

CSR and Sustainability



Multi-faceted CSR & Sustainability approach in pursuit of a better world

We take our role as a global provider of products and services seriously – appreciating and embracing our responsibility to act appropriately and to have a positive impact in all that we do.

Our approach to CSR is multi-faceted and seeks to achieve results through partnership and progress.

Our actions fall into the following categories:

- Internal Management
- Product & Solutions Portfolio
- Partnerships & Collaboration
- Community Outreach

There is of course always work to do relating to CSR. We are always looking to minimise our ecological footprint and drive the industry forward with responsibility and sustainability as a top priority.



Internal Management

Our social responsibility starts at home. As an equal opportunity employer, we strive to create an environment where staff are safe, comfortable, and supported. As such, our commitment to CSR runs throughout the organisation from dedicated wellbeing initiatives and training programmes to employee-driven community schemes.

The promotion of flexible and remote working arrangements across the business reduces employee transport and our office footprint. Our ecological footprint is further reduced through our ongoing digitisation which has seen us switch to digital communication tools – minimising paper usage and unnecessary business travel.



Product & Solutions Portfolio

We strive to offer products and solutions that have a positive impact on people and the planet.

From specialist tours for those with disabilities, to virtual alternatives, low-impact eco trips and sustainable event arrangements, we're always looking at how we can expand our portfolio to include more eco options for our Partners and ultimately do good in the communities we operate in.

Partnerships & Collaboration

With our ongoing collaboration with Switzerland Tourism promoting low-impact train travel, we've already made great strides in this space and there's plenty more to come.

When it comes to contracting, our Supplier Code of Conduct ensures the hotels we work with meet certain requirements, not only in terms of client experience but also employee standards and community impact. This helps us to ensure that we are all working as one – united behind values of equality, respect, and responsibility.

Taking this further, we're also working hard with key partners to reduce our ecological impact and promote green options. From our ongoing collaboration with Switzerland Tourism promoting low-impact train travel, to sustainable event sponsorship and organisation, we've already made great strides in this space and there's plenty more to come.



Community Outreach

Our community outreach initiatives are focused on growing and nurturing the communities we operate in.

On a global level, as a proud member of the JTB group, we take an active role in the JTB Brighter Earth project – an initiative that brings employees together for environmental action – from beach clean-ups and community volunteering, to ecological conservation.

In addition to this centralised programme, our local offices also plan and deliver their own community programmes addressing the needs most relevant to their location. Examples of these initiatives include work with local food banks, litter-picking, supporting charities, and staff fundraising.