



Travel Management

 by STA TRAVEL

.....

Environmental Policy



Sustainability and Environmental Policy statement

This planet is our playground. We spend our days talking about all the amazing adventures it has to offer, and empowering our customers to take every opportunity to enjoy life-changing experiences. It is therefore only right that we do all we can to preserve the planet for future generations by reducing our environmental impact.

We will take a positive, solutions oriented approach that recognises our impact on the environment.

Our Environment Policy, together with our Social Responsibility Framework, our Health and Safety Policy and our company values, expresses our company's commitment to the planet and the communities that reside on it.

Through managing the environmental impacts of our own business, we aim to inspire our customers to consider the implications of their travel and to educate them on how to travel responsibly.

Impacts

Our most significant adverse environmental impacts are:

- Carbon Emissions from the use of carbon based energy in our offices and stores
- Consumption of resources by our use of energy, raw materials, office supplies and furniture
- Production of waste materials, particularly paper
- The environmental performance of our suppliers and customers
- Carbon emissions as a result of business travel

Objectives

STA Travel has previously worked with Sustainable Travel International (STI) to drive improvements in the way in which we operate with a focus on how we can reduce our environment footprint in branches, contact centers and offices through more efficient use of energy and resources, Increased use of sustainable resources, Increasing recycling and reducing waste that goes to landfill and Helping customers to reduce any negative impact their travel may have on the environment.

We are now assessing our current status and developing a new strategy to take us to the next level. To support us in this journey we are now in discussions with STI and The Carbon Neutral Company. 1 Environmental Policy.

Our aim is to report externally on our carbon footprint in April 2015 as well as to set targets for a 5 year reduction plan at this time. In the meantime we will continue to implement 'quick wins' across our offices and stores to reduce our environmental impact for 2014 as well as focusing on communicating and rolling out the new strategy and ensuring that our policies in this area are adequately reflected in our on boarding programme.

Environmental Policy



Commitment

To deliver this Policy, we will focus on the following key activities;

Carbon Offsetting: STA Travel works closely with Climate Care to provide carbon offsetting to corporate, academic and educational customers.

Accreditation: Our ultimate goal is to gain Sustainable Travel International accreditation and to become a carbon neutral company.

Travel Management: At STA Travel we provide travel management to a large portfolio of companies and educational institutions globally. We provide quarterly detailed data on Carbon Emissions, calculated using DEFRA methodology to include air, hotel, and land transportation. The data is used to enable our clients to drive down their own carbon footprints. Currently in development is CO2 emissions included on all online price quotes to allow choices to be made prior to a booking being completed.

Business Travel: A key element of this strategy will be to assess our current business travel and look to make real and sustainable improvements. STA Travel has recently invested in new technologies in the form of Office 365 which has made significant improvements to video conferencing facilities meaning less need for face to face meetings. This new technology also means changes to our internal communications making communications more engaging and instant. As well as reducing the need for face to face meetings we will also look at the scheduling of our meeting and continue to look at how we can reduce the air miles associated with essential business travel. Within major cities we will continue to promote the use of public transport rather than taxi usage through our expenses policy.

Responsible Travel: We understand that our environmental impact stretches beyond our own business operations and we feel that we have a responsibility to the planet and to the communities that we visit to help educate our customers on responsible travel. We have a responsible travel checklist on our website and in our brochures and through our on boarding programme are introducing a training programme for all staff to help them better support our customers in being responsible travellers.

Energy and Resources: STA Travel has previously worked with sustainable travel international to create a plan to reduce energy usage. Some of the measures introduced include installing movement sensors for lights in head office and fitting energy efficient equipment across our branches via re-fits. Our next steps are to create a global plan for energy reduction.

Buying Sustainable Resources: We are also addressing our supply chain through our wider Social Responsibility work but specifically under our efforts to reduce our environmental impact we are launching a project around 'Buying Green'. We have already taken some steps such as ensuring marketing material is increasingly being produced on paper from managed sources and coordinating stationary and brochure deliveries to reduce number of deliveries to each office.

Next steps are to build in more robust environmental checks into our procurement processes and ensure that staff understands the environmental impact of their business purchases. We also conduct regular quality checks to make sure that our suppliers provide ecoconscious and sustainable adventures. One of our key suppliers, G Adventures, recently won the Ethics in



Action Award, and we're really proud of Contiki's sustainability projects, search for the Twitter hashtag: #contikcares

Increased recycling and waste reduction: We have already taken some steps to improving our waste management through working with STI. These steps include hiring a national waste and recycling company, moving all STA Travel brochures online to prevent large amounts of brochure distribution and moving all internal communications into electronic format. We are not going through the process of assessing our global carbon footprint and setting further waste reduction, Energy and carbon reduction targets with an aim for an overall reduction in carbon by 2020.

Our Progress

Through managing the environmental impacts of our own business, we aim to inspire our customers to consider the implications of their travel and to educate them on how to travel responsibly. Here's what we have achieved so far:

- Reduced paper by displaying customer travel information on our online mySTA customer account
- Set our printers and copiers to print double sided
- Introduced recycling of general waste in our head office locations
- Installed motion sensors to ensure lighting is on when people are present in the office
- Implemented a recycle program for all our printer cartridges
- Implemented Office 365 to allow for desk to desk video conferencing, therefore cutting the need to travel
- Implemented sustainability in the office training program
- Our PCs and laptops are set to power saving mode when not in use for five minutes or more
- Refurbish and donate computer equipment to schools and charities in need
- We work with reputable airline partners who offer carbon offset programs to our customers
- Our people are paid at basic wage or above and enjoy access to bonus schemes and other flexible work practices ensuring we meet or exceed workplace rights
- We've developed a responsible travel checklist to help our customers in travel safely
- This year, we are one of the first travel agencies to move from recycled paper travel brochures, to an online digital brochure
- We encourage our people to use their volunteer/community day each year to help in projects or communities in need
- We encourage our people to use public transport or cycle to work and in some countries have loan schemes to support use of public transport
- We conduct regular engagement surveys and receive feedback on how we can improve our workplace and work practices
- We protect and promote Equal Employment Opportunity and encourage diversity in the workplace

We have engaged the Born Free Foundation on a consultancy basis to review our product range and ensure that it complies with our Animal Welfare policy. We are also in the process of investigating accreditation of ISO 14001 in environmental management systems.

Our Environment Policy works in conjunction with our Social Responsibility Framework in setting out how we behave as a company and the activities we undertake to contribute to our world. With over 2,000 people employed by STA Travel across the world, we are committed to constantly assessing and improving our workplace, and its impact on our world.