

IMPACT REPORT 2022



TRAVEL PLACES

TEAM TRAVEL SPECIALISTS

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WE ARE TRAVEL PLACES

We are Travel Places - the leading travel specialists for the sports, media, music and entertainment sector.

For over 45 years we have managed group travel plans for sporting governing bodies, world class athletes, international musicians and media production crews taking part in events such as Formula One, the Olympics & Paralympics, and FIFA World Cup.

We are immensely proud of our heritage and remain family-owned and run to this day, with our joint Managing Directors Matthew Warren and Nick Warren leading a team of around 70 travel planners, events consultants and support staff from our head office in Worthing, West Sussex.

At the heart of our business is our purpose for people and planet - reducing our impact on the world, and supporting our community of staff, local suppliers and charities. By continually improving our performance in this area, we aim to meet the travel needs of our clients without compromising those of future generations.

Here's how we made a positive impact on people and the planet in 2022.



Carbon
Neutral
Organisation

A MESSAGE FROM MANAGING DIRECTOR, MATT WARREN

Over the past year, we have taken more conscious and deliberate steps to ensure our business contributes to a better, more sustainable future. From achieving ISO 20121 sustainable event management certification, to installing solar panels and creating a SAF fund with British Airways, we've gone further than ever to ensure sustainability runs through every layer of our business. I'm really excited to share our first ever Impact Report, which summarises the culmination of these efforts throughout 2022.

The pages that follow tell the story of how we're stepping up and taking responsibility, how we're looking for alternatives to the ways we operate, and how we're always striving to be better. It celebrates our fantastic staff, our valued clients and our suppliers – all of whom have made this progress possible. And it highlights where we're going next.

In leading the business through these developments, it has also, without doubt, been a personal journey for me too. One that has required me to be open to feedback, to challenge myself and others and, most importantly, to learn. In doing so, I have reviewed and assessed my own carbon footprint and made some lifestyle changes, such as switching to an electric vehicle, in attempts to reduce it.

I am exceptionally proud of the progress we've made so far. But I also accept there are areas where we know we can do better. And others where we could move faster. We're in it for the long haul. So, as we look ahead to 2023 and beyond, we are committed to pushing forward, and making the right decisions based on the best available information and the data we have today. We're prepared for the work that lies ahead and I look forward to progressing it alongside our valued staff, and in collaboration with those we work with.

Thank you for taking an interest in our work in this area and for supporting our efforts to be a force for good. As our executive lead in sustainability, I am always keen to hear your thoughts. If you would like to get in touch, you can reach us on: sustainability@travelplaces.co.uk.



Matt Warren

Joint Managing Director, Travel Places

A handwritten signature in white ink, appearing to read 'M Warren', positioned below the printed name and title.

OUR JOURNEY SO FAR

We emerged from the Covid-19 pandemic having refreshed our mission, vision and values. This has allowed us to better represent the organisation we have become in recent years.

And to reflect the opportunities we see in the future. At the start of this process, we set out to focus on three key pillars of sustainability – our environmental impact, the future of our business, and our social responsibilities.

We are proud of the progress we have made across each of these areas in 2022, but our work continues. And we are excited and prepared for the journey that lies ahead.



1. Our business planning process:

Ensuring we are strengthening and preparing our business for the future, identifying the challenges and opportunities we face and investing in the resources we need to succeed.



1. Our social responsibilities:

Refreshing our staff welfare programme and the work we do to support our local community, making both more deliberate, more impactful and more inclusive.



3. Our environmental impact:

Reviewing how we can reduce waste, our 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.

THE STEPS WE'VE TAKEN



OUR MISSION AND VISION

Our mission, vision and values are the foundation for all that we do. Shared by our team, they shape the way we work with our clients, partners and with each other. We refreshed our mission, vision and values in 2021 to ensure they reflected the future direction of our business.

OUR MISSION

Our mission is to provide trusted travel services to teams, performers and organisations, making great moments happen on a global stage.

OUR VISION

It is our vision 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.



OUR VALUES

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.

CHANGE BEGINS AT HOME

If we are to safeguard our planet for the future, we must all find ways to reduce our footprint. We are taking vital action to tackle our carbon impact at Travel Places through education, and by making changes and better decisions around how we work. For the emissions we can't avoid, we are proud to be carbon neutral. As we take these important steps to reduce our negative impact on the environment, we hope to lead by example - encouraging our staff to make good choices and inspiring the businesses we work with to take their own action.

What we're doing:

- **Leading from the top:** having created a new sustainability management team, we have reviewed our environmental impact and identified ways to reduce our unnecessary consumption.
- **The three Rs:** we have introduced a variety of reduce, reuse, recycle measures in the office, from installing solar panels to removing waste bins and discouraging printing.
- **Offsetting:** we are proud to be carbon neutral, having offset the emissions we can't avoid, strengthening our commitment to be a responsible supplier to our clients.
- **Encouraging:** we are encouraging responsible behaviour by supporting the education of our staff and providing a variety of training, events and external talks.



Our 'Carbon literacy' pledge

We have made a pledge to become 'carbon literate'. This means that we will all have a wider awareness of the impacts of everyday activities, and the ways we can reduce emissions - as individuals, as part of a community and as a business. In 2022, 25% of our staff successfully completed carbon literacy training with Climate EQ. This training is helping our staff to understand the drivers behind the decisions we are making around sustainability, but it also means they have a better awareness of the steps they can take to reduce their own carbon footprint. We have loved seeing the individual pledges that our staff have made as part of gaining their certification - from switching to an e-bike on their commute to work, to changing all home products to more sustainable options.

Inspiring good choices

Our staff are keen to make greener choices, and in June 2022 we were pleased to host a Q&A with Jen Gale, author of The Sustainable(Ish) Living Guide and founder of The Knackered Mums Eco Club. Jen gave us inspiration and valuable tips to help us to be more sustainable in our everyday lives, encouraging us to make changes that work best for ourselves, our family and the planet.

A 'greener' website

With our website in need of a redesign and development in 2022, we had an opportunity to address the carbon footprint of our digital services. A new, more sustainable site was designed by local developers Specky Media, ensuring less carbon emissions were produced when people visited. We also made sure it was more accessible, with colours that better meet visual guidelines. Launched in December, according to the website [carbon calculator](#), our homepage has gone from being 'dirtier' than the majority of web pages tested, to 'cleaner' than 69% of web pages.

Reducing our emissions

We are fully committed to reducing the energy consumption related to our business, and we've tackled this head on in 2022 by sourcing renewable energy solutions and installing solar panels at our office. By capturing the sun's energy and converting it into electricity, we will save over six tonnes of CO2 each year. Despite the installation being in the depths of winter, we saved 259.92kg of CO2 in the first two months, which is equivalent to planting over 15 trees. We share these savings with our employees, giving all staff access to reports with live data on carbon emission savings.

"NOT ONLY HAS OUR ISO 2021 CERTIFICATION PUT US IN THE BEST POSITION TO ADVISE OUR CLIENTS, IT HAS ALSO HELPED US TO BETTER UNDERSTAND AND MONITOR THE IMPACT OF OUR BUSINESS. AND IT ALLOWS US TO LEAD BY EXAMPLE, MAKING SURE WE RUN OUR OWN OPERATIONS AS SUSTAINABLY AS POSSIBLE."

Hayley Backley
Project Manager



CREATING VALUE FOR OUR CLIENTS

As we progress towards achieving our sustainability goals, we are working hard to help our clients meet their own carbon reduction strategies. We know how important it is for our clients to consider their carbon footprint when they make decisions around travel, and we're committed to supporting them to do that.

A first amongst UK travel management companies, our ISO 20121:2012 Sustainable Event Management in 2022 provides us with the framework and expertise to design and manage group movements using the most sustainable processes, whilst our partnerships and suppliers provide the tools and data to make this possible.

What we're doing:

- **Innovating:** We've innovated with a technology provider to give our clients carbon impact data and alternative travel methods at point of sale, helping them to make decisions that balance sustainability against budgets.
- **Reporting:** We have introduced post-event reporting for our clients, providing carbon footprint data of events, accommodation and travel choices.
- **Offsetting:** We are offering access to Gold standard carbon-offset capabilities, supporting our clients to reach zero carbon impact as part of their sustainability goals.
- **Reducing:** We can select accommodation for our clients based on sustainability credentials, and we're working with suppliers to introduce reduction measures - whether that's ensuring all single-use plastic is removed from rooms or reducing towel and bedding changes.

"IN TEAM TRAVEL, NO TWO GROUPS ARE THE SAME. WE'VE WORKED HARD TO PROVIDE SUSTAINABILITY DATA THAT IS MEANINGFUL – NOT ONLY TO HELP OUR CLIENTS MAKE INFORMED DECISIONS, BUT ENABLING THEM TO AIM FOR CONTINUOUS IMPROVEMENT"

Nick Warren
Joint Managing
Director



SUPPORTING A MORE SUSTAINABLE STAY

Our sports, music and media clients are making huge strides in reducing the negative impacts of their travel programmes, and sustainability is more frequently influencing decisions around where and how they stay.

We are passionate about facilitating this more responsible approach to travel, and in 2002 we continued to work closely with our hotel accommodation suppliers to understand their sustainability initiatives, match them to our clients requirements and collaborate on any activity as needed.

Working with our clients in 2022, including Sail GP – organisers of one of the world’s biggest international sailing competitions – alongside many other adaptations to their travel programmes, we have helped to remove thousands of items of single use plastics from hotel rooms and reduced hotel laundry usage by requesting reduced linen and towel replacements during stays.

We recognise there is still much to do to enable improvements over the coming years, but sustainability is now forming a vital part of our procurement and contract processes. And with ISO 20121:2012 standard for Sustainable Event Management, we are developing the expertise that can support our hotel and accommodation suppliers with the action needed that will help them to win business, whilst enabling a more sustainable stay for our clients.

COLLABORATING FOR GOOD

We will achieve the best results for sustainability by working together. With a long heritage in the industry, we have developed a trusted global network of airline, accommodation and ground transport providers. By working in close partnership with these suppliers, we can match our clients' requirements with our suppliers' sustainability programmes, enabling them to access more responsible travel options, and be among the first to know about new and innovative sustainability solutions.

What we're doing:

- **Working in partnership:** Developing new partnerships to help our clients make balanced choices that align to their travel policy and sustainability goals.
- **Informing:** We have surveyed our major suppliers to understand their performance in key areas and we are sharing this information with clients to help their decision making.
- **Innovating:** We are working with airline partners on new innovations to maximise the potential for more sustainable air travel for our clients.
- **Collaborating:** We believe in the power of collective action and look for opportunities to collaborate with cross-industry groups to advocate for sustainability action within travel.

Advocating for sustainability

Our two-year partnership with Leaders, the global sports conference and content platform, has seen us support a calendar of events, enabling us to fly the flag for sustainability within the sports sectors we work in and providing thought leadership in our area of expertise. By sponsoring the sustainability award during the high-profile Leader's Week, we have helped to highlight some inspirational projects that are using sport to promote and combat environmental and ecological issues within society.

Enabling good choices

The hotel industry is embracing sustainability through a range of innovative solutions. We are taking steps to understand the measures our accommodation suppliers are taking to be more environmentally conscious. This will enable us to support our clients to select appropriate accommodation in line with their sustainability goals, and help them understand the actions they can take to limit the environmental footprint of their stay – whether that is through single use plastic removal, reduced linen changes or prioritising local food supplies.

“WE ARE PROUD TO WORK WITH A BRILLIANT NETWORK OF GLOBAL SUPPLIERS. THESE RELATIONSHIPS ALLOW US TO HAVE THE GREATEST POSITIVE IMPACT FOR OUR CLIENTS, SUPPORTING THEIR EFFORTS TO BALANCE TRAVEL NEEDS AGAINST AMBITIOUS SUSTAINABILITY GOALS”

Helen Cox
Director of
Flight Operations



SUPPLIER CASE STUDY

SAF PARTNERSHIP WITH BRITISH AIRWAYS

We partnered with British Airways in 2022 to work on a new and innovative Sustainable Aviation Fuel fund that would enable our clients to reduce scope 3 emissions. Ready to launch in 2023, this fund offers clients the opportunity to contribute to the financing of SAF production in line with the size of their travel programme, indirectly reducing their carbon impact and scope 3 emissions around business travel and enabling an increase in the volumes of SAF in the supply chain. Contributors to the fund will also support green innovation, continued development into sustainable aviation solutions and the future decarbonisation of aviation.

The fuel financed by the fund will currently be supplied by Phillips 66 Limited and will be delivered to British Airways via existing pipeline infrastructure that feeds directly into UK airports. It will be produced from sustainable waste feedstock and will deliver emission reductions of over 80% compared to traditional fossil-fuel based jet fuel.



SUPPORTING OUR COMMUNITIES

We are passionate about doing the right thing for our staff, our local suppliers and for the communities around us. As a family business, our foundations have been built on mutual respect, and our people are central to all that we do. An inclusive team, we ensure staff and suppliers have equal opportunities to work regardless of their race, age, religious beliefs, gender and sexual orientation. And in taking positive action for the communities that surround us, we encourage and support our staff to do their bit through awareness-raising, volunteering or donations.



What we're doing:

- **Rewarding:** We are passionate about providing inclusive career opportunities in the travel industry, paying our people a wage that meets their everyday needs and providing opportunities for development and growth.
- **Giving:** We encourage and support our staff to take part in fundraising or community events, volunteering or raising awareness and funds for good causes. For 2023, we are offering all of our staff one day of volunteering leave a year.
- **Investing:** We are investing in local sports clubs, helping communities to take part in sport and physical activity, and supporting young athletes facing barriers to achieve their potential, through sponsorship opportunities.
- **Supporting:** We're passionate about looking after the wellbeing of our employees, ensuring our team feel safe, supported and included, and enabling flexible and hybrid-working solutions.

“WE ARE INCREDIBLY LUCKY TO HAVE SUCH AN AMBITIOUS AND DEDICATED TEAM AT TRAVEL PLACES, AND OUR PEOPLE ARE FIRMLY WITH US ON THIS JOURNEY. IN RETURN, WE ARE COMMITTED TO PROVIDING A WORK ENVIRONMENT THAT IS INCLUSIVE AND SUPPORTIVE, OFFERING DEVELOPMENT AND OPPORTUNITIES FOR GROWTH.”

Becky Thomas
Head of HR



Adapting to new ways of working

The Covid-19 pandemic changed the way that many businesses operate and Travel Places is no different. Technology has allowed us to flex how we work, ensuring we can grow, adapt and offer arrangements that suit our employees lives and home location. We have adapted to offer remote working with a variety of hybrid working patterns, accommodating responsibilities for parents and/or carers and enabling equal opportunities for all.

Supporting good causes

From Christmas jumper days, to raffles and foodbank donations, our staff have taken part in a number of fundraising initiatives throughout 2022, which have been supported by the business. We recognise that cost-of-living increases can impact the ability to donate financially to charities and we support our staff to give in other ways, whether that is in time or through raising awareness of organisations.

Taking part in the Great British Beach Clean

We know how lucky we are to have our head office within walking distance of the south coast. And to do our bit to help keep our local beach as clean as possible, we took part in the Great British Beach Clean in September 2022, with equipment supplied by Surfers Against Sewage. From cigarette butts to batteries, and even half a scooter, the team worked hard over two hours removing a range of discarded litter from our beach, preventing it from harming the local environment and wildlife.



Our menopause workplace pledge

With a high female workforce, many of our staff are likely to be affected by the symptoms of the menopause at some point in their lives. We are committed to supporting these staff and talking openly and respectfully about the menopause. In 2022, we signed the Menopause Workplace Pledge, created a new menopause policy and set up an informal drop-in group where staff could share experiences, provide feedback to the business and support each other.

Celebrating local sport

We have been a proud sponsor of Middleton Cricket Club for many years and have supported this local club through a great period of growth and success. We were particularly proud of their progress last year, which saw the club celebrate two spectacular wins after the T20 finals.

Offering opportunities for all

Fewer industries are as exciting to work in as ours. But the pandemic saw many experienced professionals leave the travel industry and fewer joining. With our business growing year-on-year, we are fortunate to be in a position to provide opportunities to high calibre experienced candidates, as well as industry newcomers. In 2022, we launched a new talent development programme, offering opportunities for those leaving education, returning to work, or looking for a change in career. We are delighted to be partnering with local colleges and universities, offering unique opportunities to young people in our community that will help kickstart a career in travel.



FUTURE DESTINATIONS

We are proud of our achievements in 2022, but we have many more ambitions for the future. So what's next for Travel Places on this journey? Having assessed our impact, we now want to set ourselves some firm and ambitious targets for the future. As new data becomes available and technology advances, we will continue to review our sustainability objectives, making new connections and partnerships, and improving the sustainability services we provide for our clients.

Our goals for 2023



Achieve B Corp certification



25% employees carbon literate



6 tonnes CO2 saved by solar panels



Create a Travel Places forest



Develop our own accredited Carbon Offset Programme



30 days volunteering



Increased collaboration with accommodation suppliers, setting targets for sustainability improvements.

GET IN TOUCH

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, please get in touch with us at:

sustainability@travelplaces.co.uk

Alternatively, follow our journey on:



travelplaces.co.uk



linkedin.com/company/travel-places



travel_placesuk

