

Our Approach to Sustainability and Carbon Reduction Plan

Becoming Net Zero by 2030

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Clarity, as part of the Portman Travel Group, recognises the part it must play in addressing the climate emergency and is committed to reporting, reducing, and offsetting its impact on the environment, and to becoming net zero by 2030.



Clarity's Environment, Social and Governance strategy was established over 10 years ago when I assumed the role as CEO at what was then The Co-operative Travel Management.

With the launch of the Clarity brand in 2015, we started thinking how we could make sustainability part of the business culture; not just to measure and offset CO2, but to encompass the social values that we exert, and recognise our duty of care. This would apply equally to our own employees and suppliers as it would to those that travel and attend events organised by us.

Our partnership with Greengage Solutions enabled us to formalise our Carbon Net Zero plan, widen the scope of measurement beyond business travel to include waste and energy usage; and continuously improve governance of our supply chain through our Sound Sourcing policy. With an unyielding focus on five UN sustainability goals that align with the sectors and the industry we work in, Clarity is now seen as both a leader and a trusted partner, helping organisations of all shapes and sizes deliver sustainable travel programmes.

We truly realise that sustainability is a journey, and we still have a lot to do. Thank you for being part of this journey and we look forward to sharing in our success as we become Carbon Net Zero by 2030

Pat McDonagh
Clarity CEO



OUR COMMITMENT TO SUSTAINABILITY

Accredited with both ISO14001 (Environmental Management Systems) and ISO50001 (Energy Management), Clarity has long been a market leader in sustainability and took an early lead in reporting and offsetting emissions. Our credentials sit in a wider context of sustainable values - social, economic, and environmental.

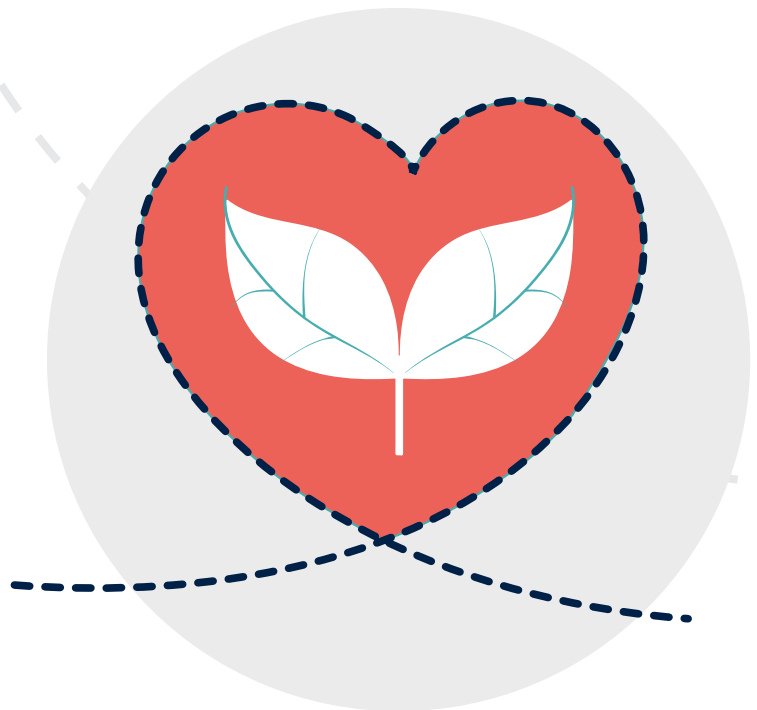
These values are documented and evidenced by several sustainability action platforms, including Net Positive Futures and Ecovadis - the latter for which Clarity were awarded silver status, placing us in the top 25% of all evaluated companies.

With our CSR, Environmental and Sound Sourcing policies, we have determined how commitments will be delivered, and for our customers - sustainable travel programmes built and managed. The Sound Sourcing Policy is designed to provide suppliers with clear guidance on how to align with our sustainable approach and to work collaboratively with us in support of sustainable business travel solutions.

High level objectives:

- To provide a year-by-year plan, with progress reviewed on a regular basis, as a road map for reducing our environmental impact and to achieving Carbon Net Zero by 2030.

- To report annually on greenhouse gas emissions in tonnes of CO2 equivalent (including the seven gases included under the Kyoto Protocol). This will include scope 1 and 2 GHG emissions from activities for which the company is responsible and a defined subset of Scope 3 emissions.
- To continually explore and implement measures to reduce the impact of the company on the environment.
- To continually explore and implement measures that will help our clients to reduce their impact on the environment.
- To work with our supply chain, and through our Sound Sourcing policy, providing guidance on how they should align with our sustainable approach and supporting initiatives that enhance their delivery of sustainable solutions.
- To work within the framework of the Global Goals for Sustainable Development set out by the United Nations.



MEASURING OUR BUSINESS IMPACT

The most recognised international accounting tool, the Greenhouse Gas (GHG) Protocol categorises greenhouse gas emissions into three groups (scopes). Scope 1 covers direct emissions from owned or controlled sources. Scope 2 covers indirect emissions from the generation of purchased electricity, steam, heating and cooling consumed by the reporting company. Scope 3 includes all other indirect emissions, including business travel.

Scope of Measurement

A carbon footprint is measured by the total greenhouse gas (GHG) emissions produced by an organisation's direct and indirect activities. This is presented as tonnes of carbon dioxide equivalent (CO₂e). Clarity reports against Scopes 1 to 3 across UK operations.

Scope	Description	Examples
1	Direct emissions	Company vehicle emissions
2	Energy Indirect Emissions	Electricity consumption
3	Other Indirect Emissions	Flights and rail employee business travel, transmission and distribution of electricity.

Planning for Net Zero

Working with Greengage Solutions, a consultancy with a background in travel, meetings and events, we have created a Carbon Reduction Plan (CRP) that will initially see emissions decrease over the next five years to 156 tCO₂e by 2026. This is a reduction of 42% from (2019) the base year and the projection is to reach net zero carbon by 2030. Carbon offsetting will be deployed in the final year (2030) to achieve the difference between actual and zero carbon.

The Baseline

Baseline emissions are a record of the greenhouse gases that have been produced in the past and were produced prior to the introduction of any strategies to reduce emissions. Baseline emissions are the reference point against which emissions reduction can be measured

Like many in our sector, we saw a steep reduction in emissions from business activities in 2020 and 2021 due to the trading period during which COVID severely affected the travel industry. We are therefore using 2019 from which to measure improvements.

The Clarity total carbon footprint for 2019 was 268 tonnes of CO₂ and in 2021 was 149 tonnes of CO₂. Calculations were completed using the UK Government emissions factors and using the methodology adopted in line with the Greenhouse Gas Protocol and BEIS Environmental Reporting Guidelines.

Carbon Reduction Plan

We are committed to reducing carbon emissions with a "path to net zero" by 2030. We have included a year-by-year graphical representation of emission and forecasted reductions in section 8 below. This is in compliance with the UK Government Procurement Policy guidelines.

CARBON REDUCTION PROJECTS

OUR NET ZERO APPROACH

Clarity has appointed a senior manager within the business, supported by the Board, to take ownership of all sustainability activities. We will report our carbon emissions annually across Scopes 1-3 and publish the results. We have a comprehensive internal plan of related activities that is project managed with clear responsibilities and timelines. We will also report annually on progress towards our UN Sustainable Development Goals.

Employee Travel

We are focusing on ways to reduce the carbon emissions from employee commuting and business travel. We have a flexible working approach which reduces the amount of travel-to-work miles. Staff are actively encouraged to use public transport, Clarity has the Government Cycle to Work Scheme in place and we are aiming for the adoption of fossil-fuel free vehicles supported by providing electric vehicle charging points.

When company travel is needed for business purposes we will always evaluate the potential for video-conferencing as the first option. There is a clear policy to reduce company travel and use the most sustainable alternatives, wherever possible.



Energy Conservation

Key to Clarity's net zero carbon emission ambition is the adoption of energy saving measures. The plan includes:

- Switching to 100%-renewable energy tariffs
- LED lights phased in across all locations
- Building management systems in place to conserve energy and reduce CO2
- A programme of Capex investment in newer, more efficient energy saving measures in equipment and buildings
- Installation of solar panels on company buildings where possible

Waste management and recycling

We are seeking to minimise our environmental impact through reducing waste and increasing recycling. Initiatives include:

- Achieving zero waste to landfill with intelligent recycling in place
- Implementing a policy to eliminate the use of single use plastics
- A policy that new furniture and refits will use wood that is FSC certified from sustainable sources
- Donating surplus equipment and furniture for upcycling

Operational best practice

We are committed to optimising processes and employee behaviours in the business. We have reviewed our UK operations and aim for a policy of continuous improvement that contributes towards our sustainable goals. Initiatives include :

- Purchasing paper that is minimum 80% recycled content
- Taking steps towards a paperless office environment
- Using eco-friendly, palm oil-free cleaning and hygiene products within the business
- Measures to reduce water use within our operations

Staff engagement

We are committed to involving staff in our sustainability journey. Buy-in and knowledge within our own business is important in helping customers make better informed decisions. Our approach includes:

- A “Green” team represented by different areas of the business, and championing eco-innovation and best practice initiatives, both internally and externally with our clients
- Providing sustainability awareness training for staff as well as regularly communicating our sustainability objectives and progress
- Keeping our teams informed as our processes are enhanced to reflect our increasingly sustainable approach

Supply Chain

We work collaboratively with suppliers to help them highlight and deliver sustainable solutions for our customers. We intend to:

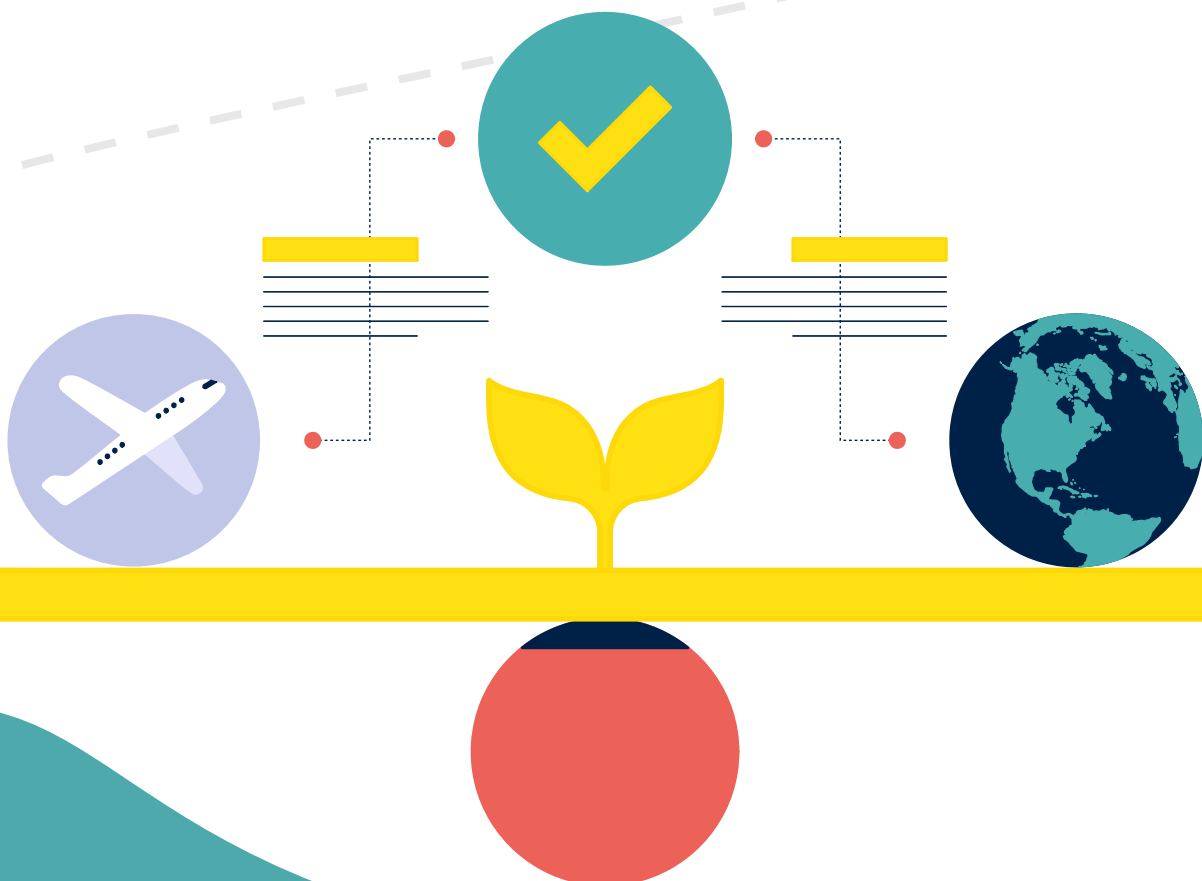
- Provide objective information to clients that enables fact-based decisions based on the green merits of different carriers and suppliers
- Implement terms and conditions that ensure suppliers demonstrate they are aligned with our sustainable practices and Sound Sourcing Code of Conduct



SUPPORTING CLIENTS WITH THEIR SUSTAINABILITY GOALS

We are working with clients, suppliers and partners in the travel industry to influence and assist others on the path to net zero carbon. Clarity is committed to helping customers take environmentally-friendly business decisions and travel options. Here are just some of the initiatives we're working on, designed to deliver a more sustainable travel approach:

- A client "Green Travel Health Check" that reviews individual travel programmes (data, practices and policy) - examining air & ground transport plus accommodation, with recommendations on how to minimise CO2 impact.
- Detailed CO2 data for air, rail and hotels at point of booking to assist clients' green decision making.
- Online booking tool prompts to highlight more sustainable travel options
- Carbon offsetting at time of travel booking
- Carbon budgeting for clients who want to regulate travel consumption through both both cost and carbon measurement.
- Best practice client travel policy templates
- Flagging eco-accredited hotels to travellers at point of booking
- Detailed ICAO sourced CO2 management information to influence and measure company / traveller behaviour
- Software to measure the carbon emissions of meetings and events.
- Support for clients to create their own sustainability and carbon reduction roadmap for travel, supply chain, CSR, energy and water conservation



OUR SUSTAINABILITY PARTNERS

Sustainability is a complex area. Clarity works with a number of partners who provide us with specialist expertise:

- Greengage Solutions (a specialist in sustainable strategy in the travel and events industry) to advise on best practice, innovation and sustainable management systems
- ClimateCare and Carbon Thrust to offset client carbon emissions
- Intertek who carry out assurance, testing, inspection and certification for our ISO accreditations, including ISO14001 (Environmental Management System) and ISO50001 (Energy Management System)

Influence in the travel industry

Clarity is committed to sustainability engagement, playing an active role with industry bodies such as the Business Travel Association. We recently contributed to a ground-breaking BTA report focusing on sustainability challenges and best practice aligned to the UN Goals for Sustainable Development.

We are heavily involved in the BTA Cares programme, helping to upskill, market and retrain members of the business travel community affected by redundancy or other issues post COVID-19.

Clarity is also active in influencing and collaborating with suppliers, including airlines, hotel chains and technology providers to promote alignment of policy and commitments.



A HOLISTIC APPROACH TO SUSTAINABILITY

A holistic approach to sustainability

Sustainability is clearly about more than just carbon reduction. Our approach is a holistic one that embraces environmental, social, and governance.

Policies

Our Corporate Social Responsibility policy, our Environmental Policy and our Sound Sourcing policy outline roles, responsibilities, and objectives, both in terms of our own activities; but also, how we audit and manage our supply chain, including combatting bribery and corruption and modern slavery.

Environmental Social Governance (ESG) Programmes

Our participation in the Net Positives Futures and Ecovadis programmes adds additional focus on the measurement of the social, economic, and environmental value we deliver. Ecovadis awarded Clarity 'Silver' status, putting us in the top 25% of all evaluated companies.

Employment

We are an equal opportunities and real living wage employer, have no staff on zero-hour contracts, accommodate flexible working, shared parental leave, and subscribe to the UK Government's Good Work Plan. We were the first Travel Management Company in the UK to set up an apprenticeship scheme for Business Travel in 2014, helping talented young people forge a career in the industry. To date the 'Brighter Beginnings' Apprenticeship Programme has helped launch the careers of over 40 young people

Health & Wellbeing

We are active in supporting good mental health with the business signed up to the Mindful Employer Charter and the MIND Mental Health at Work Commitment. We offer a 24/7 confidential employee assistance programme called LifeWorks supporting mental, physical, social and financial well-being.

Professional Development

We invest in employee learning and professional development, including an in-house team of CIPD certified trainers. This includes vocational learning, travel qualifications and a Strengthening Personal Resilience Course.

Community Support

We support the communities where we work, prioritising local recruitment agencies, suppliers, and independent hotel chains; and delivering over 50 hours per year of career talks at local schools and colleges.

UN SUSTAINABLE DEVELOPMENT GOALS

Clarity has adopted the UN Sustainable Development Goals as a framework for our holistic approach to sustainability.

The selected UN Goals are:

- Good Health and Wellbeing (Goal 3)
- Gender Equality (Goal 5)
- Consumption and Production (Goal 12)
- Climate Action (Goal 13)
- Partnerships for the goals (Goal 17)

Everything in this document aligns with these five goals and we will report regularly on our progress.

CARBON EMISSIONS AND REDUCTION PLAN DETAILS

The following tables show carbon emissions data and a carbon reduction plan, in compliance with UK Government Procurement Policy Guidelines

Baseline Year: 2019	
Additional Details relating to the Baseline Emissions calculations.	
This was the first year of reporting	
Baseline year emissions:	
EMISSIONS	TOTAL (tCO ₂ e)
Scope 1	122
Scope 2	66
Scope 3 (Included Sources)	80
Total Emissions	268

Current Emissions Reporting

Reporting Year: 2021	
EMISSIONS	TOTAL (tCO ₂ e)
Scope 1	112
Scope 2	26
Scope 3 (Included Sources)	11
Total Emissions	149

Emissions Reduction Targets

We have had no previous emissions reduction commitment.

In order to continue our progress to achieving Net Zero since the base year (2019) we have adopted the following carbon reduction targets.

We project that carbon emissions will decrease over the next five years to 156 tCO₂e by 2026. This is a reduction of 42% from (2019) the base year and the projection is to reach net zero carbon by 2030. Carbon offsetting will be deployed in the final year (2030) to achieve the difference between actual and zero carbon.

