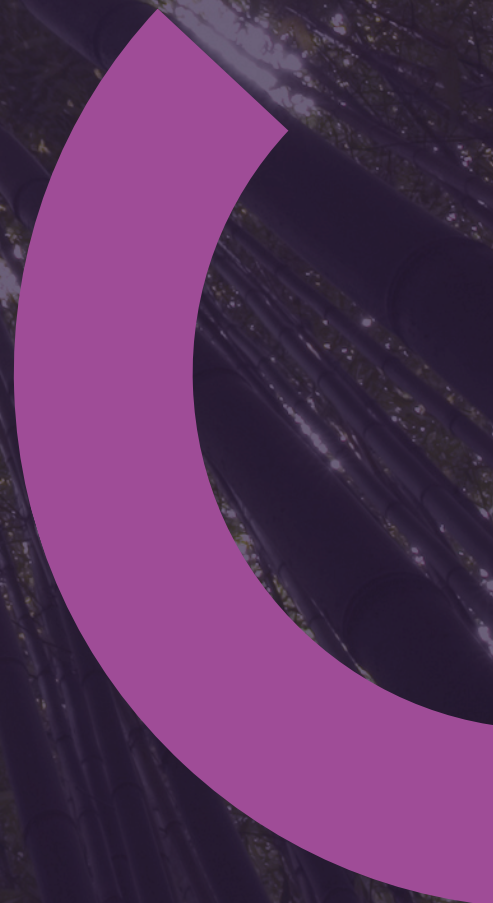


Climate Transition Plan

Growing responsibly towards Net Zero



Executive summary

Climate change is reshaping the business travel industry through evolving regulation, changing client expectations and the global transition towards a low-carbon economy. As one of the UK's leading independent travel, meetings and events management companies, Inntel recognises that responding to these changes is both a responsibility and an opportunity.

This Climate Transition Plan sets out how we will transition our business towards Net Zero greenhouse gas emissions by 2035 while continuing to grow sustainably. It explains how climate considerations are becoming embedded across our operations, technology, procurement, client services and decision-making.

As a Certified B Corporation, we believe businesses should create value for people, planet and profit alike. Our approach extends beyond reducing our own emissions. We help clients reduce the environmental impact of their business travel, work collaboratively with suppliers to improve sustainability standards and actively contribute to raising environmental performance across the travel and meetings industry.

This document should be read alongside our annual [Carbon Reduction Plan](#), which contains detailed greenhouse gas inventories, reduction targets and emissions reporting methodology and our annual [Impact Report](#), which reports our wider environmental, social and governance performance.



Our climate ambition

Our ambition is simple:

To become the UK's leading sustainable travel management company, helping organisations reduce the environmental impact of business travel while continually reducing our own operational emissions.

By 2035 we aim to have transformed the way we operate by:

- Embedding climate considerations into every major business decision

- Achieving Net Zero greenhouse gas emissions
- Providing clients with market-leading carbon reporting and reduction support
- Working with suppliers to improve environmental performance across our value chain
- Continuing to innovate through technology that enables lower-carbon travel choices.

We recognise that achieving Net Zero is not simply about reducing emissions. It requires transforming the way our business operates, invests, procures services and supports clients.

Supporting the UN Sustainable Development Goals

Our Climate Transition Plan contributes to several of the United Nations Sustainable Development Goals (SDGs), reflecting our commitment to creating long-term value for our people, our clients, our suppliers and the environment.

Our climate transition plan is most closely aligned to these selected SDG goals:



SDG	Our contribution
SDG 3 - Good health and well-being	We support employee wellbeing through our Employee Assistance Programme (EAP), which provides our people with a safe space to discuss personal or professional challenges. Our employee handbook also outlines how colleagues can access wellbeing support.
SDG 8 - Decent work and economic growth	As part of our B Corp commitment, we have adopted a 'people, planet and profit' ethos, recognising the importance of balancing social, environmental and economic considerations in our business decisions.
SDG 9 - Industry, innovation and infrastructure	We use technology and responsible business practices to support sustainable innovation across our operations and supply chain. Our Supplier Code of Conduct incorporates ESG best practice, setting out both requirements and recommendations for suppliers.
SDG 13 - Climate action	We provide Category 6 business travel emissions data and insights to support clients in making informed choices and encouraging lower-carbon travel and events, contributing to long-term climate action.
SDG 17 - Partnerships for goals	Collaboration is central to our approach. Through initiatives such as our Sustainable Venue Programme (SVP), we support and encourage suppliers to adopt best practices while helping clients identify more sustainable options.

Why climate action matters to Intel

The transition to a low-carbon economy is fundamentally changing the travel industry.

Our clients increasingly require detailed emissions reporting, carbon reduction support and sustainable travel solutions. Suppliers face growing pressure to demonstrate environmental performance, while governments continue introducing climate-related regulation.

At the same time, climate change presents physical challenges through increasingly frequent extreme weather events that can disrupt travel and supply chains.

Rather than viewing these changes as barriers, Intel sees them as opportunities to innovate, strengthen client relationships and build long-term business resilience.

Our Climate Transition Plan therefore focuses on creating commercial value while delivering meaningful environmental impact.

Our transition principles

Five principles guide every climate-related decision we make.



Science-led

By 2035 we aim to achieve Net Zero greenhouse gas emissions, in line with our SBTi validated target.



Transparency

We openly report our environmental performance through our annual Carbon Reduction Plan, Impact Report and B Corp certification.



Collaboration

We believe meaningful climate action requires partnership. We work alongside clients, suppliers, industry bodies and employees to deliver collective impact.



Innovation

We continuously invest in technology and digital solutions that enable smarter, lower-carbon travel decisions.



Continuous improvement

Climate transition is an ongoing journey. We regularly review our progress, strengthen targets and adapt our approach as expectations evolve.

Climate governance

Delivering our transition requires clear leadership and accountability across the business. Climate-related decision making is embedded throughout Inntel's governance structure.

Resources and investment

Delivering this Climate Transition Plan requires the right people, tools and investment. This includes our ESG dedicated roles, employee engagement, carbon reporting and measurement, renewable energy, technology, supplier engagement and client sustainability services. We will review these needs annually through our ESG governance process.



Anna Snoep, Director
of ESG and Operations

Director of ESG and Operations

Provides strategic oversight of Inntel's climate transition, ensuring climate considerations are embedded within business strategy, operational planning and investment decisions. The Director of ESG & Operations (Anna Snoep, pictured left) is accountable for monitoring progress towards our Net Zero commitment and reporting performance to the Leadership Team.



Ellen Mutimer,
ESG Executive

ESG Executive

Coordinates delivery of the Climate Transition Plan and Carbon Reduction Plan, including annual greenhouse gas reporting,

stakeholder engagement, supplier sustainability programmes and client ESG consultancy. Working collaboratively across all departments, the ESG Executive supports the integration of climate action into day-to-day business operations and drives continuous improvement across Intel's ESG performance.



Management Team

Management teams play a key role in embedding climate considerations within their departments, supporting colleagues to achieve their ESG Performance Quality Standards (PQSs) and ensuring sustainability is considered in operational decision-making. Managers champion continuous improvement, encourage innovation and work collaboratively with the ESG team to deliver Intel's Climate Transition Plan.



All employees

Climate transition is a shared responsibility across Intel. Every employee has ESG-related Performance Quality Standards (PQSs) as part of their annual objectives and completes mandatory ESG training each year. Colleagues are encouraged to identify opportunities to reduce environmental impact, contribute ideas for continuous improvement and support the delivery of our Net Zero ambition through their everyday decisions and actions.

Governance approval: This Climate Transition Plan has been reviewed and approved by Intel's highest governing body and will be formally reviewed annually.

Our current position

Our emissions baseline was established in 2019 prior to the disruption caused by the COVID-19 pandemic.

Since then, we have reduced our absolute greenhouse gas emissions by approximately 34% while continuing to grow our business, increase client spend and expand our workforce. Key achievements include transitioning to renewable electricity and renewable gas, installing onsite solar panels, maintaining hybrid working, improving operational efficiency and strengthening our approach to supplier engagement.

Detailed emissions data, methodologies and annual reduction pathways are published within our Carbon Reduction Plan.

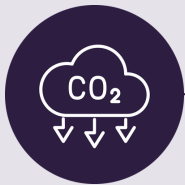
36%

Absolute greenhouse gas reduction since 2019



Our climate transition strategy

Our strategy is built around four interconnected pillars.



Decarbonising
our operations



Empowering
sustainable travel



Strengthening
our supply chain



Leading through
collaboration

Pillar one - decarbonising our operations

We are committed to reducing emissions generated through our own operations by improving energy efficiency, reducing reliance on fossil fuels and embedding sustainable practices across our workplace. While our operational footprint is relatively small, we recognise the importance of leading by example and continually improving the environmental performance of our business.



Our priorities include:

- Maintaining 100% renewable electricity and renewable gas contracts.
- Maximising the use of onsite renewable energy generated through our solar panels.
- Improving energy efficiency through smart building controls, LED lighting and ongoing equipment upgrades.
- Reducing emissions associated with company-owned assets, including transitioning to lower-emission vehicles where operationally appropriate.
- Supporting hybrid working and encouraging lower-carbon commuting through initiatives such as our EV salary sacrifice scheme.

- Reducing waste through circular economy initiatives, responsible procurement and our zero waste to landfill commitment.
- Monitoring and reviewing our operational emissions annually to identify further opportunities for improvement.

Pillar two - empowering sustainable business travel

The greatest opportunity to reduce emissions extends beyond our own operations. By helping clients make more informed travel decisions, we can support the transition to lower-carbon business travel across thousands of journeys every year. Through our technology, consultancy and data insights, we enable clients to better understand, measure and reduce the environmental impact of their travel programmes.



Our priorities include:

- Providing clear CO2e emissions data at the point of sale through our LOGiC booking platforms.
- Promoting lower-carbon travel options, including rail and more sustainable accommodation where appropriate.

- Expanding our Power BI carbon reporting dashboard to provide clients with accessible, actionable emissions data.
- Delivering bespoke Scope 3 Category 6 assessments and carbon reduction roadmaps.
- Supporting behavioural change through sustainable travel policies and programme reviews.
- Continuing to develop our Sustainable Venue Programme, making it easier for clients to identify environmentally responsible venues.
- Enhancing our digital platforms to support smarter, lower-carbon travel decisions.



Pillar three - strengthening our supply chain

Achieving Net Zero requires collaboration across our value chain. We work closely with suppliers to encourage responsible business practices, improve environmental performance and promote greater transparency.

We recognise that our suppliers are at different stages of their sustainability journeys. Rather than adopting a one-size-fits-all approach, our annual ESG supply chain review helps us build a clearer understanding of sustainability practices across our supplier network, identify opportunities for collaboration and share high-level insights across the industry. This enables us to encourage continuous improvement while recognising the different challenges, resources and timescales faced by organisations of all sizes.

Our priorities include:

- Embedding environmental expectations through our Supplier Code of Conduct.
- Undertaking an annual ESG supply chain review to better understand sustainability practices and identify opportunities for collaboration.
- Promoting suppliers with recognised environmental certifications or robust

- sustainability credentials where appropriate.
- Expanding participation in our Sustainable Venue Programme and encouraging continuous improvement among participating venues.
- Working collaboratively with suppliers to share best practice and encourage carbon reduction initiatives.
- Supporting local sourcing and responsible procurement where practical.
- Building long-term partnerships that align with our environmental and social values.

Pillar four - leading through collaboration and continuous improvement

Climate transition is an ongoing journey that requires innovation, collaboration and accountability. We are committed to continuously improving our own performance while supporting clients, suppliers and industry partners to accelerate progress towards a more sustainable future.



Our priorities include:

- Maintaining our B Corp certification and embedding continuous improvement across the business.
- Publishing transparent annual climate reporting through our Carbon Reduction Plan and Impact Report.
- Mandatory ESG training and ongoing carbon literacy development for all employees.
- Working collaboratively with clients, suppliers and industry partners to share knowledge and best practice.
- Supporting industry initiatives, including The Conscious Pledge, to drive collective action.
- Reviewing our Climate Transition Plan annually to ensure it remains aligned with evolving science, regulation and stakeholder expectations.
- Encouraging innovation and employee-led ideas that support our Net Zero ambition.

Climate risks and opportunities

Climate change and the transition to a low-carbon economy present physical and transition risks for Inntel. We recognise that these risks can affect our operations, supply chain, clients, financial performance and long-term business resilience.

Physical risks are associated with the direct impacts of climate change, including extreme weather events, flooding and heat. For Inntel, these risks could disrupt business travel, affect transport infrastructure, impact suppliers and create challenges for business continuity.

Transition risks arise from the shift towards a low-carbon economy and include evolving regulation, changing client expectations, technological developments, potential changes in carbon-related costs and reputational risks. These factors may influence how we operate, invest, procure services and develop our client offering.

We monitor these risks through our wider ESG governance and business planning processes and consider their potential implications when making operational and strategic decisions.

Climate risk	Type	Our response
Extreme weather and travel disruption	Physical	Digital-first operations, hybrid working and resilient supplier partnerships to support business continuity.
Flooding and extreme weather affecting operations or suppliers	Physical	Consideration of business continuity and supplier resilience when assessing operational risks.
Increasing client expectations for emissions reporting	Transition	Continue investing in carbon reporting technology, data quality and carbon reduction consultancy.
Evolving climate regulation and reporting requirements	Transition	Annual emissions reporting aligned with recognised standards and ongoing review of regulatory developments.
Supplier readiness and climate performance	Transition	Annual ESG Supply Chain Review and Sustainable Venue Programme to understand supplier progress and encourage continuous improvement.
Energy price volatility	Transition	Renewable energy contracts, onsite solar generation and continued focus on energy efficiency.
Changes in travel technology and consumer behaviour	Transition	Continued investment in technology and digital solutions that support lower-carbon travel decisions.
Reputational risk associated with climate claims	Transition	Transparent reporting, documented methodologies, clear communication of our climate performance/progress.

Alongside these risks, we see significant opportunities to strengthen our business by expanding sustainability consultancy, increasing client loyalty, developing innovative digital solutions and supporting organisations on their own Net Zero journeys. Our ability to provide reliable emissions data and practical carbon reduction solutions also creates opportunities to differentiate our services as demand for lower-carbon business travel continues to grow.

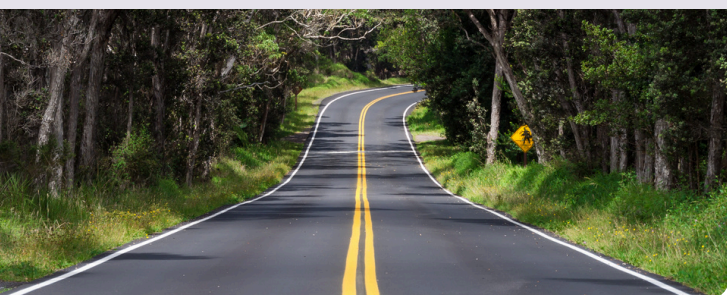
Financial planning and investment

Climate considerations are increasingly recognised within Inntel's wider financial planning and investment decisions. Where appropriate, we consider opportunities to support initiatives that can contribute to emissions reduction, energy efficiency and business resilience, while balancing environmental objectives with financial sustainability and operational requirements.

Our ESG budget supports investment in climate-related initiatives and activities alongside our wider ESG priorities. As our transition progresses, we will continue to review how financial planning and investment decisions can support the delivery of our climate ambition.

Climate Transition Roadmap (2025–2035)

Alongside the milestones below, we will continue to review and publish our Carbon Reduction Plan and Impact Report annually, ensuring transparent reporting on our progress and keeping our Climate Transition Plan under regular review. This approach allows us to respond to evolving climate science, regulatory requirements and stakeholder expectations while maintaining accountability for our Net Zero commitment.



2025

- Published our first Impact Report.
- Launched the Sustainable Venue Programme.
- Maintained 100% renewable electricity and renewable gas procurement.
- Expanded our ESG consultancy offering to support clients' carbon reduction journeys.

2026

- Publish our first Climate Transition Plan.
- Publish our annual Impact Report and review our Carbon Reduction Plan.
- Introduce Power BI carbon reporting dashboards for clients.
- Increase supplier ESG engagement through our annual ESG Supply Chain Review and shared industry insights.
- Further develop our client carbon reduction consultancy services.

2027

- Complete B Corp recertification.
- Publish our annual Impact Report and review our Carbon Reduction Plan.
- Review and update our Climate Transition Plan.
- Expand Scope 3 engagement across our supply chain.
- Enhance client carbon reporting capabilities and sustainability insights.

2030

- Continue reducing Scope 3 emissions in line with our SBTi-aligned Net Zero pathway.
- Engage the majority of strategic suppliers in carbon reduction initiatives.
- Fully embed climate considerations into procurement, technology development and operational decision-making.

2035

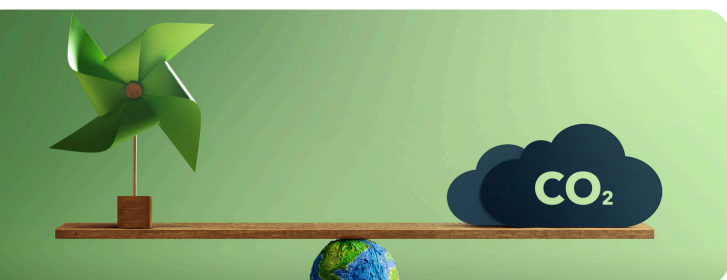
- Achieve Net Zero greenhouse gas emissions, reducing absolute emissions by 90% from our 2019 baseline.
- Neutralise any unavoidable residual emissions through recognised carbon removal solutions.
- Continue driving climate leadership across the travel and meetings industry.

Measuring and monitoring our progress

To ensure we remain on track towards our Net Zero ambition, we monitor a range of environmental and organisational indicators alongside our annual greenhouse gas emissions.

Progress is reviewed quarterly through our ESG governance framework and reported annually within our Carbon Reduction Plan and Impact Report.

Area	KPI
Carbon	Annual greenhouse gas emissions reporting (Scopes 1, 2 & 3)
Energy	Renewable electricity and renewable gas procurement maintained
Supply chain	Annual ESG Supply Chain Review completed
Clients	Number of client carbon dashboards and reduction roadmaps delivered
Employees	100% completion of annual ESG training and ESG Performance Quality Standards (PQSs) completed across all departments
Governance	Annual publication of the Carbon Reduction Plan and Impact Report
Business	Climate Transition Plan reviewed and updated as required



Progress is monitored through:



- Annual greenhouse gas inventories
- Carbon Reduction Plan reporting
- Annual Impact Report publication
- B Corp certification and recertification
- Ongoing review of climate-related risks and opportunities.

As our business evolves, so too will this plan.

Working with our stakeholders

Successfully delivering our transition requires collaboration.

Clients

We provide carbon reporting, reduction consultancy, sustainable travel policy guidance and technology that supports lower-carbon decisions.

Suppliers

We encourage suppliers to improve environmental performance through engagement, collaboration and shared standards.



Employees

Our colleagues receive carbon literacy training, contribute to ESG initiatives and are empowered to identify opportunities for improvement.

Industry

We actively participate in collaborative initiatives that support the wider transition towards sustainable business travel.

Communities

We continue supporting local environmental initiatives, our volunteering programme and responsible procurement that strengthen both environmental and social outcomes.

Supporting a just transition

We recognise that the transition to Net Zero requires consideration of wider social and economic impacts. For Inntel, this means ensuring that our climate transition considers the needs of our people, clients, suppliers, the wider industry and our communities. This includes:

- **Employee wellbeing:** We recognise that meaningful change requires the involvement and support of our people. We provide wellbeing support through our Employee Assistance Programme (EAP) and create opportunities for employees to contribute to our ESG initiatives and share ideas for positive change.
- **Skills development:** Providing ESG and carbon literacy training to help our people understand the role they can play in achieving both our climate ambitions as a business and making more sustainable choices in their own roles and everyday behaviours.



- **Supplier inclusion:** We recognise that suppliers are at different stages of their sustainability journeys and have different resources and capabilities. Our approach focuses on engagement and continuous improvement, rather than applying a one-size-fits-all approach. Through our Supplier Code of Conduct, ESG supply chain reviews and Sustainable Venue Programme, we work with suppliers to understand their progress, share best practice and encourage positive change.
- **Responsible procurement:** We promote responsible procurement through our purchasing policies, which are reviewed and updated annually, alongside our Local Supplier List. These practices help us consider

the wider environmental, social and economic impacts of our purchasing decisions while supporting local suppliers where practical.

- **Accessibility and inclusion:** We are committed to ensuring that our transition remains accessible and inclusive for our people, clients and wider stakeholders. Our internal ED&I Steering Group helps us continue to strengthen our practices, while we consider accessibility and the different needs of travellers when supporting clients to make more sustainable travel choices.



Looking ahead



The transition to a low-carbon economy represents one of the greatest challenges and opportunities facing our industry.

For Inntel, climate action is not a standalone initiative; it is embedded in how we make decisions, develop technology, support our clients and create long-term value.

We are committed to delivering our climate transition in a way that supports our employees, clients, suppliers and local communities, ensuring the benefits of the transition are shared fairly and responsibly.

While reducing our own emissions remains essential, our greatest opportunity lies in helping thousands of business journeys become more sustainable every year. Through innovation, collaboration and continuous improvement, we will continue working towards our ambition of becoming the UK's leading sustainable travel management company supporting our clients, strengthening our industry and achieving Net Zero by 2035.