

# ITG Climate Action Plan 2023

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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 our 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 December 2023, relating to the reporting period of 1<sup>st</sup> January 2022 – 31<sup>st</sup> December 2022. It is an overview of the action we are taking within ITG withhold our commitment to the Glasgow Declaration. It will be updated every year with our progress.

## 2 About this Carbon Report

The reporting period referred to in this 2023 Carbon Report is **1<sup>st</sup> January 2022 – 31<sup>st</sup> December 2022**.

Since 2012, we have been gradually increasing the scope of what we are able to measure as a business, starting with our staff business flights and offices, as well as estimated the average emissions of an ITG customer trip.

However, in early 2023, working with carbon consultants *ecollective*, we were able to measure the full carbon footprint of the business for the first time, measuring our 2022 emissions and setting initial targets and focus areas for decarbonisation.

### 3 Measure

#### 3.1 What we measure

##### 3.1.1 Summary

2023 has seen us broaden what we measure to the full scope of the business, most importantly including our trips.

Working with our partners ecollective, we have used a combination of booking data, staff surveys, staff recording, and analysis of invoices to record the following data sets. (Areas and details in **bold** are new measurements we have introduced for the most recent reporting year.)

HQ or Trip emissions	Impact area	Details	Reporting year measured from	How we currently work out emissions
HQ	Offices	Electricity, gas, oil, <b>heat &amp; steam, refrigerant</b> , water, waste, <b>food, Well-to-Tank (WTT), transmission and distribution (T&amp;D)</b>	2012	Invoice analysis, sampling estimates, surveys
	Remote working	Electricity	2021	Staff survey
	Staff business travel	Flights, <b>non-flight travel, overnight stays</b>	2012	Staff business tracker and expense analysis
	<b>Website</b>	<b>All webpages of Inside Travel Group and it's associated brands (InsideJapan and InsideAsia) including all regional sites</b>	2022	Webpage and host analysis
	Virtual events		2022	
	<b>Hosted in-person events</b>	<b>Venue, accommodation, staff travel, meals</b>	2022	
	Staff commuting	Staff commuting to all offices	2021	Staff survey
	<b>Post</b>	<b>Outbound post from all offices</b>	2022	Spend data and/or quantity
	<b>Purchased goods</b>	<b>Large expenditure goods for office use (e.g. computers)</b>	2022	Spend data and type
Trips	Customer trips	<b>International flights</b>	2022	Booking data
		<b>Accommodation</b>	2022	Booking data
		<b>Transport</b>	2022	Booking data
		<b>Domestic flights</b>	2022	Booking data
		<b>Transfers</b>	2022	Booking data
		<b>Transport</b>	2022	Booking data
		<b>Cruises</b>	2022	Booking data
		<b>Meals</b>	2022	Booking data
		<b>Excursions</b>	2022	Booking data

### 3.1.2 HQ emissions

	<p><b>Offices</b></p> <ul style="list-style-type: none"> <li>• What we measure: electricity, water, waste data</li> <li>• How we measure it: monthly bills and estimates</li> </ul>		<p><b>Working from home</b></p> <ul style="list-style-type: none"> <li>• What we measure: electricity usage estimate by days worked at home</li> <li>• How we measure it: estimates based on staff survey</li> </ul>
	<p><b>Business travel</b></p> <ul style="list-style-type: none"> <li>• What we measure: all business travel over 45 mins and hotel stays</li> <li>• How we measure it: business travel tracker</li> </ul>		<p><b>Commuting</b></p> <ul style="list-style-type: none"> <li>• What we measure: mode of transport and distance travelled</li> <li>• How we measure it: annual staff survey</li> </ul>
	<p><b>Website</b></p> <ul style="list-style-type: none"> <li>• What we measure: website size, host and views</li> <li>• How we measure it: annual data review</li> </ul>		<p><b>Staff events</b></p> <ul style="list-style-type: none"> <li>• What we measure: attendance, number and type of meals (e.g. meat/veg)</li> <li>• How we measure it: record branch events</li> </ul>
	<p><b>Post</b></p> <ul style="list-style-type: none"> <li>• What we measure: quantity or spend</li> <li>• How we measure it: monthly data tracking</li> </ul>		<p><b>Purchased Goods</b></p> <ul style="list-style-type: none"> <li>• What we measure: large orders such as IT equipment and paper</li> <li>• How we measure it: monthly data tracking</li> </ul>

### 3.1.3 Trip emissions

	<p><b>International Flights</b></p> <ul style="list-style-type: none"> <li>• What we measure: distance travelled, direct/indirect flight</li> </ul>		<p><b>Accommodation</b></p> <ul style="list-style-type: none"> <li>• What we measure: emissions per room per night (national average)</li> </ul>
	<p><b>Domestic Flights</b></p> <ul style="list-style-type: none"> <li>• What we measure: distance travelled</li> </ul>		<p><b>Transfers</b></p> <ul style="list-style-type: none"> <li>• What we measure: distance travelled and mode of transport</li> </ul>
	<p><b>Transport</b></p> <ul style="list-style-type: none"> <li>• What we measure: distance travelled and mode of transport (including luggage forwarding)</li> </ul>		<p><b>Cruises</b></p> <ul style="list-style-type: none"> <li>• What we measure: distance travelled and average size of boat</li> </ul>
	<p><b>Meals</b></p> <ul style="list-style-type: none"> <li>• What we measure: meal type and quantity</li> </ul>		<p><b>Excursions</b></p> <ul style="list-style-type: none"> <li>• What we measure: calculate average excursion emissions from top 10 excursions</li> </ul>

### How we measure it

We provided our complete facilities environmental data, staff and supplier survey data, as well as anonymised booking data to our partners collective. Collective analysed this primary data, along with data from any surveys directly sent to our suppliers. Where surveys were not fully completed by a supplier, collective relied on relevant industry averages provided by DEFRA and other trusted

sources. Any assumptions that are required to fill data gaps, are detailed against the specific category to which it relates in [ecollective's full methodology](#).

The data is updated as carbon conversion factors improve with accuracy. As this is constantly being updated as new data becomes available, please [contact ecollective](#) for more details.

Everything has a carbon footprint, so measuring the exact carbon footprint of a business could be a lifetime's work. With the climate crisis, we simply do not have the time. So, we have made assumptions to measure the carbon footprint of everything that goes into the running of the business and the products and services we sell.

This is normal practice in the carbon-calculating world, but ecollective go a step further than most. Many companies make assumptions that are too simple or use unreliable data, resulting in scores that are not as accurate as they could be.

For Scope 2 emissions we have followed the market-based method. When information or good quality data has not been available, we have used location-based information as a proxy for the market-based method.

### 3.2 What we don't measure

We do not include the following areas in our emissions measurements:

- Optional extras
- Investments
- Customer travel to the trips when not purchased through the business.

### 3.3 Our 2022 Carbon emissions

#### 3.3.1 Total carbon emissions

Our total footprint for 2022 is: **3,207,175kgs CO2e.**

This is a large figure but by itself it tells us very little. We therefore measure our emissions in three keyways:

1. **Our Headline KPIs:** These tell us how we are progressing versus our targets – if you just want to look at one set of numbers, look at these.
2. **Breakdown by impact area:** This tells us which part of our business our emissions are coming from (whether that is from our 'HQ' operational emissions, or our customers' flights and trip emissions).
3. **Breakdown by scope:** This also tells us where our emissions are coming from in terms of how much control we have over them, using a standard reporting framework that allows comparison between companies.

##### *3.3.1.1 Impact areas versus scopes*

The standard reporting of carbon emissions is to use Scopes (Scopes 1, 2 and 3). The three scopes are a way of categorising the different kinds of emissions a company creates in its own operations and in its wider 'value chain' (its suppliers and customers).

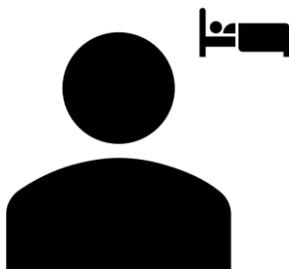
However, we're aware that it can be quite difficult to understand what "scopes" means and what Scope 1, Scope 2 and Scope 3 refer to. Therefore, while we report on our emissions by Scope, we also report on them by "Impact Area", as we find this can be more meaningful and easier to understand, as well as lead to more action to decarbonise. You can see a breakdown of our emissions both by Scope and Impact Area in the following sections of this Action Plan.

### 3.3.2 Our headline KPIs

From 2022 we are tracking three different Key Performance Indicators (KPIs) to measure our progress against our targets:

1. Emissions per customer per night *without including international flights* (kg CO2e)
2. Emissions per customer per night *if all bookings included international flights* (CO2e)
3. Flight emissions per customer *if all bookings included international flights* (CO2e)

#### 3.3.2.1 Emissions per customer per night without including international flights (kg CO2e)



We'll focus on this KPI to reduce the emissions of the accommodation, experiences and transport we offer clients within country and can have a more direct impact on.

During the reporting period this was:

**44kg CO2e per customer per night**

#### 3.3.2.2 Emissions per customer per night if all bookings included international flights (CO2e)



We'll focus on this KPI to lengthen the trips we offer, so that per night emissions are lower (and more time and money is spent in destination)

During the reporting period this was:

**311kg CO2e per customer per night**

#### 3.3.2.3 Flight emissions per customer if all bookings included international flights (CO2e)



We'll focus on this KPI to reduce the emissions of the flights we offer clients by using more sustainable airlines (e.g. those with more modern aircraft and using sustainable aviation fuel) as well as more direct flight routes.

During the reporting period this was:

**3,467kg CO2e flight emissions per customer**

### 3.3.3 Emissions by impact area

When we break our emissions down by Impact Area, we look at three key areas:

1. HQ emissions
2. International flight emissions
3. Trip emissions

#### HQ emissions

*This is the emissions from all operational-related emissions. It includes the emissions from our offices, remote working, commuting, staff events and staff business travel and accommodation.*

#### International flight emissions

*This is the emissions from all international flights booked by us for our clients to travel from their country of departure to their destination. It doesn't include domestic flights during their trip (this is covered in "Trip emissions").*

*All international flight emissions data comes from a line-by-line analysis of every booking in our system that departed during the reporting period.*

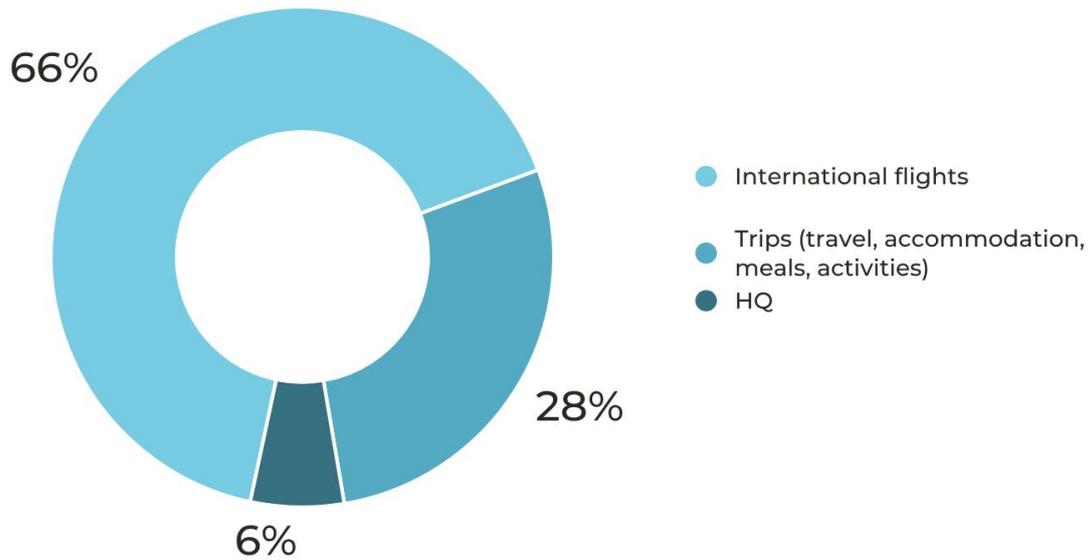
#### Trip emissions

*This is the emissions from all accommodation, meals, activities and travel within our client trips. It includes domestic taken during a trip.*

*All trip emissions data comes from a line-by-line analysis of every booking in our system that departed during the reporting period.*

The breakdown in these impact areas for the reporting period is below:

Impact Area	Emissions breakdown (kg CO2e)	% total emissions
HQ	181,324	5.7%
International flights	2,115,354	66.0%
Trips	910,554	28.4%
<b>Total emissions</b>	<b>3,207,175</b>	<b>100%</b>

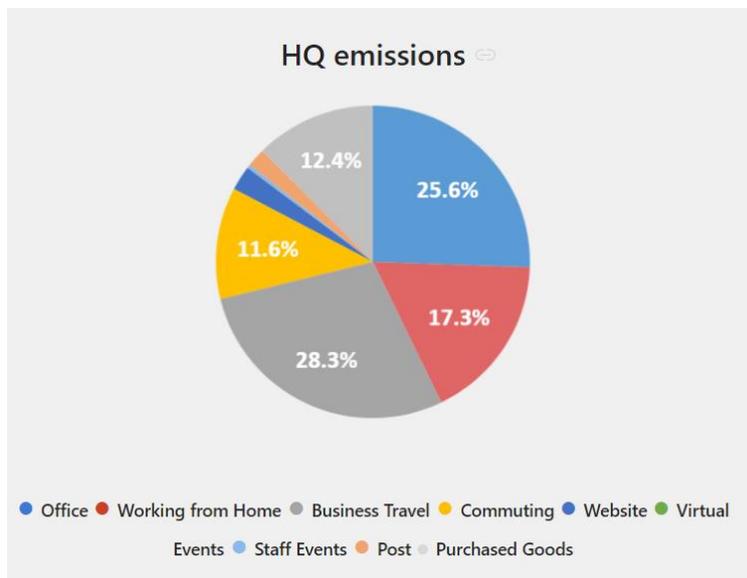


### 3.3.3.1 HQ emissions

**181,324kg (6% total emissions)**

Within our HQ emissions, the top 3 highest- emitting areas are:

1. Business travel (28%)<sup>1</sup>
2. Offices (26%)
3. Remote working emissions (17%)



### 3.3.3.2 International flights

**2,115,354kg (66% total emissions)**

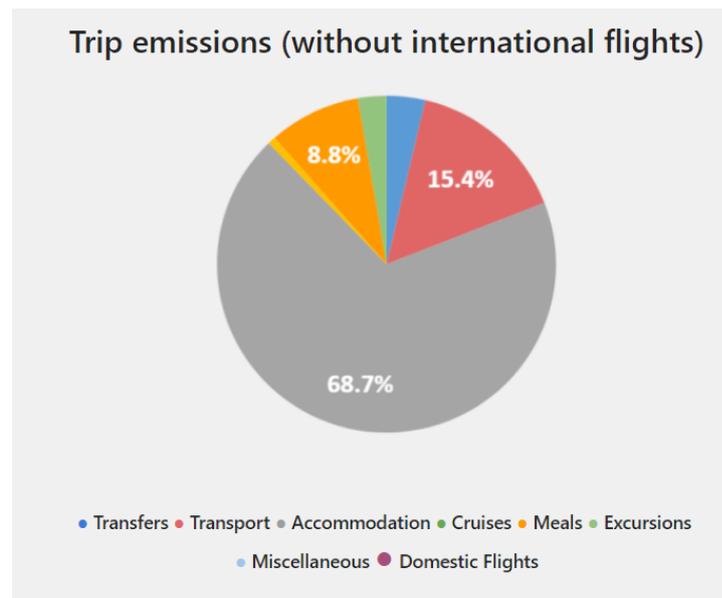
<sup>1</sup> We expect this to increase in 2023 with many more FAM trips and more business travel than in 2022

### 3.3.3.3 Trip emissions

**910,554kg (28% total emissions)**

Within our HQ emissions, the top 3 highest-emitting areas are:

1. Accommodation (69%)
2. Transport (15%)
3. Meals (9%)



### 3.3.4 Emissions by scope

Scope emissions come from the Greenhouse Gas Protocol, which is the world’s most widely used greenhouse gas accounting standard.

As the Greenhouse Gas Protocol itself puts it: *“Developing a full [greenhouse gas] emissions inventory – incorporating Scope 1, Scope 2 and Scope 3 emissions – enables companies to understand their full value chain emissions and focus their efforts on the greatest reduction opportunities”.*

#### 3.3.4.1 Definitions of scope 1, 2 and 3 emissions

As explained by our partners, ecollective:

##### Scope 1

*These are emissions from all the fuel that the company pays for. It is usually the petrol in your company car and/or the diesel in your onsite generator.*

##### Scope 2

*Emissions from the electricity you pay for at your premises.*

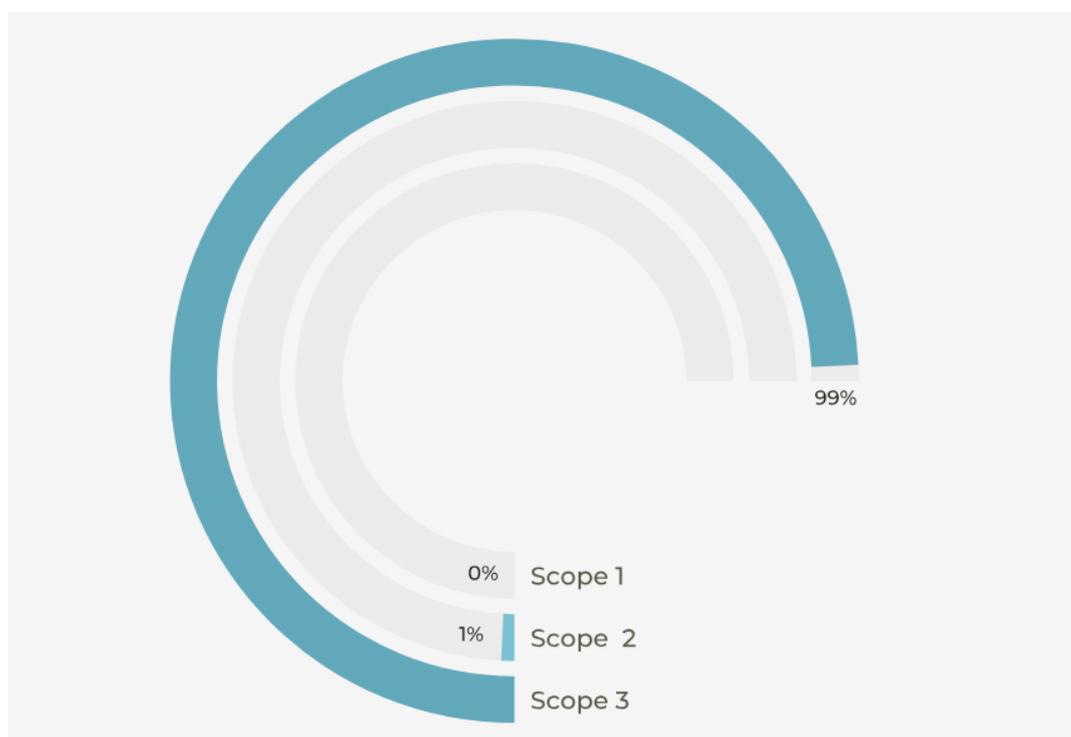
##### Scope 3

*Everything else that forms part of your company emissions. These are often things you cannot control but can influence (also known as ‘indirect’). For example, if some of your team work from home, the electricity emissions from this activity will sit in scope 3. Website emissions, business travel, your whole supply chain (we could go on) are all scope 3. For most businesses, this is by far the biggest proportion of their footprint.*

*It’s mandatory to include scope 1 and 2 emissions in your reporting. Best practice is to include scope 3 emissions too.*

Our breakdown in scope emissions for the reporting period is as follows:

Scope	Emissions breakdown (kg CO2e)	% total emissions
<b>Scope 1</b>	4,485	0.1%
<b>Scope 2</b>	26,986	0.8%
<b>Scope 1 &amp; 2</b>	<b>31,471</b>	<b>1.0 %</b>
<b>Scope 3</b>	<b>3,175,245</b>	<b>99.0%</b>
<b>Total emissions</b>	<b>3,207,175</b>	



### 3.3.4.2 Scope 1&2

Scope 1 emissions come from the Gas and Refrigerant use in our offices.

Scope 2 emissions come from the Electricity use in our offices.

Emissions breakdown (kg CO2e)	2022
Scope 1	4,485kg
Scope 2	26,986kg
<b>Scope 1 &amp; 2</b>	<b>31,471kg</b>

### 3.3.4.3 Scope 3

Our Scope 3 emissions come from everything else, from staff commuting and business travel to the international flights of our customers and their trips.

Emissions breakdown (kg CO2e)	2022
<b>Scope 3</b>	<b>3,175,245kg</b>

## 4 Decarbonise

### 4.1 Our decarbonisation targets

We have two key targets as a business:

1. **We aim to reduce our Scope 1 and 2 2022 emissions by 50% by 2030**, as per the Glasgow Declaration and science-based targets. This is an absolute emissions target.

Target #1	2022	2030 (target)
Scope 1 & 2	31,471kg	15,736kg

2. **We also aim to reduce our 2022 total business emissions per customer per night (if all bookings included international flights) by 50% by 2030**. As most of these emissions are Scope 3 emissions this is not a requirement of the Glasgow Declaration, however we feel we have a responsibility to include the emissions of our trips and the flights we book for our customers in our reduction targets. As these emissions are on a per customer per night basis, this is known as an emissions intensity target.

Target #2	2022	2030 (target)
Total business emissions per customer per night (if all bookings included international flights)	311kg	155.5kg

## 4.2 How we plan to decarbonize

### 4.2.1 Summary

The table below shows the actions we're taking on each impact area and new initiatives we plan to implement in 2023 (in bold).

HQ or Trip emissions	Impact area	Details	Reduction methods
HQ	Offices	Electricity	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.
	Remote working	Electricity	Informing staff of best practices to conserve energy while working at home.
	Staff business travel	Flights, non-flight travel, overnight stays	Carefully considering if the trip is necessary or if there is a digital equivalent. 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. Considering less frequent, but longer trips (if required).
	Website	All webpages	<i>We are yet to develop an emissions reduction action for this area</i>
	Virtual events		<i>We are yet to develop an emissions reduction action for this area</i>
	Hosted in-person events	Venue, accommodation, staff travel, meals	All in-office meals we order are vegetarian as default
	Staff commuting	Staff commuting to all offices	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 public transport passes for our US office) 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. Changing non-recyclable packaging to recyclable packaging for our printed materials.
	Purchased goods	Large expenditure goods for office use (e.g. computers)	Recycling or donating ITG equipment to charities. Moving from our own server storage to cloud storage in 2023.
<b>Trips</b>	Customer trips	International flights	Training our Sales teams on the impact of flight stopovers, routing, and aircraft on carbon emissions. <b>Next:</b> providing more transparent options for our clients to choose how they travel
		Accommodation	Sending our Supplier Code of Conduct with our Sustainability Survey to our core Japan suppliers. <b>Next:</b> Promoting accommodation with environmental policies in place.
		Domestic flights	Replacing domestic flights from itineraries with lower carbon alternatives where possible
		Transfers	We are yet to develop an emissions reduction action for this area
		Transport	We are yet to develop an emissions reduction action for this area
		Cruises	We are yet to develop an emissions reduction action for this area
		Meals	We are yet to develop an emissions reduction action for this area <b>Next:</b> Including more locally sourced, plant-based meals on group tours where possible.
		Excursions	We are yet to develop an emissions reduction action for this area <b>Next:</b> Replacing high-carbon excursions with low carbon alternatives where possible.

#### 4.2.2 HQ emissions

 <p><b>Offices</b></p> <ul style="list-style-type: none"> <li>• Using renewable energy in our offices where possible</li> <li>• Reducing, reusing and recycling as many materials as possible</li> <li>• Conserving water through low-flow taps and dual-flush toilets</li> </ul>	 <p><b>Working from home</b></p> <ul style="list-style-type: none"> <li>• Providing staff with working from home sustainability policy and tips</li> </ul>
 <p><b>Business travel</b></p> <ul style="list-style-type: none"> <li>• Carefully considering if the trip is necessary or can be done digitally instead</li> <li>• Making sure that every staff trip counts</li> <li>• When flying, choosing Economy class as a default option</li> </ul>	 <p><b>Commuting</b></p> <ul style="list-style-type: none"> <li>• Offering flexible, hybrid working</li> <li>• Cycle to work scheme in UK, free public transport pass in US</li> </ul>
 <p><b>Website</b></p> <ul style="list-style-type: none"> <li>• We are still looking into how we can effectively reduce our website emissions</li> </ul>	 <p><b>Staff events</b></p> <ul style="list-style-type: none"> <li>• Only providing vegetarian food at in-house staff events</li> </ul>
 <p><b>Post</b></p> <ul style="list-style-type: none"> <li>• Offering digital brochures as default, instead of printed ones</li> </ul>	 <p><b>Purchased Goods</b></p> <ul style="list-style-type: none"> <li>• Offering digital brochures as default, instead of printed ones</li> <li>• Using sustainable printing suppliers and materials</li> <li>• Reducing the size of the brochures that we print</li> </ul>

#### 4.2.3 Trip emissions

 <p><b>International Flights</b></p> <ul style="list-style-type: none"> <li>• Researching aircraft type to make more conscious selection over airlines and routes we recommend</li> </ul>	 <p><b>Accommodation</b></p> <ul style="list-style-type: none"> <li>• Supplier Sustainability Survey – influencing suppliers and informing Product core range</li> </ul>
 <p><b>Domestic Flights</b></p> <ul style="list-style-type: none"> <li>• Removing domestic flights from itineraries where possible</li> </ul>	 <p><b>Transfers</b></p> <ul style="list-style-type: none"> <li>• We are yet to develop an emissions reduction action for this area</li> </ul>
 <p><b>Transport</b></p> <ul style="list-style-type: none"> <li>• We are yet to develop an emissions reduction action for this area</li> </ul>	 <p><b>Cruises</b></p> <ul style="list-style-type: none"> <li>• We are yet to develop an emissions reduction action for this area</li> </ul>
 <p><b>Meals</b></p> <ul style="list-style-type: none"> <li>• Increasing the number of vegetarian meals included in Small Group Tours</li> </ul>	 <p><b>Excursions</b></p> <ul style="list-style-type: none"> <li>• We are yet to develop an emissions reduction action for this area</li> </ul>

#### 4.2.4 Our key focus decarbonisation areas

1. **Office electricity:** to reduce our absolute Scope 1&2 emissions by 50% by 2030 it is vitally important that we source more renewable energy for our offices. In 2021 we switched to 100% renewable energy in our UK office, and our US office also saw an increase in state-supplied renewable energy (to 32%).
2. **International flights (customer trips):** This is by far the biggest source of our total business emissions, and while we don't have control over the airlines or the fuels they use, we can use publicly available data to inform our clients about the least-emitting options available to them such as more direct flights, with more modern aircraft, hopefully in the future using more Sustainable Aviation Fuel (SAF).
3. **Domestic/in-trip flights (customer trips):** This is another area we can make a big difference to our emissions – by replacing domestic or other in-trip flights (i.e. international flights in a multi-destination itinerary) with lower carbon alternatives such as ferries and trains. We also find that while often longer in duration, this way of travelling gives our customers a more authentic travel experience, travelling alongside locals and seeing more of the countries they are travelling through.
4. **Transport (customer trips):** Another way we can make a difference is by looking at the transport options we currently provide our customers and seeing where we can replace private and/or high-emitting transport with lower public or lower-emitting transport. This also gets our customers closer to the people and places in their destinations.

### 4.3 Our decarbonisation progress

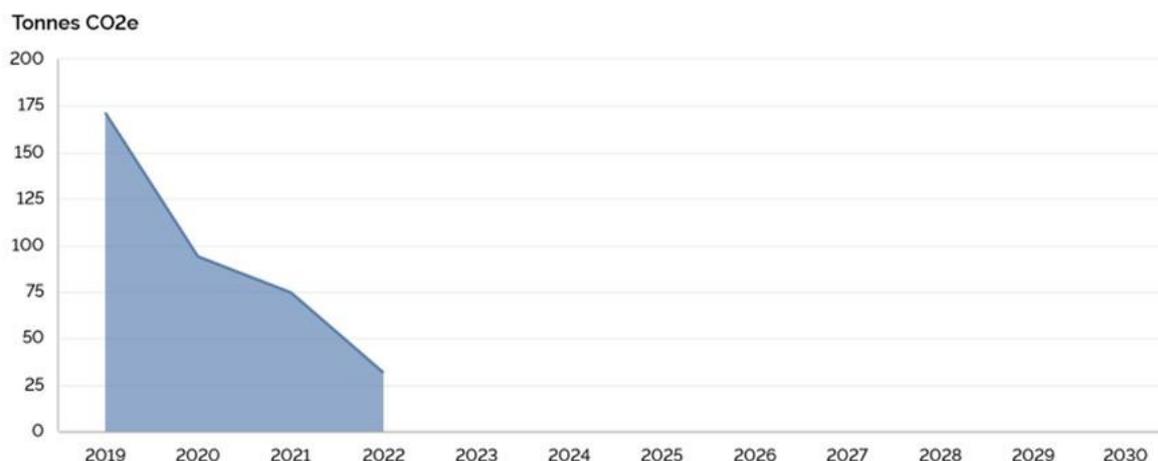
#### 4.3.1 Target #1

**To reduce our Scope 1&2 2022 emissions by 50% by 2030.**

Target #1	2022	2030 (target)
Scope 1 & 2	31,471kg	15,736kg

**In 2022 we reduced our Scope 1&2 emissions by 58%** in compared to 2021 (31.47 tCO<sub>2</sub>e vs. 171.73 tCO<sub>2</sub>e), despite staff returning to work in our offices. This was largely due to switching to 100% renewable energy in our Bristol office (the % of renewable energy in our Broomfield office also increased).

## Our Scope 1&2 Emissions



	2019	2020		2021			2022		
	Total emissions	Total emissions	YoY % change	Total emissions	YoY% change	% change vs 2019	Total emissions	YoY % change	% change vs 2019
<b>Total emissions (tonnes CO2e)</b>	171.73	93.91	<b>-45%</b>	74.63	-21%	<b>-57%</b>	31.47	-58%	<b>-82%</b>

### 4.3.2 Target #2

**To reduce our 2022 total business emissions per customer per night (if all bookings included international flights) by 50% by 2030.**

Target #2	2022	2030 (target)
<b>Total business emissions per customer per night (if all bookings included international flights)</b>	<b>311kg</b>	<b>155.5kg</b>

As 2022 is the first time we have measured our full 2022 emissions, 2022 will act as a baseline year for this target and we will report our progress on an annual basis from the next reporting period.

Our measurement work in 2023 for the current reporting period has already led to us highlighting the following key areas as 'hotspots' for us to focus on as a business over the coming years:

1. International flights: providing more information to our Sales teams, and transparency to our customers, over the carbon emissions of different flight options, and the impact of direct vs indirect flights, routing, and aircraft type.

2. In-trip flights<sup>2</sup>: providing more itinerary examples without domestic flights and offering alternatives to flights where appropriate and where customer experience is not compromised.
3. Overground transport: providing more alternatives to private transport where appropriate where appropriate and where customer experience is not compromised.

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<sup>2</sup> These include both domestic and international flights within our destinations

## 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.
- 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, ground arrangements and the ‘HQ’ emissions that go into making them happen) as part of the trip price. In total we have offset **8,625 tonnes CO2e** since January 2021 through this programme.
- We work with climate projects across Asia which are Gold Standard or equivalent. These have included projects such as:
  - [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.
  - [Wind Power Clean Energy Project, India](#), which consists of 26 wind turbines collectively producing 25.5 MW of renewable energy and reducing the dependency on fossils fuels which are pre-dominantly used for electricity generation in India.



## 5.1 Carbon neutral certification

In 2023 we certified as a CarbonNeutral® business.

To achieve CarbonNeutral® business certification, ITG works with Climate Impact Partners, specialists in carbon market solutions for climate action. ITG had an independent assessment of the greenhouse gas emissions produced from our scope 1 and 2 emissions. As outlined in the Decarbonisation section of this plan, we are reducing our emissions internally by switching to renewable energy sources where possible and increasing our energy use efficiency. To meet our carbon neutral goal, our offsetting program delivers finance to projects which are reducing emissions now, supporting the transition to a low carbon global economy. All the projects are independently verified to assure emission reductions are occurring. This ensures the highest environmental integrity in our commitment to have an immediate, positive impact on the climate.



**CarbonNeutral®**  
**Inside Travel Group**  
 Organization name

**3,212 tonnes CO<sub>2</sub>e**

This certificate verifies that:  
 The stated subject is carbon neutral through the use of high quality environmental instruments in accordance with The CarbonNeutral Protocol.  
 All credits adhere to standards approved by the International Carbon Reduction and Offset Alliance (ICROA).

*Sheri Hickok*  
 Sheri Hickok  
 CEO – CLIMATE IMPACT PARTNERS

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 CARBON  
 NEUTRAL®**  
 ...company...

**CarbonNeutral.com**

## 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.

### 6.1 Nature Positive approach

In 2023 we began partnering with Nature Positive projects that were focused on nature and biodiversity conservation in our destination countries. See the table below for the list of projects, along with funding allocated and expected outcomes.

Organisation	Location	Project	What are we funding?	What is the expected outcome?	2023 donation amount (GBP)
Sustainable Daisen (SD)	Tottori, Japan	Japanese Giant Salamander Conservation	Purchasing camera traps and pit tag readers	Provides data-based evidence as part of SD's application with local government to install permanent ramps for salamanders to return upstream for breeding and have freer movement.	<b>£2,000.00</b>
APE Malaysia	Borneo, Malaysia	Reforestation of Kinabatangan River	Planting and 4-year maintenance of 332 native trees	Reforests a key wildlife corridor along the river, reconnecting fragmented forests and supporting numerous endangered species.	<b>£2,000.00</b>
Picchio Wildlife Conservation Center	Karuizawa, Japan	Reducing human-bear conflict	Providing equipment for bear tracking and bear dog handling to protect both humans and bears in a non-lethal way.	The equipment purchased will provide staff with better protection against the elements and allow them to track bears more effectively, in turn allowing more effective responses to bear sightings and a reduction in human-bear conflict, to the benefit of local residents and bears.	<b>£2,000.00</b>

In addition to supporting the above nature projects, 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 2024.

Pathway	Our action points for 2024
<b>Access &amp; Define</b> Access our dependency and impacts on animals and nature. Define our Nature Positive commitment and priority actions.	To assess the business using the NATOUR impact, a Nature Positive Tourism Evaluation Tool.
<b>Reduce &amp; Restore</b> Reduce or avoid harmful practices. Restore nature through positive, local actions.	To review the outcomes of the NATOUR impact assessment tool and recommended actions. 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.

## 6.2 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.

During the reporting period (1<sup>st</sup> January 2022 – 31<sup>st</sup> December 2022), our staff have volunteered in the following programmes.

Activity	Impact	Number of staff volunteered	Hours volunteered
Tree planting and maintenance in Bristol	Over a thousand trees planted and mulched	31	114
Litter picking and community education at Oxbow Wetland, Brisbane	Cleaned up 118kgs of litter from a unique blue carbon environment	8	44
Tree planting at Jindalee Creek, Brisbane	Planted 120 trees, weeded and mulched along flood-prone riverside	8	16

Flood damage clean up in Brisbane	Cleaned extensive flood damage	3	32
	<b>Totals</b>	<b>50</b>	<b>206</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
- Becoming a member of the B Corp community through achieving certification in 2023, with representation in the following groups:
  - Travel by B Corp
  - B Tourism
- 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 also working with our stakeholders to engage and inform them to help achieve our goals:

- **Staff** – by sending out an annual 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 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.