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## Sustainability Progress Report

1<sup>st</sup> of April 2020

### **RESULTS FOR 2019-20**

#### **SUSTAINABILITY MANAGEMENT**

In 2019-20 TFG developed a SMART sustainability policy. We appointed a sustainability coordinator and created a “Green” team within the organization. A SUSTAINABILITY TEAM was created on TEAMS and the various different targets and objectives were communicated to the team, and responsibilities were assigned. Meetings to steer the organization and track progress took place in person and within TEAMS.

Sustainability was added to the agendas of our Board Meetings, XCO Meetings and Senior Management Meetings so that middle and senior managers could track progress.

However, due the Easter Sunday bombings in April 19 and subsequently the collapse in business during the COVID Pandemic in March 20 some of the sustainability targets we had established were considerably off the mark as they had been set against the baseline assessment carried out in 2018-19. Measurable goals have been adjusted to the reality we face now been established. Targets for the coming year have been set and are summarized in our Sustainability Objectives for 2020-21 document available on our website and on our intranet.

#### **ENERGY, WATER & WASTE**

Our plan for 2019-20 was to reduce kWh energy use at the office to under than 61000 kWh per year which is approximately 5% under 2018-19’s consumption. We had planned to do this by optimizing the use of AC, implementing a more effective use of office space, installing more efficient lighting, and raising awareness amongst staff suggesting ways to reduce energy consumption.

Our plan was to reduce water consumption use at the office to under 820 units per year which is approximately 5% under 2018-19’s consumption. We plan to do this by implementing systems to reduce flow-rate and increasing awareness in the office.

As a result of the Easter Bombings and the onset of the COVID-19 crisis our energy and water consumption in the office were all considerably below the targets we had set for 2019-

20. Management acknowledged and concluded that the targets were set were rendered void by the massive impact of the crisis on our operations in the year 2019-20.

The crisis resulted in working from home being accelerated and prioritised. Systems and technology were put into place, and staff were trained. The end result is that 75% of our staff are effectively working from home and the office space has been reduced to 25% of the floor space we were using.

In any case and while these changes were taking place training on environmental awareness took place – several “energy saving tips” emails to the entire staff.

Prior to 2019-20 we had implemented a waste separation with the objective to reduce the waste quantities in the office. During the year we continued our efforts to raise awareness amongst staff by promoting the use-reusable lunch boxes and sustainable suppliers. We also found a sustainable supplier for our e-waste and we also swapped the use of standard paper for recycling paper and implement a double side printing policy.

## **CO2 EMISSIONS**

In 2019-20 Our aim was to reduce emissions produced by the daily staff travel to and from home. Prior to COVID-19 calculations showed that our emissions as a direct result of staff coming and going from work were 3.56t of CO2 monthly. We calculated this by calculating the distance travelled by staff using different modes of transport. We were aiming to reduce these emissions by 5% by promoting car-pooling, public transport and by raising awareness, and implementing more flexible work from home policies. We had planned to offset the balance remaining. The COVID-19 crisis has resulted in the reduction of our physical office space by 75% and this in turn has resulted in much lower emissions. We did not measure our own emissions in 2019-20 as we felt it would be better to wait and let the impact of COVID-19 play out. One of the objectives for this coming year 2020-21 is to recalculate and re-determine the baseline.

As far as international travel is was concerned our aim was to offset emissions produced by international travel and where possible optimize air travel. Calculations showed that we took 63 international flights in 2018-19 resulting in 18.37t of CO2 emissions. 2018-19 was considered a ‘normal year’ and hence we felt it was going to be appropriate to benchmark against 2018. Our plan was to try to reduce the number of flights by promoting on-line meetings and to offset the emissions produced. We also put into place a non-essential business class travel policy. The Easter Sunday bombings in Sri Lanka had a considerable impact on our operations. All travel was suspended for approximately 6 months. By the end of the 2019-20 financial year the number of international flights we had taken in 2019-20 by comparison to the previous year was negligible, and then with the on-set of COVID-19 flying stopped altogether, and so did emissions. One of the objectives for this coming year 2020-21 is to recalculate and re-determine the baseline.

In terms of our ground operations our aim for 2019-20 was to offset the emissions produced when we ground handle clients when travelling within Sri Lanka. The chart below shows the emissions produced by our ground handling operations in the past few years. Our plan was to offset the emissions produced by calculating the cost and offsetting the CO2 produced by

purchasing carbon credits. We effectively managed to calculate our emissions and find a suitable project to off-set the said emissions, here in Sri Lanka.

Year	# of Tours	Total KM's	Approx Tons of Carbon produced	# of trees required to offset	Avg # of Days	Avg # of KM	Cars	SUV	Vans	Buses
2016/17	1064	1131245	339.37344	1119.932352	8.86	1063.2	590	43	455	19
2017/18	1302	1432721	429.81624	1418.393592	9.17	1100.4	727	53	487	35
2018/19	1272	1360022	408.00672	1346.422176	8.91	1069.2	660	36	552	24
2019/20	609	637988.4	191.39652	631.608516	8.73	1047.6	234	42	322	11
<b>How many plants do we need per 100KM?</b>										
01 plant absorbs 0.308 metric tons of carbon										
100KM emits 0.03 metric tons of carbon										
Thus for each 100KM we will need 0.1 of a plant (or approx 1 plant for every 1000KM)										

## SUSTAINABILITY POLICIES

In 2019-20 TFG decided to prioritize the development a suit of sustainability policies and to review and upgrade the ones we had in place. We also undertook to prioritize e-learning and capacity building within the organization.

A no-plastic policy was developed and in collaboration with a friendly partner abroad we developed a system that allows our clients to re-fill their water bottles on route, as opposed to providing them with plastic bottles of water. Water containers and pumps were developed. TFG has eliminated plastic bottles of water from all tours.

We developed a Green Purchasing Policy, and Energy Reduction Policy, a Sustainable Excursions Policy. We updated the Driver's Code of Ethics and developed a Marketing Code of Ethics. A Reduction of Disposable and Consumable Goods was also developed.

With regards to Child Protection and Animal Welfare we in 2019-20 we included both policy and training into our action plan for completion in 2020-21. We are also in the process of developing a Sustainable Transport Policy.

## CLIENT, SUPPLIER AND STAFF ENGAGEMENT

A physical sustainability board / area of the company to post news and updates was setup in the office, however then subsequently dismantled with the on-set of COVID 19 and the reduction of the office space. The board is now on our intranet TEAMS and is visible to the entire company.

We reviewed and updated our employee handbook to incorporate an equal opportunities and decent work practices policy.

A sustainability section was added to the TFG website. Plans have been made to add the same to the Sri Lanka In Style and Red Dot Tours websites in 2020-21.

We incorporated a chapter on sustainability and responsible travel onto our travel tips document and made plans to add a section our websites with recommendations, tips, best practices for clients scheduled for completion as part of our action plan for 2020-21.

We encouraged TFG staff to take and to pass the sustainability basic sustainability training provided by Travelife and we had 29 staff undertake the basic training and obtain the certificate.

In 2019-20 TFG decided to focus on education and capacity building as the socially responsible causes in Sri Lanka that we want to champion and focus on moving forward. Various different ways of championing the cause were considered with the final decision and agreements scheduled for 2020-21.

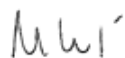
### **AFFILIATIONS, CERTIFICATIONS & ACCREDITATIONS**

We became members of the Virtuoso Sustainability Community. Virtuoso is the leading affiliation of travel designers and travel suppliers in the world. TFG is one of only 2 DMCs that are Virtuoso in Sri Lanka. Virtuoso recently launched a community channel around Sustainability and TFG was selected to be a member from the start.

We also participated in various cross-industry discussions at the trade shows and industry conferences we attend, such as PURE LIFE EXPERIENCES, FURTHER EAST and WENDY PERRIN'S FORUM.

In 2019-20 we registered with TRAVELIFE and began the process geared towards becoming certified.

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