

# Building a global leading customer centric culture, across numerous countries and cultures

MAY 2024



EBS BEYOND



# Welcome to &Beyond

DELIGHTING OUR GUESTS FOR MORE THAN 30 YEARS

## WHAT WE DO

### Lodge + Travel

Through our global lodge operation and fully integrated travel services, we deliver extraordinary travel experiences to some of the world's most precious natural places.

## HOW WE DO IT

### Extraordinary Experiences

Across our operation, over 2,000 passionate &Beyonders consistently go beyond the expected to create extraordinary guest experiences and unforgettable memories.

## WHY WE DO IT

### Positive Impact

We do this to leave our world a better place through our Care of Land, Wildlife, and People. This is embodied through our partnership with Wild Impact and our aligned 2030 vision.



&BEYOND



BESPOKE GROUND OPERATORS FOR SUB-SAHARAN AFRICA, ASIA, SOUTH AMERICA, AND ANTARCTICA IN 22 COUNTRIES



OWN AND MANAGE 29 LODGES AND CAMPS, AND 1 EXPEDITION YACHT ACROSS 3 CONTINENTS



POSITIVELY IMPACT OVER 75 PARTNER COMMUNITIES WITH 74% LOCAL STAFF EMPLOYMENT



DIRECTLY CONSERVE OUR FOOTPRINT OF 1 MILLION ACRES



“We strive to leave our world a better place than we found it, through our Care of the Land, Wildlife and People, and the delivery of extraordinary guest experiences that go beyond the expected in Africa, Asia and South America...”



&Beyonders, every day living the &Beyond way, carry strong family values as part of their DNA and are committed to delivering extraordinary guest experiences while caring for the land, wildlife and people....



“ &beyonders must not just fit the DNA, but be additive and contribute to the &Beyond way....”

“Destination culture plays a large role in our evolving DNA..”

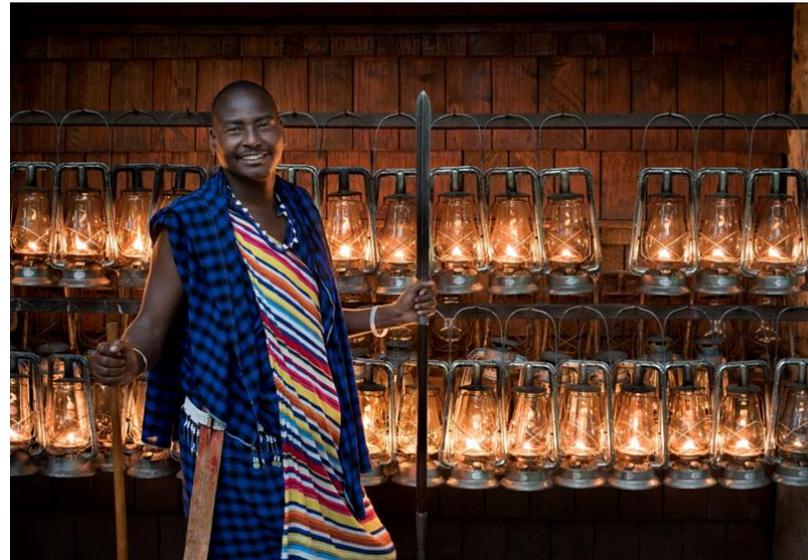


“The &Beyond DNA is an enabler for exceeding guest expectations...”

“Our DNA is built on trust, purpose, values, empathy, authenticity and collaboration...”



“Through the heart of our guests, we can do it...”





A few things that have worked for us:

- 1) Placing Staff and Guests first
- 2) &Beyonders love the Product
- 3) Creating a safe, authentic and fun environment
- 4) Connected familiarity
- 5) Holding our values firm
- 6) Enabling our DNA evolve
- 7) Sharing stories
- 8) Cross cultural exchanges
- 9) Celebration and Recognition
- 10) Reinforcement all the time





Understanding that culture is not a “thing” its  
who we are and how we show up, its in “OUR  
DNA”...



Thank you

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