



ENVIRONMENTAL SOCIAL GOVERNANCE

Newsletter 2023/24

Environmental and social issues sit at the heart of modern life, from our impact on the planet to our place within our local communities and our health and well-being. Within the workplace, these issues extend to how our company is governed, its values, and its transparency.

As a wholly owned subsidiary of HotelshopUK Ltd, Rapid Relocate contributes to and benefits from the Group's approach and plan to manage the risks and opportunities ESG presents. Working together with shared goals, we will positively contribute to the world as we move towards our vision to become the GO-TO partner for emergency and alternative accommodation claim handling solutions.

Regards

Caroline



A message from Rapid Relocate's Managing Director

Caroline Findlay



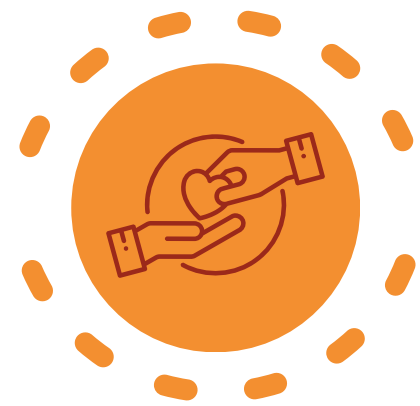
OUR 2023/2024 PLEDGE

To change how we work as a business so we remain to be increasingly more thoughtful towards our social, environmental, and governance responsibilities.

We pledged to educate ourselves and our staff and to work towards a brighter future, by making conscious decisions daily.



WE APPLIED OUR **DELIGHT** **VALUES** TO OUR ESG POLICY



DEDICATED

Make sustainable choices & continuous improvement



ENTHUSIASTIC

Have willingness & passion for everything we do



LIKEABLE

Be approachable, delightful, friendly & fun



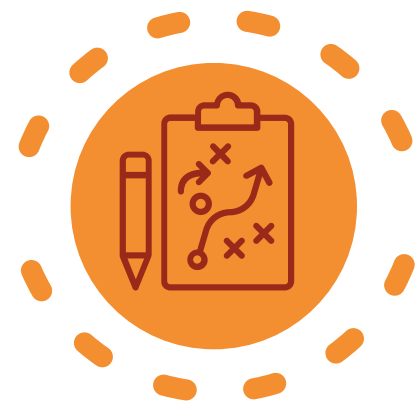
INCLUSIVE

Show compassion, fairness & respect to all



GENEROUS

Give back & go the extra mile



HONOURABLE

Work with integrity, honesty & accountability



TEAMWORK

Collaborate & communicate with others considerately

**HERE IS WHAT
WAS ACHIEVED
AS A GROUP
IN 2023/2024**



ENVIRONMENTAL

PLEDGES

ACHIEVED

Introduction of a carbon reduction plan for next 3 years inline with SBT (carbon neutral by 2030 and net zero by 2035)



Worked with Positive Planet on reduction plan and communicated through Senior Management Meeting

Be carbon neutral through offsetting by end of 2023



Offsetting initiatives using Positive Planet data

Silver accredited carbon literate organization by end of 2023



Completed

Reduce CO2 emissions scope 1-3 by 20%



Completed through electric company cars, hybrid pool cars and renewable electricity

Increase buy-in to being green as a normal part of working life by 10%



Green team / lunch & learn / quiz / newsletters / CL training

OUR CARBON FOOTPRINT ANALYSIS

Carbon Reduction

Our Net Zero targets

Hotelshop UK and our subsidiary Rapid Relocate are committed to achieving Net Zero by 2035. To achieve Net Zero under this scenario, we will need to reduce our absolute emissions by 90% from our baseline year. To keep us on track, we have also set the following near-term targets to 2030.

Our near-term targets:

- Reduce scope 1 and 2 emissions to zero by 2030.
- To procure 80% renewable electricity by 2026 and 100% by 2030.
- Reduce Scope 3 emissions by 42% by 2030.
- Measure all scope 3 categories by 2025.

Our long-term targets:

- Reduce our total market-based emissions (scope 1, 2 and 3) by at least 90% by 2050.
- Neutralise any residual emissions using verified carbon offsets.

Emissions	Total Carbon Footprint (tonnes CO ₂ e)				% Change	
	Baseline year: 2022		Current year: 2023			
	Hotelshop	Rapid	Hotelshop	Rapid	Hotelshop	Rapid
Scope 1	3.43	1.140	3.2	1.6	7%	+12%
Scope 2	0.978	5.81	0.4	1.2	41%	21%
Scope 3	239.325	52.436	200.9	60.6	17%	+16%
Total	243.732	60.386	204.6	62.2	16.26%	+3%

Emissions	Carbon Intensity Metric (tonnes CO ₂ e / unit)				% CHANGE	
	Baseline year: 2022		Current year: 2023			
	Hotelshop	Rapid	Hotelshop	Rapid	Hotelshop	Rapid
Employees	2.9	1.68	2.6	1.8	10.3%	+6.67%

We are on track to achieve our near-term targets and will therefore continue to maintain / accelerate our progress. We aim to carry out our planned reduction Initiatives to progress on our targets.



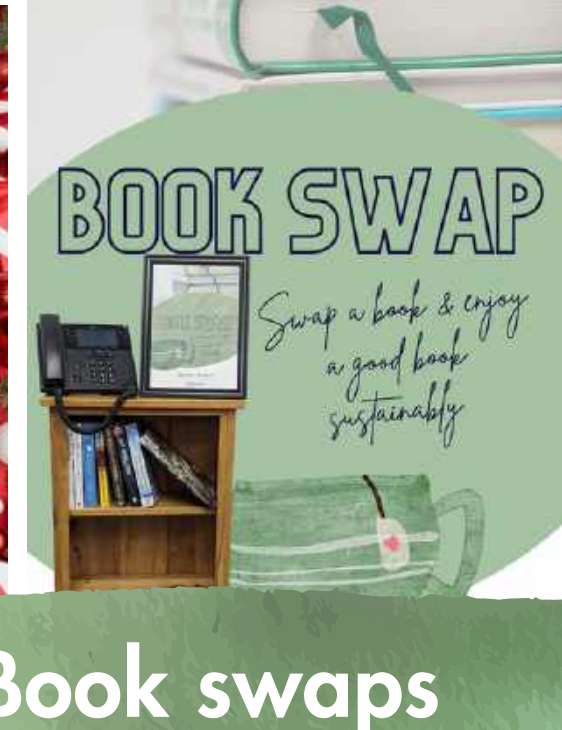
Educating staff



Gardening



Christmas sustainability ideas



Book swaps



Creating a forest school for a local primary school.



Litter picking



Nature walks



SOCIAL

PLEDGES

ACHIEVED

The group to improve staff turnover < 26%



Training plans, induction plans, team building

Increase our proud to work at hotelshopuk score >80%



Sustainability / charity / education work / office refurbishments where needed

Increase our recommend hotelshopuk as a great place to work score >75%



Career progression / team / 1-2-1's/ team building

Increase our investment into training by 10%



Supervisor training, better recording of on the job training, mental health, carbon literacy

Increase of charitable donations by 50% to £4K



Raised over £7000 in 2023 and over £6000 in 2024

Increase our volunteering hours by 25%



Introduced volunteering hours by the end of 2024



IN 2023 WE RAISED **£3359.40** FOR WORCESTERSHIRE MATERNITY BEREAVEMENT FUND

IN 2023 WE RAISED **£5232.00** FOR CANCER RESEARCH

CHARITY HEAD SHAVE
Bring your friends & family
 Monday September 18th
 6 pm for 6:30 pm Head Shaving

Andy Alex Craig Rob

SCAN ME

Donate here

Taking place at HotelshopUK
 28 High Street, Droitwich, WR9 8ES

Prosecco & beverages on sale
 with homemade cakes galore!

Bring cash or QR
 code donations





hotelshopuk
PINK
PUB QUIZ
2024
THURSDAY 28TH | 7PM
NOVEMBER | 6 PER TEAM
GAUDET LUCE GOLF CLUB

raising money for
Worcestershire Breast Unit Haven
Everybody Knows Somebody

hotelshopuk
BREAD CANCER AWARENESS DAY
TUESDAY 7TH MAY

BAKE A BOOB BAKE SALE

IN 2024 WE
RAISED
£6258.95
FOR
WORCESTERSHIRE
BREAST UNIT HAVEN

money for
Breast Unit Haven
Everybody Knows Somebody

hotelshopuk Ltd
Charity Christmas
shopping and lights trip
2024



Charity Golf Day
Golf for Golfers & Non Golfers

Raising money for
Worcestershire Breast Unit Haven
Everybody Knows Somebody

Welcome to the
hotelshopuk
charity golf day
2024

Thank you from Di, Rob & Craig

rapid relocate

Wearing pink to support our chosen charity
Worcestershire Breast Unit Haven
Everybody Knows Somebody



**OUR CARE TEAM WAS
SET UP IN 2020
DURING THE
PANDEMIC.**

Care Team 
we are here for you

OUR CARE TEAM ENSURES EVERYONE HAS SUPPORT

The mental health and wellbeing of our staff is important to us.

We ensure we give our staff outlets to talk and motivation to work on their own mental health along with the occasion to relax and get together as a team.

Care Team

we are here for you





Wellness walks



Festive celebrations



Staff parties



Mental health awareness



General fun!



GOVERNANCE

GOVERNANCE



PLEDGES

ACHIEVED

Introduce a formalized DELIGHT programme to embed clear organization goals and values across the company.



DELIGHT Team was put together across all HSUK departments in 2024.

Update and enhance DELIGHT signage across the HUSK group to be implemented in every office by end of 2023



DELIGHT signage is planned across the HUSK group in 2023 and installed in January 2024

Ensure all policies, procedures are audited, reviewed and updated annually



Was part of Ecovadis accreditation, all documents are checked and amended annually.

Retain accreditations: Ecovadis, IIP and ISO 9001:2015, and gain ISO for Rapid Relocate



We have retained our Gold IIP award and have been awarded our Gold EcoVardis award in October 2023

Monthly BU meetings to be undertaken with all relevant staff on business and financial performance.



Management meetings are scheduled and carried out throughout 2023/2024.

Bi annual company updates to the whole group of staff sharing financial and business performance



We have completed two Bi annual company updates in 2023/2024.

MOVING FORWARD



**THERE IS A LONG WAY TO GO.
BUT WE BELIEVE WE ARE ON THE RIGHT PATH.**

2023 brought a big shift in how the whole company works in terms of ESG. We rallied as a team to shift through processes to make our working environment more sustainable and enjoyable to be in.

Now with solid foundations built, we set our path and journey to becoming carbon net zero.



**rapid
relocate**

see you next year!

