


Protecting our Futures

Planet & People report 2025

Hotelplan^{UK}

An aerial photograph of a dense forest with various shades of green. A white arrow on the left side of the image points towards the text.

We need to create a future that benefits all, through equitable economic growth, social justice and environmental stability

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Welcome

In our second Planet and People report, we update on progress and successes from our 23/24 financial year, as well as addressing the challenges we still face to become a more sustainable business.

Just a handful of years remain for us to reduce our emissions in line with the 2030 targets set within the Glasgow Declaration. We are acutely aware of the need to accelerate our decarbonisation – especially flight emissions, which constitute the bulk of our footprint. This year, we've invested in sustainable aviation fuel (SAF) for the first time and enabled our customers to do the same; and we continue to champion flight-free travel.

We are proud to share that one of our brands is now a certified B-Corp, indicating we've been verified to meet high standards of social and environmental performance, transparency, and accountability. We are in the process with a second brand now.

We remain steadfast that looking after our planet and our people rank equally to turning a profit. We continue to focus on cultivating a high-performance culture and are proud of another high annual engagement score. We nurture relationships with our climate and charity partners to support and learn from them in tandem.

This report is a snapshot of where Hotelplan UK as a group is on its journey. Click the logos to learn more about the approach and activities within each brand.



Joe Ponte
CEO
Hotelplan UK



Prue Stone
Director of
Sustainability
Hotelplan UK



Nicky Lyle
Director of HR
Hotelplan UK



Explore! Inntravel INGHAMS SANTA'S LAPLAND

Our achievements

£98.6_k

→ donated to charitable projects



£1.2_m

→ invested in our planet

10%

→ Reduction in intensity carbon emissions since baseline year



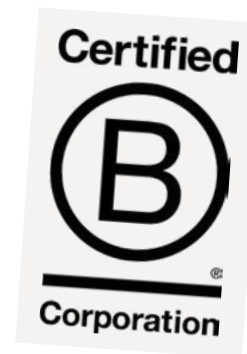
16

→ awards won



1 B Corp brand

→ Explore – with a score of 84.1



91%

→ of the team say our commitment to the environment is apparent in actions as well as words

157

→ volunteer days taken



36

→ annual leave days earned for low carbon travel

>130 tonnes CO₂e

→ saved by Inghams customers swapping planes for trains



Industry Challenges

We're proud to share our progress, but must also address the challenges we face in becoming a business that's better for planet and people. These are the questions that sit forefront in our minds – and they are not unique to Hotelplan UK. This report shows some of the actions we're taking, but we're far more likely to find solutions by tackling these issues as an industry, so seek – and welcome – opportunities to collaborate with our counterparts.

- How do we continually create lower-impact holidays with no risk to the price or experience for our customers?
- How do we create a bigger voice for our industry?
- Reliance on flights makes decarbonising travel difficult. What forms of regulation or legislation can change to aid this?
- How can we accelerate the move to rail when it is hampered by costs, reliability and practicalities here in the UK?
- How do we engage with our customers and team on 'new', complex topics like sustainable aviation fuels (SAF) and EU airline regulations?
- How do we make adventure travel accessible for more people – financially, socially or physically?
- The travel industry is diverse in many ways, but how do we improve representation – particularly in leadership roles?
- How do we balance the desire to grow our brands with the need to reduce our carbon footprint?

→ Climate

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Carbon audit results

Our annual carbon audit is a complex and intensive process that results in millions of lines of data. It highlights where we have had success and failure, from reduced hotel emissions to increased commuting emissions, both within brands and across our UK group. The reasons for increases and decreases are fascinating and often unexpected. Please get in touch if you want to learn more – we are happy to share details.

Footprint % change from baseline year	Inghams & Esprit	Explore	Inntravel	Santa's Lapland	Group Total	
					% change since baseline	% change YOY
Scope 1	99 ↑ 21%	0 0%	2 ↓ -90%	10 ↑ 25%	136 ↓ -1%	↓ -17%
Scope 2	2 ↓ -95%	1 0%	11 0%	0 ↓ -100%	14 ↓ -85%	↓ -73%
Scope 3: Holidays	5,846 ↓ -10%	8,600 ↓ -19%	2,257 ↑ 6%	471 ↓ -11%	17,174 ↑ 4%	↓ -8%
Scope 3: Business	1,531 ↑ 23%	310 ↓ -7%	378 ↑ 35%	546 ↑ 76%	2,765 ↑ 37%	↓ -9%
Scope 3: Flights booked by Hotelplan UK	30,242 ↑ 3%	19,213 ↓ -28%	2,861 ↓ -1%	11,999 ↑ 13%	64,315 ↑ 23%	↓ -4%
Scope 3: Flights booked by customer	242 ↓ -37%	36,237 ↑ 62%	10,980 ↑ 75%	0 ↓ -100%	47,459 ↑ 154%	↑ 29%
Absolute Total	37,962 ↑ 1%	64,361 ↑ 7%	16,488 ↑ 42%	13,027 ↑ 14%	131,837 ↑ 47%	↑ 5%
Intensity (kg per pax per night)	76 ↓ -7%	115 ↓ -39%	38 ↓ -9%	343 ↓ -2%	92 ↓ -10%	↓ -3%

Figures represent tonnes of CO₂e.

All emissions independently measured by collective, in accordance with the GHG protocol.

Our chosen intensity target is CO₂e per passenger per night, measured in kilograms. This includes all scopes within the table, except the "Flights booked by customer" row, in line with normal GHG Protocol standards.

Percentage changes are against baseline years. Explore and Inntravel use 18/19 baseline. Inghams & Esprit and Santa's Lapland use 21/22.

Results relate to our operations from November 2023 – October 2024. Improved accuracy in calculating emissions and reporting may influence some fluctuations.

Intensity targets do not account for the growth of any company, which is why we publish both our intensity metrics and absolute.

Unlike most companies, we publish our customers' entire estimated footprint – whether we book transport to the start/end of their trip or they do. We don't have direct control over the choices our customers make, but still consider this part of our total footprint.



Carbon audit results

Our 2030 carbon reduction targets*

2030 TARGET FOR SCOPE 3:

50%

per passenger night CO2e intensity reduction**

2030 TARGET FOR SCOPE 1 & 2:

90%

reduction of emissions

Year-on-year, we reduced in every area except two:

- Our absolute total increased for a second year, albeit at a much slower rate (+5% in 23/24 vs +42% in 22/23)
- The estimated footprint for flights booked by customers themselves is +29% - flights they take to join our trips

Our holiday footprints are down

10%

pppn so far

We have reduced by

27%

so far



OUR MATERIAL IMPACT:

76.8% of our emissions come from flights

* Against baseline year
** Excluding transport booked by the customer

Our material impact



76.8%
of our emissions
come from flights

This is our sector's greatest challenge. Rather than avoiding the issue, passing blame or waiting for regulatory change, we are doing our best to tackle it. To lower aviation emissions within our absolute carbon footprint, we are:

- 1.** Reducing our reliance on flights
- 2.** Leaning into small wins and nascent technologies where flying is the only option

1. Reducing our reliance on flights

→ Redesigning products to prioritise lower-carbon travel:

- For 23/24, 25% of Inghams resorts were rail-accessible
- Explore is building alternative transportation into new trips
- Eurostar departures added to online booking options
- Inghams has stopped selling carbon-intensive heliskiing

→ Amplifying our rail advocacy:

- Rail travel promoted within marketing and 200+ media articles
- Intravel surpassed its 5% rail journey target
- Inghams' 'Project Flight-Free' Highly Commended in the Future Icons Awards 2025

→ Staff-focused initiatives:

- Rail days, sales training programs and Climate Perks membership (earning extra annual leave for personal rail travel)
- New business travel policies:
 - No domestic flights
 - Train-first travel for UK-Europe routes
 - 1.5x time back in lieu for out of hours travel by train

2. Leaning into small wins where flying is the only option

→ Reducing higher-impact choices:

- Inghams and Santa's Lapland no longer sell indirect flights* as carbon emissions are highest during take-off and landing
- 95% of winter 24/25 Lapland team members are travelling by direct flight
- Inghams, Intravel and Santa's Lapland stopped selling upgraded flights (premium/business) in 2024*
- All charter flights we operate ourselves are economy-class only

→ Investing in Sustainable Aviation Fuel (SAF):

- In 2024, our parent company Hotelplan Group invested CHF 400,000 (approx. £350,000) in SAF with leading manufacturer Neste and SWISS, part of the Lufthansa Group. Inghams will purchase further SAF via this partnership for 24/25
- Since July 2024, Explore customers can opt to buy SAF in increments of £20 – enough to reduce CO2e emissions by 42kg
- Flights using SAF only do so in small amounts, so this is a step toward scaling sustainable air travel rather than a standalone solution

*unless passengers have specific accessibility needs

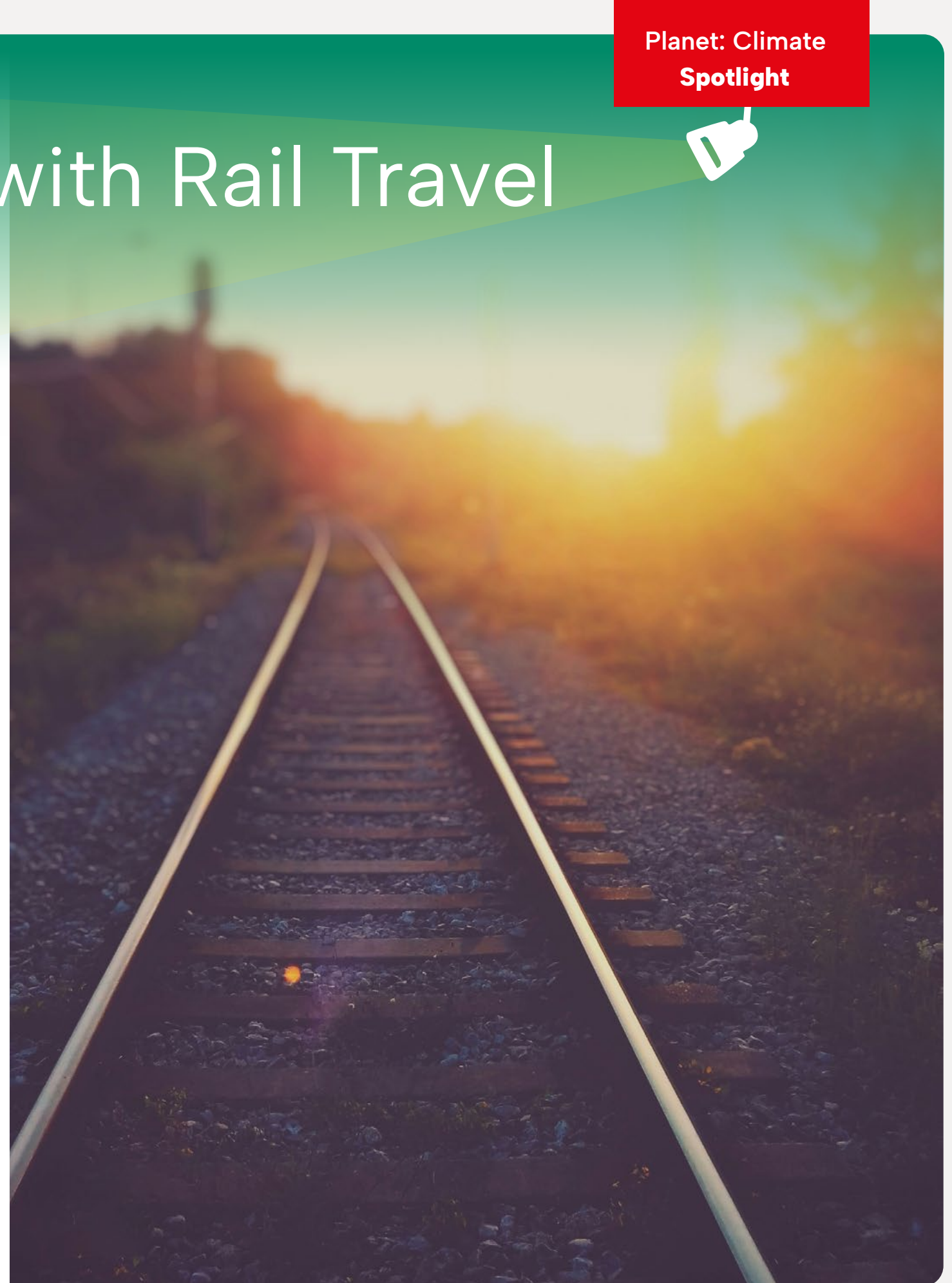
Leading the Way with Rail Travel

For over 20 years, **Inntravel** has championed rail-inclusive trips to France. In 23/24, it exceeded its ambitious target of 5% passengers travelling by train, achieving nearly double the train bookings of 2019.

Inghams is also making strides, with its major push for ski-by-rail saving an impressive 130,000kg CO₂e in 23/24*. Popular destinations like Tignes and Val d'Isère, accessible in just nine hours from London, drew the most rail travellers. Adventurous customers even embraced the scenic 12+ hour route to St Anton, proving the journey can be as memorable as the destination.

Explore is reimagining travel too, having swapped internal flights for rail wherever possible in 22/23. This year, alternative transportation has been built into new trips from the outset – such as the new Taste of Greece tour which includes an overnight ferry from Crete to Athens. The best-selling Simply Japan tour uses trains and public transport throughout.

*According to eCollective, train journeys emit, on average, 3.5x less carbon than flights—proving that choosing rail is a meaningful step toward a lower-carbon future.



Carbon removal with Klimate

In this second year of our partnership, we invested **£820,000 in carbon removal through Klimate**. Our investment supports scaling a range of carbon removal technologies and projects around the world. Our portfolio balances higher-permanence (generally higher-cost) solutions that 'lock' carbon away for many thousands of years – and methods removing carbon for shorter periods (decades) which have tangible social benefits such as improving agricultural production, enhancing local environments and creating jobs.

We invest in projects like Charm Industrial bio-oil production in the USA, NicaForest reforestation in Nicaragua and UK and Ireland-based soil sequestration initiative Ruumi. You can read more about these and other carbon removal methods our investment supports here.

33,430.93

tonnes CO2e contracted

Carbon we've committed to removing – some of which is essentially on 'pre-order'

more than
£1.5m

invested

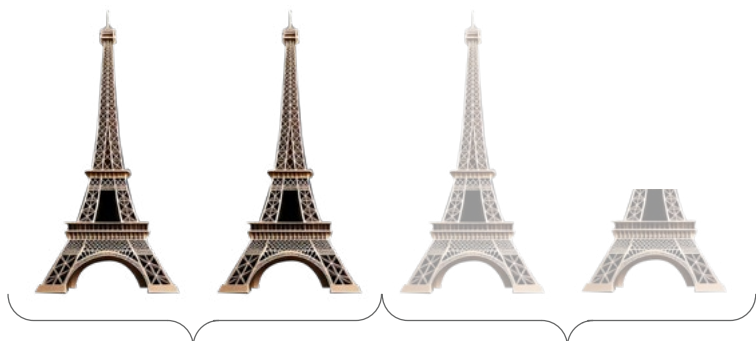
Cumulative investment over two financial years

20,478.88

tonnes CO2e delivered

Volume of our contracted carbon that has already been removed via active projects

To put that into context, the Eiffel Tower weighs approximately 10,100 tonnes

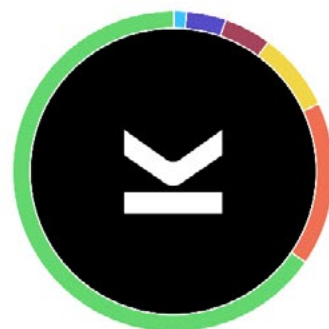
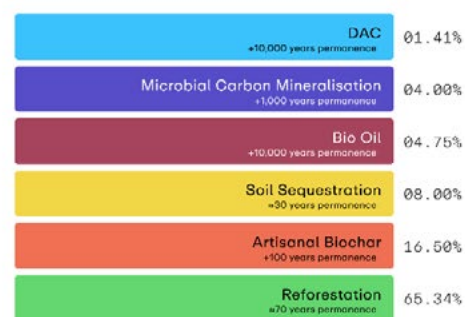


Already removed

Set for removal

In Year 2, we invested more money but contracted a lower volume of carbon than Year 1. This is because we have pivoted our portfolio to higher-cost solutions, therefore removing less carbon but for longer timespans

Inghams, Explore, Inntavel, Santa's Lapland and Esprit combined 2023 / 2024



€100 per tonne average.

10,739.87t contracted total

€1,073,775.07 total spending

Klimate



Biodiversity ←

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Photo credit - Cam Goodhead, Cabilla.

Partnership with Rewilding Britain

→ **£368k**

→ given to Rewilding Britain in our 23/24 financial year

Through our partnership with [Rewilding Britain](#), we continue to support the restoration of nature and boost biodiversity on our doorsteps across Britain. We contributed £368,000 during our 23/24 FY; donating per passenger and match-funding the first-year pledges made by new regular donors during a fundraising drive in November 2023.

Rewilding is the large-scale restoration of nature to the point where it can take care of itself – and us – again. Rewilding Britain is dedicated to championing rewilding to tackle the interconnected nature and climate

emergencies, while creating a wealth of social and economic benefits for people and communities.

We do not dictate or influence how our financial contribution to Rewilding Britain is assigned. It can be used across any of the organisation's diverse activities, which include the re-introduction of animal species to specific regions; research and viability studies to illustrate the impact of rewilding; and lobbying to influence policy and practice.

Volunteering outdoors

Each of our team is allowed two volunteer days per year and many of the projects chosen support biodiversity through improving local, natural environments.

For example, volunteers from Intravel spent a day at **Forest of Flowers** near York, a project that aims to give 74 acres of former farmland back to nature. Over 42,000 trees have been planted across the site along with 35 wildflower species, creating a haven for wildlife. Our team helped remove Himalayan Balsam, an invasive species, and built a hibernaculum for newts and other species.

Further south, we ran two beach clean-up days with the **Final Straw Foundation** at Hayling Island. Our team collected 40kgs of rubbish – a considerable volume given the scale of microplastic pollution that made up the bulk of the collected waste.





Partnership with Biodiversify

Last year we committed to “developing a comprehensive biodiversity roadmap through to 2030, akin to our carbon roadmap”.

We are thrilled to be partnering with conservation consultancy Biodiversify to truly understand the nature-related impacts, dependencies, risks, and opportunities across our interface with nature, which will allow us to design a pragmatic and ambitious path forward to support the recovery of nature.

By Spring 2025, we hope to have a new nature report summarising our findings and a pilot project mapped and in place in one of our brands which we can share in our report next year.

“

Biodiversify are excited to be working with Hotelplan UK. Travelling is a part of modern life and we look forward to supporting Hotelplan on their biodiversity journey as they strive to ensure travelling doesn't come at the expense of nature and works in harmony with local communities and cultures. This will allow future generations to continue enjoying the natural world and the biodiversity that we depend on and value so highly today.

Group sustainability activities



Photo credit: Re:Action / repurposed jacket

→ Over 3,600 branded items repurposed

This year, we extended the lives of over 3,600 pieces of uniform and kit being taken out of use because of rebrands and the retirement of Esprit Ski. We did not want these good quality items to end up in landfill or unused in a cupboard, so found ways to recycle and repurpose them. Hundreds of items of cold weather gear from our Lapland programmes were donated to the Red Cross in Finland. More were given to Fody Fabrics in Italy – an organisation employing people with disabilities and additional needs - for repair, patching, or to be made into bags and blankets for people in need.

Hundreds of old ski uniforms were passed to One Tree at a Time in France for blending, patching and resale – including hybrid ski jackets crafted from a combination of Inghams and Esprit uniforms. Explore trek bags displaying old branding were given to a charity helping refugees.

→ Carbon literacy training

We engaged ecollective to host a carbon literacy training session at our headquarters which also functioned as a ‘train the trainer’ process. 17 of our team from across brands and functions are now equipped with the expertise and tools they need to run further internal sessions, diving deeper into the technicalities and terminology of climate change. Two additional internal sessions ran in autumn 2024, taking us to a total of around 50 staff who have now attended internal or external training.



→ World Rewilding Day

We brought more ‘wild’ to our ‘life’ for World Rewilding Day in March 2024. Wild seed packets were distributed for team members to sow in their gardens; and those without outdoor space were given teacup primroses or radish microgreen seeds to cultivate indoors. Microgreens were also placed in office kitchens to spice up lunches and the Intravel team put the ‘hotel’ into Hotelplan by building a bug hotel at its garden in Yorkshire garden.



A man in a blue and yellow striped shirt is performing a dance in a village square. He has his arms outstretched and is looking down. In the background, a group of people, including women in white headwraps and colorful dresses, are watching and clapping. There are several traditional thatched-roof huts in the background under a clear blue sky.

Communities

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Charity Partners

Hotelplan UK partners with charities that share our values and mission. For us, this is about building real connections – not just ticking boxes. Together, we aim to spark action, collaborate and drive meaningful change. We support our charity partners in two key ways.

1. Included Impact

A small contribution from each booking goes to charity initiatives alongside our carbon removal partner, Klimate, so every holiday booked with us makes a difference.



2. Giving Back Fund

In addition, Hotelplan UK sets aside a budget for other charities and projects that resonate within our communities.

We donated
£98,601
in our 23/24
financial year

*Family Fund – Mind Over Mountains –
Mane Chance – WWF Finland –
Summit Foundation – Montagne Verte –
Protect Our Winters UK – Aslak Helicopter
Rescue – Phyllis Tuckwell – Final Straw
– Lake Aid Annecy – Alice House Hospice
– Cervinia Emergency – Young Minds –
Dogs n Homes Rescue – Yateley Industries
– Medical Detection Dogs –
Jane Scarth House – St Nicks*

Plus charities chosen by our team and supported through match-funding

New in 23/24

→ Partnership with Conservation Collective and specific funding for Yorkshire Wildlife Trust's Wild Ingleborough project

→ Match-funding introduced to boost fundraising by our team members, giving £8,328

Coming up for 24/25

→ 1% of the group's forecasted annual profit will be allocated to our Giving Back Fund

→ A proportion of our Giving Back Fund will be ringfenced specifically for climate emergency responses

The Explore Foundation

Launched in 2023, The Explore Foundation works to positively impact the lives of communities worldwide, by supporting initiatives that target poverty reduction, increase access to education and healthcare, and promote conservation.

In the last year, The Explore Foundation has

→ Donated over
£76,000

→ Fully-funded Lone Buffalo's programme, **supporting 71 students**

→ Provided **200 reusable menstrual kits** in Cambodia

→ Donated **£2,925 for emergency support** in Kenya

→ Distributed **5,000 solar lights to students** in Cambodia

→ Funded **3 more Lehara therapists** in Nepal

Plus, some other new projects

- We funded One Bike's new repair centre in Kahe village (Tanzania) to maintain the 50 donated bikes
- We donated £9,920 to support Mahouts for an elephant-friendly initiative in Thailand
- We're funding a women's weaving cooperative in Ladakh (India), including renewable energy sources

→ Enabled **30 kids to attend Stand** with Ukraine's support camp



→ **Planted 227 trees** in rural Cambodia



Engaging with future talent



→ Students Quiz Hotelplan UK Board

Three university students had the chance to put tough questions to the Hotelplan UK board at the culmination of their sustainability-focused work placements with us. ‘Can the experience of travel be justified against its environmental impacts?’ And ‘Do your staff here understand what DE&I is and why it’s so important?’ were just two of the questions posed at a panel session run in front of the company.

The debate highlighted issues that matter to our next wave of customers and employees.

→ Speakers for Schools

Inntravel supported social mobility charity Speakers for Schools to engage 30 year nine students on career options within different industries. The students learned about the role of sustainability in tourism and had the chance to design trips incorporating sustainability features. The sessions included a visit to the Inntravel office as well as classroom-based sessions at their school during May and June 2024.

Inntravel followed this up by participating in an online Green Careers day, which included examples of projects and priorities within the company. Around 100 students aged 14-18 attended.

→ Snow Camp

Inghams continued its partnership with Snow Camp, bringing nine young people from inner-city areas to Val d’Isère alongside Olympian Jamie Nicholls in January 2024.

The aim was to build valuable life skills and open pathways for young people from more diverse backgrounds into the winter sports industry.

The group spent time with two former Snow Camp apprentices who went on to become members of the Inghams chalet hosting team for the 23/24 winter season.



→ Our Team

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Developing Knowledge

In 2024, we launched our award-winning AI driven Learn and Maximise Your Potential platform with HowNow, further connecting Hotelplan UK's people and planet strategy through learning and skill development.

→ **155**
live classes
and in-person
learning events

→ **100%**
of our employees
have registered and
discovered content

→ **78%**
of employees have rated
their skills to personalise
development plans

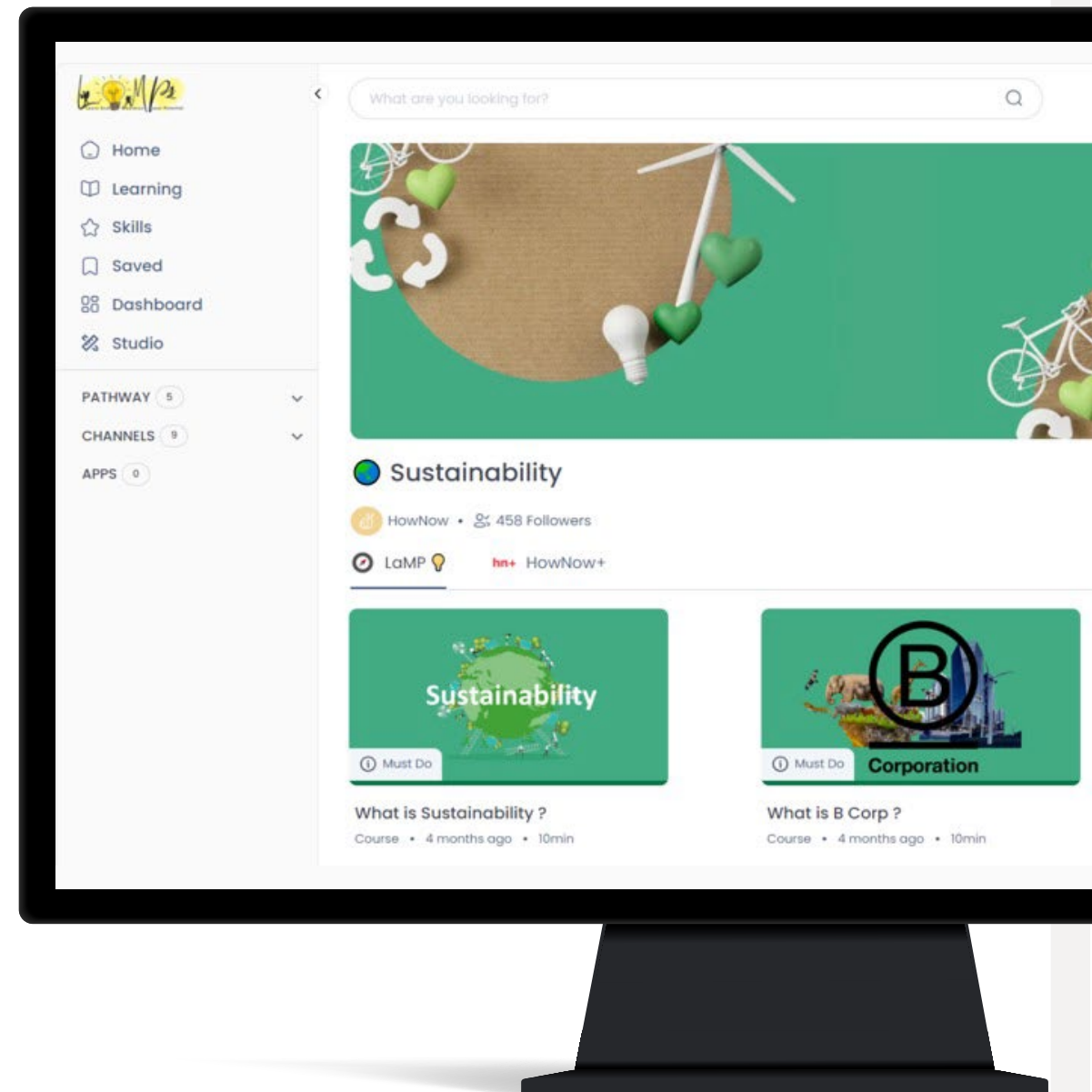


Creating a planet learning pathway has enabled us to deepen our climate and biodiversity training. Being able to set up group learning sessions with follow up recordings for anyone unable to attend has meant we've been able to engage with more employees across all our regions. The content is more interactive and people can consume it at a time that suits them - dipping in or going deeper as they wish.

Krissy Roe
Senior Sustainability Manager
INGHAMS AND SANTA'S LAPLAND

The team at Hotelplan UK has created a world-class learning environment which has skills development at its core. It not only sets the standard but has also been instrumental in shaping our own best practices. As sustainability continues to be more front of mind for businesses everywhere, Hotelplan UK has a head start in making sure their people are equipped with the necessary skills for the future.

Nelson Sivalingam
CEO of HowNow
AUTHOR OF LEARNING AT SPEED





Team well-being

The mental, physical and financial well-being of our team remains a top priority for us:



→ Mental health

We boosted mental health peer support by increasing our team of in-house Mental Health First Aiders to 30



→ Physical health

130 people participated in our annual, month-long 'Steps for Sanity' walking challenge, collectively walking 43,640,662 steps. We beat last year's total by over 1.5 million steps



→ Support

We launched a new partnership with Working with Cancer, taking the pledge as an organisation to do more to support people through diagnosis, treatment and their return to work



→ Financial health

We offer free one-to-one sessions with an Octopus Money Coach; Pension and 'Getting Money Fearless' webinars; free wills via Octopus Legacy

“

I love being part of a team that helps create a supportive and empathetic environment for everyone and promoting awareness of such a crucial cause. It's so important that individuals feel they have a safe space to be listened to and to be signposted to tools which may help them.

Becky Hallam, Finance Assistant

“

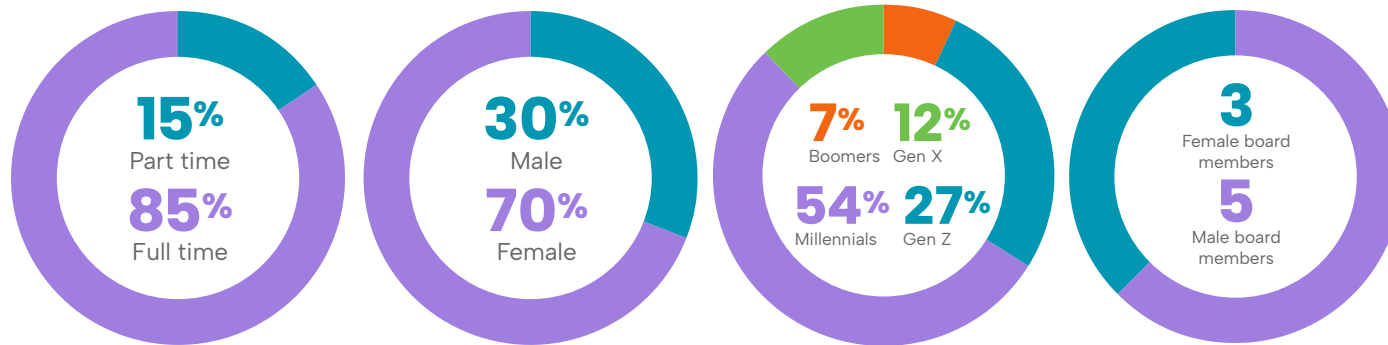
Whatever the prognosis, receiving a cancer diagnosis is life-changing. It's really important to us that we remove any uncertainty or anxiety our team members might feel about how it will impact their work so they can focus their energies on treatment and recovery. We've signed this pledge so that anyone in our team dealing with cancer knows that we're on their side; and here to support them in whatever way they might need.

Nicky Lyle, Group HR Director

Diversity and Inclusion

We have lots more to do, but in 2024, we continued to create customer and employee experiences that are more accessible and inclusive.

→ **Who we are:**



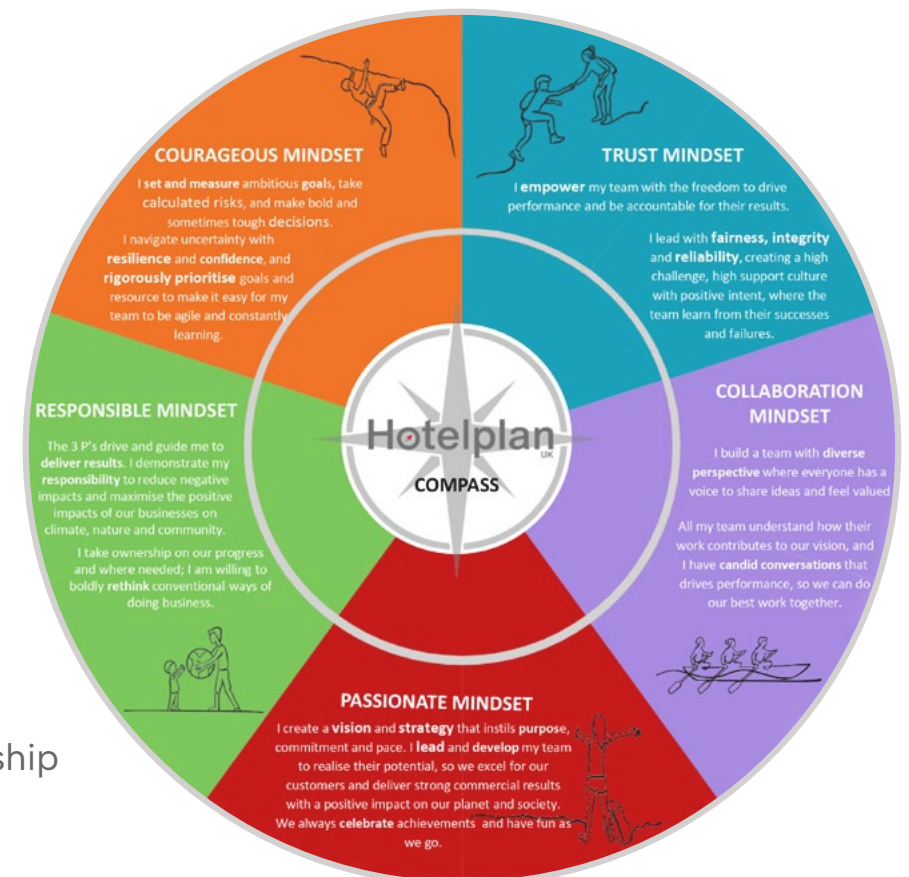
→ Our new career sites were designed with inclusivity in mind, featuring CV anonymisation, diversity analytics, and a strong focus on sustainability, giving potential candidates a clear insight into who we are as a company.

→ Our DEI journey is influencing new customer propositions. For 2024, we introduced a Sensory Guide for Santa's Lapland, outlining and grading sensory elements at each point of the trip. It builds a rounded impression so families can ensure this adventure is the right choice for them and can plan for an enjoyable visit. Our charity partner, Family Fund, provided valuable advice on accessible design.



SANTA'S MAGIC		GREAT SEARCH ACTIVITIES									
SENSORY ELEMENTS		[Icons: Sight, Hearing, Touch, Smell, Taste, Balance, Pain, Temperature, Light, Sound]									
MAGICAL IGLOO Join the Elves in the igloo and help them remember what presents they have already wrapped. Duration: Approximately 15 minutes.		1	2		3		1	2	1		
MAGICAL IGLOO BAR Visit the dazzling ice bar and take a look at the incredible ice sculptures whilst you relax with a drink. Duration: As long or as little as you like!		1						2			
MAGICAL SLEIGH RIDE All aboard the snowmobile sleigh to search for Santa, keep your eyes peeled for some surprises along the way!			4	3	3	2	2		2		
SANTA'S SECRET LOG CABIN Tucked away in the forests where dreams come true, once you have found the cabin you'll have your private meeting with Santa.		2					3	2	3		

→ A new High Performance Compass was introduced with five growth mindsets that emphasised inclusive leadership



Our 'Be Yourself' philosophy

We believe everyone should feel comfortable bringing their authentic selves to work. This year, we launched an internal series called Navigating... which uses storytelling to highlight the diverse perspectives and experiences that we all have.

Under the banner 'Embracing Individuality – Overcoming Obstacles – Fostering Understanding', Navigating... opens our eyes to different or unusual circumstances, helping us connect better as people and work together better as teammates. Participants have volunteered stories on topics ranging from disabilities and health conditions to work styles and lifestyle choices. Telling these stories has sparked new conversations and connections; and given contributors an empowering means to convey context around their situations.

NAVIGATING...

Prosopagnosia

by Jae Hopkins, Marketing Director, Explore

"I OFTEN DON'T RECOGNISE MYSELF IN PHOTOS"

NAVIGATING...

Tattoos

By Aidan Platts, Graphic Designer

"MOST PEOPLE IN THIS DAY AND AGE HAVE NO GREAT REACTION TO MY TATTOOS"

NAVIGATING...

Ulcerative Colitis

by Nich Boden, Brand Recruitment Manager

"PEOPLE OFTEN THINK I'M JOKING IF I'M SUDDENLY TOO TIRED TO WALK OR TALK PROPERLY"

NAVIGATING...

Winter in Lapland

By Gillian Rae, Santa's Lapland Area Manager

"LAPLAND REQUIRES HIGH ENERGY AND CHRISTMAS SPIRIT ON REPEAT"

NAVIGATING...

Imposter Syndrome

by Michael Chappell, Intravel Website Manager

"I LIVED FOR YEARS ON EDGE, THINKING I WOULD ONE DAY BE FOUND OUT"

Rewards and Benefits

We are committed to rewarding and recognising our teams in ways that connect our people and planet priorities. We want to provide positive lifestyle choices across all our regions and generations.



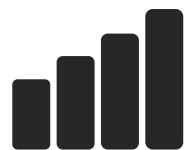
→ Travel incentives:

We offer a 50% holiday discount each year so our teams can enjoy our holidays. To help reduce our employee's carbon footprints, we also provide extra paid leave for employees who choose to travel long distances by train instead of plane.



→ Workations:

Our team can work from anywhere for up to 30 days per year. In 2024, this benefit extended to include free stays at holiday homes secured by Hotelplan Group in Austria and Rhodes. Over 140 weeks were bookable from May to October on a first-come, first-served basis.



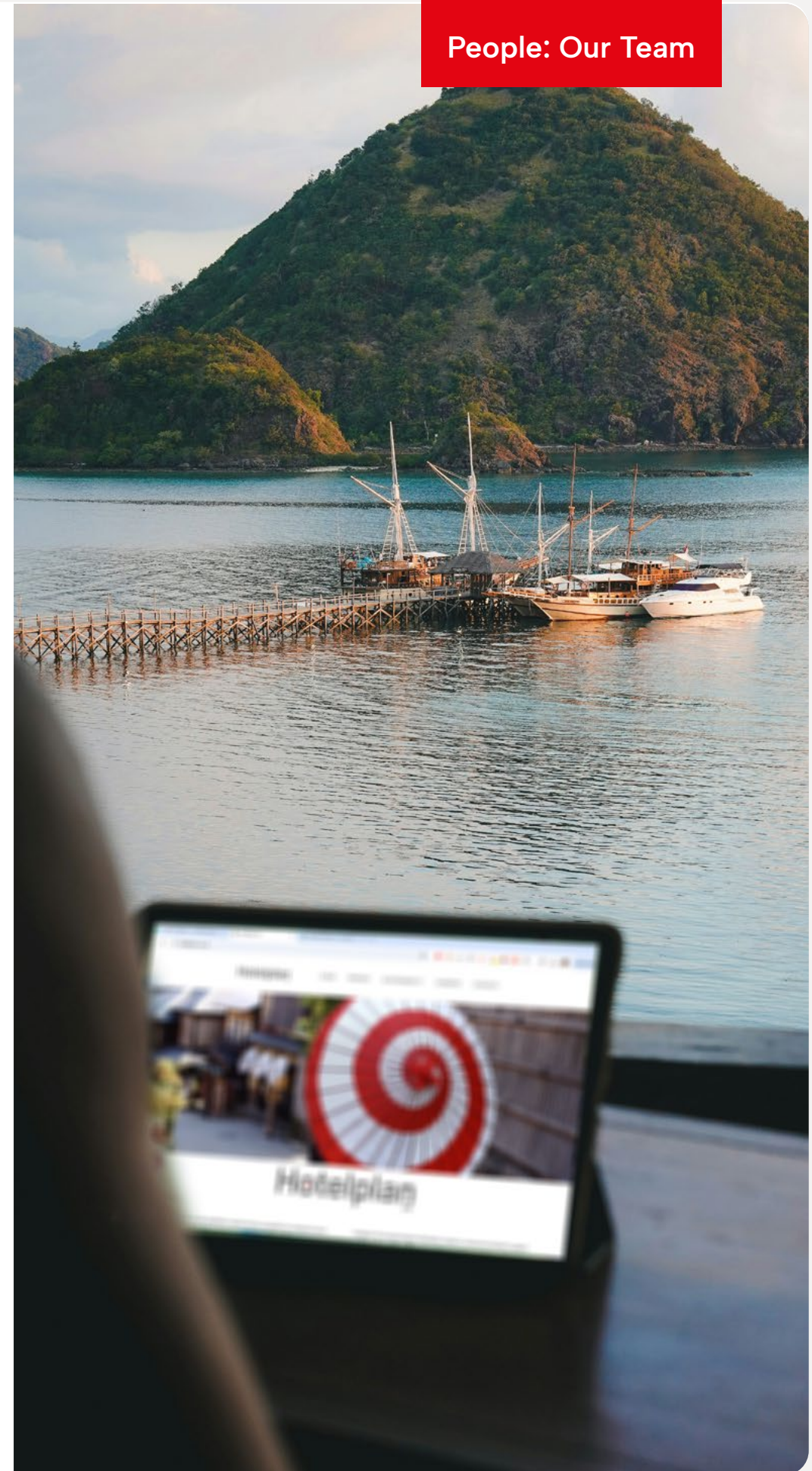
→ Annual salary reviews:

We introduced a digressive approach to our annual salary review so our lowest earners received the biggest proportional pay rises. We also completed our annual equal pay audit.



→ Parent 1st Day:

We introduced this family friendly initiative to support parents to be present with their children on major exam results days. It reflects our commitment to making work-life balance easier for families.



Progress & targets

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Explore achieves B Corp certification

Sustainable travel has been part of Explore Worldwide's DNA since its conception over 40 years ago; and in February 2024, it became a Certified B Corporation.

This means it is counted amongst businesses leading a global movement for an inclusive, equitable and regenerative economy. Explore has become part of the Travel by B Corp collective - a group of independent Certified B Corporations that collaborate to help UK consumers travel better

The rigorous process to achieve B Corp status began in late 2021 and involved submitting information around Explore's business model, operations, structure and work processes. We will be reassessed every three years to verify we're maintaining and evolving our standards and practices.

Explore is the first of Hotelplan UK's brands to achieve B Corp status. We want to apply what we've learned to pursue certification for more of our brands. Intravel is the next brand we are submitting for accreditation.



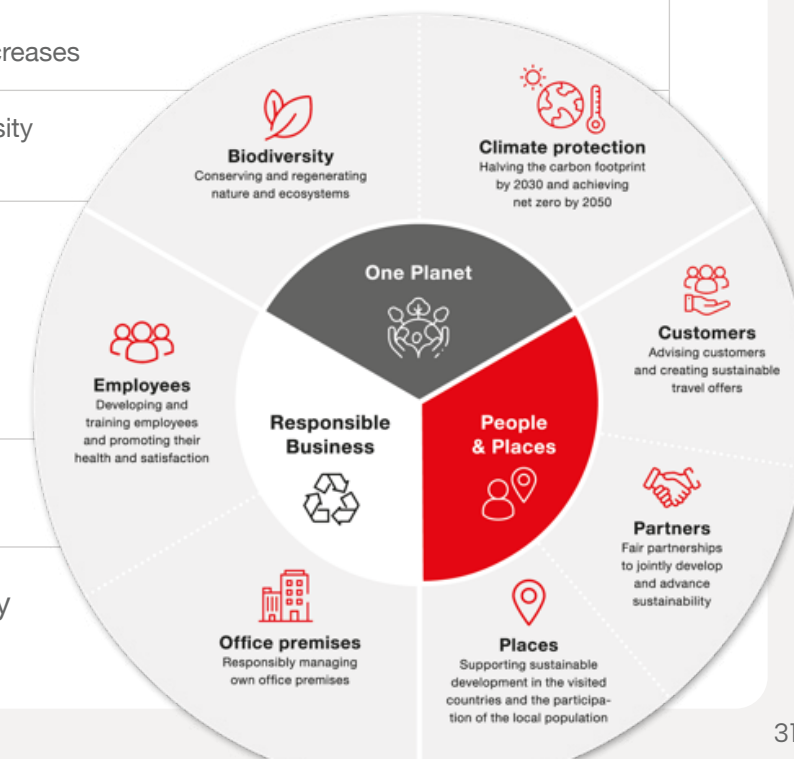
Our aim is for all of our brands to be certified B Corporations by 2027

2023/2024 Summary of Progress

Last year's Planet and People Report included some objectives we haven't covered in full detail. Here's an update on how we've tracked against those.

	Targets we set for 23/24	Our progress in 23/24
Planet	Support accommodation partners in assessing their carbon footprints	<ul style="list-style-type: none"> All brands asked accommodation partners to complete a carbon audit questionnaire and provide insight into community involvement and biodiversity Completion rates were 52% for Explore (against its target of 80%); 31% for Inghams and Santa's Lapland; and 15% for Inntravel
	Develop an animal welfare provision and framework	<ul style="list-style-type: none"> Comprehensive audits took place in Lapland, with Inghams and Santa's Lapland removing ice fishing and reviewing advertised animal activities Inntravel worked with charity partner Wild Welfare for advice and support in creating its animal protection policy, so all brands now have policies in place
	Reduce the carbon impact of food in Inghams' managed ski accommodation	<ul style="list-style-type: none"> Inghams increased vegetarian offerings in France, Austria and Italy with 70% of guests opting in to the vegetarian evening. 10% of guests selected meat-free menus on other nights too French and Austrian chalets removed beef from their menus More local and regional produce was introduced– particularly bakery items, wine and cheese Food waste was reduced with a custom-built food management system to manage stock levels in France
	Reduce plastic and waste	<ul style="list-style-type: none"> Inghams uniform jackets are made from recycled materials by Halti, with advice from partners EcoSki. Items are shipped rather than air freighted; and staff are trained on uniform maintenance to ensure items last between three and five seasons Inghams has supported new partners Montagne Verte in their Biocyclette scheme – an ebike waste collection scheme Our trial partnership with clothing brand Rapanui was successful – producing T-shirts from organic cotton which can be returned and remilled at the end of use Over 3,600 items were donated to organisations including Fody Fabrics in Italy, One Tree at a Time in France and Red Cross in Lapland for reuse or repurposing
	Engage business with Diversity, Equity, Inclusivity frameworks and targets	<ul style="list-style-type: none"> The planned DEI team audit was not repeated due to low turnover, but 2023 results were incorporated into policies and BCorp roadmaps Our new LaMP platform introduced a new DEI learning pathway We implemented inflationary linked digressive pay reviews so our lowest earners received the biggest increases
People	Improve recruitment and on-boarding inclusivity	<ul style="list-style-type: none"> Each brand and the UK group have new careers sites that are designed to be accessible and track diversity All applications are anonymised until interview stage
	Publish a well-being framework	<ul style="list-style-type: none"> A Well-Being channel was launched on LaMP We launched a new partnership with Working with Cancer and took the pledge We continued to offer webinars, events and talks around physical, mental and financial well-being Workation trips for up to 30 days were introduced to support work-life choices We introduced parent-first days and improved parental leave choices
	Continue to measure employee advocacy	<ul style="list-style-type: none"> Our 2024 annual engagement survey delivered another set of excellent results We launched quarterly employee NPS

All our activities align with the Hotelplan Group sustainability strategy



2025 Goals



→ **Carbon reduction targets:**

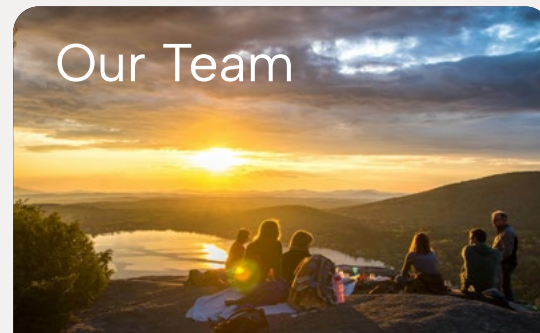
Continued carbon intensity reductions aligned to our Glasgow declaration targets, supported by bonus-aligned strategy within senior management

→ **Rail Travel:**

- Inghams: 31% of resorts rail-accessible (up from 25%)
- Inghams Seasonnaires: travel to destination by rail at least one way

→ **Carbon Literacy:**

30% of UK staff to complete training by year-end, tracked quarterly.



→ **Digital well-being:**

Implement digital wellbeing training for all employees

→ **Launch new Colleague Assemblies:**

Create space for open discussions and employee communities

→ **Roll out inclusive leadership training:**

Ensure 100% of managers complete training by year-end

→ **Industry impact through Board-level commitment:**

Participate in 3+ industry panels or events per year, amplifying our brand's role as a movement for good.

→ **Target of 86% positive sentiment from staff survey**



→ **Biodiversity Impact:**

Assess impacts and dependencies on nature and launch a pilot project with consultants Biodiversify

→ **Food & Waste:**

Continue reducing food-print and waste in managed accommodation and through third parties

→ **Ethical Purchasing:**

Roll out group-wide ethical purchasing guidelines beyond Explore and Intravel

→ **Animal Interactions:**

Complete face-to-face audits for Lapland-based animal interactions and desk audits for others



→ **B Corp certification:**

Achieved by two Hotelplan UK brands, with the final two in the B Corp queue

→ **Donating 1% of our forecasted group profit:**

Supporting charities and initiatives close to our hearts

→ **Volunteer days:**

50% of volunteer days are used across all teams

→ **Education:**

Trial a new micro mentorship or internship



→ **Bias Disclosure**

The authors of this report identify predominantly as white, come from Britain and Australia and are all degree-educated. We recognise that our views and experiences may be influenced by our social and cultural backgrounds and may not fully capture the diverse perspectives present in society.

We have made every effort to approach this report with objectivity and impartiality, but acknowledge the potential for unconscious biases. We encourage readers to critically evaluate our content and – if alternative perspectives have been missed – feed back to us so we can continuously improve the quality and fairness of our work.

The report was written and published in December 2024.