



TRAVEL PLACES

SUSTAINABILITY

“Sport and travel are both very much a force for good and at Travel Places we want to help clients make better decisions, reduce emissions and encourage working with suppliers that share the same values and beliefs that we do.”

**Matt Warren, Managing Director &
Sustainability Ambassador, Travel Places**



A SUSTAINABLE VISION

Like many in the travel, sport and entertainment sector, we are acutely aware of our responsibility for developing a more sustainable future.

We think it's so important that we have actually refocused our business on it, defining our future measure of success as being dependent on our leadership in sustainability, not only service.

'Our vision is to be the undisputed specialist travel provider to the sports, media and entertainment sector, with a brand that is recognised for its unwavering focus on customer service and the provision of sustainable travel solutions'.

SUSTAINABLE VALUES

We refreshed our Values in 2021 to better represent the organisation that we have become over the last few challenging years, and to reflect the challenges and opportunities we see in the future. This includes reference to our role as a facilitator of more sustainable travel solutions in the sports and entertainment sector.

Family

We are proud of our heritage. Not only are we family owned and run to this day, but we are an inclusive team, built on mutual respect and friendship, forging authentic relationships with our clients. We have a flat hierarchy to support transparency and remain accessible to all. **We celebrate success together.**

Sustainable

We recognise the stewardship role we play; bringing knowledge and best practice together to create more sustainable events. We are passionate about supporting our own community of staff, local suppliers and charities, who in turn look after us. **We look to the future.**

Trust

We are rigorous in our approach and take full ownership and responsibility for the travel solutions we deliver. We look after the detail, and know lasting relationships are built on integrity, transparency and great communication. **We get it right.**

Innovative

Not only do we adapt with the changing needs of each traveller, we are forward thinking in using technology and specialist knowledge to create more effective and sustainable solutions for the sports and entertainment sector. **We are agile.**

Specialist

We take pride in our specialist knowledge and skill sets. We always aim to exceed expectations, overcome every challenge and learn from each new experience. We believe in high-performance, reflecting the athletes and performers we serve. **We are all in.**



SETTING THE STANDARD

To further our sustainable goals we have set up a Sustainability Management Team, led by Managing Director Matt Warren. To give us the robust processes needed to drive our ambition, we have implemented the ISO management system and were certified for ISO 20121:2012 Events Sustainability Management Systems in February 2022.

We have defined and published our Sustainable Development Policy, available at the end of this document and on our website and have subscribed to the UN Sports for Climate Action 5 principles, namely:

- 1. Undertake systematic efforts to promote greater environmental responsibility;**
 - 2. Reduce overall climate impact**
 - 3. Educate for climate action**
 - 4. Promote sustainable and responsible consumption**
 - 5. Advocate for climate action through communication**
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SUSTAINABILITY WITHIN TRAVEL PLACES

Sustainability is about more than looking after the environment, it encompasses economic and social sustainability too, so here at Travel Places we have been looking at three key elements:

- Our business planning process, to ensure we are strengthening the business for the future, identifying the challenges and opportunities we face and investing in the resources needed to succeed
 - Our social responsibilities; refreshing our staff welfare programme and the work we have supported in our local community, seeing how we can make this more deliberate, more impactful and more inclusive
 - Our environmental impact; how we can reduce waste, consumption and carbon production, how we can source utilities and consumables more sustainably, and how we can offset the carbon footprint that remains – most notably our staff travel in support of client events. We are pleased to say that we have been carbon neutral since 2022. Having reduced the amount of carbon dioxide that our business is responsible for through a variety of measures such as installing solar panels in our office, we are offsetting those we can't avoid, financing projects with Carbon Footprint.
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PROMOTING SUSTAINABILITY IN THE TRAVEL SECTOR

As an agency we believe an important role we can play is working with travel suppliers (airlines, hotels and ground transport providers), to understand their sustainability programmes and match these with the growing requirements from clients for more sustainable travel solutions.

We have surveyed all our major suppliers to understand how they perform in key areas, and will be sharing this with clients to help them understand this dimension of the service they use.

Collaborating with sports and entertainment organisations enables us to lobby and present to the travel industry on behalf of the sector, and already we are driving innovations in terms of the technology needed to effectively report on carbon usage, with a view to reducing it.

We have sponsored the Sustainability Awards in the 2021 & 2022 Sports Leaders conference, and look forward to offering more thought leadership and collaboration opportunities between clients and the travel sector.

SUSTAINABILITY - CLIENT SERVICES & TOOLS

Developing more sustainable travel solutions is at the core of our business plan, and we are well underway with delivering a range of services with sustainability in mind

- We have innovated with a technology provider to enable carbon impact to be a part of a flight quote, so your sustainability goals can be better balanced against your budget requirements
 - We have upgraded our Carbon Impact reporting, now working closely with Thrust Carbon. This will enable organisations to report on their carbon impact, and with client feedback we are working to extend the number of sources this report uses, to make it a more holistic measure
 - For major events we are able to audit prospective accommodation providers by their sustainability programme, to enable more conscious environmental decisions to be evaluated alongside budgets constraints
 - We work with a number of offsetting partners to help our clients offset their emissions through gold standard projects around the world
 - When planning tours for artists, bands or sporting organisations, we can consult on which routings and modes of transport would be most sustainable, helping to plan the most sustainable solution at the outset
 - We are auditing major travel providers, so as to include their sustainability features in the choices clients can choose
 - We are working with Guestia, to provide an event app that will allow organisations to manage their event itineraries and race/tour programmes in a live and paper free environment
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We believe that sport, entertainment and travel are a force for good. By following and promoting good practice in sustainability and continually striving to improve our performance in this area, it is our aim to meet the travel needs of our clients without compromising the needs of future generations.

To find out more about our sustainability journey at Travel Places, to collaborate with us, or to find out how we can support your business to make better informed and sustainable travel decisions, contact: sustainability@travelplaces.co.uk



OUR SUSTAINABLE DEVELOPMENT POLICY

Travel Places provide travel management services to the sports, media, and entertainment sectors. We support individual performers, teams, media organisations and governing bodies in making great moments happen for global audiences. Travel Places commit to become a leader in the field of sustainable sports and entertainment travel sector by following and promoting good practice in sustainability and by continually improving our sustainability performance.

Our legacy to the industry is based on the work done with suppliers, clients, and partners to develop sustainable travel solutions and assisting them in achieving their sustainability goals.

We have implemented a management system according to ISO 20121 to ensure our own operations and those of client events we support have sustainability as their compass and that the underlying principles of integrity, transparency, stewardship, and inclusivity are present in every action we take.

The scope of what we can control and influence within the event lifecycle is limited according to our client's specific requirements.

Travel Places aims to be a leading ambassador for sustainability in the group travel sector by:

- Taking the necessary measures to reduce our overall greenhouse gas emissions and support our clients reducing their own,
- Encouraging a circular economy approach, preventing waste generation in all operations,
- Incorporating sustainability criteria into the procurement process of goods and services,
- Engaging with interested parties, especially airlines and hotel providers, to collaborate on ways to improve the sustainability performance of the sector,
- Providing good working conditions to our staff to ensure their safety, health and well-being,
- Ensuring staff and suppliers have equal opportunities to work regardless of their race, religious beliefs, gender and sexual orientation,
- Promoting economic development opportunities in the communities we operate in,
- Complying with legislation and regulations that are applicable to our organisation,
- Stimulating sustainable behaviour of our staff, partners and other stakeholders through training, information and awareness-raising actions,
- Evaluating the effectiveness of the actions undertaken and applying a principle of continual improvement to everything we do.

We review this Policy on an annual basis to ensure it reflects our commitment and accurately communicate our main goals for sustainable development.

Travel Places contact – email sustainability@travelplaces.co.uk

Matthew Warren – Director

Reviewed and Updated March 2023