communities, deliver cargo and showcase nature and everyday coastal life. Our ESG work is rooted in the fact that we operate in close connection with people and local communities, as well as in a spectacular but vulnerable environment.



*"We've been caring for our coast for 130 years and want to do whatever we can to help protect it for another 130 years and more. We're creating sustainable travel experiences, striving to keep our footprint small and our impact lasting."*

Hedda Felin, CEO, Hurtigruten Norway

## OUR APPROACH TO ESG

**CREATE**  
viable pathways  
to zero emissions

**INCREASE**  
our positive footprint in  
local communities

**MAKE**  
sustainability a key part of  
our guests' experience

**BOOST**  
diversity, equity and  
inclusion in  
Hurtigruten Norway

**ENSURE**  
employee health  
and well-being



## OUR KEY PROJECTS



Norway's Coastal Kitchen,  
Stamsund

Steffen Silseth

### Sea Zero

In 2022, we kicked off our most ambitious sustainability initiative yet, Sea Zero, a project which aims to develop zero-emission passenger ships. Collaborating with 13 industry partners to explore state-of-the-art energy efficiency and carbon-neutral technologies, it's our ambition to sail emission-free along the Norwegian coast by 2030. We believe this is a significant step in the right direction not just for us, but for the industry as a whole, one which hopefully inspires others to push for zero emissions as well.

### Green ship upgrades

By 2024, all eight of our vessels will have been upgraded using a combination of technologies to reduce CO2 emissions by some 25% and NOx by 80%. As well as shore connectivity and advanced wastewater treatment systems, three of our ships will be converted to hybrid electric power. In October 2022, MS Richard With successfully became a hybrid ship, with MS Kong Harald and MS Nordlys due to follow in 2023 and 2024 respectively.

### Hyperlocal, sustainable food

Through our food concept, Norway's Coastal Kitchen, we're focusing on quality, sustainability and supporting local suppliers. In 2022, we increased our spending with local food and beverage suppliers from 35% to 43%, and now work with over 50 local

vendors. We're also actively reducing our food waste, which in 2022 was down to 73g per guest, compared to 110g the year before. Moving forward, we aim to offer our guests even more low-carbon menus with plant-based, vegetarian and locally sourced, 'blue food' options.

### Positive footprints in communities

Another way we're increasing our positive footprint in the communities we visit is by actively participating in local projects. The Lofoten region is one of our most important destinations, and by contributing to the De Grønne Øyene ('The Green Islands') project, we're helping make Lofoten a more sustainable destination. Moving forward, we'll start a Green Excursion in Lofoten with electric buses and low impact sailings aboard electric catamarans.

For full details of our Hurtigruten Norway's ESG strategy, visit <https://global.hurtigruten.com/sustainability-hurtigruten-norway/>.

## ESG HIGHLIGHTS 2022



**+23% LOCAL SUPPLIERS**

SPENDING WITH LOCAL SUPPLIERS (FOOD & BEVERAGE) COMPARED TO 2021



**REDUCING FOOD WASTE**

73 GRAMS FOOD WASTE PER GUEST (-37%)



**FIRST HYBRID SHIP**

MS RICHARD WITH



**100% SHIPS WITH SHORE POWER**

ALL OF OUR 8 SHIPS



**€66 MILLION**

SPENT REDUCING EMISSIONS DIRECT INVESTMENT ON UPGRADING FLEET AND R&D



HURTIGRUTEN EXPEDITIONS  
HURTIGRUTEN NORWAY  
**HURTIGRUTEN SVALBARD**  
HURTIGRUTEN FOUNDATION





## HURTIGRUTEN SVALBARD



Tore Hoem, interim CEO  
Hurtigruten Svalbard

Established in 1989, Hurtigruten Svalbard is the longest-running tour operator in the Svalbard archipelago, offering thrilling land-based adventures, unique accommodation and delicious dining in the spectacular Arctic wilderness. From our base in Longyearbyen, the world's northernmost permanent settlement, we bring people to experience the marvels of the High Arctic all year round with activities like snowmobiling, dogsledding and boat trips. Our two retail facilities ensure guests have access to the gear they need, and our three hotels cater for all types of travellers, from luxury to laid-back.

We have a diverse team of 35 different nationalities who are committed to protecting the vulnerable environment in which we operate.



*“On Svalbard, we see the impact of climate change first-hand. Our powerful yet fragile home gives us a unique opportunity to inspire people and harness the power of nature.”*

Tore Hoem, interim CEO, Hurtigruten Svalbard

## OUR APPROACH TO ESG

### INCREASE

renewable energy production by installing solar panels to reduce emissions

### EXPAND

our fleet of electric vehicles to reduce emissions

### REDUCE

take active steps to reduce food waste and other waste streams

### INVEST

in employee development and other measures to increase job satisfaction



## OUR KEY PROJECTS



Kapp Waldburg, Svalbard

Jan Hvizdal

### Renewable energy

Strong Arctic winds and the summer's Midnight Sun provide us with the opportunity to source renewable energy in Svalbard. In 2022, we increased the number of solar panels at our expedition centre to 139, which produced 17.4 MWh of electricity. In 2023, we plan to install a further 650 solar panels at Radisson Blu and Polarsenteret, in collaboration with the building owners. We estimate that this will reduce our CO<sub>2</sub> emissions by 102 tons.

### Green alternatives

We are proud to continually offer new and greener alternatives for activities with motor transport. As well as electric bikes and snowmobiles, we have a hybrid-electric catamaran MS Bard, and in May 2022 we launched the hybrid-electric tour boat Kvitbjørn. The 14-metre vessel is a step towards a zero-emissions future and its near-silent propulsion system allows us to explore marine habitats peacefully and less intrusively.

### ISO certification

In April 2022, we were thrilled to obtain certification for ISO 9001 and ISO 14001. Achieving this certification was a long process of hard work, but it demonstrates our commitment to meeting international standards of best practice in both quality and environmental management.

## ESG HIGHLIGHTS 2022



**+1 ELECTRIC  
TOUR BOAT**  
MAKING 2 IN TOTAL



**+32% BOARD  
DIVERSITY**  
INCREASE OF WOMEN IN BOARD  
COMPARED TO 2021



**8 ELECTRIC  
SNOWMOBILES**  
IN HURTIGRUTEN SVALBARD



**139 SOLAR PANELS**  
PRODUCING 17,420W  
RENEWABLE ENERGY



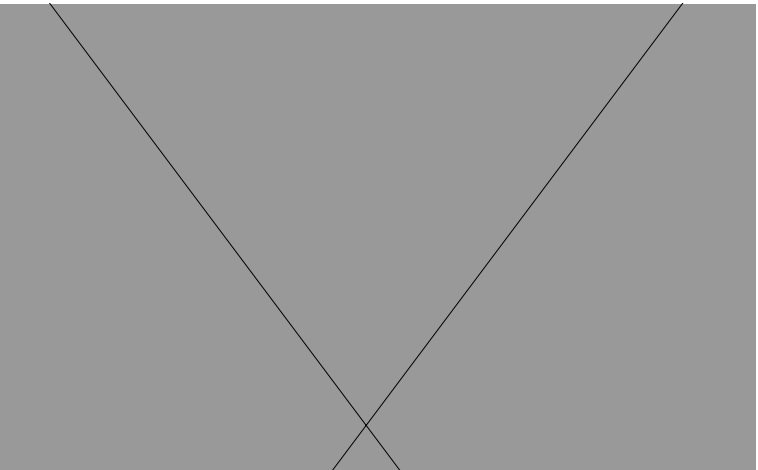


HURTIGRUTEN EXPEDITIONS  
HURTIGRUTEN NORWAY  
HURTIGRUTEN SVALBARD  
HURTIGRUTEN FOUNDATION





## HURTIGRUTEN FOUNDATION



Henrik A. Lund,  
Managing Director,  
Hurtigruten Foundation

United by the commitment to strengthen local communities, protect the planet and create a greener travel industry, Hurtigruten Foundation is a collaboration between Hurtigruten Group, our guests, partners and private donors. Established in late 2015, we have three focus areas: preserving endangered wildlife, battling plastic waste and marine litter, and supporting local communities in the areas where we operate. We raise vital funds from activities on board our ships and at our hotels such as charity auctions, fundraisers and the Green Stay programme, as well as from direct donations.

Through Hurtigruten Foundation, we support the causes that are important to the local people who welcome us into their communities and homes every year.



*“Giving back to the places we love is at the core of what we do. In 2022 alone, we supported over 30 projects in 12 countries and donated over 180,000 Euros.”*

Henrik A. Lund, Managing Director, Hurtigruten Foundation

## OUR APPROACH TO ESG



**PRESERVING**  
endangered wildlife

**BATTLING**  
plastic waste  
and marine litter

**SUPPORTING**  
local communities in the areas  
where we operate



## OUR KEY PROJECTS



Sea lions, Galápagos

Andrea Klausner

### Supporting local communities

In 2022, we almost doubled the number of projects we supported worldwide, from 16 in 2021 to 30 in 2022. Donating a total of 180,000 Euros, our projects have helped a range of communities, ecosystems and wildlife, including protecting endangered turtles in Cape Verde and inspiring locals to get involved with adventure tourism in Cape Horn. Based on figures self-reported by grant recipients, the number of people positively impacted by our support was 62,211, up from 7,200 in 2021. Keeping with this momentum, in 2023 we plan to expand our positive impact in local communities even further.

### Tackling marine litter

We support various projects that battle plastic waste and marine litter, but one particularly successful project is in Svalbard. Svalbard is one of the most remote areas in the world, but every year the global ocean currents carry vast amounts of marine litter to the archipelago's shores. This waste poses a threat to wildlife like polar bears, seals and seabirds. We support volunteers to clean remote locations on Prins Karls Forland, and in 2022, they gathered a staggering 8.845 tons of waste. Given the success, we'll continue to support this initiative and similar projects in other remote locations in Svalbard in 2023.

### Protecting endangered species

As part of our approach to help protect vulnerable species, we work with various projects in the Galápagos Islands. We support Fundación Jocotoco in their efforts to save the critically endangered Galápagos Petrel. From 2020 to 2022, the number of successful fledglings bred at the reserve rose by 550%, from just 4 to 22. The project is making a real difference in the survival of this species, and we'll continue to support them in 2023, as well as other organisations like the Charles Darwin Foundation and the Galápagos Conservancy.

### Raising more funds and giving better

In 2022, we started the process of integrating the foundation into the guest journey, giving them many ways to interact with us before, during and after they travel – allowing us to raise even more funds. Through new fundraising initiatives, including charity auctions, we raised over 210,000 Euros, and we saw the uptake of the Green Stay programme increase to 18.6%. In total across the group, more than 365,000 Euros were raised for the foundation which will help us support even more projects in the coming years. But we recognise it's not enough to give more, we have to also give better. So, in 2022, we implemented new impact measurement indicators that allow us to better assess the outcome of our donations across each of our focus areas.

## ESG HIGHLIGHTS 2022



**+14 PROJECTS SUPPORTED**

TO TOTAL OF 30 VIA HURTIGRUTEN FOUNDATION



**+55% DONATIONS**

€180,000 DONATED VS €116,000 PREVIOUS YEAR



**+55,011 PEOPLE**

POSITIVELY IMPACTED BY HURTIGRUTEN FOUNDATION (TOTAL 62,211)



**+24% GREEN STAY**

CABIN NIGHTS COMPARED TO 2021



**1,480,168 LTR WATER SAVED**

IN ALL BUSINESS UNITS THROUGH GREEN STAY OPTION



**5,147 LTR WASHING DETERGENT SAVED**

IN ALL BUSINESS UNITS THROUGH GREEN STAY OPTION



**4,634 KWH ELECTRICITY SAVED**

IN ALL BUSINESS UNITS THROUGH GREEN STAY OPTION





**2022**

# **APPENDICES**

- APPENDIX A: OUR REPORTING APPROACH**
- APPENDIX B: ESG GOVERNANCE IN HURTIGRUTEN GROUP**
- APPENDIX C: PARTNERSHIPS / MEMBERSHIPS / SUSTAINABILITY AWARDS**
- APPENDIX D: HURTIGRUTEN GROUP ESG RISK MANAGEMENT PROGRAMME**
- APPENDIX E: PERFORMANCE DATA**
- APPENDIX F: INDEXES**
- APPENDIX G: HURTIGRUTEN GROUP AS GREEN BOND REPORT 2022**
- APPENDIX H: POLICY INDEX**
- APPENDIX I: GLOSSARY**



# APPENDIX A

## OUR REPORTING APPROACH

### About this report

#### Practical information about this report

This is Hurtigruten Group's second comprehensive and standalone ESG report and presents the ESG performance of Hurtigruten Group for the 2022 calendar year. Transparency is one of our ESG values. To that end, we believe it's important to be completely open with our stakeholders about our impacts, and we also hope this provides opportunities for further inspiration and change. That's why we go far to be one of the most transparent players in our industry, and we hope to see more companies do the same.

The report has been prepared in accordance with the Global Reporting Initiative (GRI) standards. In addition, this year we have added disclosures from the Task Force on Climate-Related Financial Disclosures (TCFD) and the Sustainability Accounting Standards Board (SASB) Cruise Line Standards. To learn more, you can find all the standards we report against in the indexes in Appendices F1, F2 and F3. The report is presented for Hurtigruten Group, but also includes specific data and information for all companies within the group, specifically: Hurtigruten Expeditions, Hurtigruten Norway and Hurtigruten Svalbard. In addition, you will find data and information about our non-profit arm, Hurtigruten Foundation.

#### Raising the bar on communicating ESG to stakeholders

ESG reports can be quite dry and technical, and let's be honest, not exactly a page-turner. We want to challenge this norm. As a customer-facing (B2C) company we believe an important part of inspiring and educating our guests about sustainability is to make information more available and intriguing. We know it's hard to convince all our guests to read a 150-page sustainability report about GRI standards, policy updates and materiality assessments,

nevertheless we want to challenge ourselves to think outside the box in terms of storytelling without compromising the professionalism of the report.

For everyone inspired to do the same, here's what we have done this year. First of all, we have engaged our best design team, who have been equipped with the task of creating a beautiful ESG report inspired by a classic French magazine. N'est-ce pas magnifique, right? And then we have split the report into two main parts. Part One aims to communicate our ESG update in an easy-to-understand manner, avoiding dry corporate language wherever we can. Here you'll also find a short background piece about each of our four main topics, giving context to why it's important to us. We call these articles "The Bigger Picture".

Part Two is the ESG "nerdy" part, that goes into more detail about reporting standards, policy overviews, GREEN BOND reporting, etc. Everyone is invited to read both parts, but as our aim of reaching our most important stakeholders – guests and employees – we are testing this new approach. We hope you like it!

#### Materiality Assessment

##### Stakeholder Engagement

Our materiality assessment was performed in the autumn of 2021. It's based on the GRI Standards and has been approved by our Board of Directors. As there have not been any big changes to our business model or stakeholders, we are basing this report on the same material topics. To read the full overview of how we did our materiality assessment, please view Materiality Assessment 2021 located under Reports and Policies on our website.

Our material topics:

## EMISSIONS

## IMPACT ON NATURE

## GREAT PLACE TO WORK

## DIVERSITY & INCLUSION

## HEALTH & SAFETY

## COMMUNITY IMPACT

## RESPONSIBLE BUSINESS

## DATA PRIVACY & SECURITY

Our materiality assessment identified eight material topics, falling under the umbrella of environment, social and governance. These topics represent the most relevant and material topics for Hurtigruten Group's business model and should reflect what is of the highest importance both to our stakeholders and to us as a business.

#### Our topic guide - a systematic approach using four ESG pillars

We love structure and want all our readers to quickly be able to dive into these important topics without being an expert or having to read the entire report from end to end. We have created a systematic approach to how this information is presented, which we call our topic guide. Each topic guide should give you the high-level must-knows.

Last year we used our eight material topics as structure, and this year we have created a new framework for how we communicate ESG. This framework is based on our material topics but strives to highlight what is most important to us. These topics are emissions, nature, people and community. Each of these pillars has its own chapter where we provide information and answer the following questions for each topic:

- 1) Why is it important for us?
- 2) What is/are our target/s?
- 3) How is it managed within Hurtigruten Group?
- 4) How did we perform in 2022?

#### Got feedback? Get in touch!

We aspire 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, and we strive to continuously listen, learn, and improve. What's more, we gladly welcome feedback from our stakeholders on our report. For feedback, questions or comments to this report please contact:

**Rikke H. Jørgensen**  
VP ESG, Hurtigruten Group  
Rikke.joergensen@hurtigruten.com



## APPENDIX B ESG GOVERNANCE IN HURTIGRUTEN GROUP

We want ESG to be an integrated part of all processes and decisions in Hurtigruten Group. Our approach is to have group-wide involvement and the placing of ownership within each of our business units to initiate and drive programmes supporting our ESG targets. We believe each of our business units is best tasked with prioritising and executing its own ESG objectives. 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 Team of Directors is the highest governing body for ESG. It approves our strategy, risk model and targets, and monitors achievement. The group Executive Team is accountable for implementation, and they have endowed the Group Strategy Team with the responsibility of the group’s ESG work. We believe this is the right home to ensure ESG is integrated into all processes and decision making within the group.

<b>Team of Directors</b> 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
<b>Executive Management Team</b> Accountable for implementation of the ESG strategy, targets and reporting.	Chair: Daniel Skjeldam Chief Executive Officer Hurtigruten Group AS
<b>ESG Committee</b> 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 AS
<b>Group Strategy &amp; Transformation</b> SVP Group Strategy & Transformation (Reports to Group CEO) VP ESG	Responsible for group ESG strategy, reporting, targets and coordination.

### Business Units

Business Units responsible for driving and initiating ESG objectives and initiatives.

<b>Hurtigruten Expeditions</b> CEO VP Sustainability & Industry Relations	<b>Hurtigruten Norway</b> CEO Head of Sustainability & Public Affairs	<b>Hurtigruten Svalbard</b> CEO
<b>Hurtigruten Expeditions Sustainability Team</b> Oversee and prioritize the sustainability efforts in Hurtigruten Expeditions, and report status on a monthly basis to the management team.	<b>Hurtigruten Norway Sustainability Team</b> Oversee and prioritize the sustainability efforts in Hurtigruten Norway, and report status on a monthly basis to the management team.	

In addition, we have local sustainability Squads in selected local office(s).



# APPENDIX C PARTNERSHIPS / MEMBERSHIPS

We believe collaboration is the way to move boundaries, so we're proud of the partnerships that help us deliver new, sustainable solutions. Across operations we work with local food suppliers, excursion providers, agents, ports and communities. Here you can see some highlighted selected partnerships and memberships.

## Some highlighted partners:

- + UN Global Compact Norway
- + Science Based Target initiative
- + International Association of Antarctica Tour Operators (IAATO)
- + Association of Arctic Expedition Cruise Operators (AECO)
- + SINTEF
- + DNV
- + Norwegian Ship Owners' Association
- + Polar Collective
- + Hold Norge Rent
- + DNT
- + Visit Svalbard
- + Volvo Penta
- + Norsk Reiseliv
- + Oceanize
- + BRIM
- + EVOY
- + WISTA Norway



## Science partners:

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





# APPENDIX C SUSTAINABILITY AWARDS

Although awards alone do not move the needle on our ESG work, we still believe they represent an important recognition of our efforts within the industry.

### Important 2022 awards:

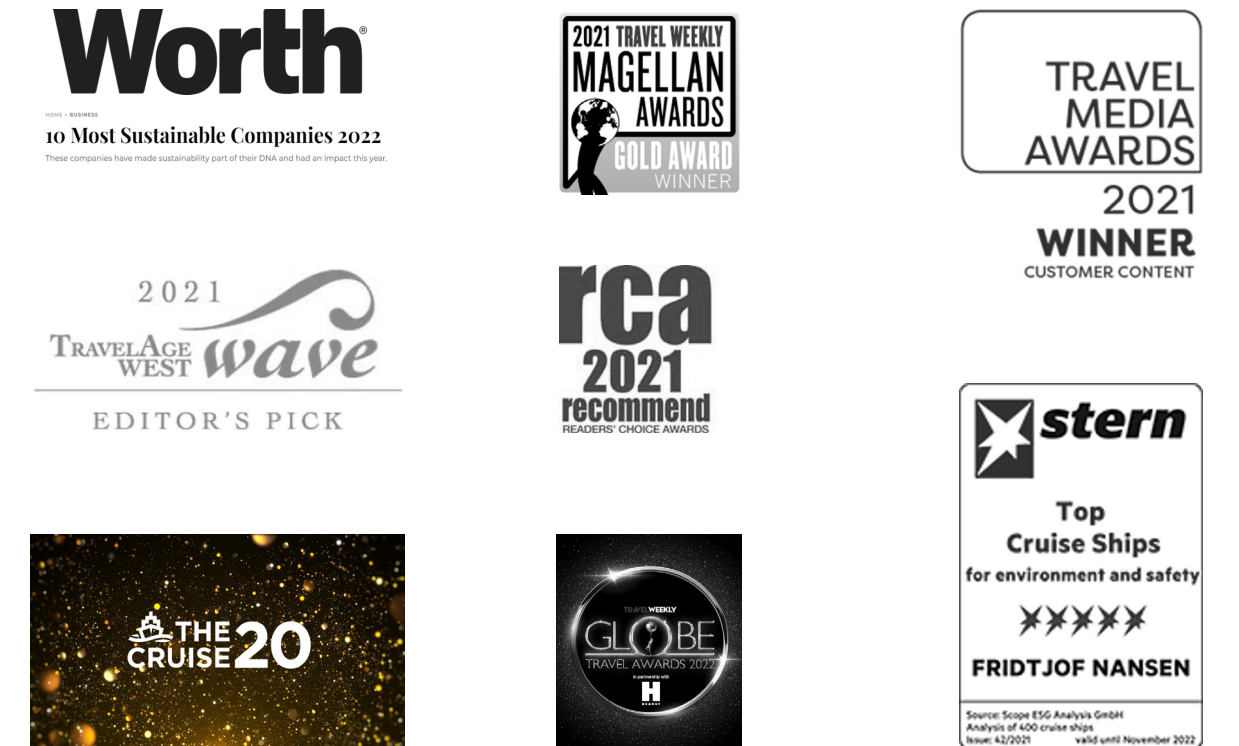
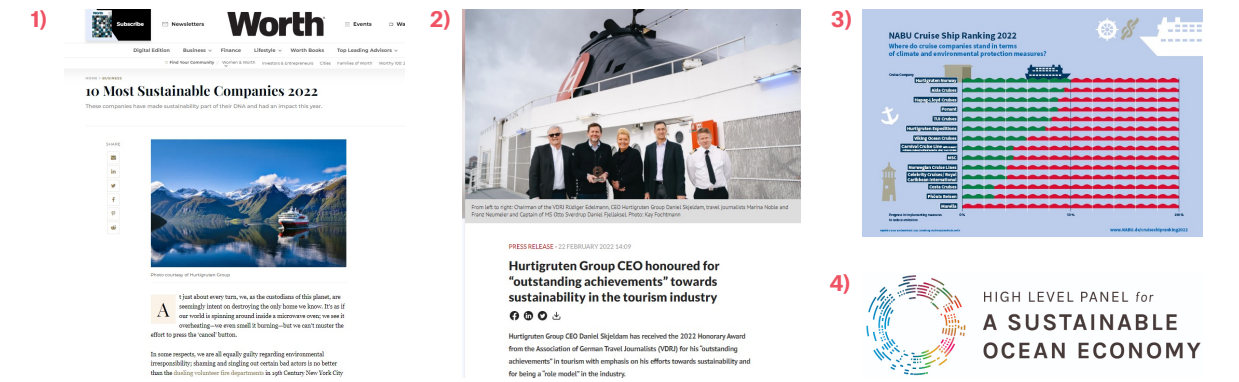
- A) GOLD: Accessibility/Inclusivity**  
Black Traveler Advisory Board
- B) GOLD: DEI Marketing initiative**  
Black Traveler Advisory Board

- C) Listed first of 53 initiatives:**  
"Inclusivity will transform the industry"  
Black Traveler Advisory Board
- D) SILVER: Cruise Overall**  
LGBTQ+ Traveler
- E) GOLD: HSMIA Awards 2022 Norway**  
"Årets Bærekraftspris"



### Important 2022 highlights:

- 1) Hurtigruten ranked one of the world's most sustainable companies in 2022: 10 Most Sustainable Companies 2022 | Worth
- 2) Hurtigruten Group CEO honoured for "outstanding achievements" towards sustainability in the tourism industry | Hurtigruten Group
- 3) Hurtigruten Norway tops NABU's Cruise Ranking 2022 NABU Cruise Ranking 2022
- 4) Hurtigruten Group CEO contributes to Ocean Panel with article "The Future of Cruise Tourism" Daniel Skjeldam - Cruises: The Future of Cruise Tourism - Ocean Panel





# APPENDIX D

## HURTIGRUTEN GROUP ESG RISK MANAGEMENT PROGRAMME

### Risk Management in Hurtigruten Group

Hurtigruten Group is committed to proactive and effective risk management to mitigate any adverse effects on our operations and waters we sail in, and to identify and explore business opportunities. In our annual reports the Group's risk framework and the role of the Board of Directions is explained under the section Risk Management in Hurtigruten Group.

In this section we elaborate on the ESG Risk programme with the top identified risks per ESG pillar for the Group, and present our high-level mitigation plan.

	Top risks	Mitigation
<b>Emissions</b>	<ol style="list-style-type: none"> <li>1. The inability to reduce emissions (both our own and in the supply chain) by the amount and within the timeline needed due to immature technology, new regulations or economic factors, will have a negative impact on the environment.</li> <li>2. Limited visibility of future environmental and climate regulations, with uncertain operational and economic impact make long term planning challenging.</li> <li>3. The nature of our business represents operational risks that can result in unplanned emissions to the environment.</li> </ol>	<ol style="list-style-type: none"> <li>1. Continuous emissions reporting across business units to track progress towards targets and mapping the effect of initiatives. Improved tracking and stronger collaboration with our supply chain to understand, track and reduce emissions.</li> <li>2. We believe in collaboration and dialogue with the regulators, and work with organisations across the industry to be an active stakeholder supporting development of the right regulations.</li> <li>3. We are committed to the prevention of injury and ill health and to continuous improvement of our Health and Safety management systems and performance.</li> </ol>
<b>Nature</b>	<ol style="list-style-type: none"> <li>1. More extreme weather may lead to operational disruption and changes both short and long term.</li> <li>2. The nature of our business represents operational risks that may result in unplanned spills to the environment.</li> <li>3. Loss of local communities due to biodiversity depletion.</li> </ol>	<ol style="list-style-type: none"> <li>1. Procedures ensuring safe operations in bad weather. We cannot directly control long-term risk development, but our most important mitigation is our efforts to reach zero emissions.</li> <li>2. We are committed to the prevention of negative impact to both people and the environment, and to continuous improvement of our HSE management systems and performance.</li> <li>3. We have initiated a quantitative approach to track endangered species in the areas we operate and marine protected areas.</li> </ol>
<b>People</b>	<ol style="list-style-type: none"> <li>1. Discrimination and harassment, especially based on gender, has an unfortunate legacy in the maritime industry. An inability to sufficiently improve gender balance in senior leadership positions at sea and on land may prevent us from succeeding with our mission.</li> <li>2. Working at sea involves inherent operational risk which may result in incidents impacting both guests and crew.</li> <li>3. Our increasingly global footprint also increases our exposure to human rights risks in the supply chain.</li> </ol>	<ol style="list-style-type: none"> <li>1. Our Code of Conduct and DEI policy state how we work to stop all forms of discrimination and harassment. A whistle blower mechanism is in place to uncover any unwarranted behaviours and breaches of our policies. Our Board approved gender targets guide focus and prioritisation in all business units.</li> <li>2. We are committed to the prevention of injury and ill health and to the continuous improvement of our HSE management systems and performance.</li> <li>3. As a global company we can have a positive social and economic impact on both local and global businesses. We see our procurement standards and policies as a strategic enabler for this work.</li> </ol>
<b>Community</b>	<ol style="list-style-type: none"> <li>1. Our license to operate in local communities is at risk if we don't deliver on our strategy to support social and economic value creation in the communities we visit.</li> <li>2. Way of life communities are threatened by social and economic factors.</li> <li>3. Corruption risk related to donated funds from Hurtigruten Foundation to grassroot projects in local communities.</li> </ol>	<ol style="list-style-type: none"> <li>1. Our goal is to maximise the number of people positively impacted by our business. We track the share of local purchasing and local suppliers in different regions.</li> <li>2. We support local projects across destinations through Hurtigruten Foundation.</li> <li>3. Hurtigruten Foundation has a thorough selection, evaluation and reporting process.</li> </ol>



# APPENDIX E1

## PERFORMANCE DATA - HURTIGRUTEN GROUP - EMISSIONS



HURTIGRUTEN GROUP	Unit	2018	2021	2022	Comment
<b>EMISSIONS FLEET - SCOPE 1, 2 &amp; 3</b>					
Scope 1 (Direct CO <sub>2</sub> Emissions)	MT CO <sub>2</sub>	241,506	135,015	232,920	Emission factors used for calculation: EU MRV, Norwegian Ministry of Climate and Environment.
Scope 1 (Direct CO <sub>2</sub> Emissions) per guest*	MT CO <sub>2</sub> /APCN	0.13	0.13 (a)	0.13	Guest is measured as APCN (available passenger cruise night). (a) the APCN for 2021 is adjusted to include only capacity on ships in service.
Scope 2 (Indirect CO <sub>2</sub> Emissions)	MT CO <sub>2</sub>	-	4,056	3,565	Emissions factors for shore power (electricity): Ministry of Transport, for purchased electricity; Hurtigruten Svalbard: Rasmus Bøckman Project Leader Longyearbyen, Multiconsult.
Sum of Scope 1 & 2 Emissions	MT CO <sub>2</sub>	241,506	139,071	236,494	(a) Correction from 139,071 to 137,694.
SO <sub>x</sub> Emissions	MT SO <sub>x</sub>	-	-	42.7	
NO <sub>x</sub> Emissions	MT NO <sub>x</sub>	-	-	4,593	
Scope 3 Emissions	MT CO <sub>2</sub>	-	-	127,804	The Scope 3 emissions have been estimated on a spend-based approach in line with the Greenhouse Gas Protocol. Spends have been matched with Exiobase emission factors using the Ignite Procurement platform. Categories 1 (purchased goods and services), 2 (capital goods), 4 (upstream transportation and distribution), and 6 (business travel) were covered, while purchases of fuel and electricity, as well as taxes and internal transactions, were all excluded.
Sum of Scope 1&2&3 emissions	MT CO <sub>2</sub>	-	-	364,289	
<b>EMISSIONS FLEET - ELECTRICITY</b>					
Hybrid electric ships	#	-	3	4	MS Fridtjof Nansen, MS Roald Amundsen, MS Otto Sverdrup, MS Richard With.
Ships with shore power connectivity	#	-	14	14	All our ships have shore power connectivity.
Electric tour boats	#	-	-	2	Kvitbjørn, MS Bard.
Electric snowmobiles	#	-	8	8	Only includes snowmobiles in Svalbard.
Electric buses used for excursions	#	-	1	0	Currently in testing phase with aim to expand in the future in a collaboration with our bus supplier Tide.
Solar panel installations	#	-	2	2	Only includes solar panels in Svalbard.
Solar panels	#	-	139	139	Individual panels. Only includes solar panels in Svalbard.
Solar panels - Energy produced by solar panels	KWh	-	-	17,400	Only includes solar panels in Svalbard.
Solar panels - Percent of energy of the total energy consumption used from solar panel production	%	-	-	9	Only includes solar panels in Svalbard.
Number of ships	#	-	14	14	
<b>EMISSIONS FLEET - SUSTAINABLE INVESTMENTS</b>					
Total amount spent on green investments (voluntary reporting)	Euro	NR	NR	66,428,296	Next to "Green Bond proceeds and R&D investments in Sea Zero" with Green Investments, as defined in Green Bond Framework. Additional investments on environmentally friendly upgrades are also included. NR = Not Reported.
Green Bond - Amount spent on green investments per guest*	Euro/APCN	-	-	39	* Guest is expressed as available passenger cruise night (APCN).
Green Bond - Use of Proceeds - upgrade of existing fleet to hybridisation	Euro	-	-	50,000,000	MS Richard With, MS Kong Harald, MS Nordlys.
Green Bond - Annual emissions reduction	% CO <sub>2</sub> / % NO <sub>x</sub>	-	-	20/85	The reduction is calculated against 2018 pre-pandemic baseline for fuel consumption per vessel.
<b>EMISSIONS FLEET - ENERGY CONSUMPTION</b>					
Scope 1 Energy Consumption fleet	Gigajoules	-	1,997,296	3,103,050	Conversion factor used for MGO and Biofuel GJ/MT from the Norwegian Ministry of Transportation. The increase is due to more vessels in operation in 2022 post-Covid.
Scope 2 Energy Consumption fleet	Gigajoules	-	80,501	3,195	Shore power numbers for 2022 are lower due to more time spent at sea after restart post-Covid.
Scope 1&2 Energy Consumption fleet	Gigajoules	-	2,077,798	3,106,246	The increase is due to more vessels in operation in 2022 post-Covid.
Energy Consumption fleet heavy fuel oil	%	-	0	0	We banned heavy fuel oil in our fleet more than ten years ago.
Energy Consumption fleet biofuels	%	-	10	0	



## APPENDIX E2 PERFORMANCE DATA - HURTIGRUTEN GROUP - NATURE



HURTIGRUTEN GROUP	Unit	2018	2021	2022	Comment
<b>NATURE - WATER PERFORMANCE</b>					
Water consumption	m <sup>3</sup>	-	-	293,642	
Water bunkered	m <sup>3</sup>	-	-	154,039	Water is mainly bunkered in Norway where there is an abundance of water.
Water production	m <sup>3</sup>	-	-	125,170	Our expedition vessels are equipped with desalination systems to produce fresh water from seawater.
Water consumption per guest*	m <sup>3</sup>	-	-	0.17	* per APCN/GN (available passenger cruise night/guest night). Average is calculated using the average cruise night for HRN and HRX and the guest night for the hotels of HRS.
<b>NATURE - WASTE PERFORMANCE</b>					
Waste produced	kg	-	-	4,200,471	Total amount of waste in kg.
Food waste per guest - edible*	kg	-	-	0.341	* Total amount of edible food waste per guest as average of HRN, HRX, HRS.
Spills to the environment	#	-	4	6	2 leaks to sea and 4 leaks of refrigerant gas into the air. We started measuring leaks to air in 2022.
Number of ships recycled	#	0	0	0	
<b>NATURE - SCIENCE &amp; EDUCATION</b>					
Guests participated in Citizen Science Projects	%	-	15	60	Average percentage of guests.
Citizen Science Projects offered to guests [# of submissions]	#[#]	-	10 [NR]	13 [>15500]	NR = not reported
Children in Young Explorer Programme	#	-	0(a)	88	(a) Due to the pandemic, our Young Explorer programme was not offered in 2021.
Science Collaboration Projects supported	#	-	6	18	Number of science projects we have supported in a year excluding citizen science projects and excluding science projects supported by the Hurtigruten Foundation.
Scientific Collaboration Cruise Nights	#	-	-	938	Actual number of nights a scientific collaborator was onboard per calendar year.
External scientific publication & representations	#	-	-	14	External scientific representations comprise, amongst others, i) contributions to webinars, ii) presentations, iii) posters, iv) participation in conferences and travel shows, v) interviews, vi) discussion panels. External scientific publications comprise, amongst others, a) public annual reports, b) peer reviewed papers, c) thesis, d) web publication.
Litter collected shoreside during ship operation	kg	-	-	>2,350	Litter collected during hikes, beach clean ups by the crew and/or guests during a sailing.
<b>NATURE - MARINE PROTECTED AREAS that vessels sailed through (RBCS classed MPA's)</b>					
Global	#	-	-	19	Vessels sailed through Marine Protected Area Zones based on the "Regulated Based Classification System Marine Protection". Note that only 287 zones are assessed on RBCS while 16,330 are not yet assessed.
Arctic Ocean	#	-	-	0	
Atlantic Ocean	#	-	-	7	
Pacific Ocean	#	-	-	11	
Southern Ocean	#	-	-	1	
<b>NATURE - BIODIVERSITY - SUPPORTED SPECIES per assessed IUCN red list category</b>					
Total	#	-	-	64	Duplicate species have been removed from the Group total resulting in unique supported species reported.
Critically Endangered (CE)	#	-	-	2	
Endangered (EN)	#	-	-	4	
Vulnerable (VU)	#	-	-	8	
Near Threatened (NT)	#	-	-	3	
Least Concern (LC)	#	-	-	43	
Data Deficient (DD)	#	-	-	1	
Not Evaluated (NE)	#	-	-	3	



## APPENDIX E3 PERFORMANCE DATA - HURTIGRUTEN GROUP - PEOPLE



HURTIGRUTEN GROUP	Unit	2018	2021	2022	Comment
<b>PEOPLE - EMPLOYEES</b>					
Total number of employees	#	2,514	2,730	3,276	Includes all employee categories except third party resources landside.
Employees working on ships	#	1,717	1,810	2,195	See details under Hurtigruten Norway and Hurtigruten Expedition numbers.
Employees working at our land-based offices	#	797	920	1,072	
Ratio working at sea/on land	% sea/ % land	-	66/34	67/33	
Women on ships	%	-	30	30	
Women in Hurtigruten Group	%	43	39	38	
eNPS	%	-	-8	8	eNPS is our way of looking at employee satisfaction and reported as end of year result.
Turnover	%	9.8	29.7	21.6	Average yearly turnover (12 months rolling).
Maritime apprentices	#	178	110	134	Number of trainees represents the HRN fleet.
Completed online/digital training sessions	#	-	4,472 (a)	5,007	All business units; (a) numbers were updated for 2021 from 15,000 to 4,472 to ensure alignment with 2022 following a system improvement. Furthermore, the training approach has been updated towards shorter and more concise training sessions.
Average online/digital training per employee	Hours	-	4.2 (a)	3.6	All business units; (a) numbers were updated for 2021 from 5.5 to 4.2 to ensure alignment with 2022 following a system improvement. Furthermore, the training approach has been updated towards shorter and more concise training sessions.
Employees entitled to parental leave	%	-	77	76	For all employees entitled to parental leave, local regulations apply and determine the length of the leave.
Employees covered by a collective bargaining agreement	%	-	43	67	Shows what percentage of employees are covered by a CBA. The increase is due to the expansion of the CBA to all Hurtigruten Expedition seafarers on the crew list.
Ratio of our highest paid individual to average salary in company	#	-	10	12	Calculated based on base salary. Company Average (excluding CEO) / highest paid.
<b>PEOPLE - Diversity &amp; Inclusion</b>					
Average age (in years)	#	39	38	39	All employment categories where we have DOB.
Nationalities	#	44	61	78	All employment categories where we have Nationality.
<b>Gender pay gap:</b>					
Land-based employees	%	83	87	72	Measured as women's average salary as a percentage of men's, mainly ascribed to more men in senior land-based positions.
Seafaring employees	%	N/A	N/A	N/A	There is no gender pay gap for seafarers in the same role, as all salary is based on CBA.
<b>Women in leadership levels:</b>					
Percent women in Executive Management Team	%	38	50	38	EMT (Includes all employee categories except all land-side consultants).
Percent women in senior leadership level	%	34	32	35	Previous year's management teams (SVP/VP); EMT - 1 (Includes all employee categories except all land-side consultants).
Percent women at manager level	%	-	55	53	Managers and Department Heads.
Percent women as Captains	%	-	4	3	
Percent women as senior officers/leadership onboard	%	-	12	13	Master, Chief Officer, Hotel Manager, Chief Engineer, 2nd Engineer, Expedition Leader NIS.
<b>Age distribution:</b>					
Under 30 years	%	-	24	24	All employment categories where we have DOB.
30 - 50 years	%	-	54	58	
Above 50 years	%	-	15	18	
Age not defined	%	-	7	0	
Youngest employee	#	-	-	18	
Oldest employee	#	-	-	74	
<b>PEOPLE - HEALTH AND SAFETY</b>					
LTIF	#	2.22	1.43	2.31	Lost Time Incident Frequency, calculated based on a 24-hour exposure period;
Marine casualties	#	-	15	9	Definition is based on the NMA definition of Marine Casualties which includes serious injuries and loss, material damage or grounding/collision of the vessel.
Sick leave	%	4.7	4.1	3.5	
Port state control detentions	#	-	0	0	
Port state control deficiencies (average per inspection)	#	-	4.6	1.4	Definition is adapted to 'average per inspection' and 2021 value reported as per adapted definition.



## APPENDIX E4 PERFORMANCE DATA - HURTIGRUTEN GROUP - COMMUNITY



Hurtigruten Group	Unit	2018	2021	2022	Comment
<b>COMMUNITY - SUPPORT</b>					
Number of projects supported through the Hurtigruten Foundation (in countries)	# (#)	6 (4)	16 (11)	30 (12)	These are projects as part of the conservation programme as well as any additional non-conservational projects.
Raised funds for Hurtigruten Foundation	Euro	-	-	365,511	Includes direct donations, charity auctions and Green Stay from Hurtigruten Norway and Hurtigruten Expeditions, Camping in Antarctica funds from Hurtigruten Expeditions and direct donations from Hurtigruten Group for humanitarian aid in Ukraine and Christmas gift on behalf of the employees. In-kind support from Hurtigruten Group and its business units for the administration of Hurtigruten Foundation is in addition.
Donations to supported projects	Euro	44,000	116,000	180,000	
People positively impacted	#	-	7,500	62,211	Self-reporting from the grantees. It excludes our support to NRC & UNICEF for humanitarian aid in Ukraine and the 2022 Christmas donation.
Number of conservation programmes supported	#	-	-	12	Contains only science/nature conservation projects.
Tons of plastic litter collected by supported projects	#	-	-	8,845	"Prosjekt forlandet" on Svalbard. Does not include beach clean-ups done by ships.
Number of locations cleaned by supported projects	#	-	-	5	
Number of communities supported	#	-	-	13	
<b>COMMUNITY - GREEN STAY CONCEPT</b>					
Green Stays percentage	%	-	15.0 (a)	18.6	(a) Average Q4 percentage as this was not available during the pandemic and was not measured in 2018.
<b>Direct environmental savings from Green Stay:</b>					
Water saved	LTR	-	-	1,480,168	Based on a total of 182,692 Green Stay nights in 2022
Washing detergent saved	LTR	-	-	5,147	
Electricity saved	kWh	-	-	4,634	
<b>COMMUNITY - LOCAL PROVIDERS</b>					
Excursion spent in local ports and communities	Euro	-	-	15,738,479	Excursion spend expressed from Hurtigruten to excursion providers.
Local vendors in Norway	#	-	230	381	F&B (HRN & HRX) and other local vendors (HRN) with businesses registered in Norway. The goal is to show purchases that have direct ripple effects in Norway and/or provide local value creation. An estimated 10% is deducted in case the company is a branch or subsidiary of a foreign company or they supply mainly exclusively imported goods (HRN). HRX contribution is only from F&B.
<b>Regional consolidator/supplier (and regional producers) - Worldwide</b>					
Worldwide Total	#	-	-	56	HRN: Local vendors in Norway; HRX: Regional consolidator/supplier/regional producers with regional being on a country level; "Regional" in this context is understood as "country".



## APPENDIX E4 PERFORMANCE DATA - HURTIGRUTEN GROUP - COMMUNITY



Hurtigruten Group	Unit	2018	2021	2022	Comment
<b>Regional consolidator/supplier (and regional producers) F&amp;B - North America (region = country)</b>					
North America subtotal	#	-	-	16	"Regional" in this context is understood as "country". Specified subregions are harbours where we have multiple calls per season.
Canada	#	-	-	7	
Alaska	#	-	-	3	
USA (excluding Alaska)	#	-	-	5	
Others	#	-	-	1	
<b>Regional consolidator/supplier (and regional producers) F&amp;B - South America</b>					
South America subtotal	#	-	-	12	"Regional" in this context is understood as "country". Specified subregions are harbours where we have multiple calls per season.
Chile	#	-	-	3	
Argentina	#	-	-	4	
Others	#	-	-	5	
<b>Regional consolidator/supplier (and regional producers) F&amp;B - Europe</b>					
Europe subtotal	#	-	-	28	"Regional" in this context is understood as "country". Specified subregions are harbours where we have multiple calls per season.
Germany	#	-	-	14	
Iceland	#	-	-	1	
Norway (including Svalbard)	#	-	-	11	
UK	#	-	-	8	
Others	#	-	-	4	
<b>Regional consolidator/supplier (and regional producers) F&amp;B - Rest of the World</b>					
Others	#	-	-	0	"Regional" in this context is understood as "country". Specified subregions are harbours where we have multiple calls per season.
<b>COMMUNITY - LOCAL SPENDING</b>					
Percent spending from local suppliers (F&B)	%	-	19	41	Percentage spending from Hurtigruten Norway and Hurtigruten Expedition Food & Beverage category.
Number of ports we purchase F&B locally from	#	-	15	31	



## APPENDIX E5 PERFORMANCE DATA - HURTIGRUTEN GROUP - RESPONSIBLE BUSINESS



Hurtigruten Group	Unit	2018	2021	2022	Comment
<b>RESPONSIBLE BUSINESS</b>					
Board Diversity Group average	%	25	26	29	Average across business units expressed as percent women in Board
Board Diversity Group	%	0	0	25	Expressed as percent women in Board
Corruption risk	#	2	0	0	Number of calls at ports that are the 20 lowest ranking in Transparency International's Corruption Perception Index
Fines	#	-	-	2 (a, b)	(a) We accepted a fine of EUR 100,000 from the police in February 2022 related to the Covid outbreak on MS Roald Amundsen in 2020. (b) We accepted (without admission of guilt) a fine in the amount of EUR 10,000 from the police in October 2022 relating to crew working without necessary permission on MS Fram in 2020/2021.
Facilitation payments	#	-	0	0	Number of incidents where bribes have been requested.
Completed Code of Conduct e-learning	#	-	-	189	Group is the total of all BU's. Group alone has 139 completions.
Completed Code of Conduct e-learning	%	-	-	6	The Code of Conduct training is currently undergoing substantial improvements followed by subsequent roll out into the entire organisation.
<b>RESPONSIBLE BUSINESS - DATA PRIVACY &amp; SECURITY</b>					
Privacy related complaints from external parties sent to the Data Protection Officer	%	-	16	4	Mainly cases where customers have asked to be deleted from marketing registers, but we fail to follow up and delete.
Data breaches reported to regulatory bodies	#	-	1 (a)	2	(a) In 2021, only data privacy complaints from externals to regulatory bodies were included in this overview. For 2022, we have redefined this measure to also include self-reported data privacy breaches to regulatory bodies. The number for 2021 is therefore adjusted from 0 to 1 to include one self-reported data privacy breach.
Internally recorded data privacy breaches	#	-	16	14	Metric includes all types of data privacy breaches related to all types of data subjects. (In 2021 this metric was limited to leaks or loss of customer data. 2021 data is therefore adjusted to reflect the new definition.)
Data privacy training	Minutes/ employee	-	2	14	Training time spent on our online GDPR training course for employees.



# APPENDIX E6

## PERFORMANCE DATA - HURTIGRUTEN EXPEDITIONS



Hurtigruten Expeditions	Unit	2021	2022	Comment
<b>EMISSIONS FLEET - SCOPE 1 &amp; 2</b>				
Scope 1 (Direct CO <sub>2</sub> Emissions)	MT CO <sub>2</sub>	27,710	101,354	Source of emission factors: EU Regulation 2015/757 for fossil fuel, BDN for synthetic fuels.
Scope 2 (Indirect CO <sub>2</sub> Emissions)	MT CO <sub>2</sub>	1,391	8,3	From shore power. Compared to 2021, fewer days were spent in port after Covid.
Sum of Scope 1 & 2 Emissions	MT CO <sub>2</sub>	29,101	101,363	
SOx Emissions	MT SOx	-	42.7	SOx - Stoichiometric calculation of the resulting sulphur dioxide (SO <sub>2</sub> ) - In case of missing sulphur information on the BDN, the most common value of the bunker port was taken into account.
NOx Emissions	MT NOx	-	4,593	Emission calculated by multiplying emission factor and MGO quantity (no-SCR ships); Emission calculation acc. to NOx - fondet "Veiledning til rapportering av NOx-utslipp Method 2" - 2021 (SCR ships); Urea density factor 1,11 ton/m <sup>3</sup> acc. to NOx - fondet "Veiledning til rapportering av NOx-utslipp Method 2" - 2021.
<b>EMISSIONS FLEET - ELECTRICITY</b>				
Hybrid electric ships	#	3	3	MS Fridtjof Nansen, MS Roald Amundsen, MS Otto Sverdrup.
Ships with shore power connectivity	#	-	6	All our ships have shore power connectivity (when at a port that supports the systems we have installed).
Number of ships	#	7	6	
<b>EMISSIONS - ENERGY CONSUMPTION FLEET</b>				
Scope 1 Energy Consumption fleet	Gigajoules	371,406	1,353,966	The increase is due to more vessels in operation in 2022 post-Covid.
Scope 2 Energy Consumption fleet	Gigajoules	66,762	397	Energy from shore power. Shore power numbers for 2022 are lower due to more time spent at sea after restart post-Covid. Emission factor of 0.75 g CO <sub>2</sub> per kWh was used.
Scope 1&2 Energy Consumption fleet	Gigajoules	438,169	1,354,363	The increase is due to more vessels in operation in 2022 post Covid.
Energy Consumption fleet - heavy fuel oil	%	0	0	We banned heavy fuel oil more than ten years ago.
Energy Consumption fleet - biofuels	%	1	1	
<b>NATURE - WATER PERFORMANCE</b>				
Water consumption	m <sup>3</sup>	-	145,722	Total amount of water of water production and water bunkering.
Water bunkered	m <sup>3</sup>	-	20,550	Water is mainly bunkered in Norway where there is an abundance of water.
Water production	m <sup>3</sup>	-	125,170	Our expedition vessels are equipped with desalination systems to produce fresh water from seawater.
Water consumption per guest*	m <sup>3</sup>	-	0.22	* Per available passenger cruise night. Expedition vessels have more water consuming facilities onboard e.g., pool, sauna.
<b>NATURE - WASTE PERFORMANCE</b>				
Food waste per guest - edible*	Kilo	-	0.821	* Total amount of edible food waste per guest.
Spills to the environment	#	-	0	Includes compartmental oil leaks, and oil and fuel leaks to sea; LPSQ accident module.
<b>NATURE - SCIENCE &amp; EDUCATION</b>				
Guests participated in Citizen Science Projects	%	15	60	Average percentage of guests.
Citizen Science Projects offered to guests [# of submissions]	#[#]	10 [NR]	13 [>15500]	Numbers in brackets are individual submissions to citizen science databases, which can consist of a single data point or a data set. NR = not reported.
Children in Young Explorer Programme	#	0(a)	88	(a) Due to the pandemic, our Young Explorer Programme was not offered in 2021.
Science Collaboration Projects supported	#	6	18	Number of science projects we have supported in a year excluding citizen science projects and excluding science projects supported by the Hurtigruten Foundation.
Scientific Collaboration Cruise Nights	#	-	938	Actual number of nights a scientific collaborator was onboard per calendar year.
External scientific publication & representations	#	-	14	External scientific representations comprise, amongst others, i) contributions to webinars, ii) presentations, iii) posters, iv) participation in conferences and travel shows, v) interviews, vi) discussion panels. External scientific publications comprise, amongst others, a) public annual reports, b) peer reviewed papers, c) thesis, d) web publication.
Litter collected shoreside during ship operation	kg	-	>2,350	Litter collected during hikes, beach clean ups by the crew and/or guests during a sailing.
<b>NATURE - MARINE PROTECTED AREAS that vessels sailed through (RBCS classed MPA's)</b>				
Global	#	-	19	Vessels sailed through Marine Protected Area Zones based on the "Regulated Based Classification System Marine Protection". Note that only 287 zones are assessed on RBCS while 16,330 are not yet assessed.
Arctic Ocean	#	-	0	
Atlantic Ocean	#	-	7	
Pacific Ocean	#	-	11	
Southern Ocean	#	-	1	



## APPENDIX E6 PERFORMANCE DATA - HURTIGRUTEN EXPEDITIONS



Hurtigruten Expeditions	Unit	2021	2022	Comment
<b>NATURE - BIODIVERSITY - SUPPORTED SPECIES per assessed IUCN red list category</b>				
Total	#	-	58	Species supported in science projects.
Critically Endangered (CE)	#	-	0	
Endangered (EN)	#	-	4	
Vulnerable (VU)	#	-	7	
Near Threatened (NT)	#	-	3	
Least Concern (LC)	#	-	40	
Data Deficient (DD)	#	-	1	
Not Evaluated (NE)	#	-	3	
<b>PEOPLE - EMPLOYEES</b>				
Total number of employees	#	982	1,202	Includes all employee categories except third party resources land-side.
Employees working on ships	#	917	1,094	
Employees working at our land-based offices	#	65	108	
Ratio working at sea/on land	% sea/ % land	93/7	91/9	
Women on ships	%	24	23	
Women in Hurtigruten business unit	%	25	26	
Ratio of our highest paid individual to average salary in company	#	-	3.0	
<b>PEOPLE - Diversity &amp; Inclusion</b>				
Average age (in years)	#	-	40	All employment categories where we have DOB.
Nationalities	#	-	59	All employment categories where we have Nationality.
<b>Gender pay gap:</b>				
Land-based employees	%	-	61	Measured as women's average salary as a percentage of men's, mainly ascribed to more men in senior land-based positions.
Seafaring employees	%	N/A	N/A	There is no gender pay gap for seafarers in the same role, as all salary is based on CBA.
<b>Women in leadership levels:</b>				
Percent women in senior leadership level	%	-	29	Includes CEO of business unit, solid and dotted line reporting to BU CEO.
Percent women at manager level	%	-	54	Managers and Department Heads.
Percent women as Captains	%	0	0	
Percent women as senior officers/leadership onboard	%	18	19	
<b>Age distribution:</b>				
Youngest employee	#	-	20	
Oldest employee	#	-	74	
<b>PEOPLE - SAFETY FIRST</b>				
LTIF	#	0.41	2.20	Lost Time Incident Frequency calculation based on a 24-hour exposure period.
Marine casualties	#	0	1	Definition is based on the NMA definition of Marine Casualties which includes serious injuries and loss, material damage or grounding/collision of the vessel.



# APPENDIX E6

## PERFORMANCE DATA - HURTIGRUTEN EXPEDITIONS



Hurtigruten Expeditions	Unit	2021	2022	Comment
<b>COMMUNITY - SUPPORT</b>				
Raised funds for Hurtigruten Foundation	Euro	-	250,391	Includes both direct donations, auctions and Green Stay and Camping in Antarctica. Does not include merchandise.
<b>COMMUNITY - GREEN STAY CONCEPT</b>				
Green stays percentage	%	-	20.6	
<b>Direct environmental savings from Green Stay:</b>				
Water saved	LTR	-	698,583	Based on a total of 83,000 Green Stay nights in 2022.
Washing detergent saved	LTR	-	3,977	Based on a total of 83,000 Green Stay nights in 2022.
Electricity saved	kWh	-	846	Does not include savings related to kWh used for water production and laundry of towels and linen onboard. Based on a total of 83,000 Green Stay nights in 2022.
<b>COMMUNITY - LOCAL PROVIDERS</b>				
<b>Regional consolidator/supplier (and regional producers) - Worldwide</b>				
Worldwide Total	#	-	56	
<b>Regional consolidator/supplier (and regional producers) F&amp;B - North America (region = country)</b>				
North America subtotal	#	-	16	"Regional" in this context is understood as "country". Specified subregions are harbours where we have multiple calls per season.
Canada	#	-	7	
Alaska	#	-	3	
USA (excluding Alaska)	#	-	5	
Others	#	-	1	
<b>Regional consolidator/supplier (and regional producers) F&amp;B - South America</b>				
South America subtotal	#	-	12	"Regional" in this context is understood as "country". Specified subregions are harbours where we have multiple calls per season.
Chile	#	-	3	
Argentina	#	-	4	
Others	#	-	5	
<b>COMMUNITY - LOCAL PROVIDERS</b>				
<b>Regional consolidator/supplier (and regional producers) F&amp;B - Europe</b>				
Europe subtotal	#	-	28	"Regional" in this context is understood as "country". Specified subregions are harbours where we have multiple calls per season.
Germany	#	-	14	
Iceland	#	-	1	
Norway (including Svalbard)	#	-	11	
UK	#	-	8	
Others	#	-	4	
<b>Regional consolidator/supplier (and regional producers) F&amp;B - Rest of the World</b>				
Others	#	-	0	"Regional" in this context is understood as "country". Specified subregions are harbours where we have multiple calls per season.
<b>COMMUNITY - LOCAL SPENDING</b>				
Excursion spent in local ports and communities	Euro	-	6,728,917	HRX has excursions in ports and activities in remote areas without port thus must perform guiding with own staff in those areas.
<b>Percent spending from local suppliers (F&amp;B) - Worldwide</b>				
Worldwide Total	%	2 (a)	39	(a) This is the total as subcategories were not reported.
<b>Percent spending from local suppliers (F&amp;B) - South America</b>				
South America: Subtotal	%	-	75	"Local" in this context is understood as "country". Specified subregions are harbours where we have multiple calls per season.
Chile	%	-	80	
Argentina	%	-	62	
Other	%	-	36	



## APPENDIX E6 PERFORMANCE DATA - HURTIGRUTEN EXPEDITIONS



Hurtigruten Expeditions	Unit	2021	2022	Comment
<b>COMMUNITY - LOCAL SPENDING</b>				
<b>Percent spending from local suppliers (F&amp;B) - North America</b>				
North America: Subtotal	%	-	32	"Local" in this context is understood as "country". Specified subregions are harbours where we have multiple calls per season.
Canada	%	-	30	
US	%	-	34	
Other	%	-	40	
<b>Percent spending from local suppliers (F&amp;B) - Europe</b>				
Europe: Subtotal	%	-	25	"Local" in this context is understood as "country". Specified subregions are harbours where we have multiple calls per season.
Norway incl. Svalbard	%	-	28	
Germany	%	-	15	
Iceland	%	-	10	
UK	%	-	37	
Spain	%	-	80	
Other	%	-	21	
<b>Percent spending from local suppliers (F&amp;B) - Rest of the World</b>				
Other	%	-	0	"Local" in this context is understood as "country". Specified subregions are harbours where we have multiple calls per season.
<b>RESPONSIBLE BUSINESS</b>				
Board diversity	%	33	0	Expressed as percent women in Board



## APPENDIX E7 PERFORMANCE DATA - HURTIGRUTEN NORWAY



Hurtigruten Norway	Unit	2021	2022	Comment
<b>EMISSIONS FLEET - SCOPE 1 &amp; 2</b>				
Scope 1 (Direct CO <sub>2</sub> Emissions)	MT CO <sub>2</sub>	107,145	131,325	
Scope 2 (Indirect CO <sub>2</sub> Emissions)	MT CO <sub>2</sub>	286	36	From shore power. Compared to 2021, fewer days were spent in port after Covid.
Sum of Scope 1 & 2 Emissions	MT CO <sub>2</sub>	107,431	131,361	From fuel and from shore power.
SO <sub>x</sub> Emissions	MT SO <sub>x</sub>	-	18	
NO <sub>x</sub> Emissions	MT NO <sub>x</sub>	2,303	2,046	
<b>EMISSIONS FLEET - ELECTRICITY</b>				
Hybrid electric ships	#	0	1	MS Richard With.
Ships with shore power connectivity	#	-	8	All our ships have shore power connectivity.
Electric buses used for excursions	#	1	0	Currently in testing phase with the aim of expanding in the future in a collaboration with our bus supplier Tide.
Number of ships	#	7	8	
<b>EMISSIONS - ENERGY CONSUMPTION FLEET</b>				
Scope 1 Energy Consumption fleet	Gigajoules	1,625,890	1,749,084	
Scope 2 Energy Consumption fleet	Gigajoules	13,739	2,798	
Scope 1&2 Energy Consumption fleet	Gigajoules	1,639,629 (a)	1,751,883	a) Value was corrected to include also scope 2 to 1,639,629 GJ. In 2021, only scope 1 was reported: 1,625,890 GJ.
Energy Consumption fleet heavy fuel oil	%	0	0	We banned heavy fuel oil more than ten years ago.
Energy Consumption fleet biofuels	%	12	0	
<b>NATURE - WATER PERFORMANCE</b>				
Water consumption	m <sup>3</sup>	-	133,489	
Water bunkered	m <sup>3</sup>	-	133,489	During operation water is only bunkered in Norway. The only exemption is when in dock outside of Norway.
Water production	m <sup>3</sup>	-	-	No water production facilities onboard. As for now the access to fresh water from shore is more sustainable in Norway than onboard production which would increase energy consumption.
Water consumption per guest*	m <sup>3</sup>	-	0.13	* Per available passenger cruise night.
<b>NATURE - WASTE PERFORMANCE</b>				
Food waste per guest - edible*	Kilo	0.110	0.073	* Total amount of edible food waste per guest.
Spills to the environment	#	4	6	2 leaks to sea and 4 leaks of refrigerant gas into the air. We started measuring leaks to air in 2022.
<b>PEOPLE - EMPLOYEES</b>				
Total number of employees	#	951	1174	Includes all employee categories except third party resources land-side.
Employees working on ships	#	893	1096	Includes all employee categories at sea (third party, seasonal workers and trainees). High headcount due to seasonal activity.
Employees working at our land-based offices	#	58	69	
Ratio working at sea/on land	% sea/ % land	94/6	93/6	
Women on ships	%	36	37	
Women in Hurtigruten business unit	%	37	37	
Maritime apprentices	#	110	134	The number of trainees represents the HRN fleet. In 2018 we had 178 maritime apprentices.
Completed training sessions (Academy)	#	2,359	1,335	The training approach has been updated towards shorter and more concise training sessions.
Average training per employee	Hours	3.5	3.0	The training approach has been updated towards shorter and more concise training sessions.
Ratio of our highest paid individual to average salary in company	#	-	2.9	



## APPENDIX E7 PERFORMANCE DATA - HURTIGRUTEN NORWAY



Hurtigruten Norway	Unit	2021	2022	Comment
<b>PEOPLE - Diversity &amp; Inclusion</b>				
Average age (in years)	#	-	38	All employment categories where we have DOB.
Nationalities	#	-	37	All employment categories where we have Nationality.
<b>Gender pay gap:</b>				
Land-based employees	%	-	90	Measured as women's average salary as a percentage of men, mainly ascribed to more men in senior land-based positions.
Seafaring employees	%	N/A	N/A	There is no gender pay gap for seafarers in the same role, as all salary is based on CBA.
<b>Women in leadership levels:</b>				
Percent women in senior leadership level	%	-	50	Includes CEO of business unit, solid and dotted line reporting to BU CEO.
Percent women at manager level	%	-	43	Managers and Department Heads.
Percent women as Captains	%	6	6	1 female Master (HRN fleet)
Percent women as senior officers/leadership onboard	%	6	6	
<b>Age distribution:</b>				
Youngest employee	#	-	19	
Oldest employee	#	-	72	
<b>PEOPLE - SAFETY FIRST</b>				
LTIF	#	1.74	2.38	Lost Time Incident Frequency calculation based on a 24-hour exposure period.
Marine casualties	#	15	8	Definition is based on the NMA definition of Marine Casualties. The number for 2021 is adapted from 0 to 15 using the NMA definition.
<b>COMMUNITY - SUPPORT</b>				
Raised funds for Hurtigruten Foundation	Euro	-	68,377	718,247 NOK (exchange rate of 31 Dec 2022) donations including both direct donations, auctions and Green Stay. Does not include merchandise.
Goods transported	Tons	60,000	58,872	
Unique ports of call	#	34	34	Per sailing 67 ports of call.
<b>COMMUNITY - GREEN STAY CONCEPT</b>				
Green Stays percentage	%	-	17.2	
<b>Direct environmental savings from Green Stay:</b>				
Water saved	L	-	781,585	Based on a total of 99,692 Green Stay nights in 2022.
Washing detergent saved	L	-	1,170	Based on a total of 99,692 Green Stay nights in 2022.
Electricity saved	kWh	-	3,788	Does not include savings related to laundry of towels and linen. Based on a total of 99,692 Green Stay nights in 2022.
<b>COMMUNITY - LOCAL PROVIDERS</b>				
Local vendors Hurtigruten Norway	#	230	370	F&B and other local vendors with businesses registered in Norway. The goal is to show purchases that have direct ripple effects in Norway and/or provide local value creation. An estimated 10% is deducted in case the company is a branch or subsidiary of a foreign company or they supply mainly exclusively imported goods.
<b>COMMUNITY - LOCAL SPENDING</b>				
Excursion spent in local ports and communities	Euro	-	9,009,562	
Percent spending from local suppliers (F&B)	% (kNOK)	35	43	
<b>RESPONSIBLE BUSINESS</b>				
Board diversity	%	33	17	Expressed as percent women in Board.



## APPENDIX E8 PERFORMANCE DATA - HURTIGRUTEN SVALBARD



Hurtigruten Svalbard	Unit	2021	2022	Comment
<b>EMISSIONS - SCOPE 1 &amp; 2</b>				
Scope 1 (Direct CO <sub>2</sub> Emissions)	MT CO <sub>2</sub>	160	241	Emissions factors for Hurtigruten Svalbard: Rasmus Bøckman Project leader Longyearbyen, Multiconsult.
Scope 2 (Indirect CO <sub>2</sub> Emissions)	MT CO <sub>2</sub>	2,379	3,529	Emissions factors for Hurtigruten Svalbard: Rasmus Bøckman Project leader Longyearbyen, Multiconsult
Sum of Scope 1 & 2 Emissions	MT CO <sub>2</sub>	2,539	3,770	
<b>EMISSIONS - ELECTRICITY</b>				
Electric tour boats	#	-	2	Kvitbjørn, MS Bard
Electric snowmobiles	#	8	8	Only includes snowmobiles in Svalbard.
Solar panel installations	#	2	2	
Solar panels	#	139	139	Individual panels.
Solar panels - Energy produced by solar panels	KWh	-	17,400	
Solar panels - Percent of energy of the total energy consumption used from solar panel production	%	-	9	
<b>NATURE - WATER PERFORMANCE</b>				
Water consumption	m <sup>3</sup>	-	14,431	Total amount of water consumed.
Water consumption per guest*	m <sup>3</sup>	-	0.188	* Per guest night in the hotel.
<b>NATURE - WASTE PERFORMANCE</b>				
Food waste per guest - edible*	Kilo	-	0.130	* Total amount of edible food waste per guest night.
<b>PEOPLE - EMPLOYEES</b>				
Total number of employees	#	136	166	Includes all employee categories except third party resources land-side. Numbers expressed as end of the year.
Employees working at our land-based offices	#	136	166	Includes all employee categories except third party resources land-side. Numbers expressed as end of the year.
Women in Hurtigruten business unit	%	45	41	
Ratio of our highest paid individual to average salary in company	#	-	3.0	
<b>PEOPLE - Diversity &amp; Inclusion</b>				
Average age (in years)	#	34	34	All employment categories where we have DOB.
Nationalities	#	25	35	All employment categories where we have Nationality.
Gender pay gap, land-based employees	%	91	90	Measured as women's average salary as a percentage of men's, mainly ascribed to more men in senior land-based positions.
<b>Women in leadership levels:</b>				
Percent women in senior leadership level	%	0	0	Includes CEO of business unit, solid and dotted line reporting to BU CEO.
Percent women at manager level	%	39	25	Managers and Department Heads.
<b>Age distribution:</b>				
Youngest employee	#	-	18	
Oldest employee	#	-	65	
<b>PEOPLE - SAFETY FIRST</b>				
Sick leave	%	4.3	2.7	
<b>RESPONSIBLE BUSINESS</b>				
Board diversity	%	25	33	Expressed as percent women in Board.



## APPENDIX E9 PERFORMANCE DATA - HURTIGRUTEN FOUNDATION



Hurtigruten Foundation	Unit	2018	2021	2022	Comment
<b>NATURE - BIODIVERSITY - SUPPORTED SPECIES per assessed IUCN red list category</b>					
Total	#	-	-	10	
Critically Endangered (CE)	#	-	-	2	
Endangered (EN)	#	-	-	0	
Vulnerable (VU)	#	-	-	1	
Near Threatened (NT)	#	-	-	0	
Least Concern (LC)	#	-	-	7	
Data Deficient (DD)	#	-	-	0	
Not Evaluated (NE)	#	-	-	0	
<b>COMMUNITY - SUPPORT</b>					
Number of projects supported through the Foundation (in countries)	# (#)	6 (4)	16 (11)	30 (12)	These 30 projects cover all three focus areas of the Hurtigruten Foundation.
Donations (in EUR)	Euro	44,000	116,000	180,000	These are donations to supported projects.
People positively impacted	#	-	7,500	62,211	Self-reporting from the grantees. It excludes our support to NRC & UNICEF for humanitarian aid in Ukraine and the 2022 Christmas donation.
Number of conservation programmes supported	#	-	-	12	Contains only science/nature conservation projects.
Tons of plastic litter collected by supported projects	#	-	-	8,845	
Number of locations cleaned by supported projects	#	-	-	5	
Number of communities supported	#	-	-	13	
<b>COMMUNITY - GREEN STAY CONCEPT</b>					
Green Stays percentage	%	-	15.0 (a)	18.6	(a) Average Q4 percentage as this was not available during the pandemic and was not measured in 2018.
<b>RESPONSIBLE BUSINESS</b>					
Board diversity	%	33	40	40	Expressed as percentage of women in Board



# APPENDIX F1

## GRI INDEXES (GLOBAL REPORTING INITIATIVE)



GRI Standard Number	GRI Standard content	Disclosure Number	Disclosure Content	Reference	Reason for omission
GRI 2	General Disclosures	2-1	Organisational details	Hurtigruten Group AS is a privately owned company, headquartered in Oslo and London. Hurtigruten Group and its subsidiaries have operations in Norway, UK, USA, Estonia, Germany, France and Australia.	N/A
GRI 2	General Disclosures	2-2	Entities included in the organisation's sustainability reporting	Appendix B.	N/A
GRI 2	General Disclosures	2-3	Reporting period, frequency and contact point	Appendix B.	N/A
GRI 2	General Disclosures	2-4	Restatements of information	Remarks are added in respective appendices in the 'Comment' field (Appendices F1, F3, F5, F6, F7).	N/A
GRI 2	General Disclosures	2-5	External assurance	The external assurance from Position Green is located in Appendix G.	N/A
GRI 2	General Disclosures	2-6	Activities, value chain and other business relationships	Chapter 1, Chapter 7 HRX and HRN, Appendix C.	N/A
GRI 2	General Disclosures	2-7	Employees	Chapter 4, Chapter 7, Appendix F3, F6, F7, F8, H.	N/A
GRI 2	General Disclosures	2-8	Workers who are not employees	Chapter 4, Chapter 7, Appendix F3, F6, F7, F8.	N/A
GRI 2	General Disclosures	2-9	Governance structure and composition	Appendix 2.	N/A
GRI 2	General Disclosures	2-10	Nomination and selection of the highest governance body	The Board of Directors represents the shareowners in Hurtigruten Group.	N/A
GRI 2	General Disclosures	2-11	Chair of the highest governance body	Chair of the Board of Directors is not a senior executive in the organisation.	N/A
GRI 2	General Disclosures	2-12	Role of the highest governance body in overseeing the management of impacts	Appendix 2.	N/A
GRI 2	General Disclosures	2-13	Delegation of responsibility for managing impacts	Appendix 2	N/A
GRI 2	General Disclosures	2-14	Role of the highest governance body in sustainability reporting	Appendix 2, Appendix 1	N/A
GRI 2	General Disclosures	2-15	Conflicts of interest	Appendix H (Political Involvement Policy; Code of Conduct)	N/A
GRI 2	General Disclosures	2-16	Communication of critical concerns	Chapter 6, Appendix H (Whistleblower policy). We also encourage our Sustainability Advisory Board and ESG Committee to raise any concerns related to ESG directly to our executive management teams.	N/A
GRI 2	General Disclosures	2-17	Collective knowledge of the highest governance body	Appendix 2	N/A
GRI 2	General Disclosures	2-18	Evaluation of the performance of the highest governance body	See Hurtigruten Group Annual Report 2022, note on Remuneration of the Board of Directors and Executive Management.	N/A
GRI 2	General Disclosures	2-19	Remuneration policies	See Hurtigruten Group Annual Report 2022, note on Remuneration of the Board of Directors and Executive Management.	N/A
GRI 2	General Disclosures	2-20	Process to determine remuneration	See Hurtigruten Group Annual Report 2022, note on Remuneration of the Board of Directors and Executive Management.	N/A
GRI 2	General Disclosures	2-21	Annual total compensation ration	Appendix F3, F6, F7, F8	N/A
GRI 2	General Disclosures	2-22	Statement on sustainable development strategy	Message from Daniel, Chapter 1	N/A
GRI 2	General Disclosures	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 (Appendix H). Publicly available policies are presented at: <a href="http://www.hurtigruten.com/group/sustainability/reports/esg/">www.hurtigruten.com/group/sustainability/reports/esg/</a>	N/A
N/A	General Disclosures	2-24	Embedding policy commitments	See each "Topic Guide" part in each chapter, as well as description of how we are working with each topic.	N/A
GRI 2	General Disclosures	2-24	Embedding policy commitments	See each "Topic Guide" part in each chapter, as well as description of how we are working with each topic.	N/A
GRI 2	General Disclosures	2-25	Process to remediate negative impacts	Appendix 2, Appendix H (Whistleblower mechanism, Hurtigruten Group ESG Committee)	N/A
GRI 2	General Disclosures	2-26	Mechanisms for seeking advice and raising concerns	Chapter 6, Appendix H (Whistleblower policy). We also encourage our Sustainability Advisory Board and ESG Committee to raise any concerns related to ESG directly to our executive management teams.	N/A



# APPENDIX F1

## GRI INDEXES (GLOBAL REPORTING INITIATIVE)



GRI Standard Number	GRI Standard content	Disclosure Number	Disclosure Content	Reference	Reason for omission
GRI 2	General Disclosures	2-27	Compliance with laws and regulations	Chapter 6, Appendix F5	N/A
GRI 2	General Disclosures	2-28	Membership associations	Chapter 7, Appendix C	N/A
GRI 2	General Disclosures	2-29	Approach to stakeholder engagement	Appendix A	N/A
GRI 2	General Disclosures	2-30	Collective bargaining agreements	Chapter 4, Appendix F3	N/A
GRI 3	Material topics 2021	3-1	Process to determine material topics	Appendix 1	N/A
GRI 3	Material topics 2021	3-2	List of material topics	Appendix 1	N/A
GRI 204	Procurement practices	3-3	Management of material topics	Chapter 6	N/A
GRI 204	Procurement practices	204-1	Proportion of spending on local suppliers	Chapter 6, Appendix F4,	N/A
GRI 303	Water and Effluents 2018	3-3	Management of material topics	Chapter 3, Appendix F2	N/A
GRI 303	Water and Effluents 2018	303-1	Interactions with water as a shared resource	Chapter 3, Appendix F2	N/A
GRI 303	Water and Effluents 2018	303-2	Management of water discharge-related impacts	Chapter 3, Appendix F2	N/A
GRI 303	Water and Effluents 2018	303-3	Water withdrawal	Chapter 3, Appendix F2	N/A
GRI 303	Water and Effluents 2018	303-4	Water discharge	Not reported	Ongoing data validation and data tracking improvement.
GRI 303	Water and Effluents 2018	303-5	Water consumption	Chapter 3, Appendix F2	N/A
GRI 304	Biodiversity	3-3	Management of material topics	Chapter 3, Appendix F2	N/A
GRI 304	Biodiversity	304-1	Operational sites owned, leased, managed in, or adjacent to, protected areas and areas of high biodiversity value outside protected areas	Chapter 3, Appendices F2, F6, F9, Appendix C	N/A
GRI 304	Biodiversity	304-2	Significant impacts of activities, products, and services on biodiversity	Chapter 3, Appendices F2, F6, F9, Appendix C	N/A
GRI 304	Biodiversity	304-3	Habitats protected or restored	Chapter 3, Appendices F2, F6, F9, Appendix C	N/A
GRI 304	Biodiversity	304-4	IUCN Red List species and national conservation list species with habitats in areas affected by operation	Chapter 3, Appendices F2, F6, F9, Appendix C	N/A
GRI 305	Emissions 2016	3-3	Management of material topics	Chapter 2, Chapter 7, Appendices F1, F6, F7, F8	N/A
GRI 305	Emissions 2016	305-1	Direct (Scope 1) emissions	Chapter 2, Chapter 7, Appendices F1, F6, F7, F8	N/A
GRI 305	Emissions 2016	305-2	Energy indirect (Scope 2) GHG emissions	Chapter 2, Chapter 7, Appendices F1, F6, F7, F8	N/A
GRI 305	Emissions 2016	305-3	Other indirect (Scope 3) GHG emissions	Chapter 2, Chapter 7, Appendices F1, F6, F7, F8	N/A
GRI 305	Emissions 2016	305-4	GHG emissions intensity	Chapter 2, Chapter 7, Appendices F1, F6, F7, F8	N/A
GRI 305	Emissions 2016	305-5	Reduction of GHG emissions	Chapter 2, Chapter 7, Appendices F1	N/A
GRI 305	Emissions 2016	305-6	Emissions of ozone-depleting substances (ODS)	Appendices F2, F7, data tracking improvement ongoing.	N/A
GRI 305	Emissions 2016	305-7	Nitrogen oxides (Nox), sulphur oxides (Sox), and other significant air emissions	Chapter 2, Chapter 7, Appendices F1, F6, F7	N/A
GRI 306	Waste 2020	3-3	Management of material topics	Chapter 3, Appendix F2	N/A
GRI 306	Waste 2020	306-1	Waste generation and significant waste-related impacts	Chapter 3, Appendix F2	N/A
GRI 306	Waste 2020	306-2	Management of significant waste-related impacts	Chapter 3, Appendix F2	N/A
GRI 306	Waste 2020	306-3	Waste generated	Chapter 3, Appendix F2	N/A
GRI 306	Waste 2020	306-4	Waste diverted from disposal	Not reported	Ongoing data validation and data tracking improvement.
GRI 306	Waste 2020	306-5	Waste directed to disposal	Appendix F2, we started reporting on waste disposed in ports.	N/A



# APPENDIX F1

## GRI INDEXES (GLOBAL REPORTING INITIATIVE)



GRI Standard Number	GRI Standard content	Disclosure Number	Disclosure Content	Reference	Reason for omission
GRI 308	Supplier Environmental Assessment 2016	3-3	Management of material topics	Chapter 6, Appendix F5	N/A
GRI 308	Supplier Environmental Assessment 2016	3-3	The reporting organisation shall report its management approach for supplier environmental assessment using GRI 103: 3-3	Chapter 6, Appendix F5	N/A
GRI 308	Supplier Environmental Assessment 2016	308-1	New suppliers that were screened using environmental criteria	Chapter 6, Appendix H, screening process improvement ongoing.	N/A
GRI 308	Supplier Environmental Assessment 2016	308-2	Negative environmental impacts in the supply chain and actions taken	Not reported	Ongoing process to get systematic screening in place and measurable.
GRI 401	Employment 2016	3-3	Material topics	Chapter 4	N/A
GRI 401	Employment 2016	401-1	New employee hires and employee turnover	Chapter 4, Appendix F3	N/A
GRI 401	Employment 2016	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 employment categories. There are different benefit schemes in each business unit: Hurtigruten Group, Hurtigruten Expeditions, Hurtigruten Norway, Hurtigruten Svalbard.	N/A
GRI 401	Employment 2016	401-3	Parental leave	Chapter 4, Appendix F3, Appendix D	N/A
GRI 403	Occupational Health and Safety 2016	403-1	Occupational Health and Safety Management System	Chapter 4, Appendix F3, Appendix D	N/A
GRI 403	Occupational Health and Safety 2016	403-2	Hazard identification, risk assessment, and incident investigation	Chapter 4, Appendix F3, Appendix D	N/A
GRI 403	Occupational Health and Safety 2016	403-3	Occupational Health services	Chapter 4, Appendix F3, Appendix D	N/A
GRI 403	Occupational Health and Safety 2016	403-4	Worker participation, consultation and communication on occupational health and safety	Chapter 4, Appendix F3, Appendix D	N/A
GRI 403	Occupational Health and Safety 2016	403-5	Worker training on occupational health and safety	Chapter 4, Appendix F3, Appendix D	N/A
GRI 403	Occupational Health and Safety 2016	403-6	Promotion of worker health	Chapter 4, Appendix F3, Appendix D	N/A
GRI 403	Occupational Health and Safety 2016	403-7	Prevention and mitigation of occupational health and safety impacts directly linked by business relationships	Chapter 4, Appendix F3, Appendix D	N/A
GRI 403	Occupational Health and Safety 2016	403-8	Workers covered by an occupational health and safety management system	Chapter 4, Appendix F3, Appendix D	N/A
GRI 403	Occupational Health and Safety 2016	403-9	Work-related injuries	Chapter 4, Appendix F3, Appendix D	Not fully answered in line with GRI requirements.
GRI 403	Occupational Health and Safety 2016	403-10	Work-related ill health	Not reported	Not measured.
GRI 404	Training and education 2016	3-3	Material topics	Chapter 4	N/A
GRI 404	Training and education 2016	404-1	Average hours of training per year per employee	Appendix F3	N/A
GRI 404	Training and education 2016	404-2	Programmes for upgrading employee skills and transition assistance programmes	Chapter 4	N/A
GRI 404	Training and education 2016	404-3	Percentage of employees receiving regular performance and career development reviews	Not reported	Ongoing process to get systematic screening in place and measurable.
GRI 405	Diversity and Equal Opportunity 2016	3-3	Material topics	Chapter 4	N/A
GRI 405	Diversity and Equal Opportunity 2016	405-1	Diversity of governance bodies and employees	Chapter 4, Appendices F3, F6, F7, F9	N/A
GRI 405	Diversity and Equal Opportunity 2016	405-2	Ratio of basic salary and remuneration of women to men	Chapter 4, Appendices F3, F6, F7, F9	N/A
GRI 418	Customer Privacy 2016	3-3	Material topics	Chapter 6	N/A
GRI 418	Customer Privacy 2016	418-1	Substantiated complaints concerning breaches of customer privacy and losses of customer data	Chapter 6, Appendix F5	N/A



# APPENDIX F1

## GRI INDEXES (GLOBAL REPORTING INITIATIVE)



GRI Standard Number	GRI Standard content	Disclosure Number	Disclosure Content	Reference	Reason for omission
GRI 403	Occupational Health and Safety 2016	403-5	Worker training on occupational health and safety	Chpt 4, App F3, App D	N/A
GRI 403	Occupational Health and Safety 2016	403-2	Hazard identification, risk assessment, and incident investigation	Chpt 4, App F3, App D	N/A
GRI 403	Occupational Health and Safety 2016	403-3	Occupational Health services	Chpt 4, App F3, App D	N/A
GRI 403	Occupational Health and Safety 2016	403-4	Worker participation, consultation and communication on occupational health and safety	Chpt 4, App F3, App D	N/A
GRI 403	Occupational Health and Safety 2016	403-5	Worker training on occupational health and safety	Chpt 4, App F3, App D	N/A
GRI 403	Occupational Health and Safety 2016	403-6	Promotion of worker health	Chpt 4, App F3, App D	N/A
GRI 403	Occupational Health and Safety 2016	403-7	Prevention and mitigation of occupational health and safety impacts directly linked by business relationships	Chpt 4, App F3, App D	N/A
GRI 403	Occupational Health and Safety 2016	403-8	Workers covered by an occupational health and safety management system	Chpt 4, App F3, App D	N/A
GRI 403	Occupational Health and Safety 2016	403-9	Work-related injuries	Chpt 4, App F3, App D	Not fully answered in line with GRI requirements.
GRI 403	Occupational Health and Safety 2016	403-10	Work-related ill health	Not reported	Not measured.
GRI 404	Training and education 2016	3-3	Material topics	Chpt 4	N/A
GRI 404	Training and education 2016	404-1	Average hours of training per year per employee	App F3	N/A
GRI 404	Training and education 2016	404-2	Programmes for upgrading employee skills and transition assistance programmes	Chpt 4	N/A
GRI 404	Training and education 2016	404-3	Percentage of employees receiving regular performance and career development reviews	Not reported	Ongoing process to get systematic screening in place and measurable.
GRI 405	Diversity and Equal Opportunity 2016	3-3	Material topics	Chpt 4	N/A
GRI 405	Diversity and Equal Opportunity 2016	405-1	Diversity of governance bodies and employees	Chpt 4, App F3, F6, F7, F9	N/A
GRI 405	Diversity and Equal Opportunity 2016	405-2	Ratio of basic salary and remuneration of women to men	Chpt 4, App F3, F6, F7, F9	N/A
GRI 418	Customer Privacy 2016	3-3	Material topics	Chpt 6	N/A
GRI 418	Customer Privacy 2016	418-1	Substantiated complaints concerning breaches of customer privacy and losses of customer data	Chpt 6, App F5	N/A



## APPENDIX F2 SASB CRUISE INDEXES (SUSTAINABILITY ACCOUNTING STANDARDS BOARD)

Topic	Code	Accounting Metric	Reference
Greenhouse Gas Emissions	TR-CL-110a.1	Gross global Scope 1 emissions	Chapter 2, Chapter 7, Appendices F1, F6, F7, F8
Greenhouse Gas Emissions	TR-CL-110a.2	Discussion of long-term and short-term strategy or plan to manage Scope 1 emissions, emissions reduction targets, and an analysis of performance against those targets	Message from Daniel, Chapter 2, Appendix H
Greenhouse Gas Emissions	TR-CL-110a.3	(1) Total energy consumed	Chapter 2, Chapter 7, Appendices F1, F6, F7
Greenhouse Gas Emissions	TR-CL-110a.3	(2) percentage heavy fuel oil	Appendices F1, F6, F7
Greenhouse Gas Emissions	TR-CL-110a.3	(4) percentage renewable	Appendices F1, F6, F7
Air Quality	TR-CL-120a.1	Air emissions of the following pollutants: (1) NO <sub>x</sub> (excluding N <sub>2</sub> O), (2) SO <sub>x</sub> , and (3) particulate matter (PM <sub>10</sub> )	
NO <sub>x</sub> /SO <sub>x</sub> : Appendices F1, F6, F7, Particulate matter: No data available	TR-CL-160a.1	Total amount of ship waste discharged to the environment; percentage treated prior to discharge	Chpt 2, App F1. We started reporting on waste handed over in ports. We are following regulations for effluent discharge.
Discharge Management & Ecological Impacts	TR-CL-160a.1	Total amount of ship waste discharged to the environment; percentage treated prior to discharge	Chapter 2, Appendix F1. We started reporting on waste handed over in ports. We are following regulations for effluent discharge.
Discharge Management & Ecological Impacts	TR-CL-160a.3	Cruise duration in marine protected areas or areas of protected conservation status	Appendix F6. We started reporting if we pass through marine protected areas following the RBCS (Regulation based classification system <a href="https://mpatlas.org/rbcs/">https://mpatlas.org/rbcs/</a> ). The duration is not reported.
Discharge Management & Ecological Impacts	TR-CL-160a.4	Number of notices of violations received for dumping	Appendix F5
Labor Practices	TR-CL-310a.4	Total amount of monetary losses as a result of legal proceedings associated with labour law violations	Appendix F5
Accident Management	TR-CL-540a.2	Number of port state control (1) deficiencies and (2) detentions	Appendix F5
Accident Management	TR-CL-540a.3	Number of marine casualties, percentage classified as very serious	Appendices F3, F6, F7, all marine casualties are reported as per NMA (Norwegian Marine Authority) definition. Percentage of 'very serious' is not detailed out.



# APPENDIX F3 TCFD INDEXES (TASK FORCE ON CLIMATE-RELATED FINANCIAL DISCLOSURES)



TCFD Number	TCFD	Comment
	<b>Governance</b>	
1	Describe the Board's oversight of climate-related risks and opportunities.	The board comprehensively reviews all climate-related risks and opportunities on an annual basis as part of the ESG report-development process. Additionally, the board reviews the status of major climate-related projects and emerging regulations on a quarterly basis. These updates ensure the board are aware of all potential risk (and opportunity) categories outlined by the TCFD - physical, regulatory, market, technology and reputational - and this ensures maximum oversight given rapidly changing operating conditions.
2	Describe management's role in assessing and managing climate-related risks and opportunities.	<p>The executive team reviews climate-related risks and opportunities at least quarterly as part of a broader risk management review. These are also reviewed more regularly as part of daily operations.</p> <p><b>In 2022, climate-related risks and opportunities were assessed for projects including:</b>  <b>1)</b> Fleet upgrades: including hybrid engines and shore power capabilities. <b>2)</b> Sea Zero: aims to produce the first zero-emissions ship by 2030. <b>3)</b> Biofuel use. <b>4)</b> Procurement: local sourcing strategies. <b>5)</b> Measurement: including Scope 3 emissions in our 2023 ESG report.</p> <p>Many of these projects will help to improve the measurement of our impact on the climate which will be crucial on our decarbonization journey. Lack of – and poor-quality – data is a key risk in our industry, providing major challenges to the development and implementation of meaningful interventions. Hurtigruten Group is committed to proactive and effective risk management to mitigate adverse effects on our operations and to identify and explore business opportunities. In our annual report, the group's risk framework and the role of the Board of Directors is explained under the section Risk Management in Hurtigruten Group.</p>
	<b>Strategy</b>	
3	Describe the climate-related risks and opportunities the organisation has identified over the short, medium, and long term.	<p>Please see the full overview of risks in the Hurtigruten ESG Risk Programme (appendix H).</p> <p><b>We have identified three key climate-related opportunities:</b>  <b>1)</b> Short term to be: In many instances, investing in reducing emissions also reduces our cost base. For example, reducing the amount of fuel we use directly impacts our bottom line.  <b>2)</b> Medium term: There is a huge opportunity in continuing to reduce our emissions as it affects how our guests perceive us and how likely they are to choose us over our competitors.  <b>3)</b> Medium/Long term: Ensuring we are part of the conversation in the nascent reporting and target-setting forums to push for maximum ambition for both our industry and adjacent industries.</p>
4	Describe the impact of climate-related risks and opportunities on the organisation's businesses, strategy, and financial planning.	Please see the full overview in the Hurtigruten ESG Risk Programme (appendix).
5	Describe the resilience of the organisation's strategy, taking into consideration different climate-related scenarios, including a 2°C or lower scenario.	As an organization, we have consistently supported the latest targets arising from the detail of the Paris Agreement, aimed at keeping warming below 1.5C. Our stated aim is to become the world's most sustainable travel operator in the world and to achieve this, it is one of our strategic priorities to achieve decarbonization as quickly as possible. For example, we aim to be carbon neutral by 2040. Emissions reductions for us come through investing in upgrading our current assets (e.g. through hybridization, shore power and exhaust heat recycling), as well as new assets and technologies. Perhaps the best example of this is our Sea Zero project which aims to build an operational zero-emissions ship by 2030. Additionally, our strategy involves directly engaging in conversations within and across industries to push for higher ambition and delivery in decarbonisation. As such, we are aware of planned changes to legislation as early as possible.
	<b>Risk Management</b>	
6	Describe the organisation's processes for identifying and assessing climate-related risks.	This is an integrated part of strategy and review process. We have a dedicated ESG committee which - alongside our VP of Risk Management - analyses and reviews risks on a monthly basis. These reviews are summarised and included in quarterly reporting to management and the board which reviews the risks in detail on an annual basis. In the ESG Risk Programme we have disclosed the top risks per thematic category.
7	Describe the organisation's processes for managing climate-related risks.	As previously described, through the oversight of management and the board, risks are identified and assessed regularly. For each major risk identified we outline scenarios and mitigating actions which could be taken. These are regularly reviewed by the VP of Risk Management.
8	Describe how processes for identifying, assessing, and managing climate-related risks are integrated into the organisation's overall risk management.	Climate-related risks are included in our general risk reporting based upon both the likelihood and the potential impact to company operations. As described above, risks are regularly reviewed so the overall risk management strategy is adaptive to changing circumstances and risk profiles.
	<b>Metrics and targets</b>	
9	Disclose the metrics used by the organisation to assess climate-related risks and opportunities in line with its strategy and risk management process.	Hurtigruten Group uses CO <sub>2</sub> equivalents to measure our GHG emissions from Scope 1,2, and 3 emissions. Additionally, we measure SO <sub>x</sub> and NO <sub>x</sub> emissions and, where possible, other particulate pollutants. Our risk framework includes categories for probability and different consequence types.
10	Disclose Scope 1, Scope 2 and, if appropriate, Scope 3 greenhouse gas (GHG) emissions and the related risks.	All emission data (Scope 1, 2 and 3) is located in performance tables in Appendix F.
11	Describe the targets used by the organisation to manage climate-related risks and opportunities and performance against targets.	<p>All targets are mentioned under Our Targets and Ambitions, and specifically in the Emissions chapter and our Emission Reduction Plan (add link). We have committed to science-based targets and are currently in the process of preparing our targets for validation.</p> <p>Our key targets are:  <b>1)</b> Net-Zero Scope 1, 2 and 3 emissions by 2050  <b>2)</b> Carbon neutral Scope 1 by 2040  <b>3)</b> First emission free ship on the Norwegian Coast by 2030</p>



# APPENDIX F4

## UN SDG INDEXES (UNITED NATIONS SUSTAINABLE DEVELOPMENT GOALS)











SDG Goal Number	SDG Goal	Target Number	Target	Reference	
<b>5</b>	<b>Achieve gender equality and empower all women and girls</b>	<b>5.00</b>		<b>Chapter 4, Appendix F3, F6, F7, F8, H</b>	
5	Achieve gender equality and empower all women and girls	5.01	End all forms of discrimination against all women and girls everywhere.	Chapter 4, Appendix F3, F6, F7, F8, H	
5	Achieve gender equality and empower all women and girls	5.05	Ensure women's full and effective participation and equal opportunities for leadership at all levels of decision-making in political, economic and public life.	Chapter 4, Appendix F3, F6, F7, F8, H	
<b>10</b>	<b>Reduce inequality within and among countries</b>	<b>10.00</b>		<b>Chapter 4, Appendix F3, F6, F7, F8, H</b>	
10	Reduce inequality within and among countries	10.01	By 2030, progressively achieve and sustain income growth of the bottom 40 per cent of the population at a rate higher than the national average.	Chapter 4, Appendix F3, F6, F7, F8, H	
10	Reduce inequality within and among countries	10.02	By 2030, empower and promote the social, economic and political inclusion of all, irrespective of age, sex, disability, race, ethnicity, origin, religion or economic or other status.	Chapter 4, Appendix F3, F6, F7, F8, H	
10	Reduce inequality within and among countries	10.03	Ensure equal opportunity and reduce inequalities of outcome, including by eliminating discriminatory laws, policies and practices and promoting appropriate legislation, policies and action in this regard.	Chapter 4, Appendix F3, F6, F7, F8, H	
10	Reduce inequality within and among countries	10.04	Adopt policies, especially fiscal, wage and social protection policies, and progressively achieve greater equality.	Chapter 4, Appendix F3, F6, F7, F8, H	
<b>11</b>	<b>Make cities and human settlements inclusive, safe, resilient and sustainable</b>	<b>11.00</b>		<b>Chapters 3, 5 and 7, Appendix F2, F4, F6, F7</b>	
11	Make cities and human settlements inclusive, safe, resilient and sustainable	11.02	By 2030, provide access to safe, affordable, accessible and sustainable transport systems for all, improving road safety, notably by expanding public transport, with special attention to the needs of those in vulnerable situations, women, children, persons with disabilities and older persons.	Chapters 5 and 7, Appendix F4, F7	
11	Make cities and human settlements inclusive, safe, resilient and sustainable	11.04	Strengthen efforts to protect and safeguard the world's cultural and natural heritage.	Chapters 5, and 7, Appendix F4	
11	Make cities and human settlements inclusive, safe, resilient and sustainable	11.06	By 2030, reduce the adverse per capita environmental impact of cities, including by paying special attention to air quality and municipal and other waste management.	Chapters 3, 5 and 7, Appendix F2, F4, F6, F7	
11	Make cities and human settlements inclusive, safe, resilient and sustainable	11.a	Support positive economic, social and environmental links between urban, peri-urban and rural areas by strengthening national and regional development planning.	Chapters 5 and 7, Appendix F4, F7	



## APPENDIX F4 UN SDG INDEXES (UNITED NATIONS SUSTAINABLE DEVELOPMENT GOALS)



SDG Goal Number	SDG Goal	Target Number	Target	Reference	
12	<b>Ensure sustainable consumption and production patterns</b>	<b>12.00</b>		<b>Chapters 3 and 5, Appendix F2, F4, F6, F7, F8, F9, H</b>	
12	Ensure sustainable consumption and production patterns	12.03	By 2030, halve per capita global food waste at the retail and consumer levels and reduce food losses along production and supply chains, including post-harvest losses.	Chapters 3 and 5, Appendix F2, F4, F6, F7, F8, F9, H	
12	Ensure sustainable consumption and production patterns	12.04	By 2020, achieve the environmentally sound management of chemicals and all wastes throughout their life cycle, in accordance with agreed international frameworks, and significantly reduce their release to air, water and soil in order to minimize their adverse impacts on human health and the environment.	Chapters 3 and 5, Appendix F2, F4, F6, F7, F8, F9, H	
12	Ensure sustainable consumption and production patterns	12.05	By 2030, substantially reduce waste generation through prevention, reduction, recycling and reuse.	Chapters 3 and 5, Appendix F2, F4, F6, F7, F8, F9, H	
12	Ensure sustainable consumption and production patterns	12.06	Encourage companies, especially large and transnational companies, to adopt sustainable practices and to integrate sustainability information into their reporting cycle.	Chapters 3 and 5, Appendix F2, F4, F6, F7, F8, F9, H	
12	Ensure sustainable consumption and production patterns	12.08	By 2030, ensure that people everywhere have the relevant information and awareness for sustainable development and lifestyles in harmony with nature.	Chapters 1, 3 and 5	
12	Ensure sustainable consumption and production patterns	12.b	Develop and implement tools to monitor sustainable development impacts for sustainable tourism that creates jobs and promotes local culture and products.	Chapter 1, Appendix F3	
13	<b>Take urgent action to combat climate change and its impacts</b>	<b>13.00</b>		<b>Chapters 1, 3 and 5, Appendix H</b>	
13	Take urgent action to combat climate change and its impacts	13.03	Improve education, awareness-raising and human and institutional capacity on climate change mitigation, adaptation, impact reduction and early warning.	Chapters 1, 3 and 5, Appendix H	



# APPENDIX F4

## UN SDG INDEXES (UNITED NATIONS SUSTAINABLE DEVELOPMENT GOALS)








SDG Goal Number	SDG Goal	Target Number	Target	Reference	
14	<b>Conserve and sustainably use the oceans, seas and marine resources for sustainable development</b>	<b>14.00</b>		<b>Chapters 2, 3 and 5, Appendix F2, F4, F6, F7, F9</b>	
14	Conserve and sustainably use the oceans, seas and marine resources for sustainable development	14.01	By 2025, prevent and significantly reduce marine pollution of all kinds, in particular from land-based activities, including marine debris and nutrient pollution.	Chapters 3 and 5, Appendix F2, F4, F6	
14	Conserve and sustainably use the oceans, seas and marine resources for sustainable development	14.02	By 2020, sustainably manage and protect marine and coastal ecosystems to avoid significant adverse impacts, including by strengthening their resilience, and take action for their restoration in order to achieve healthy and productive oceans	Chapters 3 and 5, Appendix F2, F4, F6, F9	
14	Conserve and sustainably use the oceans, seas and marine resources for sustainable development	14.03	Minimise and address the impacts of ocean acidification, including through enhanced scientific cooperation at all levels.	Chapters 3 and 5, Appendix F2, F4, F6, F9	
14	Conserve and sustainably use the oceans, seas and marine resources for sustainable development	14.07	By 2030, increase the economic benefits to small island developing States and least developed countries from the sustainable use of marine resources, including through sustainable management of fisheries, aquaculture and tourism.	Chapters 3 and 5, Appendix F2, F4, F6, F7, F9	
14	Conserve and sustainably use the oceans, seas and marine resources for sustainable development	14.a	Increase scientific knowledge, develop research capacity and transfer marine technology, taking into account the Intergovernmental Oceanographic Commission Criteria and Guidelines on the Transfer of Marine Technology, in order to improve ocean health and to enhance the contribution of marine biodiversity to the development of developing countries, in particular small island developing States and least developed countries.	Chapters 2 and 7	
14	Conserve and sustainably use the oceans, seas and marine resources for sustainable development	14.c	Enhance the conservation and sustainable use of oceans and their resources by implementing international law as reflected in United Nations Convention on the Law of the Sea, which provides the legal framework for the conservation and sustainable use of oceans and their resources, as recalled in paragraph 158 of "The future we want".	Chapters 3 and 7	
15	<b>Protect, restore and promote sustainable use of terrestrial ecosystems, sustainably manage forests, combat desertification, and halt and reverse land degradation and halt biodiversity loss</b>	<b>15.00</b>		<b>Chapters 3, 5 and 7, Appendix F9, H</b>	
15	Protect, restore and promote sustainable use of terrestrial ecosystems, sustainably manage forests, combat desertification, and halt and reverse land degradation and halt biodiversity loss	15.04	By 2030, ensure the conservation of mountain ecosystems, including their biodiversity, in order to enhance their capacity to provide benefits that are essential for sustainable development.	Chapters 3, 5 and 7, Appendix F9, H	
15	Protect, restore and promote sustainable use of terrestrial ecosystems, sustainably manage forests, combat desertification, and halt and reverse land degradation and halt biodiversity loss	15.05	Take urgent and significant action to reduce the degradation of natural habitats, halt the loss of biodiversity and, by 2020, protect and prevent the extinction of threatened species.	Chapters 3, 5 and 7, Appendix F9, H	
15	Protect, restore and promote sustainable use of terrestrial ecosystems, sustainably manage forests, combat desertification, and halt and reverse land degradation and halt biodiversity loss	15.07	Take urgent action to end poaching and trafficking of protected species of flora and fauna and address both demand and supply of illegal wildlife products.	Chapters 3, 5 and 7, Appendix F9, H	
15	Protect, restore and promote sustainable use of terrestrial ecosystems, sustainably manage forests, combat desertification, and halt and reverse land degradation and halt biodiversity loss	15.a	Mobilise and significantly increase financial resources from all sources to conserve and sustainably use biodiversity and ecosystems.	Chapters 3, 5 and 7, Appendix F9, H	
15	Protect, restore and promote sustainable use of terrestrial ecosystems, sustainably manage forests, combat desertification, and halt and reverse land degradation and halt biodiversity loss	15.b	Mobilise significant resources from all sources and at all levels to finance sustainable forest management and provide adequate incentives to developing countries to advance such management, including for conservation and reforestation.	Chapters 3, 5 and 7, Appendix F9, H	



## APPENDIX F4 UN SDG INDEXES (UNITED NATIONS SUSTAINABLE DEVELOPMENT GOALS)



SDG Goal Number	SDG Goal	Target Number	Target	Reference	
17	<b>Strengthen the means of implementation and revitalise the Global Partnership for Sustainable Development</b>	<b>17.00</b>		<b>Chapters 3, 5 and 7, Appendix C, F6, F9</b>	
17	Strengthen the means of implementation and revitalise the Global Partnership for Sustainable Development	17.03	Mobilise additional financial resources for developing countries from multiple sources.	Chapters 3, 5 and 7, Appendix C, F6, F9	
17	Strengthen the means of implementation and revitalise the Global Partnership for Sustainable Development	17.06	Enhance North-South, South-South and triangular regional and international cooperation on and access to science, technology and innovation and enhance knowledge sharing on mutually agreed terms, including through improved coordination among existing mechanisms, in particular at the United Nations level, and through a global technology facilitation mechanism.	Chapters 3, 5 and 7, Appendix C, F6, F9	
17	Strengthen the means of implementation and revitalise the Global Partnership for Sustainable Development	17.16	Enhance the Global Partnership for Sustainable Development, complemented by multi-stakeholder partnerships that mobilize and share knowledge, expertise, technology and financial resources, to support the achievement of the Sustainable Development Goals in all countries, in particular developing countries.	Chapters 3, 5 and 7, Appendix C, F6, F9	
17	Strengthen the means of implementation and revitalise the Global Partnership for Sustainable Development	17.17	Encourage and promote effective public, public-private and civil society partnerships, building on the experience and resourcing strategies of partnerships .	Chapters 3, 5 and 7, Appendix C, F6, F9	



## APPENDIX G HURTIGRUTEN GROUP GREEN BOND REPORT 2022

Under the Green Bond Framework, Hurtigruten Group issued Green Bonds with a total nominal value of 50 million Euros in February 2022.

An amount equal to the net proceeds of the Green Bonds has financed, in whole or in part, investments undertaken by Hurtigruten Group or its subsidiaries that promote the transition towards a low-carbon and environmentally sustainable society ('Green Projects') under the Green Project Category 'Upgrade of existing sea and coastal vessels'. The Green Project Category is mapped to the SDGs reflected by the IMO, SDG 13 Reduce our emissions, and target a carbon-free future.

### Green Projects financed by Green Bond proceeds

Environmental refurbishment of the coastal vessels MS Richard With, MS Kong Harald, and MS Nordlys. Hurtigruten Norway fleet is undergoing Europe's largest environmental upgrade. This was launched in Q1 2022 and is expected to be finalised in 2024 and cover all seven ships operating under the coastal contract.

Three out of the seven coastal vessels, MS Richard With, MS Kong Harald, and MS Nordlys, will undergo, or have already undergone, a full-fledged transformation to battery-hybrid power, meaning installation of new low-emission engines equipped with SCR and battery packs. The main engines combined with SCR system will achieve an IMO Tier III (the highest level) Engine International Air Pollution Prevention certificate. The ships will also undergo hull optimisations, renewal of exhaust boilers and extended use of frequency converts. Together all measures are estimated to result in approximately 20% fuel reduction from 2018 level (kg/nm and grams in grams of fuel per deadweight).

In addition, a new sewage and greywater treatment system is installed, certified to meet the purified water discharge requirements in accordance with IMO Res. MEPC.227 (64) (except par. 4.2), and MARPOL Annex IV as amended, Reg. 9.1.1. This will give the ships the opportunity to operate with zero emission to sea.

The retrofit activities reduce fuel consumption of the vessel by 20.13% expressed in grams of fuel per deadweight and tons per nautical mile, as demonstrated by CFD and other engineering calculations. The projects also cut CO<sub>2</sub> emissions by 20.13% and NO<sub>x</sub> emissions by 85.1%.\*

### Financing and refinancing

New financing is defined as Green Projects under construction or Green Projects taken into operation less than 12 months prior to the approval by Hurtigruten Group's Green Bond Committee. Refinancing is defined as financing for Green Projects taken into operation more than 12 months prior to the Green Bond Committee's approval. The environmental refurbishment of the three vessels MS Richard With, MS Kong Harald and MS Nordlys were all described in the Green Bond framework under the Green Project Category "Upgrade of existing sea and coastal vessels".

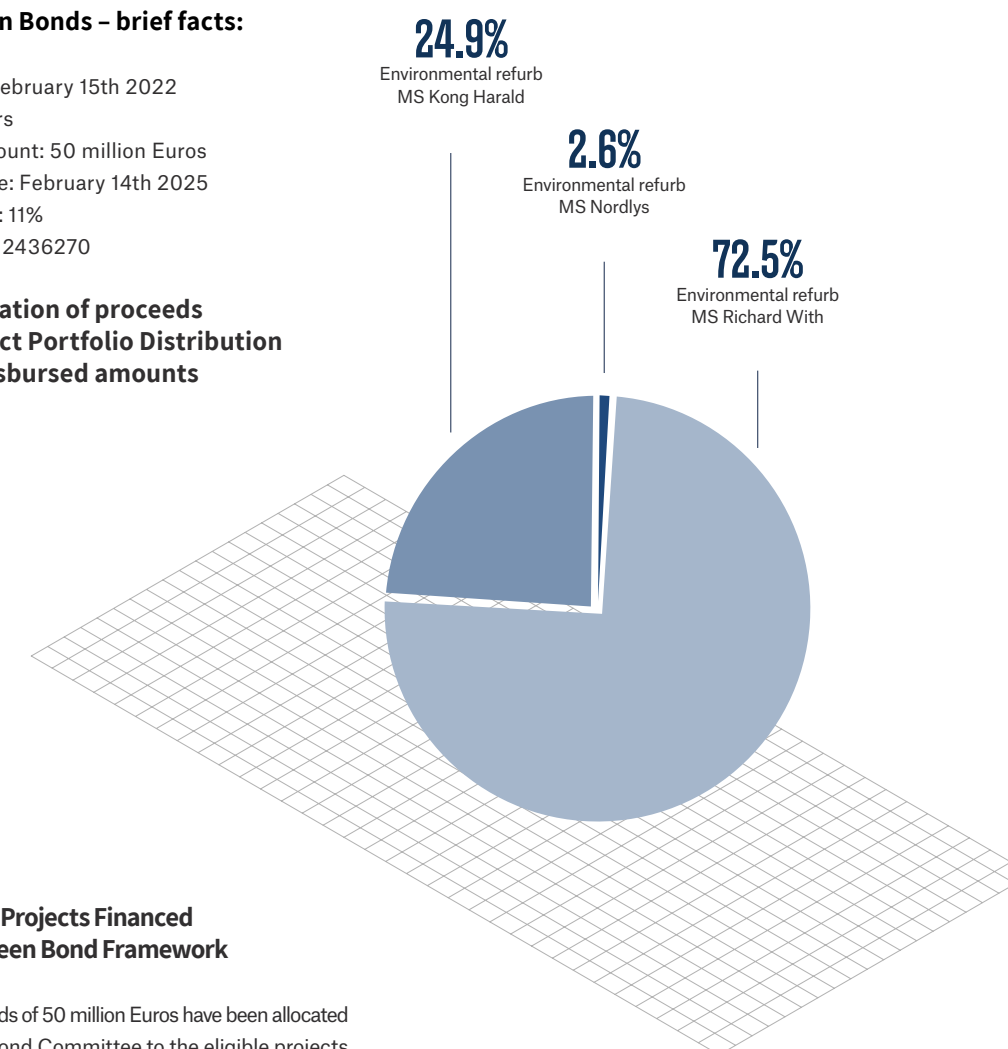
The environmental refurbishment of MS Richard With was completed in 2022 with a total investment cost of EUR 36.2 million Euros, which was financed through the proceeds from the Green Bond. The environmental refurbishment of MS Kong Harald is currently ongoing and as of 31.12.22 Hurtigruten Group had invested a total of EUR 17.5 million of which EUR 12.5 million has been financed by the proceeds from the Green Bond.

The environmental refurbishment of MS Nordlys will start in October 2023 and as of 31.12.22 Hurtigruten Group had invested a total of 3.1 million Euros of which 1.3 million has been financed by the proceeds from the Green Bond.

### Issued Green Bonds – brief facts:

- + Issue date: February 15th 2022
- + Tenor: 3 years
- + Nominal amount: 50 million Euros
- + Maturity date: February 14th 2025
- + Coupon rate: 11%
- + ISIN: NO0012436270

### Chart: Allocation of proceeds Green Project Portfolio Distribution based on disbursed amounts



### Table: Green Projects Financed under the Green Bond Framework

The total proceeds of 50 million Euros have been allocated by the Green Bond Committee to the eligible projects presented in the table below. The balance on the special bond account as of 31.12.22 was 48,943,656.69 Euros.

ICMA Green Bond Principles Category	EU Taxonomy Reference	Sustainability Performance Goal	Green Project Category	Project	Description	Total Investment EUR as of 31.12.22	Outstanding disbursed green bond amounts allocated to project EUR	Financing/Refinancing	Total Environmental Sustainability Impact for Investment
Clean Transportation	6.12 – Retrofitting of sea and coastal freight and passenger water transport	13) Reduce our emissions, and target a carbon-free future	Upgrade of existing sea and coastal vessels	Hybridisation of coastal vessel MS Richard With (2022)	A full-fledged transformation to battery-hybrid power, meaning installation of new low-emission engines equipped with SCR and battery packs, reblading propeller and hull optimisation.	36,253,166	36,253,166	Financing	Documented* Reduction in fuel consumption: 20,13% Reduction in CO <sub>2</sub> emissions: 20,13% Reduction in NO <sub>x</sub> emissions: 85,1%
				Hybridisation of coastal vessel MS Kong Harald (2023)	A full-fledged transformation to battery-hybrid power, meaning installation of new low-emission engines equipped with SCR and battery packs, reblading propeller and hull optimisation.	17,524,275	12,461,074	Financing	Expected based on Richard With Reduction in fuel consumption: 20,13% Expected reduction in CO <sub>2</sub> emissions: 20,13% Expected reduction in NO <sub>x</sub> emissions: 85,1%
				Hybridisation of coastal vessel MS Norlys (2023)	A full-fledged transformation to battery-hybrid power, meaning installation of new low-emission engines equipped with SCR and battery packs, reblading propeller and hull optimisation.	3,149,740	1,285,760	Financing	Expected based on Richard With Reduction in fuel consumption: 20,13% Expected reduction in CO <sub>2</sub> emissions: 20,13% Expected reduction in NO <sub>x</sub> emissions: 85,1%
						<b>56,927,181</b>	<b>50,000,000</b>		* The reduction is calculated against a 2018 pre-pandemic baseline for fuel consumption per vessel.





## Verification of Use of Proceeds

Hurtigruten Group AS has commissioned Position Green Advisory AS ("PGA") to undertake an independent review of the Company's reported use of proceeds. The verification has been performed in line with ICMA's Guidelines for Green, Social, Sustainability and Sustainability-Linked Bonds External Reviews.

### Basis for the review

Scope of verification	Hurtigruten's reported use of proceeds as at 31.12.2022
Framework/Methodology	Green Bond Principles (GBP)

### Criteria

PGA has assessed the reported use of proceeds and whether an amount equal to the Green Bond net proceeds has been allocated to Green Projects, as specified in Hurtigruten's Green Bond Framework (GBF)<sup>1</sup>.

### Procedures

The following activities have been performed

- Review of projects listed in Hurtigruten's Green Bond Report against DNV's Eligibility Assessment for Hurtigruten's Green Bond Framework<sup>2</sup>
- Review of reported allocations in Hurtigruten's Green Bond Report 2022 against cost specifications for projects
- Review of a sample of invoices against cost specifications for eligible projects

### Summary

Based on the procedures we have performed, and the evidence we have obtained, nothing has come to our attention that causes us to believe that the net proceeds of EUR 50 million has not been allocated to Green Projects, as specified in Hurtigruten's Green Bond Framework and DNV's Eligibility Assessment.

<sup>1</sup> Hurtigruten Group AS Green Bond Framework: <https://mb.cision.com/Public/19513/3603266/b21601ec5d091475.pdf>  
<sup>2</sup> DNV's Eligibility Assessment: <https://mb.cision.com/Public/19513/3603266/b92f651ce74c0617.pdf>



# APPENDIX G GREEN BOND

Position Green®

## Disclaimer

Position Green Advisory AS (PGA) is the author of this verification. PGA has no responsibility for the accuracy of the information provided by the Issuer in order for PGA to conduct this review – and PGA is not responsible for information completeness, accuracy, correctness or fitness for a particular purpose. In commissioning this verification, the Issuer agrees to accept full liability for its use and misuse of the opinion and PGA shall not be liable for any such use and misuse.

PGA accepts no liability in relation to any part of the verification. PGA assumes no liability for any indirect, incidental, special or consequential damages, including, without limitation, loss of profits, loss of data, loss of purchase price or diminution in the value of a potential transaction, arising as a result of use of the verification. The verification does not, nor does it purport to, constitute any form of investment advice, recommendation, or independent investment analysis. Consequently, the verification has not been prepared in accordance with the rules and regulations governing such publications and information. By accepting or in any other way obtaining access to the verification, the Issuer accepts that it has read, understood, and accepted this as fact.

No parts of this document, including but not limited to tables, references and statements may be copied, reproduced, modified, republished, transmitted, distributed, or used in any manner without written permission of the copyright owner.

### Review Provider:

Position Green Advisory AS

### Date of publication:

26.04.2023

## About Position Green Advisory

Position Green Advisory (PGA) is the advisory branch of the Position Green Group, a Nordic leader in sustainability software and advisory. PGA provides expertise on environmental, social and governance (ESG) risk and compliance. The firm applies leading global ESG standards when conducting Company assessments, benchmarking, and gap analysis.

PGA has worked with over 150 public and private entities across all industries, most notably the maritime sector, oil and gas, renewables, defence, real estate, technology, and financial services. PGA also serves as a trusted advisor to public institutions such as the United Nations, the World Bank, and governmental agencies, as well as various NGOs and foundations.

PGA is a member of the Marine Transportation Advisory Group of the Sustainability Accounting Standards Board (SASB)/Value Reporting Foundation, an accredited CDP provider and a Certified Training Partner of the GRI. PGA is a signatory to the principles of the International Capital Market Association (ICMA). PGA applies the International Standard on Quality Control 1 (ISQC) framework required for e.g. ISAE 3000 assignments.



### Oslo

Wergelandsveien 7  
0167 Oslo  
Norway

### Stockholm

Västgötagatan 5  
118 27 Stockholm  
Sweden

### Malmö

Torggatan 4  
211 40 Malmö  
Sweden

### Copenhagen

Højbro Pl. 10  
1200 København  
Denmark

positiongreen.com



## APPENDIX H POLICY INDEX

Name of Policy / Programme	Additional Info	Reference
Hurtigruten Group Diversity, equity and inclusion policy (DEI) Policy	Public policy available online	<a href="https://www.hurtigruten.com/group/sustainability/reports/esg/">https://www.hurtigruten.com/group/sustainability/reports/esg/</a>
Hurtigruten Group Code of Conduct	Public policy available online	<a href="https://www.hurtigruten.com/group/sustainability/reports/esg/">https://www.hurtigruten.com/group/sustainability/reports/esg/</a>
Hurtigruten Group Privacy Policy	Public policy available online	<a href="https://www.hurtigruten.com/group/sustainability/reports/esg/">https://www.hurtigruten.com/group/sustainability/reports/esg/</a>
Hurtigruten Group Supplier Code of Conduct	Public policy available online	<a href="https://www.hurtigruten.com/group/sustainability/reports/esg/">https://www.hurtigruten.com/group/sustainability/reports/esg/</a>
Hurtigruten Group Whistleblowing policy	Public policy available online	<a href="https://www.hurtigruten.com/group/sustainability/reports/esg/">https://www.hurtigruten.com/group/sustainability/reports/esg/</a>
Hurtigruten Group GHG Emission Reduction Programme	Available online	<a href="https://www.hurtigruten.com/group/sustainability/reports/esg/">https://www.hurtigruten.com/group/sustainability/reports/esg/</a>
Hurtigruten Group Political Involvement Policy	Public policy available online	<a href="https://www.hurtigruten.com/group/sustainability/reports/esg/">https://www.hurtigruten.com/group/sustainability/reports/esg/</a>
Hurtigruten Group Remuneration Policy	Public policy available online	<a href="https://www.hurtigruten.com/group/sustainability/reports/esg/">https://www.hurtigruten.com/group/sustainability/reports/esg/</a>
Hurtigruten Group Deforestation Policy	Public policy available online	<a href="https://www.hurtigruten.com/group/sustainability/reports/esg/">https://www.hurtigruten.com/group/sustainability/reports/esg/</a>
Hurtigruten Group Anti-Corruption Policy	Public policy available online	<a href="https://www.hurtigruten.com/group/sustainability/reports/esg/">https://www.hurtigruten.com/group/sustainability/reports/esg/</a>
Hurtigruten Group Freedom of Association Policy	Public policy available online	<a href="https://www.hurtigruten.com/group/sustainability/reports/esg/">https://www.hurtigruten.com/group/sustainability/reports/esg/</a>
Hurtigruten Group Enterprise Risk Management Policy	Internal policy, available upon request	
Hurtigruten Group Climate Risk Position Statement	Available online	<a href="https://www.hurtigruten.com/group/sustainability/reports/esg/">https://www.hurtigruten.com/group/sustainability/reports/esg/</a>
Environmental Policy	Internal policy, available upon request	
Environmental Management System	Internal policy, available upon request	
Biodiversity Programme	Internal policy, available upon request	
Solid Waste Management	Internal policy, available upon request	
Effluent Management	Internal policy, available upon request	
Water Risk Management	Internal policy, available upon request	
Water Management Programme	Internal policy, available upon request	
Ship Breaking Programme	Internal policy, available upon request	
Product and Service Safety Programme	Internal policy, available upon request	



# APPENDIX I GLOSSARY

Here we list the commonly used terms relating to Emissions, Nature, People and Community that you'll find throughout this report.

Term	Explanation
<b>AECO</b>	Association of Arctic Expedition Cruise Operators.
<b>Biodiversity</b>	The variety of plant and animal life in the world or at a particular destination.
<b>Biofuels</b>	Non-fossil fuels manufactured using organic material, the burning of which is carbon neutral.
<b>Carbon intensity</b>	The average amount of Scope 1 CO <sub>2</sub> emissions that can be attributable on a per-guest basis.
<b>Carbon neutral</b>	Meaning an activity that is neutral to the atmosphere as GHGs are both added and removed in equal measure e.g., using biofuels.
<b>Carbon offsetting</b>	Emission reduction or removal resulting from an action outside the organisation's boundaries used to counterbalance the organisation's residual emissions.
<b>CO<sub>2</sub></b>	Carbon Dioxide, one of the main greenhouse gases and primarily produced by burning fossil fuels such as coal and oil.
<b>DEI</b>	Diversity, Equity and Inclusion. An organisational framework that aims to promote the fair treatment of people regardless of identifying factors such as ethnicity, gender and sexual orientation.
<b>Emission reduction</b>	A quantified decrease in GHG emissions especially related to or arising from an activity between two points in time or relative to a baseline.
<b>eNPS</b>	Employee Net Promoter Score. A scoring system designed to measure the level of employee satisfaction within an organisation.
<b>ESG</b>	Environment, Social and Governance. A set of standards measuring an organisation's impact on the environment and society, and showing how transparent and accountable it is.

Term	Explanation
<b>GHG</b>	Greenhouse Gases. Those gases, such as Carbon Dioxide (CO <sub>2</sub> ), which contribute to global warming.
<b>Green Stay</b>	Onboard programme whereby guests can opt to skip a day or more of cabin cleaning, saving water, detergent and energy. Money saved is gifted to Hurtigruten Foundation to fund projects.
<b>Heavy fuel oil</b>	Also known as bunker fuel, a type of highly-polluting bituminous liquid commonly used to power ships.
<b>Hurtigruten's Green Bond</b>	A bond issued to fund investments in emissions reduction.
<b>Hybrid powered ships</b>	Ships outfitted with battery packs to augment propulsion in combination with conventional engine power.
<b>IAATO</b>	The International Association of Antarctica Tour Operators.
<b>LTIF</b>	Lost Time Incident Frequency. A measure of the frequency of incidents that cause lost time – a key safety performance metric.
<b>Net Zero</b>	A condition in which human-caused residual GHG emissions are balanced by human-led removals over a specified period and within specified boundaries.
<b>NOx</b>	Nitrogen oxide emissions. A group of gases that are mainly formed during the combustion of fossil fuels.
<b>Scope 1 emissions</b>	Direct GHG emissions that are owned and controlled by an organisation.
<b>Scope 2 emissions</b>	Indirect GHG emissions associated with electricity, steam, heat or other secondary energy sources that can be attributed to an organisation.
<b>Scope 3 emissions</b>	Indirect GHG emissions that are a result of activities or assets not owned or controlled by the reporting organisation, but that appear in the organisation's value chain.
<b>Shore power connectivity</b>	The ability to connect ships to shore-based electrical power while in port.
<b>SOx</b>	Sulphur oxide emissions. Polluting gases that enter the atmosphere primarily from burning some fossil fuels, especially marine fuels; can cause acid rain.
<b>Sustainability</b>	The integration of environmental health, social equity and economic vitality in order to create thriving, healthy, diverse and resilient communities for this generation and generations to come (UCLA definition).

**Additional Photo Credits**  
 Cover: ©Peter Lindstrom/Visit Greenland  
 Page 2-3: ©Yuri Matisse  
 Page 9: ©Trym Ivar Bergsmo  
 Page 13: ©Jim Sayer  
 Page 14-15: ©Yuri Matisse  
 Page 17: ©Karsten Bidstrup  
 Page 18-19: ©Eспен Mills  
 Page 22: ©Shutterstock  
 Page 27: ©Sebastien Lecocq  
 Page 28-29: ©Shutterstock  
 Page 32: ©Feng Yu  
 Page 34: ©Robert Harding  
 Page 36-37: ©Dekker Wild-Life Images/Getty Images  
 Page 40: ©Jan Hvizdal  
 Page 43: ©Camille Seaman

Page 44-45: ©Robert Craig/Getty Images  
 Page 46: ©QTX/Getty Images/Hurtigruten  
 Page 48: ©Breslavtsev Oleg  
 Page 50: ©Eric Aust  
 Page 51: ©Inside Creative House  
 Page 52-53: ©Eспен Mills  
 Page 56: ©Jan Hvizdal  
 Page 59: ©Eспен Mills  
 Page 60-61: ©Fraser River/Getty Images  
 Page 64: ©Stian Klo/Visit Greenland  
 Page 66-67: ©Kristian Dale  
 Page 68-69: ©Steffen Silseth  
 Page 72: ©Peek Creative Collective  
 Page 75: ©SI Imaging Service  
 Page 76-77: ©Mads Phil/Visit Greenland  
 Page 80: ©Ashton Ray Hansen

Page 82: ©F8 studio  
 Page 83: ©Arnau Ferrer  
 Page 84-85: ©Yuri Matisse  
 Page 87: ©Steffen Kirschner  
 Page 90-91: ©Ørjan Bertelsen  
 Page 93: ©Dan Avila  
 Page 95: ©Yuri Matisse  
 Page 97: ©Eспен Mills  
 Page 98-99: ©Trym Ivar Bergsmo  
 Page 101: ©Marco Bottigelli  
 Page 103: ©Roberto Moiola  
 Page 104-105: ©Eспен Mills  
 Page 107: ©Jan Hvizdal  
 Page 109: ©Jan Hvizdal  
 Page 110-111-113: ©Hurtigruten Foundation  
 Page 115: ©Andrea Klausner

This report was produced by Hurtigruten Media House in cooperation with DAYTWO\*

**Content Team**  
 Jim Sayer – SVP Brand, Creative and Content Marketing  
 Ylva Grams – Program Manager  
 Jason Heppenstall – Chief Copywriter  
 Daniel Goldberg – Product/Concept Developer

**Contributors**  
 Emma Field  
 Erin Madden  
 Jo McEwen

\*: Concept & Design – daytwo.no



