Sustainability Group Coaching
Online Session 2

28-04-2021
Mercy Onyango
You Are Right on Track for Travelife Partner recognition!
About Mercy Onyango

- GreenTour Kenya Project Manager at Ecotourism Kenya.

- She is also responsible for:
  - Coordinating the on-boarding process of Kenyan tour operators into the sustainability certification program;
  - Community enterprise development programs at EK.

- Trained Travelife for Tour Operators auditor and advisor.
Your road towards sustainability

Travelife Engaged

Travelife Partner

Travelife Certified
The online reporting tool

• The Travelife online reporting is divided into 10 themes under which the criteria are organized.

• It’s mandatory to report on ALL criteria.
## Travelife Partner criteria

<table>
<thead>
<tr>
<th>Management field</th>
<th># Criteria</th>
<th># Obligatory</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Sustainability management and legal compliance</td>
<td>16</td>
<td>11</td>
</tr>
<tr>
<td>2. Social policy &amp; human rights</td>
<td>22</td>
<td>10</td>
</tr>
<tr>
<td>3. Environment &amp; community relations</td>
<td>37</td>
<td>18</td>
</tr>
<tr>
<td>4. Partner agencies</td>
<td>7</td>
<td>0</td>
</tr>
<tr>
<td>5. Transport</td>
<td>4</td>
<td>2</td>
</tr>
<tr>
<td>6. Accommodation</td>
<td>11</td>
<td>4</td>
</tr>
<tr>
<td>7. Excursions</td>
<td>12</td>
<td>9</td>
</tr>
<tr>
<td>8. Tour leaders, local reps. &amp; guides</td>
<td>8</td>
<td>5</td>
</tr>
<tr>
<td>9. Destinations</td>
<td>4</td>
<td>1</td>
</tr>
<tr>
<td>10. Customer Communication &amp; protection</td>
<td>25</td>
<td>17</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>146</strong></td>
<td><strong>77</strong></td>
</tr>
</tbody>
</table>
The online reporting tool

Criteria description

In case of compliance to the criteria “Yes” is the proper answer.

The criteria description and the explanations in bold show what you are required to report in the reporting box.

With the blue File Manager button, you can upload supporting documents.

A sustainability mission statement is defined and published on the company’s website(s).
## The online reporting tool

**Toolbar**

**Guidance** – Offers further guidance/explanation on the criteria. Often templates and tips are shown.

**Remarks** – For communication to/from your coach.

**Action plan** – Integrated tool, will be explained later.

**Best practices** – An overview of shared best practices of other Travelife members.

- For some criteria there is country specific Guidance, indicated with the country flag.

<table>
<thead>
<tr>
<th>Kenya</th>
</tr>
</thead>
<tbody>
<tr>
<td>Freedom of association is covered in the Bill of Rights in the Kenyan constitution.</td>
</tr>
</tbody>
</table>
As A Tour Operator, You Play A Significant Role…

**Economic Pillar**
- NO POVERTY
- ZERO HUNGER
- GOOD HEALTH AND WELL-BEING
- INDUSTRY, INNOVATION AND INFRASTRUCTURE
- DECENT WORK AND ECONOMIC GROWTH

**Environmental Pillar**
- CLEAN WATER AND SANITATION
- AFFORDABLE AND CLEAN ENERGY
- RESPONSIBLE CONSUMPTION AND PRODUCTION
- CLIMATE ACTION
- LIFE BELOW WATER
- LIFE ON LAND

**Social Pillar**
- QUALITY EDUCATION
- GENDER EQUALITY
- REDUCED INEQUALITIES
- SUSTAINABLE CITIES AND COMMUNITIES
- PEACE, JUSTICE AND STRONG INSTITUTIONS
- PARTNERSHIPS FOR THE GOALS
0. Company Characteristics

Section covers basic information of your company:

- Contact details – sustainability coordinator;
- Nature of business; sensitive activity types; no. of passengers; destinations; no. of full time employees
1. Sustainability Management & Legal Compliance

Sub-themes:

- Engagement of company
- Social cooperation
- Baseline assessment
- Policy
- Action Plan
- Monitoring and evaluation
- External reporting and communication
Travelife’s Management cycle

ENGAGE

BASELINE ASSESSMENT

INTERNAL

SUPPLIERS

DESTINATIONS

COSTUMERS

ACTION PLAN

MONITOR & EVALUATE

REPORT AND COMMUNICATE

SUST. POLICY

DESTINATIONS

SUPLIERS

COSTUMERS

INTERNAL

ENGAGE

BASELINE ASSESSMENT

SUST. POLICY

REPORT AND COMMUNICATE

MONITOR & EVALUATE
1. Sustainability Management

Engagement of company

Criteria

• Sustainability coordinator

• Mission statement

• Trained sustainability coordinator
**Requirements:**

- Liaise with Travelife.
- Coordinate CSR’s objectives & implementations.
- Have direct communication with superior management levels.

**Sustainability coordinator tasks include:**

- Implementation of sustainability policy & action plan;
- Travelife reporting;
- Contact for Travelife regarding trainings & collective actions;
- Dissemination of sustainability information within the organisation.

*Tasks can be divided over more positions Sustainability Team - coordinated by the Sustainability Coordinator.*
More about sustainability coordinator role:

**Guidance**

• Position doesn’t have to be fulltime.
• It can be combined with other tasks (marketing, sales, quality management etc...).

**Support tools**

• Different model job descriptions as word document.

**Steps to take**

• Develop job description in line with internal company formats.
• Have it approved by management.
• Upload it in the Travelife platform.
Mission statement

- A sustainability mission statement is defined and published on the company’s website(s).

Requirements
- The (sustainability) mission statement is published on the organisation’s website.
- Link to mission statement available in the reporting.

Example

“Our aim is to make sure the trips we run meet the needs of our travellers while also providing a positive economic, cultural and environmental impact on the communities we are so fortunate to visit. Whenever possible we prefer to stay at locally owned hotels, source quality supplies and partner with local guides who represent a diversity of connections. We are always looking for new ways to foster direct engagement and to promote long-lasting relationships.”
Guidance

A mission statement is a short statement from the management board. It:

- Contains the values, principles and intentions of the organisation.
- Should include your company’s considerations for sustainability issues.
- Should be short and concise
- should aim for less than 100 words.

Steps to take

• Formulate a mission statement based on the company’s values.
• Have the management approve it.
• Publish on corporate website and add link in reporting.
Trained sustainability coordinator

- The sustainability coordinator (or team, in case of larger companies) has successfully completed the basic Travelife Sustainability training and exam.

Requirements:

- The sustainability coordinator must pass the Travelife basic training and attach the obtained certificate.

- Companies >25 staff members: Key employees should take at least one Travelife online training course.
Guidance

• To implement Travelife's criteria effectively, the coordinator must take the basic Travelife's Sustainability training and passed the exam.

Support tools

• Travelife online Basic training

Steps to take

• Sustainability coordinator takes the Travelife training.
• SC passes the exam.
• Upload the certificate in the Travelife system
Sustainability Management

Social cooperation

Criteria

• Collaboration

• Exchange of Experiences

• Donations
Collaboration

- The company is actively involved in external forums and working groups which are supportive to sustainability in tourism.

Requirements

- Name external forums & working groups you are involved in.
- This may include board positions with local non-profits or community groups, sit on working groups of associations, speak on events or memberships.
- Clear explanation on the role you played in these collaborations and what sustainability topics are being discussed.
- Upload proof of participation (membership fees, agreements, minutes of meetings, pictures).
Collaboration

Guidance

• It is recommended to join a network or tourism working group.

• Within this network of fellow travel professionals, you can discuss sustainability related issues and gain practical knowledge. Bundling this knowledge leads to synergy and gives you more power to reach results.

Steps to take

• Join a network or working group supportive to sustainable tourism.
Exchange of experiences

- Experiences, training materials and best practices concerning sustainability are shared with other companies and stakeholders (e.g. via the Travelife website).

Requirements

- Example(s) of experiences exchanged with other companies. It can be done through media, events, forums, working groups etc.
- It can also be through sharing best practices via the Travelife platform.
- Upload screenshots from online shared experiences online, press release, etc.
Exchange of experiences

Guidance

• By collaborating with other parties and by using each other's expertise, sustainable innovations are possible. Frontrunners can inspire other companies to start working on sustainability.

• A travel company can share its experiences with sustainability management in several ways: through media, events, forums, working groups etc.

• You can also share your experiences via Travelife's website. If you click on the «Best Practices» tab, you can read and share experiences with other Travelife members.

Steps to take

□ Share your best practices via the Travelife platform or other means.
□ Provide examples in the platform.
Donations

- The company provides support to nature protection organisations and/or community development (e.g. infrastructure, education, health, sanitation) or other local/national sustainability initiatives. Can also be done by stimulating staff and/or client donations including in-kind contributions (e.g. volunteering).

Requirements

- Mention examples of donations and the (estimated) amounts contributed.
- This should clearly state:
  - (1) Name of the initiatives/donations you have supported/made;
  - (2) Date of each donation;
  - (3) What kind of support did you contribute (finance, volunteering,...)?
  - (4) Give some estimation of the amounts of the financial/human resources contributed to each project?
- Upload documented proof of contributions.
**Guidance**

- Besides making your company processes more sustainable, you can also be of benefit to society by giving a direct contribution.
- The contribution does not necessarily need to be financial, it can also be in kind, or by helping with knowledge and/or manpower.

**Steps to take**

- Select at least one good cause that matches your company profile;
- Make an annual donation to it (either financial, in kind, knowledge and/or manpower, etc.
- Upload the list of contributions made & proof in the Travelife system.
Sustainability Management

Baseline assessment

Criteria

• Overview Partners/Suppliers

• Baseline assessment
Overview partners/suppliers

The company has a system in place to identify the sustainability performance of the key supply chain businesses it works with, whether directly or indirectly. It should follow the process:

1. Identification of “key” partners & suppliers.
2. Evaluation of their sustainability performance

- At a minimum, for a first audit, a system (add question in suppliers assessment data-base) is in place to record which suppliers (e.g. hotels) have obtained a sustainability certification.
- For the second audit this information should actually have been assessed from all key suppliers including hotels and DMC’s.

- Upload the evaluation method (survey) and proof of communication to suppliers.
Guidance
Identifying sustainability levels of your suppliers has the following objectives:

- To use this information in decision-making process on destinations & products;
- To be able to monitoring the sustainability of your supply chain & set targets;
- To send a message to your suppliers that sustainability is relevant for you;
- To help you inform and promote sustainable products towards your customers.

→ It’s not expected to have completed this information on the day of the audit and certification. You merely have to demonstrate that you have an active system in place to collect this type of information consistently.

Steps to take

- Identify your key partners/suppliers.
- Ensure that you ask your suppliers before and during contracting their formal sustainability status.
- Collect this data consistently in internal records.
Requirements

- You should have reported on all the Travelife Partner (or Certified) criteria in the Travelife reporting.

Baseline assessment

- The company has conducted a baseline assessment regarding its compliance with the Travelife sustainability best practice standard (e.g. by completing this report).

<table>
<thead>
<tr>
<th>Travelife Partner</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Sustainability Management &amp; Legal compliance</td>
</tr>
<tr>
<td>2. Internal management: social policy &amp; human rights</td>
</tr>
<tr>
<td>3. Internal Management: environment and community relations</td>
</tr>
<tr>
<td>4. Inbound partner agencies</td>
</tr>
<tr>
<td>5. Transport</td>
</tr>
<tr>
<td>6. Accommodations</td>
</tr>
<tr>
<td>7. Activities</td>
</tr>
<tr>
<td>8. Tour leaders, local representatives and guides</td>
</tr>
<tr>
<td>9. Destinations</td>
</tr>
<tr>
<td>10. Customer communication and protection</td>
</tr>
</tbody>
</table>
Baseline assessment

### 1. Sustainability management & legal compliance

<table>
<thead>
<tr>
<th>Category</th>
<th>Score</th>
</tr>
</thead>
<tbody>
<tr>
<td>Engagement of company</td>
<td>1-3</td>
</tr>
<tr>
<td>Social cooperation</td>
<td>4-6</td>
</tr>
<tr>
<td>Baseline assessment</td>
<td>7-8</td>
</tr>
<tr>
<td>Policy</td>
<td>9-10</td>
</tr>
<tr>
<td>Action plan</td>
<td>11-12</td>
</tr>
<tr>
<td>Monitoring and evaluation</td>
<td>13-14</td>
</tr>
<tr>
<td>External reporting and communcation</td>
<td>15-16</td>
</tr>
</tbody>
</table>

### 2. Internal management: social policy & human rights

<table>
<thead>
<tr>
<th>Category</th>
<th>Score</th>
</tr>
</thead>
<tbody>
<tr>
<td>Social policy and human rights</td>
<td>1-19</td>
</tr>
<tr>
<td>Training and education</td>
<td>20-22</td>
</tr>
</tbody>
</table>

### 3. Internal management: environment and community relations

<table>
<thead>
<tr>
<th>Category</th>
<th>Score</th>
</tr>
</thead>
<tbody>
<tr>
<td>Procurement</td>
<td>1-6</td>
</tr>
<tr>
<td>Paper (promotional materials)</td>
<td>7-9</td>
</tr>
<tr>
<td>Energy</td>
<td>10-18</td>
</tr>
<tr>
<td>Water</td>
<td>19-21</td>
</tr>
<tr>
<td>Waste management</td>
<td>22-28</td>
</tr>
<tr>
<td>Reducing pollution</td>
<td>29-30</td>
</tr>
<tr>
<td>Mobility</td>
<td>31-35</td>
</tr>
<tr>
<td>Sustainability training and awareness raising</td>
<td>36</td>
</tr>
<tr>
<td>Land use and community relations</td>
<td>37</td>
</tr>
</tbody>
</table>

### 4. Inbound partner agencies

<table>
<thead>
<tr>
<th>Category</th>
<th>Score</th>
</tr>
</thead>
<tbody>
<tr>
<td>Inbound partner agencies</td>
<td>1-4</td>
</tr>
<tr>
<td>Specific conditions</td>
<td>5-7</td>
</tr>
</tbody>
</table>

### 5. Transport

<table>
<thead>
<tr>
<th>Category</th>
<th>Score</th>
</tr>
</thead>
<tbody>
<tr>
<td>Selecting transport suppliers</td>
<td>1-3</td>
</tr>
<tr>
<td>Sustainable packages</td>
<td>4</td>
</tr>
</tbody>
</table>

### 6. Accommodations

<table>
<thead>
<tr>
<th>Category</th>
<th>Score</th>
</tr>
</thead>
<tbody>
<tr>
<td>Accommodations</td>
<td>1-7</td>
</tr>
<tr>
<td>Specific conditions</td>
<td>8-11</td>
</tr>
</tbody>
</table>

### 7. Activities

<table>
<thead>
<tr>
<th>Category</th>
<th>Score</th>
</tr>
</thead>
<tbody>
<tr>
<td>Activities</td>
<td>1-5</td>
</tr>
<tr>
<td>Specific criteria</td>
<td>6-12</td>
</tr>
</tbody>
</table>

### 8. Tour leaders, local representatives, and guides

<table>
<thead>
<tr>
<th>Category</th>
<th>Score</th>
</tr>
</thead>
<tbody>
<tr>
<td>Tour leaders, local representatives and guides</td>
<td>1-8</td>
</tr>
</tbody>
</table>

### 9. Destinations

<table>
<thead>
<tr>
<th>Category</th>
<th>Score</th>
</tr>
</thead>
<tbody>
<tr>
<td>Selection of destinations</td>
<td>1-2</td>
</tr>
<tr>
<td>Local projects and initiatives</td>
<td>3-4</td>
</tr>
</tbody>
</table>

### 10. Customer communication and protection

<table>
<thead>
<tr>
<th>Category</th>
<th>Score</th>
</tr>
</thead>
<tbody>
<tr>
<td>Prior to booking</td>
<td>1-12</td>
</tr>
<tr>
<td>After booking and during holidays</td>
<td>13-22</td>
</tr>
<tr>
<td>After holidays</td>
<td>23-25</td>
</tr>
</tbody>
</table>

*All reporting bars will become 100% green when you have reported on all criteria.*
Sustainability Management

Policy

Criteria

• Sustainability Policy

• Communication of policy
Sustainability policy

- The company has a written sustainability policy which reflects the company structure and activities, and is supported by top-management. The policy aims for a reduction of the negative social, cultural, economic and environmental impacts of the company’s activities, and includes employee related health & safety aspects.

Requirements

- The company has a written sustainability policy which reflects the company structure and activities.
- The policy aims for a reduction of the negative social, cultural, economic and environmental impacts of the company’s activities, and includes employee related health & safety aspects.
- All Travelife themes should be included, such as: internal social/environmental management, transport, accommodations, destinations and consumers.
- The policy is approved by top-management.
- The documented sustainability policy is uploaded in the platform.
Guidance

• With this policy, you formulate your view on sustainability. It gives an insight into your mission, targets and the means to reach these targets.

• In the policy statement, you define the goals for the medium term (2-5 years). It has an internal and external function.

• Travelife policy criteria serve as an example structure and template of relevant policies which you will have to include or consider.

• The overall policy consolidates them and makes them internally and externally assessable and creates accountability.
Support tools

- Policy templates as word documents in each relevant policy criteria.
- Policy can be added (summarized) in the online sustainability report generation tool (PDF)

Steps to take

- From the baseline assessment and your mission statement, you can define a policy with targets to reach.
- You can bring together all policies from the policy related criteria within the different themes in one formal document.
- Some policies such as Human Resources or Health and Safety might be reflected in separate documents.
- The formal document(s) need approval from the management.
Requirements

- The sustainability policy (or a summary) should be published on the corporate website. Its weblink must be added in the Travelife reporting platform.
- In case no website exists, you can communicate your sustainability policy via other channels: booklets, newsletters, magazine, emails, social media, blogs, google docs link.
- The full policy should be actively distributed to staff (newsletter, email, pinned on an information board).
- Proof of distribution of policy to staff is uploaded.
Communication

Steps to take

• Have the sustainability policy published on the company’s website.

• Actively communicate sustainability policy to all employees (through email, newsletter, pinned on board).

• Report in the Travelife system (including web link).
Sustainability Management Engagement

Criteria

• Action Plan

• Staff Involvement
Action Plan

- The company has a sustainability action plan (with targets, actions, measures, responsibilities and time planning).

**Requirements**

- An up-to-date Action Plan is documented which should be consistent with:
  - Objectives identified in the sustainability policy;
  - The responsibilities assigned to specific persons;
  - The budgets allocated to the sustainability objectives;
  - The overall time planning of the policy

- The current action plan is uploaded in the Travelife platform.
Action Plan

Guidance

• Action Plan is a central part of your sustainability commitment. It is the document to ensure that your written commitments are applied in your operations.

• The actions plan should reflect your sustainability policy.

• The action planning regards a short term period of usually 1 year.

• For all mandatory criteria that you are not yet complied with, you're required to plan out future implementation.

• The actions planned should be smart: simple, measurable, achievable, result oriented and time-based.

• How, what, how, when...

• Staff members should be aware of their responsibilities.
Support tools

• The Travelife action-planning tool is integrated in the reporting platform & provides you with an easy online instrument to set up the planning step-by-step.

• Choose the *Action Plan* tab, then click on the “Add new tasks” button.

* Interactive showcase of the action planning tool will be given.*
+ Create tasks for each criteria.
+ Give responsibilities to staff members.
+ Add financials & deadline right away.

+ Full version downloadable in PDF format.
Steps to take

• Draft a sustainability action plan with clear targets, actions, responsibilities and a time-planning.

• Instead of the Travelife tool, you can also choose to use your own system to create an Action Plan (Excel).

• Upload the latest action plan in in the Travelife platform.

Example structure action plan without using Travelife tool:

<table>
<thead>
<tr>
<th>Policy Objective</th>
<th>Target</th>
<th>Aspect considered</th>
<th>action</th>
<th>responsible of the action</th>
<th>participates</th>
<th>Deadline</th>
<th>Cost (€/working time)</th>
<th>Benefits expected (€/working time)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Optimize waste recycling</td>
<td>Recycle 100% of paper used or received in the office.</td>
<td>Paper waste emission</td>
<td>Buy paper waste bin</td>
<td>M. X - Building mng</td>
<td>-</td>
<td>01/04/2012</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Paper waste elimination</td>
<td>Contract with yy in order to have a weekly pick-up of paper waste</td>
<td>M. X - Building mng</td>
<td>-</td>
<td>01/04/2012</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Train cleaning ladies to respect the sorting of waste</td>
<td>M. X and M. Sustainabiity manager</td>
<td>Head of cleaning ladies team</td>
<td>02/04/0212</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Staff involvement

- The management involves employees in the development and implementation of the action plan and acknowledges them as a driving force for successful and continuous sustainability improvements.

Requirements

- The Action Plan should show the delegation to different employees/departments (for companies>15 employees).
- Staff is informed and involved in the implementation & progress of the actions. This can be done by having a fixed meeting schedule.
- Upload proof of communication that action plan has been sent to all staff.
**Guidance**

- This criterion goes hand in hand with the Action Plan criteria.
- It must contain a clear description of how the tasks and responsibilities are divided to different employees.

**Support tools**

- List with possible activities to actively involve staff in the implementation of the action plan.
- Travelife Theme Training on how to involve staff in sustainability

**Steps to take**

- Involve different staff members to be responsible for the action plan.
- Disseminate the action plan to (relevant) staff members.
- Report in the Travelife platform.
Sustainability Management

Monitoring and Evaluation

Criteria

• Monitoring & Evaluation ✓
• Staff Communication —
Requirements

• There should be a documented procedure describing how, how often, by whom the sustainability objectives, the associated targets and action plan are followed-up.

• Uploaded minutes (notes) of recent (sustainability) meetings providing evidence of a the monitoring process.
Guidance

• To ensure successful implementation the sustainability policy and action plan must be monitored regularly.

• This will clearly demonstrate which actions are progressing with difficulty and which measures should be taken to improve this.

Support tools

• Monitoring procedure template

• List of possible monitoring actions.

Steps to take

• Develop procedures to monitor and evaluate the implementation of actions, and their results.

• It’s important to decide on the monitoring intervals and who is responsible for monitoring (usually the sustainability coordinator).

• Explain your practices in the platform and upload documented proof.
Staff communication

- Staff members are regularly updated on the company’s sustainability policy, activities, results and related developments via newsletters, intranet or other internal communication channels used by the company.

Requirements

- Staff members are at least informed of and understand the company’s sustainability policy and action plan.

- Staff communication on sustainability can be found in company newsletters, information provided during staff events, Intranet, Sustainability “tip of the month”, Sustainability standard items on the agenda of employee meetings, etc.

- Uploaded proof of active communication of the action plan and policy.
Staff communication

Guidance

• The engagement of all personnel is essential for the implementation of the sustainability policy. Therefore, they must be informed regularly on the progress of sustainability actions, policy & achievements.

Steps to take

• Forward regular updates to all staff members on sustainability policy & achievements.
• Can be done through regular newsletters, social medias, intranet, meetings, events, workgroups and games.
• Upload communication examples in the Travelife reporting.
Sustainability Management

External reporting and communication

Criteria

• Travelife Reporting

• Public Reporting
**Travelife reporting**

- The company reports its progress via Travelife at least every two years.

**Requirements**

- By completing the online Travelife report you comply automatically with this criterion.
- You have to make sure to update your Travelife report at least every 2 years before the expiration date.

**Steps to take**

- Fill in the Travelife Partner report.
- Plan out the renewal of the report in 2 years.
- Start on time with the renewal process of your report.
Public reporting

- The key sustainability results are reported to the public at least every two years and are available on the company’s website.

Requirements

- A written public sustainability report should be present and published on the company’s website if available.
- It should include the main achieved principles and results.
- The full Travelife sustainability report can be published or a summary with the main achievements.
Guidance

• An external report increases the transparency and credibility of your company policies.

• The public sustainability report can be a summary of the Travelife report and should communicate key achievements reached.

• The Travelife report is in line with the UN supported Global Reporting Initiative standard for the tour operator sector and the EMAS (Eco Management and Assessment System) tourism specific indicators.
**Support tools**

- **Travelife's widget:** To support you in this, Travelife developed a widget that gives your suppliers and customers direct access to reporting sections, which will show up as pop-ups on your website.

- The uploaded annexes/documents are not accessible with this widget. Go the «publish report» orange button, in the «overview» section, to generate your link for the widget.

### Overview

<table>
<thead>
<tr>
<th>Open reports</th>
<th>View</th>
<th>Share</th>
<th>Publish</th>
<th>Sustainability report (PDF)</th>
<th>Audit report (PDF)</th>
<th>Sustainability certificate</th>
</tr>
</thead>
<tbody>
<tr>
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Sustainability and Public Relations

- The company enables and facilitates sustainability related questions and feedback from customers and other stakeholders. There is a clear indication on the company's website on how to address such questions and feedback.

Requirements

- Availability of contact e-mail and/or telephone number for customer-related questions regarding the sustainability policy (e.g. under the policy description).

- It should include the main achieved principles and results.

- A dedicated person/or department to receive and respond to the questions should be available.
Any Questions
Thank You!