



Travel Management

 by STA TRAVEL

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Scope & Environmental Policy



SCOPE

Provision of Travel Management Services including Business travel, Educational Tours, Group travel including leisure and hotel conferencing and events and leisure student travel.

Non-Applicability- Usage and maintenance of calibrated or verified monitoring and measurement equipment is not applicable to scope.

Date: 1st January 2019

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. We are committed to prevent pollution in compliance with ISO14001:2015 and are invested in ensuring continual improvement in this area.

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 centres 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.

Our objectives are as follows:

- Implement an environmental management system to meet the requirements of ISO14001:2015
- Reduce Co2 through Staff Travel by 5% by the end of 2019
- Reduce electrical energy usage by 5% by the end of 2019
- Reduce paper usage by 5% by the end of 2019

COMMITMENT

To deliver this Policy, we will focus on the following key activities around our key impacts:

- Minimise the use of energy, water and natural resources
- 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 our global 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.

- Minimise waste through prevention, re-use and recycling, where possible
- 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.

Dispose of waste safely and legally

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 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.

Work with environmental responsible suppliers

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 code of conduct on our website and within our brochures and also include this within our onboarding programmes for all staff to help give them the confidence to guide our customers in being responsible travellers.

Prevent environmental damage and minimise nuisance factors such as noise and air pollution

Carbon Offsetting: We are currently assessing our options for offsetting schemes, which will deliver carbon reduction and social benefits, both for our internal carbon footprint and to offer sophisticated carbon offsetting solutions to our customers.

Travel Management: At STA Travel we provide travel management to a large portfolio of companies and educational institutions globally and we provide them with quarterly detailed data on Carbon Emissions.

We partner with Amadeus booking tool Cytric who work with the International Civil Aviation Organization (ICAO) to access data from its Carbon Emissions Calculator. The data allows Amadeus' worldwide customer base to estimate the carbon footprint of air travel. Thanks to this calculator and their agreement with UNFCCC; Amadeus is well positioned to integrate CO2 information and carbon offsetting options at different stages of the booking flow.

The data is used to enable our clients to drive down their own carbon footprints and we make recommendations on how they can do this within quarterly reviews.

CO2 emissions are displayed within our online booking tool to allow choices to be made prior to a booking being completed, this includes comparisons of rail versus air for relevant destinations.



Business Travel & Technologies

A key element of this strategy will be to assess our current business travel and look to make real and sustainable improvements. STA Travel book most of its business travel online which enables bookers to see CO2 emissions displayed within our online booking tool to allow choices to be made prior to a booking being completed, this includes comparisons of rail versus air for relevant destinations.

STA Travel is investing in new technologies in the form of Office 365 which will make improve our video conferencing facilities meaning less need for face to face meetings. This new technology will also mean 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.

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
- We work with reputable airline partners who offer carbon offset programs to our customers
- Our people are paid above 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
- 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

In addition to our Animal Welfare policy 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 2,200 people employed by STA Travel across the world, we are committed to constantly assessing and improving our workplace, and its impact on our world.