



## Responsible Travel Management

### *Paving the way toward Corporate Social Responsibility integration*

*Is your company's Corporate Social Responsibility (CSR) spotlight focused squarely on the corporate travel program? If it isn't already, it will be soon. A sound, sustainable and accountable travel program is a natural component of any company's commitment to CSR, and offers rich potential to advance the organization's CSR goals.*

### **GOING BEYOND GREEN**

**Our comprehensive CSR solutions focus on:**

#### **Sustainability**

To evaluate and reduce the environmental impact of travel activities

#### **Accountability**

To improve traveler wellbeing and security and promote ethical business standards throughout your travel supply chain and stakeholder network

We believe that responsible travel knows no boundaries. To help you find solutions for your broad CSR needs, BCD Travel works with sister business units Advito and BCD Meetings & Incentives, as well as with industry partners, associations and experts.

Whether your interest in CSR is linked to the core business of corporate travel management, to a meetings and incentives program, to a purely consultative approach – or to all three – BCD Travel, BCD Meetings & Incentives and Advito can help you align your travel program with your larger CSR goals. We deliver cost-effective results for your company and environmental, social and ethical protection for your local and global communities.

Advito's consultative approach to sustainability diagnoses your program's current environmental impact, eradicates emissions where possible, reduces its carbon footprint and offsets remaining emissions.

In the area of accountability, our services go beyond environmental factors to help you ensure CSR policies related to travel are adequate, measurable and reflective of your organization's culture as well as the needs of your community. Additionally, Advito helps you assess exposure to travel-related safety and security risks.

An Advito consulting engagement can include one or more of the following elements – but our customer-centric philosophy means that we tailor each engagement to your needs.

- **Responsible Travel Program Diagnostic.** We help travel and procurement managers determine the contribution your program makes to the company's overall CSR program and help you achieve the right balance of traditional travel management and CSR objectives.
- **CSR Travel Strategy Workshop.** We help you clarify corporate requirements and stakeholder expectations and constraints for sustainable and accountable travel management through single or multiple stakeholder workshops.
- **Travel Avoidance Program.** We help you successfully implement trip avoidance programs through an integrated approach that considers all key stakeholder requirements.
- **Sustainable and Accountable Travel Procurement.** We design and manage supplier RFPs that are aligned with your organization's sustainable and accountable procurement principles.
- **Meeting Location Optimization.** We address the environmental impact of meetings through sustainable sourcing, "environmental housekeeping" and a total trip perspective.
- **Off-Setting Advisory.** We provide the customized advice needed to address the key questions on carbon off-set partner selection and implementation.
- **Travel Risk Management Consulting.** We help you assess your exposure to travel-related safety and security risks and recommend changes to operational programs, travel security initiatives and risk management providers.





Our Responsible Travel Management solutions go beyond hype.

Our sustainable travel management services enable you to measure the environmental impact of your business travel and take steps to minimize your program's carbon footprint. In the area of accountability, our services acknowledge that your travelers are on a mission, not an adventure – that's why we place a premium on their wellbeing, accompanying them every step of the way.

### **Carbon Emission Reporting**

You can't change what you can't measure. Our carbon emission tracker calculates emissions produced by air travel and reports on this information at company, departmental and individual traveler levels.

The tool is incorporated into our information management solution, DecisionSource™: Data Manager, which provides intelligence to targeted audiences throughout the travel and reimbursement lifecycle.

DecisionSource calculates emissions in accordance with the methodologies of both the Greenhouse Gas (GHG) Protocol Corporate Accounting and Reporting Standard and DEFRA (the United Kingdom's Department for Environment, Food and Rural Affairs). We offer two credible, transparent and consistent structures in order to provide you with maximum flexibility in integrating business travel emission reporting with your broader internal CSR initiatives.

### **Carbon Off-setting**

Carbon off-setting can help you compensate for the environmental impact of your travel program by allocating funds commensurate with the emissions produced by your business travel. That money is then invested in climate protection projects that generate emission-free energy, reduce demand for energy or absorb emissions that have already occurred.

BCD Travel's global carbon off-setting partner, Atmosfair, conforms to the Gold Standard for emissions calculation, project selection and funds allocation.

### **Travel Risk Management & Traveler Security**

BCD Travel's innovative risk management technology enables you to monitor your travelers' security anywhere in the world. DecisionSource™: Security Manager provides crisis management reporting, pre-trip and on-trip compliance reporting, risk assessment and destination intelligence.

The application offers instant access to accurate travel and security information. In the event of a crisis, you can immediately execute a plan to get travelers out of a high-risk area quickly.

DecisionSource: Security Manager also provides timely, factual destination information linked to individual traveler itineraries. It monitors risk across the globe, 24 hours a day, seven days a week, generating e-mail alerts to keep travelers informed and aware.

### **Medical Repatriation**

Bringing home travelers who become sick or are injured while on a business trip is a highly specialized, sensitive business, requiring knowledge of both travel and medicine. BCD Travel has a specialized unit that gets patients home with the maximum of care and minimum of fuss.



Corporate meetings and incentives are the “hot frontier” for companies seeking to control travel-related spend and maximize the efficiency of their travel programs. But meetings and incentives are also a natural target for companies interested in reducing their environmental footprint. As with corporate travel, the potential goes far beyond off-setting the travel required to arrive at your destination.

BCD Meetings & Incentives takes a personalized and flexible approach to incorporating responsible travel initiatives in your meetings and events programs. By focusing on issues and objectives surrounding energy consumption, waste management, community involvement and sustainable transport, BCD Meetings & Incentives helps you integrate your events with your organization’s larger CSR goals.

You can request BCD Meetings & Incentives’ consultative and operational expertise in making areas such as destination and supplier selection, event communications, food and beverage and on-site organization sustainable.

## Serve the diverse needs of your key stakeholders

Implementing a responsible travel program offers benefits to travelers, the program itself and corporate strategy.

### Benefits for travelers

- Raise levels of satisfaction and security
- Help travelers stay informed, productive and safe while on the road
- Ensure you are able to contact travelers immediately in case of a crisis
- Achieve greater buy-in to travel program changes

### Benefits for travel program

- Understand the environmental liabilities linked to business travel
- Reduce carbon footprint
- Limit financial and operational risks related to travel
- Align supplier selections with corporate objectives
- Sustain year-on-year reduction in comparable travel spend

### Benefits for corporate strategy

- Integrate travel management with company’s overall CSR objectives
- Increase company’s reputation internally and with both local and global communities



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## For more information

To learn more about Responsible Travel Management, please contact your BCD Travel account manager, BCD Meetings & Incentives sales support team or Advito consultant, or send an e-mail to:

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BCD Travel (the world’s third-largest travel management company), BCD Meetings & Incentives (its independent meetings and incentives division) and Advito (its independent consulting division) are owned by BCD Holdings N.V. A Dutch family-owned company founded in 1975 by John Fentener van Vlissingen, BCD Holdings N.V. is a market leader in the travel industry and successful niche player in the financial services industry. The BCD Holdings’ companies are: BCD Travel, Park ‘N Fly (off-airport parking), TRX (travel transaction processing and data integration services), Airtrade (leisure travel) and Primary Capital (real estate financing). The company employs approximately 14,000 people and operates in more than 90 countries with total sales, including franchising, of US\$13 billion. For more information visit: [www.bcd-nv.com](http://www.bcd-nv.com).