

HotelshopUK
Annual Sustainability & ESG Report

Scope: Group-wide

Use of This Report

This Annual Sustainability & ESG Report serves as HotelshopUK’s primary reference document for sustainability performance and ESG management. It is used to support client due diligence, insurance and procurement assessments, and independent ESG evaluations.

1. Leadership Statement

At HotelshopUK, sustainability is integral to how we operate as a people-led, service-focused organisation. We recognise our responsibility to reduce environmental impact, support our colleagues and communities, and operate with strong governance and transparency. Our approach is practical and evidence-based. Rather than setting unrealistic targets, we focus on measurable progress, staff engagement, and long-term collaboration with suppliers. Over recent years, this has resulted in significant reductions in our operational emissions and meaningful investment in people, training and wellbeing.

This report outlines our current performance, how we manage ESG risks relevant to our business model, and our commitment to continuous improvement.

2. About HotelshopUK

HotelshopUK is a UK-based group providing accommodation sourcing, travel technology, contact centre and short-break solutions across multiple sectors, including insurance and emergency accommodation.

We employ 95 full-time equivalent (FTE) colleagues across our group operations and work closely with a wide network of accommodation and service partners throughout the UK.

Our approach to sustainability reflects the nature of our business: people-led, service-driven, and reliant on responsible long-term partnerships.

3. Our Sustainability Approach

Our sustainability strategy is built around three core pillars:

Environmental Responsibility

- Reducing our environmental footprint through measurable action, starting with our own operations and expanding into our supply chain.

Social Responsibility

- Investing in our people, supporting wellbeing, skills development and community engagement.

Governance & Ethics

- Operating transparently, responsibly and in line with recognised standards, client expectations and regulatory requirements.

- This approach aligns with Environmental, Social and Governance (ESG) principles and underpins our annual EcoVadis assessment.

3. ESG Strategy & Governance

Materiality Assessment

HotelshopUK has conducted a sustainability materiality assessment to identify and prioritise Environmental, Social and Governance (ESG) topics relevant to its operations, stakeholders and sector.

The assessment considered:

- The nature of our office-based, service-led operations
- Stakeholder expectations, including clients, insurers and EcoVadis criteria
- Regulatory and industry standards
- Areas of direct operational control versus indirect supply chain impact

Based on this assessment, ESG topics have been categorised according to their level of impact and relevance (low, medium, high). This ensures that resources and actions are focused on the areas most material to our business while maintaining oversight of lower-risk topics.

The outcomes of this assessment inform our KPI selection, sustainability priorities and reporting approach.

Topic	Materiality	KPI	Status
Scope 1 & 2	High	Emissions (tCO ₂ e)	Reduced >70%
Scope 3	High	Total emissions	Reduced YoY
Supplier Engagement	Medium	Active Collaboration	Ongoing
Air Pollution	Low	Industrial emissions	None
Water	Low	Water-intensive processes	0
Biodiversity	Low	Sites in protected areas	0
Chemicals & Waste	Low	Hazardous chemicals	0
People & Wellbeing	High	Training & IIP Gold	Increased score by 10% by 2028
Community/Charitable Support giving	Medium	Increase/further support through introducing paid volunteering hours	Now live and in place. Over 100 hours completed
Ethical Procurement	Medium	Ethical Sourcing	Ongoing for office supplies
Customer H&S	Medium	Incidents	0

Our ESG priorities:

- **Environmental:** Reduce operational emissions and engage suppliers on longer-term value chain impacts

- **Social:** Invest in people, wellbeing, training and community engagement
- **Governance:** Operate ethically, transparently and in line with recognised standards

Sustainability performance is reviewed as part of management decision-making and informs our annual EcoVadis assessment.

4. Environmental Impact

4.1 Greenhouse Gas Measurement

HotelshopUK's greenhouse gas (GHG) emissions are independently measured by a third-party specialist.

This measurement accounts for the emissions of all seven greenhouse gases noted in the UNFCCC Kyoto Protocol, applying their relative Global Warming Potential (GWP) values, in line with the Greenhouse Gas Protocol and UK Government Public Procurement Notice (PPN) 06/21.

Environmental and social KPIs are selected based on materiality assessment and proportionality to HotelshopUK's office-based service operations. Where direct impacts are low or not applicable, risks are managed through avoidance, responsible procurement, and supplier engagement.

4.2 Scope 1 & 2 Emissions

Our initial focus has been on emissions directly within our operational control.

- **Base year (2022) reporting year:** 10.73 tCO_{2e}
- **2024 reporting year:** 2.85 tCO_{2e}

This represents a **reduction of over 70%** in Scope 1 & 2 emissions.

Actions supporting this reduction include:

- Improved energy efficiency and switching to renewable energy providers
- Transitioning the car fleet from petrol / diesel to electric/hybrid vehicles only.
- Reducing gas consumption
- People behavioural change supported by carbon literacy training

4.3 Scope 3 Emissions (Value Chain)

We recognise that the majority of our environmental impact sits within our wider value chain and we aim to reduce this year on year.

- **2023 reporting year:** 284.68 tCO_{2e}
- **2024 reporting year:** 272.43 tCO_{2e}

Our approach to Scope 3 is long-term and collaborative, recognising the complexity of service-based supply chains.

Key actions include:

- Engagement with key long-term suppliers
- Funding sustainability and carbon literacy training for suppliers
- Raising awareness rather than imposing unrealistic short-term targets

4.4 Air Pollution

HotelshopUK does not operate combustion processes, industrial machinery or transport fleets that generate material air pollutants.

Air pollution risk is primarily associated with energy use within office environments and is managed through energy efficiency measures and emissions reduction initiatives.

KPI:

- Reduce our Scope 1 and 2 emissions to zero by 2030.
- Reduce our Scope 3 emissions by 42% by 2030.

4.5 Water

HotelshopUK does not operate water-intensive processes. Water usage is limited to normal office consumption within landlord-managed facilities. Direct water abstraction, discharge or treatment activities are not undertaken by the organisation. As a result, water-related environmental risk is assessed as low.

KPIs:

- Operational sites with water-intensive processes: **0**
- Water-related environmental incidents: **0**

4.6 Biodiversity

HotelshopUK operates exclusively from office-based locations and does not own, manage or develop land, nor undertake activities such as construction, manufacturing, agriculture or extraction.

All operational sites are located in developed urban areas and are not adjacent to protected habitats or biodiversity-sensitive locations.

KPIs:

- Sites located in or adjacent to protected biodiversity areas: **0**
- Biodiversity-related incidents: **0**

Biodiversity risk is managed through avoidance rather than mitigation.

4.7 Materials, Chemicals & Waste

HotelshopUK does not use hazardous chemicals or generate chemical waste as part of its core operations.

Materials usage is limited to standard office consumables. Where possible, office supplies are sourced through ethical suppliers, supporting responsible sourcing and reducing indirect environmental and social risks.

KPIs:

- Hazardous chemicals used: **0**
- Chemical waste generated: **0**
- Chemical waste incidents: **0**
- Office supplies sourced from ethical suppliers: Majority where feasible

Waste Management

Commitment

HotelshopUK Ltd. is committed to reducing the environmental impact of waste generated through its operations. We actively work to minimise waste production, promote reuse and recycling, and ensure responsible disposal through approved third-party waste management providers.

All non-hazardous waste, including general office waste and recycling, is managed via a licensed waste contractor within a landlord-controlled or shared waste system. We aim to ensure that waste is handled in accordance with environmental regulations and best practice standards.

Objectives

HotelshopUK's waste management approach is guided by the following principles:

- **Waste Prevention:** Reduce waste generation at source through a digital-first, low-consumption operating model
- **Resource Efficiency:** Promote efficient use of materials and responsible procurement practices
- **Recycling & Diversion:** Maximise recycling rates and reduce waste sent to landfill
- **Supplier Responsibility:** Work with waste contractors and suppliers who demonstrate strong environmental performance
- **Employee Engagement:** Encourage staff participation in waste reduction and sustainability initiatives

KPIs

To ensure measurable progress, HotelshopUK monitors and reviews the following KPIs:

- **Total Non-Hazardous Waste (kg):**
Target: Maintain or reduce year-on-year from baseline (currently 3,480 kg)
- **Reduce waste:**
Target: Year-on-year reduction in waste generated by 25% from base year by 2030

- **Paper Consumption:**
Target: Reduce paper usage annually through continued digitisation of processes
- **Landfill Diversion:**
Target: Increase proportion of waste diverted from landfill via recycling or recovery methods

Hazardous waste

- **Total weight of hazardous waste: 0 kg**

HotelshopUK does not use hazardous substances or materials as part of its office-based operations and therefore does not generate hazardous waste. Hazardous waste is managed through avoidance rather than treatment or disposal.

Non-hazardous waste

- **Total weight of non-hazardous waste: 3,480 kg (base year 4,732kg)**

Non-hazardous waste generated by HotelshopUK is limited to general office waste and recycling. All waste is collected and managed by an approved third-party waste contractor, as part of a landlord-controlled or shared waste management system, ensuring appropriate handling and disposal.

5. People & Social Impact

Our Workforce

- **c95 FTE employees**
- People-first culture supported by formal accreditation

5.1 Investors in People

HotelshopUK is proud to hold Investors in People – Gold accreditation, reflecting our commitment to:

- Leadership
- Wellbeing
- Continuous development
- Inclusive workplace culture

5.2 Training & Skills Development

Training, Development & Career Progression

HotelshopUK is committed to supporting the ongoing development, wellbeing and career progression of its employees through a structured and inclusive approach to training.

All colleagues are supported through personal development plans and regular one-to-one reviews, enabling individuals to identify development opportunities, track progress and align personal goals with organisational objectives.

Training is delivered through a combination of:

- On-the-job learning and role-specific development
- Refresher training on key business and compliance topics, including dignity at work and fraud awareness
- Wellbeing and awareness training, including mental health support
- Environmental training, including carbon literacy programmes

This approach ensures that employees are equipped with the knowledge, skills and support required to perform their roles effectively while also supporting broader organisational priorities such as sustainability and wellbeing.

HotelshopUK actively promotes a culture of continuous learning, ensuring training is accessible, relevant and aligned to both individual and business needs.

KPIs

- Increase in average training hours per employee: **+10% over the next 3 years**
- Employees with active personal development plans and regular 1-2-1 reviews: **Monitored across the organisation**
- Maintain no of Employees trained in mental health awareness: **>10%**
- Maintain no of Employees trained in carbon literacy: **>50%**
- **Carbon Literacy:**
 - Over 50% of colleagues have completed carbon literacy training
 - Organisation recognised at Carbon Literate Silver level
- **Mental Health & Wellbeing:**
 - Over 10% of colleagues trained in mental health awareness and support

These programmes help embed sustainability and wellbeing into everyday decision-making.

5.3 Community & Volunteering

We actively encourage colleagues to engage with their local communities.

- **Paid Volunteering Initiative:**
 - Each employee is eligible for half a day of paid volunteering per year
- **Charity of the Year:**
 - Nominated by colleagues
 - Supported through fundraising and engagement activities

- **Community Engagement**

- Work with local educational institutions on Work placements/ work experience and local skills show

This ensures our social impact is shaped by the causes our people care about most.

5.4 Social Dialogue & Employee Engagement

HotelshopUK is committed to maintaining open and constructive communication with its employees. While the organisation does not operate formal collective bargaining arrangements due to its size and structure, employee voice is actively encouraged through regular engagement mechanisms.

This includes the use of employee surveys to gather feedback on a range of topics including wellbeing, working environment and organisational development. Where specific themes or areas of concern are identified, employee focus groups are established to explore issues in more detail and support the development of appropriate actions.

This approach enables HotelshopUK to:

- Respond proactively to employee feedback
- Involve colleagues in decision-making on relevant workplace topics
- Maintain a collaborative and inclusive working environment

Outcomes from employee engagement activities are reviewed by management and inform continuous improvement initiatives across the organisation.

KPI

- Annual employee feedback survey completed.
- Employee engagement score of >80%
- Proud to work at hotelshopuk score >85%
- Min one employee focus group per annum to discuss a relevant topic raised.

5.5 Gender Equality:

HotelshopUK supports gender equality and the advancement of women through inclusive and proportionate measures aligned to our organisational culture and values. Rather than operating gender-exclusive training programmes, which we believe could unintentionally create barriers or perceptions of discrimination, all development, training and progression opportunities are equally accessible to colleagues regardless of gender.

Gender representation is actively supported at leadership level, with women making up approximately 50% of both the Board and the Senior Management Team. This reflects our commitment to fair recruitment, progression and leadership development practices.

Gender equality outcomes are monitored through representation and leadership balance rather than participation in gender-exclusive programmes

HotelshopUK regularly reviews gender representation at leadership and management levels to ensure equitable progression opportunities across the organisation. These measures collectively support gender equality, leadership representation and fair opportunity without reliance on gender-exclusive programmes.

5.6 Prevention of Discrimination & Harassment

HotelshopUK is committed to providing a workplace where all employees are treated with fairness, dignity and respect, regardless of whether they are temporary, part-time or full-time. We operate a zero-tolerance approach to discrimination, harassment and any form of inappropriate behaviour. All employees are expected to uphold these standards as part of our organisational culture and values.

Our approach includes:

- Promoting equal treatment and opportunity across all areas of employment, including recruitment, development and progression
- Providing training and awareness on key topics such as dignity at work and appropriate workplace behaviour
- Maintaining clear processes for raising and addressing concerns in a confidential and appropriate manner

We are committed to fostering an inclusive working environment where individuals feel safe, respected and able to contribute fully.

KPI:

- All staff attend dignity at work training session annually.

5.7 Ethical Procurement

HotelshopUK recognises the role procurement plays in supporting ethical labour practices and responsible supply chains.

Wherever possible, office supplies and consumables are sourced from ethical suppliers, prioritising organisations that demonstrate responsible sourcing, fair labour practices and environmental awareness.

KPI:

- Procure office supplies through ethical suppliers: **Majority where feasible**

5.8 Customer Health & Safety

HotelshopUK Ltd is committed to ensuring the health, safety, and wellbeing of all customers when arranging accommodation services. As a service provider operating within the hospitality sector, we recognise our responsibility to work with trusted partners and suppliers who meet appropriate safety and regulatory standards.

We do not manufacture or supply physical products and therefore have no product recall requirements. However, we apply a risk-aware approach to the sourcing of accommodation to ensure customer safety is prioritised at all times.

As a service-based organisation, customer health and safety risks are primarily associated with data protection, service continuity and duty of care rather than physical product safety.

KPIs:

- Customer health & safety incidents: **0**
- Data protection breaches impacting customers: **0**

5.9 Environmental Advocacy & Sustainable Customer Solutions

HotelshopUK Ltd. is committed to supporting more sustainable travel choices and reducing the environmental impact associated with accommodation and travel services. Whilst, we do not directly operate accommodation or transport services, we recognise our role in influencing customer decisions and promoting more responsible consumption.

As an intermediary in the hospitality and travel sector, our ability to directly measure or control customer environmental impact is limited. However, we aim to support more sustainable outcomes through:

- Promoting accommodation providers that demonstrate environmental credentials (e.g. sustainability certifications, ESG commitments)
- Encouraging the use of lower-impact travel options, including rail-based travel where appropriate
- Supporting digital paperwork and confirmations that reduce paper use and unnecessary resource consumption

Where possible, we seek to integrate sustainability considerations into the options presented to customers, enabling more informed decision-making.

Objective:

Support our customers in making more sustainable travel decisions by encouraging “closer to home” holidays and eco-friendly accommodation options.

KPI:

- Launch a dedicated “No Fly Collection” of UK and near-Europe breaks - 2026
- Introduce a sustainability icon / highlighting eco-friendly accommodation suppliers across customer platforms by 2026
- Develop a dedicated “Eco-Friendly Collection” of hotels and breaks by 2026
- “Make Your Stay Greener” customer guidance policy sent to all customers

6. Prevention of Forced Labour, Child Labour & Human Trafficking

HotelshopUK maintains a zero-tolerance approach to all forms of forced labour, child labour and human trafficking within its operations and supply chain.

As a UK-based, office-led organisation, the risk of such practices occurring within our direct operations is assessed as low. However, we recognise the importance of maintaining robust standards and ensuring that these risks are actively prevented across both our business and wider value chain.

Our approach includes:

- Commitment to ethical business practices and compliance with applicable labour laws
- Expectation that suppliers and partners operate in line with recognised labour and human rights standards
- Ongoing awareness of modern slavery risks within service-based supply chains

We do not condone or tolerate any form of forced labour, child labour or human trafficking. Any concerns identified would be taken seriously and addressed in line with our governance and compliance procedures.

KPI:

- Confirmed incidents of forced labour, child labour or human trafficking: **0**

7. Governance, Ethics & Assurance

HotelshopUK undergoes an annual GHG audit completed by independently third-party specialist. This measurement accounts for the emissions of all seven greenhouse gases noted in the UNFCCC Kyoto Protocol, applying their relative Global Warming Potential (GWP) values, in line with the Greenhouse Gas Protocol and UK Government Public Procurement Notice (PPN) 06/21. We also undertake an annual EcoVadis assessment as part of our commitment to transparency and continuous improvement with regards to our ESG activities and reporting. The assessment provides independent validation across environmental, social and governance performance and informs our improvement roadmap year on year.

- **Current EcoVadis rating:** Bronze

KPI:

- Ecovadis rating: Silver by 2028

HotelshopUK undergoes an annual ISO audit assessment as part of our commitment to transparency on quality, continuous improvement and risk management.

- **Hotelshopuk ISO 9001:2015 :** Accredited

HotelshopUK undergoes IIP audit assessment every three years as part of our commitment to our People, training and leadership qualities.

- **IIP accredited rating:** Gold

KPI:

- Increase IIP score by 10%

Responsible Business Practices

Our governance framework supports:

- Ethical conduct
- Responsible supplier engagement

- Data protection and confidentiality
- Compliance with client and regulatory requirements

8. Looking Ahead:

HotelshopUK will focus on:

- Continued reduction of operational emissions
- Deeper supplier engagement on Scope 3
- Expansion of training and wellbeing initiatives
- Strengthening ESG data quality and governance

We remain committed to realistic, evidence-based progress that supports both our clients' expectations and our wider responsibilities.

9. Contact

For further information regarding this report or our sustainability approach, please contact the HotelshopUK team via our website.