

Travel Chapter Public Grievance Reporting Statement

Purpose

Travel Chapter is committed to transparent, accessible and effective arrangements for stakeholders to raise concerns, complaints and grievances. This statement explains the Company's current public reporting position and its commitment to introduce consolidated annual reporting on grievance outcomes

Current reporting position

Travel Chapter currently records and monitors complaints and grievances through established operational and governance processes. These include procedures for guest and homeowner complaints, employee grievances, whistleblowing, non-property-related complaints and wider stakeholder concerns. Relevant trends, significant issues and improvement actions are reported internally through management, the ESG & Stakeholder Governance Committee and, where appropriate, the Board of Directors.

Travel Chapter has not historically produced a single, consolidated public report covering grievance outcomes across all stakeholder groups. Complaints and grievances have been recorded within the relevant business functions and reported through the appropriate internal channels, but the information has not previously been combined into a company-wide public disclosure.

This statement is intended to be transparent about that current limitation. It does not indicate an absence of complaints or grievance mechanisms, or that concerns are not reviewed and acted upon.

Commitment to future public reporting

Travel Chapter will introduce an anonymised public summary of grievance outcomes in its next Sustainability

Report and will update the disclosure annually thereafter. Subject to confidentiality, data-protection and legal requirements, the disclosure will include:

- the number, types and nature of grievances received;
- the number of requests not accepted as grievances and the principal grounds for those decisions;
- the number of completed cases, their outcomes and any follow-up actions;
- the average duration of the grievance process;
- stakeholder satisfaction information, where this is measured; and
- other information that helps stakeholders understand the effectiveness of the procedure.

Access to grievance procedures

Travel Chapter's Stakeholder Concerns & Feedback Procedure is published alongside this statement. It explains how concerns can be raised, expected timescales, confidentiality and non-retaliation protections, and escalation and review arrangements. Guest and homeowner booking or stay-related complaints are directed to the relevant published contractual procedures; other stakeholders can use the Company's non-property-related complaints route.

Governance

Implementation of this commitment will be overseen through Travel Chapter's ESG & Stakeholder Governance Committee, with material grievance trends and the annual public disclosure reported through the Company's established governance arrangements.