

Hotelplan<sub>UK</sub>

# Climate Paper

2023





# Introduction

**We want to lead the way in sustainability in every category that we operate in. This Climate paper outlines our approach to tackling our impact on the climate crisis - our targets and how we'll reach them.**

**H**otelplan was established in 1935 to enable families from simpler backgrounds to take holidays in Switzerland. The company has developed into an international travel group.

Hotelplan UK is the UK subsidiary of Hotelplan Group, with five different brands: Inghams, Intravel, Esprit Ski, Santa's Lapland and Explore Worldwide, making us one of the strongest ski and adventure specialists in the UK.

Sustainability is vital to our strategy as we strive to be the most-loved travel company in the UK, famous for customer experience and sustainable travel. Our approach to sustainability is holistic, from climate protection, to diversity and inclusion and ethical supply chains. Long gone are the days when sustainability was a siloed topic within business: it is now integral to every single decision we make and how we operate.

2022 marked an incredible year for Hotelplan UK, as we laid the foundations for the years to come,

creating and embedding a new way of thinking; one of purpose. Now we're delighted to publish Hotelplan UK's first ever Climate Paper for 2023.

Alongside this Climate Paper, we are publishing our Biodiversity Paper, as these two crises are intrinsically linked.

We will continue to communicate our progress - our failures as well as successes - and update on our targets in our full People & Planet Report later this year.



**Joe Ponte,**  
CEO, Hotelplan UK



**Prue Stone**  
Director of Sustainability,  
Hotelplan UK



# Our Brands



Founded by Walter Ingham in 1934, Inghams was born out of his enduring passion for skiing and mountaineering. Today, Inghams is one of the most trusted and respected holiday brands in the UK, offering a range of exceptional holidays in the great outdoors - from ski and Lapland in the winter, to walking in the summer.

## SANTA'S LAPLAND

For a Christmas like no other, Santa's Lapland takes families on short breaks above the Arctic circle to meet the "real" Santa. With husky sleds, reindeer sleighs and the chance to glimpse the majestic Northern Lights, no one knows how to make Christmas more magical.



Esprit Ski has been providing family-friendly ski holidays in top winter destinations for over 40 years. Relax in family-friendly accommodation and enjoy small group childcare and ski lessons, exclusive to Esprit families.

## EXPLORE!

Explore is a global adventure travel company with 40 years' experience in providing exciting and authentic travel experiences. Choose from over 350 trips in around 100 countries, from cultural exploration and safaris, to walking and cycling holidays, polar expeditions, and family adventures.

## Inntravel

Inntravel specialises in self-guided holidays to some of Europe's most beautiful destinations. All holidays, which include walking and cycling trips, winter snow breaks and tours by rail, car and boat, give customers the chance to explore entirely at their own pace.



# Our 2023 Planet Goals

November 2022–October 2023

## Our 2030 targets

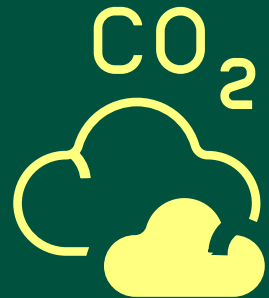
90%

reduction of scope 1 and 2 emissions by 2030



50%

per passenger night CO<sub>2</sub>e reduction across all holidays by 2030



Over

£1m

investment this year in both carbon removal technologies and rewilding our landscapes

£74,000

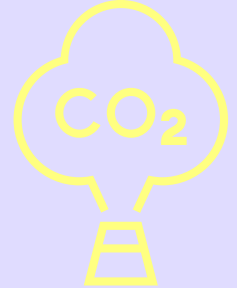
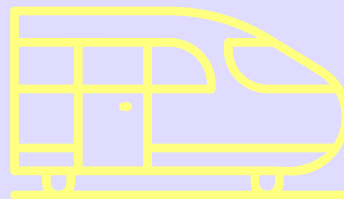
in donations to local charities

Conduct a single-use-item (not just plastic!) audit across all supply chains

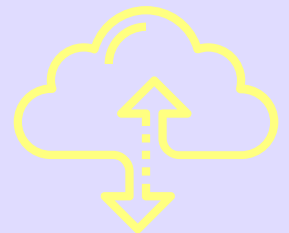


Company-wide carbon literacy training

Product development shift towards rail



Work closely with accommodation providers to reduce their CO<sub>2</sub>e emissions



Move 25% IT storage to the cloud



# Climate Action Plan

Our Climate Action Plan follows four steps: measure, reduce, mitigate and communicate.

**W**e're no longer just witnessing the devastating impacts of climate change from afar, as it happens in another corner of the world. We're *all* living it. Heatwaves, wildfires, droughts, storms, flooding, hurricanes. We want to be part of the solution, making bold decisions and challenging ourselves to reduce our impact wherever we can.

Hotelplan UK was a launch signatory of the Glasgow Declaration in November 2021, committing to reduce our carbon footprint by 50% by 2030, and to be net zero by 2050.

## Top Level 2023 Targets

- ▶ Climate Action investment worth over £1 million each year
- ▶ Comprehensive carbon reduction roadmaps published for each brand

We are five different specialist travel brands, all with different products and business models, but we're all united in this shared goal.

The next few pages outline how we plan to achieve our targets.







measure

---

reduce

---

mitigate

---

communicate



# 1. Measure

A crucial part of any climate action plan – getting an accurate starting point so that we can measure progress over time, working towards the level of reduction that the science tells us is critical.

In 2022, all Hotelplan UK brands underwent a comprehensive, industry-leading carbon audit with consultants ecollective. The aim was to calculate a highly accurate carbon footprint, per customer night, of every single one of our trips as well as all our business operations. These are aligned with GHG protocol calculations, and can be tracked year-on-year as we continually evolve and improve our operations.

We've analysed over 200,000 lines of data – calculating the footprint of every single hotel stay, every transfer, even the arrangements not booked by us – measuring our scope 1–3 emissions in full. The vast majority of our emissions are found in Scope 3, the famously difficult area of carbon reduction that falls in our supply chain.

## Hotelplan UK Scope 3

### Transport included

All transport to and from destination airports/rail stations that we've booked on our customers' behalf.



### \*Transport not included

All transport that we assume customers have booked themselves. Estimated based on passenger location and most likely airport. We use an average mix of economy and business seats taken from the data where we book the transport ourselves.



### Holidays

All trip emissions within a trip (including any internal flights), including a buffer of 15%. Where applicable, depending on the brand, this includes pre- and post- trip hotel nights, customer and staff accommodation, transport, food, activities, leaders and guides.



### Our business

Office resources and waste, staff business travel and accommodation, websites, virtual events, hosted in-person events, staff commuting, marketing and communication mail, brochures.



### What makes us different?

We've been reporting on our Scope 1 and 2 emissions for several years. Now we feel it's our responsibility to report on Scope 3 as a minimum, but importantly also the impact of transport booked by passengers themselves\* - exceeding the GHG Protocol, something few others do.

### Carbon reporting definitions

- › **Scope 1** – These are emissions from all the fuel that Hotelplan UK pays for. For example, the petrol in company cars (in the UK or overseas), or oil used in a generator.
- › **Scope 2** – These are the emissions from the electricity we use in our offices.
- › **Scope 3** – Everything else! See diagram below.



### Absolute v Intensity Targets

Absolute target = total emissions in tCO<sub>2</sub>e (tons of carbon dioxide equivalent). emitted.

Intensity target = sets total emissions against another output, e.g. by customers travelled, or by revenue.

Our chosen intensity target is **CO<sub>2</sub>e per passenger per night, measured in kilograms.**



Intensity targets do not account for the growth of a company. So we will report annually on both intensity *and* absolute metrics.

Measuring carbon isn't perfect, and there isn't a singular methodology in our industry, or even nationally or internationally, to follow. Each year we will improve the accuracy of all our calculations, reducing our impact as effectively as possible and having access to the best, most accurate data.

## Current data: Hotelplan UK tCO<sub>2</sub>e footprints 2021/22

Footprint	Esprit	Explore	Inghams	Intravel	Santa's Lapland	Grand Total
<b>Scope 1</b>	13	-	51	22	7	95
<b>Scope 2</b>	13	29	28	-	13	84
<b>Scope 3: Holidays</b>	596	5,602	9,992	2,057	2,087	20,336
<b>Scope 3: Business</b>	515	285	764	171	347	2,084
<b>Scope 3: Transport included</b>	1,423	10,065	28,747	2,060	9,457	51,754
<b>Scope 3: Transport not included</b>	56	13,858	327	4337	8	18,587
<b>Absolute totals</b>	2,619	29,840	39,910	8,649	11,921	92,941
<b>Intensity (kg)</b>	87	172	93	38	364	

Explore and Intravel have a baseline year 2018/19, but Inghams, Esprit and Santa's Lapland's baseline year is 2021/22. For this reason, the above table does not include comparisons against baseline; however from 2023/24 onwards we will be able to show the percentage shifts. Our intensity numbers include all scopes as above, apart from the transport not included in Scope 3, in line with normal GHG Protocol Standards.

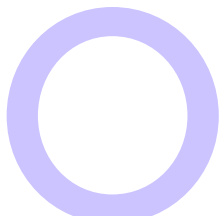
Our absolute carbon  
footprint for the year  
2021/22 was

92,915  
tCO<sub>2</sub>e



## 2. Reduce

# Adapting our operations and reducing our footprint on the climate and the natural world.

 Our journey to decarbonisation won't be linear. Some years we'll make more progress than others; some years one particular brand will make more headway than others. This year is about building our foundations and developing the roadmaps for the next few years.

Here are some of the pathways we've chosen for our brands to reduce their footprint in this, our starting year.

**Top Level Targets**

- › Scope 1 and 2 reduced by 90% by 2030
- › Scope 3 reduced by 50% by 2030




### Key Reduction Pathways for 22/23

Explore


**25%**

reduction of customer flights within a holiday itinerary.



Group-wide

Working with hotels, transport providers and other suppliers to improve the accuracy of their carbon footprint and begin reductions.



Inghams

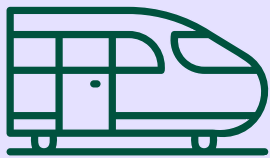
**13%**

reduction of empty flight seats this year through better optimisation of flights, as well as enhancements to catering in our managed ski properties to offer more meat-free options.



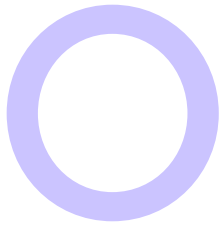
Group-wide

Rail strategy development, and implementation in 2023/24.



### 3. Mitigate

Alongside our commitment to reducing our carbon emissions is our promise to protect and restore the balance of our planet.



Our mitigation strategy across all brands looks to 'Restore and Remove', with Explore Worldwide going one step further as it sets out to 'Restore, Protect and Remove'. We'll

achieve this with an investment of over £1million into climate action this year, contributing to:

› 1. Restoring biodiversity with **Rewilding Britain** (see our separate [Biodiversity Paper](#))

- › 2. Protecting existing forests and supporting their indigenous communities with **Cool Earth**
- › 3. Supporting carbon removal technologies and investing in green solutions with **Klimate**

We believe that this comprehensive approach allows us to invest in the future of our planet, without relying on only one method, like traditional carbon offsetting. There is no silver bullet to turn the climate crisis around, and no single solution.



Hotelplan UK will invest over  
**£1 million**  
with Klimate and Rewilding Britain this year



# Klimate.co

At Hotelplan UK we've made the decision to move away from traditional carbon offsetting, and focus on carbon removal from the atmosphere. We're really excited to have partnered with Klimate – a climate tech start-up founded in 2021 on the realisation that a lot of good money is being wasted on bad offsets. Klimate provides access to high-quality, innovative, and verifiable carbon removal solutions aligned with science.

Klimate sources, analyses, and finances carbon removal projects from all over the world to support and scale the best solutions. Klimate's portfolios include various carbon removal methods, from planting trees in a forest to more complex Direct Air Capture projects. Klimate have put together a portfolio of carbon removal projects that suits our brands and businesses, and that will evolve with us - as our businesses, goals and emissions change, so will our removal portfolio.

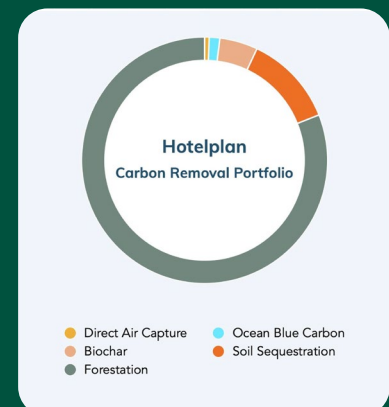
Beyond carbon removal, Klimate evaluates the social and environmental benefits that carbon removal projects generate, and only works with projects that pass this evaluation.

As of November 2022, all Hotelplan UK brands are contributing to Klimate for every passenger booked.



## Our Carbon Removal Portfolio

Our partnership with Klimate supports five different carbon removal technologies, within which sit carefully selected projects. As well as choosing projects according to their climate impact, Klimate also assesses their social and environmental benefits, their credibility and accountability, and future potential risk to ensure a balance of projects with different benefits and varied longevity. For example, reforestation is relatively low-cost and has some additional environmental and social benefits, but is slow to implement and has a lifespan carbon capture of 50-100 years. While Direct Air Capture removes carbon permanently, it is very high cost, is relatively new and has limited additional social benefits. It is a fine balance, and one that will evolve as we do.





“

This is a historic moment. A commitment of real significance towards carbon removal in the travel industry. Hotelplan is taking an innovative approach to carbon mitigation by focusing on carbon removal.

”

**Eric Wihlborg**

Chief Commercial Officer at Klimate



## 4. Communicate

**We are committed to transparency, and promise to talk openly and honestly about our progress, admitting when we fall short of our targets and celebrating our successes along the way.**

**T**he final part of our action plan is all about communication and collaboration. It's about celebrating our successes and being honest about our failings. It's about bringing everyone with us on this journey: our customers, our staff and our partners.

halving of our carbon footprint, and we won't pretend otherwise. But we will continue to challenge ourselves and make bold decisions in order to keep us going in the right direction. This will all be laid out in our first integrated sustainability report later this year.

We still don't have many of the answers and solutions that we currently need to achieve the







“

We are not perfect, and we don't claim to be, but our expectations of ourselves are growing and we want to take our community with us as we hope to build a better future.

”

**Prue Stone**

Director of Sustainability, Hotelplan UK