

# Climate Action Plan

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## 1 Introduction

At Inside Travel Group (ITG) we believe that tourism can make a positive difference in the world and support our destinations and the people who live there. We’ve always felt a deep sense of responsibility to the places and people we work with, and to the wider planet. However, we recognise that there is an increasing need for urgent action, as reported by the [Intergovernmental Panel on Climate Change](#) (IPCC). In signing the [Glasgow Declaration \(Climate Action in Tourism\)](#) in November 2021 we committed to support the global commitment to halve 2017 emissions by 2030 and work together with like-minded organisations to come up with solutions to reach Net Zero by 2050.

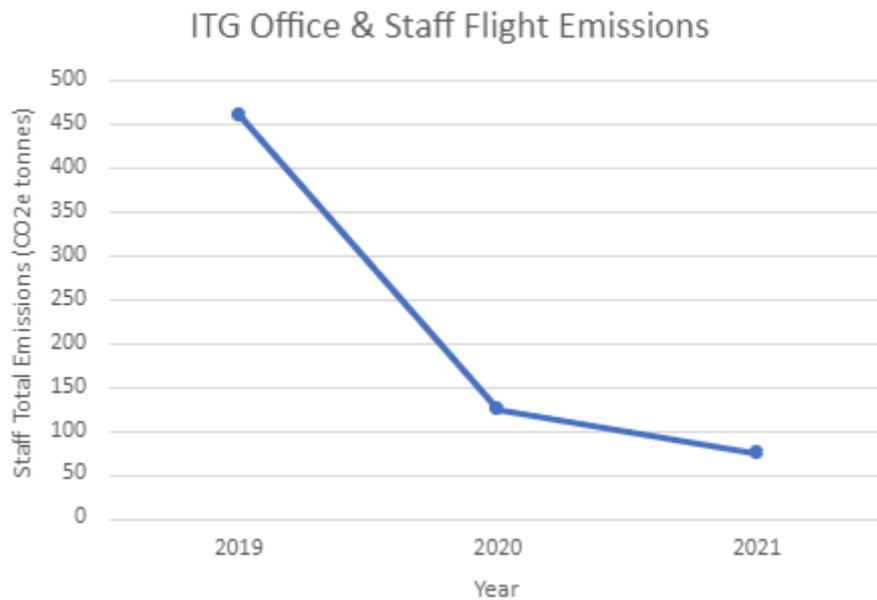


This is our updated Climate Action Plan for November 2022. It is an overview of the action we are taking within ITG with our commitment to the Glasgow Declaration. It will be updated every year with our progress.

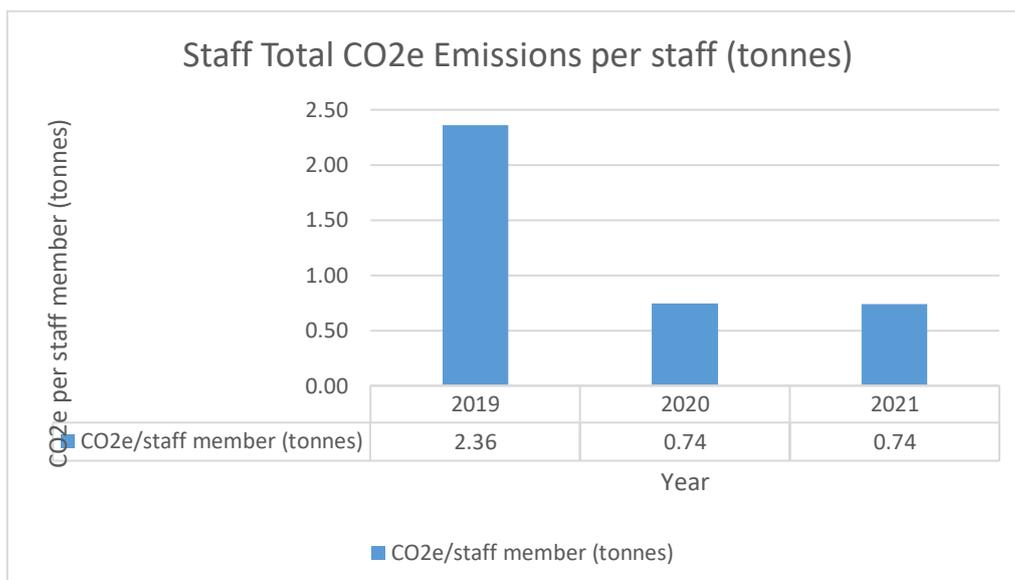
## 2 Carbon Report 2021

The Covid pandemic meant that we were not able to operate customer trips for the majority of 2020 and 2021. Because of this, we only measured the carbon emissions of our offices and staff flights. Our carbon figures cannot, therefore, be compared to fully operational years such as 2019.

Emissions from our four offices came to 74 tonnes and staff flight emissions were 1 tonne, creating a combined 21% decrease from 2020 results (also affected by the pandemic).



This reduction was at least in part because the business had reduced in size. We can more usefully compare our carbon emissions if we measure per employee. Our per employee carbon emissions figure was 2.36 tonnes carbon in 2019 and 0.74 tonnes carbon in both 2020 and 2021.



The challenge will be in keeping both absolute and per employee emissions below our 2019 figures as business recovers to usual operations.

### 3 Measure

In 2022 we have broadened what we measure to include many more impact areas. We have used a combination of staff surveys, staff recording, and analysis of invoices to record the following data sets:

Impact area	Details	Measured from	How we currently work out emissions
Offices	Energy, waste, water	2012	With a methodology from Climate Impact Partners
Staff business travel	Flights	2012	<a href="#">Climate Impact Partners' carbon calculator</a>
	Non-flight travel	2022	
	Overnight stays	2022	
Remote working	Energy	2022	Methodology based on <a href="#">EcoAct White Paper on Homeworking Emissions</a>
Commuting	Transport	2022	<a href="#">Carbonfootprint.com</a>
Printing and post	Cost of postage	2022	Not yet
IT	Disposal of IT equipment	2022	Not yet
Trips	Transport & accommodation of our most popular trips	2020	<a href="#">Carmacal</a>

This data will very useful when measuring our carbon footprint in 2023. Rather than using a mixture of methodologies, we have secured the services of carbon consultants [ecollective](#) to measure our entire carbon footprint for 2022 and years to come. They will systematically and consistently measure our operational footprint (Scope 1 and 2) and the footprint of our trips (Scope 3) to give us a 2022 baseline which we can measure ourselves against going forward.



## 4 Decarbonise

As per the Glasgow Declaration and science-based targets, we aim to reduce our 2022 emissions by 50% by 2030. The table below shows the actions we're taking on each impact area and new initiatives we plan to implement in 2023 (in bold).

Impact area	Details	Reduction methods in place and to implement in 2023
Offices	Energy	Using renewable energy in our offices where possible, such as using <a href="#">Ecotricity</a> low-impact energy in our UK office; using smart heating/cooling/lighting methods; buying energy-efficient equipment; training staff on conserving energy through promoting <a href="#">Giki Zero</a> , having a Green Jumper Day and in-house sustainability training.
	Waste	Reducing, reusing, and recycling as many materials as possible in offices and sharing best recycling methods for remote workers.
	Water	Conserving water as much as possible by using eco-settings on dishwashers, using low-flow taps and dual-flush toilets.
Staff business travel	Flights	Carefully considering if the trip is necessary or if there is a digital equivalent.
	Non-flight travel	Making sure that every staff trip counts – that is has a clear purpose and that we get the expected output. Choosing the most sustainable transport option and route. When flying, to choose Economy class as a default option.
	Overnight stays	Considering less frequent, but longer trips (if required). <b>Implementing a staff travel carbon budget for 2024.</b>
Remote working	Energy	Informing staff of best practices to conserve energy while working at home.
Commuting	Transport	Offering flexible, hybrid working across the business. Having secure cycle storage and showers at two out of four branches. Cycle-to-work scheme for UK staff and other incentives (such as free bus taster tickets) to encourage sustainable commuting.
Printing and post	Promotional materials as well as travel documents	Offering digital brochures as default, instead of printed ones. Reducing the size of the IAT and IJT brochures we print and when printing using sustainable carbon neutral printers such as <a href="#">Pepper Communications</a> , for small print-runs. Only accepting digital rather than printed promotional materials from suppliers. <b>Changing non-recyclable packaging to recyclable packaging for our printed materials.</b>
IT	Servers	Moving from our own server storage to cloud storage in 2023.
	Disposal of IT equipment	Recycling or donating ITG equipment to charities.
Trips	Transport	Recommending direct flights to clients. Replacing domestic flights of under one hour when there are alternative transport options. Including public transport wherever possible.
	Accommodation	Sending our Supplier Code of Conduct with our Sustainability Survey to our core Japan suppliers. <b>Promoting accommodation with environmental policies in place.</b>
	Excursions	<b>Replacing high-carbon excursions with low carbon alternatives where possible.</b>
	Food	<b>Including more locally sourced, plant-based meals on group tours where possible.</b>

#### 4.1 Science-based targets

We are pursuing science-based targets to reduce our carbon at ITG. “Targets are considered ‘science-based’ if they are in line with what the latest climate science deems necessary to meet the goals of the Paris Agreement – limiting global warming to well-below 2°C above pre-industrial levels and pursuing efforts to limit warming to 1.5°C.” ([Science Based Targets](#))

Since 2020, our target has been to reduce total carbon emissions per employee by 50% from 2019 (our current baseline) to 2030. We had only measured the most material internal impact areas (offices, staff business travel) in 2019. Our per employee carbon footprint was 2.36 tonnes carbon in 2019. Therefore, our target was 1.18 t/C02 in 2030. We were aiming to reduce by 5% per year as per science-based targets.

With the help of *ecollective*, from 2023, we will ascertain a new benchmark which will be based on 2022 figures and will include all material impact areas of the business. We will then set a new science-based targets to reduce that by around 5-7% per year to 2030. These measurements will include our Scope 3 trip emissions, so we will set targets based on the average carbon amount used per passenger per day on our trips (including our Scope 1&2 emissions within this figure).

While waiting for accurate measurements of our trip emissions, we will actively look at areas of our business where we are confident we can reduce emissions, while maintaining the quality of our holidays (see plans in Decarbonise).

## 5 Mitigation

While we know that reducing is the most important action to take, there are emissions that cannot be reduced immediately and so we have been offsetting these with [Climate Impact Partners](#) (formerly ClimateCare):

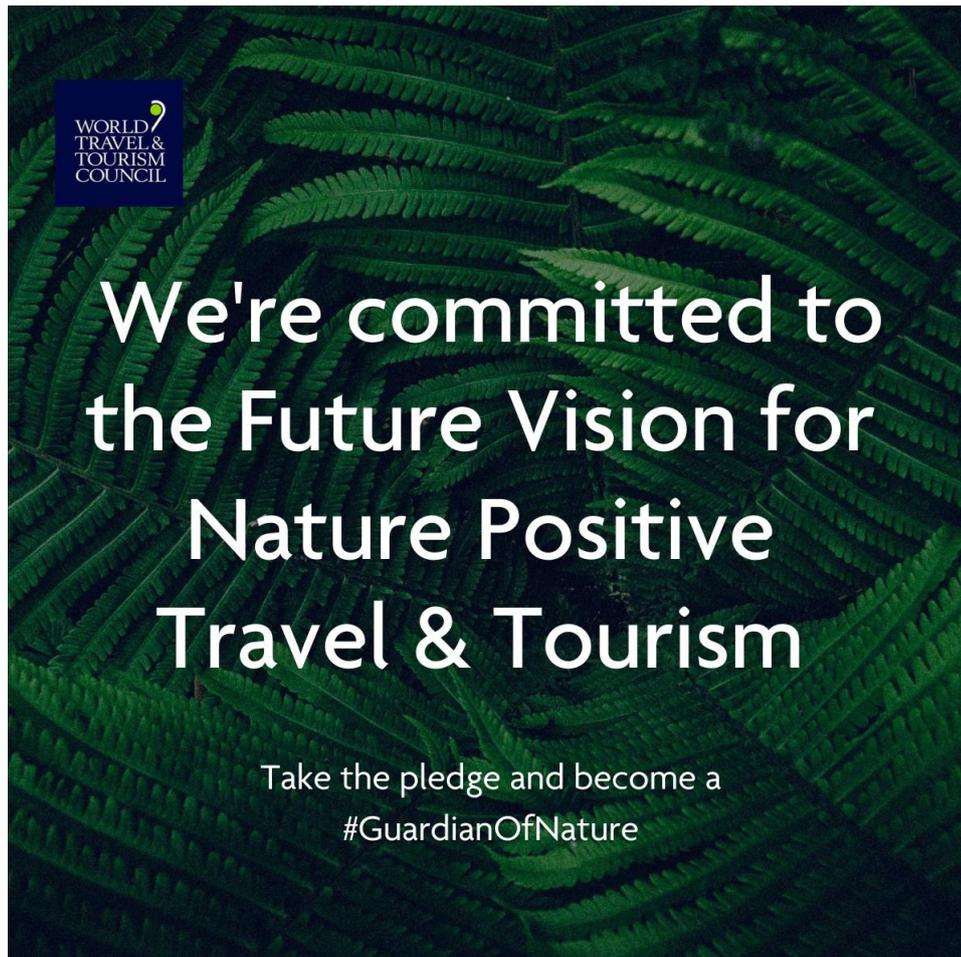
- We have been offsetting our staff flights since 2016, and our office operations since 2019 – a total of 372 tonnes since January 2019.
- All new bookings from Jan 2021 are carbon negative through our [Every Trip Offset](#) programme – we include an offset greater than the average carbon cost of the trip (including flights and ground arrangements) as part of the trip price. In total this has offset 1700 tonnes of carbon since January 2021.
- All emissions are offset through the Gold Standard [Household Agricultural Biogas Project, Vietnam](#) which has a host of social benefits for rural families as well as reducing a total of over 1 million tonnes of carbon per year.



When we have accurately measured our entire carbon footprint, we will be a fully carbon neutral business. We hope to achieve this by 2025, if not before.

## 6 Regenerate

Leading climate and biodiversity scientists recognise that climate change and biodiversity loss are twin crises that can only be solved together ([WTTC's Nature Positive Travel and Tourism Report](#)). In November 2022 we signed the [Vision for Nature Positive Travel & Tourism](#) to show our support for the Travel and Tourism sector adapting a 'Nature Positive' approach by 2030 through integrating biodiversity safeguards, reducing carbon emissions, the impact of pollution and the unsustainable use of resources, and to protect and restore nature and its wildlife.



We will be following the [Nature Positive Travel & Tourism Roadmap](#) created in collaboration with ANIMONDIAL.

We already have a strong Animal Welfare Policy, and we promote nature experiences as part of our trips, but we will take a more proactive and systematic approach to protect biodiversity and to regenerate ecosystems in our destinations in 2023.

Pathway	Our action points for 2023
<b>Access &amp; Define</b> Access our dependency and impacts on animals and nature Define our Nature Positive commitment and priority actions	To include nature conservation in our sustainability strategy and embed it in our Animal Welfare Policy.
<b>Reduce &amp; Restore</b> Reduce or avoid harmful practices Restore nature through positive, local actions	To review our current products from a nature protection perspective. To choose and fund one regeneration project for InsideJapan Tours and one project for InsideAsia Tours brand from January 2023. To continue offering staff on nature-based projects to use their Volunteer Leave on.
<b>Monitor &amp; Report</b> Monitor our progress towards meaningful change Report on our efforts to reduce and sustain	To monitor and report on our efforts in our annual impact report.
<b>Collaborate &amp; Communicate</b> Collaborate to overcome challenges and achieve greater things. Communicate to inform and inspire others.	To communicate with our staff, clients and suppliers our nature positive goals and collaborate with industry partners.

## 6.1 Nature Positive volunteering

Another way we are helping regenerate ecosystems is through staff volunteering efforts. All staff are given one day a year to volunteer, and we partner with local organisations who offer volunteering opportunities.

Between 1<sup>st</sup> November 2021 and 1<sup>st</sup> November 2022, we have taken part in the following conservation efforts:

Activity	Impact	Number of staff volunteered	Hours volunteered
River clean-up in Tokyo	68 bags of rubbish collected	3	22
Tree planting and maintenance in Bristol	Over a thousand trees planted and mulched	19	76
Tree planting, litter picking and cleaning up flood damage in Brisbane	Planted and mulched 120 trees, 118kg of litter collected, flood debris removed	19	92
	<b>Totals</b>	<b>41</b>	<b>190</b>



## 7 Collaborate

We know that collaboration is the only way to create industry-wide change, so have been active members of the following networks:

- Signing the [Glasgow Declaration](#) and being a member of their community
- Co-Chair of the [AITO Sustainable Tourism Committee](#) in 2022 – creating toolkits, hosting webinars, and giving talks on how to address the climate crisis with other AITO members
- Members of [Better Business](#) – Bristol 24/7 – [creating a video](#) of why it matters to be involved in the community and funding social and environmental initiatives through the membership
- Members of [Future Leap Network](#) – attending events and supporting the community of change makers in Bristol

We are working towards our B Corp Certification and plan to be active members of the B Corp community.

We are also working with our stakeholders to engage and inform them to help achieve our goals:

- **Staff** – by sending our first sustainability survey, providing training and regular updates
- **Clients** – by weaving sustainability communication into all touch points and sharing our sustainability policies on our websites
- **Suppliers** – by sending them our Supplier Code of Conduct, and our first Sustainability Supplier Survey

## 8 Finance

We can only achieve our goals above if we have the resources to do so. We have a dedicated Global Sustainability Manager (4 days a week) who is responsible for achieving the goals in our Climate Action Plan. They report to the Director and is supported by the senior leadership team.

We also have a Destination Sustainability Executive (secondary role) in Japan and Branch Sustainability Coordinators (secondary roles) to measure and reduce emissions in each branch.

There is a budget for the Sustainability function of the business, and this includes funds to achieve our goals in our Climate Action Plan.