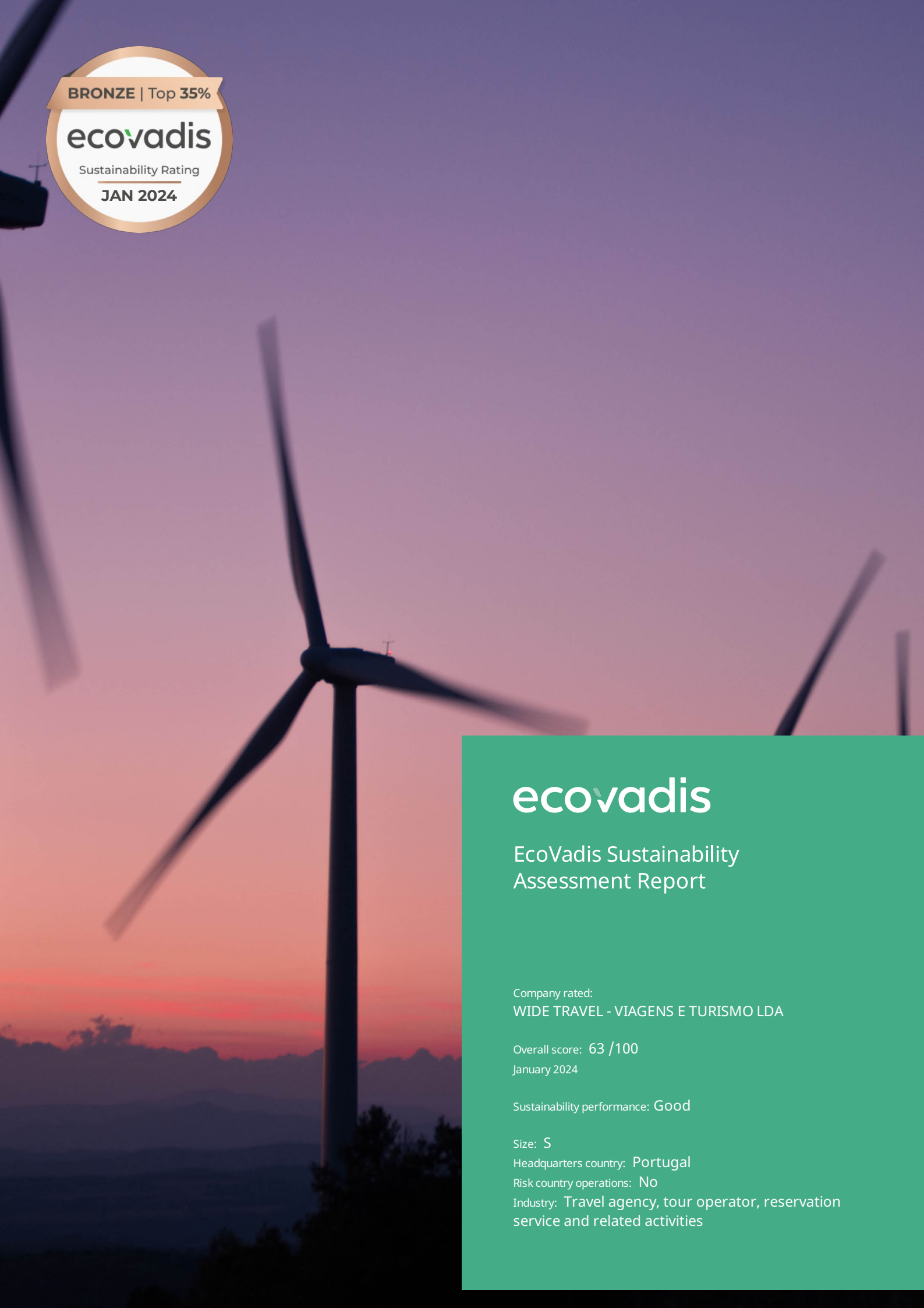


The background of the entire page is a photograph of a wind turbine. The turbine is dark and silhouetted against a sky with a gradient of colors from purple at the top to orange and red near the horizon, suggesting a sunset or sunrise. The turbine's blades are spread out, and its tower extends vertically.

ecovadis

EcoVadis Sustainability Assessment Report

Company rated:
WIDE TRAVEL - VIAGENS E TURISMO LDA

Overall score: 63 /100
January 2024

Sustainability performance: Good

Size: S
Headquarters country: Portugal
Risk country operations: No
Industry: Travel agency, tour operator, reservation
service and related activities

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ABOUT SUSTAINABILITY

Sustainability is the continuing commitment to act responsibly by integrating social and environmental concerns into business operations. Sustainability goes beyond regulatory compliance to focus on how companies manage their economic, social and environmental impacts, as well as their relationships with stakeholders (e.g. employees, trading partners, government).

ABOUT THE ASSESSMENT

The EcoVadis methodology framework assesses companies' policies and actions as well as their published reporting related to the environment, labor and human rights, ethics and sustainable procurement. Our team of international sustainability experts analyze and crosscheck companies' data (supporting documents, 360° Watch Findings, etc.) in order to create reliable ratings, taking into account each company's industry, size and geographic location.

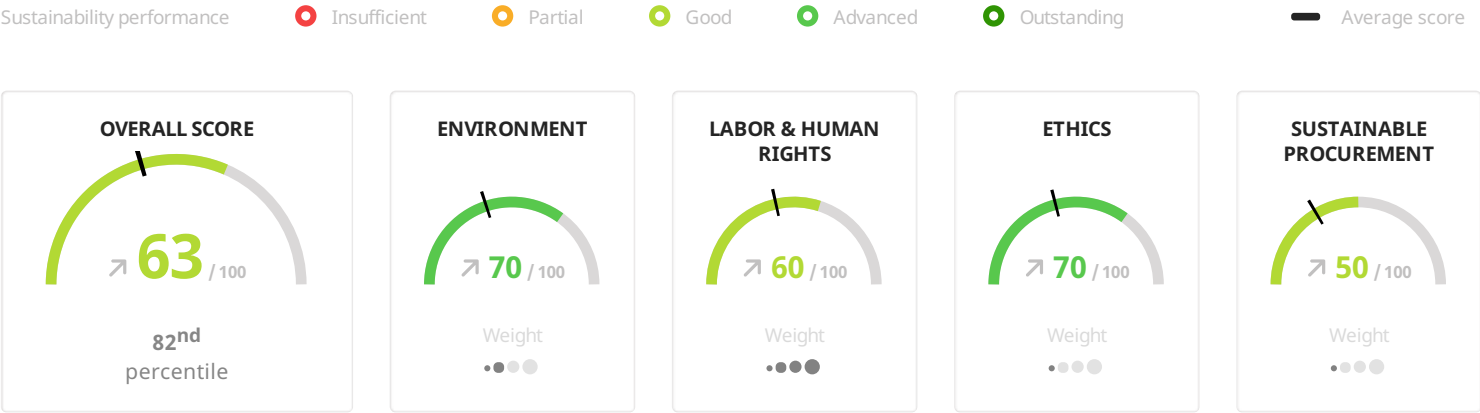
ABOUT ECOVADIS

EcoVadis provides the leading solution for monitoring sustainability in global supply chains. Using innovative technology and sustainability expertise, we strive to engage companies and help them adopt sustainable practices.

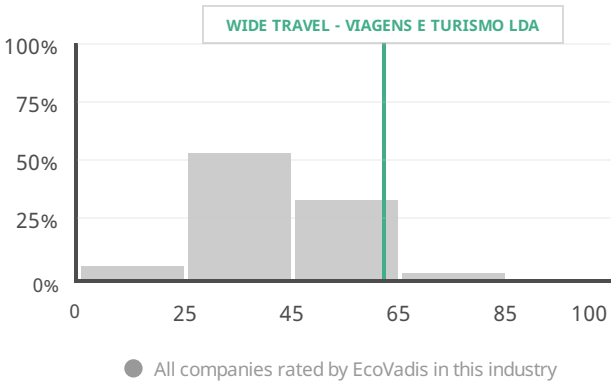
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1. SUSTAINABILITY PERFORMANCE OVERVIEW

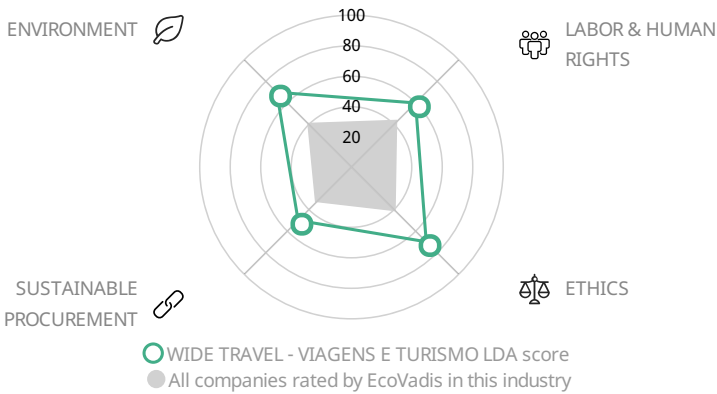
Score breakdown



Overall score distribution



Theme score comparison



WIDE TRAVEL - VIAGENS E TURISMO LDA has received a Bronze Medal in recognition of its sustainability achievement. This award places it in the top of companies assessed by EcoVadis over the past 12 months.

Corrective Action Plan in progress

The Corrective Action Plan is a collaborative feature designed to support companies' performance improvement. It enables companies to build an improvement plan online, communicate planned and completed corrective actions and share feedback. WIDE TRAVEL - VIAGENS E TURISMO LDA has a corrective action plan in place and is working on improving their sustainability management system.

* You are receiving this score/medal based on the disclosed information and news resources available to EcoVadis at the time of assessment. Should any information or circumstances change materially during the period of the scorecard/medal validity, EcoVadis reserves the right to place the business' scorecard/medal on hold and, if considered appropriate, to re-assess and possibly issue a revised scorecard/medal.

2. ASSESSMENT BENEFITS

Understand :

Get a clear picture of a company's sustainability performance. The scorecard is the final output of the EcoVadis assessment. It rates and benchmarks a company's sustainability performance in four themes on a scale of 0-100 and highlights strengths and improvement areas.

Know where a company stands compared to their industry. Benchmark the company's sustainability performance against the industry with a score distribution graph and theme score comparisons.

Identify industry trends. Discover the primary sustainability risks, regulations, hot topics and best practices related to specific industries.

Communicate :

Meet customer needs. More and more companies raise questions about their trading partners' environmental and social performance. The EcoVadis assessment allows companies to demonstrate their commitment.

Leverage a unique communication tool. Companies with an EcoVadis Scorecard avoid audit fatigue by sharing one assessment with all requesting customers.

3. ASSESSMENT PROCESS

1

Customer Request

Procurement, CSR, EHS, and Sustainability leaders in enterprises looking to monitor sustainability risk in the supply chain request an EcoVadis assessment for their trading partners.

2

Questionnaire

Based on a company's specific sustainability risk factors, a customized questionnaire is created. It contains 20 to 50 questions tailored to the industry, size and location.

3

Document Analysis

Companies are required to provide supporting documentation for their answers to the questionnaire. These documents are reviewed by our analysts.

4

Public Information

Company information that is publicly available, most often found on the company website, is also collected as evidence of their sustainability performance.

5

360° Watch Findings

360° Watch Findings comprise relevant public information about companies' sustainability practices, identified via more than 10,000 data sources. They can have positive, negative or no score impact.

6

Expert Analysis

Our analysts combine all these elements to produce one unified scorecard per company.

SCORECARD



4. ECOVADIS METHODOLOGY

A. Four Themes and 21 Criteria

EcoVadis assessments focus on 21 issues which are grouped into 4 themes (Environment, Labor & Human Rights, Ethics, Sustainable Procurement). The 21 issues or criteria are based upon international sustainability standards such as the Global Compact Principles, the International Labour Organization (ILO) conventions, the Global Reporting Initiative (GRI) standard, the ISO 26000 standard, and the CERES principles.

21 sustainability criteria

1. ENVIRONMENT

OPERATIONS

- Energy consumption & GHGs
- Water
- Biodiversity
- Air Pollution
- Materials, Chemicals & Waste

PRODUCTS

- Product Use
- Product End-of-Life
- Customer Health & Safety
- Environmental Services & Advocacy

2. LABOR & HUMAN RIGHTS

HUMAN RESOURCES

- Employee Health & Safety
- Working Conditions
- Social Dialogue
- Career Management & Training

HUMAN RIGHTS

- Child Labor, Forced Labor & Human Trafficking
- Diversity, Equity & Inclusion
- External Stakeholders Human Rights

3. ETHICS

- Corruption
- Anticompetitive Practices
- Responsible Information Management

4. SUSTAINABLE PROCUREMENT

- Supplier Environmental Practices
- Supplier Social Practices

B. Seven Management Indicators

EcoVadis assessments evaluate a company's sustainability management system by looking at seven management indicators. These are used to further customize the assessment by weighting the four themes and their subsequent 21 sustainability criteria.



Policies (weight: 25%)

- 1. Policies: Mission statements, policies, objectives, targets, governance
- 2. Endorsement: Endorsement of external sustainability initiatives

Actions (weight: 40%)

- 3. Measures: Measures and actions implemented (e.g. procedures, training, equipment)
- 4. Certifications: Certifications and labels (e.g. ISO 14001)
- 5. Coverage: Coverage of measures and actions

Results (weight: 35%)

- 6. Reporting: Reporting on Key Performance Indicators (KPIs)
- 7. 360: Condemnations, Controversies, Awards



5. UNDERSTANDING A SCORECARD

The overall score can be better understood by looking at quantitative information (theme scores and activated criteria) and qualitative information (strengths and improvement areas).

A. Quantitative Information: Scores & Activated Criteria

Theme Scores:

Like the overall score, theme scores are on a scale of 1 to 100.

Activated Criteria:

Each of the four themes (Environment, Labor & Human Rights, Ethics, Sustainable Procurement) have specific criteria associated with them. Because the questionnaire is customized by industry, size and location, not all 21 criteria are activated for every company and some criteria are weighted more heavily than others.

Non-activated

If certain criteria are not activated, then the specific associated issue is not relevant or has very low sustainability risk for that company.

B. Qualitative Information: Strengths & Improvement Areas

Qualitative information provides more details and insights into a company's score. For each theme, the company is assigned strengths (elements of their sustainability management system that are positive) and improvement areas (elements of their sustainability management system that need to be improved). The strengths and improvement areas are divided according to the three management layers (Policies, Actions, Results) and are also classified by priority.

All improvement areas are automatically added to the company's Corrective Action Plan. They are pre-organized by priority. The Corrective Action Plan is a collaborative feature designed to support companies' performance improvement. It enables companies to build an improvement plan online, communicate planned and completed corrective actions and share feedback.

Medium

Medium importance criteria are the issues some sustainability risk is present but not the most pressing.

High

High importance criteria are the issues where the company faces the greatest sustainability risk.



Risk countries only

Criteria classified as Only in Risk Countries are activated only if the company has significant operations in one or more countries identified as risky.

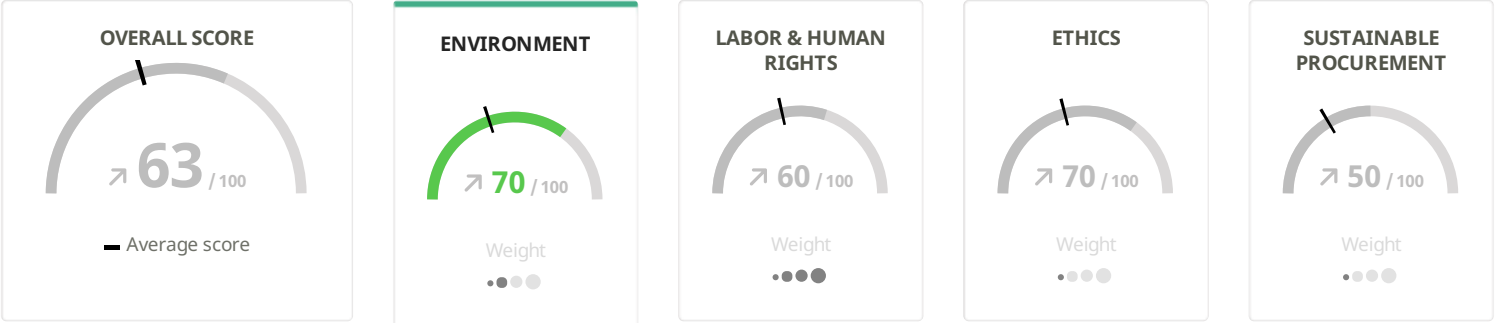
C. The Scoring Scale

0 - 24	Insufficient	No engagements or tangible actions regarding sustainability. Evidence in certain cases of misconduct (e.g. pollution, corruption).
25 - 44	Partial	No structured sustainability approach. Few engagements or tangible actions on selected issues. Partial reporting on Key Performance Indicators. Partial certification or occasional labeled product.
45 - 64	Good	Structured and proactive sustainability approach. Engagements/policies and tangible actions on major issues. Basic reporting on actions or Key Performance Indicators.
65 - 84	Advanced	Structured and proactive sustainability approach. Engagements/policies and tangible actions on major issues with detailed implementation information. Significant sustainability reporting on actions and Key Performance Indicators.
85 - 100	Outstanding	Structured and proactive sustainability approach. Engagements/policies and tangible actions on all issues with detailed implementation information. Comprehensive sustainability reporting on actions and Key Performance Indicators. Innovative practices and external recognition.

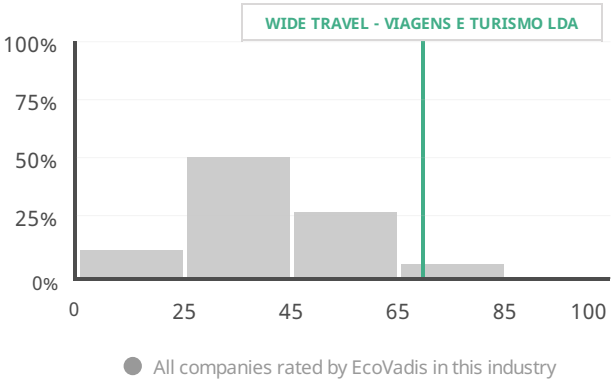
6. ENVIRONMENT

This theme takes into account both operational factors (e.g. energy consumption, waste management) and product stewardship (e.g. product end-of-life, customer health and safety issues).

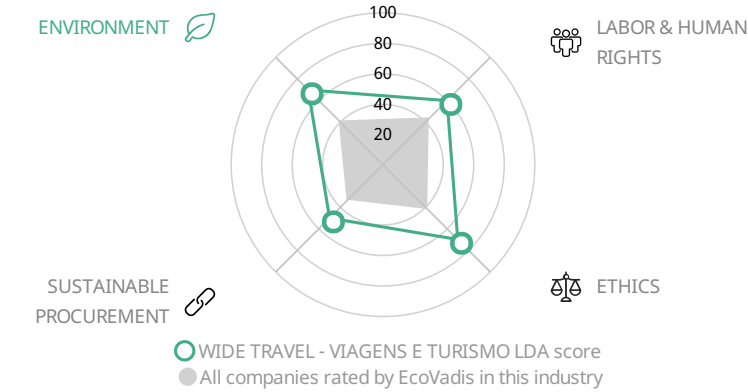
Environment Score Breakdown



Theme score distribution



Theme score comparison



Environment: Activated Criteria

Because the questionnaire is customized by industry, size and location, not all 21 criteria are activated for every company and some criteria are weighted more heavily than others.

Environment: Strengths & Improvement Areas

The Corrective Action Plan is a collaborative feature designed to support companies' performance improvement. It enables companies to build an improvement plan online, communicate planned and completed corrective actions and share feedback. Improvement areas with ongoing corrective actions are marked with labels below.



Environment

Weight ●●●●

Strengths

Policies

Standard policy on environmental issues

Environmental policy on waste

Environmental policy on energy consumption & GHGs

Actions

Actions or training to raise employee awareness on waste reduction & sorting

Purchase and/or generation of renewable energy

Reduction of carbon emissions in transportation

Recycling of office waste (paper, cardboard, ink cartridges etc.)

Measures to reduce paper consumption

Information

The company has implemented specific measures to reduce the consumption of paper related to its activities.

Guidance

Examples might include provision of online catalogue to clients, distribution and storage of documents electronically (e.g. bills, press release, staff awareness on 'need to print', setting printers to double side).

Improvement Areas

Policies

Medium

Inconclusive documentation for policies on environmental services & advocacy

Low No quantitative target on environmental issues

Information

The company's policy does not contain quantitative objectives or targets on environmental issues.

Guidance

Quantitative objectives or targets on environmental issues are considered as fundamental elements of comprehensive policy mechanism. They provide a monitoring framework that helps establish whether policy objectives are being met, and highlight the progress towards set goals. Some examples of specific targets on this topic include quantitative objectives on energy consumption reduction, percentage targets to reduce waste, or targets for a number of products to be eco-labelled. As policy elements, targets can be expressed in absolute or relative terms and must have a valid future deadline (i.e. by 2020 we commit to reduce our energy consumption by 20% from 2015 levels).

Low No conclusive information on endorsement of external initiatives or principles on environmental issues

Actions

Low No information on measures regarding environmental services and advocacy

Information

No company declaration and no evidence in the supporting documentation on actions implemented on the promotion of the sustainable consumption of company's products or services among customer base.

Guidance

Some examples of actions on this topic include: promotion of products or services with positive environmental or social impacts (e.g. provision to customers of services for reducing material consumption, products eco-designed), provision of information to support more sustainable behavior of clients, or raising client awareness on sustainability issues.

Results

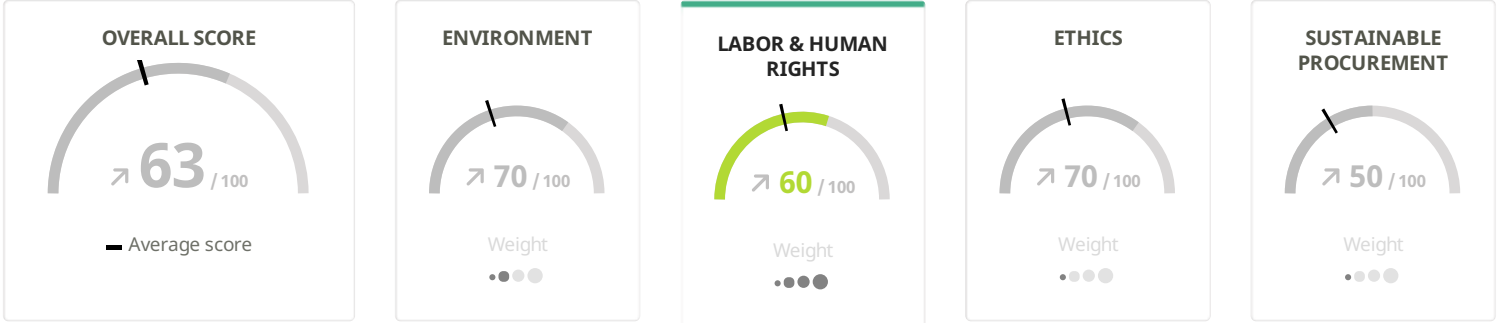
High Insufficient reporting on environmental issues

Low No information on reporting on total energy consumption

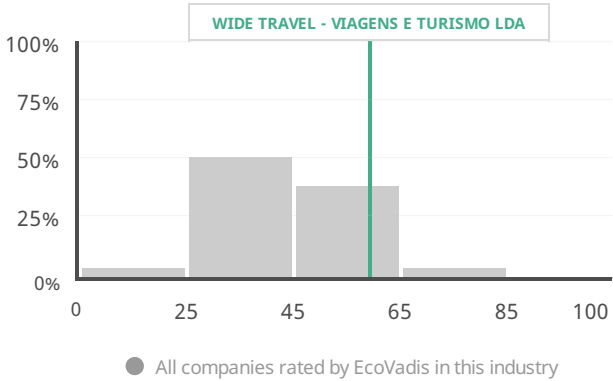
7. LABOR & HUMAN RIGHTS

This theme takes into account both internal human resources (e.g. health and safety, working conditions, career management) and human rights issues (e.g. discrimination and/or harassment, child labor).

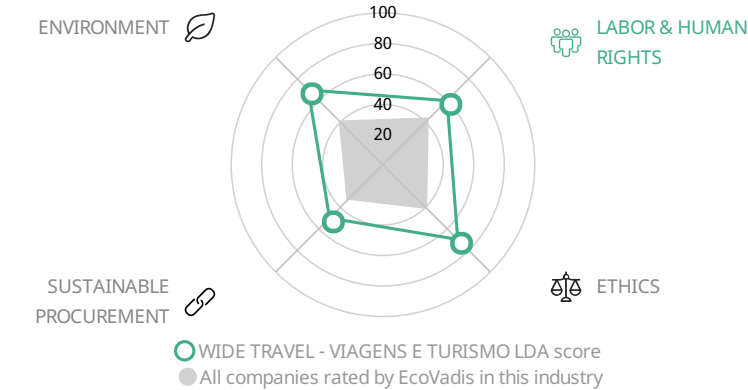
Labor & Human Rights Score Breakdown



Theme score distribution



Theme score comparison



Labor & Human Rights: Activated Criteria

Because the questionnaire is customized by industry, size and location, not all 21 criteria are activated for every company and some criteria are weighted more heavily than others.

Labor & Human Rights: Strengths & Improvement Areas

The Corrective Action Plan is a collaborative feature designed to support companies' performance improvement. It enables companies to build an improvement plan online, communicate planned and completed corrective actions and share feedback. Improvement areas with ongoing corrective actions are marked with labels below.



Labor & Human Rights

Weight ●●●●

Strengths

Policies

Standard policy on labor & human rights issues

Labor & human rights policy on diversity, equity & inclusion

Labor & human rights policy on career management & training

Labor & human rights policy on working conditions

Labor & human rights policy on employee health & safety

Actions

Health care coverage of employees in place

Employee health & safety risk assessment

Information

The company has provided documents which demonstrate that an employee health and safety risk assessment has been conducted. The assessment took into consideration the daily operational tasks of employees, the health and safety hazards present at the workplace and the associated risks and has a proposed corrective action plan to address these identified risks.

Guidance

A health and safety risk assessment is systematically conducted to identify and evaluate the potential impact of operational tasks or conditions on employees' health and safety. The main elements of a complete risk assessment are; 1) description of hazards or risk factors identified to have the potential to cause harm and determining the significance of the risks. 2) periodic review of risks to reflect the latest risks and health and safety environment in the business. 3) presence of a preventive and corrective action plan in the form of steps and/or recommendations that an organization needs to take to effectively prevent and address the risks identified, mapped & evaluated in risk assessments. If applicable, the results of a health and safety risk assessment should be made available to relevant stakeholders such as employees, members of the health and safety committee , staff representatives, the occupational physicians, and labor inspectors.

Regular assessment of individual performance

Information

The company carries out regular assessments or appraisal of individual performance at least on a yearly basis for employees

Guidance

The company has implemented regular assessment of employee performance. Regular assessments of employees aim to evaluate employee individual performance and productivity, combining both written and oral elements, and are based on a systematic and periodic process linked with a pre-established criteria and organizational objectives. The best practice concerning this criteria is to have a review with the employee at least annually, and to include employee self-assessments aimed at maintaining employee engagement in their own performance and overall organizational objectives. Setting and measuring goals related to the employee's career objectives, as well as including manager and peer feedback on the employee's performance are all important components in this regular assessment process.

Regular employee health check-up

Information

The company has been conducting regular health screening tests for employees.

Guidance

The company has made regular health check arrangements for employees through health service contracts or employee health surveillance procedures. These periodical and relevant occupational health check-ups provided to employees have had a particular focus on the health risk factors that the employees are exposed to at the workplace. Some of the health risks are; exposure to chemicals, potentially dangerous machines, noise, or other potential hazards to allow for early detection of effects on health and timely treatment.

Provision of skills development training

Information

The company provides training to its employees to develop their skills

Guidance

The company has implemented vocational training and instruction, which include skills development training, education paid for in whole or in part by the company, with the goal to provide opportunities for career advancement (Source: Global Reporting Initiative G3). Examples of on-the-job training to enhance employee skills are coaching, mentoring, job rotation, apprenticeships, etc. Total number of hours of training per employee per year can be a significant key performance indicator for this action.

Improvement Areas

Policies

Low No quantitative target on labor and human rights issues

Information

Company policy does not contain quantitative targets on labor and human rights issues.

Guidance

Quantitative objectives or targets on labor and human rights issues are considered as fundamental elements of comprehensive policy mechanism. They provide a monitoring framework that helps establish whether policy objectives are being met, and highlight the progress towards set goals. Some examples of specific targets on this topic include quantitative objectives on health & safety indicators (i.e. accident frequency and accident severity rates), quantitative objectives on percentage of employees trained on discrimination and quantitative objectives on number of employees covered by social benefits. As policy elements, targets can be expressed in absolute or relative terms and must have a valid future deadline (i.e. by 2020 we commit to train 100% of employees on discrimination).

Low No conclusive information on endorsement of external initiatives or principles on labor and human rights issues

Actions

Low No information on actions regarding diversity, equity & inclusion

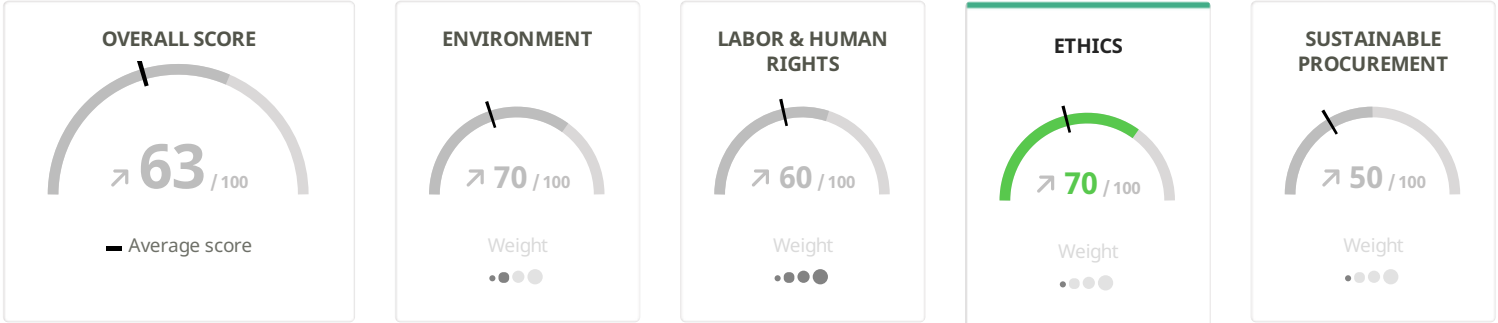
Results

High Insufficient reporting on labor and human rights issues

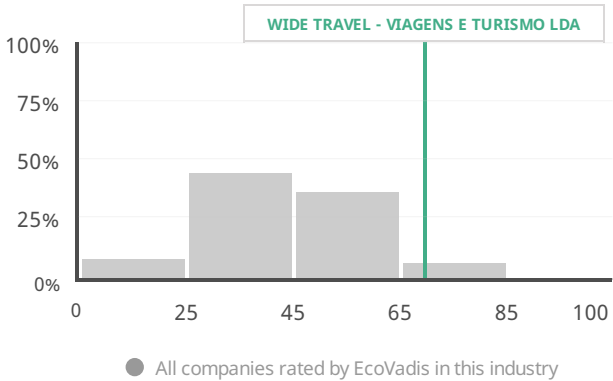
8. ETHICS

This theme focuses primarily on corruption and bribery issues, and also takes into account anticompetitive practices and responsible information management.

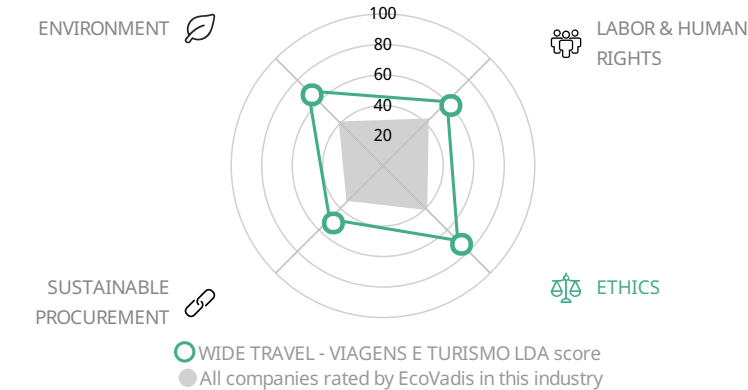
Ethics Score Breakdown



Theme score distribution



Theme score comparison



Ethics: Activated Criteria

Because the questionnaire is customized by industry, size and location, not all 21 criteria are activated for every company and some criteria are weighted more heavily than others.

Ethics: Strengths & Improvement Areas

The Corrective Action Plan is a collaborative feature designed to support companies' performance improvement. It enables companies to build an improvement plan online, communicate planned and completed corrective actions and share feedback. Improvement areas with ongoing corrective actions are marked with labels below.



Strengths

Policies

Policy on fraud

Policy on money laundering

Policy on conflict of interest

Disciplinary sanctions to deal with policy violations

Information

There is evidence within the supporting documentation provided that the company has implemented structured mechanisms to deal with policy violations such as disciplinary actions.

Guidance

In order to ensure the adequate implementation of business ethcis policies, companies should establish procedures to administer investigations and sanction employees for eventual violations (i.e. disciplinary measures up to and including possible termination).

Policy on information security

Information

The company has issued a formal standard policy that integrates commitments in the form of qualitative objectives on information security issues. The policy is formalized in a document such as a Code of Ethics and includes at least some organizational elements (e.g. review process, dedicated responsibilities, scope of application).

Guidance

It is imperative for companies who manage sensitive information to set commitments on the protection and responsible management of third-party data. The security of third party data encompasses the protection of customer personal identification information (PII) and the protection of third party intellectual property rights.

Policies on corruption

Information

There is a formal policy that integrates qualitative objectives/commitments on anti-corruption & bribery issues (including for example conflict of interest, fraud and money laundering) in the supporting documentation provided by the company.

Guidance

Corruption & bribery covers all forms of corruption issues at work namely extortion, bribery, conflict of interest, fraud, money laundering. A comprehensive policy is formalized in a standalone document or is part of a Code of Ethics/Conduct on the issues mentioned and incorporate as well some of the following elements: scope of application, allocation of responsibilities, quantitative objectives, and review mechanisms.

Dedicated responsibility for ethics issues

Comprehensive policies on ethics issues

Information

A comprehensive policy on business ethics issues integrates commitments and/or operational objectives on all or almost all of the main fair business practices issues a company is confronted with: namely corruption & bribery issues, and information security and responsible marketing if applicable. It is also compulsory to have additional elements such as formal mechanism to communicate on business ethics, scope of the policy's application and allocation of responsibilities, among others.

Guidance

Policies are deemed exceptional when all business ethics issues are covered by qualitative and quantitative objectives. Additionally, an exceptional policy has exhaustive organizational elements such as allocation of responsibilities, mechanisms to deal with policy violations, formal review process, communication of the policy to all employees and business partners, etc.

Actions

Whistleblower procedure for stakeholders to report information security concerns

Awareness training to prevent information security breaches

Information

The company has delivered awareness trainings to employees on information security issues.

Guidance

Information management is the process of collecting, storing, managing and maintaining information securely in all its forms. Through the use of rigorous information management practices, companies can help maintain their credibility and confidence of consumers. Awareness or trainings on such practices are regularly conducted to ensure that employees are familiar with the company's information management policy and procedures. They may be conducted either online or in person, and should include regular testing to ensure the training effectiveness.

Awareness training performed to prevent corruption

Information

The company has implemented awareness or training program on anti-corruption and bribery issues for its employees.

Guidance

According to the ISO 26000 guideline, "'Corruption can be defined as the abuse of entrusted power for private gain'". There are all forms of public and proprietary corruption in the workplace, including among other things extortion, bribery, conflict of interest, fraud, money laundering. Since corruption undermines a company's effectiveness and ethical reputation, awareness or trainings on anti-corruption & bribery issues are regularly conducted to ensure that employees are familiar with the company's policy and procedures. They may be conducted either online or in person, and should include regular testing to ensure the training effectiveness.

Specific approval procedure for sensitive transactions (e.g. gifts, travel)

Information

The company has implemented a verification process for sensitive transactions.

Guidance

Sensitive transactions are a broad range of business dealings which involve higher ethics-related risks. Some examples include (non-exhaustive) gifts, travel arrangements and other types of hospitality, which are common in the business world, but may in fact constitute unethical or even illegal kickbacks, bribes or payoffs to influence decision affecting a company's operations, etc. Such transactions also comprise facilitation payments which are usually made with the intention of expediting an administrative process and may be considered as a form of corruption. As such, a verification procedure should be put in place to review and approve any sensitive transactions made by the company.

Improvement Areas

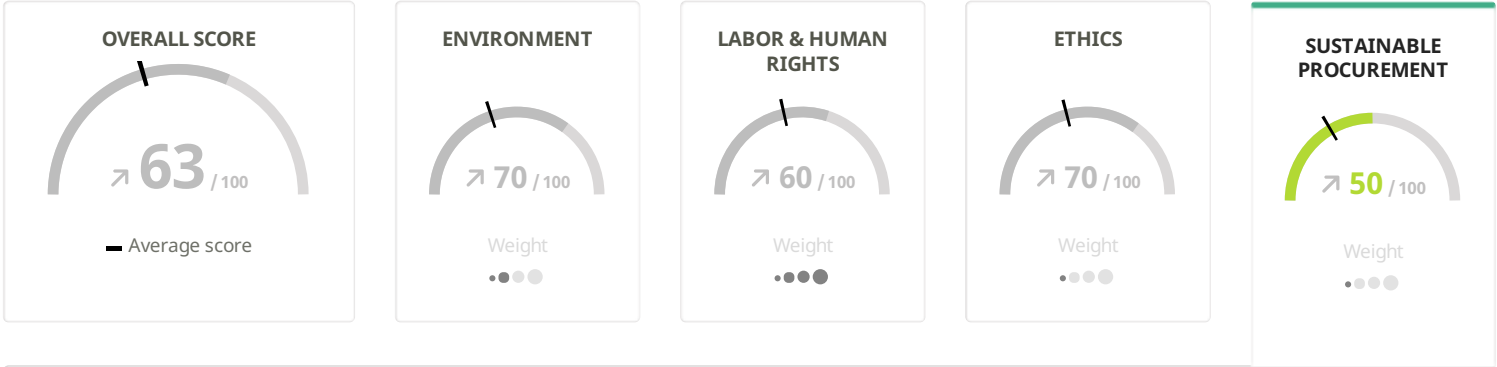
Policies

Low No conclusive information on endorsement of external initiatives or principles on ethics issues

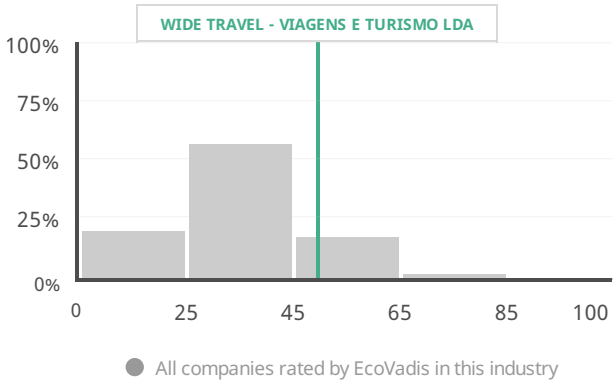
9. SUSTAINABLE PROCUREMENT

This theme focuses on both social and environmental issues within the company supply chain.

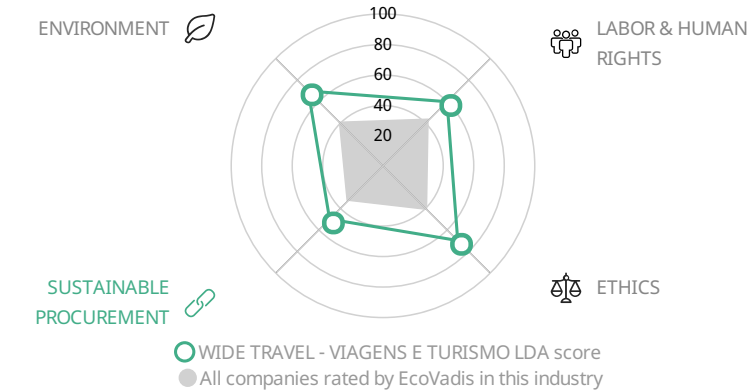
Sustainable Procurement Score Breakdown



Theme score distribution



Theme score comparison



Sustainable Procurement: Activated Criteria

Because the questionnaire is customized by industry, size and location, not all 21 criteria are activated for every company and some criteria are weighted more heavily than others.

Sustainable Procurement: Strengths & Improvement Areas

The Corrective Action Plan is a collaborative feature designed to support companies' performance improvement. It enables companies to build an improvement plan online, communicate planned and completed corrective actions and share feedback. Improvement areas with ongoing corrective actions are marked with labels below.



Strengths

Policies

Comprehensive sustainable procurement policies on both social and environmental factors

Information

The company has issued a comprehensive policy that integrates commitments, qualitative and quantitative objectives on the management of its sustainable procurement issues.

Guidance

The existing policy covers both environmental and social issues that the company may impact through its procurement strategy. Policies are deemed exceptional when they integrate not only qualitative but also quantitative operational objectives on all material sourcing risks the company faces, in addition to the following organizational elements: regular review mechanisms, a scope of application, the allocation of responsibilities, and communication of the policy to all stakeholders.

Improvement Areas

Actions

- High

No conclusive documentation on the integration of social or environmental clauses into supplier contracts
- Medium

No conclusive documentation on supplier sustainability code of conduct in place
- Medium

No conclusive documentation on sustainability risk analysis (i.e. prior to supplier assessments or audits)

10. 360° WATCH FINDINGS

28 Dec 2023 |

Impact on Score

Neutral →

valid from 31 Jan 2024 to 28 Jan 2029

No records found for this company on Compliance Database

Environment

Labor & Human Rights

Ethics

Sustainable Procurement

360° Watch Findings comprise relevant public information about companies' sustainability practices that have been identified via more than 10,000 data sources (including NGOs, press and trade unions). 360° Watch Findings are incorporated into the EcoVadis assessment and can have positive, negative or no score impact.

EcoVadis is connected to the following international sources:

- Sustainability networks and initiatives (e.g. AccountAbility, Business for Social Responsibility, CSR Europe)
- Trade unions and employers' organizations
- International organization (e.g. United Nations, European Court of Human Rights, Global Compact, International Labor Organization, World Bank)
- NGOs (e.g. China Labor Watch, Greenpeace, WWF, Movimento Difesa del Cittadino)
- Research institutes and specialized press (e.g. CSR Asia, Blacksmith Institute, Corpwatch)

11. SPECIFIC COMMENTS

Additional comments from our analysts pertaining to the assessment.

Specific comments

No records found in third party risk and compliance database.

Since the last assessment, the overall score has increased thanks to the implementation of additional policies.

Since the last assessment, the overall score has increased thanks to the implementation of additional measures.

Since the last assessment, the overall score has increased thanks to the publication of additional sustainability reporting.

12. CONTACT US

Any questions or need help? Visit our Help Center at support.ecovadis.com

APPENDIX:

INDUSTRY RISK PROFILE

Discover the primary sustainability risks, regulations, hot topics and best practices related to specific industries.

EcoVadis determines industry based on the International Standard Industrial Classification of All Economic Activities (ISIC), which is a compilation of all global economic activities published by the United Nations Statistical Commission. Its main purpose is to provide a set of activity categories that can be utilized for the collection and reporting of statistics according to such activities.

It is possible that a company has operations in more than one industry. In these cases, EcoVadis classifies companies based on their main area of operation, as determined by sustainability risk and/or total revenue.

CRITERIA ACTIVATION BY THEME:

Discover the primary sustainability risks, regulations, hot topics and best practices related to specific industries.

Environment

Medium	Energy consumption & GHGs
Non-activated	Water
Non-activated	Biodiversity
Non-activated	Air Pollution
Medium	Materials, Chemicals & Waste
Non-activated	Product Use
Non-activated	Product End-of-Life
Non-activated	Customer Health & Safety
High	Environmental Services & Advocacy

Labor & Human Rights

Medium	Employee Health & Safety
Medium	Working Conditions
Medium	Social Dialogue
Medium	Career Management & Training
Medium	Child Labor, Forced Labor & Human Trafficking
High	Diversity, Equity and Inclusion
Non-activated	External Stakeholder Human Rights

Ethics

Medium	Corruption
--------	------------

Medium

Anticompetitive Practices

Medium

Responsible Information Management

Sustainable Procurement



High

Supplier Environmental Practices

High

Supplier Social Practices

KEY SUSTAINABILITY ISSUES

Find qualitative explanations of the key sustainability issues and risk associated with Travel agency, tour operator, reservation service and related activities



Environment

Importance

Sustainability issue

Medium

Energy consumption & GHGs

Definition

Energy consumption (e.g. electricity, fuel, renewable energies) used during operations and transport. Greenhouse gases direct and indirect emissions including CO2, CH4, N2O, HFC, PFC and SF6. Also includes production of renewable energy by the company.

Industry issues

The majority of energy consumption & GHG emissions in the travel agency, operator, and reservation service industry is through office lighting and heating, use of office equipment, business travel, and use of diesel/gas in company vehicles outside of the office. Office buildings consume the most energy of all commercial building types with nearly 40% of global energy consumption and emit approximately 1/3 of all GHG emissions[1]. To improve energy efficiency, companies in this industry can replace incandescent light bulbs with light-emitting diode (LED) bulbs, which use significantly less energy. They can also conduct projects or campaigns to encourage employees to save electricity and increase employee awareness around energy consumption.

Medium

Materials, Chemicals & Waste

Definition

Consumption of all types of raw materials and chemicals. Non-hazardous and hazardous waste generated from operations. Also includes air emissions other than GHG (e.g. SOx, NOx).

Industry issues

A significant issue in the travel agency, operator, and reservation service industry is the emission of office waste, including white paper, cardboard, newspapers, plastic, cans, glass, food, and office equipment. The majority of the waste in this industry, approximately 70%, is recyclable, but on average only 7.5% (in the UK) of the waste is recycled. Improper management of office waste and e-waste can lead to harmful environmental and human health impacts if the waste ends up in the largely unregulated e-waste recycling industry in developing countries[2]. To reduce emissions of harmful waste, companies can use only environmentally friendly or certified paper, participate in certain initiatives (e.g. Carbon Neutral Paper), or implement measures to manage office e-waste, such as collecting and recycling spent printer cartridges.

HighEnvironmental Services & Advocacy	
Definition Programs implemented to promote the sustainable consumption of their own products or services among their customer base. This criteria includes the positive/negative indirect impacts of the use of products and services.	Industry issues This industry plays a key role in reducing customer energy use and proposing other sustainable activities achieved through influencing choice of destination, transportation and length of stay. Responsible tourism in this industry can not only reduce the carbon footprint per tourist per day, but can also increase economic opportunities for communities at tourism destinations. The World Tourism Organization (UNWTO) has put forth that sustainable travel can reduce up to 50% or more of individual carbon footprint of trips based on the actions or recommendations by travel agencies or tour operators[3]. Company can provide carbon emissions reporting per period, per traveler, etc., to clients in order to get a comprehensive view of the travel program’s environmental impact. Additionally, company can choose to propose door-to-door travel booking solutions and green-certified hotels that can also meet clients’ needs.

Labor & Human Rights	
Importance	Sustainability issue
Medium	Employee Health & Safety
Definition Deals with health and safety issues encountered by employees at work i.e. during operations and transport. Includes both physiological and psychological issues arising from, among others, dangerous equipment, work practices and hazardous substance.	Industry issues The industry of travel agency, operator is regarded as dependent on the use of computers and the large amount of communication with clients face to face or by telephone, there are a number of risks that employees are exposed to the postural problems, intensity and duration, psychosocial factors risk. The major health problems can be musculoskeletal disorders and repetitive strain injury, stress especially from the complaint of clients that lead to physical and/or mental illness, visual fatigue[4]. Company may provide organic food and beverages in the canteen to have extra-nutrition, the fitness room and mandatory Health check-up regularly in order to ensure the health of employees.
Medium	Working Conditions
Definition Deals with working hours, remunerations and social benefits granted to employees.	Industry issues The employees of travel agency, operator, and reservation service companies can face overtime work and long hours especially during peak travel seasons (e.g. festivals, public holidays). Moreover, working time is less flexible as prompt communication with clients is the key activity for this industry. Companies can provide special remuneration and time off for overtime work, and offer benefit programs including health insurance, parental leave, etc. that employees and their families can also benefit from. Childcare facilities can also be provided for working parents to reduce their burden and increase flexibility.

Medium

Social Dialogue

Definition

Deals with structured social dialogue i.e. social dialog deployed through recognized employee representatives and collective bargaining.

Industry issues

Employee representation and social dialog policies are established for the travel agency, operator, and reservation service industry on the international level, but largely still lacks a culture of participatory and inclusive democracy especially in developing countries. Companies can elect employee representatives to promote social dialogue and negotiation agreements on improving work conditions and health & safety, employee compensation & benefits, company strategies and ethics policies, as well as establishing a channel for the frequent exchange of ideas with company managers.

Medium

Career Management & Training

Definition

Deals with main career stages i.e. recruitment, evaluation, training and management of layoffs.

Industry issues

Employees in this industry are required to have a large amount of knowledge of the industry and have skills in planning and logistics. Developing more efficient work skills through training of employees can add value and meet the needs of clients. In order to improve employees' performance, companies can provide training for communications skills to improve employees' interactions with clients, computer skills through a globalized online learning management system, and also provide evaluation of skills and performance through appraisals.

Medium

Child Labor, Forced Labor & Human Trafficking

Definition

Deals with child, forced or compulsory labor issues within the company owned operations.

Industry issues

Modern slavery—characterized by low wages, wage theft, violent and coercive working conditions, debt bondage, identification documentation retention, forced trafficking and exposure to unsafe working conditions is a global phenomenon. An estimated 40 million people worldwide are the victims of some form of forced labor—16 million in the private sector alone [5]. An estimated 168 million children are engaged in labor—an estimated 79 million are exposed to hazardous work that jeopardizes the physical, mental or moral well-being of a child [6]. The reasons for labor exploitation include companies seeking cheap labor—often through the hiring of indigenous groups, children and migrant workers to perform hazardous work, and the dependency on temporary labor—often filled through labor agents that engage in practices that facilitate worker indebtedness. Travel agencies can be at risk of potential human rights issues, and play a key role in fighting human trafficking across the travel industry. The industry operates under a variety of different business models from owner-operators to franchises. This means that companies can have less control over the employment practices within their own business, as well as of individual properties or supply chains. There is a substantial risk of human trafficking for labor and sexual exploitation taking place in hotels, which are direct suppliers, vendors or clients to the travel agency industry, depending on business models. Further risk can stem from activities such as travel agencies' own call centers, cleaning, maintenance and security. The U.S. Department of State continues to identify tremendous risks of forced labor and human trafficking across the travel and tour operation industry. Recent reports include emerging and developed economies alike, with incidents in countries as diverse as Australia, Canada, Bahrain, the Philippines, and many others, highlighting the global span of the sector's risks [7]. It is essential that the industry has processes in place to prevent or mitigate human rights risks. Addressing human rights issues is a complex process and the industry needs to work together to support the human rights of their colleagues, the workers in the organizations they do business with, and the communities in which they operate and enhance processes and systems to ensure that forced labor and human trafficking are not taking place and employ an integrated and comprehensive approach to assessing and mitigating these risks [8,9]. In accordance with the Guiding Principles on Business and Human Rights, companies must implement effective measures to prevent episodes of child or forced labor. Companies should develop policies, due diligence procedures and promote awareness on anti-forced labor and human trafficking. In accordance with the Dhaka Principles, companies should prohibit recruitment fees or deposits from workers and should allow workers to move or relocate freely. Companies must implement effective slavery and child labor awareness training, perform impact assessments and monitoring procedures such as site audits. Employers should provide transparent contracts to all workers regardless of their status, should not require employees to pay recruitment fees or withhold employee documentation during any duration of the labor contract. When cases of forced or child labor are discovered, it is important for companies to remedy the issues through engagement with NGOs to provide remedies to victims e.g. housing, psychological support and educational opportunities for child workers.

High

Diversity, Equity and Inclusion

Definition

Deals with discrimination and harassment prevention at the workplace. Discrimination is defined as different treatment given to people in hiring, remuneration, training, promotion, termination; based on race, national origin, religion, disability, gender, sexual orientation, union membership, political affiliation or age. Harassment may include physical, psychological and verbal abuse in the work environment.

Industry issues

Workplace discrimination exists across all industries and can impact employees based on age, disability, harassment, nationality, pregnancy, race, religion, sex, etc. In 2011-2012 in the US, there were 28,550 workplace discrimination complaints assessed by tribunals. The most prevalent cases of discrimination in the workplace were related to disability (7,700 complaints), race (4,800 complaints), and gender (10,800 complaints)[10]. Companies can develop measures to provide more job offers to people with disabilities in order to promote diversity, and also create whistle-blowing procedures to avoid occurrence of discrimination issues and to improve company reputation.



Ethics

Importance

Sustainability issue

Medium

Corruption

Definition

Deals with all forms of corruption issues at work, including among other things extortion, bribery, conflict of interest, fraud, money laundering.

Industry issues

Corruption and bribery are major issues for any company, particularly when operating in risk countries. Companies can prevent unlawful and unethical behavior by implementing preventive processes throughout operations. The travel agency, operator, and reservation service industry is closely linked to corruption issues as companies in the industry have a large number of stakeholders. The industry is also often at risk of corporate fraud, for example when clients disguise illegitimate payments as travel costs[11]. In order to avoid being involved in illegal acts that threaten company reputation, companies can establish an ethics hotline to provide a channel for employees and external parties to report compliance issues, concerns, violations. Effective whistle-blowing hotlines are confidential and operated by a third-party vendor. It is also important for companies to provide employees with training on fair business practices, and require employee signatures on the company's code of conduct and code of ethics.

Medium

Anticompetitive Practices

Definition

Deals with anti-competitive practices including among others: bid-rigging, price fixing, dumping, predatory, pricing, coercive monopoly, dividing territories, product tying, limit pricing, and the non respect of intellectual property.

Industry issues

Anti-competitive practices can occur in this industry for online travel agencies when creating contracts with hotels. Companies need to make sure that their contracts are not violating competition laws. When travel agencies offer discounts to consumers through clauses that favour existing powerful market participants by dampening price competition, this act can be a high barrier to entry, deterring new competitors from the market and potentially violating anti-competition laws[12]. Companies can conduct internal audits on compliance according to anti-competitive policies to avoid violating these laws. They can also establish whistle-blowing procedures and procedures for disciplinary action to help reduce risk of violations and ensure compliance with national and international anti-competitive regulations.

Medium

Responsible Information Management

Definition

Deals with third-party data protection and privacy which encompasses the protection of customer personal identification information (PII) and third party intellectual property rights.

Industry issues

Companies collect, process and share confidential information belonging to third-parties in order to operate their business. Third-party confidential information includes employee and consumer personal identification information, third parties’ intellectual property, and business partner trade secrets. Companies are legally mandated in several jurisdictions to manage third party data responsibly. Breaches of third-party data, including proprietary intellectual property, trade secrets and employee and consumer PII expose companies to operational seizures, financial and reputational impacts caused by stakeholder lawsuits and regulatory penalties. The financial impacts of information security breaches can be both immediate and drawn out over several years, due to possible litigation action by parties who lost confidentiality of their information entrusted to the breached company. The costs of regulatory violations remain severe, and proposed changes to major regulatory frameworks in major countries are likely to impose greater fines. Ponemon Institute estimates the global average cost of a cyber-attack to be US\$3.86 million[14]. Beyond direct regulatory and financial penalties, breaches in a company’ information management system can cause long term distrust in the company’ information security management. Almost immediately after Target’s information breach, the company’ net earnings for the fourth quarter were down 46 percent from the same period the year before. Over time, Target will pay an estimated US\$1.4 billion when factoring ongoing legal costs, class-action lawsuits by consumers and business partners, and credit monitoring services for affected consumers[15]. In order for companies to manage operational and legal risks associated with information security breaches, it is vital that robust information security management systems are developed and implemented across to the operational scope. Companies should perform vulnerability assessments, implement access and disclosure controls and provide thorough training for all employees responsible for processing third-party data. An adequate incident response procedure capable of preventing further data loss, communicating with exposed stakeholders, and systems updates is necessary to meet legal requirements in key jurisdictions.



Sustainable Procurement

Importance

Sustainability issue

High

Supplier Environmental Practices

Definition

Deals with environmental issues within the supply chain i.e. environmental impacts generated from the suppliers and subcontractors own operations and products.

Industry issues

The travel agency, operator, and reservation service industry has a huge indirect impact on the environment through its supply chain. According to the United Nations Environment Programme (UNEP)[13], three of the main impact areas of tourism are depletion of natural resources, pollution and sewage. Tourists travel most of the time by air, and the International Civil Aviation Organization (ICAO) reports that international air passengers worldwide rose from 88 million in 1972 to 344 million in 1994, and that a consequence is that tourism “now accounts for more than 60% of air travel and is therefore responsible for an important share of air emissions”. Additionally, accommodation and activities provided to tourists at their destinations also carry an important energy and resource consumption. One way for travel agencies and tour operators to minimize indirect impact of their activities is to join specific sustainable development initiatives such as the Tour Operator Initiative Supply Chain and to promote an alternative to mass tourism (ecotourism) to clients.

High

Supplier Social Practices

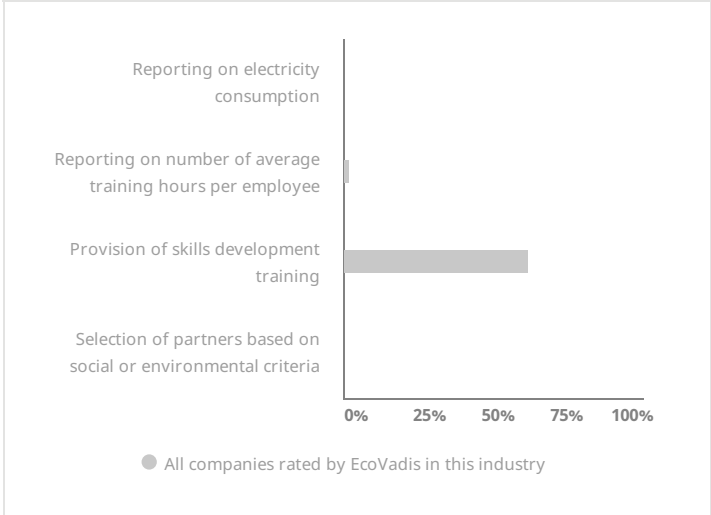
Definition

Deals with labor practices and human rights issues within the supply chain i.e. labor practices and human rights issues generated from the suppliers and subcontractors own operations or products.

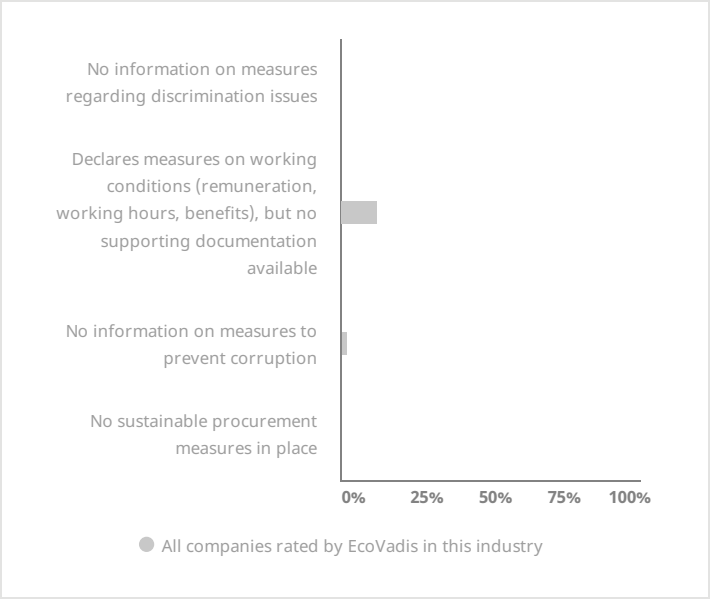
Industry issues

The main suppliers of this industry are airline companies, hotels, and car rental companies that have higher risk concerning the human right and business ethics issues. Negative behaviour of suppliers can indirectly impact the reputation of the company itself[13]. Companies can engage in responsible supplier selection to integrate social criteria, especially through supplier CSR charter or CSR contract clauses.

Key industry Strengths



Key industry Improvement Areas



Sustainability KPIs Overview

KPI	All companies rated by EcoVadis in this industry
Active whistleblowing procedure in place	27%
Audit or assessment of suppliers on CSR issues	34%
Carbon disclosure project (CDP) respondent	10%
Global Compact Signatory	12%
ISO 14001 certified (at least one operational site)	33%
OHSAS 18001/ISO 45001 certification or equivalent (at least one operational site)	21%
Policy on sustainable procurement issues	27%
Reporting on energy consumption or GHGs	37%
Reporting on health & safety indicators	25%

Main Regulations and Initiatives

AFAQ Agir pour un Tourisme Responsable

http://www.tourisme-responsable.org/atr/upl/gab_23/Referentiel_197-01_8_09_06.pdf

French repository "Acting for a Responsible Tourism"

 **Environment**

EU Directive 95/46/EC on the protection of individuals with regard to the processing of personal data and on the free movement of such data

<http://eur-lex.europa.eu/LexUriServ/LexUriServ.do?uri=CELEX:31995L0046:EN:HTML>

 Regulatory

European regulation on the protection of individuals with regard to the processing of personal data and on the free movement of such data.

 **Ethics**

Standard ISO 14000 (International Standard Organisation)

http://www.iso.org/iso/iso_14000_essentials

The ISO 14000 family addresses various aspects of environmental management

 **Environment**

International Labor Organization's Fundamental Conventions

http://www.ilo.org/wcmsp5/groups/public/---ed_norm/---declaration/documents/publication/wcms_095895.pdf

 Regulatory

The Governing Body of the International Labour Office has identified eight Conventions as fundamental to the rights of human beings at work. These rights are a precondition for 12 the others in that they provide a necessary framework from which to strive freely for the improvement of individual and collective conditions of work.

 **Labor & Human Rights**

Foreign Corrupt Practices Act of 1977

<http://www.usdoj.gov/criminal/fraud/fcpa/>

 Regulatory

The Foreign Corrupt Practices Act of 1977 (FCPA) prohibits payments, gifts, or Practices Act contributions to officials or employees of any foreign government or government-owned business for the purpose of getting or retaining business.

 **Ethics**

Code of conduct for the protection of children from sexual exploitation in travel and tourism (Tour Operator Initiative)

http://www.thecode.org/dokument/images/downloads/code_summary_english_4.pdf

The Code is a project joining the tourism private sector and the children's rights non-governmental organization ECPAT

 **Labor & Human Rights**

UNTWO Global code of ethics for tourism

http://www.unwto.org/code_ethics/pdf/languages/Codigo%20Etico%20Ing.pdf

The Global Code of Ethics for Tourism (GCET) is a comprehensive set of principles whose purpose is to guide stakeholders in tourism development.

 **Environment**

Universal Declaration of Human Rights

<http://www.un.org/Overview/rights.html>

 Regulatory

The Universal Declaration of Human Rights (UDHR) is an advisory declaration adopted by the United Nations General Assembly (10 December 1948)

 **Labor & Human Rights**

Standard OHSAS 18001 (Occupational Health and Safety Assessment Series)

<http://www.ohsas-18001-occupational-health-and-safety.com/index.htm>

OHSAS 18000 is an international occupational health and safety management system specification.

 **Labor & Human Rights**

United Nations Convention against Corruption (UNCAC)

<http://www.unodc.org/unodc/en/treaties/CAC/index.html>

 Regulatory

The UNCAC is the first legally binding international anti-corruption instrument. In its 8 Chapters and 71 Articles, the UNCAC obliges its States Parties to implement a wide and detailed range of anti-corruption measures affecting their laws, institutions and practices.

 **Ethics**

United Nations Global Compact (10 principles)

<http://www.unglobalcompact.org/AboutTheGC/TheTenPrinciples/index.html>

The Global Compact asks companies to embrace, support and enact, within their sphere of influence, a set of ten principles in the areas of human rights, labour standards, the environment, and anti-corruption:

    All themes

Standard Global Reporting Initiative's (GRI)

<http://www.globalreporting.org/Home>

The GRI is a network-based organization, that has set out the principles and indicators that organizations can use to measure and report their economic, environmental, and social performance.

    All themes

Carbon disclosure project

<https://www.cdp.net>

CDP is an international, not-for-profit organization providing the only global system for companies and cities to measure, disclose, manage and share vital environmental information.

 Environment

OECD guidelines for multinational enterprises

http://www.oecd.org/about/0,2337,en_2649_34889_1_1_1_1_1,00.html

The Guidelines are recommendations addressed by governments to multinational enterprises operating in or from adhering countries. They provide voluntary principles and standards for responsible business conduct in a variety of areas including employment and industrial relations, human rights, environment, information disclosure, combating bribery, consumer interests, science and technology, competition, and taxation.

    All themes

Standard ISO 26000 (International Standard Organisation)

<http://www.iso.org/iso/pressrelease.htm?refid=Ref972>

The future International Standard ISO 26000, Guidance on social responsibility, will provide harmonized, glob12y relevant guidance based on international consensus among expert representatives of the main stakeholder groups and so encourage the implementation of best practice in social responsibility worldwide.

    All themes

Tour Operators' Initiative for Sustainable Tourism Development

<http://www.toinitiative.org/index.php?id=3>

Tour Operators' Initiative for Sustainable Tourism Development is as Association registered in Switzerland. It is voluntary, non-profit, and open to all tour operators. The initiative engages in the environmental, social, economic and cultural aspects of sustainable development within the tourism sector.

 Sustainable Procurement

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