

C0. Introduction

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C0.1

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**(C0.1) Give a general description and introduction to your organization.**

Saga’s purpose is to create exceptional experiences whilst being a driver for positive change in our markets and our communities

We are a leading provider of products and services to people aged 50 and over in the UK. We believe that by continuing to put our customers at the heart of everything we do we will grow Saga Plc and deliver long-term value for our shareholders.

The Group is aware of its environmental impact and aims to operate in a manner that minimises negative impact, such as waste sent to landfill, and invests in activities which have a positive impact on the environment, such as improved energy efficiency. We strive for continuous improvement of our operations to reduce any potential impact our business may have on the environment.

We are one of the largest employers in Kent and believe that businesses should be responsible citizens. Where possible we support local businesses – for example when ordering supplies and services for our offices and colleague delis – we engage with local communities in charitable and environmental improvement projects, such as fundraising and a variety of volunteering activities.

C0.2

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**(C0.2) State the start and end date of the year for which you are reporting data.**

	Start date	End date	Indicate if you are providing emissions data for past reporting years	Select the number of past reporting years you will be providing emissions data for
Reporting year	February 1 2020	January 31 2021	No	<Not Applicable>

C0.3

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**(C0.3) Select the countries/areas for which you will be supplying data.**

United Kingdom of Great Britain and Northern Ireland

C0.4

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**(C0.4) Select the currency used for all financial information disclosed throughout your response.**

GBP

C0.5

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**(C0.5) Select the option that describes the reporting boundary for which climate-related impacts on your business are being reported. Note that this option should align with your chosen approach for consolidating your GHG inventory.**

Operational control

C-FS0.7

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**(C-FS0.7) Which organizational activities does your organization undertake?**

Insurance underwriting (Insurance company)

C1. Governance

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## C1.1

### (C1.1) Is there board-level oversight of climate-related issues within your organization?

Yes

## C1.1a

### (C1.1a) Identify the position(s) (do not include any names) of the individual(s) on the board with responsibility for climate-related issues.

Position of individual(s)	Please explain
Other C-Suite Officer	Our Group Chief Strategy Officer, member of our Executive Leadership Team, has the day-to-day responsibility for ESG and climate-related issues within the company. The Group Chief Strategy Officer is responsible for managing information on climate-related issues and making decisions about what the company will do. CLIMATE-RELATED DECISION MADE BY THE INDIVIDUAL: During 2020, Saga consolidated its numerous committees with oversight of climate and ESG-related issues, and set up a new all-encompassing committee; the ESG Taskforce. This decision was ultimately made by the Group Chief Strategy Officer and allows for stricter and more streamlined governance of climate and ESG-related issues.

## C1.1b

### (C1.1b) Provide further details on the board's oversight of climate-related issues.

Frequency with which climate-related issues are a scheduled agenda item	Governance mechanisms into which climate-related issues are integrated	Scope of board-level oversight	Please explain
Scheduled – some meetings	<ul style="list-style-type: none"> <li>Reviewing and guiding strategy</li> <li>Reviewing and guiding major plans of action</li> <li>Reviewing and guiding risk management policies</li> <li>Setting performance objectives</li> <li>Monitoring implementation and performance of objectives</li> <li>Overseeing major capital expenditures, acquisitions and divestitures</li> </ul>	Climate-related risks and opportunities to our own operations	The board has oversight of all strategic issues relating to climate change. The board's responsibilities include reviewing and guiding the company strategy, setting and monitoring progress against performance objectives. These governance mechanisms contribute to their oversight of climate-related issues within the organisation as they are clearly able to quantify progress against objectives to understand how effectively Saga is managing its impact. For example, approval of the Environment and Sustainability Policy (which is reviewed on an annual basis) and annual emissions reporting. Saga's ESG Taskforce, as well as a Group Exec sponsor for all ESG activities, are responsible for raising climate-related issues to the board and managing them on a day-to-day basis.

## C1.2

### (C1.2) Provide the highest management-level position(s) or committee(s) with responsibility for climate-related issues.

Name of the position(s) and/or committee(s)	Reporting line	Responsibility	Coverage of responsibility	Frequency of reporting to the board on climate-related issues
Other C-Suite Officer, please specify (Group Chief Strategy Officer)	Please select	Both assessing and managing climate-related risks and opportunities	Risks and opportunities related to our own operations	More frequently than quarterly
Chief Risks Officer (CRO)	Please select	Both assessing and managing climate-related risks and opportunities	Risks and opportunities related to our own operations	More frequently than quarterly
Other committee, please specify (ESG Taskforce)	Please select	Both assessing and managing climate-related risks and opportunities	Risks and opportunities related to our own operations	More frequently than quarterly
Please select	Please select	<Not Applicable>	Please select	<Not Applicable>
Please select	Please select	<Not Applicable>	Please select	<Not Applicable>

## C1.2a

**(C1.2a) Describe where in the organizational structure this/these position(s) and/or committees lie, what their associated responsibilities are, and how climate-related issues are monitored (do not include the names of individuals).**

Saga's ESG Taskforce reports to the Board/Plc Risk Committee via the Chief Risk & Compliance Officer and Group Chief Strategy Officer and have been delegated specific responsibility for management of ESG and climate change issues including the development and realisation of the Group Sustainability Strategy. The committees meet on a quarterly basis and report to the Plc Board.

**ESG Taskforce**

The ESG Taskforce was established during the reporting year and is chaired by the Group Chief Strategy Officer. The taskforce takes responsibility for employee engagement and operational activities relating to sustainability issues including climate change. A 'State of the Nation' paper is briefed up to Plc board every 6 months by the ESG Taskforce, keeping them abreast of ESG activities and any changes. Further to this, the Group Chief Strategy Officer has a direct line to the Board and ensures that any ad hoc relevant ESG activities that arise throughout the year are part of the Board's meeting agenda.

Climate related issues are monitored and reviewed regularly by the ESG Taskforce. In addition, the Chief Strategy Officer has regular meetings with the Group CEO and Chair of the Plc Risk Committee. Saga also contracts Carbon Intelligence to support us in our ESG activities.

**C1.3**

**(C1.3) Do you provide incentives for the management of climate-related issues, including the attainment of targets?**

	Provide incentives for the management of climate-related issues	Comment
Row 1	No, not currently but we plan to introduce them in the next two years.	

**C-FS1.4**

**(C-FS1.4) Does your organization offer its employees an employment-based retirement scheme that incorporates ESG principles, including climate change?**

	We offer an employment-based retirement scheme that incorporates ESG principles, including climate change.	Comment
Row 1	No	

**C2. Risks and opportunities**

**C2.1**

**(C2.1) Does your organization have a process for identifying, assessing, and responding to climate-related risks and opportunities?**

Yes

**C2.1a**

**(C2.1a) How does your organization define short-, medium- and long-term time horizons?**

	From (years)	To (years)	Comment
Short-term	0	2	
Medium-term	2	5	
Long-term	5	10	

**C2.1b**

## (C2.1b) How does your organization define substantive financial or strategic impact on your business?

identified risks are assessed to determine whether their impact has a substantive financial or strategic impact. Risks are assessed at five different levels – the lowest level of impact is categorised as 'minor' while the highest level of impact is categorised as 'fundamental' and correlates to a financial impact of over £28m

- 1 Minor (Black)
- 2 Moderate (Red)
- 3 Serious (Amber)
- 4 Severe (Yellow)
- 5 Fundamental (Green)

## C2.2

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### (C2.2) Describe your process(es) for identifying, assessing and responding to climate-related risks and opportunities.

#### Value chain stage(s) covered

Direct operations

#### Risk management process

Integrated into multi-disciplinary company-wide risk management process

#### Frequency of assessment

More than once a year

#### Time horizon(s) covered

Medium-term

Long-term

#### Description of process

COMPANY LEVEL While Saga's business is mainly in retail financial services, its businesses in travel and shipping bring specific risk and compliance issues which we keep under regular review. Saga's Risk Committee has regular meetings with each of the business CEOs and key functional managers to discuss in detail the risk and compliance issues in their business. These meetings have focused both on current operational issues and on the implications of business development plans and possible changes in our markets, and more generally in the economy, addressing both medium & long term time horizons. The Group risk management cycle is an iterative cycle of activities that begins with identification of risk appetite. Group risk appetite is derived from our strategic objectives and is used as a measure against which all our current and proposed activities are tested. Saga's ESG Taskforce assesses environmental risks (including climate change risk). In addition, the Chief Strategy Officer, who has the day-to-day responsibility for ESG and climate-related issues within the company, has regular meetings with the Group CEO and Chair of the Plc Risk Committee. Saga also contracts Carbon Intelligence to support us in our ESG activities. ASSET LEVEL Most businesses in Saga (at the asset level) have separate Risk Committees. For those that do not, risk is reviewed solely at board level (company level). All risk registers are independently reviewed by the risk team at least quarterly to test for completeness of risk and control capture, effective testing of key control measures, and recording and reporting of any exceptions and overdue actions. All risk data, including risks, controls, control tests and incidents, is captured in an internet-enabled risk portal. This portal produces risk reports for all governance meetings. Regular weekly and monthly reporting cycles allow management to assess performance and identify risks and opportunities at the earliest opportunity. PROR T ZAT ON All Saga businesses assess each risk for likelihood and impact. Most use a common risk assessment matrix, although several have a customised impact scale to reflect their size or highly specialist nature of their risks. Each business then creates appropriate controls to manage such risks. Risks are rated on both an inherent and residual basis and are rated on a red, amber, yellow and green scale. At the organisational level, Saga assesses environmental risks through an Environmental and Sustainability Risk Register Report. Generic risks, and more specific associated business risks, are identified and rated through a red, amber, yellow, green scale. The highest rated residual risks in terms of impact and probability for each business are aggregated at Group level to produce a prioritised list of principal risks and uncertainties assessed at residual level against Group risk appetite. Substantive financial impact is assessed at five different levels. The highest level of impact is categorised as 'fundamental' and correlates to a financial impact of over £28m. Asset-level energy saving opportunities are increasingly being mapped on cost-benefit-analysis matrices. The cost of the opportunity is compared to the payback period in order to prioritise the most economically viable and efficient projects. CASE STUDY Transitional risk - through this process of environmental and sustainability risk reporting, the cost of energy, in particular marine fuel (which is the largest contributor to our emissions) has been highlighted as one of the biggest climate-related transitional risks to our operations. Our reliance on fuels, and their fluctuating cost is of continuing importance to us and is constantly monitored. For this reason, we have undertaken a process of working with a third-party consultancy Carbon Intelligence to monitor and measure our carbon impact. There have been efforts to reduce energy usage across Saga Plc during 2020/21. Our emissions for the last financial year have reduced significantly due to the impact the global pandemic has had on our travel business. Physical risks - through this process of environmental and sustainability risk reporting, adverse weather events have been highlighted as one of the biggest climate-related physical risks to our operations. We can be affected by extreme weather events, whilst a changing climate will mean that existing areas become non-viable, whilst new areas may open.

## C2.2a

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**(C2.2a) Which risk types are considered in your organization's climate-related risk assessments?**

	Relevance & inclusion	Please explain
Current regulation	Relevant, always included	EXAMPLE RISK TYPE: An example of a current regulatory risk which would be considered is compliance with existing environmental legislation. For example, ESOS and UK Mandatory Carbon Reporting. HOW IT IS INCLUDED IN CLIMATE-RELATED RISK ASSESSMENTS: Saga's ESG Taskforce assesses environmental risks relating to current regulation (including climate change risk). In addition, the Chief Strategy Officer, who has the day-to-day responsibility for ESG and climate-related issues within the company, has regular meetings with the Group CEO and Chair of the Plc Risk Committee. Saga also contracts Carbon Intelligence to support us in our ESG activities.
Emerging regulation	Relevant, always included	EXAMPLE RISK TYPE: An example of emerging regulatory risk which would be considered is future carbon emission reduction requirements for the shipping industry. For example, the International Maritime Organisation (IMO) has recently committed to cutting carbon emissions from the global shipping industry by 50% by 2050. Carbon-related regulatory requirements on passenger ships may become more stringent in the future. HOW IT IS INCLUDED IN CLIMATE-RELATED RISK ASSESSMENTS: Saga's ESG Taskforce assesses environmental risks relating to emerging regulation (including climate change risk). In addition, the Chief Strategy Officer, who has the day-to-day responsibility for ESG and climate-related issues within the company, has regular meetings with the Group CEO and Chair of the Plc Risk Committee. Saga also contracts Carbon Intelligence to support us in our ESG activities. All climate-related risk factors with the potential to impact our business are considered.
Technology	Relevant, always included	EXAMPLE RISK TYPE: An example of a technological risk which would be considered is failure to keep up with changing energy efficiency technology in our buildings and ships. For example, we are investing in the most efficient technology in our new ships which have a typical lifespan of 30 years. It is likely that there will be an increasing rate of technological improvements and regulatory requirements that could be a risk to the lifespan of our cruise ships. HOW IT IS INCLUDED IN CLIMATE-RELATED RISK ASSESSMENTS: Saga's ESG Taskforce assesses environmental risks relating to technology (including climate change risk). In addition, the Chief Strategy Officer, who has the day-to-day responsibility for ESG and climate-related issues within the company, has regular meetings with the Group CEO and Chair of the Plc Risk Committee. Saga also contracts Carbon Intelligence to support us in our ESG activities. All climate-related risk factors with the potential to impact our business are considered.
Legal	Relevant, always included	EXAMPLE RISK TYPE: An example of a legal risk which would be considered is potential exposure to fines and litigation for failing to comply with existing environmental legislation. For example, failure to comply with ESOS can result in a £50,000 fine. HOW IT IS INCLUDED IN CLIMATE-RELATED RISK ASSESSMENTS: Saga's ESG Taskforce assesses environmental legal risks (including climate change risk). In addition, the Chief Strategy Officer, who has the day-to-day responsibility for ESG and climate-related issues within the company, has regular meetings with the Group CEO and Chair of the Plc Risk Committee. Saga also contracts Carbon Intelligence to support us in our ESG activities. All climate-related risk factors with the potential to impact our business are considered.
Market	Relevant, always included	EXAMPLE RISK TYPE: An example of a market risk which would be considered is changing prices in raw materials e.g. fuel oil for our shipping business. HOW IT IS INCLUDED IN CLIMATE-RELATED RISK ASSESSMENTS: Saga's ESG Taskforce assesses environmental market risks (including climate change risk). In addition, the Chief Strategy Officer, who has the day-to-day responsibility for ESG and climate-related issues within the company, has regular meetings with the Group CEO and Chair of the Plc Risk Committee. Saga also contracts Carbon Intelligence to support us in our ESG activities. All climate-related risk factors with the potential to impact our business are considered.
Reputation	Relevant, always included	EXAMPLE RISK TYPE: An example of a reputational risk which would be considered is potential negative impact to brand value resulting from a failure to appropriately manage our environmental impact. HOW IT IS INCLUDED IN CLIMATE-RELATED RISK ASSESSMENTS: Saga's ESG Taskforce assesses environmental risks relating to reputation (including climate change risk). In addition, the Chief Strategy Officer, who has the day-to-day responsibility for ESG and climate-related issues within the company, has regular meetings with the Group CEO and Chair of the Plc Risk Committee. Saga also contracts Carbon Intelligence to support us in our ESG activities. All climate-related risk factors with the potential to impact our business are considered.
Acute physical	Relevant, always included	EXAMPLE RISK TYPE: An example of an acute risk which would be considered is sudden and severe weather events impacting on the level of service we are able to provide to our customers in the Health Care side of our business. Another example is a major climatic event impacting our cruise ship itinerary. HOW IT IS INCLUDED IN CLIMATE-RELATED RISK ASSESSMENTS: Saga's ESG Taskforce assesses acute physical environmental risks (including climate change risk). In addition, the Chief Strategy Officer, who has the day-to-day responsibility for ESG and climate-related issues within the company, has regular meetings with the Group CEO and Chair of the Plc Risk Committee. Saga also contracts Carbon Intelligence to support us in our ESG activities. All climate-related risk factors with the potential to impact our business are considered.
Chronic physical	Relevant, always included	EXAMPLE RISK TYPE: An example of a chronic climate-related physical risk would be considered is the impact of increasing average temperature on our portfolio, and the knock-on impact this might have on our energy costs and employee productivity. A further example is the potential for increasing average temperatures in the UK to result in fewer people booking trips overseas. HOW IT IS INCLUDED IN CLIMATE-RELATED RISK ASSESSMENTS: Saga's ESG Taskforce assesses chronic physical environmental risks (including climate change risk). In addition, the Chief Strategy Officer, who has the day-to-day responsibility for ESG and climate-related issues within the company, has regular meetings with the Group CEO and Chair of the Plc Risk Committee. Saga also contracts Carbon Intelligence to support us in our ESG activities. All climate-related risk factors with the potential to impact our business are considered.

**C-FS2.2b**

**(C-FS2.2b) Do you assess your portfolio's exposure to climate-related risks and opportunities?**

	We assess the portfolio's exposure	Please explain
Bank lending (Bank)	<Not Applicable>	<Not Applicable>
Investing (Asset manager)	<Not Applicable>	<Not Applicable>
Investing (Asset owner)	<Not Applicable>	<Not Applicable>
Insurance underwriting (Insurance company)	No, we don't assess this	
Other products and services, please specify	Not applicable	

**C-FS2.2d**

**(C-FS2.2d) Do you assess your portfolio's exposure to water-related risks and opportunities?**

	We assess the portfolio's exposure	Portfolio coverage	Please explain
Bank lending (Bank)	<Not Applicable>	<Not Applicable>	<Not Applicable>
Investing (Asset manager)	<Not Applicable>	<Not Applicable>	<Not Applicable>
Investing (Asset owner)	<Not Applicable>	<Not Applicable>	<Not Applicable>
Insurance underwriting (Insurance company)	No, we don't assess this	<Not Applicable>	
Other products and services, please specify	Not applicable	<Not Applicable>	

**C-FS2.2e**

**(C-FS2.2e) Do you assess your portfolio's exposure to forests-related risks and opportunities?**

	We assess the portfolio's exposure	Portfolio coverage	Please explain
Bank lending (Bank)	<Not Applicable>	<Not Applicable>	<Not Applicable>
Investing (Asset manager)	<Not Applicable>	<Not Applicable>	<Not Applicable>
Investing (Asset owner)	<Not Applicable>	<Not Applicable>	<Not Applicable>
Insurance underwriting (Insurance company)	No, we don't assess this	<Not Applicable>	
Other products and services, please specify	Not applicable	<Not Applicable>	

**C-FS2.2f**

**(C-FS2.2f) Do you request climate-related information from your clients/investees as part of your due diligence and/or risk assessment practices?**

	We request climate-related information	Please explain
Bank lending (Bank)	<Not Applicable>	<Not Applicable>
Investing (Asset manager)	<Not Applicable>	<Not Applicable>
Investing (Asset owner)	<Not Applicable>	<Not Applicable>
Insurance underwriting (Insurance company)	No, and we don't plan on requesting climate-related information	
Other products and services, please specify	Not applicable	

**C2.3**

**(C2.3) Have you identified any inherent climate-related risks with the potential to have a substantive financial or strategic impact on your business?**

Yes

**C2.3a**

**(C2.3a) Provide details of risks identified with the potential to have a substantive financial or strategic impact on your business.**

**Identifier**

Risk 1

**Where in the value chain does the risk driver occur?**

Direct operations

**Risk type & Primary climate-related risk driver**

Emerging regulation	Mandates on and regulation of existing products and services
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**Primary potential financial impact**

Decreased asset value or asset useful life leading to write-offs asset impairment or early retirement of existing assets

**Climate risk type mapped to traditional financial services industry risk classification**

Operational risk

**Company-specific description**

Saga plc at present owns two newly built world class modern design cruise liners As such pollution limits governing the marine industry constitutes an important risk for us to consider The marine industry contributes a large percentage of the total air pollution that is emitted globally largely due to marine diesel engines There is increasing regulation from the International Maritime Organization on air pollution limits (NOx control requirements) Different levels (Tiers) of controls apply based on the ship's construction date The Tier 1 controls apply only to the specified ships while operating in Emission Control Areas (ECA) established to limit NOx emissions outside such areas the Tier 2 controls apply Tier 2 relates to ships constructed after 1 January 2011 and Tier 3 applies to ships built after 1 January 2016 Similarly Heavy Fuel Oil is banned in the Arctic and Antarctic In addition ECAs require low sulphur content in fuel burnt this is achieved either through using low sulphur content fuel oil or the use of scrubbing technology to reduce the sulphur content of air emissions on board In 2020 there is a scheduled entry into force of a global sulphur cap which will reduce air emissions from ships further Saga's cruise ships are based year-round out of the UK so we regularly transit through and cruise in ECAs These regulations require that we have efficient ships which comply with these air pollution regulations to ensure travel inside ECAs

**Time horizon**

Short-term

**Likelihood**

Likely

**Magnitude of impact**

Medium

**Are you able to provide a potential financial impact figure?**

Yes a single figure estimate

**Potential financial impact figure (currency)**

51600000

**Potential financial impact figure – minimum (currency)**

<Not Applicable>

**Potential financial impact figure – maximum (currency)**

<Not Applicable>

**Explanation of financial impact figure**

The ECAs are in key cruising areas (e.g. North West Europe and Canada) and the impact would be that without complying with the low sulphur fuel regulations we would not be able to cruise in popular tourist areas and sell holidays. In 2020 our revenue from our Tour Operations business unit was £32.7m and £18.9m for our Cruising business unit. The estimated financial implication is therefore (32.7 - 18.9) 51.6 million per annum.

**Cost of response to risk**

0

**Description of response and explanation of cost calculation**

EXAMPLE/CASE STUDY: Saga has two brand new cruise ships in its fleet; the first came into operation in July 2019 and the second will start operating in July/August 2021. The new ships are designed to comply with all relevant regulations from launch and are all Tier-compliant. For example, they are fitted with scrubbers which remove the sulphur content of air emissions. We also reduce air pollution through conducting itinerary planning to conserve fuel by reducing speeds and implementation of fuel-saving measures. COST OF RESPONSE TO RISK CALCULATION: The cost of management is included within business as usual; therefore the cost of our response to this risk is 0.

**Comment**

**Identifier**

Risk 2

**Where in the value chain does the risk driver occur?**

Direct operations

**Risk type & Primary climate-related risk driver**

Technology	Transitioning to lower emissions technology
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**Primary potential financial impact**

Increased capital expenditures

**Climate risk type mapped to traditional financial services industry risk classification**

Operational risk

**Company-specific description**

Saga's cruise ships are subject to the mandatory Energy Efficiency Design Index (EEDI) standards for new ship efficiency and the complementary Ship Energy Efficiency Management Plan (SEEMP) for in-use efficiency improvement.

**Time horizon**

Short-term

**Likelihood**

Virtually certain

**Magnitude of impact**

Medium

**Are you able to provide a potential financial impact figure?**

Yes - a single figure estimate

**Potential financial impact figure (currency)**

51600000

**Potential financial impact figure – minimum (currency)**

<Not Applicable>

**Potential financial impact figure – maximum (currency)**

<Not Applicable>

**Explanation of financial impact figure**

Ships must have a Ship Energy Efficiency Management Plan (SEEMP) and new ships an Energy Efficiency Design Index (EEDI) otherwise they will not be able to operate. In 2020 our revenue from our Tour Operations business unit was £32.7m and £18.9m for our Cruising business unit. The estimated financial implication is therefore (32.7 - 18.9) 51.6 million per annum.

**Cost of response to risk**

0

**Description of response and explanation of cost calculation**

EXAMPLE/CASE STUDY: We are managing the risk associated with increased product efficiency standards in ships through our planned replacement of our two new cruise ships. The first ship came into service in July 2019 and the second new ship will be brought into service in July/August 2021. The new ships have been designed with fuel efficiency at the heart of the process; this includes the hull profile, windage, engine configuration which will generate power for propulsion and the hotel loads. In addition, the equipment and operation are considered to be as efficient as possible. We are looking to reuse cooling water, reduce wastewater generated, the stabilisers are being looked at to reduce drag, etc. As such, the ships are significantly larger but are significantly more fuel-efficient on a like-for-like comparison. The ship that came into service in July 2019 equated to a 17% reduction in emissions per passenger. We look at energy-saving initiatives as a standing agenda item for fleet quarterly meetings where the SEEMP is reviewed. We have an internal Saga Fleet Directive on stabiliser use which has been demonstrated to decrease fuel consumption as stabilisers are known to increase drag in the water and therefore increase fuel consumption. COST OF RESPONSE TO RISK CALCULATION: The cost of management is included within business as usual; therefore the cost of our response to this risk is 0.

**Comment**

**Identifier**

Risk 3

**Where in the value chain does the risk driver occur?**

Direct operations

**Risk type & Primary climate-related risk driver**

Emerging regulation	Enhanced emissions-reporting obligations
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**Primary potential financial impact**

Decreased revenues due to reduced demand for products and services

**Climate risk type mapped to traditional financial services industry risk classification**

Reputational risk

**Company-specific description**

Saga Plc is required to comply with the Streamlined Energy & Carbon Report (SECR) and also the Energy Savings Opportunity Scheme (ESOS). The former requires Saga to measure total electricity and natural gas consumption from qualifying meters and pay a levy to government on the associated climate change impact. The latter requires Saga to perform mandatory assessments of energy consumption from all sources in order to identify possible conservation and/or efficiency measures. Both regulations require Saga to maintain an evidence pack in order to demonstrate compliance to the Environment Agency, which provides regulatory oversight for each scheme. There is a risk that inaccurate, incomplete or non-auditable Saga energy data could result in non-compliance with both regulations. Failure to comply with either could result in financial penalties being applied by the Environment Agency and publication of non-compliance. The Government has increased the CCL for natural gas (£ per kWh) by 20% from 2019 to 2020. From 2020 to 2021 the CCL for natural gas increased again by 15%. As a result, our tax liability will likely increase if we fail to act on our energy consumption.

**Time horizon**

Long-term

**Likelihood**

Very unlikely

**Magnitude of impact**

Medium

**Are you able to provide a potential financial impact figure?**

Yes - a single figure estimate

**Potential financial impact figure (currency)**

100000

**Potential financial impact figure – minimum (currency)**

<Not Applicable>

**Potential financial impact figure – maximum (currency)**

<Not Applicable>

**Explanation of financial impact figure**

We have estimated the cost of non-compliance with CRC to be up to £50,000 and non-compliance with ESOS also to be up to £50,000.

**Cost of response to risk**

20000

**Description of response and explanation of cost calculation**

EXAMPLES/CASE STUDIES: As part of our aim to continuously improve operations to reduce any potential impact our business may have on the environment, the following methods are used in order to manage risk of non-compliance with fuel/energy taxes and regulations:

- We have installed Automatic Meter Readers (AMR) on our electricity and natural gas meters that provide over half of all consumption data on a half-hourly basis in order to ensure the accuracy and availability of information used to prepare compliance returns.
- We have implemented an energy/carbon data programme that not only allows for regular monitoring, reporting and analysis of energy use and emissions from buildings, but also vehicles and ships. We now have energy consumption data from all floors in our major buildings which allows us to measure and reduce our consumption out of hours and to identify anomalies in consumption which present improvement opportunities.
- We have an appointed specialist carbon and energy partner that continually manages all aspects of related compliance efforts on our behalf. In addition, we commissioned this partner to trial a building management system optimisation project to better manage and reduce the energy consumption of one of our highest consuming buildings, thereby reducing our CRC liability.

COST OF RESPONSE TO RISK CALCULATED ON: £20,000 per annum associated with compliance.

**Comment****Identifier**

Risk 4

**Where in the value chain does the risk driver occur?**

Direct operations

**Risk type & Primary climate-related risk driver**

Acute physical	Increased severity and frequency of extreme weather events such as cyclones and floods
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**Primary potential financial impact**

Increased indirect (operating) costs

**Climate risk type mapped to traditional financial services industry risk classification**

Operational risk

**Company-specific description**

The PCC AR5 projects a likely increase of peak wind intensities and increased near-storm precipitation in future tropical cyclones. This is relevant to Saga because bad weather can impact cruising and can often mean cancelled ports and amended cruise itineraries or, on rare occasions, a delay to the start and end of a cruise. This results in decreased customer satisfaction and would increase cost and emissions through increased use of fuel. Over winter, a port closure can occur on average once a month due to weather and sometimes this weather will impact more than one port. On average, we expect (and prepare for) a cruise itinerary to be impacted by a weather event every two years (as was the case in 2016 when we extended a cruise by 24 hours and delayed the start of one by 24 hours due to weather - we experienced a similar situation in 2014).



**Time horizon**

Medium-term

**Likelihood**

More likely than not

**Magnitude of impact**

Medium

**Are you able to provide a potential financial impact figure?**

Yes a single figure estimate

**Potential financial impact figure (currency)**

200000

**Potential financial impact figure – minimum (currency)**

&lt;Not Applicable&gt;

**Potential financial impact figure – maximum (currency)**

&lt;Not Applicable&gt;

**Explanation of financial impact figure**

The estimated financial impact of this risk depends on the ship/number of passengers the cost of cruise the duration of delay etc but in general for each 24-hour delay it is a non-revenue day and a pro-rata refund day A delay of 24 hours can cost over £200 000

**Cost of response to risk**

200000

**Description of response and explanation of cost calculation**

EXAMPLE/ CASE STUDY We manage this risk through planning and by building in some capacity for route changes and contingency We also monitor the weather using dedicated meteorological software and we use shipping forecasts By monitoring the weather we can make strategic contingency decisions to avoid the impact to end and start of cruise where possible COST OF RESPONSE TO R SK CALCULAT ON Cost of the Marine Operations/Planning team is around 200k pa 3 FTE employees

**Comment****Identifier**

Risk 5

**Where in the value chain does the risk driver occur?**

Direct operations

**Risk type & Primary climate-related risk driver**

Market	Increased cost of raw materials
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**Primary potential financial impact**

Increased capital expenditures

**Climate risk type mapped to traditional financial services industry risk classification**

Market risk

**Company-specific description**

The Group is affected by the price volatility of certain commodities for example our activities require the ongoing purchase of fuel and gas oil to sail our cruise ships and therefore we require a continuous supply of fuel and gas oil

**Time horizon**

Medium-term

**Likelihood**

About as likely as not

**Magnitude of impact**

High

**Are you able to provide a potential financial impact figure?**

Yes a single figure estimate

**Potential financial impact figure (currency)**

100000000

**Potential financial impact figure – minimum (currency)**

&lt;Not Applicable&gt;

**Potential financial impact figure – maximum (currency)**

&lt;Not Applicable&gt;

**Explanation of financial impact figure**

Estimated financials here are very difficult ultimately we could end up paying more for fuel and if there is no availability it could hamper our operation and the areas we cruise with our existing ships Estimated impact of this risk could be as high as £100 million

**Cost of response to risk**

0

**Description of response and explanation of cost calculation**

The volatility in the price of fuel and gas oil has led to the decision to enter into commodity fuel and gas oil swap contracts on a relevant Platts index The commodity swap is traded prior to a launch of a new brochure so that the costs of fuel are reasonably fixed The hedge is only a paper transaction and so volatility in pricing can still occur if actual quantities are different from hedged quantities (however as the itineraries are known in advance we have a reasonable view of required quantities at the time of brochure launch) These contracts are expected to reduce the volatility attributable to price fluctuations of fuel and gas oil Managing the price volatility of forecast oil

purchases is in accordance with the risk management strategy outlined by the Board of Directors in addition all commodity hedging is approved by the Group Treasury committee and in accordance with the Group Treasury policy it requires approval by the Group CFO COST OF RESPONSE TO RISK CALCULATION The cost of management is included in business as usual and therefore is 0

**Comment**

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C2.4

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**(C2.4) Have you identified any climate-related opportunities with the potential to have a substantive financial or strategic impact on your business?**

Yes

C2.4a

---

**(C2.4a) Provide details of opportunities identified with the potential to have a substantive financial or strategic impact on your business.**

**Identifier**

Opp1

**Where in the value chain does the opportunity occur?**

Direct operations

**Opportunity type**

Resource efficiency

**Primary climate-related opportunity driver**

Move to more efficient buildings

**Primary potential financial impact**

Reduced indirect (operating) costs

**Company-specific description**

Our obligation to comply with ESOS legislation every 4 years in the UK brings with it an opportunity to reduce our energy expenditure through analysis of consumption data and subsequent evaluation of energy efficiency and conservation opportunities – particularly within our buildings. These actions provide us with the required data and information to be able to establish the business case for any possible investment in technological or behavioural interventions that could not only reduce our energy bills but also our associated emissions. The last ESOS reporting year was in 2019 and we continue to review the opportunities identified.

**Time horizon**

Long-term

**Likelihood**

Very likely

**Magnitude of impact**

Low

**Are you able to provide a potential financial impact figure?**

Yes a single figure estimate

**Potential financial impact figure (currency)**

645000

**Potential financial impact figure – minimum (currency)**

<Not Applicable>

**Potential financial impact figure – maximum (currency)**

<Not Applicable>

**Explanation of financial impact figure**

The ESOS-compliant audits identified a significant opportunity to improve the efficiency of our portfolio. These audits identified total annual savings of £145,000 at an investment of £645,000 with a payback period of 4.45 years.

**Cost to realize opportunity**

20000

**Strategy to realize opportunity and explanation of cost calculation**

As part of our aim to continuously improve operations to reduce any potential environmental impact the following methods are used by Saga in order to manage opportunities from fuel/energy taxes and regulations:

- We have installed Automatic Meter Readers (AMR) on our electricity and natural gas meters that provide over half of all consumption data on a half-hourly basis. Data is regularly analysed in order to optimize building systems and highlight areas for improvement (e.g. in shutdown procedures or performance of specific plant).
- We implemented an energy/carbon data programme that not only allows for regular monitoring, reporting and analysis of energy use and emissions from buildings but also vehicles and ships.
- Our chosen route to ESOS compliance within our buildings involves energy audits at selected sites every 4 years. We have conducted such surveys in the past that produced valuable recommendations for energy projects. For example, as a result of the 2019 ESOS findings we installed voltage optimisation to help save energy costs and cut carbon at our three largest sites. We have also invested in floor-level sub metering at key sites.

**EXAMPLE/ CASE STUDY** We implemented a Collaborative Asset Performance Programme in collaboration with our energy and carbon consultant at Enbrook Park to deliver quick win, low-cost building optimisation through a combination of technology and people. **COST TO REALISE OPPORTUNITY CALCULATION** Approximate cost for external consultancies support on ESOS is £20,000.

**Comment**

---

**Identifier**

Opp2

**Where in the value chain does the opportunity occur?**

Direct operations

**Opportunity type**

Products and services

**Primary climate-related opportunity driver**

Development of climate adaptation resilience and insurance risk solutions

**Primary potential financial impact**

Increased revenues resulting from increased demand for products and services

**Company-specific description**

Climate change is producing more extreme weather patterns and more intense storm events. In the UK, it is likely that more properties will be hit by surface water (pluvial) flooding over the next 25 years than by 'traditional' river (fluvial) flooding, and most of these will be affected for the first time. The average expected pay out for each domestic flood claim in the UK is £50,000. Saga provides flood risk insurance as part of its general household policy and therefore increased flooding could potentially lead to increased demand for this service.

**Time horizon**

Short-term

**Likelihood**

About as likely as not

**Magnitude of impact**

Medium

**Are you able to provide a potential financial impact figure?**

No, we do not have this figure

**Potential financial impact figure (currency)**

<Not Applicable>

**Potential financial impact figure – minimum (currency)**

<Not Applicable>

**Potential financial impact figure – maximum (currency)**

<Not Applicable>

**Explanation of financial impact figure**

Saga provides flood risk insurance only as part of its general household policy, so it is not possible to split out data other than claim data relating to floods.

**Cost to realize opportunity**

0

**Strategy to realize opportunity and explanation of cost calculation**

One of our key strategic focuses is around expanding our insurance footprint. Insurance is the most significant part of the Saga Group and an excellent operation. However, we still have a relatively small share of the over 50s market in the UK and we can expand our footprint by providing insurance products sourced through a panel of suppliers.

**Comment**

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**Identifier**

Opp3

**Where in the value chain does the opportunity occur?**

Direct operations

**Opportunity type**

Products and services

**Primary climate-related opportunity driver**

Shift in consumer preferences

**Primary potential financial impact**

Increased revenues resulting from increased demand for products and services

**Company-specific description**

In order to maintain our trusted brand, attract investment and appeal to new customers, we must continue with our strategic priority to put innovation at the centre of the business. This allows us to develop products and services based on customer needs both now and in the future. For example, our high-quality, award-winning Travel business is at the core of Saga and it is from these origins that the business has evolved. Within this sector, awareness of sustainable vacations is increasing, and more destinations are seeking to lessen the environmental impacts of rising visitor numbers. Research conducted by Populus as early as 2008 found that 78% of adults said they would find it useful to have information on the carbon impact of their holiday. 78% also said this and other environmental impacts would influence their choice of holiday. According to the WorldWatch Institute, sustainable tourism now accounts for an estimated 1% of all tourism operations. As well as it being our responsibility to promote forms of tourism that maximise rather than detract from environmental quality, there is also an opportunity to develop new products that capitalise on increasing demand for sustainable products and services in this area.

**Time horizon**

Medium-term

**Likelihood**

More likely than not

**Magnitude of impact**

Medium

**Are you able to provide a potential financial impact figure?**

No, we do not have this figure

**Potential financial impact figure (currency)**

<Not Applicable>

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**Potential financial impact figure – minimum (currency)**

<Not Applicable>

**Potential financial impact figure – maximum (currency)**

<Not Applicable>

**Explanation of financial impact figure**

There are too many variables to estimate a financial implication at present

**Cost to realize opportunity**

0

**Strategy to realize opportunity and explanation of cost calculation**

It is one of Saga's strategic priorities to put innovation at the centre of the business through dedicated innovation teams at both group-level and in each business area and through a culture of fostering and rewarding innovation. We continually enhance our understanding of our customers to provide products and services they want. This includes:

- Sophisticated analysis of our proprietary Group Marketing Database i.e. through customer segmentation and propensity modelling
- Direct interaction with our customers to build strong relationships and listen to their needs
- Online product feedback i.e. through the 'My Saga Holiday' portal. Travel customers can give their holiday a star rating, share opinions/tips and images/video.

**EXAMPLE/CASE STUDY** Saga Plc supports the international sustainable tourism voluntary certification scheme developed by ABTA known as 'Travelife'. Hotels and accommodation providers can apply for certification that assesses them on four categories: management, environment, community and supply chain. Successful applicants can display the Travelife logo. Saga reproduces this logo in its brochures along with a brief description of the scheme. This improves how informed customers feel about their choices, making them more likely to book a holiday.

**COST TO REALISE OPPORTUNITY CALCULATION** Time taken for staff maintain up-to-date database to inform Travelife status of all hotels and accommodation providers in our travel brochures is part of our business as usual therefore the cost to realise this opportunity is zero.

**Comment**

**C3. Business Strategy**

**C3.1**

**(C3.1) Have climate-related risks and opportunities influenced your organization's strategy and/or financial planning?**

Yes and we have developed a low-carbon transition plan

**C3.1a**

**(C3.1a) Is your organization's low-carbon transition plan a scheduled resolution item at Annual General Meetings (AGMs)?**

	Is your low-carbon transition plan a scheduled resolution item at AGMs?	Comment
Row 1	No, but we intend it to become a scheduled resolution item within the next two years	

**C3.2**

**(C3.2) Does your organization use climate-related scenario analysis to inform its strategy?**

No but we anticipate using qualitative and/or quantitative analysis in the next two years

**C3.2b**

**(C3.2b) Why does your organization not use climate-related scenario analysis to inform its strategy?**

Climate-related scenario analysis is not currently used to inform business strategy as we still need to undertake rigorous analysis to understand how it may impact certain business divisions at a detailed scale. However, regulatory horizon scanning is undertaken to inform business decisions. For example, the two new cruise ships were built in compliance with current shipping regulations to ensure they can continue to be operational in the future. As we continue to identify and manage climate-related risks and opportunities for our business and as per government legislation, we will be implementing the TCFD framework next year. We will integrate this framework into our current governance structures to inform business strategy moving forward.

**C3.3**

**(C3.3) Describe where and how climate-related risks and opportunities have influenced your strategy.**

	Have climate-related risks and opportunities influenced your strategy in this area?	Description of influence
Products and services	Yes	DESCRIPTION OF HOW STRATEGY HAS BEEN INFLUENCED AND TIME HORIZON: Reputational risks associated with not adequately managing our environmental impact and failing to promote sustainable tourism are driving an opportunity to develop new sustainable products and services. This risk can have an impact in the short-term as defined earlier in our disclosure. CASE STUDY: The magnitude of the impact of climate-related risks and opportunities on our products and services has the potential to be significant. We have therefore constructed two new and much larger cruise ships. The first of which came into service in July 2019 and the second which will come into service in July/August 2021. The former ship has equated to a 17% reduction in emissions per passenger emissions. The new ships are designed to comply with all relevant environmental regulation, providing our customers with a more sustainable travel alternative.
Supply chain and/or value chain	Yes	DESCRIPTION OF HOW STRATEGY HAS BEEN INFLUENCED AND TIME HORIZON: Climate-related risks relating to changing market signals and abrupt shifts in raw material costs could significantly impact our supply chain in the medium-term as defined earlier in our response. CASE STUDY: The magnitude of this impact has the potential to be significant. To manage this, we have entered into commodity fuel and gas oil swat contracts so that the costs of fuel can be reasonably fixed.
Investment in R&D	Yes	DESCRIPTION OF HOW STRATEGY HAS BEEN INFLUENCED AND TIME HORIZON: Exposure to climate-related regulatory risks has the potential to impact our operations and reputation in the short-term as defined earlier in our response. As a result of climate-related risks including acute weather events influencing our strategy, we must invest in new technology to mitigate these risks. CASE STUDY: The magnitude of the impact of climate-related risks and opportunities on our investment in new technology is high. For example, we invested in the development of two new cruise ships; the first ship was brought into service in July 2019 and the second will come into service in July/August 2021. They were designed with fuel efficiency at the heart of the process, this includes the hull profile, windage, engine configuration which will generate power for propulsion and the hotel loads. In addition, the equipment and operation are considered to be as efficient as possible, we are looking to reuse cooling water, reduce waste-water generated, the fin stabilisers are being looked at to reduce drag etc. As such, the first ship which has already come into service has shown to have equated to a 17% reduction in emissions per passenger emissions.
Operations	Yes	DESCRIPTION OF HOW STRATEGY HAS BEEN INFLUENCED AND TIME HORIZON: Climate-related risks could impact our operations in the short-term as defined in our response. For example, physical impacts of climate change such as acute weather events have the potential to disrupt our cruise ship itinerary. These one-off events are also likely to increase with global warming. CASE STUDY: The magnitude of the impact of this has the potential to be significant. To mitigate the impact, our two new cruise ships have been designed to be able to visit more areas, therefore minimising the disruption to our operations. We also monitor the weather using dedicated meteorological software and we use shipping forecasts. By monitoring the weather, we can make strategic contingency decisions to avoid the impact to end and start of cruises where possible.

**C3.4**

**(C3.4) Describe where and how climate-related risks and opportunities have influenced your financial planning.**

	Financial planning elements that have been influenced	Description of influence
Row 1	Revenues Direct costs Capital expenditures	DESCRIPTION ON THE IMPACT ON FINANCIAL PLANNING PROCESS: Reputational risks associated with not adequately managing our environmental impact and failing to promote sustainable tourism are driving an opportunity to develop new sustainable products and services. This has the potential to significantly impact the demand for Saga's products and services and in turn revenues. In 2019 we brought into service a new and much larger cruise ship, and another one will be brought into service in July/August 2021. These ships have been designed to be much more fuel-efficient. Our analysis has shown that the first ship to come into service has equated to a 17% reduction in emissions per passenger emissions. The new ships are designed to comply with all relevant environmental regulation, providing our customers with a more sustainable travel alternative. TIME HORIZON: The development of the new energy efficient cruise ships has impacted our business in the short-term due to the capital expenditures required in their construction. In the future however, we expect to recoup these costs through increased revenues and operating cost savings.

**C3.4a**

**(C3.4a) Provide any additional information on how climate-related risks and opportunities have influenced your strategy and financial planning (optional).**

**C-FS3.6**

**(C-FS3.6) Are climate-related issues considered in the policy framework of your organization?**

No

**C-FS3.6c**

**(C-FS3.6c) Why are climate-related issues not considered in the policy framework of your organization?**

This is an open text question with a limit of 5 000 characters. Please note that when copying from another document into the ORS formatting is not retained

## C4. Targets and performance

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### C4.1

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#### (C4.1) Did you have an emissions target that was active in the reporting year?

Absolute target

### C4.1a

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#### (C4.1a) Provide details of your absolute emissions target(s) and progress made against those targets.

**Target reference number**

Abs 1

**Year target was set**

2019

**Target coverage**

Company-wide

**Scope(s) (or Scope 3 category)**

Scope 1 2 (location-based)

**Base year**

2018

**Covered emissions in base year (metric tons CO2e)**

98306 54

**Covered emissions in base year as % of total base year emissions in selected Scope(s) (or Scope 3 category)**

100

**Target year**

2030

**Targeted reduction from base year (%)**

30

**Covered emissions in target year (metric tons CO2e) [auto-calculated]**

68814 578

**Covered emissions in reporting year (metric tons CO2e)**

37840

**% of target achieved [auto-calculated]**

205 027186729727

**Target status in reporting year**

Underway

**Is this a science-based target?**

Yes we consider this a science-based target but it has not been approved by the Science-Based Targets initiative

**Target ambition**

Well-below 2°C aligned

**Please explain (including target coverage)**

We set a science-based target for our scope 1&2 emissions as this is where our most material emissions are (currently 98% of our emissions scope 1 2&3). The overall increase in emissions is largely due to an increase in marine fuel due to the purchasing of a new ship 'Spirit of Discovery'. We expect to see a reduction in emissions as we move to this more efficient ship.

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### C4.2

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#### (C4.2) Did you have any other climate-related targets that were active in the reporting year?

No other climate-related targets

### C4.3

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#### (C4.3) Did you have emissions reduction initiatives that were active within the reporting year? Note that this can include those in the planning and/or implementation phases.

Yes

### C4.3a

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**(C4.3a) Identify the total number of initiatives at each stage of development, and for those in the implementation stages, the estimated CO2e savings.**

	Number of initiatives	Total estimated annual CO2e savings in metric tonnes CO2e (only for rows marked *)
Under investigation	0	0
To be implemented	0	0
Implementation commenced	0	0
Implemented	1	942
Not to be implemented	0	0

### C4.3b

**(C4.3b) Provide details on the initiatives implemented in the reporting year in the table below.**

**Initiative category & Initiative type**

Energy efficiency in buildings	Building Energy Management Systems (BEMS)
--------------------------------	---

**Estimated annual CO2e savings (metric tonnes CO2e)**

942

**Scope(s)**

Scope 1

Scope 2 (location-based)

**Voluntary/Mandatory**

Voluntary

**Annual monetary savings (unit currency – as specified in C0.4)**

420489

**Investment required (unit currency – as specified in C0.4)**

20000

**Payback period**

<1 year

**Estimated lifetime of the initiative**

3-5 years

**Comment**

This is part of our ongoing Energy efficiency programme to reduce electricity and natural gas consumption in our buildings. This included an effective shutdown programme in response to the ongoing lockdowns and reduced occupancy in 2020. All unoccupied floors were isolated and appropriate HVAC turned off. The Smart Buildings programme also gave the visibility required to ensure plant was turned off effectively and not running out of hours. 332 tCO2e of natural gas emissions was saved, as well as 610 tCO2e electricity emissions (332 610 = 942 tCO2e).

### C4.3c

**(C4.3c) What methods do you use to drive investment in emissions reduction activities?**

Method	Comment
Compliance with regulatory requirements/standards	Saga is required to comply with the Energy Savings Opportunity Scheme (ESOS) in the UK which requires participants to carry out ESOS assessments every 4 years. These assessments are audits of the energy used by our buildings and transport to identify cost-effective energy saving measures. The ESOS audits conducted in 2019 identified a significant opportunity to improve the efficiency of our portfolio. Saga will also have to respond to Streamline Energy and Carbon Reporting (SECR) compliance in the UK in the next annual report as well as state reduction projects and opportunities.
Dedicated budget for energy efficiency	For the past 2 years we have been working with an external sustainability consultancy to maximise the efficiency of energy in our buildings. These savings have been achieved through number of BMS control interventions, related to plant schedules and optimising heating and cooling plant on our key assets.

### C4.5

**(C4.5) Do you classify any of your existing goods and/or services as low-carbon products or do they enable a third party to avoid GHG emissions?**

No

## C5. Emissions methodology

### C5.1

**(C5.1) Provide your base year and base year emissions (Scopes 1 and 2).**

**Scope 1**

**Base year start**

February 1 2014

**Base year end**

January 31 2015

**Base year emissions (metric tons CO2e)**

104735

**Comment**

**Scope 2 (location-based)**

**Base year start**

February 1 2014

**Base year end**

January 31 2015

**Base year emissions (metric tons CO2e)**

7038

**Comment**

**Scope 2 (market-based)**

**Base year start**

February 1 2014

**Base year end**

January 31 2015

**Base year emissions (metric tons CO2e)**

7038

**Comment**

**C5.2**

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**(C5.2) Select the name of the standard, protocol, or methodology you have used to collect activity data and calculate emissions.**

The Greenhouse Gas Protocol A Corporate Accounting and Reporting Standard (Revised Edition)

**C6. Emissions data**

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**C6.1**

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**(C6.1) What were your organization's gross global Scope 1 emissions in metric tons CO2e?**

**Reporting year**

**Gross global Scope 1 emissions (metric tons CO2e)**

36187

**Start date**

<Not Applicable>

**End date**

<Not Applicable>

**Comment**

**C6.2**

---

**(C6.2) Describe your organization's approach to reporting Scope 2 emissions.**

**Row 1**

**Scope 2, location-based**

We are reporting a Scope 2 location-based figure

**Scope 2, market-based**

We are reporting a Scope 2 market-based figure

**Comment**



### C6.3

---

**(C6.3) What were your organization's gross global Scope 2 emissions in metric tons CO2e?**

**Reporting year**

**Scope 2, location-based**

1654

**Scope 2, market-based (if applicable)**

8

**Start date**

<Not Applicable>

**End date**

<Not Applicable>

**Comment**

### C6.4

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**(C6.4) Are there any sources (e.g. facilities, specific GHGs, activities, geographies, etc.) of Scope 1 and Scope 2 emissions that are within your selected reporting boundary which are not included in your disclosure?**

No

### C6.5

---

**(C6.5) Account for your organization's gross global Scope 3 emissions, disclosing and explaining any exclusions.**

**Purchased goods and services**

**Evaluation status**

Relevant not yet calculated

**Metric tonnes CO2e**

<Not Applicable>

**Emissions calculation methodology**

<Not Applicable>

**Percentage of emissions calculated using data obtained from suppliers or value chain partners**

<Not Applicable>

**Please explain**

The emissions from purchased goods and services acquired by Saga in the reporting year are a relevant source of emissions as they do contribute significantly to our anticipated Scope 3 emissions. There is also potential for emissions reduction activity. We have not yet calculated emissions from this source.

**Capital goods**

**Evaluation status**

Relevant not yet calculated

**Metric tonnes CO2e**

<Not Applicable>

**Emissions calculation methodology**

<Not Applicable>

**Percentage of emissions calculated using data obtained from suppliers or value chain partners**

<Not Applicable>

**Please explain**

The emissions from the extraction, production, and transportation of capital goods purchased or acquired by Saga (such as ships, chiller plants, any on-site servers and IT equipment) in the reporting year are a relevant source of emissions as they do contribute significantly to our anticipated Scope 3 emissions. There is also potential for emissions reduction activity. We have not yet calculated emissions from this source.

## Fuel-and-energy-related activities (not included in Scope 1 or 2)

### Evaluation status

Relevant calculated

### Metric tonnes CO2e

142

### Emissions calculation methodology

We have applied DEFRA fuel and energy related activity emission factors to Saga Scope 2 activity data for the reporting year

### Percentage of emissions calculated using data obtained from suppliers or value chain partners

100

### Please explain

Emissions from the extraction production and transportation of electricity purchased by Saga (not already accounted for in Scope 2) including upstream emissions of purchased electricity and T and D losses reported by the end user are not deemed relevant to Saga because we have very little influence over them These emissions occur due to 'well to tank' (WTT) losses from the national grid

## Upstream transportation and distribution

### Evaluation status

Relevant not yet calculated

### Metric tonnes CO2e

<Not Applicable>

### Emissions calculation methodology

<Not Applicable>

### Percentage of emissions calculated using data obtained from suppliers or value chain partners

<Not Applicable>

### Please explain

Emissions from the transportation and distribution of products purchased by Saga between its suppliers and its own operations (in vehicles and facilities not owned or controlled by Saga) are relevant because they contribute significantly to our total anticipated Scope 3 emissions and also because there are potential emissions reductions that could be undertaken within our supply chain We have not yet calculated emissions from this source

## Waste generated in operations

### Evaluation status

Relevant not yet calculated

### Metric tonnes CO2e

<Not Applicable>

### Emissions calculation methodology

<Not Applicable>

### Percentage of emissions calculated using data obtained from suppliers or value chain partners

<Not Applicable>

### Please explain

Emissions from the disposal and treatment of waste generated in Saga's operations (in facilities not owned or controlled by the reporting company) is relevant to Saga because they contribute significantly to our total anticipated Scope 3 emissions We have not yet calculated emissions from this source

## Business travel

### Evaluation status

Relevant calculated

### Metric tonnes CO2e

184.55

### Emissions calculation methodology

GHG Protocol activity data in distance travelled was extracted from our expenses systems Business travel emission factors were taken from the UK Government Conversion Factors for Company Reporting 2019 Total Miles\*Emissions Factor=Emissions

### Percentage of emissions calculated using data obtained from suppliers or value chain partners

100

### Please explain

## Employee commuting

### Evaluation status

Relevant calculated

### Metric tonnes CO2e

1006.13

### Emissions calculation methodology

Calculated working from home (WFH) emissions to replace employee commuting Made assumptions based on 95% of Saga employees WFH for 75% of the year 242 days in the reporting year Assumptions include average consumption of electricity for office equipment and lighting (140w and 10w) and average gas consumptions (800 kWh FTE percm) for heating No allowance for cooling energy for UK homeworking

### Percentage of emissions calculated using data obtained from suppliers or value chain partners

100

### Please explain

### Upstream leased assets

#### Evaluation status

Not relevant explanation provided

#### Metric tonnes CO2e

<Not Applicable>

#### Emissions calculation methodology

<Not Applicable>

#### Percentage of emissions calculated using data obtained from suppliers or value chain partners

<Not Applicable>

#### Please explain

This category is defined as the operation of assets leased by the reporting company (lessee) in the reporting year and not included in Scope 1 and Scope 2 – reported by lessee We take the operational control approach to the consolidation of our organisational boundary and therefore these emissions are categorised as Scopes 1 and 2

### Downstream transportation and distribution

#### Evaluation status

Relevant not yet calculated

#### Metric tonnes CO2e

<Not Applicable>

#### Emissions calculation methodology

<Not Applicable>

#### Percentage of emissions calculated using data obtained from suppliers or value chain partners

<Not Applicable>

#### Please explain

This category includes emissions that occur in the reporting year from transportation and distribution of sold products in vehicles and facilities not owned or controlled by Saga

### Processing of sold products

#### Evaluation status

Not relevant explanation provided

#### Metric tonnes CO2e

<Not Applicable>

#### Emissions calculation methodology

<Not Applicable>

#### Percentage of emissions calculated using data obtained from suppliers or value chain partners

<Not Applicable>

#### Please explain

This Scope 3 emissions category includes emissions from processing of sold intermediate products by third parties (e.g. manufacturers) subsequent to sale by Saga This category is not relevant since we do not process intermediate products

### Use of sold products

#### Evaluation status

Not relevant explanation provided

#### Metric tonnes CO2e

<Not Applicable>

#### Emissions calculation methodology

<Not Applicable>

#### Percentage of emissions calculated using data obtained from suppliers or value chain partners

<Not Applicable>

#### Please explain

This category includes emissions from the use of goods and services sold by Saga in the reporting year The main source of emissions from use of services sold by Saga are incorporated into our Scope 1 and 2 emissions from our cruise ships and therefore this Scope 3 category is not relevant

### End of life treatment of sold products

#### Evaluation status

Not relevant explanation provided

#### Metric tonnes CO2e

<Not Applicable>

#### Emissions calculation methodology

<Not Applicable>

#### Percentage of emissions calculated using data obtained from suppliers or value chain partners

<Not Applicable>

#### Please explain

This category includes emissions from the waste disposal and treatment of products sold by Saga (in the reporting year) at the end of their life This category includes the total expected end-of-life emissions from all products sold in the reporting year Saga does not sell products and therefore this is not a relevant source of emissions

#### Downstream leased assets

**Evaluation status**

Not relevant explanation provided

**Metric tonnes CO2e**

<Not Applicable>

**Emissions calculation methodology**

<Not Applicable>

**Percentage of emissions calculated using data obtained from suppliers or value chain partners**

<Not Applicable>

**Please explain**

Saga does not lease assets and therefore this category is not relevant

#### Franchises

**Evaluation status**

Not relevant explanation provided

**Metric tonnes CO2e**

<Not Applicable>

**Emissions calculation methodology**

<Not Applicable>

**Percentage of emissions calculated using data obtained from suppliers or value chain partners**

<Not Applicable>

**Please explain**

This is defined as the operation of franchises in the reporting year not included in Scope 1 and Scope 2 – reported by franchisor Saga does not have any franchises and therefore this is not relevant

#### Investments

**Evaluation status**

Relevant not yet calculated

**Metric tonnes CO2e**

<Not Applicable>

**Emissions calculation methodology**

<Not Applicable>

**Percentage of emissions calculated using data obtained from suppliers or value chain partners**

<Not Applicable>

**Please explain**

It is not currently practical to collect consumption and emissions data for Saga's investments This is due to data being inaccessible and the short-term nature of the investments we invest in

#### Other (upstream)

**Evaluation status**

Not relevant explanation provided

**Metric tonnes CO2e**

<Not Applicable>

**Emissions calculation methodology**

<Not Applicable>

**Percentage of emissions calculated using data obtained from suppliers or value chain partners**

<Not Applicable>

**Please explain**

Our scope 3 emissions are described in the 15 other categories therefore this category is not relevant to Saga

#### Other (downstream)

**Evaluation status**

Not relevant explanation provided

**Metric tonnes CO2e**

<Not Applicable>

**Emissions calculation methodology**

<Not Applicable>

**Percentage of emissions calculated using data obtained from suppliers or value chain partners**

<Not Applicable>

**Please explain**

Our scope 3 emissions are described in the 15 other categories therefore this category is not relevant to Saga

### C6.7

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(C6.7) Are carbon dioxide emissions from biogenic carbon relevant to your organization?

No

## C6.10

(C6.10) Describe your gross global combined Scope 1 and 2 emissions for the reporting year in metric tons CO2e per unit currency total revenue and provide any additional intensity metrics that are appropriate to your business operations.

**Intensity figure**

0.0001120853

**Metric numerator (Gross global combined Scope 1 and 2 emissions, metric tons CO2e)**

37840

**Metric denominator**

unit total revenue

**Metric denominator: Unit total**

337600000

**Scope 2 figure used**

Location-based

**% change from previous year**

13.04

**Direction of change**

Decreased

**Reason for change**

Although we are working hard to improve efficiencies and reduce emissions, the global pandemic, COV D-19 had a large impact on emission reductions because of the travel restrictions.

## C7. Emissions breakdowns

### C7.1

(C7.1) Does your organization break down its Scope 1 emissions by greenhouse gas type?

No

### C7.2

(C7.2) Break down your total gross global Scope 1 emissions by country/region.

Country/Region	Scope 1 emissions (metric tons CO2e)
United Kingdom of Great Britain and Northern Ireland	36187

### C7.3

(C7.3) Indicate which gross global Scope 1 emissions breakdowns you are able to provide.

By facility

By activity

### C7.3b

(C7.3b) Break down your total gross global Scope 1 emissions by business facility.

Facility	Scope 1 emissions (metric tons CO2e)	Latitude	Longitude
Saga HQ	36187	51.090238	1.121704

### C7.3c

**(C7.3c) Break down your total gross global Scope 1 emissions by business activity.**

Activity	Scope 1 emissions (metric tons CO2e)
Marine fuel oil	33674.58
Diesel	36.49
Petrol	7.84
Business travel (scope 1)	342.04
LPG	13.22
Natural gas	604.13
Fugitive emissions	1509.67
Gas Oil	0
Fleet mileage	0

**C7.5**

**(C7.5) Break down your total gross global Scope 2 emissions by country/region.**

Country/Region	Scope 2, location-based (metric tons CO2e)	Scope 2, market-based (metric tons CO2e)	Purchased and consumed electricity, heat, steam or cooling (MWh)	Purchased and consumed low-carbon electricity, heat, steam or cooling accounted for in Scope 2 market-based approach (MWh)
United Kingdom of Great Britain and Northern Ireland	1654	8	7092	

**C7.6**

**(C7.6) Indicate which gross global Scope 2 emissions breakdowns you are able to provide.**

- By business division
- By activity

**C7.6a**

**(C7.6a) Break down your total gross global Scope 2 emissions by business division.**

Business division	Scope 2, location-based (metric tons CO2e)	Scope 2, market-based (metric tons CO2e)
Titan Travel	94.24	8
Saga Group	1109.41	0
MetroMail	446.24	0
Destinology	3.62	0

**C7.6c**

**(C7.6c) Break down your total gross global Scope 2 emissions by business activity.**

Activity	Scope 2, location-based (metric tons CO2e)	Scope 2, market-based (metric tons CO2e)
Electricity	1654	8

**C7.9**

**(C7.9) How do your gross global emissions (Scope 1 and 2 combined) for the reporting year compare to those of the previous reporting year?**

Decreased

**C7.9a**

**(C7.9a) Identify the reasons for any change in your gross global emissions (Scope 1 and 2 combined), and for each of them specify how your emissions compare to the previous year.**

	Change in emissions (metric tons CO2e)	Direction of change	Emissions value (percentage)	Please explain calculation
Change in renewable energy consumption	50	Decreased	0.048	We have increased our purchase of renewable energy. Calculation: Change in electricity (market-based) 2020 (58) vs 2021 (8) = 50 tCO2e 2019 Scope 1&2 emissions = 102,770 50/102770 x 100 = 0.048
Other emissions reduction activities	0	No change	0	
Divestment	0	No change	0	
Acquisitions	0	No change	0	
Mergers	0	No change	0	
Change in output	64880	Decreased	63	Our operations, particularly our travel business and therefore marine fuel decreased significantly in 2020 due to the travel restrictions enforced by COVID-19. Calculation: Change in emissions 2019 vs 2020 = 37,840-102,770 = -64,930 tCO2e - (-50 tCO2e) from purchasing renewable = -64,880 tCO2e. (-64,880/102,770) x 100 = -63
Change in methodology	0	No change	0	
Change in boundary	0	No change	0	
Change in physical operating conditions	0	No change	0	
Unidentified	0	No change	0	
Other	0	No change	0	

**C7.9b**

**(C7.9b) Are your emissions performance calculations in C7.9 and C7.9a based on a location-based Scope 2 emissions figure or a market-based Scope 2 emissions figure?**  
 Location-based

**C8. Energy**

**C8.1**

**(C8.1) What percentage of your total operational spend in the reporting year was on energy?**  
 More than 0% but less than or equal to 5%

**C8.2**

**(C8.2) Select which energy-related activities your organization has undertaken.**

	Indicate whether your organization undertook this energy-related activity in the reporting year
Consumption of fuel (excluding feedstocks)	Yes
Consumption of purchased or acquired electricity	Yes
Consumption of purchased or acquired heat	No
Consumption of purchased or acquired steam	No
Consumption of purchased or acquired cooling	No
Generation of electricity, heat, steam, or cooling	No

**C8.2a**

**(C8.2a) Report your organization's energy consumption totals (excluding feedstocks) in MWh.**

	Heating value	MWh from renewable sources	MWh from non-renewable sources	Total (renewable and non-renewable) MWh
Consumption of fuel (excluding feedstock)	Please select	0	145565	145565
Consumption of purchased or acquired electricity	<Not Applicable>	7035.15	57.17	7092
Consumption of purchased or acquired heat	<Not Applicable>	<Not Applicable>	<Not Applicable>	<Not Applicable>
Consumption of purchased or acquired steam	<Not Applicable>	<Not Applicable>	<Not Applicable>	<Not Applicable>
Consumption of purchased or acquired cooling	<Not Applicable>	<Not Applicable>	<Not Applicable>	<Not Applicable>
Consumption of self-generated non-fuel renewable energy	<Not Applicable>	<Not Applicable>	<Not Applicable>	<Not Applicable>
Total energy consumption	<Not Applicable>	7035.15	145622.17	152657

**C8.2b**

**(C8.2b) Select the applications of your organization's consumption of fuel.**

	Indicate whether your organization undertakes this fuel application
Consumption of fuel for the generation of electricity	No
Consumption of fuel for the generation of heat	Yes
Consumption of fuel for the generation of steam	No
Consumption of fuel for the generation of cooling	No
Consumption of fuel for co-generation or tri-generation	No

**C8.2c**

**(C8.2c) State how much fuel in MWh your organization has consumed (excluding feedstocks) by fuel type.**

**Fuels (excluding feedstocks)**

Marine Fuel Oil

**Heating value**

HHV (higher heating value)

**Total fuel MWh consumed by the organization**

99963

**MWh fuel consumed for self-generation of electricity**

<Not Applicable>

**MWh fuel consumed for self-generation of heat**

<Not Applicable>

**MWh fuel consumed for self-generation of steam**

<Not Applicable>

**MWh fuel consumed for self-generation of cooling**

<Not Applicable>

**MWh fuel consumed for self-cogeneration or self-trigeneration**

<Not Applicable>

**Emission factor**

3159.5

**Unit**

kg CO2e per kWh

**Emissions factor source**

DEFRA 2020 Emission Factors

**Comment**

**Fuels (excluding feedstocks)**

Marine Gas Oil

**Heating value**

HHV (higher heating value)

**Total fuel MWh consumed by the organization**

40635

**MWh fuel consumed for self-generation of electricity**

<Not Applicable>

**MWh fuel consumed for self-generation of heat**

<Not Applicable>

**MWh fuel consumed for self-generation of steam**

<Not Applicable>



**MWh fuel consumed for self-generation of cooling**

<Not Applicable>

**MWh fuel consumed for self-cogeneration or self-trigeneration**

<Not Applicable>

**Emission factor**

3249.99

**Unit**

kg CO2e per kWh

**Emissions factor source**

DEFRA 2020 Emission Factors

**Comment**

---

**Fuels (excluding feedstocks)**

Liquefied Petroleum Gas (LPG)

**Heating value**

HHV (higher heating value)

**Total fuel MWh consumed by the organization**

38

**MWh fuel consumed for self-generation of electricity**

<Not Applicable>

**MWh fuel consumed for self-generation of heat**

<Not Applicable>

**MWh fuel consumed for self-generation of steam**

<Not Applicable>

**MWh fuel consumed for self-generation of cooling**

<Not Applicable>

**MWh fuel consumed for self-cogeneration or self-trigeneration**

<Not Applicable>

**Emission factor**

2938.81

**Unit**

kg CO2e per metric ton

**Emissions factor source**

DEFRA 2020 Emission Factors

**Comment**

---

**Fuels (excluding feedstocks)**

Diesel

**Heating value**

HHV (higher heating value)

**Total fuel MWh consumed by the organization**

152

**MWh fuel consumed for self-generation of electricity**

<Not Applicable>

**MWh fuel consumed for self-generation of heat**

<Not Applicable>

**MWh fuel consumed for self-generation of steam**

<Not Applicable>

**MWh fuel consumed for self-generation of cooling**

<Not Applicable>

**MWh fuel consumed for self-cogeneration or self-trigeneration**

<Not Applicable>

**Emission factor**

2.54603

**Unit**

kg CO2e per liter

**Emissions factor source**

DEFRA 2020 Emission Factors

**Comment**

---

**Fuels (excluding feedstocks)**

Petrol

**Heating value**

HHV (higher heating value)

**Total fuel MWh consumed by the organization**

38

**MWh fuel consumed for self-generation of electricity**

&lt;Not Applicable&gt;

**MWh fuel consumed for self-generation of heat**

&lt;Not Applicable&gt;

**MWh fuel consumed for self-generation of steam**

&lt;Not Applicable&gt;

**MWh fuel consumed for self-generation of cooling**

&lt;Not Applicable&gt;

**MWh fuel consumed for self-cogeneration or self-trigeneration**

&lt;Not Applicable&gt;

**Emission factor**

67 58781

**Unit**

kg CO2 per liter

**Emissions factor source****Comment**

---

**Fuels (excluding feedstocks)**

Other please specify (Fleet mileage)

**Heating value**

HHV (higher heating value)

**Total fuel MWh consumed by the organization**

1453 05

**MWh fuel consumed for self-generation of electricity**

&lt;Not Applicable&gt;

**MWh fuel consumed for self-generation of heat**

&lt;Not Applicable&gt;

**MWh fuel consumed for self-generation of steam**

&lt;Not Applicable&gt;

**MWh fuel consumed for self-generation of cooling**

&lt;Not Applicable&gt;

**MWh fuel consumed for self-cogeneration or self-trigeneration**

&lt;Not Applicable&gt;

**Emission factor**

0 27584

**Unit**

kg CO2 per liter

**Emissions factor source**

DEFRA 2020 Emission Factors

**Comment**

---

**Fuels (excluding feedstocks)**

Natural Gas

**Heating value**

HHV (higher heating value)

**Total fuel MWh consumed by the organization**

3285 62

**MWh fuel consumed for self-generation of electricity**

&lt;Not Applicable&gt;

**MWh fuel consumed for self-generation of heat**

&lt;Not Applicable&gt;

**MWh fuel consumed for self-generation of steam**

&lt;Not Applicable&gt;

**MWh fuel consumed for self-generation of cooling**

&lt;Not Applicable&gt;

**MWh fuel consumed for self-cogeneration or self-trigeneration**

&lt;Not Applicable&gt;

**Emission factor**

0 18387

**Unit**

kg CO2e per kWh

**Emissions factor source**

DEFRA 2020 Emission Factors

**Comment**

---

**C8.2e**

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**(C8.2e) Provide details on the electricity, heat, steam, and/or cooling amounts that were accounted for at a zero emission factor in the market-based Scope 2 figure reported in C6.3.**

**Sourcing method**

None (no purchases of low-carbon electricity heat steam or cooling)

**Low-carbon technology type**

<Not Applicable>

**Country/area of consumption of low-carbon electricity, heat, steam or cooling**

<Not Applicable>

**MWh consumed accounted for at a zero emission factor**

<Not Applicable>

**Comment**

---

**C9. Additional metrics**

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**C9.1**

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**(C9.1) Provide any additional climate-related metrics relevant to your business.**

**C10. Verification**

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**C10.1**

---

**(C10.1) Indicate the verification/assurance status that applies to your reported emissions.**

	Verification/assurance status
Scope 1	Third-party verification or assurance process in place
Scope 2 (location-based or market-based)	Third-party verification or assurance process in place
Scope 3	Third-party verification or assurance process in place

**C10.1a**

---

**(C10.1a) Provide further details of the verification/assurance undertaken for your Scope 1 emissions, and attach the relevant statements.**

**Verification or assurance cycle in place**

Annual process

**Status in the current reporting year**

Complete

**Type of verification or assurance**

Limited assurance

**Attach the statement**

Saga Verification Statement 2020-21 v2.pdf

**Page/ section reference**

Page 3

**Relevant standard**

SO14064-3

**Proportion of reported emissions verified (%)**

100

---

**C10.1b**

---

**(C10.1b) Provide further details of the verification/assurance undertaken for your Scope 2 emissions and attach the relevant statements.**

**Scope 2 approach**

Scope 2 location-based

**Verification or assurance cycle in place**

Annual process

**Status in the current reporting year**

Complete

**Type of verification or assurance**

Limited assurance

**Attach the statement**

Saga Verification Statement 2020-21 v2.pdf

**Page/ section reference**

Page 1-3

**Relevant standard**

SO14064-3

**Proportion of reported emissions verified (%)**

100

---

**C10.1c**

---

**(C10.1c) Provide further details of the verification/assurance undertaken for your Scope 3 emissions and attach the relevant statements.**

**Scope 3 category**

Scope 3 Business travel

**Verification or assurance cycle in place**

Annual process

**Status in the current reporting year**

Complete

**Type of verification or assurance**

Limited assurance

**Attach the statement**

Saga Verification Statement 2020-21 v2.pdf

**Page/section reference**

Page 1-3

**Relevant standard**

ISO14064-3

**Proportion of reported emissions verified (%)**

100

---

**Scope 3 category**

Scope 3 Fuel and energy-related activities (not included in Scopes 1 or 2)

**Verification or assurance cycle in place**

Annual process

**Status in the current reporting year**

Complete

**Type of verification or assurance**

Limited assurance

**Attach the statement**

Saga Verification Statement 2020-21 v2.pdf

**Page/section reference**

Page 1-3

**Relevant standard**

ISO14064-3

**Proportion of reported emissions verified (%)**

100

---

## C10.2

---

**(C10.2) Do you verify any climate-related information reported in your CDP disclosure other than the emissions figures reported in C6.1, C6.3, and C6.5?**

No but we are actively considering verifying within the next two years

## C11. Carbon pricing

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### C11.1

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**(C11.1) Are any of your operations or activities regulated by a carbon pricing system (i.e. ETS, Cap & Trade or Carbon Tax)?**

No and we do not anticipate being regulated in the next three years

### C11.2

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**(C11.2) Has your organization originated or purchased any project-based carbon credits within the reporting period?**

No

### C11.3

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**(C11.3) Does your organization use an internal price on carbon?**

No but we anticipate doing so in the next two years

## C12. Engagement

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### C12.1

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#### (C12.1) Do you engage with your value chain on climate-related issues?

Yes our suppliers  
Yes our customers

### C12.1a

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#### (C12.1a) Provide details of your climate-related supplier engagement strategy.

##### Type of engagement

Innovation & collaboration (changing markets)

##### Details of engagement

Other please specify (included climate change in supplier selection / management mechanism)

##### % of suppliers by number

92

##### % total procurement spend (direct and indirect)

92

##### % of supplier-related Scope 3 emissions as reported in C6.5

0

##### Rationale for the coverage of your engagement

Saga Plc sources most of its electricity from Haven Power which is part of the Drax Group. This covers 92% of suppliers by number.

##### Impact of engagement, including measures of success

DESCRIPTION OF MEASURES OF SUCCESS For this engagement we expect to see a reduction in our Scope 2 emissions. IMPACT OF ENGAGEMENT ACCORDING TO MEASURES OF SUCCESS Haven sources most of its power from Drax which is the single largest renewable energy generator in the UK. Therefore the impact of our engagement with Drax is high as we have reduced our Scope 2 emissions by sourcing renewable energy.

##### Comment

% of scope 3 emissions is irrelevant as these are suppliers of electricity which is reported in our Scope 2 figures.

---

### C12.1b

---

#### (C12.1b) Give details of your climate-related engagement strategy with your customers.

##### Type of engagement

Education/information sharing

##### Details of engagement

Run an engagement campaign to educate customers about your climate change performance and strategy.

##### % of customers by number

100

##### % of customer - related Scope 3 emissions as reported in C6.5

0

##### Portfolio coverage (total or outstanding)

Unknown

##### Please explain the rationale for selecting this group of customers and scope of engagement

We provide all our customers with the option to subscribe to the Saga magazine. The magazine includes several articles on how customers can minimise their own environmental impact. For example tips on reducing energy consumption, enhancing biodiversity and how to travel sustainably. We are unable to report % Scope 3 emissions reported in C6.5 as we haven't yet calculated our downstream scope 3 emissions.

##### Impact of engagement, including measures of success

DESCRIPTION OF MEASURES OF SUCCESS One metric of success for the magazine would be the number of customer subscriptions. IMPACT OF ENGAGEMENT ACCORDING TO MEASURES OF SUCCESS The impact of this engagement is high as we currently have more than 204,000 subscribers to the magazine which makes it the UK's best selling monthly subscription magazine.

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### C12.3

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#### (C12.3) Do you engage in activities that could either directly or indirectly influence public policy on climate-related issues through any of the following?

Trade associations  
Other

## C12.3b

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**(C12.3b) Are you on the board of any trade associations or do you provide funding beyond membership?**

Yes

## C12.3c

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**(C12.3c) Enter the details of those trade associations that are likely to take a position on climate change legislation.**

**Trade association**

Cruise Lines International Association (CL A)

**Is your position on climate change consistent with theirs?**

Consistent

**Please explain the trade association's position**

CL A has outlined its ongoing commitment to sustainable cruising in its 2016 Environment Sustainability Report. The organisation is of the view that "protecting and preserving the environment is the right thing to do and it is fundamental to the long-term success of the cruise industry" (Cindy D'Aoust, president and CEO of CL A) in December 2018. CL A announced an industry commitment to a reduction of 40% in the rate of carbon emissions by 2030.

**How have you influenced, or are you attempting to influence their position?**

Saga is a CL A Europe Member and attends Board/Exec meetings as well as other committees and panels. We pay membership fees and offer our time to support the associations. e.g. we will do presentations at regulatory and technical events organised by CL A. The MO governance framework is such that individual companies cannot directly engage so we engage through UK CoS and CL A.

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**Trade association**

UK Chamber of Shipping

**Is your position on climate change consistent with theirs?**

Consistent

**Please explain the trade association's position**

The UK Chamber of Shipping is actively involved in the debate on how best to reduce emissions from shipping. UK CoS works closely with the UK Government which is a world leader in addressing climate change and a key player within the debate in the MO on how best to reduce emissions from shipping without damaging world trade. In July 2019 the chamber voiced its strong support for the UK Government's Clean Maritime Plan stating "in recent years the Chamber and its membership have been at the forefront of driving positive environmental change and it looks forward to continuing this vital work with the UK Government".

**How have you influenced, or are you attempting to influence their position?**

Saga is a member of the UK Chamber of Shipping and its representatives attend meetings. The MO governance framework is such that individual companies cannot directly engage so we engage through UK CoS and CL A.

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## C12.3e

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**(C12.3e) Provide details of the other engagement activities that you undertake.**

**METHOD OF ENGAGEMENT**

Saga is an active member of the Sustainability Committee of the Federation of Tour Operators which is part of the Association of British Travel Agents (ABTA).

**TOPIC AND NATURE OF ENGAGEMENT**

The objectives of the Sustainability Committee are:

- 1) To bring about change and improvement in all areas affecting overseas holidays from the UK departure point through the journey to the accommodation and standards of safety, health and hygiene overseas.
- 2) To be the point of contact for destination governments on all UK outbound tour operating related issues.
- 3) To coordinate members' activities and therefore the operational activity of the UK outbound travel industry in key areas of delivery – crisis handling, health and safety, sustainable tourism, operational issues.
- 4) To establish best practice standards that are then rolled out to wider ABTA membership.

## C12.3f

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**(C12.3f) What processes do you have in place to ensure that all of your direct and indirect activities that influence policy are consistent with your overall climate change strategy?**

All direct and indirect activities that influence policy are agreed by the ESG Taskforce which is responsible for the overall climate change strategy. This direct link ensures that activities are consistent.

C12.4

(C12.4) Have you published information about your organization's response to climate change and GHG emissions performance for this reporting year in places other than in your CDP response? If so, please attach the publication(s).

C-FS12.5

(C-FS12.5) Are you a signatory of any climate-related collaborative industry frameworks, initiatives and/or commitments?

	Industry collaboration	Comment
Reporting framework	Please select	
Industry initiative	Please select	
Commitment	Please select	

C14. Portfolio Impact

C-FS14.1

(C-FS14.1) Do you conduct analysis to understand how your portfolio impacts the climate? (Scope 3 portfolio impact)

	We conduct analysis on our portfolio's impact on the climate	Disclosure metric	Comment
Bank lending (Bank)	<Not Applicable>	<Not Applicable>	<Not Applicable>
Investing (Asset manager)	<Not Applicable>	<Not Applicable>	<Not Applicable>
Investing (Asset owner)	<Not Applicable>	<Not Applicable>	<Not Applicable>
Insurance underwriting (Insurance company)	Not applicable	<Not Applicable>	
Other products and services, please specify	Not applicable	<Not Applicable>	

C-FS14.3

(C-FS14.3) Are you taking actions to align your portfolio to a well below 2-degree world?

	We are taking actions to align our portfolio to a well below 2-degree world	Please explain
Bank lending (Bank)	<Not Applicable>	<Not Applicable>
Investing (Asset manager)	<Not Applicable>	<Not Applicable>
Investing (Asset owner)	<Not Applicable>	<Not Applicable>
Insurance underwriting (Insurance company)	Not applicable	
Other products and services, please specify	Not applicable	

C15. Signoff

C-FI

(C-FI) Use this field to provide any additional information or context that you feel is relevant to your organization's response. Please note that this field is optional and is not scored.

C15.1

(C15.1) Provide details for the person that has signed off (approved) your CDP climate change response.

	Job title	Corresponding job category
Row 1	Group Chief Strategy Officer	Other, please specify (C-Suite Officer)



Submit your response

---

**In which language are you submitting your response?**

English

**Please confirm how your response should be handled by CDP**

	I am submitting to	Public or Non-Public Submission
I am submitting my response	Investors	Public

**Please confirm below**

have read and accept the applicable Terms