

## Office and retail

- *labour conditions (staff)*
- *Environmental management*



## Customer

- *Awareness*
- *Motivation*
- *Protection*

## Management control



## Supply Chain

- *Transport*
- *Accommodation*
- *Excursion*



## Destination

- *Community*
- *Biodiversity*
- *Resources*

# 3. Environment and community relations



### 3. Environment and com. relations

- Procurement
- Promotional materials (paper)
- Energy
- Water
- Waste
- Pollution
- Environmental training and awareness raising
- Land use and community relations



# 3. Environment and com. relations

## Procurement - policy

- Reduction of disposable and consumable goods
- Policy to chose most sustainable option

→ Within price and quality range

### Product labels

- Eco-labels
- Fair Trade
- Locally produced
- Low energy use
- Local providers

### Company reputation

- Buy from companies with a positive sustainability record





### 3. Environment and com. relations

#### Procurement - performance criteria

- Office paper (type and printing policy)
- Fair trade / organic coffee & tea
- Bulk purchasing
- Catering
- Give aways
- Cleaning materials



# 3. Environment and com. relations

## Paper (Promotional materials)

- Largest direct impact of tour operators
- Paper production = CO2 emission of airline industry (3-4%)

### Reduce

- Avoid printing (e.g. internet)
- Efficient brochure use (e.g. keep client base up to date)

### Sustainable paper

- Paper from certified factories (low energy / chemicals)
- Paper from sustainable managed forests (FSC)
- Recycled paper



→ Internet only policy is OK



# 3. Environment and com. relations

## Energy

- Heating and air-conditioning: 70%
- Lighting: 15%
- Computers: 15 %

## Management criteria

- Energy reduction policy
- Measure energy consumption and sources



### 3. Environment and com. relations

## Energy - Performance criteria

#### Reduce energy use

- Low energy equipment and lightning
- Switch off policy implemented
- Efficient mode

#### Use renewable energy

- Green energy (grid)
- Own production

#### Compensate

- Compensate Green House Gas



### 3. Environment and com. relations

## Water

Most water use: toilets!

### Legal / management criteria

- Sustainable source
- Water reduction policy
- Measure use

### Performance criteria (not obligatory)

Flow restrictors, aerators, percussion taps, water saving toilets, rain water recycling



Aerators

# 3. Environment and com. relations

## Waste

### Legal / management criteria

- Comply with waste legislation
- Waste reduction and recycling policy
- Waste measurement and benchmark

### Performance criteria

- Re-use and recycling of waste
- Toner / ink cartridges refill / recycling
- Battery recycling













# 3. Environment and com. relations

## Reducing pollution

### Legal / management criteria

- Waste water properly treated
- Pollution reduction policy

### Performance criteria

- No excessive noise, light, erosion, ozone



# 3. Environment and com. relations

## Mobility



### Legal / management criteria

- Policy to reduce carbon emissions
- Measure business carbon emissions
- Financial employee incentives



### Performance criteria

#### Home - Work (commuting)

- Employee incentives (€), e.g. Public transport and car-sharing
- Clean (lease) car's



#### Business travel

- Transport reduction by e.g. Tele- / videoconferences
- Low energy cars
- Carbon compensation



### 3. Environment and com. relations

#### Environmental training and awareness raising

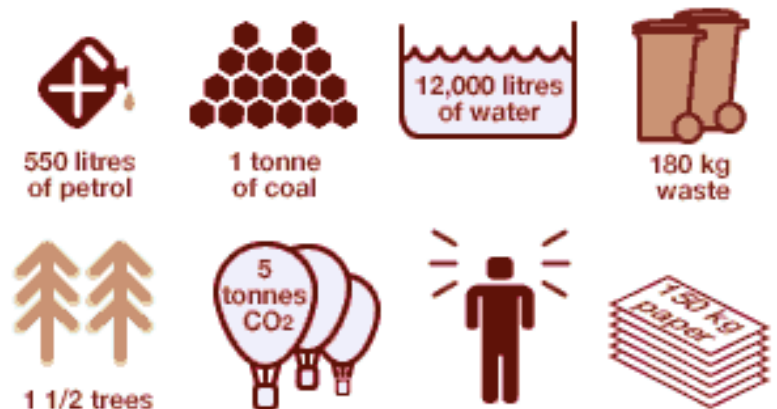
Periodic guidance, training and/or information about their roles and responsibilities with respect to internal environmental practices including water, energy saving, paper, and waste issues. [3.64]

#### Communication tools

- Intranet
- Newsletters
- Staff handbook
- Notices
- Staff awards
- Company meetings and trips



#### One person in an office each year



### 3. Environment and com. relations

#### Land use planning and community relations

- Local planning regulations followed
- Design and location of buildings respects natural heritage
- Natural and cultural impact assessment and conclusions considered
- Sustainable design & local elements
- No invasive species
- Community consultation (local regulations?)
- Support local heritage sites

→ GSTC Based criteria

# Online Courses

[TRAVELIFE HOME](#) » [ONLINE COURSES](#) » [INTERNAL ENVIRONMENTAL MANAGEMENT](#)[VIRTUAL OFFICE](#)[Internal environmentz](#) ▼

## Internal environmental management

Environmental impacts inside a travel agency can be reduced considerably. These measures are not only favourable for the environment, but they also lead to considerable financial savings and highly motivated employees who will closely follow the measures and results, and will feel a high level of engagement with their company.

Environmental management contains measures that will improve the office sustainability. The learning platform deals with the topics Purchasing, Energy, Paper, Water and Waste. Moreover, it discusses the CO2 compensation options and Internal Communication.

On the right you see different topics regarding 'Environmental Management'. Every theme contains two sections: a training text with exam questions, and further information.

You can chose a topic to begin with the training now.

[Start Final Exam](#)



## Energie

? Herausforderungen

! Lösungen

✓ Maßnahmen

▶ Quiz

👍 Best practices

⚙️ Instrumente

📄 Weitere Infos

## Lösungen

Jeder Mensch kann etwas gegen den Klimawandel tun und den enormen Energiebedarf reduzieren! Mit drei Maßnahmen können Sie in Ihrem Reisebüro aktiv werden für den Klimaschutz:

- ✓ Zuerst senken Sie den eigenen Energieverbrauch
- ✓ Verwenden Sie nachhaltige Energie (= Ökostrom)
- ✓ Kompensieren Sie den CO<sub>2</sub>-Ausstoß für die Verwendung fossiler Energien

Zur Einsparung von Energie - vor allem beim Strom gibt es zahlreiche - zum Teil sehr einfach zu realisierende - Möglichkeiten für Ihr Reisebüro, die wir Ihnen in der Folge vorstellen. Zusätzlich ist es sinnvoll, die Energie für den verbleibenden Stromverbrauch aus erneuerbaren Energien (= Ökostrom) zu beziehen und den noch verbleibenden CO<sub>2</sub>-Ausstoß (z. B. durch Heizöl) zu kompensieren. Auf den folgenden Seiten geben wir Ihnen Erklärungen und konkrete Tipps zu allen drei Maßnahmen

### 1. Energieverbrauch im Reisebüro senken

So erreicht man beispielsweise schon viel, indem man sparsam mit Energie umgeht. Hier ist Handeln statt Reden gefragt: Jeder Schritt, der den Energieverbrauch verringert, zählt. Machen Sie mit - an Ihrem Arbeitsplatz im Reisebüro und auch zuhause.



## Energie

? Herausforderungen

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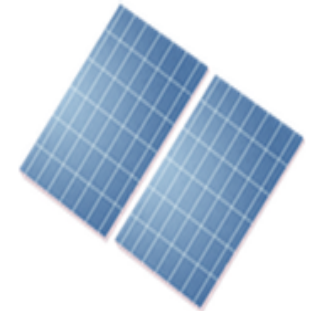
## Maßnahmen



### 4. Erneuerbare Energie und Bezugsquellen



Ökostrom ist Elektrizität, die zu 100% aus erneuerbaren Energiequellen wie Sonne, Wind-oder Wasserkraft erzeugt wird. Schauen Sie auf Ihre Stromrechnung bzw. auf die Internetseite Ihres Stromanbieters. Die meisten Energieversorger bieten Ökostrom an. Sollte dies bei Ihrem Stromanbieter nicht der Fall sein, ist ein Wechsel in der Regel ganz einfach möglich: Schicken Sie hierfür einen Auftrag an einen Ökostrom-Anbieter.



Er kümmert sich darum, dass Ihr alter Vertrag gekündigt wird und Sie künftig klimafreundlicheren Strom beziehen. Die Kosten sind - je nach Verbraucherprofil - nicht viel höher im Vergleich zu den Angeboten der Großkonzerne. Zusammen mit Einsparmaßnahmen können Sie insgesamt sogar Kosten sparen.

Weiter ▶



## Erneuerbare Energie und Bezugsquellen

Prüfen Sie, ob Oekostrom für das Reisebüro verfügbar wäre. Sie senken dadurch dramatisch den CO<sub>2</sub>-Fußabdruck. Heute kostet erneuerbare Energie nur minimal mehr als „normaler Strom“. Mit ihrem Stromsparen holen Sie mögliche Mehrkosten leicht rein. »







### **Büropapier: Druck**

Schaltet sich das Gerät automatisch in den Ruhemodus oder Stand-By? Haben Sie beidseitiges Drucken als Standard eingestellt? Benutzen Sie für die Tinte Refill-Kartusche oder Patronen? Arbeiten Sie mit 2 Druckschächten (weißes und leichtgraues Papier) ? [»](#)



## Einkauf

? Herausforderungen

! Lösungen

✓ Maßnahmen

▶ Quiz

👍 Best practices

⚙️ Instrumente

📄 Weitere Infos

## Maßnahmen

### 4. Büropapier: Druck

Ziel ist es, den Verbrauch (Menge) an Papier zu reduzieren durch:

- ☐ Den Drucker auf beidseitiges Drucken (als Standard) voreinstellen
- ☐ Drucken auf A5 statt A4 - Format
- ☐ Benutzen Sie einseitig bedrucktes Papier als „Schmierzettel“ für Notizen etc
- ☐ Benutzen Sie die Schrifttypen von ecofont. Damit sparen Sie über 40% Toner ([www.ecofont.com](http://www.ecofont.com))
- ☐ Drucken Sie E-Mails und andere Texte nur aus, wenn dies unbedingt notwendig ist. Das spart neben Energie auch Papier und Tinte bzw. Toner.



Weiter ▶





## Energie

? Herausforderungen

! Lösungen

✓ Maßnahmen

▶ Quiz



👍 Best practices

⚙️ Instrumente

📄 Weitere Infos

## Best practices



### Erneuerbare Energie und Bezugsquellen



#### Ökostrom

Studiosus

Umstellung auf den umweltfreundlichen Hosting-Anbieter Host Europe, der 100% Ökostrom verwendet.



#### Nutzung von Ökostrom an den landseitigen Standorten

Tui Cruises

TUI Cruises stellt ab Dezember 2013 schrittweise an beiden landseitigen Standorten auf Ökostrom eines zertifizierten Ökostromanbieters um. Dies stellt sicher, dass es sich bei dem gelieferten Strom zu 100% um Ökostrom handelt, der nicht umdeklariert wurde und der Aufbau einer erneuerbaren Energieversorgung weiter gefördert wird.



## Einkauf

? Herausforderungen

! Lösungen

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▶ Quiz

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📄 Weitere Infos

## Quiz

Welche der dargestellten Label stehen für mehr Nachhaltigkeit?

Frage 3 von 6



☒ Richtig



☐ Richtige Antwort



☒ Leider falsch



☒ Richtig



### Erklärung

#### Forest Stewardship Council (FSC)

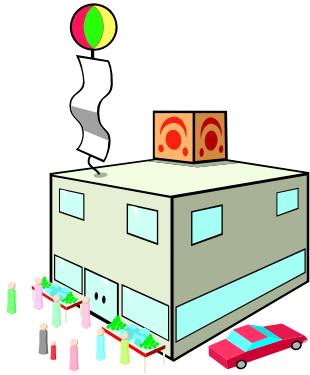
Das FSC Label garantiert, dass das in den Produkten verwendete Holz garantiert aus nachhaltig bewirtschafteten Wäldern stammt.

Nächste Frage

# The Supply chain

- 4. Partners agencies
- 5. Accommodations
- 6. Transport companies
- 7. Excursion companies
- 8. Tour leaders, local representatives and guides





## Office and retail

- *labour conditions (staff)*
- *Environmental management*



## Customer

- *Awareness*
- *Motivation*
- *Protection*

# Management



## Supply Chain

- *Transport*
- *Accommodation*
- *Excursion*



## Destination

- *Community*
- *Biodiversity*
- *Resources*

# Supply chain approach

## Basic strategies

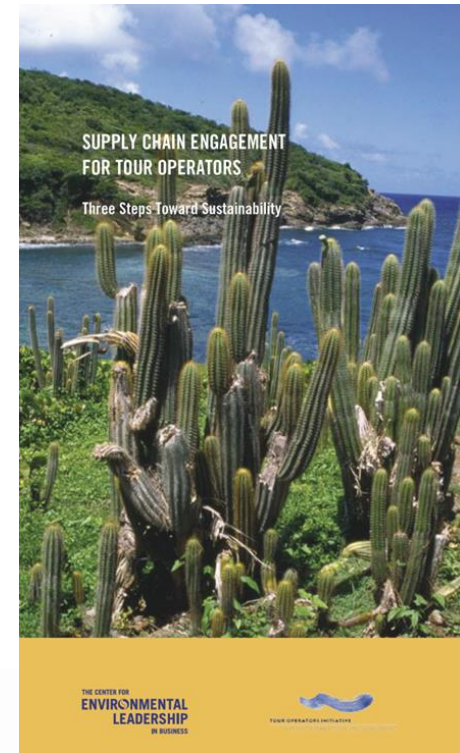
### A. Product development

Selecting new more sustainable suppliers

→ However, often not available yet, or  
want to stay with existing suppliers.

### B. Working with suppliers

Motivating existing suppliers towards sustainability





# Supply chain approach

## Policy to increase suppliers sustainability

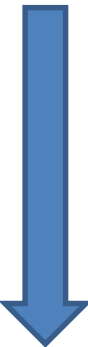
- Policy takes into consideration other arguments (price, quality, comfort, etc.)
- Policy should be documented.
- Product development staff should be trained.
- Number of “sustainable” options should be recorded.
- Example of selection processes should be provided.

→ The company should outperform the market



# Supply chain approach

## Motivating existing suppliers: steps

- 
1. Inventory of most relevant suppliers (impact and turn over)
  2. Communication of company policy and objectives
  3. Distribution of supplier specific “best practices”
  4. Training and capacity building (motivation)
  5. Self assessment
  6. Incentives (sust. logo's, higher ranking, better contract conditions)
  7. Contract conditions (basic sust. requirements)
  8. Certification (full set of standards, audit)

**Indicator: percentage of suppliers reached**



# Supply chain approach

## Distribution code of conducts

- Consumers (for sensitive activities and destinations)
- Excursion providers (for sensitive activities)
- Accommodations
- Partner agencies

→ Standards offered by Travelife



## 4. Partner agents



## 4. Partner agencies

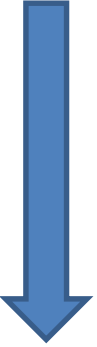
### Management

- Inventory of key partner agencies
  - Focus on most relevant business partners (stable, high turn over)
  - To be included in the Travelife online system
- Sustainability improvement policy



## 4. Partner agencies

### Strategy

- 
- Face 2 face training
  - (Travelife) online training
  - Self assessment
  - Travelife Partner

→ Results shared via Travelife system

→ Overall progress to be followed



## 4. Partner agencies

### Contract conditions

- Written agreements with key partner agencies
  - Sexual exploitation of children: contracting direct suppliers
  - Licence to operate: compliance with legislation and regulations
  - Labour conditions: compliance with national legislation
  - Living wage: equal to or above the legal minimum.
- Anticorruption and bribery



# 5. Transport





# Atmospheric CO<sub>2</sub>

September 1958 - September 2012

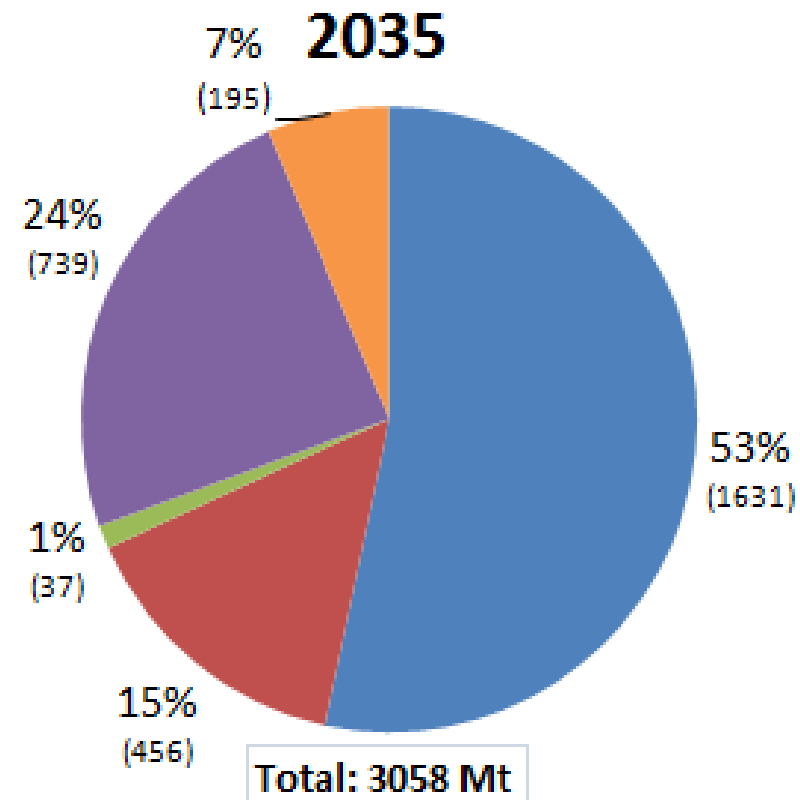
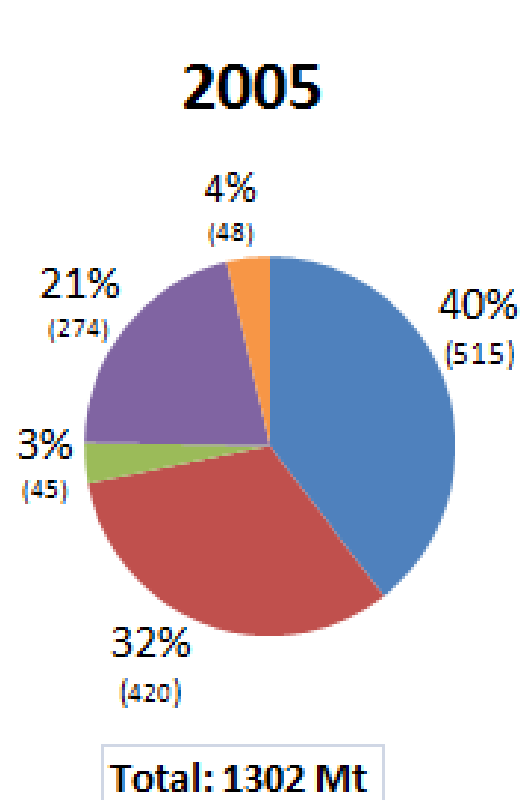
September CO<sub>2</sub> | Year Over Year | Mauna Loa Observatory

Data: Scripps Institution of Oceanography

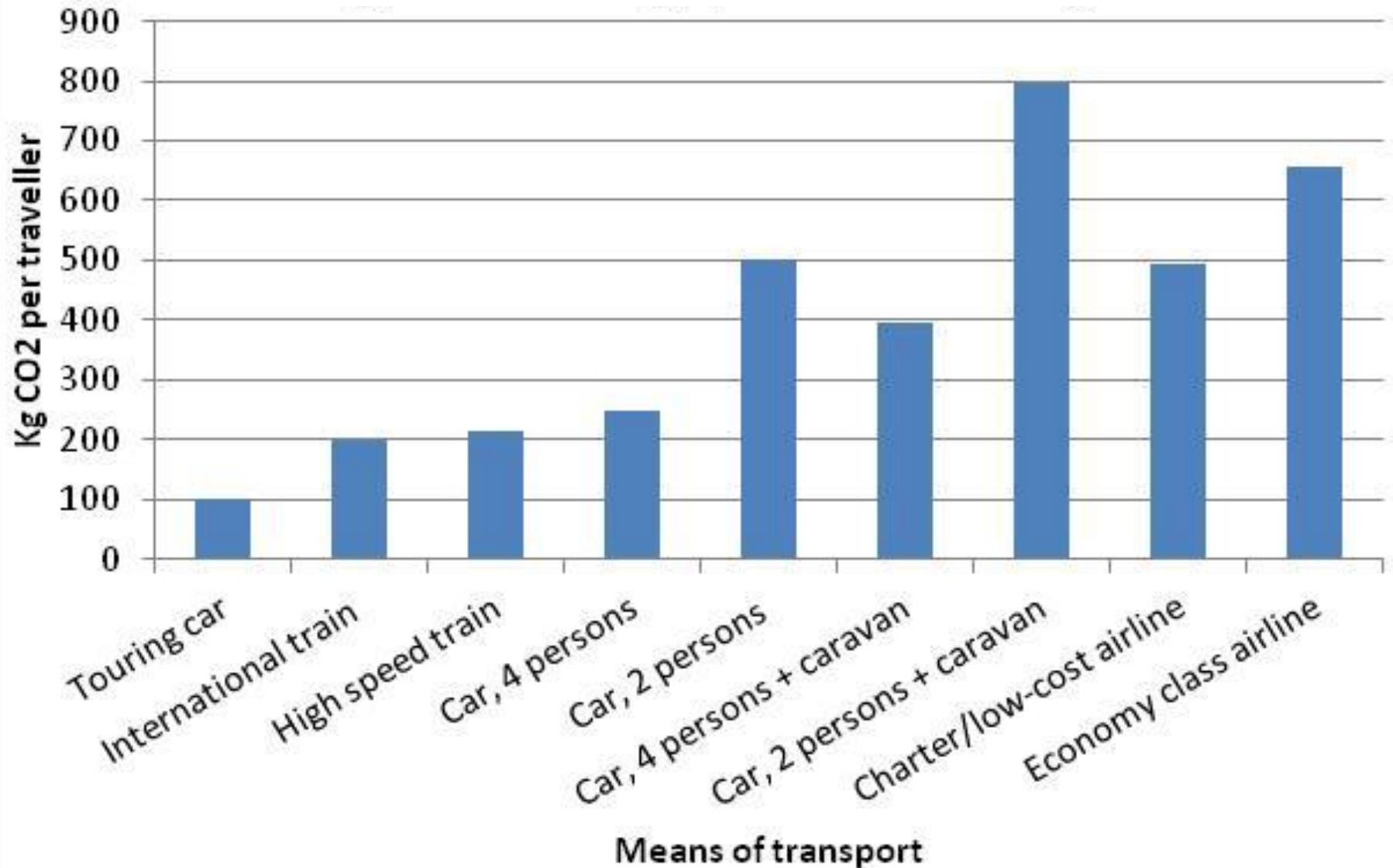


# Carbon emission tourism sector

- Air transport
- Car transport
- Other transport
- Accommodation
- Activities



# Emissions per person, Calculated over a 1.500 km journey



# Ranking of 125 airlines

AAI 2011 Evaluation of long haul flights (more than 3.800 km)

Place

No airline achieved the highest class

A

[www.atmosfair.de/en/air-travel-climate/airline-index/](http://www.atmosfair.de/en/air-travel-climate/airline-index/)

B

1. TUIfly 81,0
2. EVA Airways 79,2

16. Lufthansa 70,1
23. Delta Airlines 68,9
28. United Airlines 68,1
32. American Airlines 67,3
37. China Southern Airlines 66,5

C

In each efficiency class, the five largest airlines are listed (not necessarily the most efficient airlines).

48. Air China 64,3
54. China Eastern Airlines 61,1
60. Korean Air 56,6
63. Japan Airlines 53,6
70. Turkish Airlines 51,5

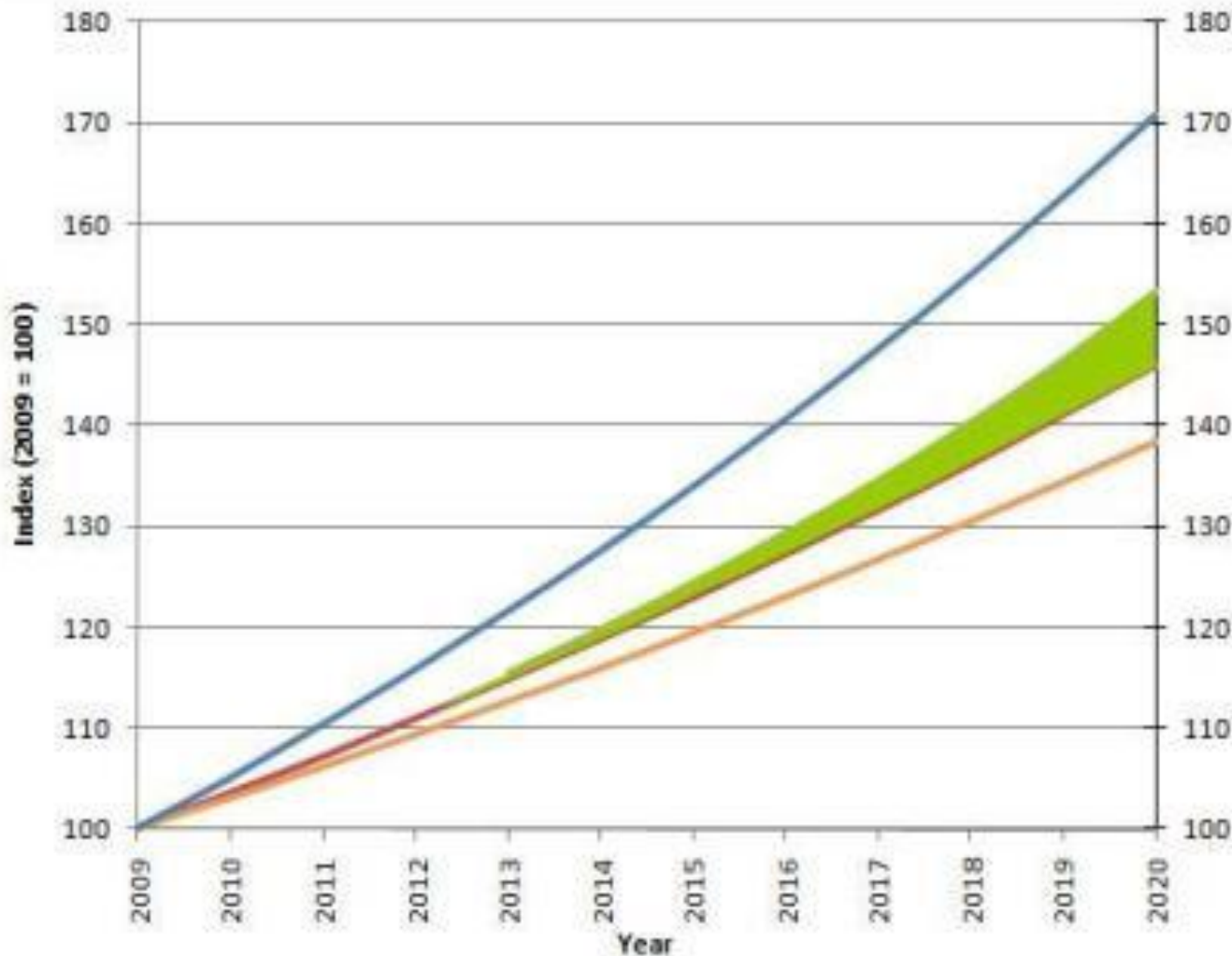
D

73. TAM Linhas Aereas 49,7
75. Sichuan Airlines 49,0
77. Garuda Indonesia 48,4

E

86. Malaysia Airlines 38,6
87. Thai Airways 38,3
88. South African Airways 35,9
89. Saudi Arabian Airlines 33,2
90. Qantas 23,5

F



- 5 % growth p/a

- Biofuel

- Efficiency



Carbon Emissions  
Exchange

→ No mid term alternative for kerosene

→ Compensation in other industries through carbon trading system



Airports could promote more sustainable options.....





# Be smart Go Eco

Take the fast, easy and environmentally friendly way from the airport.

Buy your bus and train tickets at the self service point.

Stockholm  
Arlanda Airport  
SWEDAVIA SWEDISH AIRPORTS





Suvarnabhumi Airport  
**3 Easy ways**  
 to Bangkok City Center

**AOT Limousine**



Service Counters:  
 near baggage claim belts  
 2, 4, 9, 11, 15, 21  
 Tel. 0 2134 2323-5

**Public Taxi**



Service Counters:  
 exit 4 and 7, first floor

**Airport Rail Link**



Service Counters:  
 B Floor

Please **AVOID** contacting any person  
 offering service without authorized service counter

 SHUTTLE BUS SERVICE TO DON MUEANG  
 INTERNATIONAL AIRPORT IS PROVIDED AT THE  
 รถเวียนให้บริการไปท่าอากาศยานดอนเมือง

FL 2 | GATE 3  
 ชั้น 2 | ประตู 3

**AIRPORT RAIL LINK**  
**FASTEST WAY TO**  
**CITY CENTER**  
 B Floor, Suvarnabhumi Airport



สถานี  
 PHUKA THAI  
 A7 ราชปรารภ  
 RATCHAPRAPH  
 A6 มกษสัน  
 MAKHASAN  
 M รามคำแหง  
 RAMKHAMHANG  
 A5 ร่มเกล้า  
 ROMKLEA  
 A4 หัวหมาก  
 HUA MAK  
 A3 บ้านทับช้าง  
 BAN THAP CHANG  
 A2 ลาดกระบัง  
 LAT KRABANG  
 A1 สุวรรณภูมิ  
 SUVARNABHUMI  
 Airport  
 B floor.

 [www.srtet.co.th](http://www.srtet.co.th)  
 Call Center 1690   AirportRailLink

2015



# AIRPORT RAIL LINK FASTEST WAY TO CITY CENTER

B Floor, Suvarnabhumi Airport



- A8 พญาไท  
PHAYA THAI
  - A7 รามราช  
RATCHAPRAPH
  - A6 มักกะสัน  
MAKKASAN
  - A5 รามคำแหง  
RAMKHAMHAENG
  - A4 หัวหมาก  
HUA MAK
  - A3 บ้านทับช้าง  
BAN THAP CHANG
  - A2 ลาดกระบัง  
LAT KRABANG
  - A1 สุวรรณภูมิ  
SUARNABHUMI
- Airport  
B Floor.



www.srtet.co.th  
Call Center 1690



AirportRailLink

2017

# What can you do?

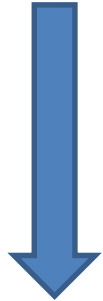
**1. Select or promote most sustainable option  
(but consider comfort, duration, price)**

**2. Compensate carbon emissions  
(by offering this to clients)**

**→ For the travel industry no transport is no option...**

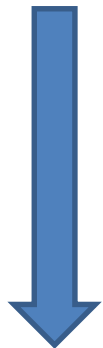
# GHG strategy

## Travel company



- Avoid emission: reduction & select more sustainable option
- Compensation in package price

## Customers



- Clients informed about carbon emission
- Sustainable alternatives offered
- Compensation in booking form
- Compensation informed

→ Carbon calculation tool by Travelife



# Energy label CheapTickets.nl



€ 1.210,<sup>04</sup>

✈ wo 10/03 20:45 Amsterdam	do 11/03 13:10 Bangkok,Suvarnabhumi airport	KL 877	(10h25)
✈ wo 17/03 23:55 Bangkok,Suvarnabhumi airport	do 18/03 05:55 Amsterdam	KL 878	(12h00)

ecovalue **A**

[toon details](#)

[mail dit vluchtschema](#)

**SELECTEER DEZE VLUCHT**

Nu een waardecheque ter waarde van 25 euro cadeau én 10% korting op alle autohuur! Betaal nu je online boeking met ideal en ontvang in je bevestiging een actiecode t.w.v. 25 euro voor een volgende reservering van een lijndienstvlucht. Verder ontvang je momenteel maar liefst 10% korting op het normale autohuurtarief als je boekt in combinatie met een lijndienstticket!



€ 635,<sup>65</sup>

✈ wo 10/03 13:55 Amsterdam	wo 10/03 14:15 Londen,Heathrow	BD 104	(1h20)
✈ wo 10/03 20:30 Londen,Heathrow	do 11/03 06:10 Doha	QR 2	(5h40)
✈ do 11/03 08:00 Doha	do 11/03 18:30 Bangkok,Suvarnabhumi airport	QR 610	(7h30)
✈ wo 17/03 08:35 Bangkok,Suvarnabhumi airport	wo 17/03 12:00 Doha	QR 613	(6h25)
✈ wo 17/03 17:10 Doha	wo 17/03 22:00 Londen,Heathrow	QR 17	(8h50)
✈ do 18/03 08:10 Londen,Heathrow	do 18/03 10:30 Amsterdam	BD 103	(1h20)

ecovalue **D**

[toon details](#)

[mail dit vluchtschema](#)

**SELECTEER DEZE VLUCHT**

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	Start/Ziel	Verbindung	Datum	Zeit	Dauer	Produkte
	Breda Berlin Hbf	1 2 3 	Mo, 08.03.10 Mo, 08.03.10	ab 07:21 an 14:11	6:50	IC, ERB, RE, ICE
	Breda Berlin Hbf	Mittelklasse; PKW Diesel EURO 3;			6:12	PKW
	Breda Berlin Hbf	Flug von Amsterdam-Schiphol Airport nach Tegel Airport, Berlin.			4:00	Bahn, Flugzeug, PKW

PKW: 1 Person

Bahn/Öffentlicher Verkehr: durchschnittliche Auslastung

Flugzeug: Mittelwert aus Flugzeugtypen der Lufthansa für Inlandsflüge mit durchschnittlicher Auslastung; incl. An- und Abreise sowie Rollverkehre auf dem Flughafen

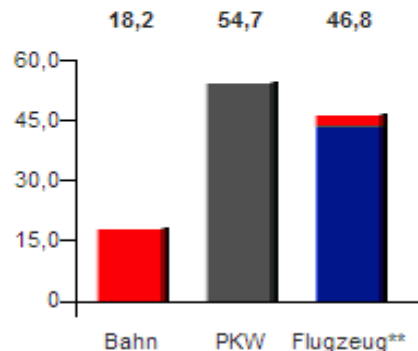
Bei der Berechnung der Flugroute wurden keine konkreten An- und Abflugszeiten berücksichtigt.

## Energieverbrauch bzw. Emissionen pro Fahrt

**Mit Ihrer geplanten Bahnreise entlasten Sie unser Klima um 90,4 kg CO<sub>2</sub> gegenüber einer Fahrt mit dem PKW.**

### Energieressourcenverbrauch

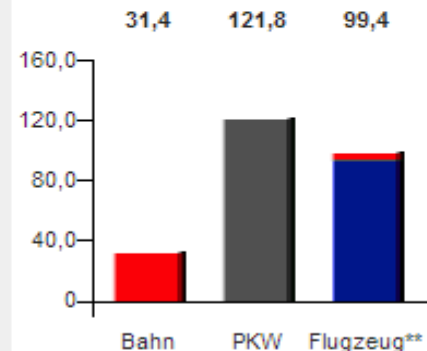
Rohstoffverbrauch / Primärenergie  
umgerechnet in l Benzin pro Person und Fahrt



Inkl. Verluste der Strom-/Kraftstoffherstellung

### Kohlendioxid

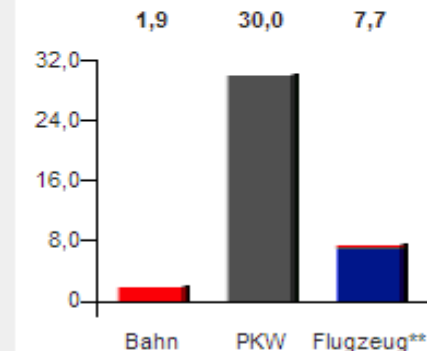
Treibhausgas-Bilanzveränderung  
in kg pro Person und Fahrt



Inkl. Strom-/Kraftstoffherstellung

### Feinstaub

Gesundheitsrisiko  
in g pro Person und Fahrt



verbrennungsbedingt,  
Inkl. Strom-/Kraftstoffherstellung

**Energy** **Carbon** **Small particles (health)**

# Transport

## Transport to the destination

- Select most sustainable option (considering price, comfort and other relevant aspects)

## Transport in the destination

- Select most sustainable option (considering price, comfort and other relevant aspects)

## Sustainable packages

- Develop and promote at least one sustainable holiday package (transport, accommodation & activities)



# Transport (car, bus)



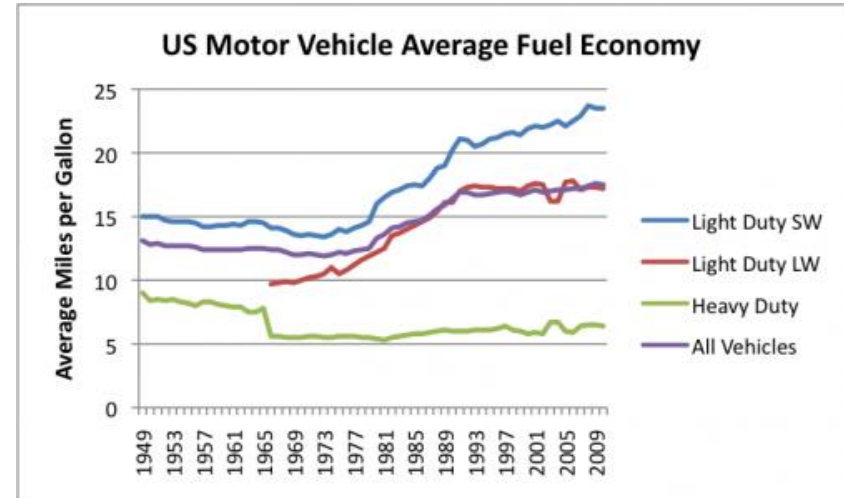
## Aspects

- A. Vehicle type
- B. Planning of the transport
- C. Vehicle maintenance
- D. Driving style

# Transport (car, bus)

## A. Vehicle type

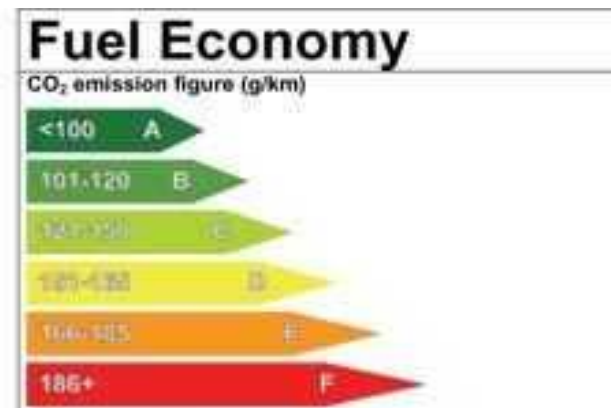
- Size
- Construction year (age)
- Energy class
- Fuel type (e.g. diesel, electric)



Gram Co2 per km →



Electric car's are the future.  
Prices will decrease rapidly in  
the next 3 years. Low fuel and  
maintenance costs.





# Transport (car, bus)



## B. Planning of transport

- Consider alternatives to motorized transport such as public transport or cycling / walking.

*Short journeys of a few kilometres may be feasible by foot or bicycle. They could add an additional experience to the excursion.*

- The vehicle is appropriate to the type of excursion and size of the group.

*For example, it would be wasteful to use a 50+ seat coach for an excursion of 10 people. Instead, use a smaller and more efficient vehicle.*



## Transport (car, bus)



### B. Planning of transport

- The routes are carefully planned to avoid unnecessary fuel use, adding to congestion, and to help reduce noise in small villages or rural areas.

*A satellite navigation system or route planning internet sites such as Bing Maps or Google maps can help with this.*

*If visiting more remote areas, ensure that designated, legal roads and tracks are used. Diverting from such roads could mean damaging ecologically sensitive areas; the very thing the tourists are coming to see.*



## Transport (car, bus)



### C. Vehicle maintenance

- The vehicles are serviced and maintained to the manufacturer's recommendations to minimise air pollution, fluid leaks and noise.
- Tyres are properly inflated to the recommended pressure.  
*This alone can reduce the average amount of fuel you use by 3-4%. It will also allow for optimal tyre lifespan (40,000 km).*
- No unnecessary weight of roof racks are carried during the trips to reduce fuel consumption.



# Transport (car, bus)

**DRIVING AT 70MPH  
REQUIRES 10% MORE  
FUEL THAN 50MPH.**

## D. Driving style

- Start the engine when you're ready to leave
- Limit speed (is also a more pleasant experience)
- Gear use (20,40,60,80)
- Use aircon economically (follow the expectations of your clients, 20-24 degrees is fine)
- Break as little as possible, anticipate to the traffic
- Fuel consumption / driving style is monitored, benchmarked and feedback is provided to the driver

→ **Train you drivers and save money**



## 6. Accommodation





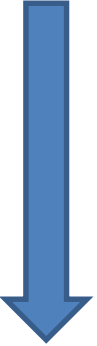
## 6. Accommodations

- Sustainable accommodations policy
- Communication of sustainability objectives
- Certified accommodations are preferred
- Basic sustainability clauses in contracts: child labour, anti-corruption and bribery, waste management and protection of biodiversity



## 6. Accommodations

### Strategy

- 
- Information and training events
  - Best practice standard distribution
  - Self evaluation required
  - Incentives
  - Contract conditions
  - Auditing and award / certification

→ Percentage Hotels / overnight stays reached



## 6. Accommodations

### Contract conditions

#### Obligation

- Child and compulsory labour (e.g. special working conditions for children >14)
- Sexual exploitation of children: prevention
- Local communities resources (basic services)
- Biodiversity (e.g. no red listed species on menu)

#### Voluntary

- Waste management, local souvenirs, local and fair trade food



## Enforcement procedures

- The Supplier will allow and cooperate at announced and unannounced spot checks and inspections at all times
- The Supplier commits to immediately remedy defects discovered during or outside checks or inspections.
- If the Supplier fails to do so, the Tour Operator is entitled to terminate the Agreement immediately and without prior notice or judicial intervention.
- The Tour Operator can terminate the contract without prior notice if the Supplier performs, supports or tolerates criminal acts (e.g. the (sexual) exploitation of children or the illegal trade in threatened and animal species).



# Access to 6.000 certified Hotels

## My hotels

Search all hotels

My bookmarked hotels

country








destination

category

label

hotel name

Search

Bookmark	Label	Name	City	Country	Category
☆		Fairmont Mara Safari Club	Aitong	Kenya	*****
☆		Bamburi Beach Hotel	Bamburi	Kenya	****
☆		Diamonds Dream of Africa – All Inclusive	Malindi	Kenya	*****
☆		Southern Sun Mayfair Nairobi	Nairobi	Kenya	****
☆		Fairmont The Norfolk	Nairobi	Kenya	*****
☆		Fairmont Mount Kenya Safari Club	Nanyuki	Kenya	*****
☆		Diani Bay Resort	Ukunda	Kenya	***





You book, we support



472,909 Hotels in 182 countries



6,023 Green hotels



Best price guaranteed

Search hotels

Destination

Bangkok, Thailand

Check-in date

Tue, 10 Jun 2014



Check-out date

Thu, 12 Jun 2014



Search!

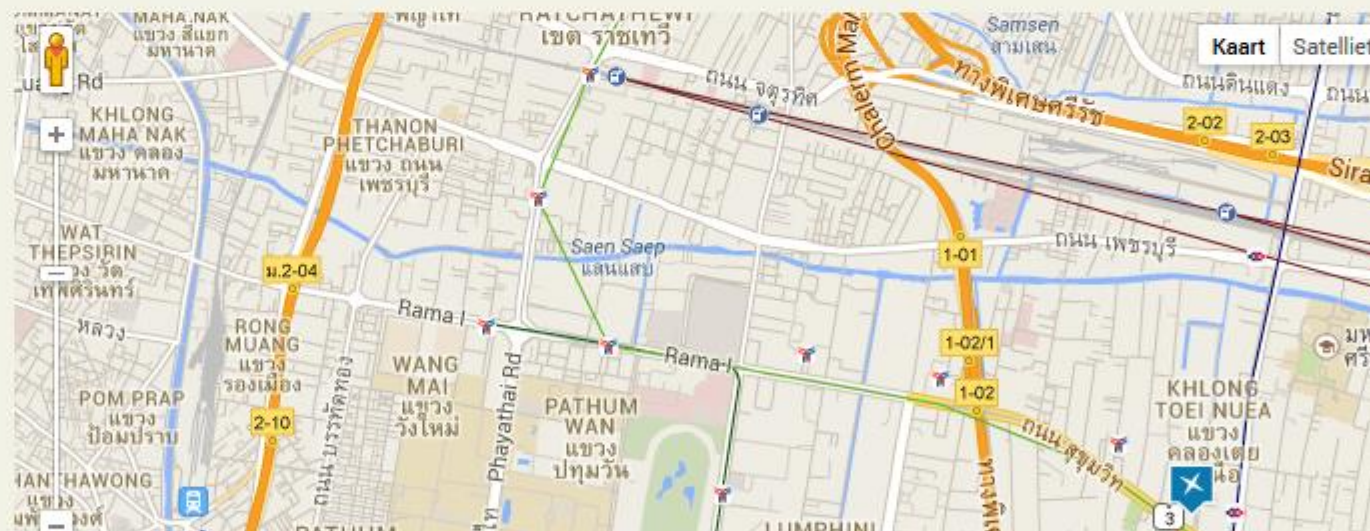
2 Hotels in Bangkok, Thailand



Keyword

search...

Go!



## Select charity

Your reservation confirmation will be send by e-mail.

Next, choose the charity to which we will donate.

### BOOKDIFFERENT DONATES:

Retrieving donation...

Estimate: THB 231.63 ≈ € 5.25

### YOUR BOOKING

#### BOOKING NUMBER:

458644739

#### YOUR PIN CODE:

2077

#### HOTEL:

ibis Bangkok Siam  
Rama 1 Road, Wangmai,  
Pathumwan  
10330  
Bangkok  
Thailand

#### CHECK-IN DATE:

Wed, 11 Jun 2014

#### CHECK-OUT DATE:

Sun, 15 Jun 2014

101 organisations found

Sort by: Popularity Name

#### Keyword

Go!

#### Scale fundraising

☐ International

45

☐ National

47

☐ Regional

7



#### EarthCheck

The EarthCheck Research Institute (ERI) brings together leading scientists, postdoctoral fellows, staff and students from nine and over 100 research centres around the globe. It is a unique opportunity and challenges that are likely to impact on the tourism industry over the next five to ten years with a focus on scientific research, education and capacity building to solve real-world challenges.



#### Animal Welfare Institute

Since 1951, the Animal Welfare Institute has been dedicated to reducing animal suffering caused by people.

We seek the best treatment of animals everywhere in the



# 7. Excursions and activities



# Sustainability types

## 1. Regular impact activity

Follow the general activity guidelines.

## 2. Sensitive activities

Follow in addition also activity specific guidelines.

## 3. No Go activities

By their nature unacceptable activities.

## 4. Positive activities

Have been established to provide a positive contribution.





# 1. Regular impact activities

- City tour by bus
- Museum
- Cultural performance by professional group
- Aqua park
- Rent a Car
- Spa / Haman



→ Follow the general excursion guidelines





## 2. Sensitive activities

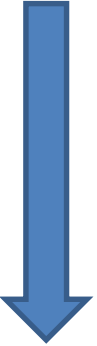
- Captive animal attractions / Featuring captive wildlife
- Marine activities (snorkeling, diving, whale, dolphin and turtle watching)
- Visiting protected areas and wild life watching
- Encounters with native and traditional cultures
- Visiting culturally or historic sensitive areas
- Activities involving children

→ Negative impact to be avoided by following  
(additional) activity relevant code of conduct



## 2. Sensitive activities

### Strategy

- 
- Inventory sensitive excursions
  - Information (code of conducts / guidelines)
  - Training
  - Contract conditions
  - Certification

→ Code of conducts developed by Travelife



# Activities

## Sensitive activities



- Captive animal attractions
  - Marine activities (snorkeling, diving, whale, dolphin and turtle watching)
  - Wild life watching and visiting protected areas
  - Encounters with native and traditional cultures
  - Visiting culturally or historic sensitive areas
- Code of conducts should be considered
- Negative impact excursions not allowed “no go”

## 2. Sensitive activities

### Code of conduct

- Relevant for specific activity and location
  - Widely supported by experts, consumers and stakeholders
  - Travelife to develop code of conducts for each type of activity. Industry wide standard.
  - Include minimum requirements and best practices
- 
- Code of conduct for providers (organisers)
  - Code of conduct for consumers
  - Destination specific codes

# Activities



## Wildlife – GSTC criteria

- **Captive wildlife** featuring is only offered in suitably equipped authorized facilities guaranteeing well-being
- **Wildlife harvesting** / consuming / displaying / sale prohibited unless done in compliance
- Excursions which include **interactions with wildlife** comply with relevant codes of conduct





# Excursions and activities

## Wildlife

- **Captive wildlife** featuring is only offered in suitably equipped authorized facilities guaranteeing well-being [7.10]
- **Wildlife harvesting** / consuming / displaying / sale prohibited unless done in compliance [7.11]
- Excursions which include **interactions with wildlife** comply with relevant (e.g. Travelife) codes of conduct [7.12]

→ GSTC criteria



### 3. „No go“ activities

Unacceptable, due to their excessive environmental or social impact.

#### Examples

- Helicopter skying (high energy use)
- Visiting orphan houses
- Hugging tigers and lions
- Animals used for begging (e.g. dancing bears, snake charming, primates).



→ “unacceptable” is subject to the public debate.

→ Tour operators set their own standards



## 4. Positive activities

Established with the aim to provide positive contribution

### Supporting local communities

- Traditional crafts
- Visiting community and social projects
- Local food production



### Supporting environment and biodiversity

- Visiting protected areas
- Environmental awareness projects
- Tree planting



→ Travelife expects TO's to offer in case present in the destination

# Shopping

- Choose venues and stop-off points which benefit to local communities
- Locally produced souvenirs and handicrafts are promoted
- Shops which sell forbidden souvenirs are not visited or recommended to visit. → inform shops about it..
- Clients receive clear guidance on illegal or not sustainably produced souvenirs, such as historic artefacts or souvenirs from threatened animal and plant species.



## 8. Tour leaders, local reps and guides





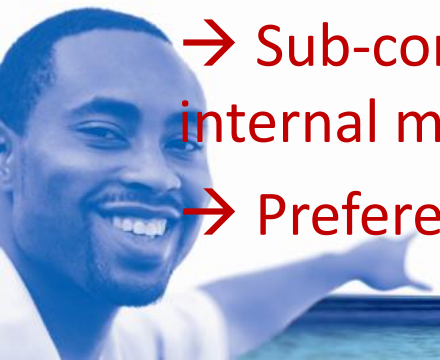
## 8. Tour leader, local reps and guides

### Contract conditions

- Understanding of contract conditions
- Living wage
- Legal compliance
- Preference to local when competence exists
- Employment conditions (for staff) incl. living wage
- Living wage (for contractors)

→ Sub-contracted, not formally employed: otherwise under internal management

→ Preference for local tour leaders / staff



## 8. Tour leader, local reps and guides

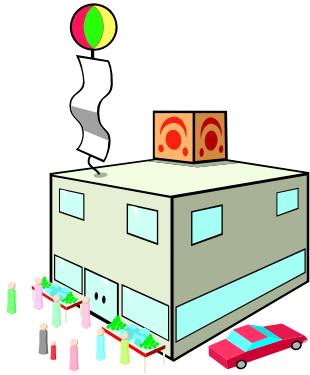
### Quality and sustainability of services

- Qualified and regularly trained
- Aware of companies sustainability policy
- Trained on sustainability issues
- Knowledgeable about destination
- Actively informing clients on sustainability
- Have received information / training on sexual exploitation



## 9. Destinations





## Office and retail

- *labour conditions (staff)*
- *Environmental management*



## Customer

- *Awareness*
- *Motivation*
- *Protection*

## Management control



## Supply Chain

- *Transport*
- *Accommodation*
- *Excursion*



## Destination

- *Community*
- *Biodiversity*
- *Resources*

## 9. Destinations

### Inventory

Per destination the company keeps a record of relevant and critical sustainability information : waste, biodiversity, legal requirements, minimum and living wages, etc...

- Not yet obligatory
- Will be delivered by Travelife





## 9. Destinations

### Selection of destinations

#### **Mandatory**

- Preference for sustainable destinations
- Follow international sanctions (legal req.)

#### **Not mandatory**

- Sustainably accessible destinations
- No unsustainable destinations
- (unless positive influence)



# 9. Destinations

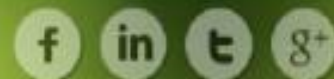
## Local policies and initiatives

### **Mandatory**

- Follow international sanctions (legal req.)
- No promotion of forbidden souvenirs (threatened flora and fauna species (CITES treaty and the IUCN 'Red List') or historic and archaeological artifacts (unless permitted by law.

### **Not mandatory**

- Company activities in compliance with local planning (difficult to measure)
- Support local supply chains
- Policy influencing
- Support biodiversity conservation (financial contribution, political support, integration in product offers).



## Green Destinations Ratings

Asia Thailand

Show 10 entries

Search:

Destination	Green Destinations Rating	Wildlife	Landscape	Nature	Safe bathing	Clean air	Culture & Tradition	Visitor reviews	Safe against crime	Human rights	Green economy	Green policy	Q-score
Bangkok	2.2	1.2	2.5	0.0		2.0	4.4	8.3	5.5	3.6	3.2	0.0	
Cha Am	2.8	6.0	5.3	0.0	0.0	8.0	4.3	7.3	5.5	3.6	4.1	1.0	
Jomtien	2.5	3.2	2.5	0.0	0.0	8.0	2.6	7.1	5.5	3.6	4.1	1.5	
Patong Beach Phuket	2.9	4.0	1.3	5.9	0.0	6.0	1.2	8.0	5.5	3.6	2.8	1.5	
Pattaya	2.3	3.2	1.8	0.0	0.0	6.0	2.6	7.4	5.5	3.6	2.8	1.5	

## MY DESTINATIONS

Africa

Kenya

Map

List

Show 10 entries

Search:

Destination	Green Destinations Rating	Wildlife	Landscape	Nature	Safe bathing	Clean air	Culture & Tradition	Visitor reviews	Safe against crime	Human rights	Green economy	Green policy	Q-score
Bamburi Beach	3.8	4.6	1.5	5.2	0.0	8.0	2.3	7.4	3.2	5.1	4.5	3.1	
Diani Beach	3.9	9.7	2.7	7.1	0.0	8.0	0.7	8.4	3.2	5.1	4.5	2.3	

Showing 1 to 2 of 2 entries

Previous

1

Next

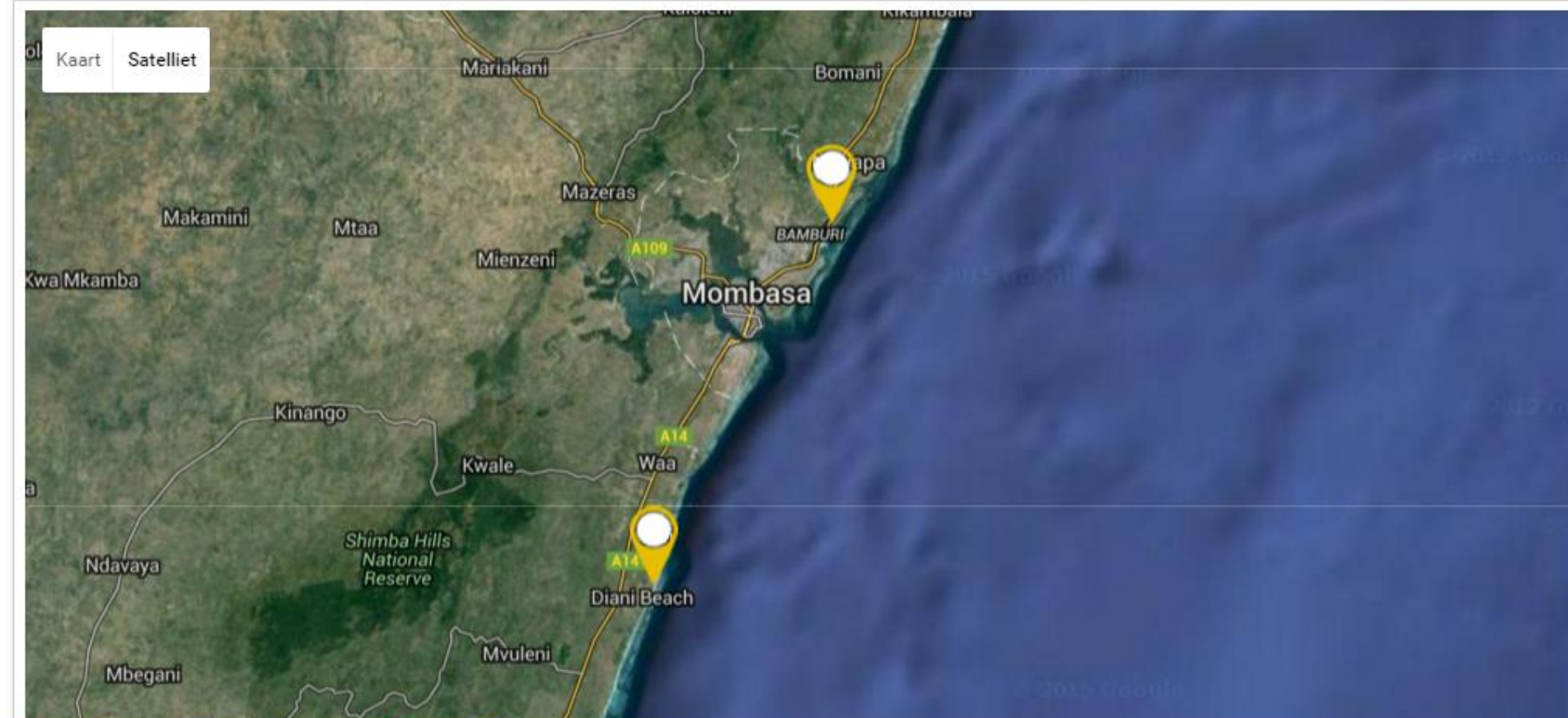
# MY DESTINATIONS

Select continent ▼

Select country ▼

Map

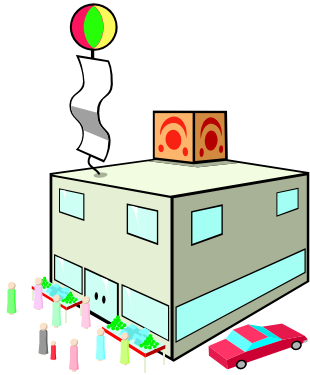
List





# 10. Customer communication and protection





## Office and retail

- *labour conditions (staff)*
- *Environmental management*



## Customer

- *Awareness*
- *Motivation*
- *Protection*

## Management control



## Supply Chain

- *Transport*
- *Accommodation*
- *Excursion*



## Destination

- *Community*
- *Biodiversity*
- *Resources*

# 10. Customers

## Consumer protection

### 1. Prior to booking

- Consultation guidelines and CRM system
- Privacy
- Marketing and advertising messages
- Product and destination information



# 10. Customers

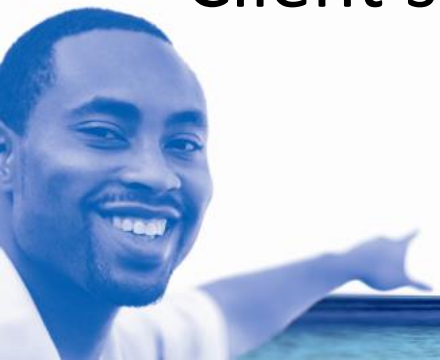
## Consumer protection

### 2. After booking and during holidays

- Health and safety information
- Emergency contact person and procedures
- Guarantee fund

### 3. After holidays

- Client satisfaction



# 10. Customers

## Influence customer choice and behaviour

### 1. Prior to booking

- Use sustainability in marketing messages
- Inform sustainability achievements (Travelife certificate)
- Showing sustainable choices with indications
- Personal travel advise
- Offer sustainable transport options (e.g. to airport)
- GHG compensation (information, booking form)



# 10. Customers

**Influence customer choice and behaviour**

## **2. After booking and during holidays**

- Destination information (general and sustainability aspects)
- Destination code of conduct
- Excursions and activities codes of conducts
- Illegal souvenirs information
- Sexual exploitation information
- Local services and goods information
- Sustainable transport options information
- Encouragement of donations

# 10. Customers

## Influence customer choice and behaviour

### 3. After holidays

- Integrate sustainability in feed-back



# Reporting system



Management area	Criteria theme
General operations	<ul style="list-style-type: none"> <li>• Sustainability Management</li> <li>• Legal requirements,</li> <li>• Fair business practices</li> </ul>
Office and retail operations	<ul style="list-style-type: none"> <li>• Labour practices and human rights (office and retail)</li> </ul>
	<ul style="list-style-type: none"> <li>• Environment (office and retail) <ul style="list-style-type: none"> <li>○ Procurement</li> <li>○ Water</li> <li>○ Energy</li> <li>○ Waste</li> <li>○ Training and awareness raising</li> </ul> </li> </ul>
	<ul style="list-style-type: none"> <li>• Community relations</li> </ul>
Supply Chain Management	<ul style="list-style-type: none"> <li>• Transport</li> <li>• Accommodations</li> <li>• Excursions and activities</li> <li>• Local partners and representatives</li> <li>• Guides &amp; group leaders</li> </ul>
Destinations	<ul style="list-style-type: none"> <li>• Destinations</li> </ul>
Customers	<ul style="list-style-type: none"> <li>• Awareness raising and motivation</li> <li>• Customer rights</li> </ul>

# Reporting system

- Online
- Checklist with 200 best practices / criteria
- One company can have more reports assigned
- Minimum compliance requirements
- Minimum reporting requirements
- Internal and external reporting tools
- Benchmarking (in time and with other companies)





# Planning and reporting tool



## De Buck Travel

✓ Planning and reporting

📅 Action plans

📋 Sustainability report

📋 Remarks report

📋 Audit report

📋 Guidance report

📄 Overview

## Travelife Certified

0. Company characteristics

1. Sustainability Management & Legal compliance

2. Internal management: social policy & human rights

3. Internal Management: environment and community relations

4. Partner agencies

5. Transport

6. Accommodations

7. Activities

8. Tour leaders, local representatives and guides

9. Destinations

10. Customer communication and protection

### Status

This report is ☒ editable

Audit report ☒ released



### View

All subthemes ☒ hidden

Available languages

### Progress

Reporting progress ☒ hidden

Audit progress ☒ hidden

### Remarks

Coach questions ☒ shown

Internal remarks ☒ hidden



# Planning and reporting



Planning and reporting

HOME \ PLANNING & REPORTING \ DE BUCK TRAVEL \ TRAVELIFE CERTIFIED

Travelife Certified ▾

## 1. Sustainability Management & Legal compliance

### Engagement of company

#### Action



1.1 Sustainability coordinator ✓ ✓ ● ● ●

1.2 Management integration ✓ ✓ ● ● ●

1.3 Committed resources ✓ ✓ ● ● ●

1.4 Mission statement ✓ ✓ ● ● ●

1.5 Trained sustainability co-ordinator / team ✓ ✓ ● ● ●

1.6 Trained key staff ✓ — ● ● ●

1.7 Additional training Management ✓ — ● ● ●

Theme overview



### 1.1 Sustainability coordinator

A sustainability / CSR coordinator is appointed and his/her role and activities are defined (corporate level).

Reporting

Guidance

Remarks

Action plan

Best practices

#### Reporting

☒ Yes ☐ No

Please include the name of the sustainability coordinator

Edit ▾



Formats ▾



B

I



Gert Dewulf, Director

Please upload a file with the job specification. For larger companies (>15 staff members) it is required to have a formal job description available which should be uploaded (as it should be an internal formal document)



Verantwoordelijkheden bij DBT V2016-03-08 Partim-DTO.docx

File manager

Add below a description of the job specification in case of a non formal job description (from smaller companies < 15 staff members)

# Planning and reporting tool

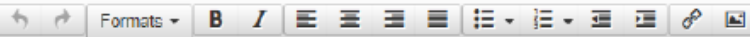
**3. 10 Energy reduction policy**  
The company has an active commitment to reduce energy consumption which is monitored and implemented.

**Reporting** | Guidance | Remarks | Action plan | Best practices

**Reporting**

☒ Yes ☐ No

Please add relevant elements from your policy. Look into guidance / tools section for possible actions. Choose as many as possible and create time frame for implementation.



We switch off all the lights when we leave the office. AC use is at its minimum. We monitor our energy bills (see also next criterion) to see use and take action if necessary to further reduce use.

Please upload a document if you wish

[File manager](#)

[Save](#) [Previous](#) [Next](#)

■ **Guidance:** our suggestions to see how to comply. For many countries we also provide country specific guidance

■ **Remarks:** Ask questions for your coach regarding a specific requirement? You will find the responses of your coach right under your questions. You can also approach your coach directly by email or skype of course.

■ **Action Plan:** use our Action Planning tool here. Fill out the details, such as what is the task, who will be responsible, what is the time frame for the task and how much budget is needed. PDF your action plan

■ **Best Practice:** Looking to get inspired with practical examples from other Travelife worldwide members?

# Planning and reporting tool



## Travelife Partner

 Planning and reporting

 Action plans

 Sustainability report

 Publish report

 Share report

 Audit report

 Overview

**Company  
Action Plan**

**Sustainability  
report**



# Reporting exercise

[www.travelife.info](http://www.travelife.info)

- You have been appointed as the sustainability co-ordinator just now and the previous company left you with this report
- Look from the perspective of your own company and indicate what you (would) do better / different?
- Write your comments in the “questions to coach section” .
- Work in groups of 2 persons
- Check section number 3 Internal environmental management.

**→ Some companies will be requested to present**



Thank you for your attention

