

# Sustainability Policy

It is our responsibility as representatives at the forefront of travel to support and encourage everyone we work with to embrace sustainable practices, while minimising negative social, environmental and economic impacts.

We measure the impact of our business against key UN Sustainable Development Goals, seeking long-term improvements and meaningful change throughout our business – both at home and overseas.

## SUSTAINABLE DEVELOPMENT GOALS



The goal of this policy is to embed sustainable development principles into core business practices.

Being a responsible business is a journey. This is a living document and will be sent to departmental managers each year as a reminder of our responsibilities, account for any changes in staffing and to be kept up to date with regards to new actions and protocols as well as removal of those no longer applicable.

It is also recommended managers share the applicable sections each year with their staff to ensure our sustainability programme is established throughout the business.

The sustainability co-ordinator will annually review this policy and advise the management team of significant alterations.

Date last reviewed:

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# People

Office: Internal Management.....(Managing Director)

Reviewed by Managing Director

   	Link / Guidance
Policy	
<p>The company has a written sustainability policy that reflects the company structure and activities.</p> <p>The policy drives continuous improvement within the social, cultural, economic, human rights, health, safety and environmental realms of the business.</p>	This document
<p>Our sustainability mission and policy will be communicated to all key stakeholders (staff, customers and suppliers) and seeks to engage their support.</p> <p>It is available on both our staff intranet and company websites.</p>	<a href="#">Website</a>
<p>A staff-centred sustainability committee (IMPACT) meets regularly and works to improve and expand upon the company's sustainability practices.</p> <p>The committee is divided into three focus groups – People, Planet and Product.</p> <p>The Impact committee will annually establish an action plan with clear targets, actions and responsibilities within each focus group, as well as organise fundraising activities for charities.</p>	<a href="#">IMPACT minutes</a> <a href="#">ST meeting notes</a>
<p>The company will appoint an employee who is responsible for the co-ordination of sustainability tasks and to report to senior management on a quarterly basis.</p>	<a href="#">ST Co-ordinator job description</a>
<p>The company is actively involved in promoting sustainability within the travel industry and is active in seeking out partnerships and information sharing with trade organisations and other tour operators.</p>	[AITO, ABTA, Der Tour, LATA meetings]
<p>We will ensure the company's transparency by public reporting and communicating our sustainability credentials and commitments.</p>	<a href="#">Website</a>
<p>The company will ensure that all staff are aware of the sustainability policy and ethos. Staff members are regularly updated through training sessions, activities and related developments via newsletters, intranet and other communication channels used by the company.</p>	<a href="#">Staff Training</a>

The company complies with all applicable local, national and international legislation and regulations including, among others, health, safety, labour and environmental aspects.	
Promotional materials and marketing communications are accurate and transparent with regard to the organisation and its products and services, including sustainability claims.	<a href="#">Marketing</a>
Customer satisfaction, including aspects of sustainability, is monitored and corrective action taken.	[CSQ]
The company seeks to maintain strong relations and open and transparent dialogue with government institutions.	[FCDO, Embassies/Consulates]
We will embed sustainable development principles into core business practices and endeavour to make ethically conscious decisions and in our relations throughout the business.	ST Policy

## Office: Staff and Social Policy.....(Finance Director & Human Resources)

Reviewed by Finance Director & Human Resources


	Link / Guidance
Policy	
The company is committed to treating all applicants and employees in the same way regardless of their race, colour, nationality, sex, marital or civil partnership status, age, disability, religious belief, political opinion, gender reassignment or sexual orientation.	<a href="#">Staff handbook</a>
Staff welfare is at the forefront of the office business practice.  For example, the company will consider flexible working times or part time employment (e.g. to support family obligations); regularly review employee benefits to promote their quality of life (eg, right to request flexible working hours, hybrid work etc); Employees are entitled to sick leave in line with national legal requirements.	<a href="#">Staff handbook</a>
The company commits to paying staff a salary in accordance or above with the real living wage.	<a href="#">Living wage certificate</a>
The company have an equal pay policy to provide and control equal remuneration for those within the same role category regardless of gender or nationality and for commission to be structured in the same way for all applicable staff. (eg, office staff, tour leaders)	<a href="#">Bespoke salary progression</a>
The company offers schemes for pregnancy and maternity/paternity leave for all employees.	<a href="#">Staff handbook</a>
The company has a liability insurance for all its employees (e.g. in case of work related accidents).	<a href="#">Liability insurance</a>
The company contributes to a pension scheme and/or retirement plan for all staff members, who haven't opted out.	<a href="#">Pension information</a>
The company has a comprehensive documented health and safety plan to ensure we comply with both moral and legal duties for all office based staff	<a href="#">Staff handbook</a>
The company has documented procedures in place to voice complaints and expectations	<a href="#">Staff handbook</a>
There is a clear disciplinary procedure which is effectively communicated with employees	<a href="#">Staff handbook</a>
The company grants employees fixed paid yearly holiday and sick leave and unpaid annual leave allowance (which is communicated to new starters before formally accepting a new role)	<a href="#">Staff handbook/individual contracts</a>
The company will consider initiatives and requests to promote the good health and well-being of employees.	<a href="#">Staff handbook</a>

The company actively encourages employees to develop and learn new skills. (Eg, educational trips, training programmes, assistance to upgrade employee skills)	<a href="#">Staff handbook</a>
Office space and information is accessible to persons with physical disabilities and other special needs	<a href="#">Disability policy</a>
Staff will be offered at least 1-day paid time for voluntary participation in a local community project which has been approved by management.	<a href="#">Volunteering</a>
The company considers the environment and transport related impacts of travel to the office.  (eg, support staff with access to affordable & low-carbon transportation solutions (eg, ride to work); providing staff with access to video conferencing technology, work-at-home policies or other means)	<a href="#">Ride to work</a>  [HR]
New staff are given a thorough induction programme to familiarise themselves with the company, their role and of the sustainability ethos of the company.	[HR]
Employee satisfaction is considered on regular basis through employee reviews and staff suggestions are taken on board	[Annual reviews/HR]
Staff are encouraged to collaborate with external organisations and become actively involved with industry working groups supportive of sustainability in tourism. The company will consider requests for this to be done during paid working hours.	[LATA, AITO]



## Office: Customers.....(Head of Sales)

Reviewed by Head of Sales

  			Link / Guidance
Policy			
The company ensures that customer privacy is not compromised. We have a clear and up to date policy which sets out how we collect, use and store personal information which complies with all relevant data protection legislation.			<a href="#">Privacy policy</a>
The product and price information is clear, complete and accurate with regard to the company and its products and services, including sustainability claims.			[Client documentation]
Destination information, including sustainability aspects, are factually correct, balanced and complete.			[Client documentation]
Customers are informed on precautions to take in destinations and with services that carry some risk to their health and safety.			Eg. <a href="#">Trekking fact sheets</a> . <a href="#">Briefing dossier</a>
Contact details of all relevant local representatives are provided on final documentation. A 24hr London based emergency helpline is also provided for any issues which cannot be easily resolved.			[Client documentation]
Customer satisfaction is monitored, and corrective actions are taken for service and product improvements.			[Customer Service Questionnaire]
The company has clear procedures in case of complaints from clients			<a href="#">Booking conditions</a>
Customers are aware of our nature positive and sustainability commitment from the outset and encouraged to take sustainable choices.			[Client documentation]
Customers are advised that we measure our carbon emissions and a related donation is made by the company for every holiday we sell in support of a regenerative/carbon sequestration programme to mitigate the impact			[Client documentation]
<p>The company's sales team are given refresher training and aware of the general environmental benefits in discussing different travel options with customers</p> <p>(eg, booking direct flights, longer holidays, lower class flights and reducing internal flights; providing more sustainable travel options for accommodation and excursions)</p>			<a href="#">Sustainability training</a> (ongoing)  Eg, <a href="#">Stay sustainably webpage</a>
Customers are encouraged to donate to our chosen charity at the proposal stage. (eg, to maximise take-up staff automatically include this charity donation on our client invoices)			[Client documentation]
Customers are encouraged to reduce plastic waste through the purchase of refillable bottle at a discount through our partnership with Water-to-Go.			[Client docs and <a href="#">Water to Go</a> ]
Customers receive recommendations on how to make a positive contribution on the ground (e.g. limitation of resource use, waste, souvenirs, cultural habits, initiatives to be supported).			[Briefing Dossier]
Customers are provided with recommendations for locally owned restaurants or other social enterprises which support the local community.			[JLA Travel app]




















# Product

Local representatives.....(Head of Product)


Product section reviewed by Head of Product

    					Link / Guidance
<b>Policy</b>					
The company will ensure that every meeting between our product managers and local representatives will include a sustainability aspect on the meeting agenda. (The points below can be viewed as potential topics of discussion).					
Our company will support and encourage everyone we work with to embrace sustainability and responsible tourism. We will provide information, training and support to our local representatives, to engage them towards sustainability and drive positive change within our supply chain.					<a href="#">Impact Strategy</a>
All new and existing local representatives are informed about the company's sustainability policies and are expected to comply with the information and guidance provided.					<a href="#">SLA</a>
Suppliers are encouraged to report on their sustainability achievements. Where possible we will seek to promote partners that engage actively in these areas by way of marketing promotion through our website and newsletters.					<a href="#">IMPACT minutes</a>  <a href="#">ST meeting notes</a>
Our company is committed to sourcing its products and services responsibly, avoiding harmful impacts on society, culture and nature as much as possible. We encourage our partners to have a clear sustainability policy in place.					<a href="#">SLA</a>
Our company will regularly evaluate the sustainability practices of our key partners to ensure their practices are truly sustainable.					<a href="#">Impact Strategy</a>
Suppliers are encouraged to inform us on any new or existing product which exceeds the basic practices of acting responsibly and can therefore be promoted and recognised and so we can publicise these in our product descriptions and marketing communications.					[Meetings, newsletters etc]
The supplier has implemented a policy against commercial, sexual or any other form of exploitation or harassment, particularly of children, adolescents, women, minorities and other vulnerable groups					<a href="#">SLA</a>
All new and existing suppliers are informed that we reserve the right to immediately terminate any relationships that violate our Code of Conduct specifically through acts of bribery, corruption, discrimination, and violation of human rights.					<a href="#">Dertour Code of Conduct</a>


## Communities and Culture....(Head of Product)

						Link / Guidance
						
Policy						
Our company insists all services in the suppliers product portfolio do not jeopardise the provision of basic services, such as food, water, energy, healthcare or sanitation, to neighbouring communities nor adversely affect local access to livelihoods, including land and aquatic resource use, rights-of-way, transport and housing.						<a href="#">SLA</a>
<p>Our company will focus on low impact tourism and when choosing new product and destinations will consider sustainability aspects in the selection process and avoid those in which tourism leads to structural negative local effects (in terms of biodiversity, waste; sanitation; human rights and healthcare, water, energy and food availability) - unless the we are convinced it results in clear counter balancing effects.</p> <p>Where local communities are raising concerns about development projects we are made aware to appraise the situation ourselves.</p>						<a href="#">SLA</a>
In selecting new destinations, our company will consider accessibility and, within reason, the most sustainable means of transport, alongside comfort and practicality.						<a href="#">SLA</a>
In selecting new service providers and products, our company will favour those that engage with and support local communities and which seek to provide equal employment opportunities for local residents.						<a href="#">SLA</a>
Through our local networks, our company will seek to influence and support local government concerning sustainability, destination planning and management, use of natural resources and socio-cultural issues.						<a href="#">SLA</a>
Our company strongly recommend overseas suppliers support biodiversity conservation, including protected areas and areas of high biodiversity, through financial contribution, political support, and/or integration into a sustainable product portfolio.						<a href="#">SLA</a>
Our company strongly recommend suppliers actively support initiatives for local infrastructure and social community development which may include, education, training, health and sanitation and environmental projects.						<a href="#">SLA</a>
Our suppliers will inform us of projects aimed at supporting vulnerable communities which we can assist with through product development or fundraising initiatives.						<a href="#">Impact Strategy</a>
Suppliers follow locally agreed guidance for the management and promotion of visits to indigenous communities and culturally or historically sensitive sites to minimise adverse impacts and maximise local benefits. Services respect the intellectual property rights of local communities.						<a href="#">SLA</a>
Historical and archaeological artefacts are not sold, traded or displayed, except as permitted by local and international law.						<a href="#">SLA</a>

## Accommodation....(Head of Product)



						Link / Guidance
Policy						
Our company will keep a record of sustainability information on the accommodation we sell and carry out a review of those which reinforce the benefits of sustainable travel.						[Work in progress]
Our staff and description writers are prompted and encouraged to highlight any exceptional sustainability stories applicable to accommodation providers in our product descriptions.						[Accommodation description template]
Our company favour accommodation providers which have a commitment to sustainability practices and we will enthusiastically promote properties actively engaging with sustainability.						Eg, <a href="#">Stay sustainably webpage</a>
Our company will remind suppliers on a regular basis to consider the sustainability practices of accommodation in its selection process by taking into account their sustainability management and social and environmental footprint. (eg, a water saving program; an energy saving program; a waste management program; an energy reduction system; a sustainable supply chain; a child protection policy; social responsibility activities eg, charitable support)						<a href="#">SLA</a>
Key accommodation partners will be motivated and encouraged to become sustainably certified (eg, Travelife, Global Sustainable Tourism Council -GSTC)						[Work in progress –developing survey?]
Key accommodation partners will periodically be asked to provide evidence clarifying their sustainability goals and strategies and to gain insight into their practices						[Work in progress –developing survey?]

## Excursions....(Head of Product)



				Link / Guidance
Policy				
Our company will keep an inventory of environmentally or culturally sensitive excursions of we sell and carry out a review of those which reinforce the benefits of sustainable travel.				<a href="#">Product Database</a>
All excursions and activities run by or on behalf of our suppliers respect local customs, traditions, cultural integrity, and natural resources				<a href="#">SLA</a>
Our suppliers are reminded to give preference to excursions and activities that benefit and empower local communities and actively source excursions and activities that put local people at the centre to spread the economic benefits of tourism				<a href="#">SLA</a>

All our suppliers follow appropriate guidelines for the management and promotion of visits to natural sites in order to minimize adverse impacts and maximise visitor fulfilment	<a href="#">SLA</a>
Our suppliers ensure visitors are advised on behaviour standards during excursions and activities with a focus on respecting the local culture, nature, and environment.  Suppliers understand that guides are the intermediaries between the visitors and the socio-cultural and environmental context of the destination, conveying the appropriate behaviour to them. Guides should always act appropriately and seek to influence others to also do so.	<a href="#">SLA</a>
Food and Drink: We will support local social enterprises (restaurants, cafes, bars) wherever possible on our trips which bring obvious benefits to the areas we operate in. (eg, community-based initiatives, co-operatives, educational, empowering).  Our suppliers are encouraged to seek out sustainable local businesses that aim to improve the lives of local people, contribute to community development and replace those with dining options which bring few local benefits (large international chains, buffets)	[JLA Travel app]  <a href="#">SLA</a>

### Transport....(Head of Product)


 		Link / Guidance
Policy		
When selecting transport for travellers, our company commit to considering the most environmentally friendly options available for travelling to, from, and within the destination – taking into consideration distance, price, route, and comfort.		<a href="#">Sustainability training</a>
Our company regularly remind suppliers to look to optimise the energy efficiency of ground transportation and provide options for lower impact in-country transportation (eg, optimising routes, swapping internal flights for land transport, offering shared or public transport options and looking for opportunities to switch to fuel efficient vehicles or electric as soon as destination infrastructure allows).		<a href="#">SLA</a>
Our suppliers are provided with guidance in our SLA on eco-efficient driving techniques which can significantly reduce fuel consumption and CO2 emissions		<a href="#">SLA</a>

### Animal welfare....(Head of Product)

 		Link / Guidance
Policy		
Our company will provide our customers with responsible wildlife experiences where animals in the wild have the freedom and ability to exhibit a wide range of natural behaviours and visitors can observe them from a safe and respectful distance.  Working and domestic animals will be well looked after in terms of both their physical and mental health.		<a href="#">Animal welfare pledge</a>

Our company has designed, and will follow, a dedicated animal welfare policy for our business, which we will share with customers, overseas partners and staff	<a href="#">Animal Welfare Policy</a>
Our company encourages local leadership in tackling animal welfare concerns by engaging in dialogue with suppliers about our policy, which also forms part of our Service Level Agreement. An understanding of animal welfare best-practice also forms part of our selection process for new suppliers.	<a href="#">Animal Welfare Policy</a>
Our local suppliers are aware we expect they will ensure that any services we offer that include an element of animal interaction follow the best practice guidelines as outlined in our animal welfare policy and take action where relevant to ensure these principles are adhered to	<a href="#">Animal Welfare Policy</a>
Our company encourage our staff and clients to monitor animal welfare standards throughout our operations, and report concerns back to us so we can act.	<a href="#">[Briefing Dossier]</a>  <a href="#">Staff Training</a>
Our approach to animal welfare is regularly reviewed and updated on an annual basis	<a href="#">Animal Welfare Policy</a>

## Environment.....(Head of Product)


		Link / Guidance
Policy		
Our company encourage all suppliers to take steps to identify their carbon emissions and implement procedures to avoid or to minimise them.		<a href="#">Impact Strategy</a>
Where appropriate, our suppliers support nature positive products and contribute to biodiversity conservation, including through appropriate management of its operations. Particular attention is paid to natural protected areas and areas of high biodiversity value		<a href="#">SLA</a>
Our suppliers follow appropriate guidelines for the management and promotion of visits to natural sites in order to minimise adverse impacts		<a href="#">SLA</a>
Our suppliers will work towards reducing single use plastic on the ground in Latin America (eg, Promote widespread use of water dispensers, eliminate the use of single use items for lunches etc)		<a href="#">[PM supplier meeting agenda]</a>




# Planet

Climate Action....(ST Co-ordinator)

Reviewed by ST Co-ordinator

		Link / Guidance
	Policy	
	The company is a signatory of the Glasgow Declaration on Climate Action in Tourism. In doing so, we pledge to deliver an aligned plan to cut tourism emissions in half by 2030, and aim to reach net-zero emissions as soon as possible before 2050	<a href="#">Glasgow Declaration</a>
	The company have a climate action plan which follows a five-step pathway to Measure, Decarbonise, Regenerate, Collaborate, and Finance.	<a href="#">Climate Action Plan</a>
	The company will annually measure the carbon emissions of our business activities in the UK and overseas.	<a href="#">CO2e Measurements</a>
	Each year decarbonisation targets are set opportunities to reduce the carbon footprint throughout our business operations and our customers travel arrangements are identified	<a href="#">Impact Strategy</a>
	The company will mitigate the residual carbon emissions of every one of our holidays by making a donation and invest in a nature-based solution to support carbon sequestration and proactively conserve and restore nature.	<a href="#">Rewilding Chile</a>
	The company will collaborate with others throughout the industry in recognition that the best way to act on climate change is to work together to reduce collective carbon emissions. Sharing ideas, challenges and solutions will help build a regenerative tourism industry, based on the principles of climate justice.	[DERtour ST group, AITO. LATA]
	The company recognises that a successful sustainability strategy requires human and financial resources to be made available, as required, to meet its objectives.	<a href="#">Impact Strategy</a>
	We will support conservation through promotion, product procurement, and local charities (eg, Galapagos conservation trust, Onçafari Jaguar Project, LATA Foundation, Rewilding Chile)	<a href="#">Rewilding Chile;</a> <a href="#">LATA Foundation;</a> <a href="#">Sol y Luna Foundation;</a> <a href="#">Oncafari Jaguar project;</a> <a href="#">Galapagos Conservation Trust.</a>
	Our approach to climate action is regularly reviewed and updated on an annual basis	<a href="#">Climate Action Plan</a>

## Single Use Plastic reduction....(ST Co-ordinator)

		Link / Guidance
Policy		
	The company is committed to reducing and eliminating unnecessary plastic products from within our own offices and operations.	<a href="#">Single use plastic policy</a>
	The company will use our influence positively to engage suppliers in reducing waste providing Single Use Plastic Best Practice guidance.	<a href="#">Plastic guidance</a>
	Our company will provide information to our customers Informing all customers about the opportunities to use reusable water bottles and other plastic reduction tips	<a href="#">[Briefing Dossier]</a>
	The Impact Committee will create ongoing targets around single-use plastic reduction. ST co-ordinator will ensure this is included on every IMPACT meeting agenda	<a href="#">Impact meetings</a>








materials and is not providing non-recyclable or non-biodegradable package materials	
The business provides reusable cups and glasses for drinking water (no single use plastic bottles/cups are provided on the premises.	[Periodic reviews]


## Office Marketing....(Head of Marketing)

Reviewed by Head of Marketing

				Link / Guidance
Policy				
Communication				
All descriptions and promotions are transparent and accurate and do not promise more than is being delivered. New and existing description writers have undertaken 'greenwashing' training to ensure we are not promising more than we can deliver (eg, exaggerating or being dishonest about environmental impacts to appear more sustainable)				<a href="#">Green Code Training</a>
We have a defined marketing plan for communicating sustainable holidays and make it easier for more customers to consistently make more sustainable holiday choices				<a href="#">ST communication plan</a>
The company communicate our achievements against our sustainable goals, internally and externally through thorough reporting (Newsletters, website, trade shows)				<a href="#">Thrive</a>
We will not use images that promote activities that may be harmful to animals or contrary to our child welfare policy on our website, newsletters, brochures or any other marketing materials.				<a href="#">Link to DER image guidance</a>
Promotional materials				
Promotional materials and marketing communication comply with relevant standards and voluntary codes of conduct				<a href="#">ASA advertising Guidance</a>
Sustainability criteria are considered for giveaways and merchandise (Canvas Bags, Luggage Tags, USBs, Pens etc)				<a href="#">[Purchasing policy]</a>
Our chosen print management company works with a certified environmental management system (e.g. ISO 14001, EMAS).				<a href="#">Print company info</a>
Brochures are printed on environmentally friendly paper (recycled, FSC, chlorine free, plastic free options).				<a href="#">[Purchasing policy]</a>
The company has implemented measures to reduce brochure wastage. The amount of brochures produced is measured on an annual basis				[Brochure numbers/returns logged]
Trade shows				
The company consider the design and build of exhibition design and where practical, recycled and recyclable materials and items are reused for multiple shows as much as possible.				<a href="#">[Purchasing policy]</a>
Staff transport to trade events are considered with a view to choosing the lowest carbon travel option. (eg, tube, train, taxi). Flights are only taken when the only viable option.				<a href="#">[Business Travel Policy]</a>
The company incorporates promotion of its sustainability ethos and achievements and able to communicate this.				<a href="#">Sustainability training</a> (ongoing)
Third-party agencies				
We will encourage all third-party agencies (eg, Website designer, digital marketing agency, CRM) to provide details of their sustainability policies, credentials and any certification.				

## Office: Business Travel....(Head of Product & Sales)

Reviewed by Heads of Product and Sales

					Link / Guidance
Policy					
Planning					
The company measures the CO2e impact of staff related travel and recommended action to reduce this.					<a href="#">CO2e Measurements</a>
We will only organise business travel/educational trips where the benefit to the business is clear and any potential harmful impacts has been considered. All educational trips will incorporate some element or ground service that reinforces the benefits of sustainable travel					<a href="#">[Business Travel Policy]</a>
The company has set targets for annual carbon limits on business trips. When determining which staff would benefit most from educational travel, this is also given consideration.					<a href="#">CO2e Measurements</a>
At the planning stage, the most sustainable modes of transport are considered with a preference for the lowest carbon option, within reasonable financial limits. (e.g. direct flights, electric vehicles for transfers, trains rather than internal flights, walking or cycling tour rather than driving tour)					<a href="#">[Business Travel Policy]</a>
At the planning stage, suppliers are asked to highlight potential opportunities to connect staff to a community tourism experience during their trip (eg. support for social enterprises, local market visit, local cultural centre or art gallery, local conservation)					<a href="#">[Business Travel Policy]</a>
During Travel					
Staff are aware to check any visits to indigenous communities and culturally or historically sensitive sites minimise adverse impacts and maximise local benefits					<a href="#">[Business Travel Policy]</a>
Staff are aware of and comply with guidance on climate action, plastic reduction and promoting positive behaviour change					<a href="#">[Business Travel Policy]</a>
Staff are aware of and comply with the company client guidance on human rights, child safeguarding and animal welfare					<a href="#">[Business Travel Policy]</a>
Staff should be aware when visiting any destination that our services and product should minimise the negative impact on the environment and local populations and staff should flag any concerns where tourism is felt to present a detrimental influence, eg, over-tourism, adverse effects on local livelihoods and traditions, access to water etc.					<a href="#">[Business Travel Policy]</a>
Staff are aware that all visits provided by our suppliers should include a pre-activity briefing to include advise on behaviour standards with a focus on respecting the local culture, nature, and environment. This aspect should be included in reporting.					<a href="#">[Business Travel Policy]</a>
Post Travel Reporting					
As part of the reporting process, staff are always asked to recommend any impressive initiatives (restaurants or other social enterprises which support the local community) that we might include on our client app? (eg, community-based initiatives, co-operatives, educational, empowering, etc)					<a href="#">[Business Travel Policy]</a>

Staff are aware that any accommodation provider visited with exceptional sustainability credentials is highlighted in report and communicated to Product Managers to disseminate to Impact Committee (eg, water saving programme, energy saving programme, waste management, sustainable supply chain, community support, social enterprise, plastic reduction, animal welfare etc)	<a href="#">[Business Travel Policy]</a>
Staff are aware to immediately flag any concerns regarding human rights, animal welfare, child safeguarding or bogus sustainability claims to product managers.	<a href="#">[Business Travel Policy]</a>