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Climate Action Plan

Whilst we firmly believe the overwhelming impact of well-managed and sustainable tourism is positive, bringing more benefits than harm, we recognise air-travel is a contributing factor to rising global CO2 emissions.

The science of climate change is indisputable. We believe it is the responsibility of all of us working in the travel industry to implement comprehensive and ambitious climate actions to protect the planet and achieve a net-zero future. In the face of the global climate emergency, we have stepped up our commitment to assess the impact of our operations and to reduce our company's carbon emissions.

As part of our climate action commitment, Journey Latin America is a proud signatory of the Glasgow Declaration on Climate Action in Tourism. In doing so, we pledge to deliver an aligned plan to cut tourism emissions in half over the next decade, by 2030, and aim to reach net-zero emissions as soon as possible before 2050.

Our company-wide Climate Action Strategy follows a five-step pathway to **Measure, Decarbonise, Regenerate, Collaborate, and Finance**.

Our sustainability focus also provides us with the opportunity to act as a catalyst for change within Latin America, to help protect and have a positive impact upon the natural environment, communities and cultures that make the continent so special.

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Measure

A key aspect of our climate action plan is to determine where and how much CO2e is produced from our operations both in the office and by our travellers, be it transport, waste, energy, accommodation, water etc, to understand what we can do to reduce our carbon footprint. We measure our carbon footprint by calculating the emissions of each of our client's holiday itineraries as well as measuring the emissions deriving from our office and staff.

We calculate the carbon emissions of our business activities in the UK, including the emissions that we as a company have made directly [Scope 1- eg, facilities and vehicles]; the emissions we make indirectly [Scope 2 – eg, purchased electricity, heating/cooling the office] as well as all other indirect emissions associated with our organisation occurring from sources we do not own or control [Scope 3 – eg, water, waste, paper usage, staff business travel and the emissions deriving from the holidays we sell to our customers].

Measuring our emissions enables us to

- Identify energy efficiency and cost reduction opportunities in the office and our supply chain
- Account for the purchase of renewable and low carbon electricity
- Assess where emission hotspots are in our supply chain
- Identify which suppliers are leaders and which can improve in terms of sustainability performance
- Engage with suppliers and encourage them to implement sustainability initiatives and improve the energy efficiency of the products we sell
- Positively engage with staff to reduce emissions from business travel and commutes.

Our comprehensive carbon measurement strategy is a first step and although we have endeavoured to be accurate, and indeed over-compensate wherever possible, we will continually refine and improve our measurements year on year.

Our measurement methodology is outlined in Annex 2

Decarbonise

We are determined to identify opportunities to reduce the carbon footprint throughout our business operations and our customers travel arrangements whilst still retaining a high quality and authentic client experience.

We are cautious about claiming to be on a net-zero pathway and our main focus in the near future is on halving our emissions by 2030. We have set over 100 short, medium, and long-term targets to accelerate a decarbonisation plan which encompasses our office-based activities (eg, energy, business travel, waste, etc) and touristic services and itineraries in Latin America. We will focus on areas we have a direct influence on in the short to medium term in anticipation of those areas we have no control over improving in the longer term, for example the development of sustainable aviation fuel and net-zero transatlantic flights.

Our decarbonisation plan is a framework with a specific goal in mind but it is also a living document which will continually be edited and updated as carbon reporting and measurement progresses.

Our Decarbonisation targets are outlined in Annex 1

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Regenerate

Restoring and protecting ecosystems, supporting nature's ability to draw down carbon, as well as safeguarding biodiversity, food security and water supply is key to reducing and reversing the climate crisis. On that basis, it is our belief that any plan to decarbonise must include nature.

We have measured the carbon impact of every holiday we sell (including international and internal flights) and will mitigate the residual carbon emissions of every one of our holidays by protecting carbon-rich habitats and supporting sustainable development projects.

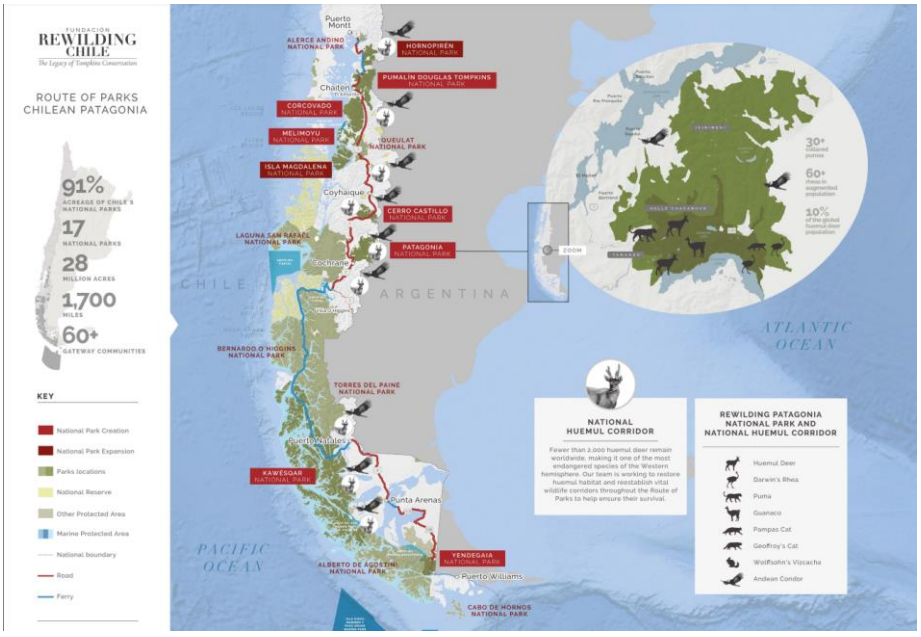
Beginning in 2022, Journey Latin America will consider our residual carbon emissions and for every holiday booking, make a related donation to Rewilding Chile, a non-profit organisation working to rewild Chilean Patagonia and to reverse the species extinction and climate crisis.

<u>Why Rewilding Chile?</u>

Rewilding is a progressive approach to conservation. It's about letting nature take care of itself, enabling natural processes to shape land and sea, repair damaged ecosystems and restore degraded landscapes.

Some habitats are vital for nature-based carbon solutions and natural carbon sequestration (the process of capturing, securing, and storing carbon dioxide from the atmosphere). Rewilding Chile's approach to help the world recover its balance and vitality is through the creation of terrestrial and marine parks, ecological restoration, and fostering a conservation culture.

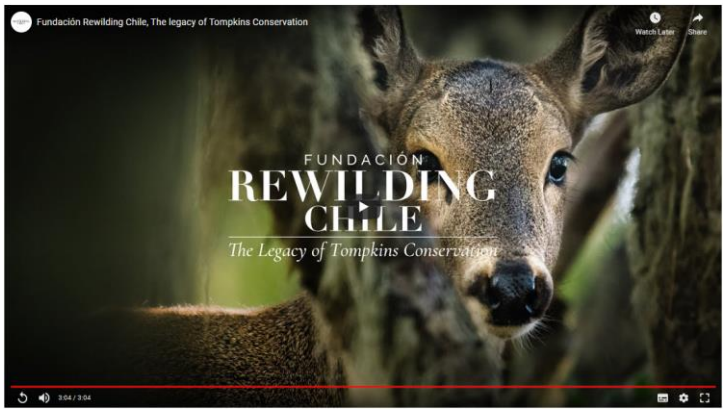
Rewilding Chile has helped create 7 National Parks, and expanded 3 others, creating the Route of Parks of Patagonia, which connects 17 National Parks, 60 gateway communities and protects 11.8 million hectares of wilderness. The Route of Parks of Patagonia is one of the largest carbon sinks in South America, storing 6,608 million metric tons of carbon, almost three times more carbon per hectare than the Amazon Forest. [Source: National Geographic Society]



Through rewilding, indigenous wildlife recovers are more biodiverse habitats are created so, in addition to being an integral part of our climate action strategy, the work undertaken by Rewilding Chile complements our overriding commitment to protect the environment, flora and fauna and local communities in the areas where we operate.

Protecting wildlife, increasing diminished populations, and—when necessary—reintroducing species are all key aspects of park creation. Rewilding, or ecological restoration, is a core strategy for helping the planet regain its balance.

In addition to this impact, national parks are an amazing way for a country to showcase its scenic beauty, wildlife, and cultural heritage for the world. We know that conservation projects are more successful when communities are empowered to play an active role in these efforts. The Route of Parks of Patagonia takes a local approach, seeking to establish nature-based tourism models that promote regional economic diversification, directly benefiting local populations.



https://youtu.be/rKhNYCvw4sI

Does travel to Latin America cause more damage than good?

We recognise when tourism can have a detrimental impact on the environment and on biodiversity loss. However, with a conscientious and responsible ethic, tourism can be a force for good, bringing many benefits including:-

- People travel to experience beautiful landscapes, animals in their natural environment and exotic ecosystems. Travel gives people the opportunity to experience the natural world first-hand, to enjoy it, to respect it and become ambassadors and raise awareness of the need to protect it.
- The tourism industry creates the economic justification for local communities for the protection of wild grasslands and forests, rather than their exploitation.
- The natural beauty, flora and fauna in these areas creates tourism experiences that support conservation and local communities. Tourism creates jobs and real economic benefits where areas are worth more for tourism than development, or intensively farmed agricultural land.
- When protected National Parks are created, they will have a legacy for future generations. Park fees from visitors provide funding to establish and continue critical conservation work and research to improve our relationship with nature.

- One in ten jobs worldwide are directly or indirectly in the tourism industry. We only work with suppliers that are serious about our shared social and environmental responsibilities. This focus has a ripple effect to drive change by engaging with their sub-suppliers, guides, hoteliers, restaurants, and so on, even in the most rural and remote areas.
- Tourism is generally an equal opportunities industry, employing women, vulnerable groups and non-discriminatory based on sexuality.
- Local partnerships and support are key to what we do. In offering authentic trips which include many of the lesser-visited regions of Latin America, we respect local knowledge, engage with cultures, and celebrate genuine local traditions.

Why not 'Carbon offset'?

There is currently quite a lot of complexity, controversy, and uncertainty regarding the use of carbon credits to "offset" a company's footprint. These views stem from the belief that carbon credits should not be considered fully fungible with a company's actual emissions, or that they divert a company's attention and resources from reducing its own emissions.

The economic cost of carbon credits is affected by market forces which may not reflect the actual value of the offset projects. Journey Latin America has decided to focus on a sensible Measure, Decarbonise, Regenerate, Collaborate, Finance approach which we fined a simpler yet more effective approach.

A small, but increasing, number of our suppliers are incorporating carbon off-set schemes in a bid to make their operations carbon neutral. Currently, we do not take account of these off-sets in our own CO2e measurement calculations.

Should clients will wish to off-set the carbon impact of their international flight. We recommend organisations such as Fenix Carbon, World Land Trust, or WWF. Again, we do not take account of these voluntary off-sets within our own carbon calculations.

Collaborate

We recognise that the best way to act on climate change is to work together to reduce collective carbon emissions. A multi-faceted approach to decarbonisation including national and sub-national authorities, businesses, local communities, and visitors will enable and accelerate sustainable development and regenerative processes.

Sharing ideas, challenges and solutions will help build a regenerative tourism industry, based on the principles of climate justice. We are members of the Travel Association (ABTA), The Specialist Travel Association (AITO) and the Latin America Travel Association (LATA) and regularly offer support and share knowledge on sustainability amongst members, and with others in the industry.

Moreover, by improving, creating, and expanding key development practices, highlighting any benefits and successes we also hope to motivate others to follow.

Finance

The company recognises that a successful sustainability strategy requires human and financial resources to be made available, as required, to meet its objectives.

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We make a financial donation to an environmental project for every booking we make. We have selected Rewilding Chile as the beneficiary, a non-profit charity which complements our own ethos and vision.

The company has also joined the Travelife Sustainability Certification scheme which provides training and guidance on a variety of sustainability initiatives and is overseen by a sustainability specialist. In 2022/23, we were also successful in applying for further funding for staff training from SUSTOUR, a technical support programme financed under the EU COSME programme, to improve sustainability performance.

The company has a Sustainability Committee which all staff members are invited to join and offers real benefits to those involved, including opportunities to: develop knowledge and skills on sustainability issues and also project planning, teamwork, communication; to influence the ST focus of the organisation; and to be champions in dealing with important causes and issues.

The company also has a long-standing relationship with the LATA Foundation which works to support social and environmental projects throughout Latin America and is a Platinum Corporate Partner. For every booking, our clients are given the opportunity to donate to the Foundation which has generated significant funding for these projects. In addition, over the years Journey Latin America staff have been encouraged to volunteer and been heavily involved with the Foundation, developing relationships with local charities, and organising emergency fund raising for natural disaster relief efforts as they arise in Latin America.

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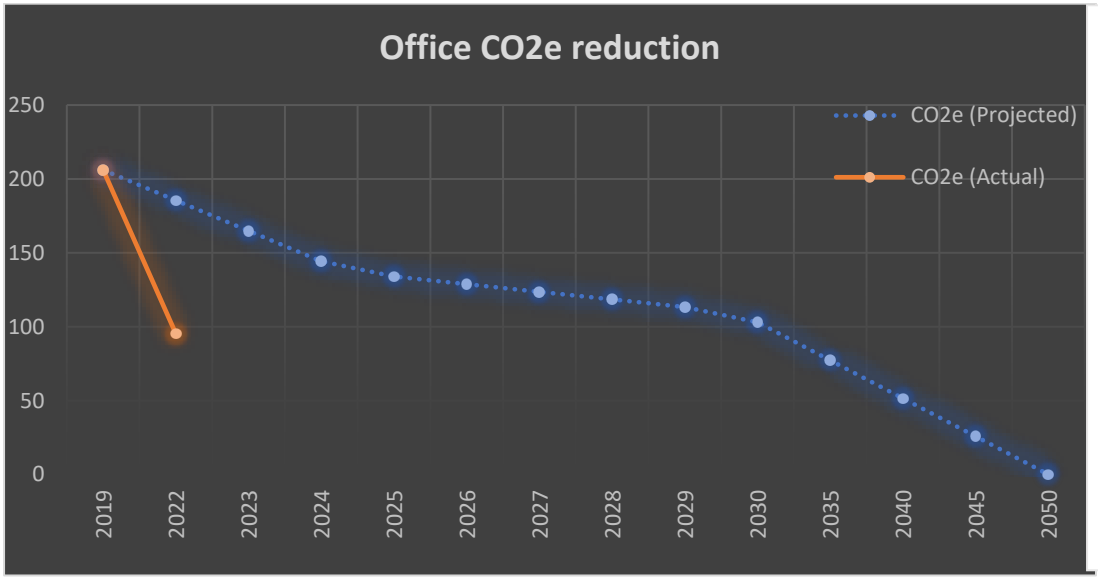
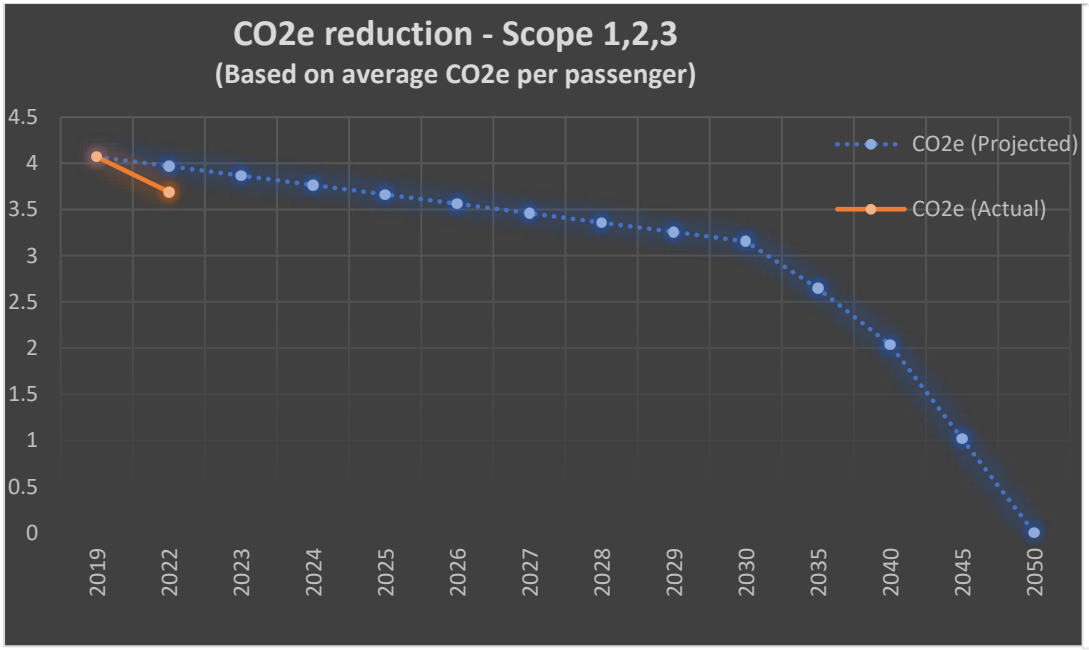
Annex 1 - Carbon Reduction



Projection: We retain control over many aspects of our office based CO2e and in the UK many resources are available. We project there will be many initial short-term gains to our reduction plan.



Projection: In Latin America we expect improvements in the short to medium term as improvements will be made across the Continent at national levels.

With flights, we will endeavour to make gains in the short and medium term though reductions are very dependent upon external forces and innovation from the airline industry.

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Short term = 2022-2025
Medium term = 2025-2030
Long term = 2030-50

Colour Code
Light green shade – Low CO2e impact
Green shade – medium CO2e impact
Dark green shade – high CO2e impact

Office reduction plan measures:

Location	Overview	Action	Target Term	CO2e reduction impact	Status
Office	Charitable support	~~Support and promote conservation projects, such as Onçafari Jaguar Project and Galapagos Conservation Trust as well as small scale community and conservation projects through the LATA foundation~~	Short	Low	☑
Office	Energy	~~Monitoring energy consumption and implementing ways to reduce it (e.g. giving preference to low energy equipment when possible, using a switch-off computer system);~~	Short	Low	☑
Office	Energy	~~Review lighting to ensure LED light bulbs are used around the office~~	Short	Low	☑
Office	Energy	Reduce thermostat of central heating by 1 °C in winter and increase for air conditioning by 1 °C in summer	Short	Low	
Office	Energy	Investigate feasibility of installing window film throughout the office, which allows light in but reflects the heat back out during summer. Window film gives benefit of natural light without causing increased need for air conditioning.	Short	Low	
Office	Energy	~~Measure increased electricity and heating generated by staff working from home.~~	Short	Low	☑
Office	Energy	~~Install motion sensors for lighting around the office~~	Short	Low	☑
Office	Energy	~~Use hot water dispenser in office to reduce use of kettles~~	Short	Low	☑
Office	Energy	Remove all kettles (Kettles waste a significant amount of energy when repeatedly used)	Short	Low	
Office	Energy	~~Have time specific heating and cooling of the office for when not in use~~	Short	Low	☑
Office	Energy	~~Introduce a company carbon sequestration programme for all residual emissions generated from the office (Energy, waste, paper, water, business travel)~~	Short	Medium	☑
Office	Energy	~~Using a sustainable energy supplier to ensure office electricity is from renewable sources and backed by Renewable Energy Guarantees of Origin (REGO) certification (to ensure that the energy supplied is 100% renewably Sourced)~~	Short	Medium	☑
Office	Energy	~~Introduce remote working and reduce number of days office in use (eg, WFH Saturdays)~~	Short	Medium	☑
Office	Energy	~~Increase energy efficiency in the office - eg, Using low carbon energy from on-site renewables such as Solar~~	Long	Medium	☑
Office	Finance	Review bank and its practices and the pension provider to ensure investments not in fossil fuel driven energy companies etc	Medium	Low	
Office	IT systems	Ensure web host is powered through Renewable Energy Certificates (RECs)	Short	Low	
Office	IT systems	Calculate and measure CO2e generated by website and IT systems	Short	Low	
Office	Paper	~~Ensure default printer settings are to double sided and discourage unnecessary printing~~	Short	Low	☑
Office	Paper	Review content of printer paper to ensure derives from recycled material	Short	Low	

Office	Paper	Gradually replace printed paper with digital platforms where the travel information is available to our clients (App, digital tracks, PDF documents, etc...)	Short	Low	
Office	Purchasing	Applying sustainability criteria in the purchase of our goods and services for the office; eg, telephones, computers, coffee etc	Short	Low	
Office	Purchasing	~~Use cleaning materials which are non-hazardous, non-eutrophic and biodegradable and are certified with an eco-label~~	Short	Low	☑
Office	Purchasing	~~Purchase products in bulk, to reduce the amount of packaging materials~~	Short	Low	☑
Office	Purchasing	~~Using recyclable toners and biodegradable ink;~~	Short	Low	☑
Office	Purchasing	~~Implement measurements to reduce wastage from brochure and marketing materials~~	Short	Low	☑
Office	Purchasing	Print brochures on environmentally friendly paper using a printing company that works with a certified environmental management system	Medium	Low	
Office	Purchasing	Investigate and consider the sustainability ethos of third party agents, eg Digital Design Agency	Short	Low	
Office	Staff ST training	Encourage staff to get involved by joining ST committee, attend external ST training etc	Short	Low	
Office	Staff ST training	Provide periodic guidance, training and/or information to all staff members, about their roles and responsibilities with respect to internal environmental practices - Reduce, Reuse and Recycle;	Short	Low	
Office	Staff Travel	Incorporate a sustainable education element to staff FAM trips (eg, Include a visit which focusses on the environmental benefit, strengthening skills and/or community projects with a focus on vulnerable areas and/or people to report back on)	Short	Low	
Office	Staff Travel	~~Measure and assess the carbon impact of UK based business travel~~	Short	Low	☑
Office	Staff Travel	Assess CO2e impact of staff commute and encourage low carbon transport	Short	Low	
Office	Staff Travel	~~Offer remote working to reduce impact of staff commute~~	Short	Low	☑
Office	Staff travel	Review all FAM trips to determine where lower emitting aircraft can be used and where overland travel is a realistic alternative.	Short	Medium	
Office	Staff travel	~~Minimise the necessity of business travel - using video conferencing as preferred alternative~~	Medium	Medium	☑
Office	Staff Travel	Consider route and travel options for all staff fam trips with carbon footprint a key consideration	Medium	Medium	
Office	Waste	~~Recycle or properly dispose of batteries and other bulky items not part of general waste collection~~	Short	Low	☑
Office	Waste	~~Install appropriate waste bins and collection to separate all materials which can be recycled and organize collection and proper disposal; Determine how much we are producing each type of waste and ensure are used properly.~~	Short	Low	☑
Office	Waste	~~Use a specialist external company for recycling for IT equiptment and bulky non-standard waste [ecogreenitrecycling.co.uk]~~	Short	Low	☑
Office	Waste	Become a zero waste-to-landfill space to eliminate all single-use plastics from the office (Plastic contains lots of 'embodied carbon', including those in cleaning products)	Medium	Low	
Office	Water	~~Install a water cooler to give employees direct access to cold water rather than having to run a tap reducing wastage~~	Short	Low	☑
Office	Water	~~Use a water-saving device such as low flush toilets to reduce water consumption (A regular toilet, for instance, uses about six gallons in every flush, an efficient one low flush toilet will use less than two gallons)~~	Medium	Low	☑
Office	Water	Install motion sensors on sink taps in toilets	Medium	Low	

Office	Water	Educate staff on everyday habits that reduce water consumption (Introduce water saving information, employee suggestion schemes)	Short	Low	

On the ground reduction measures:

Location	Overview	Action	Target Term	CO2e reduction impact	
On the Ground	Accommodation	Create and publish good practice environmental guidance for accommodation providers (easy to follow action plans for carbon reduction and sustainability good practice to drive improvements)	Medium	Low	
On the Ground	Accommodation	Review and expand upon the sustainable and carbon friendly accommodation on our website and marketing materials	Short	Low	
On the Ground	Accommodation	Create an internal inventory of all accommodation options with exceptional sustainability criteria	Short	Low	
On the Ground	Accommodation	Collate list of properties with a credible sustainability certification (e.g. GSTC recognised or Travelife certification) to promote their benefits and good work in our descriptions	Medium	Medium	
On the Ground	Accommodation	Obtain more granular data on emissions for accommodation - many of the properties we use already have extraordinary sustainable policies and practices to reflect this in our carbon calculations.	Short	Medium	
On the Ground	Accommodation	Aspire for all our top selling accommodation to incorporate a sustainability element (eg, a sustainability contract, water saving programme, energy saving programme, waste management, sustainable supply chain, etc	Long	Medium	
On the Ground	Client information	Provide top tips for clients on how they can reduce their carbon footprint to be published on our website and briefing dossier.	Short	Low	
On the Ground	Client information	~~Advise guests on behaviour standards during excursions and activities with a focus on respecting the local culture, nature, and the environment;~~	Short	Low	☑
On the Ground	Client information	~~Encourage travellers to purchase our Water-to-Go reusable water bottles~~	Short	Low	☑
On the Ground	Client information	Recommend a suitable offset system for travellers to voluntary contribute to.	Short	Medium	
On the Ground	Client information	~~Introduce a donation for every booking to a carbon sequestration programme~~	Short	Medium	☑
On the Ground	Excursions	Assess the sustainability performance of excursions and tours including guidelines for guides and tour leaders	Medium	Low	
On the Ground	Excursions	Create an inventory of environmentally or culturally sensitive excursions which are offered in each destination	Short	Low	
On the Ground	Excursions	Ensure we are not offering any excursions that use a disproportionate or unnecessary use of natural resources such as water and energy, or which are socially and culturally unacceptable	Short	Low	
On the Ground	Excursions	~~Promote and recommend carbon friendly activities like cycling, hiking, kayaking and walking tours~~	Short	Low	☑
On the Ground	Excursions	~~Promote authentic experiences. Promoting travel to rural communities to sustain traditional ways of life, empower local communities and actively source excursions and activities that put local people at the centre to spread the economic benefits of tourism.~~	Short	Low	☑
On the Ground	Itineraries	We will only visit locally owned restaurants which use locally sourced produce on excursions.	Medium	Low	

On the Ground	Itineraries	We will remove buffets from all private excursions and request they be withdrawn on shared itineraries. Buffet restaurants result in huge amounts of waste.	Short	Low	
On the Ground	Itineraries	We will commit to promoting social enterprise and reduced CO2e from food by ensuring there is a locally sourced and/or plant-based restaurant recommended in all major destinations on our travel app	Short	Low	
On the Ground	Itineraries	At the booking stage, we will promote sustainable trips - Encourage clients to choose more sustainable trips and with an emphasis on a connection to the environment and local culture	Medium	Low	
On the Ground	Itineraries	Measure the carbon footprint of meals included within our itineraries	Short	Low	
On the Ground	Itineraries	~~We will promote travel to National Parks and Biosphere Reserves which will provide financial support to preserve vital ecosystems. Promoting and advising our guests on excursions and activities which support local environment and biodiversity such as visiting protected areas or environmental protection projects;~~	Short	Low	☑
On the Ground	Itineraries	Provide options for lower impact in-country transportation, for example, using public transport and where feasible and looking for opportunities to switch to electric vehicles as soon as destination infrastructure allows.	Medium	Medium	
On the Ground	Itineraries	Launch a number of tours designed to be 'flight free' when in Latin America	Short	Medium	
On the Ground	Local representatives	Reduce single use plastic on ground in Latin America (eg, Promote widespread use of water dispensers, review reusable items for lunches etc)	Medium	Low	
On the Ground	Local representatives	Incorporate a sustainability element on all supplier meeting agendas	Short	Low	
On the Ground	Local representatives	Collaborate with local partners to sustainably manage natural resources in the areas they operate. Promote environmental initiatives and support local management of natural resources	Medium	Low	
On the Ground	Local representatives	Optimise energy efficiency of ground transportation (Fuel efficient vehicles, optimising routes, driver guidance on efficient driving techniques)	Medium	Medium	
On the Ground	Local representatives	Encourage implementation of low carbon emissions transport as soon as destination infrastructure allows,(eg, electric vehicles, more sustainable fuel)	Medium	Medium	
On the Ground	Local representatives	We will communicate our carbon commitment to all Latin American partners and request they support this ethos. Our goal is to drive positive change throughout the supply chain.	Short	Medium	
On the Ground	Local representatives	We will only work with organisations who are truly implementing sustainability into their tourism policy	Medium	Medium	
On the Ground	Local representatives	We will regularly evaluate the sustainability practices of our key partners to ensure their practices are sustainable	Medium	Medium	

Flight reduction measures:

Location	Overview	Action	Target Term	CO2e reduction impact	
Flights	Flights	Evaluate key flight routes and recommend flights with lower CO2e/more energy efficient aircraft eg, Dreamliner	Medium	High	
Flights	Flights	Book only those airlines using sustainable aviation fuel (when it becomes available)	Long	High	
Flights	Flights	Draw attention to the difference between the carbon emissions of upgraded flights and their equivalent in economy - there is a significant difference in the associated emissions.	Medium	Medium	
Flights	Flights	Employ a 'make it count' strategy to encourage longer stays, use direct flights wherever possible and ensure travel delivers local benefits	Short	Medium	

Flights	Flights	Provide options to our customers for lower impact in-country transportation, for example, swapping internal flights for land transport	Medium	Medium	

Annex 2 - Measurement methodology

Overview – Office emissions

We calculate the carbon emissions of our business activities in the UK. This includes calculating the emissions that we as a company have made directly (Scope 1) — for example company facilities and vehicles. It also includes the emissions we make indirectly (Scope 2) – for example, purchased electricity, heating and cooling of the office. As well as all other indirect emissions associated with our organisation occurring from sources we do not own or control (Scope 3) - such as water, waste, paper usage and staff business travel.

We use DEFRA conversions to calculate our office and staff carbon emissions. We used 2019 (the last normal year pre-Covid pandemic) to set a baseline figure to measure our progress and make emission reductions year on year. This also forms part of our commitment under the Glasgow Declaration to halve emissions by 2030 and reach net zero as soon as possible before 2050.

Scope 1

- In 2019 we had no emissions associated with Scope 1 and do not expect to generate any emissions relating to Scope 1 in the foreseeable future.

Scope 2

Electricity

- To obtain the carbon footprint of our electricity usage, we multiplied our total 2019 kilowatt hours (Kwh) by the DEFRA UK electricity factor, namely the electricity supplied to the grid that we purchased). We then multiplied this figure by the DEFRA transmission and distribution factor (which relates to the energy loss that occurs in getting the electricity from the power plant to our office). We then took into account the DEFRA Well-to-Tank conversion (which enables us to also account for the emissions associated with the extraction, refining and transportation of primary fuels before their use in the generation of electricity).

Scope 3 - Office

Waste

To calculate the emissions generated through general office waste we used the DEFRA factor for waste (Plastic, glass, food, paper, metal) and applicable conversion for recycling. Non-recyclable waste was sent for incineration and the DEFRA factor for combustion of commercial and industrial waste used.

With waste, it was a challenge to provide an accurate calculation for 2019 as we did not weigh refuse and recycling and so struggled to set a benchmark. However, we obviously generated waste and therefore sought to arrive at the best available measurable estimate.

In 2022, we had accurate figures as all waste is measured. Total waste for the building was 8.858t 70.7% of waste for the building was recycled. (Dry Mixed Recycling 3.011t; Glass 2.198t; Food Waste-Not For Consumption 1.054t). Waste for Incineration was 2.595t

Paper

- For the paper used in printing and client documentation we used the DEFRA conversion for paper made from virgin stock and the conversion for materials made from recycled content and applied these factors appropriately in accordance with the composition of printer paper, client documentation, envelopes and our marketing materials such as brochures.

- We estimated the amount of office paper, envelopes and publications paper we purchased in 2019 and 2022 and converted this to weight to apply the appropriate DEFRA emissions factor (depending on the content of the paper – virgin stock or recycled). This was a per annum estimation rather than an exact calculation as the paper we purchase in a year is not always used that same year for example some brochures, fliers and other marketing material will be printed in bulk and be used over time.

Water

- A contributor to office emissions was water. To calculate the carbon footprint we estimated our water usage in cubic meters. We looked at the total cost for water and sewerage for the entire building in 2019 and equated our apportionment of 30.22% Total cost for Water and Sewerage was £1,021. Our share of that was £308.55.

  We used a Thames Water tariff to determine the cubic meters used.

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- We multiplied the m^3 by the DEFRA conversion factor for water delivered through the mains supply network.
- For our waste-water, we used the DEFRA conversion for water treatment and multiplied this by 95% (in assuming that 95% of water goes down the drain/is flushed away).

Staff Travel

- We recorded all business travel and familiarisation trips taken by staff in 2019. All flights were recorded and applicable CO2e conversion applied. Hotel room nights for staff when in Latin America is also incorporated into our broader annual emissions calculations of room nights. (Combining staff and client room nights averts double counting as our reservation system room night report includes both). We also recorded all tour leader flights to and from the tour location and internal flights taken on their tours.

Scope 3 – Holiday emissions

Overview

Using the DEFRA factors, we calculated the carbon emissions of all our holidays in 2019 (the last normal year pre-Covid pandemic) to get a baseline emissions figure and to calculate the average carbon emission for each traveller which we can use to measure progress and set targets for future years.

Flights

- We have used the UK government's (DEFRA) conversions for air travel. DEFRA apply a CO2e per kg factor to specific flight arrangements (flights departing /arriving to the UK, domestic/international flights, short haul/long haul) and we have assigned the applicable conversion to the flights we arrange. Moreover, the DEFRA conversions have defined factors for class (Economy, Premium, Business, First) and we have applied these to the individual and annual carbon calculations of the flights booked through Journey Latin America.

- Many air-travel carbon calculations determine distance between destinations 'as the crow flies' which fail to properly account for the true carbon impact of air-travel. As most emissions are generated at take-off and landing, we have included all transit and connections in our calculations.

- In addition, rather than calculating the direct route between departure and arrival airports, we have also applied the Haversine formula (Point to point on a sphere) to ensure the flight distance is accurate.

- Our robust air travel emissions calculations also include Radiative forcing (RF) to capture the maximum climate impact. RF is a measure of additional indirect environmental impacts of aviation which includes the emissions of nitrous oxide, contrails and water vapour when emitted at high altitude.

- We are currently unable to measure when clients book their own flights but encourage all passengers to offset

Tailor-made Travel

- As many of our holidays are bespoke travel arrangements, for ground services we have calculated the carbon emissions of our most popular signature holidays for each country

using the UK DEFRA conversions. These are the most comprehensive tours in each country travelling to a wide range of destinations (which not all bespoke itineraries will incorporate), enabling us to calculate the highest average carbon footprint to incorporate a daily emission factor for each destination and apply this to each individual holiday.

- The hotel emission factor used is taken from the DEFRA hotel conversion for accommodation in each country. Where these are not available for a particular country, we have used an average of the Latin American countries that DEFRA has available data for. We use many sustainable and smaller boutique properties, meaning this figure is also likely to be higher than our actual emissions.

- For ground transport and excursions on our bespoke trips, our calculations are based a medium car using petrol vehicles (which is the highest CO2e per km emitting vehicle fuel according to DEFRA), regardless of the fact that some transport will be by shared vehicle and in some countries vehicles emitting lower emissions are used, such as those run on ethanol and hybrid vehicles. Therefore, we are again estimating on high average emissions

- Cruise travel arrangements are a work in progress. DEFRA have CO2e factors for sea travel by 'Ferry' only. As the cruise vessels we sell are much smaller passenger-only expedition vessels more consideration is required to arrive at an estimated carbon calculation. For the 2019 calculation, we consulted with several cruise operators in the Galapagos Islands (which represents 65% of our total cruise nights) and obtained the annual marine fuel usage for a handful of vessels and the Kwh from their generators. Using the GHG Emissions Calculation Tool we were able to calculate the average CO2e emitted per day for each departure. We then multiplied this by the number of cruise nights we sold in 2019. Going forward we intend to request the annual marine fuel usage and KWh from generators from all our cruise operators and each of their vessels to obtain more accurate data.

Group Tours

- For Group tours, all flights (international and domestic) are included in the annual flight carbon impact calculation. To calculate the emissions of ground arrangements for individual tours, we calculated the number of room nights in each destination and the distances travelled overland for every transfer, excursion, coach and rail journey and applied the applicable DEFRA calculations. The emissions generated by Pre-and Post-tour travel arrangements are included in the bespoke travel calculation.

- In 2019, to estimate the carbon impact of group tour ground arrangements, we calculated the number of passengers booked on to each tour and applied the relevant carbon emission for that tour.