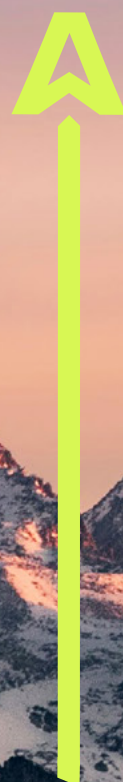


# CHAMPIONING THE GREAT OUTDOORS



**Nature & Climate Action Plan 2030**

SANTA<sup>5</sup> LAPLAND INGHAMS



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## ACCOUNTABILITY



# About us

**Inghams** was founded by Walter Ingham in 1934, born out of his enduring passion for skiing, mountaineering and walking. For over 90 years, Inghams has continued to help our guests make the most of the great outdoors, creating holidays for those who love the fresh air and spending time in nature. Today, Inghams Ski offers winter skiing holidays in over 80 resorts across eight countries. Inghams Walking offers stay-and-walk holidays in 75 resorts across eight countries, while Inghams Lapland offers winter wonderland trips to explore Finnish Lapland.

**Santa's Lapland** offers the kind of Christmas holiday that comes but once in a lifetime, whisking families away to Lapland during the festive period and giving them the chance to join the great search for Santa, take a reindeer ride and go sledging with huskies.

Inghams and Santa's Lapland are part of DERTOUR UK.



## INTRODUCTION

# What does nature mean to us?

At Inghams and Santa's Lapland, we offer exceptional holidays in the great outdoors – on foot, on skis, or by sled. We take our guests to some of the most breathtaking landscapes on the planet: from the remote wilderness of Finnish Lapland to the towering peaks of the Alps. But in these extraordinary places, we are also witnessing firsthand, the growing impacts of the nature and climate crises.

We are a company of **nature lovers** and championing the great outdoors is our passion. Our holidays depend on healthy, resilient ecosystems: from the mountains we explore to the ingredients used in the meals we enjoy – **nature is at the heart of it all**. The landscapes. The views. The sounds. **The connection to the great outdoors** is what our holidays are rooted in.

However, when **ecosystem services falter** – such as a rock fall in the French Alps – or when previously predictable **weather patterns waver**, both our on-the-ground operations and the guest experiences we provide face risk, and so too does our business. We know we are not alone – the World Economic Forum's Global Risk Report 2025 ranks extreme weather events as the number one most severe risk over the next decade, with biodiversity loss and ecosystem collapse in second.<sup>1</sup>

Tourism depends on nature but also impacts it; from pollution and carbon emissions, particularly from air travel, to land-use change and pressure on wildlife. Tourism produces over 8.8% of global greenhouse gas emissions.<sup>2</sup> Meanwhile, **biodiversity**

**is under pressure** from multiple human activities, with populations of mammals, birds, fish, reptiles and amphibians having fallen by 73% since 1970,<sup>3</sup> and overall species diversity shrinking by 2-6% per decade.<sup>4</sup>

According to the **2025 Planetary Health Check report**,<sup>5</sup> seven of the nine planetary boundaries – the safe operating limits for a stable planet – have now been breached.

As **nature declines**, so too does its **ability to absorb carbon** – meaning the climate and nature crises are **two sides of the same coin**. We risk losing the incredible landscapes we love to visit, and the consequences of nature degradation cascade into other industries vital to tourism, such as **agriculture and food production**.

Our connection to the great outdoors has faded by 60% over the past 200 years, reminding us how vital it is to reconnect, to help the natural world thrive and remember how closely our own wellbeing is tied to its health.<sup>6</sup>

When done well, tourism has vast **positive impacts**, providing **1 in 10 jobs**<sup>7</sup> worldwide and supporting

conservation efforts globally. As a business that wants to be **thoughtful by nature**, we are committed to taking responsibility for our impacts, restoring nature and working collectively towards a **nature positive future** with fair and **equal access to nature** for all.

Everything in our world is interconnected – the health of nature supports the **stability of our climate and the wellbeing of communities**.

That's why we're now placing nature at the heart of all our impact and sustainability work.

## OUR PROMISE TO THE GREAT OUTDOORS?

**Respect.**

**Reduce.**

**Reconnect.**

**Replenish.**






# → OUR RELATIONSHIP WITH NATURE




# Understanding our relationship with nature


Understanding how we affect nature, how it affects our business and how we hold ourselves accountable.




DEPENDENCIES



IMPACTS



RISKS



OPPORTUNITIES

## BIODIVERSITY MATERIALITY ASSESSMENT

In 2024/25, we conducted a high-level biodiversity materiality assessment to better understand where our operations most significantly impact and depend on nature – and how we can be accountable for those effects. This process helped us focus our actions where most needed.

The assessment, led by conservation consultancy Biodiversify, examined our operations, destinations, supply chains and guest activities. We engaged both internal teams and external nature experts to build a comprehensive view, with insights gathered through workshops and interviews facilitated by Biodiversify.

Our approach was informed by emerging best practice and aligned with leading frameworks, including the Taskforce on Nature-related Financial Disclosures (TNFD),<sup>8</sup> Science-Based Targets for Nature (SBTN)<sup>9</sup> and guidance from the Intergovernmental Science-Policy Platform on Biodiversity and Ecosystem Services (IPBES).<sup>10</sup>

## THE KEY INDICATORS

The key indicators outlined on the following page were developed and were used to assess our operations’ dependencies, impacts, risks and opportunities (DIROs) in relation to nature.

This work mapped the elements of the natural world upon which our businesses rely to deliver exceptional customer experiences and sustain long term commercial success. It also

identified the risks and consequences that could arise if any of these dependencies were threatened. Following this, we mapped both our direct and indirect impacts on nature. The full impact findings – broken down by brand (Inghams Ski, Inghams Lapland, Inghams Walking and Santa’s Lapland) – are presented in the table on page 8, using a traffic light system.

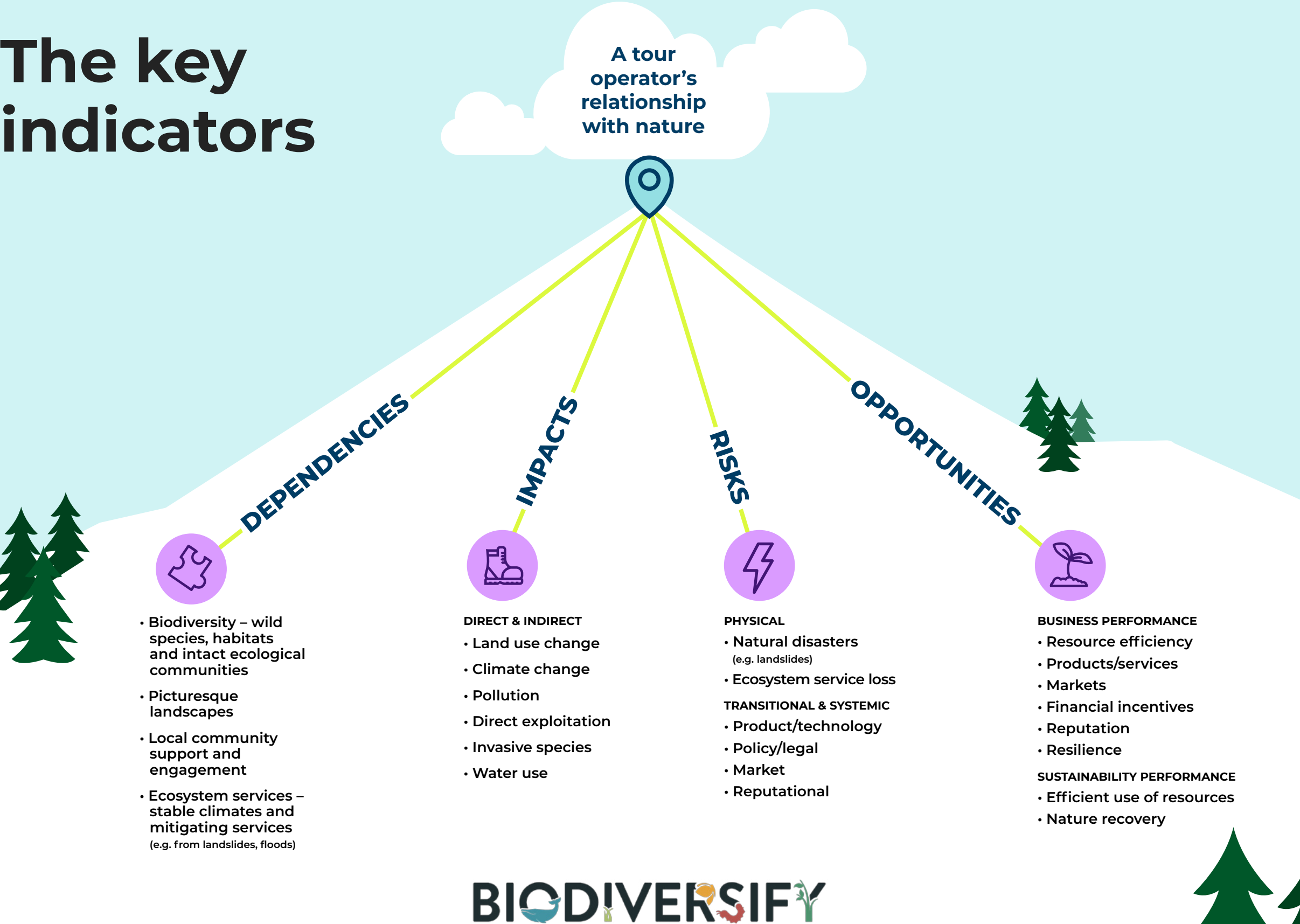
From this foundation, Biodiversify assessed our current approach to social and environmental impact, including the nature-related partnerships already in place. We identified opportunities across our brands and developed the action presented in this document.

8 [TNFD](#) | 9 [SBTN](#) | 10 [IPBES](#)



OUR RELATIONSHIP WITH NATURE

# The key indicators



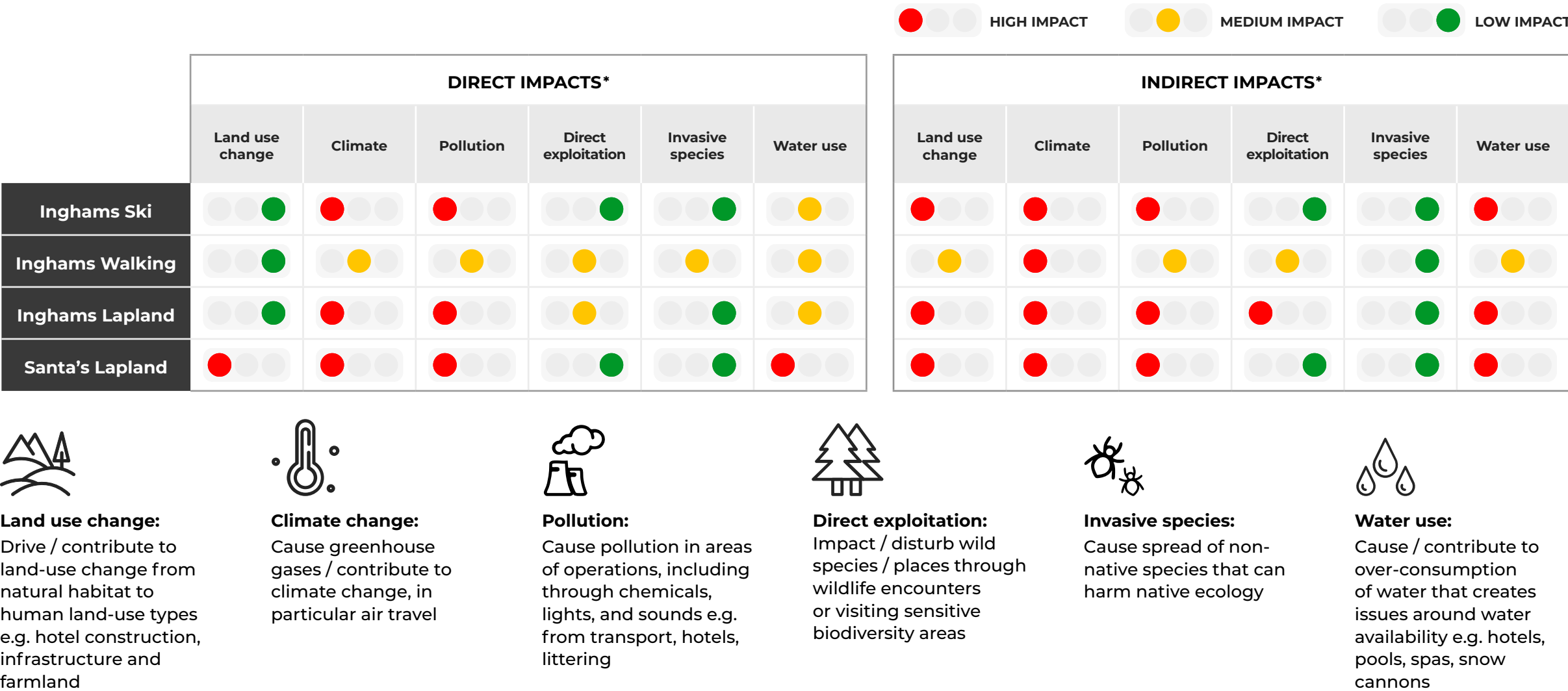


OUR RELATIONSHIP WITH NATURE

# How our brands impact nature

Using a traffic light scheme, we mapped each brands’ direct and indirect impacts on nature – red denoting the most significant impacts and green the least. As a result of air travel, climate-related impacts emerged most prominently, alongside pollution impacts. Recognising this, we have integrated our existing Climate Action Roadmap into the Nature & Climate Action Plan outlined in this document alongside actions we aim to take to minimise other impacts.

It is also important to note that whilst our direct land use (owned or leased) is low impact, our business has the potential to indirectly impact both water and land use change more significantly via our supply chains. This analysis provided a top level impact assessment rather than site-specific data. However, it serves as an important starting point for understanding our impacts. By sharing it transparently, we hope to encourage others in the industry to reflect collectively on our potential impacts on nature and take meaningful action.

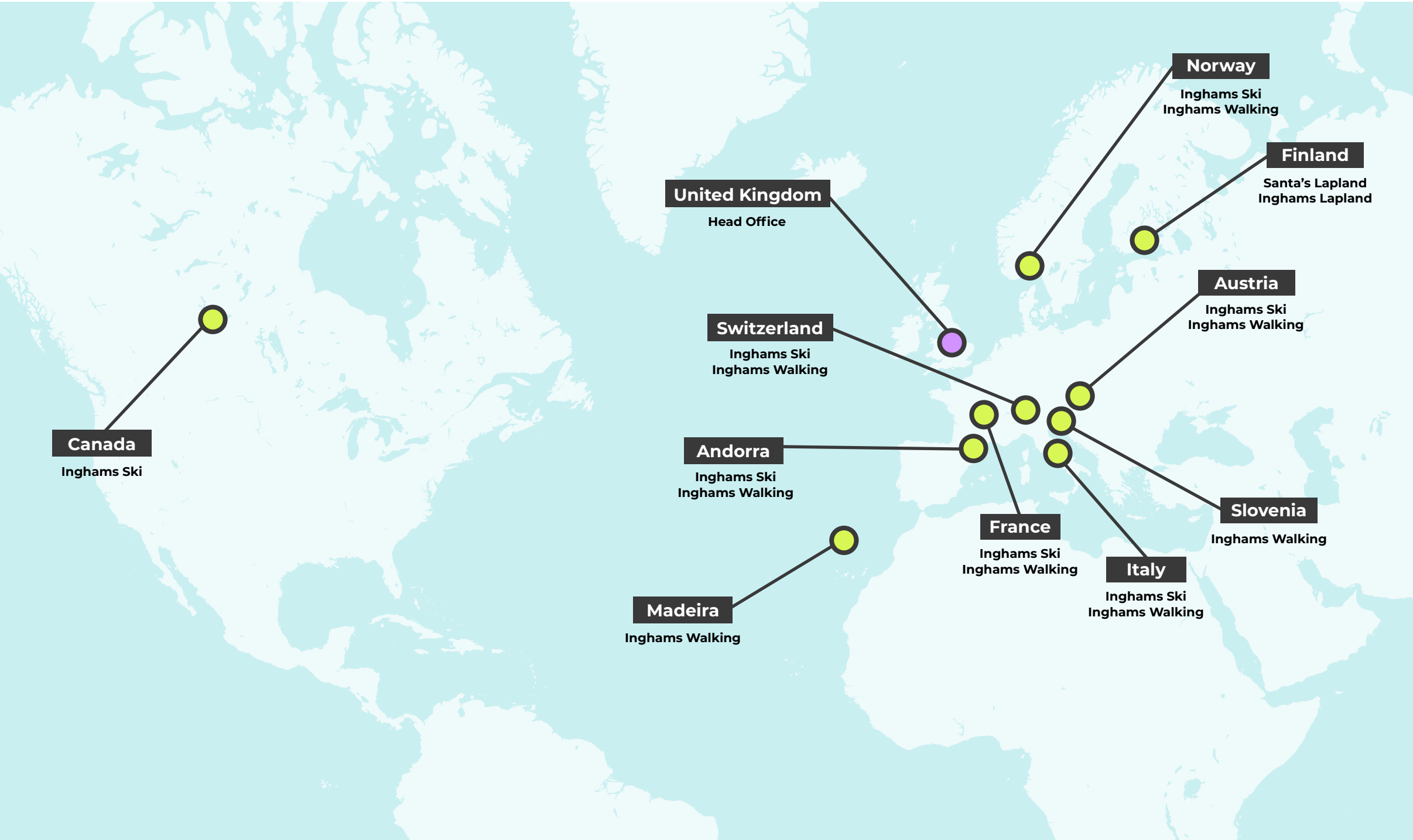


\*Direct impacts are caused immediately by the presence and activities of customers, while indirect impacts are the impacts that Inghams & Santa’s Lapland are broadly contributing to via aggregated tourism impacts in an area (e.g. increased infrastructure, water consumption, etc).



OUR RELATIONSHIP WITH NATURE

# Where we impact nature





OUR RELATIONSHIP WITH NATURE

# Priority actions

In addition to analysing the dependencies, impacts, risks and opportunities on page 7, Biodiversify reviewed the brands' existing impact initiatives and partnerships against their recommended priority actions, assessing whether progress was on track or where further work was required.

	RECOMMENDED PRIORITY ACTIONS	ACTIONS SO FAR (assessed in January 2025)
Inghams Ski	Impact reduction	<div></div> ON TRACK
Inghams Walking	Local nature recovery & reconnection	<div></div> MORE TO DO
Inghams Lapland	Reconnection & impact reduction	<div></div> ON TRACK
Santa's Lapland	Impact reduction	<div></div> MORE TO DO

Our work with Biodiversify has helped pinpoint our priority focus areas by brand, leading to the creation of this Nature & Climate Action Plan. Since the assessment at the beginning of the year, our nature work has accelerated. For example, we've already established a biodiversity regeneration partnership with Zillertal Nature Park near our popular Inghams Walking Austrian resorts, to help address the need for greater localised, nature recovery work. Read on for more detailed actions.







**ACTION  
PLAN**



ACTION PLAN

Our 10 step Nature & Climate Action Plan

# CHAMPIONING THE GREAT OUTDOORS

10%  
of profits to  
impact initiatives



## ACTION PLAN

# Our plan

## Our ten step plan for nature – sets out the actions we commit to up to 2030.

It guides not only how we interact with nature and the great outdoors, but how we act on climate and support communities too. Our ambition is to inspire a type of collective action – alongside our communities – that brings enjoyment, and creates a lasting, positive impact on the great outdoors.

We track our progress on our Action Plan in our annual Impact Report.

To achieve this, we are investing 10% of our annual profits (EBITA) back into the great outdoors through impact initiatives and the grassroots partners we support across nature, climate, and community. These contributions fund on-the-ground projects and other business investments in low carbon operations, technologies, or more sustainable purchases.

Throughout the plan we have used a traffic light system to show our progress.



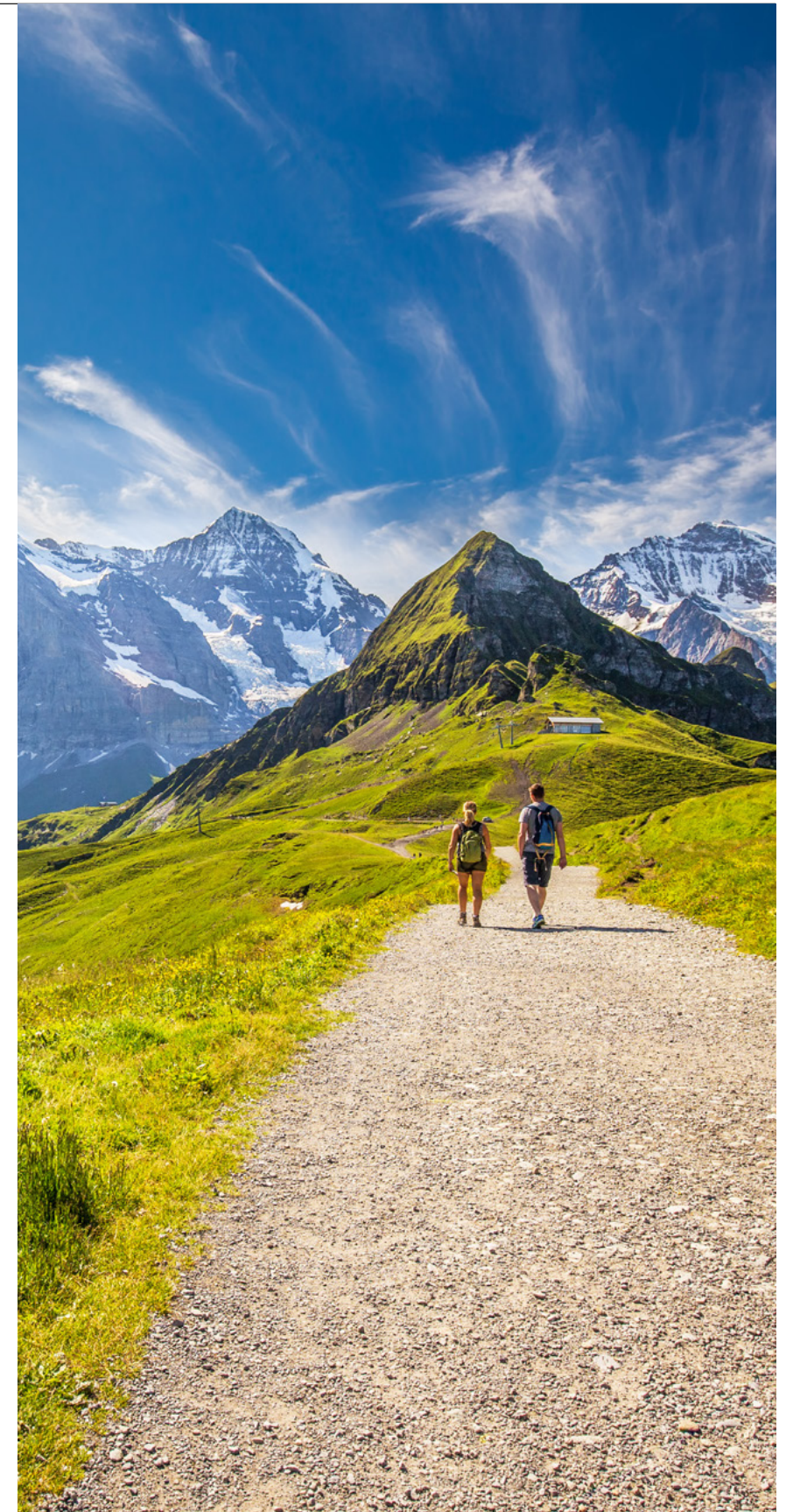
**Red = Not started:** This action has not yet begun.



**Yellow = In progress:** This action is underway but not yet complete.



**Green = Implemented:** The action has been successfully put in place and continues to operate as part of BAU.





## ACTION PLAN

# Our strategic foundations

## KUNMING-MONTREAL GLOBAL BIODIVERSITY FRAMEWORK TARGETS

Underpinning our actions is the Kunming-Montreal Global Biodiversity Framework (GBF) – an agreement adopted in December 2022 at COP15 to work towards 23 agreed targets<sup>11</sup> by 2030. Our plan chooses to focus on eight of those targets, listed here.



## SUSTAINABLE DEVELOPMENT GOALS

We've also previously mapped our impact ambitions against the 17 Sustainable Development Goals (SDGs)<sup>12</sup> which were created by the United Nations in 2015 to address the greatest challenges facing the world by 2030. We believe we have the greatest potential for impact on the following eight areas.



<sup>11</sup> Convention on Biological Diversity | <sup>12</sup> UN Sustainable Development Goals



## ACTION PLAN



# Respecting

**Across our brands, impact begins with respect – for nature, and for the communities who call the places we visit home. We believe tourism should make a positive contribution: strengthening biodiversity and benefitting residents, whether that means the indigenous Sámi community in Lapland or those living in and around mountain resorts.**

In recent years, the climate crisis has increasingly affected the landscapes and communities where we operate, bringing extreme weather events and landslides. Such global challenges are often felt most acutely by marginalised groups, which is why climate justice and equity must sit at the forefront of our transition plans. We are proud to collaborate with inspiring grassroots impact partners who are driving social and environmental progress, and we continue to support their missions both financially and strategically.

Respecting...





ACTION PLAN – Respecting

Respecting...

 NOT STARTED IN PROGRESS IMPLEMENTED

1 Local & indigenous communities as custodians of nature	
OUR ACTIONS	STATUS
Destination Impact Assessment examines climate, nature and community risks for any new destination considered	<div><div></div><div></div><div></div></div>
Overtourism Assessment Tool for excursions	<div><div></div><div></div><div></div></div>
Indigenous people policy	<div><div></div><div></div><div></div></div>
Modern slavery policy	<div><div></div><div></div><div></div></div>
Human rights policy to expand and build on existing modern slavery policy	<div><div></div><div></div><div></div></div>
Safeguarding policy for vulnerable people	<div><div></div><div></div><div></div></div>
Grounded Voices Advisory Board create an advisory board consisting of local community and future generation voices and/or environmental expert(s) to advise on long-term strategic business decisions that affect local nature and communities	<div><div></div><div></div><div></div></div>

2 Employees as changemakers for fairer futures	
OUR ACTIONS	STATUS
Employee carbon literacy training for all employees	<div><div></div><div></div><div></div></div>
Employee match funding to support individuals' fundraising initiatives	<div><div></div><div></div><div></div></div>
Virtual College sustainability training module for all seasonnaires	<div><div></div><div></div><div></div></div>
Environmental and social impact training content available for all employees	<div><div></div><div></div><div></div></div>
Left Luggage Locker for colleagues to offer preloved items to each other for free	<div><div></div><div></div><div></div></div>
Repair-Rebels a skill sharing, match making service to prolong the life of clothing, bikes, electric gear etc	<div><div></div><div></div><div></div></div>
Employee-led community action and volunteering – target of 50% usage for volunteering day allowance, per year	<div><div></div><div></div><div></div></div>

3 Animal protection policy	
OUR ACTIONS	STATUS
Animal protection policy	<div><div></div><div></div><div></div></div>
Annual audit of all animal-related experiences	<div><div></div><div></div><div></div></div>
New product development in line with animal protection policy	<div><div></div><div></div><div></div></div>
Dedicated email address for guests' concerns	<div><div></div><div></div><div></div></div>

4 Our role as advocates for change	
OUR ACTIONS	STATUS
Take part in purpose-driven panels, events and discussions	<div><div></div><div></div><div></div></div>
Host sustainability-related press trips by rail	<div><div></div><div></div><div></div></div>
Use our voice to speak on climate and nature related issues in the media and to collaborate with industry	<div><div></div><div></div><div></div></div>
Advocate for better infrastructure, subsidies and support for train travel	<div><div></div><div></div><div></div></div>
Encourage ski resorts and hotels to measure, report and disclose emissions data	<div><div></div><div></div><div></div></div>



## ACTION PLAN



# Reducing and removing

**Minimising our impact on nature is a cornerstone of our Nature & Climate Action Plan. Reducing the resources we consume is vital to protecting biodiversity. This includes cutting our carbon, water and waste footprints, as well as reducing overall consumption and prioritising nature-friendly supply chains.**

In November 2021, our brands signed the Glasgow Declaration on Climate Action in Tourism, committing to align with the Paris Climate Agreement target of limiting global heating to 1.5 degrees. Since 2022, we've been working to reduce greenhouse gas emissions across the business. We report our emissions reduction progress annually in our Impact Report which is available [here](#). The following section includes our plans to cut our scope 1 and 2 emissions by 90% and reduce our scope 3 emissions by 50% by 2030, reaching net zero by 2050 or sooner.

Scope 3 emissions – those from our supply chains make up over 99% of our total footprint. We aim to engage our suppliers from hotel and transport providers to uniform manufacturers and office equipment partners to better understand and reduce our environmental and social impacts together.

Like many travel companies, aviation is the largest contributor to our carbon footprint. We've been passionate about growing our rail offering over the last few years. However, with the current system, we also need to be honest and realistic about the struggles that we face as an industry in working towards these ambitious goals and the need for better support and investment in train travel.

Reducing & removing...



# Our approach to carbon measurement

- Our emissions are measured by ecollective, following Greenhouse Gas (GHG) Protocol annually.
- We measure scope 1, 2 and 3 emissions, including flights.
- Our baseline year is 2022.

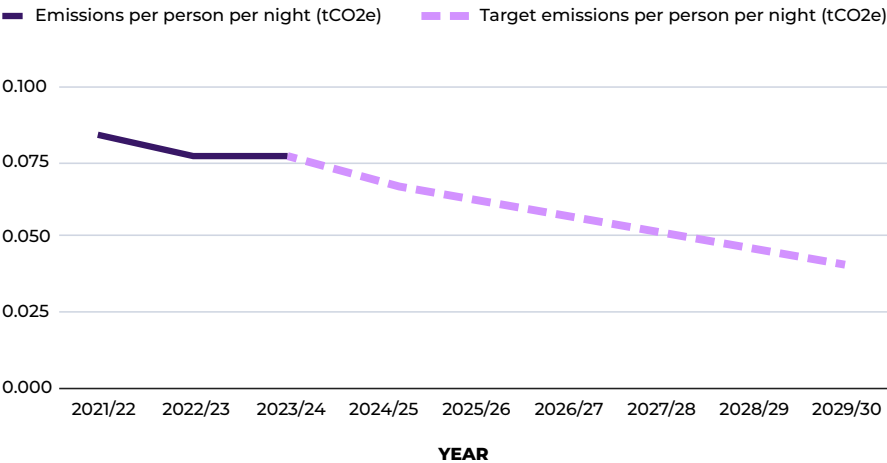
In our measurements, we include the full holiday. From the hotels, activities, transfers, meals and flights, they all have an impact.

We also measure our wider business impact, including office emissions, leased vehicle usage, commuting, purchasing, merchandise, marketing, events, website, business travel and working from home energy use. In addition we include the transport, meals and accommodation of our seasonnaires.

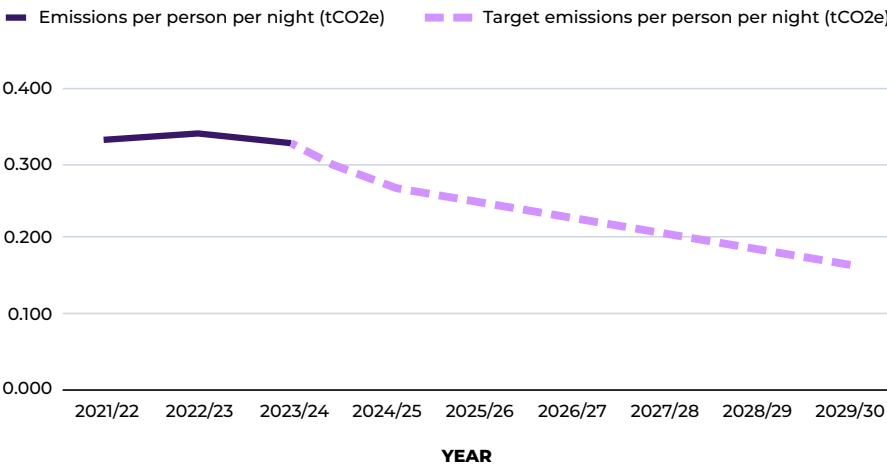
Although not perfect, our level of accuracy increases annually and to account for any missed emissions we include a 15% buffer. We measure and report both our absolute GHG emissions (total emissions measured in tonnes) and our GHG emissions intensity. Our chosen intensity measurement is CO2 equivalent per person per night, measured in kilograms.

These graphs show the necessary trajectories required to half our scope 3 emissions by 2030 for Inghams and Santa’s Lapland. Although there’s been a decrease since our baseline year of 2022, we must go deeper and faster on our decarbonisation journey.

## INGHAMS



## SANTA'S LAPLAND





## ACTION PLAN – Reducing &amp; removing

## Reducing and removing...

NOT STARTED
 IN PROGRESS
 IMPLEMENTED

5 Greenhouse gas emissions						
OUR ACTIONS			STATUS	OUR ACTIONS		STATUS
Scope 1 & 2 emissions	90% reduction in scope 1 and 2 absolute emissions by 2030 (from 2022 baseline)	<div><div></div><div></div><div></div></div>	Carbon intensity pppn – promote longer stays to reduce emissions and boost the local economy	Encourage customers to choose longer duration stays	<div><div></div><div></div><div></div></div>	
Scope 3 emissions	50% reduction in emissions intensity across scope 3 by 2030 (from 2022 baseline)	<div><div></div><div></div><div></div></div>				
GHGs from transport	Over 30% Ski and 30% Walking resorts reachable from UK by train	<div><div></div><div></div><div></div></div>	Energy use by accommodation partners	All partners commit to reducing carbon emissions and working towards net zero	<div><div></div><div></div><div></div></div>	
	Expand the number of resorts reachable by rail	<div><div></div><div></div><div></div></div>		100% of guests stay in hotels that have completed our Accommodation Impact Assessment which requests carbon emissions data. Currently at 35% completion rate	<div><div></div><div></div><div></div></div>	
	Avoid the sale of more carbon intensive indirect flights for short haul travel, as well as upgraded seats (except for accessibility reasons)	<div><div></div><div></div><div></div></div>		Commercial and marketing priorities given to those engaging and reducing emissions	<div><div></div><div></div><div></div></div>	
	Invest in sustainable aviation fuel (SAF) on behalf of Santa's Lapland	<div><div></div><div></div><div></div></div>	Energy use in Inghams Ski chalets	All chalets to have real time energy usage monitoring to be shared with guests and tracked weekly	<div><div></div><div></div><div></div></div>	
				All chalets to be powered by renewable energy	<div><div></div><div></div><div></div></div>	
		Fit LED lighting and automatic light sensors		<div><div></div><div></div><div></div></div>		
		Towels changed only at guests' requests		<div><div></div><div></div><div></div></div>		
GHGs from employee transport	Encourage seasonnaires to travel by train to resort	<div><div></div><div></div><div></div></div>	Energy use in Inghams Ski chalets	Spas not turned on until 4pm to reduce energy usage	<div><div></div><div></div><div></div></div>	
	Ensure flights for seasonnaires and fam trips / business travel are direct (not indirect)	<div><div></div><div></div><div></div></div>				
	Encourage one leg or more by train and avoid domestic flights	<div><div></div><div></div><div></div></div>				
	Reduce vehicle mileage and use hybrid/electric vehicles whenever possible	<div><div></div><div></div><div></div></div>				
	EV chargers installed at Head Office for employees' electric vehicles	<div><div></div><div></div><div></div></div>	Office energy use	Powered by renewables (solar panels and renewable energy)	<div><div></div><div></div><div></div></div>	
	Secure bike shed built from recycled wood at Head Office to encourage cycling to work	<div><div></div><div></div><div></div></div>		Insulated roof to reduce heat loss and film added to windows to reflect heat and reduce cooling needs	<div><div></div><div></div><div></div></div>	
				Thermostats installed for each office area and energy-efficient air conditioning system installed	<div><div></div><div></div><div></div></div>	
Reducing GHGs from guest transfers	Continue improving load factors with full coaches, minimising private transfers and using hybrid/electric vehicles and rail	<div><div></div><div></div><div></div></div>	Office energy use	Light sensors to reduce unnecessary electricity use	<div><div></div><div></div><div></div></div>	
GHGs from activities	Inghams Walking to only promote low-impact activities	<div><div></div><div></div><div></div></div>		No gas used in the building	<div><div></div><div></div><div></div></div>	
	Increase proportion of Inghams' Ski resorts disclosing emissions in ecollective's annual index	<div><div></div><div></div><div></div></div>		Overseas offices to be powered by renewables	<div><div></div><div></div><div></div></div>	
			Enable customers to make better choices	Website based carbon labelling of holiday options	<div><div></div><div></div><div></div></div>	
				Sustainable hotel options to be findable in website search	<div><div></div><div></div><div></div></div>	



## ACTION PLAN – Reducing &amp; removing

## Reducing and removing... (continued)



NOT STARTED



IN PROGRESS



IMPLEMENTED

## 6 Waste &amp; consumption

OUR ACTIONS		STATUS	OUR ACTIONS		STATUS
<b>Project Wipe out Waste</b> reducing landfill and single use plastics (Inghams Ski chalets)	Guest recycling stations signposted clearly		<b>Reduce food waste</b> (Inghams Ski chalets)	Expand food waste trial to all 23 chalets, using WRAP's Guardian of Grub resources	
	No unnecessary single-use plastic			Expand partnership with Too Good to Go in French chalets	
	Refillable, nature-friendly toiletries			Ensure guests pre-order evening meals at all chalets	
	Reduced cling film and use of tupperwares for leftovers			Reduce red meat across menus	
(Head Office only)	Zero waste to landfill at Head Office			Increase locally and regionally sourced produce	
<b>Ethical purchasing and consumption</b>	Ethical purchasing decision tree rolled out across company to guide nature positive procurement		<b>Food for Good Project</b> (Inghams Ski chalets)	All starters vegetarian	
	No catalogue style brochures			Every main course has a tasty, vegetarian alternative	
	Paper based products printed on FSC certified material			Vegan meals available every evening, as well as vegan wine	
	All uniforms to be used as long as possible, then donated or repurposed at end of life			Increase percentage of vegetarian meal uptake to 65% by offering delicious, vegetarian dishes	
	No customer facing single use plastics		<b>Champion circular economy-based, community-focused innovations</b>	<b>Re-Action Collective partnership:</b> support this growing movement, working to reduce waste in the outdoor industry. Continue to champion the distribution of the Inghams-sponsored film – <b>ACTIONism</b> – being screened in communities worldwide	
	Introduce ethical marketing guidelines			<b>One Tree At A Time partnership:</b> donate old Ski uniforms to the team in Bozel, in the French Alps for repurposing	
	Continue to reduce paper documents in customer journeys				

## 7 Water usage

OUR ACTIONS		STATUS
<b>Reducing water use</b>	Low-flush toilets and two energy-efficient showers in Head Office	
	Water butt installed to collect rainwater for watering our plants in Head Office	
	Begin monitoring water use quarterly at Head Office and put in place further reduction measures	
	Eco-friendly cleaning products in Inghams Ski chalets	
	Install low flow toilets and showerheads in Inghams Ski chalets	



## ACTION PLAN – Reducing &amp; removing

# Climate adaptation

As the changing climate increasingly affects destinations around the world, we at Inghams and Santa's Lapland are witnessing these impacts firsthand. In response, we're taking action – adapting our business to build resilience.

## WEATHER DISRUPTION

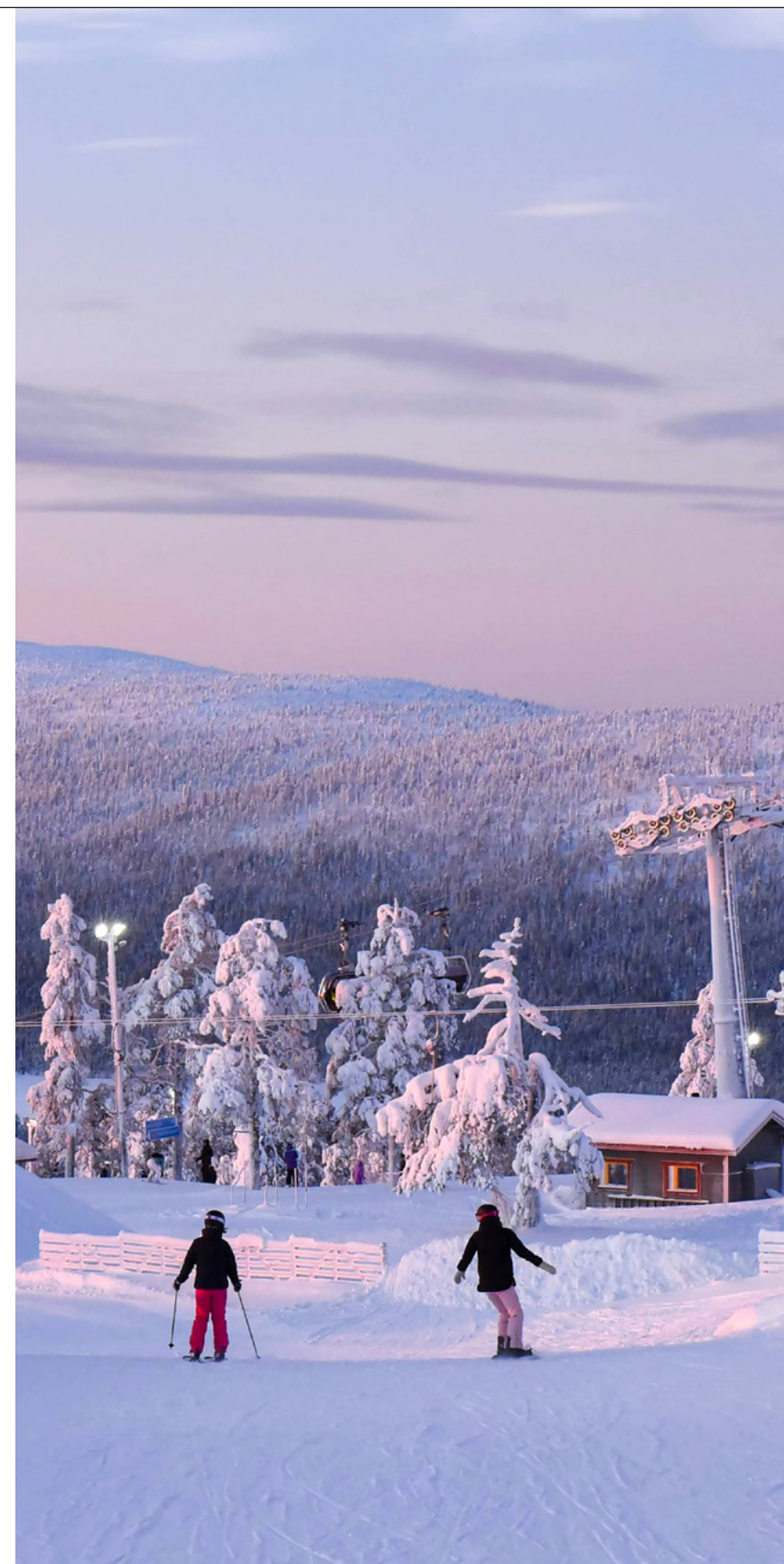
- Monitoring climate-related disruption across our destinations
- Tracking incidents of extreme heat in summer months
- Evaluating long-term patterns to inform planning

## SNOW RELIABILITY

- Introduced a Snow Guarantee to provide peace of mind for our guests
- Identifying resorts using 100% renewable energy and water efficient snow cannons

## PRODUCT DIVERSIFICATION

- Inghams Walking programme connects guests to nature and local communities, supporting economies beyond the winter season
- Broadening our Inghams Ski offer to include more nature-friendly experiences such as electric-powered fjord boat trips in Norway and snowshoeing





## ACTION PLAN – Reducing &amp; removing

# Carbon removals

**Our primary focus is on emissions reduction. However, we recognise that in a net zero world, some residual emissions will remain. To address these, it's vital to start investing in and scaling carbon removal technologies and nature-based projects today, so that this crucial area can grow for the future.**

Since 2023, we have partnered with Klimate to support a diverse portfolio of high-quality carbon removals projects worldwide. The majority of our investments (currently 80%) are in nature-based solutions – including soil sequestration, reforestation, and agroforestry – because of their ability to restore ecosystems and support local communities. Alongside this, we also invest in technology-driven approaches such as direct air capture (DAC), helping to build momentum in more permanent but emerging solutions.

This approach not only supports immediate climate action but also emphasizes scalability, as technologies like DAC hold the potential to help meet growing global carbon removal needs at scale in the years ahead.





## ACTION PLAN – Reducing &amp; removing



# Partnering for impact



Inghams Ski works with the Re-Action Collective and One Tree at a Time in the Alps to turn old ski uniform into something new by repairing. This extends the life of clothing, reduces textile waste, and promotes reuse within the ski and outdoor community. We've also sponsored ACTIONism – a film about the power of collective action, following the journey of youth campaigner, Ellie Meredith. We've plans to continue our work with Re-Action, supporting them with a new initiative, ReSki – a citizen-led, circular design project, creating adaptive ski gear to help open up the mountains for those with accessibility requirements.



Inghams is supporting the BioCyclette scheme by Montagne Verte – a food-waste collection service in the French Alps, using electric bikes, aimed at restaurants, hotels and catered businesses in Morzine / Les Gets, France. The waste is processed into biogas and fertiliser, helping reduce emissions and meet French bio-waste regulations, while supporting a more sustainable, circular economy.



## ACTION PLAN



# Reconnecting

**The power of the great outdoors to restore and re-energise us – especially when it comes to our mental and physical wellbeing – is well documented and already deeply rooted at the heart of the holiday experiences we offer. The places we visit often leave us feeling awe-inspired and humbled.**

By 2028, we want to ensure local nature – and the people who know its stories best – are truly woven into the heart of every holiday. That means working with experts to offer more meaningful, nature-based experiences; sharing tips to help encourage our guests to enjoy more nature-friendly holidays; and supporting communities economically, all year round.

We also believe everyone should have the opportunity to experience the benefits of the great outdoors. That's why we're working to help more people from marginalised and underrepresented communities connect with nature.



Reconnecting...



ACTION PLAN – Reconnecting

# Reconnecting...



8 Guests with richer nature-based experiences & tips for nature-positive holidays		
OUR ACTIONS		STATUS
Work with more <b>locally owned</b> hotels and activity suppliers	Measure and report percentage of local partners (hotels and activity suppliers)	<div><div></div><div></div><div></div></div>
Supporting communities year-round for positive economic benefits	Increase percentage of winter resorts also visited in summer by Inghams Walking from 42%	<div><div></div><div></div><div></div></div>
	Maintain or increase excursions contracted directly with local suppliers	<div><div></div><div></div><div></div></div>
	Explore ways to expand Santa's Lapland operational period	<div><div></div><div></div><div></div></div>
Share <b>local biodiversity knowledge</b> with guests via <b>information and expert guides</b>	Increase number of guests given the opportunity to experience a guided walk for Inghams Walking	<div><div></div><div></div><div></div></div>
	Measure and increase number of Inghams Ski non-downhill ski excursions that explore nature e.g. snow shoeing, cross-country skiing	<div><div></div><div></div><div></div></div>
	Launch informative nature trail for one of two Santa's Lapland sites	<div><div></div><div></div><div></div></div>
Extend our portfolio of <b>NatureFIRST</b> activities that focus on richer, deeper connections to nature, defined as:  1. Allows guests to get closer to nature 2. Low CO2 impact i.e. not involving fossil fuels or long transfers 3. Involves nature-based knowledge sharing	Measure and report figures, year on year	<div><div></div><div></div><div></div></div>
Accessibility guides and assistance – to aid those with sensory or accessibility requirements	Santa's Lapland Sensory Guide to be expanded to include all accessibility requirements	<div><div></div><div></div><div></div></div>
	Create accessibility guides, similar to those launched for Santa's Lapland, for all brands	<div><div></div><div></div><div></div></div>
	Employ a British Sign Language (BSL) trained Santa's Lapland Ranger(s)	<div><div></div><div></div><div></div></div>
Guests' sustainability ratings via Guest Feedback Forms	Achieve 4/5 rating across all brands	<div><div></div><div></div><div></div></div>
Responsible tourism tips included in all digital <b>Digital Resort Guides</b>	Across all brands includes advice for guests to refer to before or during their holidays, to help minimise negative impacts and maximise benefits for climate, nature and communities	<div><div></div><div></div><div></div></div>

9 Underrepresented communities with access to nature		
OUR ACTIONS		STATUS
Improving <b>fairer access to nature</b> for underrepresented communities	<b>Mind over Mountains</b> charity partnership – access to the restorative power of nature for people facing mental health challenges	<div><div></div><div></div><div></div></div>
	<b>Family Fund</b> charity partnership – helping to fund family break and day trip grants to enable families with disabled or seriously ill children to get outside together. Also provides grants for outdoor play equipment	<div><div></div><div></div><div></div></div>
	<b>Snow Camp</b> partnership – improving access to snow sports for underprivileged youth	<div><div></div><div></div><div></div></div>
	Supporting the <b>Re-Action Collective</b> – reimagining the outdoors by rescuing and repairing outdoor gear, ensuring it is more accessible for all	<div><div></div><div></div><div></div></div>
	Supporting children from asylum-seeking families and unaccompanied minors in the Lake Annecy region, via <b>Lake Aid</b>	<div><div></div><div></div><div></div></div>
<b>Citizen Science</b> – increasing bird life knowledge among employees whilst collecting and mapping species-specific data	Use the Merlin Bird ID app in and around resorts and UK office to log and map diversity of bird life. Use year one as baseline data from which we can measure changes year on year	<div><div></div><div></div><div></div></div>



## ACTION PLAN – Reconnecting



# Partnering for impact

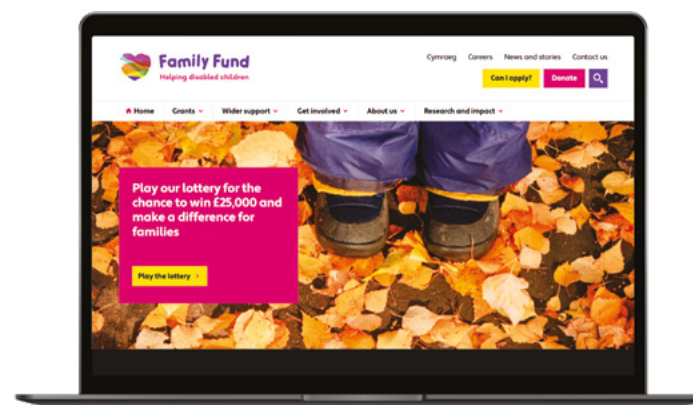


No matter your background, gender or ethnicity, we want everyone to be able to experience the joy of skiing and snowboarding; which is why we're proud to support Snow Camp – the national youth charity that, for the past 22 years, has been turning inner-city young lives around with the power of snowsports. For the past three years, Inghams has taken three groups of Snow Camp apprentices out to the mountains to give them a taste of life working as a seasonnaire, with a range of professional development and learning sessions alongside time on the slopes.



Inghams supports Mind over Mountains, a charity offering mental health support via walks in nature with

experienced coaches and counsellors. They offer walks that range from one-day hill walks to weekend retreats in some of the UK's most special places. Inghams employees also volunteer their time to support the charity in other ways too and over 40 staff took part in a sponsored walk earlier in the year.



Santa's Lapland's charity partnership with Family Fund helps fund family break and day trip grants to enable families with disabled or seriously ill children to get outside together, as well as breaks away, creating lasting memories. In addition, it provides grants for outdoor play equipment, costs associated with hospital visits, technology, sensory equipment and clothing.



## ACTION PLAN



# Replenishing

**The pinnacle of our Nature & Climate Action Plan: restoring and replenishing nature is essential if we are to maintain healthy resilient ecosystems, absorb carbon and reverse biodiversity loss. At Inghams and Santa's Lapland, we believe we have a responsibility to support nature's recovery – across the UK where we are based; and hyper-locally, in and around the locations we visit. We've begun this important work but we have more to do.**

We began our nature restoration journey back in 2022 with our partners Rewilding Britain who work hard to reinstate natural processes and missing species, creating thriving communities across the UK.

We also collaborate with grassroots, destination-specific partners who are leading the way for nature at a local level. From helping to protect Arctic Foxes and the Lesser White-fronted Goose with WWF Finland in the Arctic Circle, to encouraging landowners in the Zillertal Nature Park in Austria to let deadwood decay naturally in situ to benefit biodiversity.

We aim to continue to partner and support nature-based solutions that restore, protect and improve landscapes, ecosystems and biodiversity close to our holiday destinations as well as in the UK where the majority of our customers reside. Our aim is to benefit communities, socially and economically, as well as positively impacting the environment.

Our employees are also involved with collective, community based nature action at a local level at Farnham Park, not far from our offices and within their own communities.

Replenishing...





ACTION PLAN – Replenishing

# Replenishing...

● NOT STARTED    ● IN PROGRESS    ● IMPLEMENTED

10 Local, national & global biodiversity		
OUR ACTIONS		STATUS
Fund and support nature restoration projects locally, in and around resorts, to replenish biodiversity	One local project for Inghams Walking – championing deadwood in Zillertal Nature Park, Austria	●
	One local project for Inghams Ski	●
	Inghams Lapland and Santa's Lapland supporting WWF Finland's work for the Arctic Fox and Lesser White-fronted Goose	●
Nature recovery in UK	Positively contribute to regenerating and protecting 30% of land and water for biodiversity by 2030	●
Employee volunteering for nature restoration & protection, near UK Head Office	Regular employee volunteering at Farnham Park – local conservation work	●
	Regular employee volunteering at Hayling Island – beach clean up	●
	Overall annual nature and community volunteering – target of 50% usage for volunteering day allowance, per year	●
Opportunities for guests to take part in nature recovery/ protection, during their holiday	Introduce at one or more resorts	●
50%+ of our carbon removals investments are in nature-based solutions	Partnership with Klimate	●
Planting at Farnborough Head Office	Maintain and enhance our bee-friendly planters at UK Head Office and living roof on bike shed, as well as indoor office plants	●





## ACTION PLAN – Replenishing



# Partnering for impact



Since 2022, we've been supporting Rewilding Britain to accelerate the recovery of nature across the UK. Their Rewilding Network has grown into a thriving community of over 1,000 members and collectively they are **rewilding over 187,000 hectares** of land and **500 km<sup>2</sup> of seabed**.



In Austria's Zillertal Nature Park, near many of Ingham's popular resorts, the "Trees of New Life" project protects biodiversity by leaving deadwood and old trees to decay naturally. As an inaugural partner, this pilot will secure 30 trees, supporting insects, fungi, birds, and mammals.



Photo credit: Erik Rock

Inghams Lapland and Santa's Lapland support **WWF Finland** to restore Arctic fox populations through feeding stations, surveys and red fox control by reducing human food waste in the wild. The project also protects the critically endangered Lesser White-fronted Goose by conserving habitats and tackling climate threats.



# ACCOUNTABILITY





# Our governance framework





# Everything in our world is interconnected, the health of nature supports the stability of our climate and the wellbeing of communities.

That's why we're now placing nature  
at the heart of all our impact  
and sustainability work.

## **Contact:**

Please email [sustainability@hotelplan.co.uk](mailto:sustainability@hotelplan.co.uk)  
with feedback, questions or comments.

We'd love to hear from you.

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