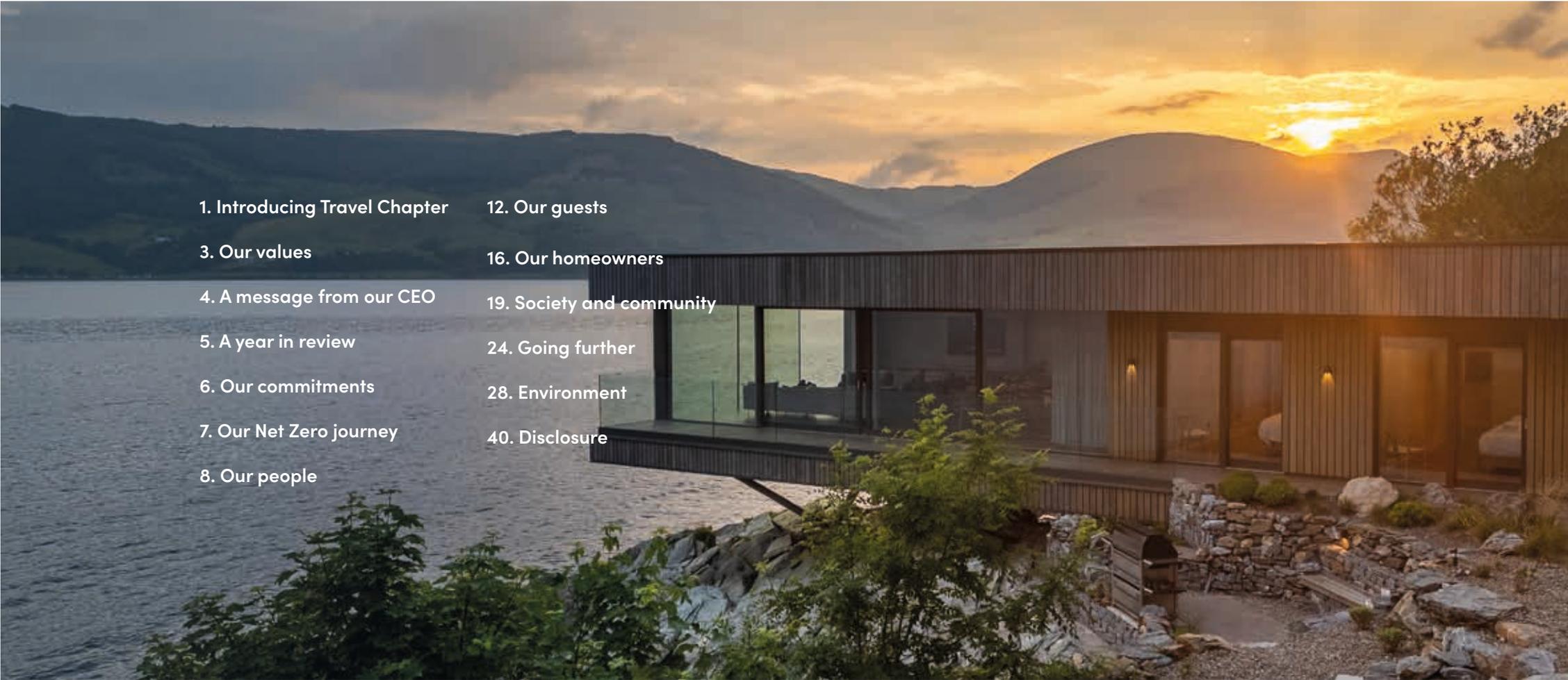




 [travelchapter](#)

## Sustainability Report 23/24

## Contents page



1. Introducing Travel Chapter	12. Our guests
3. Our values	16. Our homeowners
4. A message from our CEO	19. Society and community
5. A year in review	24. Going further
6. Our commitments	28. Environment
7. Our Net Zero journey	40. Disclosure
8. Our people	

## Introducing Travel Chapter

At Travel Chapter, we're on a mission to showcase great places to stay in the UK and Ireland. We're working with our homeowners to build an amazing collection of beautiful holiday homes so our guests can have special and memorable experiences.

The people behind our company are at the heart of everything we do; from our dedicated teams to our guests, owners and their support network of caretakers, cleaners and maintenance teams, we're committed to creating long-lasting, rewarding relationships.

We're proud of the relationships we create with our owners – partnerships based on a shared belief in quality of service and our 35+ years of experience.

With some of the best properties in fantastic locations, we want the guest experiences we create together to be first class from beginning to end – from finding us online to turning the key in the door and beyond.

The natural beauty of our landscape makes the UK a special destination with so much to discover: amazing coastlines, beautiful countryside, stunning national parks and a unique cultural heritage.

You don't always have to travel far to get away, and we use our portfolio of brands to appeal to all sorts of tastes and interests.

We believe that protecting the UK and supporting the communities we represent is very important. Therefore, we're always looking for ways to make positive contributions to the places in which we live, work and stay.

We partner with amazing organisations like the RSPB and the Marine Conservation Society, alongside smaller local initiatives, to help make a difference wherever and whenever we can.



## Our brands



We have built one of the UK's largest collections of national and regional brands, spearheaded by our flagship brand, holidaycottages.co.uk.

Our websites enable guests to find their perfect escape, whether it's a dog-friendly break, a lodge holiday getaway or a trip to a particular county or country.

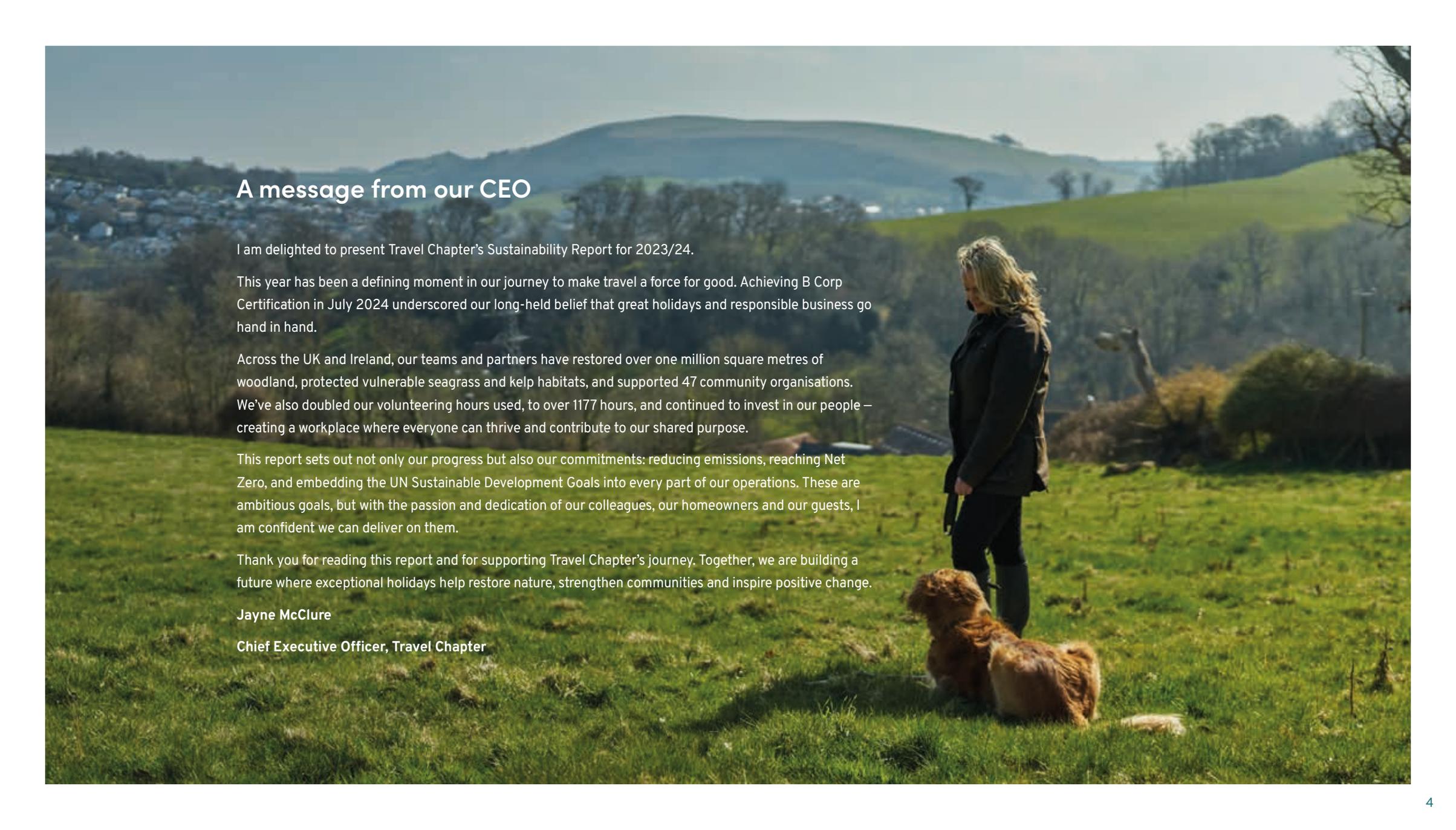
 <p>Handpicked pet-friendly holiday cottages across the UK</p>	 <p>Find the perfect holiday lodge or log cabin for your next escape</p>	 <p>Premium glamping accommodation across the UK</p>	 <p>Large homes across the UK, perfect for any occasion</p>	 <p>UK cottage holidays to remember</p>	 <p>Retreat to the countryside for a truly rewarding holiday experience</p>
					
					
					

## Our values

We're incredibly proud of our values at Travel Chapter. These core tenets align with how we want to operate as a business, as well as who we want to be as individuals.

We constantly review them to ensure that our work culture is inclusive and that everybody feels supported. After a recent update, we now have these six core values.

 <p><b>Recognition</b></p>	 <p><b>Accountability</b></p>	 <p><b>Trust</b></p>	 <p><b>People First</b></p>	 <p><b>Integrity</b></p>	 <p><b>Be Inclusive</b></p>
<p><b>We value our people and their efforts</b></p>  <p>We understand that our success is made possible by our team. We take time to recognise and celebrate the contribution made by each person.</p>	<p><b>We own problems and make things right</b></p>  <p>Inevitably, things go wrong from time to time. We'll acknowledge those mistakes and do everything we can, within reason, to make things right.</p>	<p><b>We keep the promises we make</b></p>  <p>Trust is vital to our business. People need to know that if we make a promise, they can rely on us to deliver.</p>	<p><b>We make time for people</b></p>  <p>Our business depends on people: our teams, owners, guests... they aren't interruptions to our work; they are the purpose of our work.</p>	<p><b>We act with honesty, ethics, and transparency</b></p>  <p>These principles guide us to ensure we make choices that are fair and respectful to everyone.</p>	<p><b>We embrace and respect our differences</b></p>  <p>We actively recognise, value and celebrate the unique backgrounds, perspectives and characteristics of all those around us.</p>



## A message from our CEO

I am delighted to present Travel Chapter's Sustainability Report for 2023/24.

This year has been a defining moment in our journey to make travel a force for good. Achieving B Corp Certification in July 2024 underscored our long-held belief that great holidays and responsible business go hand in hand.

Across the UK and Ireland, our teams and partners have restored over one million square metres of woodland, protected vulnerable seagrass and kelp habitats, and supported 47 community organisations. We've also doubled our volunteering hours used, to over 1177 hours, and continued to invest in our people – creating a workplace where everyone can thrive and contribute to our shared purpose.

This report sets out not only our progress but also our commitments: reducing emissions, reaching Net Zero, and embedding the UN Sustainable Development Goals into every part of our operations. These are ambitious goals, but with the passion and dedication of our colleagues, our homeowners and our guests, I am confident we can deliver on them.

Thank you for reading this report and for supporting Travel Chapter's journey. Together, we are building a future where exceptional holidays help restore nature, strengthen communities and inspire positive change.

**Jayne McClure**

**Chief Executive Officer, Travel Chapter**

## A year in review

Using our values, we've navigated the past year using a mantra that flows through each of our endeavours: do the right thing.

We've helped countless guests find their happy place in accommodation across the UK and Ireland. But at the heart of our accomplishments lie three pillars, upon which we lay the foundations for everything we do.

Through commitments to these three areas, we hold ourselves accountable and vow to support a more sustainable future.

### People and inclusion

- Gender pay gap reduced from **20.6% to 19.7%** (median)
- New employee 'circles' for LGBTQIA+, neurodiversity, and parenting groups
- Launched the TC Learning Hub and expanded internships/apprenticeships
- Named in **The Sunday Times Best Places to Work 2024**
- Received the Feefo Platinum Trusted Service Award for the 11th consecutive year
- The number of staff volunteer days taken more than doubled, totalling **over 1177.5 hours**

### Environmental commitments

- B Corp Certification (July 2024) – recognised for meeting high standards of social and environmental performance
- Reduced electricity grid usage by **4%** and decreased overall emissions (market-based) by **28%**
- Installed solar panels, EV charging points, and energy-saving systems at our offices
- Expanded EV fleet and improved waste, water, and biodiversity practices (e.g., pollinator-friendly gardens)
- Supported international carbon offset projects committed to displacing **over 1.5 million tonnes of CO<sub>2</sub>** annually
- After several years, we have restored **over 1 million square metres** of British woodland with the RSPB; protected seagrass and kelp habitats with the Marine Conservation Society

### Society and community

- Expanded regional support initiatives, including book festivals, marine clean-ups, conservation projects, and food banks
- Provided holiday vouchers to **77 organisations** for fundraising prizes
- Supported **84 community groups and charities** over two years; increased funding by **46.5%** compared to previous year
- An estimated **42,000** people have benefited from our regional community support
- Raised **£15,369** for our Charity of the Year, Cancer Research UK, through staff initiatives

## Our commitments

The Sustainable Development Goals (SDGs) are 17 global targets set by the United Nations to guide progress toward a fairer, more sustainable world by 2030. They highlight the key social, environmental, and economic challenges where progress is most needed, providing a framework for businesses to address societal issues.

Travel Chapter recognises that aligning with the SDGs allows us to make a tangible, positive difference. By addressing environmental risks and supporting the well-being of our customers and communities, we generate meaningful social and ecological benefits. We are dedicated to embedding the SDGs into our business practices, ensuring they shape how we operate, innovate, and contribute to a sustainable future.



### Being a B Corp

The assessment criteria for sustainable development at Travel Chapter moving forward is also built upon our newly acquired B Corp Certification. B Corporations are companies that meet high standards of social and environmental performance, accountability, and transparency. As a B Corp in the travel industry, we're counted among businesses that are leading a global movement for an inclusive, equitable, and regenerative economy.

In July 2024, after a comprehensive assessment process, we were given our overall B Impact Score by B Lab. We now begin our B Corp journey, committing as a business to ongoing improvement and collective action.



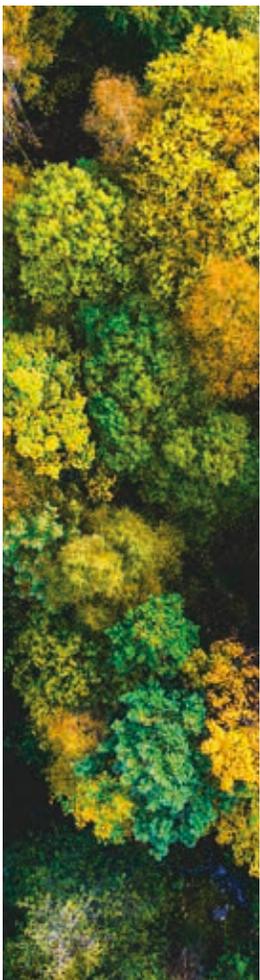
### Getting better at being better

Every three years, we will be reassessed, with the assessment criteria constantly evolving and becoming more rigorous. The intention is that we strive to not only retain our certification but to improve. This is a commitment that involves every single person at Travel Chapter, no matter what area of the business they work in. B Corp Certification does not mean that we are perfect, nor that we have achieved the highest possible impact. It does show that we are part of a global community of businesses working collectively for economic systems change, and that in order to stay committed to this work, we must meet rising standards for social and environmental performance.

To ensure the continued revision and development of Travel Chapter's sustainable practices, it is important that these actions are regularly monitored to ensure that we develop in a progressive, sustainable fashion.



## Our Net Zero journey



### What do we mean by ‘net zero’?

In 2015, the United Nations Conference of Parties (COP21) met to initiate a united drive towards ‘net zero’. This was a concerted effort to reduce global Green House Gas emissions (GHGs) and ensure the average world temperature increase is kept below 2 degrees above preindustrial levels, with the target threshold of 1.5 degrees. The definition of net zero, according to the United Nations Intergovernmental Panel on Climate Change (IPCC), is when ‘anthropogenic emissions of greenhouse gases to the atmosphere are balanced by anthropogenic removals over a specified period.’

Consequently, Travel Chapter is on a pathway to reduce all emissions within our operations to meet this important goal. We have created both long- and short-term reduction targets and have identified climate-related risks that are material to the company. These risks comprise operational, strategic and financial implications, to ensure we remain aligned with the most effective pathway.

The targets devised to provide guidance on our net-zero journey include the following:

### Short term

The principal aim will be directed towards emissions reductions throughout our company (spanning the value chain), with a goal to surpass the net-zero targets being driven by the UN. Whilst the company already offsets, the aim will be to reach this target through tangible changes, including further installations of photovoltaics across our office portfolio.

**Short to medium-term emissions reduction target: to reduce, in absolute terms, our operational emissions (Scope 1 and 2) by 42% by 2030 against the baseline.**

### Long term

The focus will be on balancing any outstanding residual emissions through the implementation of carbon removal to successfully reach the net-zero goal.

Travel Chapter’s near-term reduction targets have been validated by the Science-Based Target Initiative (SBTI).

Whilst we have already made great strides, we’re still in the early stages of our net-zero journey, and we’re excited for you to follow our progress every step of the way.

**Long-term Net Zero Value Chain target: to achieve net zero emissions covering Scope 1, 2 and 3 emissions by 2040.**

# Our people

Featured on The Sunday Times Best Places to Work list 2024

---

Created employee groups ('circles'), covering LGBTQIA+, neurodiversity, parenting and more

---

Reduced our median gender pay gap

---

Revised our recruitment and selection journey

---

Launched the TC Learning Hub

---

Developed our internship and apprenticeship programme



## Our people

People are at the heart of every business, and nowhere more so than at Travel Chapter. Our success is only made possible by our people. We're a team of 850+ (and growing) exceptional individuals who are all experts in their fields. Together, each one makes a noticeable difference to what we do.

For 35 years, we've been working hard to maintain a workplace where people feel valued – one that is friendly, fair and inclusive, one that celebrates our differences, and one that encourages our people to be bold, explore ideas and push the boundaries every single day.

### A great employer

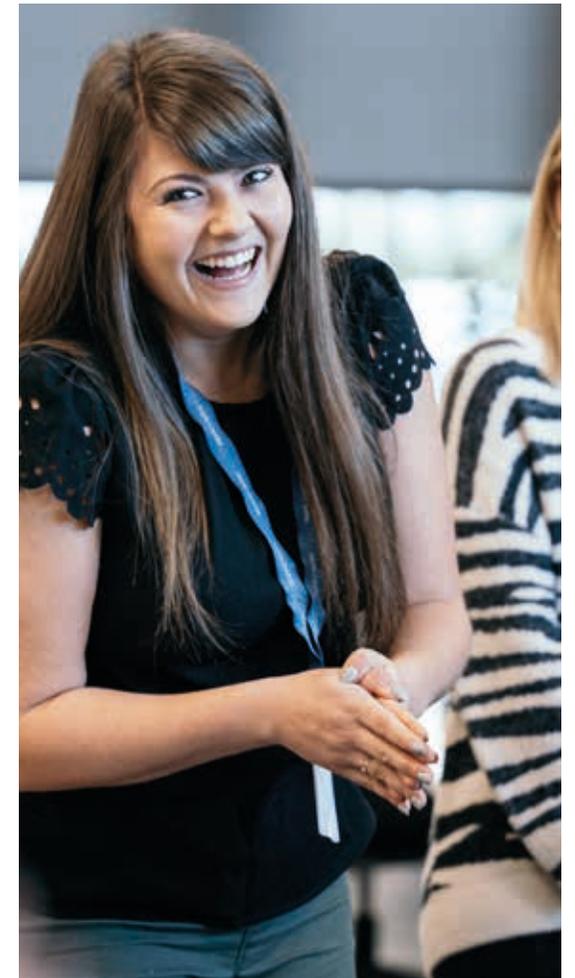
As we've grown, we've worked on what it looks like to be a great employer so that we can continue to be proud of the jobs and careers people have here. Our teams are consistently happy, enjoy the work and have great managers and leaders. Based on direct feedback from our employees, The Sunday Times named Travel Chapter on their 2024 Best Places to Work list. This illustrates our commitment to creating a workplace that nurtures talent and fosters a sense of pride and belonging. We were delighted to receive a score of 'Excellent' in the job satisfaction, well-being, instilling pride, empowerment, and reward/recognition categories, telling of our agile and inclusive employee culture, affectionately known as our #TCSpirit. We are resolute in our commitment to ensuring Travel Chapter is somewhere our people can feel proud to work, proud of the properties in our care, of their co-workers, of the company and of the industry. We work hard to build an environment where people feel this way.

### Support if and when it's needed

We want the people who work here to feel happy, motivated and secure – therefore, we offer a range of benefits to support people through life's ups and downs. We also insist that managers and members of our support teams think about support as foundational to their work with us. And if we cannot support from within, we have two Employee Assistance offerings, one of which is open to our employees and their families.

### All are treated fairly always

We want everyone to feel fairly treated and safe at work. We want them to feel seen as an individual, not just a job role. Everyone should feel comfortable being themselves at work, whatever their gender, marital status, race, nationality, sexual orientation, age, religion or belief, health condition, disability or indeed anything else. That is at the core, not just of our culture, but of our recruitment, promotions and procedures.



## Our people (cont.)

### A good manager for everyone

The primary predictor of how happy someone feels at work is their manager, and we want our managers to be the kind of people who can help achieve all the promises listed above on a daily basis. So, when we recruit managers, we put a focus on their people skills. As well as this, we're currently creating opportunities to invest as much time and effort in training managers as we do in anything else.



### Diversity, equality and inclusion

Creativity thrives in a diverse culture. That's why we make it our business to encourage and inspire a diversity of talent throughout Travel Chapter. We embrace all types of talent, building strong teams and strengthening the relationships with our owners and guests. Diverse and vibrant employee circles have been created across Travel Chapter by passionate individuals keen to make a difference. For example, the LGBTQIA+ space celebrates our LGBTQIA+ community, our Neurodiversity Circle champions greater understanding and trust, and we hope to establish TC Women to inspire women across Travel Chapter to maximise their potential. Our strong code of ethics sets out our commitment to select and promote our people without discrimination or concern for factors such as sex, gender, race and ethnicity, sexual orientation, age, religion, disability or family status. This code applies to all our people.

### Gender pay gap

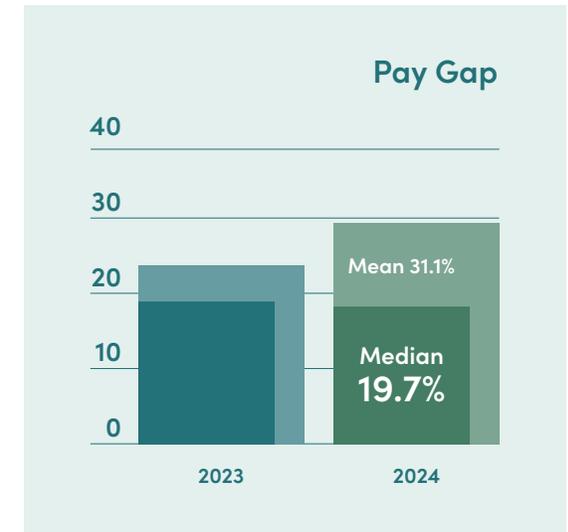
As with many businesses, gender equality is vital for our success, and we remain firmly committed to providing an inclusive and equitable working environment and culture for all.

Travel Chapter has a gender balance of **70.5% Female to 28.9% Male**. For this reporting year, our mean (average) gender pay gap was **31.1%**, and our median (middle) pay gap was **19.7%**. We're proud to see continued progress – our median gap has reduced from 20.6% in 2023, showing that the steps we're taking are making a difference. One of the key drivers behind this improvement is the increasing number of women moving into mid-level and senior roles across the company, reflecting both the talent we have and our commitment to creating clear pathways for development.

The main driver of the overall gender pay gap within our organisation is the high proportion of women in roles towards the lower end of our pay quartiles. This is a more complex issue

to solve, as it reflects the relative composition and application profile of candidates into these teams. Our focus to provide flexible working and part-time working opportunities has meant we have a large proportion of women in our lower pay quartile.

We know there's still more to do, so we're not stopping here. Find out more about our future plans in our full **Gender Pay Gap Report**.



## Our people (cont.)

### Investing in learning

In 2024, we invested £222,915 in learning and development opportunities for our people, and in February of the same year, we launched the TC Learning Hub, our company-wide learning management system (LMS) powered by Thrive Learning. This platform not only centralises our training resources but also offers an intuitive interface, allowing employees to access both compliance and skill-enhancing courses with ease. As a result, we've evolved our compliance offering, ensuring our people are informed and aligned with legal and industry standards. Furthermore, by integrating the LMS with UdeMy Business, we've enriched our educational landscape with a rich and diverse selection of courses (everything from 'An Introduction to Design Thinking' and 'Ninja Writing: The Four Levels of Writing Mastery'

to 'Leadership Essentials for New Managers' and 'Bike Maintenance 101'. This is but a sample of what's on offer to our employees – we're committed to promoting a culture of continuous learning and development as life inside and outside of Travel Chapter continues to evolve.

Our commitment to inclusivity and awareness is telling in the learning opportunities we offer. In 2024 alone, our people received training in vital social topics, such as Pride, neurodiversity awareness, cancer awareness, International Women's Day, and understanding bias. In addition, recognising recent legislative changes, we launched a company-wide eLearning programme to raise awareness and understanding of sexual harassment, with our line managers attending further workshops on sexual harassment led by an employment lawyer.

In support of our line managers, we've designed and delivered a comprehensive Line Manager Development Programme. The curriculum includes recruitment and selection, managing performance, leading change, and the essentials of employee relationships. These initiatives highlight our dedication to fostering an inclusive, knowledgeable, and adaptable workplace, which is integral to achieving our strategic goals, enhancing stakeholder value and, most importantly, putting our people first.

### Internships and apprenticeships

Internships and apprenticeships provide young people with valuable experience, as well as providing Travel Chapter with access to an additional talent pool. All our internships and apprenticeships are paid positions that are accessible to people from all backgrounds. Many of our internships are designed to attract diverse candidates.

### Looking ahead...

- We'll enhance our Line Manager Development Programme.
- We'll develop dedicated sexual harassment training for managers and a company-wide educational programme.
- We'll release additional supportive features on Thrive Learning, further supporting development and responding to the needs of individuals.



This section complies with the following UN SDGs:



# Our guests

Invested in our customer service agents

---

Received the Feefo Platinum Trusted Service Award

---

Helped restore 1 million square metres of  
British woodland for each booking made on  
[holidaycottages.co.uk](https://www.holidaycottages.co.uk)



## Our guests

Our Customer Service team supports our guests from the very beginning. From enquiring if a property has feather bedding or if a garden is fully enclosed to making their booking for their special family holiday with us. We're there for them during their stay, and our trained agents, along with our local Managed Service teams, are dedicated to helping rectify any issues on the rare occasion when something doesn't go quite right. Post-holiday, our team is available to help return lost items or reach resolutions if needed.

Exceptional customer service is an integral part of our business, and over the past 12

months, we've helped our guests through their customer journey using different channels such as phones, emails and live chat. We invest in our agents continuously to ensure they give the best possible customer service. We do this by engaging in side-by-side coaching with them, praising where they have done well and feeding back and supporting them to achieve their objectives with a 'stop, start, continue' approach. Our guests regularly post reviews and email us to let us know when one of our agents has gone above and beyond for them; we always ensure this feedback gets back to them.



## Our guests (cont.)

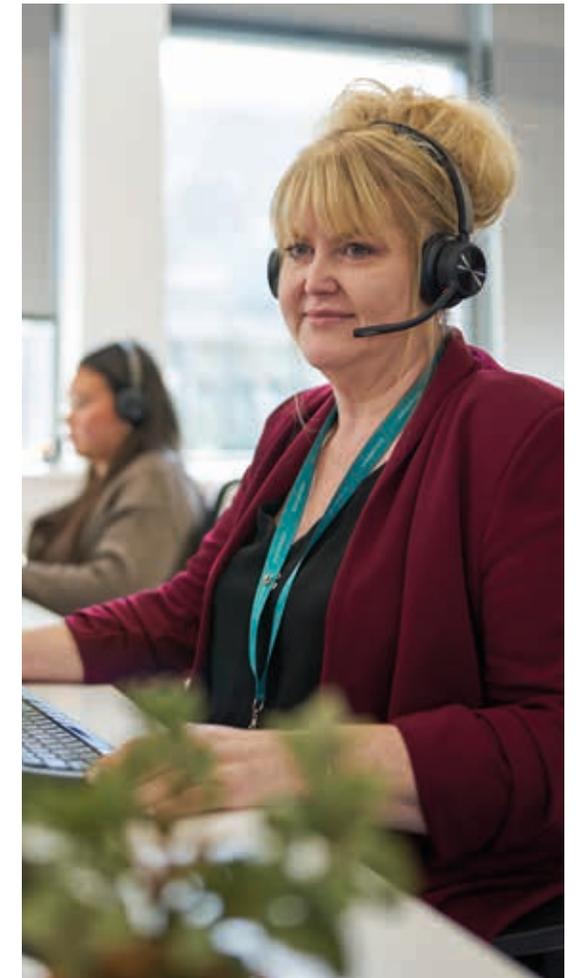
### Reviews

Since 2014, Feefo, a leading global customer review platform, has collected genuine, verified reviews from customers, giving businesses real insight into their performance and allowing customers to make informed decisions. Here at Travel Chapter, we're proud to announce that our flagship brand, holidaycottages.co.uk was recently awarded the prestigious Feefo Platinum Trusted Service Award – a recognition that highlights our commitment to excellence in customer service for a fantastic eleventh year in a row.

Achieving this platinum service rating from Feefo is no easy feat, as it requires consistently high customer feedback scores over a set period of time. This recognition demonstrates our commitment to providing exceptional service and creating unforgettable holiday experiences for our guests, from the moment they start planning their holiday to the moment they return.

Feefo only awards platinum status to businesses that achieve a Gold Standard for 3 years running. During 2024, holidaycottages.co.uk received over 29,000 reviews with an average rating of 4.7/5.0.

Nick Emmerson, Customer Services Director at Travel Chapter, said: “We are absolutely delighted to have been awarded the Platinum Feefo Award for another consecutive year – every year since the awards began! This incredible achievement reflects our unwavering commitment to delivering exceptional service and showcasing great properties. A huge thank you to our amazing teams and dedicated owners, whose hard work and passion make this possible, and to our customers for your trust and valuable feedback – you inspire us to keep raising the bar!”



## Our guests (cont.)

Jayne McClure, Travel Chapter’s CEO, also added: “I am extremely proud of the team for their achievements in being recognised as a Feefo Platinum Award winner once again. Our team is at the heart of everything we do here at Travel Chapter, and I know we always do our best to help our homeowners and our guests whenever we’re needed.”

Our guests have helped to make a positive impact on both the environment and our commitment to sustainability too. Not long after the inception of our partnership with the RSPB, we embarked upon a campaign to save British woodland. Each guest booking made on holidaycottages.co.uk contributed to restoring and protecting 1 square metre of this invaluable resource. See the society and community section for more information.



### Looking ahead...

- Throughout 2025, we will continue to help our team be the very best they can be. This means providing continuous support and training so they can help our guests when they need it, enabling them to continue making wonderful memories in our holiday cottages year after year.
- The 1 million square metres milestone marks an exciting chapter in our commitment to saving nature. But the story doesn’t end there! There’s still more to do to protect British wildlife, and we want our guests to be part of the next million square metres.



This section complies with the following UN SDGs:



# Our homeowners

Continued to offer owners unparalleled support

---

Developed the online owner account

---

Partnered with Sustonica for independent sustainability accreditation



## Our homeowners

Here at Travel Chapter, we're proud to have built a reputation as one of the UK's leading holiday letting agencies. Our dedicated nationwide teams work with homeowners to create a collection of some of the UK's most beautiful and unique places to stay. Through an unwavering focus on the quality of both our product and services, we make owning a holiday home as emotionally fulfilling as it is financially rewarding.

We understand that every homeowner and holiday property is unique and may have individual requirements when it comes to property management. With the scale and expertise of the team at Travel Chapter, we can be as hands-on as our homeowners need. We offer:

- A dedicated homeowner account manager
- Full customer communication, from booking to turning the key in the door and beyond
- Exclusive owner benefits
- 24/7 access to an owner account to manage bookings
- A fully managed services option where we take care of all elements of managing the property on a homeowner's behalf

Our growing network of regional and lifestyle holiday letting brands all align with our values of quality and delivering exceptional customer service. Having this diverse network allows us to reach wider audiences, promote specific destinations and appeal to a wide range of tastes and interests.



## Our homeowners (cont.)



### Sustainable accreditation

We understand and recognise the power our homeowners have in making a meaningful impact on their guests, local communities and environment, through embracing eco-friendly practices.

As a result, we have decided to partner with Sustonica, a leading sustainability accreditation provider. This partnership will enable us to make a difference by supporting our homeowners on their sustainable journeys. Sustonica has created a tailored validation framework specifically for short-term rentals, which is in alignment with recognised sustainability benchmarks such as the UN SDGs, ISO, GSTC, EU Ecolabel and Travalyst.

The criteria include realistic, affordable improvement practices, from using clothes airers and LED lightbulbs to switching to green cleaning products, all of which contribute to making holistic changes that can really make a difference.

### Looking ahead...

- We'll continue to support our homeowners in order to future-proof their businesses against both climatic and economic changes.
- We'll provide a roadmap to support homeowners on their sustainable pathway.
- We'll enhance our owner-facing and internal systems; this will continue to improve the business offering and owner support.
- We'll increase ways to capture owner feedback and provide assistance where owners feel further information/support is required.



This section complies with the following UN SDGs:



# Society and community

Its estimated 42,000 people have benefited from our regional community support

---

Increased our funding and sponsorship by nearly 50%

---

Supported 84 organisations over the past 2 years

---

Raised over £15,000 for our Charity of the Year, Cancer Research UK

---

Staff volunteering has more than doubled, increasing from 570 to 1177.5 hours



## Creating a lasting impact

This recent reporting period has seen us work even harder to provide more support for the communities that we live, work and stay in, with initiatives reaching regions all over the UK and Ireland. Support has ranged from traditional sponsorship to volunteering, webinars and screenings, as well as a plethora of charity events.

In 2023–24, our Regional Communities Team supported 47 community groups, organisations and charities across England, Scotland, Wales and Ireland, and an estimated 42,000 people have directly benefited from our regional community support.

From arts and culture to sports and activities, along with many projects that were directly linked to the environment, we're proud to be committed to promoting responsible tourism and supporting local communities in the areas in which our guests love to holiday. Here's a little more information on some of the highlights...

### Appledore Book Festival

Our support enabled festival organisers to take six inspirational authors into West Croft School in Bideford to talk to each year group. It also funded over 50 books for the Books at Home Scheme, which provides a free book for every child in the school to take home.



### Neptune's Army of Rubbish Cleaner

Neptune's Army of Rubbish Cleaners is a volunteer-driven group dedicated to improving the marine environment along the Pembrokeshire coast and liaising with individuals and groups who may have lost objects on the seabed. Our funding supported NARC to clean the seabed of litter during a 2-day boat dive.



### Cumbria Community Foundation

The Cumbria Community Foundation enables community groups to carry out projects that help disadvantaged people in the area by setting up funds and distributing grants. We provided funding towards the Winter Warmth Appeal, which funds grants to elderly people across Cumbria to help them heat their homes.



## Creating a lasting impact (cont.)

### Flash Company Arts

Our funding supported the costs of running the youth sessions at Flash Company Arts. These sessions are free at the point of access, and include a range of arts and music activities, as well as a hot meal. They offer a wealth of services that allow families access to food support, wellbeing coaching, life skills and emotional resilience.



### Friends of Loch Lomond and The Trossachs

Friends of Loch Lomond and The Trossachs is a conservation and heritage charity working to protect and promote the area. We're one of the sponsors of the Bonnie Banks Bin scheme, which contributes towards the emptying of bins and laybys along a busy section of the A82 in West Loch Lomond, promoting responsible tourism.



### Green Sod

Green Sod Ireland was established in response to the rapid loss of land and biodiversity with a mission of protecting and conserving land. Our support meant the organisation could acquire new, locally made signs for their land and community garden and deliver their Bee Aware education programme, which educates children from local schools about the importance of pollinators and creating habitats for them.



### The stats

#### November '22– October '23

- We increased our regional community support and sponsorships to **47 organisations**, a **27% increase** from our previous total.
- Staff volunteer days taken more than doubled, from **76 to 157 annually**, increasing our volunteering hours from **570 to 1177.5!**
- We increased our funding and sponsorship by **46.5%** compared to last year

For more information, please read our blog on 'how we help our communities'.



## Creating a lasting impact (testimonials)

### The Garden Project - Kent

*"Thankyou so much to holidaycottages.co.uk for your kind donation that allowed us to purchase a container that provided us with much needed secure storage space. Following a spate of break-ins we needed a solution that would give us some peace of mind and thanks to your generous donation we were able to purchase a new robust metal container."*

*The folks that attend the garden are incredibly appreciative from the support of holidaycottages.co.uk for our small charity, it's made a big difference, thank you."*



### Northumberland Log Bank - Northumberland

*"The financial support the Northumberland Log Bank received from holidaycottages.co.uk has enabled us to deliver free, seasoned logs to the vulnerable across rural Northumberland. At a time when so many are finding it hard to afford the basics of life, as many elderly, rurally isolated and disabled are struggling, the work of the Log Bank volunteers brings warmth and comfort. We cannot do this without the contributions we receive from organisations such as holidaycottages.co.uk who do so much to reach out to their local communities."*



## Charity of the Year – Cancer Research UK

In July 2023, we were very proud to announce a 12-month partnership with Cancer Research UK, and kickstarted it by pledging to raise £10,000 towards the charity’s vital research and support for cancer patients and their families.

Choosing Cancer Research UK was an easy decision to make – as a team, many of our lives have been touched by the work of the charity, and the partnership went hand-in-hand with our commitment to make positive contributions through charity work and advocating for important organisations.

After a busy year of fundraising and spreading awareness, we were delighted to surpass our £10,000 target by raising £15,369.54 (including Gift Aid) from internal fundraising challenges and events, and individual efforts from employees.

### Charitable donations and fundraising

In 2023 and 2024, we also donated to several local and national charities outside of our regional community support, national partnerships and charity of the year. These are charities that mean a lot to us as a business, including North Devon Hospice, Save The Children, British Red Cross, and Mind.

In the past two years, we have also provided holiday vouchers to 77 organisations as prizes for fundraising events.

### Internal fundraising challenges and events

- Wear pink for Breast Cancer Awareness
- August Steps Challenge
- Bake sales
- Car washes
- Virtual quiz
- Christmas wrapping
- Christmas Jumper Day
- Fantasy Premier League
- Clothes donations



# Going further

Invested time to look at ways to maximise our carbon handprint

---

1 million square metres of woodland restored with the RSPB

---

Protected seagrass habitats and kelp beds with the Marine Conservation Society



## Going further

The accelerating global ecological crises are causing widespread environmental damage and biodiversity loss, underscoring the urgent need for organisations to take meaningful action.

At Travel Chapter, we view reducing emissions within our own value chain and setting science-based targets as standard business practice. However, we also recognise the importance of going further – taking responsibility for impacts beyond our direct operations through Beyond Value Chain Mitigation (BVCM).

BVCM refers to actions that reduce or remove greenhouse gas emissions outside a company's own value chain, such as supporting conservation, restoration, and nature-based solutions that benefit the wider planet.

Through this approach, Travel Chapter aims to maximise our carbon handprint – creating positive environmental outcomes that extend beyond our footprint.

We partner with the **Marine Conservation Society (MCS)** to fund UK-wide climate and ocean resilience projects, protecting and restoring vital marine habitats like kelp forests and seagrass meadows that naturally capture and store carbon. Similarly, our partnership with the **Royal Society for the Protection of Birds (RSPB)** supports woodland restoration across the UK, enhancing biodiversity, strengthening ecosystem resilience, and increasing natural carbon sequestration.

Together, these initiatives demonstrate our commitment to driving meaningful, measurable change for people, nature, and the planet – beyond the boundaries of our own value chain.



## Going further (cont.)

### RSPB woodland restoration

For every booking made, we donated to the RSPB to help restore 1 million square metres of British woodland.

In 2023, our funds contributed towards projects based at three RSPB sites in the UK: Franchises Lodge in the New Forest, Gwenffrwd Dinas in Wales, and Glenborrodale in Scotland. This helped restore 217,332m<sup>2</sup> of woodland.

In 2024, our funds contributed towards projects at the same three RSPB sites. As of March 2025, we have helped to restore 1 million square metres of woodland.



### Marine Conservation Society

In 2023, our partnership contributed towards the protection of approximately 50,000m<sup>2</sup> of unique seagrass habitat off the south coast of England.

In 2024, our partnership supported several UK-wide climate and ocean projects which focused on recovering species and habitats that can deliver the fastest solutions to the climate and nature emergency. Our annual contribution could help to protect and recover up to 10,000m<sup>2</sup> of vital kelp beds.



## Going further (cont.)



*‘As a team, we really care about doing the right thing and supporting causes close to our hearts, but we also know that there’s always more we can do to help preserve and protect the communities, culture and environment in an even more proactive way. We’re committed to continuing this philosophy and trying to do better wherever we can, focusing on reducing any negative social and environmental impact wherever possible.’*

Jayne McClure | Travel Chapter CEO

### Looking ahead...

- We’ll continue to support our partnerships moving forward, looking for more ways we can actively help.
- Increase the number of staff volunteering to provide even more tangible support to causes that need it the most.
- Look to build upon our regional community support.



This section complies with the following UN SDGs:



# Environment

Optimisation via the Energy Savings Opportunity Scheme

---

Reduced our grid electricity usage by 4% and our overall emissions by 28%

---

Implemented further solar panels, EV charging points, and energy-saving timed lighting to our offices.

---

Provided support to carbon offsetting project that will displace over 1,553,021 tonnes of CO2 emissions per year

---

Utilised renewable energy sources such as hydro, wind, solar, biomass and landfill gas

---

Increased our solar generation by almost 20%



## Environment

### Annual reporting figures

During the past year, we've continued to optimise our business practice through ecological modernisation, utilising the ESOS (Energy Savings Opportunity Scheme). As a result, we've reduced our electricity grid usage across our offices by 4%. Our location-based total has slightly increased (4.4%), but this is in keeping with the same percentage increase of full time employment (FTE) during this reporting window.

By measuring through market-based reporting, we reduced our overall emissions by 28%. This is due to our drive to use electricity from renewable sources, which has seen our use of grid electricity from fossil fuels reduce by over 87%. We also regularly review our offices, and recently replaced our Bank House and Carlton House offices with our new Lancaster House office, which was developed to include solar panels, electric vehicle charging points (accessible to all Travel Chapter staff), and energy-saving LED timed lighting. Through additional photovoltaic (PV) installation, we've also increased our solar generation by 19.3% since our last reporting year.

With staff growth across the business and more people returning to our offices following the pandemic, we have seen an increase in gas consumption and as a result, this will be a key area of focus on our reduction pathway moving forward.



	FY 22/23 tCO2e	FY 23/24 tCO2e
Scope 1 natural gas	26.12	32.65
Scope 1 company car travel	199.92	201.29
Scope 2 grid electricity (location based)	145.69	139.23
Scope 2 grid electricity (market based)	153.73	18.48
Scope 3 employee-owned car travel (grey fleet)	28.43	43.57
Scope 3 transmission and distribution (location based)	12.77	12.34
Scope 3 transmission and distribution (market based)	8.24	0.88
Scope 3 rail travel	0.61	1.57
Scope 3 taxi travel	0.60	1.15
Scope 3 air travel	0	1.13
<b>Total Scope 1+2+3 (location based)</b>	<b>414.14</b>	<b>432.92</b>
<b>Total Scope 1+2+3 (market based)</b>	<b>417.65</b>	<b>300.72</b>

## Environment (cont.)

### Physical energy savings measures

This reporting year, we continued to make changes to our operations to further reduce emissions. Some of the energy savings measures implemented during the compliance period include:

- Installing lighting upgrades to our buildings, employing energy-efficient LED lighting
- Utilising more energy-efficient vehicles, including the addition of several EVs to the fleet
- Implementing further heating upgrades and electrification of our offices, improving overall efficiency

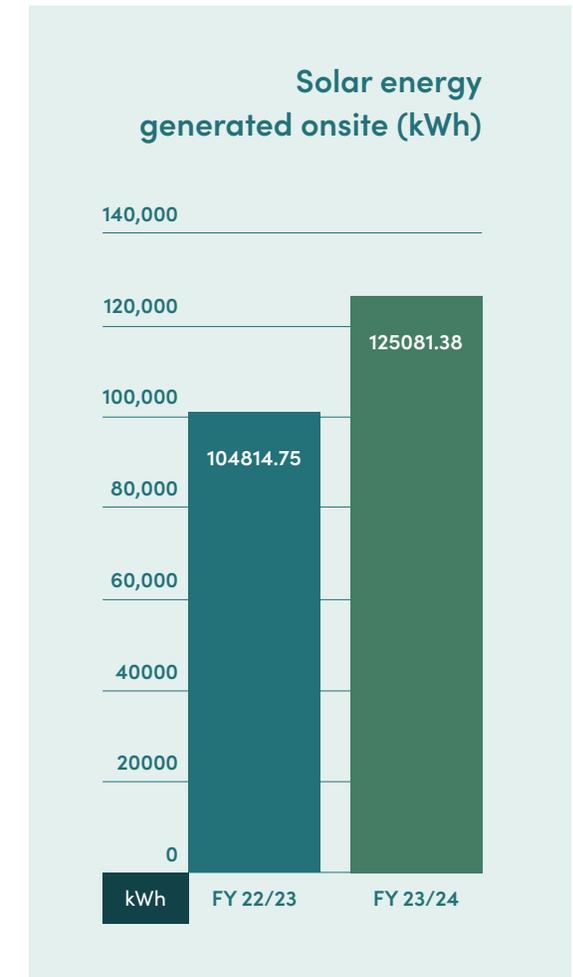
Moving forward, we aim to continue our reduction pathway through further reviews of our office spaces and fleet vehicles to maximise our carbon reductions.



For this most recent reporting period, we used the 2024 UK Government Conversion Factors for greenhouse gas (GHG) reporting from DEFRA (Department for Environment, Food and Rural Affairs). This includes utilising the published kWh gross calorific value (CV) and kgCO<sub>2</sub>e emissions factors relevant for the timeframe. These factors are suitable for use by UK-based organisations of all sizes and international organisations reporting on UK operations.

### Verification

Our Scope emissions results were audited and independently verified by Carbon Footprint, a 3rd party who completed the review in accordance with 'ISO 14064 Part 3 (2019): Greenhouse Gases: Specification with guidance for the verification and validation of greenhouse gas statements'.



## Environment (cont.)

### Transboundary projects

While we continue to enhance our infrastructure and operational practices to actively reduce emissions, we also support verified carbon offset projects worldwide, contributing to broader climate action.

Climate change is a global challenge, and its impacts extend far beyond any single organisation. To help address this, we provide support for solar power projects across five states in India, which collectively displace approximately 1,553,021 tonnes of CO<sub>2</sub> emissions each year – emissions that would otherwise be produced by fossil fuel-based energy sources. While we do not directly control these reductions, our support helps enable these projects to achieve this impact. For context, it would take around 50 trees an entire year to capture just one tonne of CO<sub>2</sub>.

We also support the installation of borehole hand pumps in Zambia, giving communities access to clean drinking water and reducing the need to burn wood for purification, preventing

the release of additional carbon emissions while improving public health and quality of life.

Both offsets meet the requirements of PAS 2060 guidance on carbon neutrality and the Quality Assurance Standard (QAS) for carbon offsetting.

These offset projects help us balance the emissions from our operations, but it is important to note that we do not count these offsets toward our own emission reduction targets. Our reduction pathway is based solely on direct improvements within our operations and value chain, ensuring that our progress toward net-zero reflects genuine decreases in our footprint.

Through this approach, Travel Chapter contributes to measurable climate and social benefits globally while maintaining a clear, science-based pathway for its own emission reductions.



## Environment (cont.)

### Energy

Travel Chapter utilises electricity generated from renewable sources from UK Renewable Energy Guarantees of Origin (REGOs) including hydro, wind, solar, biomass and landfill gas. We're in the process of working towards obtaining 100% of our electricity from these renewable sources, which will have a zero emissions factor for future market-based Scope 2 reporting.



### Transport

Travel Chapter has made a commitment to reducing emissions in our fleet of company vehicles and has made significant reductions by replacing high-emitting vehicles with EVs. We've improved the infrastructure for EV car users at our offices by fitting several of our offices with EV charging points.



### Waste

We have internal methods for the disposal of all materials used to ensure waste is reduced and appropriately disposed of, and that as much as possible is recycled. During this reporting period, we've created a dedicated E-waste management policy, as well as a sustainable printing and working-from-home policy, ensuring that even staff working from home are focused on minimising waste in their working practices.



### Water

Recent water-use initiatives across our offices have included the implementation of precision taps where practical, placing blender taps where practical to reduce hot water use at point of use, adding low-volume flush WCs, using passive infrared (PIR) sensors on urinal flush systems where practical, and providing chilled water dispensers to reduce unnecessary tap usage to optimise temperature.



## Environment (cont.)

### Biodiversity

In May this year, we decided to not only support the growth of wildflowers and the thriving insects but also to address and improve upon the environmental challenges associated with traditional No Mow May practices.

We understand the importance of providing a sustainable habitat for bees and other pollinators, so we embarked upon a new plan for our Bideford office. Recognising that the abrupt transition from lush green gardens in May to trimmed grass in June can disrupt the local ecosystem, we committed to creating a lasting sanctuary for our winged friends.

Our new approach, which has already started, involves the creation of permanent borders and corridors filled with pollen and nectar-rich plants. This initiative, which is being led by our grounds management team, will provide a continuous feast for migratory pollinators throughout the spring, summer, and autumn months. The team has also sown some newly turned soil with seed, which will bring wildflowers to the areas and attract more insect types. Bees and other pollinators will remember where the food is and will visit again and again!

Staying in Bideford, in the last 12 months, we have planted several apple and plum trees with a range of flowering periods to

enhance and lengthen the season. We have also planted 100+ wild hedge whips which, in time, will grow into a varied hedge of berries and fruits.

In addition to these permanent fixtures, Bideford's Bee Happy Garden will remain untouched by mowers, serving as a vibrant centrepiece that celebrates the natural beauty and ecological importance of our green spaces.

We are proud to be redefining No Mow May – transforming it from a one-month campaign to a sustainable, year-round commitment to the well-being of our planet's precious pollinators!

### Looking ahead...

- We'll be looking to expand our Scope 3 analysis to encompass all aspects of the business, ensuring that, moving forward, we're taking full accountability for our carbon footprint as well as providing complete disclosure to our stakeholders.
- We'll be reviewing all offices within our portfolio, to begin the process of focusing reduction actions on the highest emitters within the group.
- We'll continue to reduce the carbon footprint of our fleet, expanding our range of EVs.



This section complies with the following UN SDGs:



# Disclosure

Governance

---

Self-regulation

---

Accreditation and compliance

---

Climate risks and opportunities

---

Disclosure topics and metrics



## Governance

The overall governance structure for sustainability-related matters at Travel Chapter comprises several groups and specialist management teams. These groups encapsulate a multi-disciplinary approach, liaising to drive fundamental changes across the company's operational practices. The board takes accountability for the implementation and management of sustainable policies and practices, whilst the CEO takes accountability for the overall agenda.

To ensure that all relevant matters are included on the agenda, Travel Chapter has a dedicated ESG (Environmental, Social, and Governance) committee that meets monthly to discuss key strategic

sustainability issues, bringing together the Chief Executive Officer, Chief Strategy Officer, Chief Compliance Officer, Chief Marketing Officer, Head of Sustainability and Chief People Officer, merging and aligning the company's values within a responsive sustainable framework. The committee is also responsible for the analysis of risks, reviewing company performance against a range of metrics and seeking operational opportunities, as we respond to the many challenges brought about by climate change.



**Jayne McClure**  
Chief Executive Officer



**Mark Roome**  
Chief Compliance Officer



**Kieran Keohane**  
Head of Sustainability



**James Starkey**  
Chief Strategy Officer



**Mike Oakey**  
Chief Marketing Officer



**Victoria Winner**  
Chief People Officer



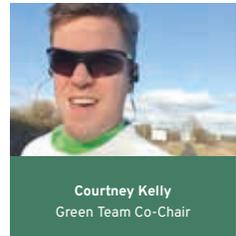
## Governance (cont.)



Alice de Courcy Wheeler  
Green Team Chair



Stacey Turnbull  
Senior Regional  
Communities Manager



Courtney Kelly  
Green Team Co-Chair



Serena Pearce  
Regional Communities Manager



Rebekah Conway  
Green Team Co-Chair



Mike Newby  
Head of Facilities and Logistics

Other groups within our ESG framework include the Green Team, the Regional Communities Team and a dedicated Facilities and Logistics Team, ensuring a united strategy across the company. The Green Team is a group made up of employees from departments across the business. These members of staff are passionate about sustainability and the environment, and aim to encourage engagement and tackle everyday sustainability problems. It's a safe space where employees can share their eco-friendly life hacks and suggest projects and initiatives that could be implemented across the business. Spearheaded by Alice de Courcy Wheeler, with support from Courtney Kelly, Rebekah Conway and Stacey Turnbull, this team holds regular online meetings, meaning that anyone across Travel Chapter can attend and get involved.

Additional support comes from the Regional Communities Team (more on this further below), which again includes Stacey Turnbull as well as Serena Pearce. This team drives social responsibility and sustainability at a local level, building meaningful community support that delivers economic, social, and environmental benefits. It champions our internal charitable efforts by promoting staff volunteering and leading on fundraising activities for local and national charities.

Many of the projects taken on by these groups wouldn't be possible without the aid of the Facilities and Logistics Team, which is headed up by Mike Newby. Amongst many other things, this team manages on-site safety and security, premises proactive and reactive maintenance, redevelopment, and the company fleet of vehicles (many of which are EVs).

## Self-regulation

A step-by-step narrative has been implemented to ensure that this continued improvement can be accurately measured and assessed. The narrative will include:



### 1 - Understanding and identifying impacts

Identifying impacts that Travel Chapter has towards the triple bottom line of society, the environment and the economy, allowing us to substantiate both our carbon footprint and handprint.

### 2 - Mapping framework

Mapping current business practices which allows us to identify the best direction to take to create significant changes, ensuring continued success across all aspects of the organisation.

### 3 - Insight and prioritisation

Reviewing the mapping framework to ensure the pathway resonates with the company's core values, providing an opportunity to identify what needs to be changed, and highlighting the most important aspects to focus on moving forward.

### 4 - Reporting

Ensuring full disclosure and transparency, and enabling key messages and developments to be documented and reported.

### 5 - Measuring

Evaluating current changes to assess progression; looking at what is required to make more significant developments moving forward.

## Accreditation and compliance

Compliance with relevant laws and regulations is essential to our operations, and for another year, we've received no sanctions regarding both socio-economic and environmental non-compliance. This applies not only to us, but also to our supply chain, and is written into both our supplier code of ethics and procurement policy.

Our values define who we are at Travel Chapter, and as a result, we operate a zero-tolerance policy regarding any infringements of anti-bribery, modern slavery, child labour laws and human rights. We annually review our policies to ensure they are up to date with current legislation. These policies cover all aspects of our operations, ranging from diversity and whistleblowing, all the way to IT and General Data Protection Regulation (GDPR).

This past year has also seen the addition of a number of sustainability-focused policies, ensuring that the company's values of accountability and integrity are maintained across every aspect of what we do.

### Procurement

At Travel Chapter, we aim to procure from local suppliers whenever feasible, with a strategy that prioritises purchasing products made by UK manufacturers. By procuring from a local supply chain, we can help support social values and generate income for our communities, as well as producing a lower carbon footprint.



## Climate risks and opportunities



The climate of the Earth is non-linear, dynamic and chaotic, which means the effects of climate change towards businesses can significantly vary in intensity during both long- and short-term periods. Issues such as water scarcity, land degradation and extreme weather events can greatly impact operational practices. The recent WWF 2024 Living Planet Report states that the current climate commitments, left at their current rate, would result in an average temperature increase of almost 3°C by 2100, which could initiate several catastrophic tipping points as a consequence, making risk analysis and mitigation strategies vital.

Physical impacts are not the only consequences of climate change. Companies need to consider the UN drive for net zero, as a low-carbon economy can drive government policies, impact regulations, and ultimately steer consumer behaviours and choices.

The risks posed also provide opportunities for those companies who are driven to make a difference. Therefore, we'll review both the risks and opportunities to continue optimising our own sustainability strategy.

## Regulatory risks (cont.)

### Carbon tax

Both regional and national regulations and commitments to lowering emissions could lead to carbon tax becoming increasingly more robust. This could result in a larger implementation across more businesses, potentially leading to an escalation in the price regarding direct and indirect costs linked to carbon emissions. This could be felt most greatly by Travel Chapter through the costs of purchasing products themselves.

Carbon taxes applied to emissions and waste in households could negatively affect disposable income and impact homeowners' purchasing power.

Timeframe: Medium to long term

### Management of risk

We utilise the Energy Savings Opportunity Scheme (ESOS), which sets out, in detail, activities to reduce our carbon emissions. The aim is to reduce energy demand and emissions in our operations.

#### Key targets:

- 42% Green House Gas GHG reduction of Scope 1 and 2 baseline emissions in our operations by 2030.
- Net zero GHG emissions across our value chain by 2040.

### Land use regulations

The move to a low-carbon economy will provide substantial influence towards future land-use decisions, settlement models, the creation of urban areas, and decisions on networks and their infrastructure.

Current conservation and reforestation areas could be significantly expanded if they were to be utilised as significant carbon sinks. This would dramatically impact land use and could reduce the land available for development.

Increasing flood risk will have implications towards building regulations for development on floodplains and vulnerable coastal areas.

Timeframe: Medium to long term

### Management of risk

We observe current and potential land use regulations to ensure we understand their implications so that we can adapt our business model accordingly.

We continue to work towards supporting homeowners and improving their resilience towards physical changes as well as ensuring their compliance with relevant regulations and legislation.

#### Key targets:

- We aim to consistently review government policies to ensure we meet the standards required of ourselves and our homeowners.
- To continue supporting our partnerships and to work in local communities to further help protect woodland, forests and oceans, utilising the framework of the UN Sustainable Development Goals.

## Regulatory risks (cont.)

### Product regulations

Changes to these regulations could result in restrictions on the use of particular components that are GHG-intensive. This could necessitate changes to the designs of both products and packaging to ensure regulatory compliance, which could impact procurement costs, particularly within managed services.

Timeframe: Medium to long term

### Management of risk

We actively monitor regulatory changes to ensure that the products we purchase are compliant.

We're actively working towards reducing the environmental impacts of products we purchase, including looking for alternative substitutions to use, ensuring that they are meeting any restrictions on GHGs and other environmental/human safety-related impacts that certain nations impose.

#### Key targets:

- 42% Green House Gas (GHG) reduction of Scope 1 and 2 baseline emissions in our operations by 2030.
- Utilise climate-related legislation to improve the supply chain.

### Energy transition and rising energy prices

This could be driven by increased electrification, the deployment of renewable energy solutions, associated transmission, distribution and storage infrastructure, as well as the adoption of emerging low-carbon technologies such as biogas, green hydrogen and ammonia. This could increase our operational costs, our suppliers' costs, and the end consumers' utility costs.

Timeframe: Short to long term

### Management of risk

We mitigate our market risks by decarbonising our operations through eco-efficiency measures, powering our operations with renewables and transitioning heating and cooling to lower-emission and renewable sources (see Environment section).

#### Key targets:

- 100% renewable electricity by 2030.
- Transition to 100% renewable heat by 2040.
- Empower homeowners to protect and regenerate their properties.

## Regulatory risks (cont.)

### Regulatory changes

As the consequences of climate change become more prominent, there are risks associated with changes to legislation, leading to non-compliance and potential financial penalties. This might include limitations to transport and tourism, as well as company disclosure and the associated reporting standards.

Timeframe: Short to long term

### Management of risk

We continually monitor changes to legislation and future regulations to ensure full accountability and compliance. We have created an annual report, disclosing all aspects of ESG within the business, providing a number of metrics highlighting our pathway to achieving net zero.

We also actively invest in lower emissions solutions, using the ESOS to highlight opportunities to improve efficiency within our operations.

#### Key targets:

- Improve data recording and provide analysis of all relevant Scope 3 emissions to improve both disclosure and transparency, as well as meet future regulatory requirements.

### Market changes

There are a number of risks due to uncertainty regarding potential fluctuations of customer behaviour, an increase in the price of properties, and the potential decline of sales from standard vacation offerings, as customers become more ethically aware.

Timeframe: Short to long term

### Management of risk

We're actively engaging with homeowners to support more cost-effective and sustainable accommodation, providing advice on improving efficiency and lowering emissions.

We're also actively investing in increasing our portfolio of more sustainable accommodation and associated products to respond to this increasing demand for more sustainable alternatives.

#### Key targets:

- Further develop the sustainable accreditation programme and create an educational knowledge base to support homeowners on their sustainable pathways.

## Physical environment risks

### Water scarcity

This could lead to increased droughts, while limited resources to irrigate soils could reduce crop outputs. Water shortages could also impact our consumers, who could face water shortages in their everyday activities in certain regions, creating a need for water-smart or waterless products or services. The impact of water shortages on customers would likely diminish their vacation experience, whilst the impact on profit margins would greatly impact the business model for homeowners.

Timeframe: Medium to long term

### Management of risk

We mitigate physical environment risks by investing in new products that support water management.

We're working to develop water stewardship programmes.

#### Key targets:

- Implement water stewardship programmes to improve our practices and support others.

### Extreme weather events

Extreme weather events could disrupt the complete value chain.

High temperatures could inhibit ventilation and air quality in properties.

Extreme temperatures could lead to losses in soil productivity due to drought and photo-oxidation. This would impact the availability of land for development, potentially leading to increased house prices.

Hurricanes and floods could increase in both intensity and occurrence, potentially causing severe disruption to homeowners, the company network and business infrastructure.

Additionally, macroeconomic negative shocks, caused by extreme weather events, could reduce or destroy consumer demand and purchasing power among affected communities.

Timeframe: Medium to long term

### Management of risk

Travel Chapter have conducted a Business Impact Assessment (BIA) incorporated into a Business Continuity Plan (BCP), that contains a contingency plan for adverse weather, flooding, and loss of utilities.

#### Key targets:

- Empower homeowners and communities to protect and regenerate their local environments.

## Innovative products and services opportunities

### Growth in demand for sustainable vacations

This could increase rapidly in the coming years. As people become more environmentally conscious and regulations on both land and energy use increase, we could see a rise in consumers being even more environmentally conscious in their decision-making.

Alignment with customer expectations will further improve business resilience and increase brand competitiveness.

Timeframe: Short to long term

### Management of risk

We capitalise on innovative product and service opportunities by offering a range of properties that can provide more sustainable accommodation.

#### Key targets:

- Increase the range of properties that are more sustainability-driven and continue to lower their overall carbon footprint.

## Resource efficiency, resilience, and market opportunities

### Investment in energy transition technologies

This represents a shift to efficient and less centralised energy supply and consumption (e.g. through on-site renewable energy generation and storage), zero-emission logistics and creating products through resource-efficient production.

This could drive decarbonisation across the value chain while opening the opportunity to access the utility market as an off-grid generator. This could, in turn, create new revenue streams from grid balancing or providing excess renewable power of oversized capacity to supply chain partners.

Timeframe: Short to long term

### Management of risk

We've actively invested in photovoltaics across a number of our offices and will look to expand this further.

We capitalise on resource efficiency opportunities by targeting emissions reduction from our suppliers and our own vehicle fleet, through changes to renewable infrastructure (including EV points on site), and assessing supplier routes to improve resource efficiency.

#### Key targets:

- 42% reduction of Scope 1 and 2 GHG emissions in our operations by 2030.

## Disclosure topics and metrics

At Travel Chapter, we endeavour to provide all our stakeholders with full disclosure of our operations, ensuring transparency for all. The disclosure below is based upon the Sustainability Accounting Standards Board (SASB), Internet Media & Services, Sustainability Accounting Standard, Technology & Communications Sector, Industry Standard | Version 2023-12.

All SASB data is up to date as of the end of our financial year 2024.

Topic	Metric	Category	Unit of measure	Code
Environmental Footprint of Hardware Infrastructure	Total energy consumed, percentage grid electricity and percentage renewable	Quantitative	Gigajoules (GJ), Percentage (%) 10,688.76 GJ 40.73% Percentage of total energy consumed from renewable sources is over 35%	TC-IM-130a.1
	Total water withdrawn, total water consumed; percentage of each in regions with High or Extremely High Baseline Water Stress	Quantitative	Travel Chapter does not publicly disclose this information	TC-IM-130a.2
	Discussion of the integration of environmental considerations into strategic planning for data centre needs	Discussion and Analysis	n/a	TC-IM-130a.3
Data Privacy, Advertising Standards & Freedom of Expression	Description of policies and practices relating to targeted advertising and user privacy	Discussion and Analysis	Please reference our privacy statement	TC-IM-220a.1
	Number of users whose information is used for secondary purposes	Quantitative	Travel Chapter does not publicly disclose this information. Our privacy statements describe the information we collect from our customers and for what purposes it is used	TC-IM-220a.2
	Total amount of monetary losses as a result of legal proceedings associated with user privacy	Quantitative	£0 Travel Chapter had no monetary losses as a result of legal proceedings associated with user privacy that required disclosure in our public filings	TC-IM-220a.3

## Disclosure topics and metrics (cont.)

Topic	Metric	Category	Unit of measure	Code
Data Privacy, Advertising Standards & Freedom of Expression	Number of law enforcement requests for user information, number of users whose information was requested, percentage resulting in disclosure	Quantitative	Travel Chapter does not publicly disclose this information	TC-IM-220a.4
	List of countries where core products or services are subject to government-required monitoring, blocking, content filtering, or censoring	Discussion and Analysis	The website is UK-based, adhering to UK law There are no restrictions or prohibitions	TC-IM-220a.5
	Number of government requests to remove content, percentage compliance with requests	Quantitative	Number, Percentage (%)   0, 0% There have been no government requests to remove content	TC-IM-220a.6
Data Security	Number of data breaches, percentage that are personal data breaches, number of users affected	Quantitative	Travel Chapter has had no data security breaches that required disclosure in our public filings during this reporting period	TC-IM-230a.1
	Description of approach to identifying and addressing data security risks, including use of third-party cybersecurity standards	Discussion and Analysis	Please reference our annual report	TC-IM-230a.2
Intellectual Property Protection & Competitive Behaviour	Total amount of monetary losses as a result of legal proceedings associated with anti-competitive behaviour regulations	Discussion and Analysis	Travel Chapter had no monetary losses as a result of legal proceedings associated with anti-competitive behaviour regulations that required disclosure	TC-IM-520a.1

## Disclosure topics and metrics (cont.)

Topic	Metric	Category	Unit of measure	Code																																																	
Employee Recruitment, Inclusion & Performance	Percentage of employees who require a work visa	Quantitative	Number, Percentage (%)   0, 0%	TC-IM-330a.1																																																	
	Employee engagement as a percentage	Quantitative	Percentage (%) 65% engagement and average response score in the most recent 'Your Voice' survey was 7.5	TC-IM-330a.2																																																	
	Percentage of gender and diversity group representation for (a) executive management, (b) non-executive management, (c) technical employees and (d) all other employees	Quantitative	<p>Percentage (%)</p> <p><b>Executive Management (SMT)</b> 31.8% Female   68.2% Male</p> <table border="1"> <thead> <tr> <th></th> <th>Male</th> <th>Female</th> <th>Male</th> <th>Female</th> </tr> </thead> <tbody> <tr> <td>White - British</td> <td>0.0%</td> <td>100.0%</td> <td>0.0%</td> <td>20.0%</td> </tr> <tr> <td>White - Irish</td> <td>100.0%</td> <td>0.0%</td> <td>14.3%</td> <td>0.0%</td> </tr> <tr> <td>Not disclosed</td> <td>33.3%</td> <td>66.7%</td> <td>85.7%</td> <td>80.0%</td> </tr> </tbody> </table> <p><b>Technical Employees (Data Science &amp; Analytics + Product Engineering)</b> 29.1% Female   70.9% Male</p> <table border="1"> <thead> <tr> <th></th> <th>Male</th> <th>Female</th> <th>Male</th> <th>Female</th> </tr> </thead> <tbody> <tr> <td>Asian - Indian</td> <td>0.0%</td> <td>100.0%</td> <td>0.0%</td> <td>23.6%</td> </tr> <tr> <td>Asian - Pakistani</td> <td>0.0%</td> <td>100.0%</td> <td>0.0%</td> <td>1.8%</td> </tr> <tr> <td>White - British</td> <td>22.2%</td> <td>77.8%</td> <td>8.7%</td> <td>12.5%</td> </tr> <tr> <td>White - English</td> <td>25.0%</td> <td>75.0%</td> <td>13.0%</td> <td>16.1%</td> </tr> <tr> <td>Not disclosed</td> <td>32.7%</td> <td>67.3%</td> <td>78.3%</td> <td>66.1%</td> </tr> </tbody> </table> <p><i>Tables display gender distribution on the left side, arranged horizontally, and on the right side presents diversity vertically by male and female</i></p>		Male	Female	Male	Female	White - British	0.0%	100.0%	0.0%	20.0%	White - Irish	100.0%	0.0%	14.3%	0.0%	Not disclosed	33.3%	66.7%	85.7%	80.0%		Male	Female	Male	Female	Asian - Indian	0.0%	100.0%	0.0%	23.6%	Asian - Pakistani	0.0%	100.0%	0.0%	1.8%	White - British	22.2%	77.8%	8.7%	12.5%	White - English	25.0%	75.0%	13.0%	16.1%	Not disclosed	32.7%	67.3%	78.3%	66.1%
	Male	Female	Male	Female																																																	
White - British	0.0%	100.0%	0.0%	20.0%																																																	
White - Irish	100.0%	0.0%	14.3%	0.0%																																																	
Not disclosed	33.3%	66.7%	85.7%	80.0%																																																	
	Male	Female	Male	Female																																																	
Asian - Indian	0.0%	100.0%	0.0%	23.6%																																																	
Asian - Pakistani	0.0%	100.0%	0.0%	1.8%																																																	
White - British	22.2%	77.8%	8.7%	12.5%																																																	
White - English	25.0%	75.0%	13.0%	16.1%																																																	
Not disclosed	32.7%	67.3%	78.3%	66.1%																																																	

## Disclosure topics and metrics (cont.)

Topic	Metric	Category	Unit of measure	Code				
Employee Recruitment, Inclusion & Performance	Percentage of gender and diversity group representation for (a) executive management, (b) non-executive management, (c) technical employees and (d) all other employees	Quantitative	Percentage (%)	TC-IM-330a.3				
			<i>Tables display gender distribution on the left side, arranged horizontally, and on the right side presents diversity vertically by male and female</i>					
			<b>All other employees</b>					
			75.7% Female   24.3% Male					
					<b>Male</b>	<b>Female</b>	<b>Male</b>	<b>Female</b>
			Asian - Indian		0.0%	100.0%	0.0%	0.5%
			Black - British		100.0%	0.0%	0.3%	0.0%
			Mixed - White and Asian		100.0%	0.0%	0.3%	0.0%
			Mixed - White and Black African		100.0%	0.0%	0.3%	0.0%
			Other (not listed)		100.0%	0.0%	0.2%	0.0%
			White - British		76.5%	23.5%	13.4%	12.8%
			White - English		85.3%	14.7%	17.6%	9.5%
			White - Gypsy or Irish Traveller		100.0%	0.0%	0.2%	0.0%

Activity metric	Category	Unit of measure		Code
Entity-defined measure of user activity	Quantitative	See note	Travel Chapter does not publicly disclose this information	TC-IM-000.A
Data processing capacity, percentage outsourced	Quantitative	See note	Travel Chapter does not publicly disclose this information	TC-IM-000.B
Amount of data storage, percentage outsourced	Quantitative	Petabytes, Percentage (%)	Travel Chapter does not publicly disclose this information	TC-IM-000.C

## GRI Index

Travel Chapter’s Sustainability Report 23/24 has also been prepared with reference to the Global Reporting Initiative (GRI) Standards, GRI 1: Foundation 2021. Using the standards ensures both data quality and comparability, providing further access to information, and supporting future decision making.

GRI 2: General Disclosures	Disclosures	Location
<b>The organisation and its reporting practices</b>		
	2-1 Organisational details	Introducing Travel Chapter, p.1, Our Values p.3; 2024 Annual Report
	2-2 Entities included in the organisation’s sustainability reporting	Introducing Travel Chapter, p.1; Our values, p.3; Homeowners p.17
	2-3 Reporting period, frequency and contact point	Disclosure, p.45 Travel Chapter’s reporting is on an annual cycle, in alignment with our financial reporting
	2-4 Restatements of information	Travel Chapter has not made any restatements in this reporting period, relating to this report
<b>Activities and workers</b>	2-6 Activities, value chain and other business relationships	Travel Chapter, p.1; Guests, p.14; Homeowners, p.17
	2-7 Employees	Our People, p.9-p.11
<b>Governance</b>	2-9 Governance structure and composition	Disclosure, p.35-36; Annual Reports & Financial Statement 2024
	2-10 Nomination and selection of the highest governance body	Disclosure, p.35
	2-11 Chair of the highest governance body	Disclosure, p.35
	2-12 Role of the highest governance body in overseeing the management of impacts	Disclosure, p.35

## GRI Index (cont.)

GRI 2: General Disclosures	Disclosures	Location
	2-13 Delegation of responsibility for managing impacts	Disclosure, p.35
	2-14 Role of the highest governance body in sustainability reporting	Disclosure, p.35
	2-15 Conflicts of interest	Conflict of interest policy
	2-16 Communication of critical concerns	Disclosure, p.35-36; Annual Reports & Financial Statement 2024
	2-22 Statement on sustainable development strategy	Our Commitments, p7; Net Zero Journey, p.7; Sustainability Policy
Strategy, policies and practices	2-23 Policy commitments	Our People, p.9-11; Society and Community, p.20-22  <b>Privacy Statement</b> <b>Equal Opportunity Policy</b> <b>Human Rights Statement</b> <b>Modern Slavery Statement</b> <b>Sustainability Policy</b> (Entire catalogue of policies in Employee Handbook)
	2-26 Mechanisms for seeking advice and raising concerns	General Terms and conditions, Grievance Procedure, Privacy Statement, Employee Handbook
	2-27 Compliance with laws and regulations	Disclosure, p.35, 36, 38, 45-52
	2-28 Membership associations	Our commitments, p.6; Society and Community, p.20, 21, 26
Stakeholder engagement	2-29 Approach to stakeholder engagement	Disclosure, p.35-36; Climate Risks & Opportunities, p.39-44

## GRI Index (cont.)

GRI 201: Economic Performance 2016	Disclosures	Location
	201-1 Direct economic value generated and distributed	Accounts and Financial Statement 2024
	201-2 Financial implications and other risks and opportunities due to climate change	Climate Risk and Opportunities, p.39-44; Annual Reports & Financial Statement 2024

GRI 300: Environmental topics	Disclosures	Location
<b>Emissions</b>		
GRI 3: Material topics 2021	3-3 Management of material topics	Our Commitments, p.6; Our Net Zero Journey, p.7; Environment, p.29-33
GRI 305: Emissions 2016	305-1 Direct (Scope 1) GHG emissions	Environment, p.29
	305-2 Energy indirect (Scope 2) GHG emissions	Environment, p.29
	305-3 Other indirect (Scope 3) GHG emissions	Environment, p.29-30
	305-5 Reduction of GHG emissions	Environment, p.29-33

## GRI Index (cont.)

GRI 400: Social topics	Disclosures	Location
<b>Occupational health and safety</b>		
GRI 3: Material topics 2021	3-3 Management of material topics	Our Values p.3; Our Commitments p.6; Our People p.9; Annual Reports & Financial Statement 2024
GRI 403: Occupational Health and Safety 2018	403-3 Occupational health services	Our People, p9; Health and Safety Policy
	403-5 Worker training on occupational health and safety	Health and Safety Policy
	403-6 Promotion of worker health	Our People, p.9-11; Employee Handbook, Policy statement
GRI 404: Training and Education 2016	404-2 Programs for upgrading employee skills and transition assistance programs	Our People, p.11
GRI 405: Diversity and Equal Opportunity 2016	405-1 Diversity of governance bodies and employees	Disclosure, p.47-48
	405-2 Ratio of basic salary and remuneration of women to men	Our People, p.10; Gender Pay Gap Report
GRI 408: Child Labor 2016	408-1 Operations and suppliers at significant risk for incidents of child labour	Modern Slavery, Policy, Supplier Code of Ethics, Privacy Statement, Equal Opportunity Policy, Human Rights Statement, Modern Slavery Statement
GRI 409: Forced or Compulsory Labour 2016	409-1 Operations and suppliers at significant risk for incidents of forced or compulsory labour	Privacy Statement, Equal Opportunity Policy, Human Rights Statement, Modern Slavery Statement, Supplier Code of Ethics



Proud to be a certified B Corp™



The Travel Chapter Limited is registered in England and Wales.

Registered office: Travel Chapter House, Gammaton Road, Bideford, EX39 4DF. Company No. 02431506 VAT reg: 143053210