Sustainability report - 2022

Travel Department
Sustainable Travel Ireland – Tour Operator - Gold

Content

1. Reporting context

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2. Company data

Travel Department
Harmony Court, Harmony Row
DO2VY52 dublin

Tourist volume

Number of employees

Type of tourism

Special target groups

Destinations offered

Sustainability coordinator

Claire Doherty

3. Introduction

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4.Mission statement & policy

4.1 Mission statement

4.2 Policy

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5. Assessment overview

Main theme	Criteria	Completed		
1. Company Characteristics and Engagement	12	11	1	
2. Environmental Management	51	26	14	11
3. Responsible Marketing	7	7		
4. Procurement	10	6	3	1
5. Customer Experience and Education	31	25	5	1
6. Biodiversity & Conservation	27	20	1	6
7. Community Support & Stakeholder Engagement	36	21	4	11
8. Sustainability Management System & Legislation	27	20		7

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6. Detailed overview

1. Company Characteristics and Engagement

11	1

Company Engagement

11	1

Action			Details
1.1. Sustainability Coordinator Please fill in the details of your sustainability coordinator below. If you want to adjust the sustainability coordinator, please do so in your company profile, under the «Contact tab» in the «Admin section» of TOAST. (see guidance for more info.)	✔	✔	Claire Doherty clairedoherty@traveldepartment.ie 01 637 1613
1.2. Sustainability Integration Sustainability related tasks and responsibilities are part of your company procedures and processes. Appropriate responsibilities should be assigned to staff for actions related to sustainable tourism, if an effective internal communication system exists. In larger/complex organisations a sustainability team is established consisting of managers of and/or key departments (e.g. product development; marketing and communication, human resources and internal logistics). The responsibilities of this team should be clearly defined.	✔	✔	The Product and Operations Director heads a team of 4, including staff from different teams including Development, Inventory and marketing. Ranging from Director, to managers to contract staff. We meet when necessary and all follow the EMS plan. 📄 Prioritization Plan.xlsx
1.3. Committed Resources The management commits to provide adequate resources (human and/or financial) for the implementation of the sustainability policy.	✔	✔	Details of financial resources are listed in the Prioritisation plan and all funds are granted by the company and staff resources are also backed by the company.

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1.4. Trained Sustainability Coordinator/Team The sustainability coordinator (or team, in case of larger companies) has successfully completed the basic TOAST Green Leader Assessment.	✓	✓	John Allen Adriana Olarte Eve Coyle
1.5. Additional Training The sustainability coordinator, key staff members and/or management have received additional training/education related to sustainable tourism management and health & safety issues (e.g. ISO 14001, university courses, specific courses).	✓	✓	Claire Doherty has completed ITAA sustainability training and also Travlife training.
1.6. Mission Statement A sustainability mission statement is defined and published on the company's website(s).	✓	✓	https://www.traveldepartment.com/about-us/sustainability
1.7. 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.	✓	✓	https://www.traveldepartment.com/about-us/sustainability 📄 Sustainability Policy.docx
1.8. Communication The sustainability policy is accessible to all employees, suppliers and the general public via the company website(s) (where no website exists, via other means).	✓	✓	link has been given
1.9. Collaboration The company is actively involved in external forums and working groups which are supportive to sustainability in tourism.	✓	✓	We are involved with the ITAA sustainability team, and Claire Doherty is on the Sustainable Travel Committee for the ITAA and involved with same in AITO (Association of Independant Tour OPerators in the UK).

1.10. Exchanging Knowledge Experiences, training materials and best practices concerning sustainability are shared with other companies and stakeholders.	✔	✔	Claire Doherty deals with various companies on their best practised including ABTA. She has given presentations to the ITAA members on options for increasing sustainability practised and certifications. One such event was at the 2022 ITAA conference in October. 📄 ITAA Presentation.ppt
1.11. 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.	✔	✘	
1.12. Public Reporting The key sustainability results are reported to the public at least every two years and are available on your company website. The company must also report its progress to Sustainable Travel Ireland via TOAST at least every two years.	✔	✔	We have not completed the first one yet, but we will be doing so in the coming months.

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2. Environmental Management

26	14	11

Environmental Management Systems (EMS)

4	2

Action			Details
2.1. Documentation An environmental impact management plan & reduction strategy is documented, which identifies environmental impacts in the key areas outlined below. **Key Areas:** • Use of energy. (e.g. fuel, electricity) • Creation of waste, including food and solid waste. • Use of water and water stewardship measures, including risks and climate change weather events, and indicating water source. • Use of detergents and disinfectants. • Impact on wildlife / biodiversity. • Sewage / grey water effective treatment - visual inspection/record of treatment systems. • Pollution from greenhouse gases, noise, light, run-off, erosion, ozone-depleting compounds, and air and soil contaminants.	✔	✔	PPT Energy _ Water _ Waste.pptx XLSX Usage Projections.xlsx XLSX Working out Carbon Footprint.xlsx
2.2. Minimising Impacts The Environmental Management System details how environmental impacts are being **minimised** and **avoided** in the key areas below. Key Areas:	✔	✔	Details included in Documentation.

• Use of energy (e.g. fuel, electricity) • Creation of waste, including food and solid waste • Use of water and water stewardship measures, including risks and climate change weather events, and indicating water source • Use of detergents and disinfectants • Impact on wildlife / biodiversity • Sewage / grey water effective treatment - visual inspection / record of treatment systems • Pollution from greenhouse gases, noise, light, run-off, erosion, ozone-depleting compounds, and air and soil contaminants		
2.3. Impact and Integrity Site selection, design and access have taken account of visual amenity, landscape, cultural and natural heritage, and the protection of biologically sensitive areas and the assimilative capacity of ecosystems. • The integrity of archaeological, cultural heritage, and sacred sites has been preserved. • The integrity and connectivity of natural sites and protected areas has been preserved. • Threatened or protected species have not been displaced and impact on all wildlife habitats has been minimised and mitigated. • Watercourses / catchments / wetlands have not been altered and run-off is reduced where possible and any residue is captured or channelled and filtered. • Risk factors (including climate change, natural phenomena, and visitor safety) have been assessed and addressed. • An impact assessment (including cumulative impacts) has been undertaken and documented as appropriate.	⟷ ⟷	
2.4. Incident reporting The Environmental Management System includes details of a system whereby environmental impacts/incidents are reported to management (by	⟷ ⟷	

staff, guides, visitors etc).			
2.5. Action Plan The Environmental Management System includes a documented **action plan programme** to ensure that environmental impacts are being addressed.	✓	✓	
2.6. Annual Review The EMS will be reviewed annually by the business and will be developed following input from staff from all departments of the business. Your business should agree that your Environmental Management System will be reviewed on an annual basis and include the following: • A clear statement that the activities of the company do not jeopardise the provision of basic services, such as water, energy, or sanitation to neighboring communities. • Energy consumption should be measured, sources indicated, and measures to decrease overall consumption should be adopted. The use enewable energy will be pursued. • Water consumption should be measured, sources indicated, and measures to decrease overall consumption should be adopted. • Greenhouse gases/carbon emissions are measured and offset. This needs to be communicated clearly with evidence of carbon calculators used and chosen offset scheme/s named. • The EMS should have been developed following input from all departments of the business. A formal review of your performance against your goals and objectives should be carried out annually at a minimum.	✓	—	Review of EMS on an annual basis is built into our overall plan and timeline.

Energy Conservation

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Action			Details
2.7. Energy Monitoring Energy used in the organisation's operations and those over which it has direct influence / control is monitored and managed. Energy consumption should also be measured by type and steps taken to minimise overall consumption.	✔	✔	This is all part of the EMS system, documents included in step 2.1
2.8. Renewable Energy The organisation makes efforts to increase its use of renewable energy. Renewable energy sources are favoured and the share of renewable energy in your total energy supply is monitored and managed.	✔	✔	We are using Electric Ireland for our electricity [PDF] Electric Ireland Bill.pdf
2.9. Minimising Energy Consumption Show how equipment and practices are used to minimise energy use.	✔	✔	Introducing food composting. Encourage the use of reusable cups / food containers by providing re-useable travel mugs Have greater sign positing of what waste products are general, recycling and compost Office policy of no printing unless essential.
2.10. Energy-Saving Goals Goals/targets for reducing overall energy consumption are in place.	✔	✔	To achieve the 6% reduction year on year we can: Change to completely renewable energy supplier. Greater automation of lighting in the office. Greater automation of heating in office. Ensuring PC's are turned off outside office hours.
2.11. Guidance / Encouragement	✔	✔	All of our energy saving tactics are shared with our staff and encouraged for those working

Staff and guests are given guidance on minimising energy use.			from home to implement locally.

Waste Management

5			1

Action	📋	✓	Details
2.12. Destination waste management The organisation is aware of waste management arrangements in the main destinations they visit, and seeks to influence their improvement where necessary and achieveable.	—	—	
2.13. Waste management A solid waste management plan is in place for the organisation's operations and those over which it has direct influence/control. Waste (including food waste) is measured and mechanisms are in place to reduce waste. Where reduction is not feasible waste is reused or recycled. Any residual waste disposal has no adverse effect on the local population or the environment.	✓	✓	📙 PPT Energy _ Water _ Waste.pptx
2.14. Reduce, reuse, recycle The solid waste management plan includes actions to seperate, reduce, reuse or recycle waste where applicable.	✓	✓	We have various signposts around the office regarding recycling and reduction.
2.15. Approved waste disposal Waste disposal is to a government run or approved facility and there is evidence that the facility has no negative impact on the environment or local population.	✓	✓	Yes, all waste is disposed of within the buildings waste disposal system which is legal.

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| 2.16. Measurement & reduction goals
Disposed solid waste is measured by type and goals are in place to minimize non-diverted solid waste. | ✔ | ✔ | Current readings are:

Per Employee per year

Recycling (KG)

208

Landfill (KG)

312

Recycling C02 Footprint (208kg = 4 C02 kg)

4

Landfill C02 footprint (312kg = 136 CO2kg)

136 |
| 2.17. Guidance
Guidance is given to customers, staff and suppliers of products and services on minimizing waste. | ✔ | ✔ | Introducing food composting. Encouraging the use of reusable cups / food containers by providing re-useable coffee cups Sign positing what waste products are general, recycling and compost Implementing a "no printing unless essential" policy. |

Water Conservation

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| | 5 | | | 3 | |

Action	📋	✔	Details
2.18. Destination Water Management Water risk in the main destinations visited has been assessed and documented.	–	–	
2.19. Water Risk Assessment In destinations visited where water risk has been assessed as high, water stewardship goals have been determined.	–	–	
2.20. Monitoring Water used in the organisation's operations and those over which it has direct influence/control is monitored and managed.	✔	✔	This will be done through our annual auditing as part of our EMS plan.
2.21. Minimising Water Consumption Equipment and practices are used that minimise water consumption.	✔	✔	We will be replacing taps with auto-turn off taps and already have auto flushers on the mens toilets. We encourage use of the dishwasher only when full and have "save water"signs up within the office at all water dispensing points
2.22. Water Saving Goals Goals for reducing water consumption are in place.	✔	✔	We are looking at a reduction of 6% YOY until 2026. Details in EMS
2.23. Sustainable Sourcing Water originates from a legal and sustainable source which has not previously affected, and is unlikely in future to affect, environmental flows.	✔	✔	Water is attained through Dublin City Council, we are a city centre office.
2.24. Tourism Impacts	–	–	

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Consideration is given to the cumulative impacts of tourism in the locality on water sources.			

Action			Details
2.25. Guidance Staff and guests are given guidance on minimising water use.	✔	✔	Signage within the office.

Wastewater

1	1

Action	📋	✅	Details
2.26. Destination wastewater treatment Wastewater, including grey water, is effectively treated and is only reused or released safely, with no adverse effects to the local population or the environment. The organisation is aware of wastewater treatment arrangements in the main destinations visited, and seeks to influence their improvement where necessary and practicable.	–	–	
2.27. Wastewater treatment Wastewater resulting from the business is disposed of to a municipal or government approved treatment system, if available. If suitable municipal wastewater treatment is not available, there is a system in place on site to treat wastewater (that meets international wastewater quality requirements) and ensures no adverse effects on the local population and the environment.	✔	✔	This is all done through Dublin City Council

Transport

3	1	1

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Action			Details
2.28. Sustainable transport The organisation seeks to reduce transportation requirements and actively encourages the use of cleaner and more resource efficient alternatives by customers, employees, suppliers and in its own operations. Where practical and feasible, the cleanest and most resource efficient transport options are used in the provision of tour programmes and excursions.	✓	✓	We use coaches for all of our tours, unless a visit is within walking distance of the hotel.
2.29. Raising awareness Information is provided and promoted to customers on alternative (climate friendly) transport options, where available.	✓	✗	All of our tours are coach tours and alternative transport is not an option.
2.30. Providing alternative transport options Alternative transport options (e.g. bike rental, car sharing, pick-ups) for guests and staff are provided or facilitated.	✓	✓	The Bike to Rent scheme is available for all employees.
2.31. Market accessibility Markets accessible by short and more sustainable transport options are favoured.	–	–	
2.32. Supplier Transport Local suppliers are favoured and daily operations seek to minimize transport use.	✓	✓	We always use local coach companies for our excursions, cutting down on their travel to destinations.

Greenhouse gas emissions

1	3

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Action	📋	✔	Details
2.33. Monitoring & Managing GHG The organisations total direct and indirect greenhouse gas emissions are monitored and managed. Greenhouse gas emissions from all sources controlled by the organisation are identified, calculated where possible and procedures implemented to avoid or to minimize them.	✔	✘	
2.34. Footprint monitoring - tourist / night Carbon Footprint per tourist / night is monitored and managed.	–	–	
2.35. Carbon offsetting The total carbon footprint of business operations is offset. It is recommended to use a certified agency where practical. (it is NOT a requirement to include the carbon footprint acquired by visitors before arrival or post departure).	–	–	
2.36. Encouragement Actions are taken to encourage suppliers of products and services to avoid and reduce significant annual emissions.	–	–	

Harmful substances

3	1

Action	📋	✔	Details
2.37. Inventory The use of harmful substances including pesticides, paints, swimming pool disinfectants, and cleaning materials, is minimized, and substituted when	✔	✔	We will have invoices from our office supplies provider showing purchasing of eco-friendly products where available. We do not keep any chemicals/harmful substances in the office.

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available by innocuous products or processes.

All storage, use, handling, and disposal of chemicals are properly managed.

An inventory of harmful substances has been made and material safety data sheets (MSDS) are held.

Action			Details
2.38. Environmentally friendly alternatives Action has been taken to source more environmentally friendly alternatives.	✔	✔	INvoices from office supply company will be available showing eco-friendly purchases where available.
2.39. Handling and storage Chemicals, especially those in bulk amounts, are stored and handled in accordance with appropriate standards.	✔	✘	This is not applicable.
2.40. Visitor information Visitors are informed in advance to avoid use of personal toiletries and other substances which may be considered harmful to the local environment.	✔	—	This is not applicable.

Minimize pollution

	2	

Action			Details
2.41. Identification and Monitoring The organisation implements practices to minimize pollution from: noise light runoff erosion ozone-depleting substances air, water and soil contaminants. The potential sources of pollution outlined above have been **identified,**	✔	✘	This is not applicable.

reviewed, and monitored.			
2.42. Reduction The organisation implements practices to minimize pollution from: noise light runoff erosion ozone-depleting substances air, water and soil contaminants. Action is taken to **minimize** and where possible **eliminate pollution** from the sources covered in the criterion.	✓	✗	Not applicable.

Impact and integrity

9

Action			Details
2.43. Site selection, nature and culture Site selection, the design and how you access has taken into account the visual amenity, landscape, cultural and natural heritage.	✓	✗	Not applicable
2.44. Sensitive areas Site selection, design and access have taken account of the protection of biologically sensitive areas and the assimilative capacity of ecosystems.	✓	✗	Not applicable
2.45. Cultural heritage The integrity of archaeological, cultural heritage, and sacred sites has been preserved.	✓	✗	not applicable
2.46. Protected areas The integrity and connectivity of natural sites and protected areas has been preserved.	✓	✗	Not applicable

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2.47. Biodiversity Threatened or protected species have not been displaced and impact on all wildlife habitats has been minimized and mitigated.	✓	✗	Not applicable
2.48. Water landscape Water courses/catchments/wetlands have not been altered. Run-off is reduced where possible and any residue is captured or channeled and filtered.	✓	✗	Not applicable
2.49. Risk assessment Risk factors (including climate change, natural phenomena, and visitor safety) have been assessed and addressed.	✓	✗	Not applicable
2.50. Impact assessment An impact assessment (including cumulative impacts) has been undertaken and documented as appropriate.	✓	✗	Not applicable
2.51. Landowner agreements Any relevant landowners have been contacted and written agreements signed if the organisation makes use of private lands. These agreements would be developed with the consent of and in collaboration with the community.	✓	✗	Not applicable

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3. Responsible Marketing

7

Accurate promotion

4

Action			Details
3.1. Real pictures Promotional materials and marketing communications are accurate and transparent with regard to the organisation and its products and services, including sustainability claims. They do not promise more than is being delivered. Images used in promotion are of actual experiences offered and places visited by customers.	✔	✔	
3.2. Sustainability claims Sustainability claims are based on records of past performance.	✔	✔	We have only published our sustainability plans, which we are currently adhering to and have made no claims beyond what we are currently doing as can be seen here: https://www.traveldepartment.com/about-us/sustainability
3.3. Promotional materials Promotional materials are accurate and complete and do not promise more than can be delivered by the business.	✔	✔	All marketing can be seen / copies provided. We do not include any claims on sustainability in our marketing.
3.4. Wildlife and events Marketing about wildlife or cultural events does not promise sightings which cannot be guaranteed.	✔	✔	Our communications are factual and realistic. This can be seen on the website and e-mails. We do not go into details of sightseeing etc in other forms of marketing.

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Reporting and communication

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Action	📋	✔	Details
3.5. Sustainability performance The organisation communicates its sustainability policy, actions and performance to stakeholders, including customers, and seeks to engage their support. Regular reports are made available on sustainability performance.	✔	✔	Updates on our sustainability plan is given regularly to all staff and board members and when updates are appropriate, to customers.
3.6. Sustainability policy Sustainability policies and actions are reported in external and internal communication material, including the organisation's website.	✔	✔	Our sustainability policy is on the website and shared within the organisation.
3.7. Communication Communications contain messages inviting consumer and stakeholder support.	✔	✔	

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4. Procurement

6	3	1

Environmentally preferable purchasing

1	2	1

Action			Details
4.1. Purchasing policy A documented environmental purchasing policy is in place. Your purchasing policies should favour environmentally sustainable suppliers and products, including capital goods, food, beverages, building materials and consumables.	✓	✓	
4.2. Certified products Preference is given to products and suppliers with environmental certification – notably with respect to wood, paper, fish, other foods, and products from the wild. Where certified products are not available, consideration is given to origin and methods of growing or production.	✓	✗	Yes. We choose eco friendly products where applicable.
4.3. Threatened species Threatened species are not used or sold.	✓	✗	not applicable
4.4. Sustainable supply chain Service providers and other operators selected and featured in tours have environmental/sustainability certification where possible. Where certified businesses are not available, the sustainability performance of service providers is considered and required improvements are communicated and implemented.	–	–	

Efficient purchasing

2	1	

Action	🔵	✅	Details
4.5. Multiple use The organisation carefully monitors and manages the purchasing and use of consumable and disposable goods, including food, in order to minimise waste. Purchasing favours reusable, returnable and recycled goods.	✔	✔	This is not very applicable within the office, but we have no single-use plastics or cups within the office.
4.6. Packaging Unnecessary packaging is avoided (especially plastic), and this is considered with buying in bulk as appropriate.	✔	—	Not applicable
4.7. Single use plastics Single Use plastics are avoided unless no alternative is available.	✔	✗	

Local purchasing

3	

Action	🔵	✅	Details
4.8. Source check When purchasing and offering goods and services, the organisation gives priority to local and fair trade suppliers whenever these are available and of sufficient quality. The organisation regularly audits its sources of supply of goods and services.	✔	—	Not applicable

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4.9. Local suppliers In selecting service providers and products/experiences to feature in programmes, the organisation favours those that are locally owned and operated.	✓	—	Our hotels and restaurants in our tours are mainly locally owned and operated.
4.10. Local purchasing opportunities Visitors are given the opportunity to purchase locally produced arts and crafts based on the area's nature, history and culture.	✓	✓	

5. Customer Experience and Education

25	5	1

Customer experience

3

Action			Details
5.1. Feedback System A customer feedback system is in place, together with analysis of the results. Customer satisfaction, including aspects of sustainability, is monitored and corrective action taken.	✔	✔	
5.2. Customer Feedback All customers are given the opportunity to fill out a questionnaire asking them about their experiences of products and services. Negative feedback and responses made to your organisation are recorded and there is evidence of corrective actions taken.	✔	✔	we have customer service questionnaires which are sent after each tour and results displayed via PowerBI and results are reviewed and followed up on monthly by the products team.
5.3. Partners and destinations Feedback from customers is provided to tourism businesses and destinations contracted / visited when on tour.	✔	—	Yes, part of our CSQ reviews involve feedback to the local ground agents

Information and interpretation

2	1

Action			Details
5.4. Accurate visitor information	✔	✔	We provide a "Know Before You Go" document for each country detailing local customs, what

The organisation provides information about and interpretation of the natural surroundings, local culture, and cultural heritage, as well as an explanation of appropriate behaviour while visiting natural areas, living cultures, and cultural heritage sites. (Please tab guidance section for more information).			to expect and how to treat local people/wildlife.
5.5. Information access The organisation provides visitors with access to one informative item of non-personal interpretation. For example: - Pre-visit materials (e.g. briefing information) - Travel library available - Suggested reading lists - Self guiding nature trails - Interpretive visitor centres - Museums trips - Art galleries - Multimedia displays - Reference materials - Other	✔	✔	All of our tours give briefing material but also include guided visits to museums/galleries/visit centres etc.
5.6. Documented Tour Planning A current documented interpretive plan is in place for tour products and deals with the following themes: - Research carried out - Products' target audience - Main themes and messages of the interpretation - Goals and objectives of the interpretive experience - Structure of the interpretive experience (e.g. guided, demo, course) - Special features of the interpretation (e.g. visual, fun, interactive etc) - Communicating the principles of ecotourism - The significance of the area - Monitoring and evaluating the interpretation	–	–	

- Improving the interpretive experience over time The implementation plan will include a section detailing how interpretive plans will be implemented including any reference where relevant.		

Use of non-personal interpretation

3

Action			Details
5.7. Staff training Staff are informed and trained about the natural and cultural heritage of the areas visited.	✔	✔	We have frequent staff training on our tours and what they include.
5.8. Behavioural awareness Information is provided to customers about appropriate behaviour in the areas visited.	✔	✔	This is covered in our "Know Before you Go" documentation. Example saved below. 📄 Know before you go _ Cuba.pdf
5.9. Accessible information Information is provided to visitors of differing needs in appropriate formats.	✔	✔	These documents can be sent by post or e-mailed.

Cultural interactions

3	3

Action			Details
5.10. Good practices	✔	—	We meet local guidance for all visits.

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The organisation follows international and national good practice and locally agreed guidance for the management and promotion of visits to indigenous communities and culturally or historically sensitive sites in order to minimise adverse impacts and maximise local benefits and visitor fulfilment. The organisation demonstrates awareness of, and compliance with the above for tourist visits to cultural sites and indigenous communities.			
5.11. Community engagement The organisation engages with communities / sites in reviewing guidance and creating and agreeing additional guidelines as necessary.	✔	✘	We do not get personally involved with the management of /organisation of local communities.
5.12. Guidelines Guidelines are effectively used and communicated.	✔	✘	
5.13. Prevention of child abuse Particular measures are in place to avoid inappropriate interaction with children.	✔	✔	We do not deal with children or include them in our tours or include any visits to anywhere with children in a vulnerable setting.
5.14. Local guides The organisation participates in / supports training and use of local guides.	✔	✔	It is part of entire company ethos to use local guides on all of our tours where practical. You can see evidence of our local guides through our social media channels. We often feature them in posts and and youtube videos and in presentations to our customers.
5.15. Feedback Feedback from local communities and from visitors is encouraged and acted upon.	✔	✘	

Presenting culture and heritage

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		4			2	

Action	📋	✔	Details
5.16. Authentic experience Sites visited and experiences offered provide an authentic experience of local culture and heritage.	✔	✔	The entire premise of our tours is to showcase local culture and heritage. This can be seen on the itineraries on our website.
5.17. Accurate information Visitors are provided with accurate information and/or interpretation that provides the potential for better understanding and appreciation of local heritage in two of the following areas: - Sacred sites - Local myth, legend and romance - Local history - Local folklore - Local food culture - Local famous/infamous sons and daughters past and present - Music & song - Dance - Ethnic Communities	✔	✔	Most of the above would all be covered by the local guides.
5.18. Offering local experiences Living cultural heritage and traditions are evident in cuisine, retail, events and other services offered.	✔	✔	We aim to always provide an authentic experience for our customers who are travelling in order to experience the local culture.
5.19. Respect of property rights Copyright and intellectual property rights have been observed and necessary permissions obtained.	✔	✔	

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5.20. Local community involvement The views of the local community have been sought on the presentation of local cultural heritage.	✓	✗	
5.21. Interpretive Plan A current documented interpretive plan is in place which include a section detailing how the plan will be implemented. The plan should include the following: • Research carried out • Products' target audience • Main themes and messages of the interpretation • Goals and objectives of the interpretive experience • Structure of the interpretive experience (e.g. guided tour, demonstration, course) • Special features of the interpretation (e.g. visual, fun, interactive etc) • Communicating the principles of ecotourism • The significance of the ecotourism area • Monitoring and evaluating the interpretation • Improving the interpretive experience over time	✓	✗	

Artefacts

3

Action		✓	Details
5.22. Documentation Historical and archaeological artefacts are not sold, traded or displayed, except as permitted by local and international law. Any use of artefacts is transparent and / or documented and reported.	✓	✓	We do not sell items.

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Action			Details
5.23. Respecting laws Where artefacts are used, laws and bylaws have been identified that permit such use.	✔	✔	not applicable
5.24. Protection Visitors are prevented from removing or damaging artefacts.	✔	✔	Not applicable

Access for all

3	

Action			Details
5.25. Accessible sites Sites, buildings and activities are accessible to persons with physical disabilities and other special needs, as appropriate to the nature of the operation.	✔	✔	We allow for people with most kinds of disabilities, apart from those which would pose a health and safety risk while travelling.
5.26. Spread of information Clear and accurate information is provided on the level of accessibility.	✔	✔	
5.27. Certification and proof Accessibility is certified or checked with relevant experts/user bodies.	✔	✔	We have an outsourced H&S company who ensure the relevant hotels and coaches we use have the required certification. This is through Tranquilico UK.

Sustainable practices and materials

4	

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Action			Details
5.28. Buildings & Construction Local materials, practices and crafts have been used in buildings and design where practical and appropriate. Sustainable design, materials and construction practices have been used in buildings, with appropriate certification where possible.	✔	—	Not applicable.
5.29. Landscaping and decoration Native and endemic plants obtained from sustainable sources have been used in landscaping and decoration, avoiding exotic and invasive species.	✔	—	Not applicable
5.30. Adequate planting Plants have been selected for their ability to tolerate prevailing or anticipated conditions eg drought tolerant plants.	✔	—	not applicable
5.31. Construction waste Waste from construction is sorted and disposed of in an environmentally sound manner.	✔	—	not applicable

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6. Biodiversity & Conservation

20	1	6

Biodiversity conservation

9

Action	📋	✓	Details
6.1. Evidence of awareness The organisation supports and contributes to biodiversity conservation, through appropriate management of its own property. Particular attention is paid to natural protected areas and areas of high biodiversity value. Any disturbance of natural ecosystems is minimized, rehabilitated and there is a compensatory contribution to conservation management. The organisation also demonstrates awareness of natural protected areas and areas of high biodiversity value in the areas visited.	✓	✓	We are based in a city centre office but have a small outdoor balcony which is being prepared for planting this coming spring.
6.2. Monetary support The organisation provides and records monetary support for biodiversity conservation in its main areas of operation / visited.	✓	✓	Money for the balcony planting will be provided by Travel Department.
6.3. In-kind contributions The organisation provides and records in-kind or other support for biodiversity conservation in its main areas of operation/visited.	✓	✓	Staff will be assisting with the planting on the balcony
6.4. Active management Properties owned or operated by the business are actively managed to support biodiversity conservation.	✓	—	We only have the 1 city centre office on the 3rd floor.
6.5. Mitigating disturbances	✓	✓	

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Action			Details
The organisation is aware of, and mitigates, activity with potential to disturb wildlife and habitats.			
6.6. Compensation Compensation is made where any disturbance has occurred.	✔	—	Not applicable
6.7. Encouraging visitors Action is taken to encourage visitors to support biodiversity conservation.	✔	✔	Not applicable
6.8. Collaboration The organisation engages with local conservation NGOs and National Parks and Wildlife services (NPWS) in its main areas of operation/visited.	✔	—	Not applicable.
6.9. Leave No Trace The organisation uses Leave No Trace Ireland guidelines when advising visitors in use of local natural areas.	✔	✔	We advise our customers of this for any trips which include natural areas.

Protecting cultural heritage

1	1	1

Action			Details
6.10. Monetary support The organisation contributes to the protection, preservation and enhancement of local properties, sites and traditions of historical, archaeological, cultural and spiritual significance and does not impede access to them by local residents. The organisation makes and records monetary contributions to the protection of cultural heritage in its main areas of operation / visited.	✔	✘	Not applicable.

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6.11. In-kind support The organisation provides in-kind or other support for cultural heritage in its main areas of operation / visited.	✓	—	
6.12. Local access The organisation ensures that its activities do not impede local access to sites. There is a statement that the tourism business does not impede local residents' access to natural amenities or historical, archeological, culturally and spiritually important sites	–	–	Not applicable.

Visits to natural sites

4	1

Action	📑	✔	Details
6.13. Compliance with guidelines The organisation follows appropriate guidelines for the management and promotion of visits to natural sites in order to minimise adverse impacts and maximise visitor fulfilment. The organisation is aware of, and complies with, existing guidelines for tourist visits to natural sites. These guidelines are used when conducting visits and informing guests.	✓	✓	We adhere to all local guidelines on our tours.
6.14. Training of guides The organisation participates in / supports training and use of local guides in natural sites.	✓	✓	
6.15. Capacity management Consideration is given to the capacity and fragility of natural sites and communities, and to the levels of pressure on them, in determining the size, frequency and timing of group visits.	✓	✓	

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Action			Details
6.16. Local conservation The organisation engages with local conservation bodies to establish / identify issues concerning visits to particular sites.	–	–	Not applicable
6.17. Feedback Feedback from local communities and from visitors is encouraged and acted upon.	✓	✓	Customer feedback regarding any natural sights is followed up on.

Invasive species

2	2

Action			Details
6.18. Monitoring The organisation takes measures to avoid the introduction of invasive species. Native species are used for landscaping and restoration wherever feasible, particularly in natural landscapes. Properties owned or operated by the business are monitored for the presence of any invasive species.	✓	✓	We will be using native species on our balcony come the spring.
6.19. Preventive actions Action is taken to ensure invasive species are not introduced or spread.	✓	✓	
6.20. Eradication and control A programme is in place to eradicate and control invasive species.	–	–	Not applicable
6.21. Review of landscaping Landscaping of sites is reviewed to consider use of native species.	–	–	Not applicable

Wildlife interactions

4	2

Action			Details
6.22. Compliance with guidelines The organisation is **aware of, and complies** with, existing local, national and international regulations and guidelines concerning wildlife interactions, including wildlife viewing.	✔	✔	We do not include any wildlife interactions on any of our tours.
6.23. Developing local guidelines The organisation **engages with the development and implementation of local codes and guidelines** for wildlife interactions, including wildlife viewing, as required, based on advice of wildlife experts.	–	–	Not applicable.
6.24. Respecting local guidelines The organisation **ensures that all service providers and sites visited comply** with existing local, national and international regulations and guidelines concerning wildlife interactions, including wildlife viewing.	✔	✔	
6.25. Wildlife feeding Direct interactions, in particular feeding, should not be permitted, unless specifically sanctioned by internationally accepted standards or, where standards are not available, guided by independent wildlife expert advice.	✔	✔	We do not include any interaction with wildlife in our tours.
6.26. Minimise disturbance Measures are taken to minimize disturbance to wildlife.	✔	✔	
6.27. Monitoring Impacts on wildlife wellbeing are regularly monitored and addressed.	–	–	Not applicable

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7. Community Support & Stakeholder Engagement

21	4	11

Destination engagement

2	1

Action			Details
7.1. DMO contact The organisation is in contact with the local Destination Management Organisation or equivalent body in the locations where it is most active.	✔	✔	We use DMO's on 99% of our tours.
7.2. Planning and management The organisation engages in the planning and management of sustainable tourism in those destinations where it is most active.	✔	✘	
7.3. Tourism business network Within the last year the business / organisation has been a member or renewed a membership of a tourism business network and attended at least three network events.	✔	✔	We are part of the ITAA, attend regular events and also Visit USA Committee Ireland.

Land water and property rights

4

Action			Details
7.4. On-site ownership On sites owned and operated by the organisation or over which they have direct influence / control, land ownership and tenure rights are documented.	–	–	not applicable.

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Action			Details
7.5. Key resources **Use and access rights** for key resources, including land and water, are documented where applicable.	–	–	Not applicable.
7.6. Involving local communities There is documentary evidence of communication, consultation and engagement with local and indigenous communities.	–	–	not applicable
7.7. Proof of consent Evidence of free, prior and informed consent of local communities is documented, where relevant (showing no involuntary resettlement or land acquisition).	–	–	not applicable

Community support

1	3

Action			Details
7.8. Support of initiatives The organisation actively supports initiatives for local infrastructure and social community development. Examples of initiatives include education, training, health and sanitation and projects which address the impacts of climate change. The organisation supports initiatives with local communities in areas where it is particularly active.	–	–	
7.9. Documentation The level and nature of contributions made to schemes in the local communities is recorded.	–	–	
7.10. Local support chains In selecting service providers and products / experiences to feature in	✓	✓	

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| programmes, the organisation favours those that engage with and support local communities. | – | – | |

| 7.11. Work experience
Within the last 12 months the organisation has provided at least 4 weeks work experience for people interested in becoming involved in sustainable tourism. Work experience should be well structured with clear outcomes. | – | – | |

Local employment

2	2

Action	📋	✅	Details
7.12. Local employment The organisation seeks to provide employment opportunities for local residents in some aspect of the development or delivery of the products and services (e.g. guiding, transport, catering etc.).	✔	✔	Most of our guides are local to the areas of our tours, as are the bus drivers.
7.13. Monitoring The organisation monitors the level and proportion of employment it provides for local residents.	–	–	
7.14. Education and training Training is offered to local residents to enhance their employment opportunities.	–	–	
7.15. Local service providers In selecting service providers and products / experiences to feature in programmes, the organisation favours those that provide local employment.	✔	—	We request with our DMO's that all guides be local where practical.

Local entrepreneurs

2

Action			Details
7.16. Providing support The organisation supports local entrepreneurs in the development and sale of sustainable products and services that are based on the area's nature, history and culture. Where appropriate, the organisation provides advice and support to local service providers with whom it engages, on the quality and sustainability of their service.	✓	✗	
7.17. Partnerships Opportunities for joint ventures and partnerships with local entrepreneurs are considered and pursued where appropriate.	✓	✗	

Local livelihoods

1	1

Action			Details
7.18. Local access The activities of the organisation do not adversely affect local access to livelihoods, including land and aquatic resource use, rights-of-way, transport and housing. Local access to livelihoods is considered in decisions about development and operations.	✓	✓	Not applicable
7.19. Complaints register A communication / feedback / grievance mechanism is in place for local communities to report any instance of reduced access to local livelihoods in the main areas of operation/visited.	–	–	Not applicable

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Community services

	1		1		1	

Action			Details
7.20. Monitoring of impacts The activities of the organisation do not jeopardize the provision of basic services, such as food, water, energy, healthcare or sanitation, to neighbouring communities. The organisation monitors its impact on the availability of local services in the main area/s of operation / visited.	✓	✓	Not applicable
7.21. Complaints register A communication / feedback / grievance mechanism is in place for communities in the main areas of operation/visited.	✓	✗	
7.22. Reduction in availability Any reduction in availability of basic services to local communities, identified as the result of the organisation's activities, is addressed.	–	–	Not applicable

Decent work

	11	

Action			Details
7.23. Awareness of labor standards Labour rights are respected, a safe and secure working environment is provided and employees are paid at least a living wage. Employees are offered regular training, experience and opportunities for advancement. The organisation demonstrates awareness of, and compliance with, international labour standards and regulations.	✓	✓	All local labour rights are adhered to and we are audited annually which confirms this.

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7.24. Monitoring of wage levels Wage levels are monitored and regularly reviewed against norms for a living wage in the countries of employment.	✔	✔	Annual wage reviews take place in January every year and increase accordingly.
7.25. Training records Training records are kept for all staff, showing the level and frequency of training received.	✔	✔	We carry out internal and external training depending on requirements
7.26. Employee contracts All employees of the company have an employment contract, including labour conditions and a job description. Contracts should also show support for health care and social security.	✔	✔	All staff are given contracts prior to commencing their employment. Example below. PDF Contract of Employment.pdf
7.27. Hygiene facilities Water, sanitation, and hygiene facilities are provided for all onsite workers.	✔	✔	We work in an office in Dublin city centre with all required amenities.
7.28. Employee staisfaction Employee satisfaction is monitored.	✔	✔	Annual anonomous staff questionnaires are carried out and results discussed and actions implemented accordingly. PPT Staff Survey 2022 Results _with comparison_.pptx
7.29. Grievance Mechanism An employee grievance mechanism is in place.	✔	✔	We have a HR manager who handles any grievances in line with best practise in conjunction with IBEC
7.30. Overtime Overtime is paid (or time is given back in lieu), unless specific conditions relating to overtime have been agreed by the employee and written into their	✔	—	When deemed required overtime is either paid or given in lieu.

signed contract of employment.			
7.31. Liability Insurance The company has a liability insurance for all its employees (e.g. in case of work related accidents).	✓	—	
7.32. Holiday / Annual leave The employees have the right to a fixed yearly paid holiday (compliant with the legal requirements).	✓	—	As per contract.
7.33. Disciplinary procedures There are documented disciplinary procedures in place and staff are aware of them.	✓	—	These are outlined in our staff handbook 📄 Travel Department Employee Handbook _new draft_.doc

Equal opportunity

3

Action		✓	Details
7.34. Risk group awareness The organisation offers employment opportunities, including in management positions, without discrimination by gender, race, religion, disability or in other ways and has identified groups at risk of discrimination, including women and local minorities.	✓	✓	
7.35. Monitoring The proportion of employees drawn from each of these groups is monitored.	✓	✓	You can see by our staff, where we have more women than men and multi nationalities and ages and sexual orientation.

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7.36. Internal promotion Internal promotion includes members of these groups.	✓	✓	The management team is made up of different sexes, ethnicities and ages.

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8. Sustainability Management System & Legislation

20	7

Sustainability Management System (SMS)

6

Action			Details
8.1. Documentation The organisation has a clearly documented and implemented long-term sustainability management system (SMS) that is suitable to the size and scope of your business.	✓	✓	
8.2. Topics The sustainability management system covers: • Environmental issues • Social issues • Cultural issues • Economic issues • Quality issues • Human rights issues • Health & safety issues	✓	✓	
8.3. Risk & Crisis Management The SMS includes the consideration of risk and crisis management.	✓	✓	
8.4. Implementation There is documentary evidence showing implementation of the SMS.	✓	✓	

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Action			Details
8.5. Monitoring The SMS includes a process for monitoring continuous improvement in sustainability performance.	✓	✓	
8.6. Engagement The development and implementation processes for this SMS will / has engaged stakeholders including staff, customers and local communities.	✓	✓	We have regular meetings amongst the team looking after sustainability as well as the wider company. Below is presentation from an ITAA meeting held in October with updates. 📄 ITAA Presentation.ppt

Legal Compliance

4	

Action			Details
8.7. Policies The business has policy documents that are legislatively compliant in all areas (1-10) listed below that are relevant to the business. • Health & safety • Human resources • Environmental protection • Planning • Food safety HACCP • Insurance • Special needs access and information is provided • Employment policy • Compliance with human rights legislation • Animal welfare These policies are all available to staff.	✓	✓	

Action			Details
8.8. Requirements The organisation is compliant with all applicable local, national and international legislation and regulations, including, among others, health, safety, labour and environmental aspects. An up-to-date list of all applicable legal requirements is maintained.	✔	✔	
8.9. Certificates Certificates or other documentary evidence show compliance with all applicable legal requirements.	✔	✔	Links to certificates provided on our website.
8.10. International Legal requirements in all countries of operation are understood and met.	✔	✔	

Staff Engagement

6	2

Action			Details
8.11. Involvement Staff are engaged with the development and implementation of the sustainability management system and receive periodic guidance and training regarding their roles and responsibilities in its delivery. Proof of staff involvement with the SMS is available.	✔	✔	We have a team for Sustainability but all staff are trained on the relevant topics at regular intervals.
8.12. Training Records are kept of courses and on-the-job training, with attendance levels, and are readily available.	✔	—	
8.13. Training Material Staff training and guidance materials are available in accessible formats (including use of minority languages where needed).	✔	—	Our SMS and folder containing all details of our Sustainability plans are available to all staff at all times in our company wide folders.

8.14. Qualifications Staff hold certificates and qualifications in relevant disciplines / skills.	✓	—	All staff requiring qualifications for their roles, such as finance and marketing have the relevant qualifications. I can not upload the PDF's of certifications as required.
8.15. Knowledge All staff should have a basic understanding of the following: 1. The current climate change debate and the impact of tourism on climate change (particularly in relation to air travel) including risk and crisis management. 2. Knowledge of how people can calculate the carbon produced by their participation in the product and how this can be offset. 3. Knowledge of the issues surrounding energy and water use by tourism and specific measures taken by the product to address these. 4. Carbon measurement and reductions towards carbon neutrality.	—	—	
8.16. Engagement All staff are engaged and have a good understanding of the following: 1.The principles of sustainable tourism and how the organisation achieves them. 2.The details of how the organisation and/or product contributes to conservation. 3.The details of how the company and/or product is ecologically sustainable / environmentally friendly. 4.Tips and hints on how visitors can minimise their environmental impact while on holiday. 5.Management of socio-cultural, environmental, health and safety practices.	✓	✓	All of this is covered by Training given to all staff and courses offered through the ITAA.
8.17. Appraisals Staff appraisals and reviews are recorded in HR handbooks along with relevant training opportunities.	✓	✓	Monthly "gatherings" are carried out by the CEO and training is carried out weekly for some staff and offered periodically by others with offers of available training sent around regularly.

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Action			Details
8.18. Responsibilities All staff receive periodic training regarding their roles and responsibilities with regard to sustainable tourism.	—	—	

Exploitation and Harassment

2	4

Action			Details
8.19. Exploitation & Harassment Policy The organisation has implemented a policy against commercial, sexual or any other form of exploitation or harassment, particularly of children, adolescents, women, minorities and other vulnerable groups. The organisation has a documented policy against exploitation and harassment of vulnerable groups.	—	—	
8.20. Communication Action is taken to communicate and implement the policy.	✓	—	
8.21. Local Community The organisation engages with the local community, in destinations where it is particularly active, in working against exploitation and harassment.	—	—	
8.22. Child Labour Records of employee ages are kept and show absence of any form of child labour (as defined by International Labour Organisation).	—	—	
8.23. Sex Tourism The organisation supports action against child sex tourism.	—	—	

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| 8.24. Service providers
Services providers and premises where there is any evidence of possible exploitation are not contracted or visited. | ✓ | ✓ | Any such actions would result in immediate cancellation of any contracts or services by such an establishment. |

Compliance

2	1

Action			Details
8.25. Law Awareness Awareness of, and compliance with, laws relating to land use and activities in your local area of operation is demonstrated. Zoning requirements and laws related to protected and sensitive areas and to heritage considerations are complied with.	✓	✓	
8.26. Licences All required licences and permits are up to date.	✓	✓	Where applicable.
8.27. Non-Statutory Compliance Awareness of, and compliance with, non-statutory area management plans and guidance is demonstrated. (E.g. for particular zones, design, etc.)	−	−	not applicable

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