

# ANNUAL REPORT 2022





# HOTELPLAN GROUP

Hotelplan Group, based in Glattbrugg, Switzerland, is a globally active Swiss travel group in the leisure and business travel sector.

The group's business units include Switzerland's largest tour operator, Hotelplan Suisse, with the brands travelhouse and tourisme pour tous, and the Volume Tour Operating division, which includes the beach holiday and city break business with the Hotelplan, Migros Ferien and vtours brands. In Great Britain the group is represented by Hotelplan UK, one of Britain's major skiing and walking holiday specialists, with the Inghams, Inntravel, Esprit Holidays, Santa's Lapland and Explore Worldwide brands. Interhome Group, one of Europe's leading rental holiday home providers with the Interhome and Interchalet brands, and the business travel specialists bta first travel and Finass Reisen also belong to the Hotelplan Group portfolio. The IT, Finance, Digital and Strategy and Communications departments are managed centrally.

Hotelplan Group is a wholly owned subsidiary of the Federation of Migros Cooperatives, Switzerland's largest retail organisation with headquarters in Zurich.

## BOARD OF DIRECTORS

as of January 2023



**Fabrice Zumbrunnen**

Chairman of the  
Board of Directors



**Isabelle Zimmermann**

Vice Chairwoman of the  
Board of Directors



**Thomas Stirnimann**

Member of the  
Board of Directors



**Stefan Leser**

Member of the  
Board of Directors

## MANAGEMENT

**Laura Meyer**

CEO Hotelplan Group  
Member of the Group Management

**Markus Glesti**

CFO & Deputy CEO Hotelplan Group  
Member of the Group Management

**Roman Wetli**

CIO Hotelplan Group  
Member of the Group Management

**Walter Jung**

CPO Hotelplan Group  
Member of the Group Management

**Adrian Arnold**

CDSO Hotelplan Group  
Member of the Group Management

**Nicole Pfammatter**

CEO Hotelplan Suisse  
Member of the Group Management

**Tim Bachmann †**

COO Volume Tour Operating  
Member of the Group Management

**Katja Altmann-Renner**

COO Volume Tour Operating (a.i.)  
Member of the Group Management (a.i.)

**Joe Ponte**

CEO Hotelplan UK  
Member of the Group Management

**Jörg Herrmann**

CEO Interhome Group  
Member of the Group Management

**Roland Birchmeier**

CEO bta first travel

**Claudine Furrer**

CEO Finass Reisen



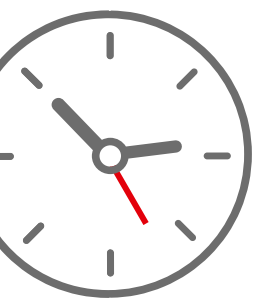
# HOTELPLAN GROUP

# WHO ARE WE?

as of 31 October 2022

# 2,082

people work for Hotelplan Group worldwide.

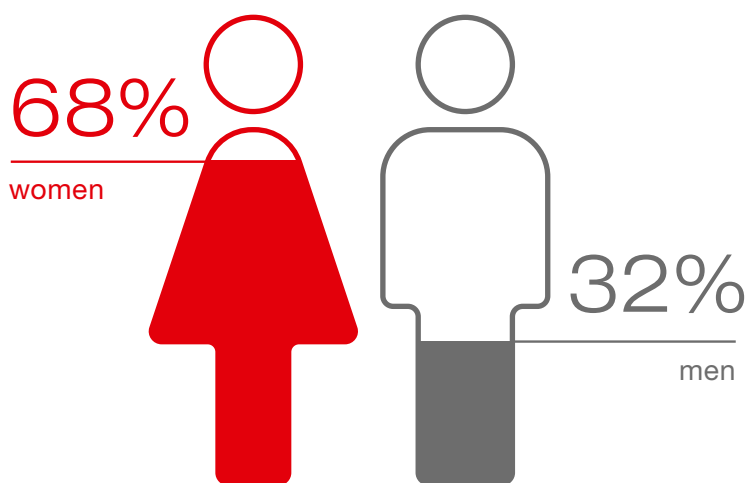


# 9

Hotelplan Group employees stay with the company for 9 years on average.

# 41

Hotelplan Group employees have an average age of 41.



# 54%

of management roles are held by women

## 75 apprentices & 19 interns

Developing new talent is a key focus at Hotelplan Group. This enables the company to give youths and young adults an interesting introduction to the professional world.

We are proud of our staff. What they have achieved in the last business year in difficult circumstances is simply outstanding.

**Laura Meyer**  
CEO Hotelplan Group

## Facts &amp; Figures

1935



It is 87 years since Migros founder  
Gottlieb Duttweiler launched Hotelplan.

## 224 locations in 18 countries

Hotelplan Group is represented with offices,  
branches, local service offices and business  
travel centers at 224 locations in 18 countries.

## 17 travel brands

cover almost the entire spectrum – from beach  
vacations and tours through stays in self-contained  
holiday accommodation to business travel.

# 50%

Online bookings accounted for 50%  
of turnover in the 2021/2022 financial year.

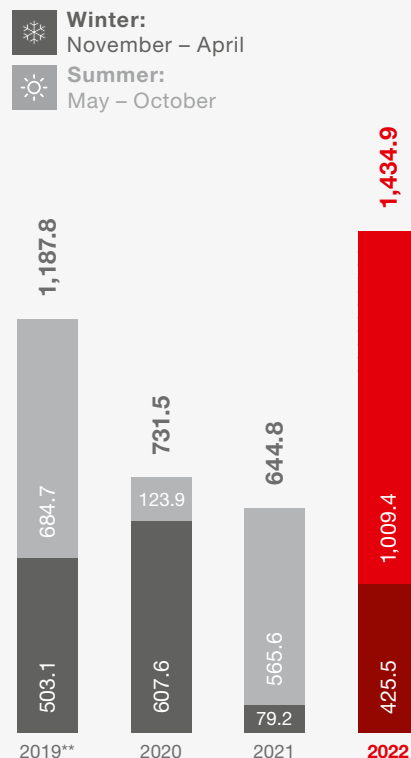
## around 190 countries

Our customers travelled to some 190 countries  
in the 2021/2022 financial year.

# HOTELPLAN GROUP

Hotelplan was launched in 1935 by Migros founder Gottlieb Duttweiler with the aim of making holidays in Switzerland accessible to families of modest means. In the intervening decades, Hotelplan has evolved into a global travel group: Hotelplan Group. Today, Hotelplan Group employs more than 2,000 employees in five business units in Europe and worldwide. The travel group is active in the areas of beach vacations, independent travel and tours, holiday home and holiday apartment rentals as well as the business travel segment.

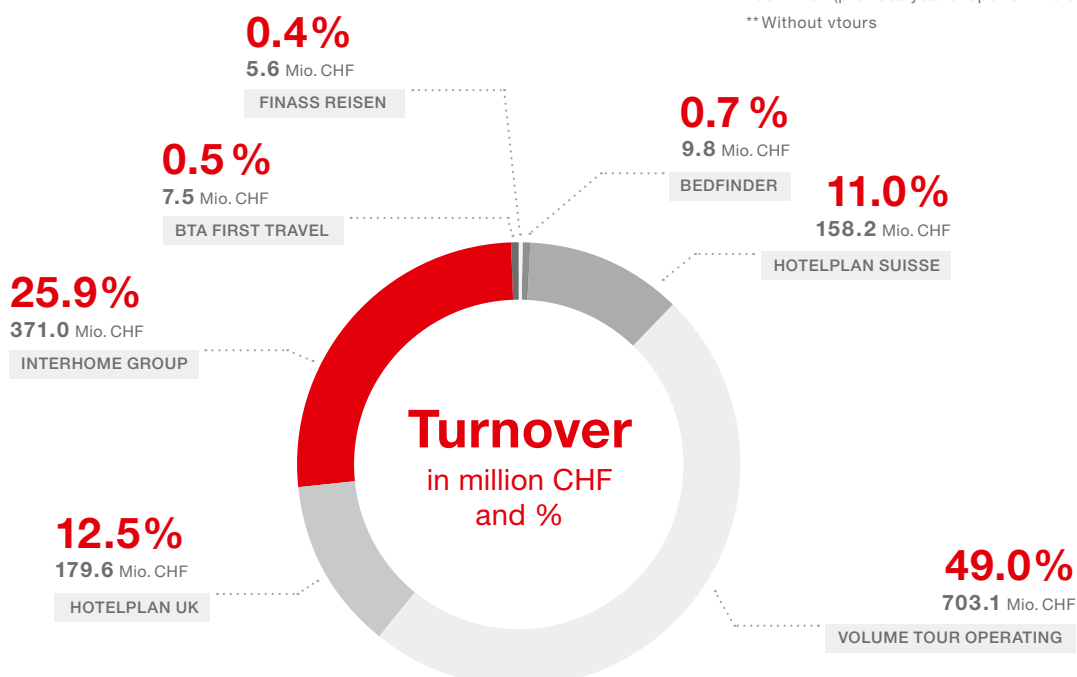
## Turnover in million CHF \*



**+ 122.5%**  
Development vs. previous year

\* Reported turnover according to Swiss GAAP FER definition (previous year's reports: invoiced turnover)

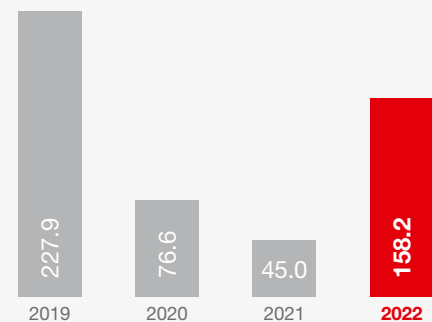
\*\* Without vtours



# HOTELPLAN SUISSE

Hotelplan Suisse is responsible for the tour operating of the two specialist brands travelhouse and tourisme pour tous. Hotelplan Suisse also handles marketing activities for the Hotelplan and Migros Ferien brands as well as the distribution of all products through all channels, including its 82 own travel agencies throughout Switzerland.

## Turnover\* in million CHF



**+251.6%**  
Development vs. previous year

\* Reported turnover according to Swiss GAAP FER definition (previous year's reports: invoiced turnover)  
Excluding tour operator turnover of the Hotelplan and Migros Ferien brands

## TOP 3 DESTINATIONS

of the specialist brands  
travelhouse & tourisme pour tous by  
the number of passengers



**USA**

prior year:  
United Arab  
Emirates



**Canada**

prior year:  
Costa Rica



**Great Britain**

prior year:  
Maldives



**Spain**

prior year:  
Greece



**Greece**

prior year:  
Spain



**Turkey**

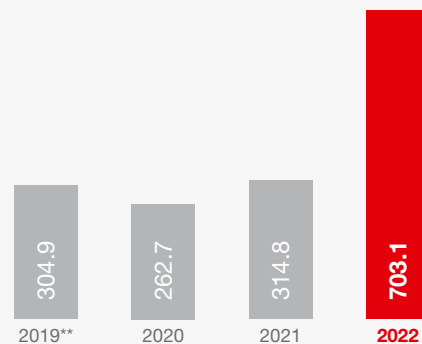
prior year:  
Switzerland

of own retail  
by number of passengers

# VOLUME TOUR OPERATING

Volume Tour Operating includes the beach holiday and city break business with the Hotelplan, Migros Ferien and vtours brands. The flight brokerage activities in Switzerland and Germany are also part of this division. Thanks to cross-border cooperation between the tour operator brands in Switzerland and Germany, Hotelplan Group is well positioned for the future in a highly competitive environment, and the resulting synergies allow customers to benefit from superb quality and excellent service at attractive prices.

## Turnover\* in million CHF



**+ 123.4%**  
Development vs. previous year

\* Reported turnover according to Swiss GAAP FER definition (previous year's reports: invoiced turnover)

\*\* Without vtours

## TOP 3 DESTINATIONS

by number of passengers



**Turkey**  
prior year:  
Turkey



**Spain**  
prior year:  
Spain



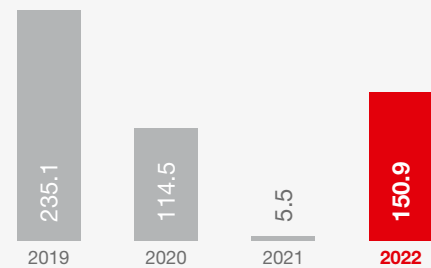
**Greece**  
prior year:  
Greece



# HOTELPLAN UK

Based in Farnborough (GB), Hotelplan UK is the English subsidiary of Hotelplan Group, managing five different travel brands: Inghams, Inntravel, Esprit Holidays, Santa's Lapland and Explore Worldwide. This makes the company one of Britain's major skiing and walking holiday specialists.

## Turnover in million GBP



**+2,643.6%**  
Development vs. previous year

## TOP 3 DESTINATIONEN

by number of passengers



**Finland**  
prior year:  
Great Britain



**Italy**  
prior year:  
Iceland

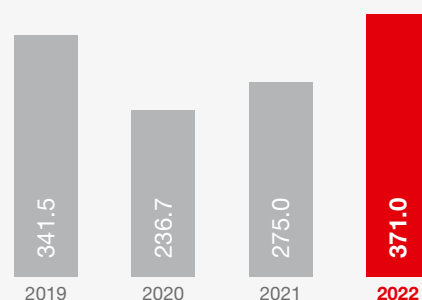


**Austria**  
prior year:  
Portugal

# INTERHOME GROUP

For over 55 years, Interhome Group has been renting out holiday homes and apartments worldwide through its two brands Interhome and Interchalet. The portfolio consists of some 35,000 properties in 27 countries. Around 112 local service offices in the various countries guarantee a full-service package, from personal customer reception to complete holiday home management. The wide range of accommodation reaches from simple chalets and apartments to luxurious villas – by the beach, in the countryside or in the mountains.

## Turnover in million CHF



**+ 34.9%**

Development vs. previous year

## TOP 3 DESTINATIONS

by number of passengers



**France**  
prior year:  
France

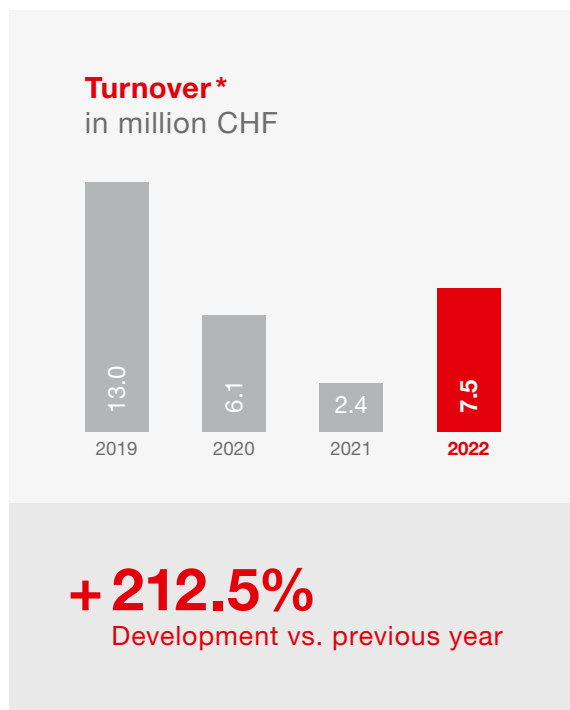
**Italy**  
prior year:  
Switzerland

**Switzerland**  
prior year:  
Italy

# BUSINESS TRAVEL

The business travel segment comprises the two specialist brands bta first travel and Finass Reisen, which offer tailor-made corporate travel concepts. Innovative solutions ensure that customers receive the highest standards of personalised service.

## BTA FIRST TRAVEL



\* Reported turnover according to Swiss GAAP FER definition (previous year's reports: invoiced turnover)

## FINASS REISEN

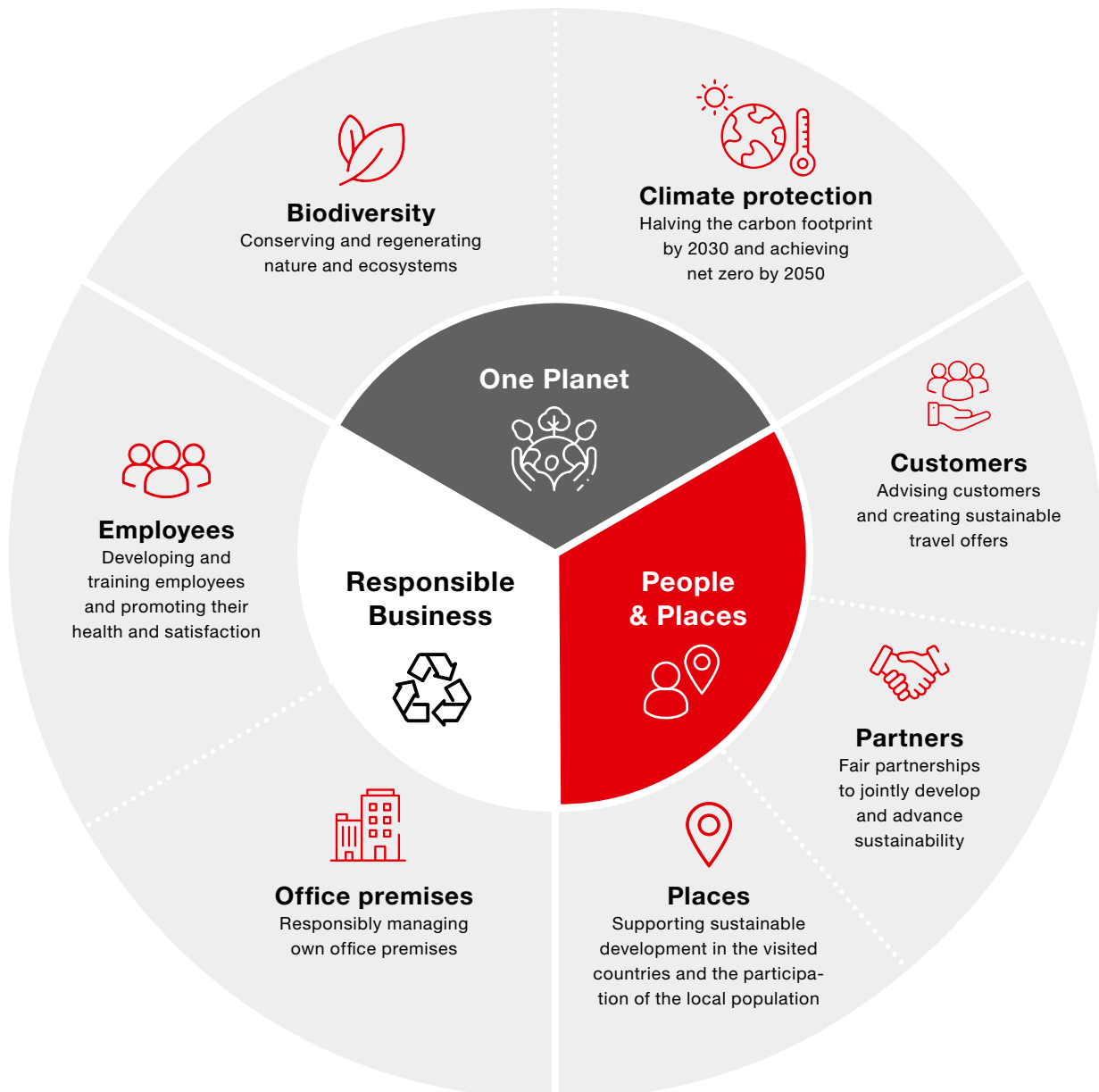


\* Reported turnover according to Swiss GAAP FER definition (previous year's reports: invoiced turnover)



# HOTELPLAN GROUP'S COMMITMENT TO SUSTAINABILITY

Sustainability is a key cornerstone of Hotelplan Group's corporate strategy. The company aspires to be the most popular tour operator in its markets thanks to an outstanding customer experience and a commitment to sustainability.

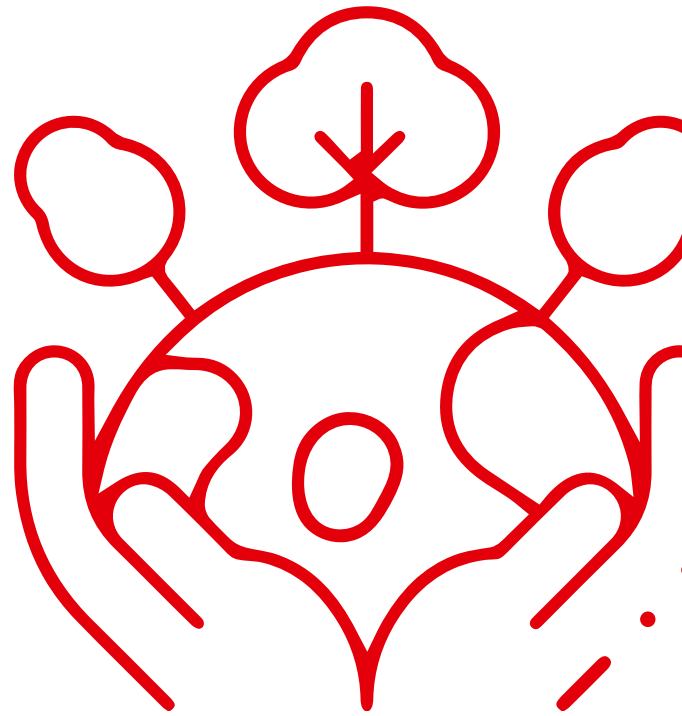


Hotelplan Group takes a comprehensive approach to sustainability and has structured its sustainability activities and goals into three distinct areas: One Planet, People & Places, Responsible Business.

Responsibility for sustainability concerns is addressed through a clear governance structure: Hotelplan Group has a sustainability team at corporate level and in various business units. The team drives the strategy and projects forward while involving the specialist departments and local management teams.

## ONE PLANET

Travel has an environmental impact and climate change poses major challenges for the industry and its businesses. Hotelplan Group measures its direct and indirect corporate emissions and is taking steps to continuously reduce them. The company attaches great importance to preserving biodiversity.



### **#ClearOnCarbon Initiative by Explore**

Explore has calculated the carbon footprint of every one of its over 500 trips. This includes transport, accommodation and activities and excursions. The carbon footprint of each trip is clearly displayed on the booking website and a climate contribution is included in the travel price. These calculations also serve as a starting point to continuously reduce emissions.

### **Interhome Group Integrates Voluntary Offset**

Since January 2022, Interhome Group customers can opt to offset the carbon footprint resulting from their stay in a holiday home or apartment. The carbon offset is voluntary and directly integrated into the booking process. As with Hotelplan Suisse and vtours, the implementation partner is myclimate.

### **Sustainable Aviation Fuel (SAF) Bookable at Finass Reisen**

Since June 2022 and in cooperation with the airline SWISS, Finass Reisen is offering its customers the option of purchasing Sustainable Aviation Fuel (SAF), thus improving the environmental friendliness of their (business) travel. SAF can also be purchased at selected Hotelplan Suisse branches.



## PEOPLE & PLACES

Hotelplan Group is constantly working to offer its customers alternatives for sustainable travel. This includes the ongoing development of products, adapted to meet the different expectations. Moreover, the participation of the local population and fair partnerships are of key importance to sustainable travel experiences and sound business relationships.

### **Migros Ferien Launches Rail Trip Offering**

Since May 2022, rail package tours can be booked simply and in competitively priced packages through [www.migros-ferien.ch](http://www.migros-ferien.ch). Demand is rising steadily.

### **Digital Travel Documents at Hotelplan Suisse**

Since November 2022, all travel documents are sent to customers by e-mail. Printed documents are available on request for an additional fee of CHF 10.00. Hotelplan Suisse collects these contributions and donates them to non-profit organisations. The first project to receive support is the children's charity Petite Suisse, which enables disadvantaged children to attend a holiday camp.

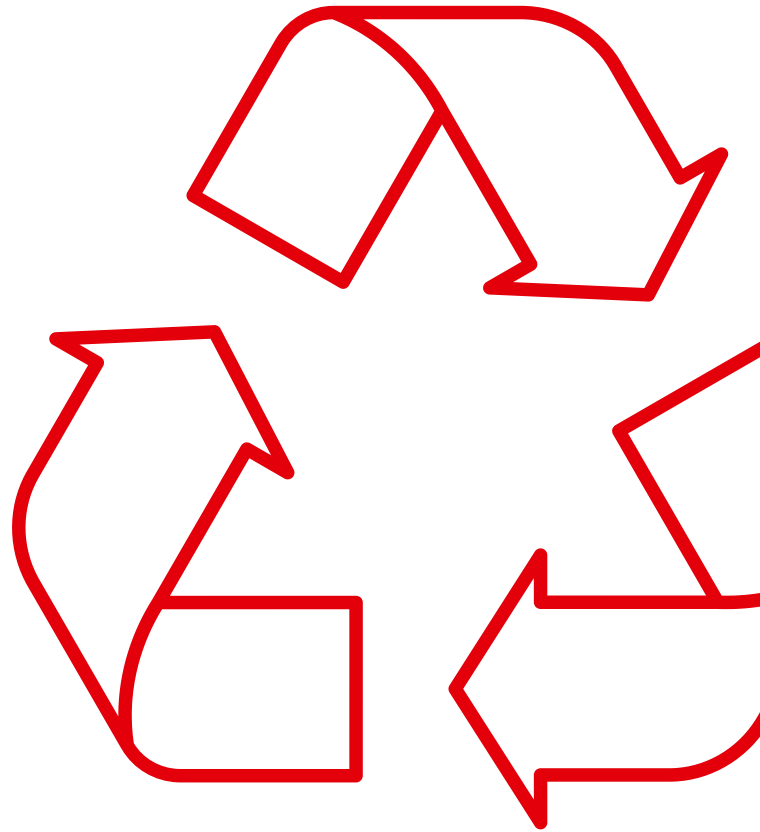
### **Powerful Partnerships**

Hotelplan Group joined not one but two new organisations in 2022: In February, the company teamed up with Futouris, a sustainability initiative launched by the tourism sector that is committed to a sustainable and future-proof travel industry. In October 2022, Hotelplan Group also became a founding member of the KlimaLink association. Its aim is to provide the travel industry with unified standards for calculating climate emissions.



# RESPONSIBLE BUSINESS

Employees are the foundation on which Hotelplan Group is built: training and development, diversity, equality and inclusion as well as health and satisfaction are therefore a core focus. The company also manages its own office premises as efficiently and resource-consciously as possible.



## Green Office Initiative

As a part of the “Green Office” initiative, the Green Office Checklist was introduced at the over 200 company locations in 2022. This approach supports sustainable practices in the areas of energy, water and recycling. Other measures were also implemented, including the installation of a solar power system at the vtours headquarters.

## Improved Fringe Benefits

Hotelplan Group sustainably improved staff fringe benefits in 2022. Besides discounted travel, employees also enjoy numerous other benefits, for instance discounts on public transport passes and bicycle leasing offers. Hotelplan Group employees may also choose to work from abroad for up to 30 days a year. The company supports so-called “workations” by making a workation villa available to staff at alternating locations.

## Diversity, Equality, Inclusion

At Hotelplan Group, equal opportunity starts with the job application process. Job offers are generally advertised at 80–100% of a full-time position and it is possible to work part-time in management roles. In Britain, candidates’ names are removed from applications during the process (name-blind recruitment).



**GROUP**