



## **ITM CSR Policy**

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### **Background**

As a leader in the debate on Corporate Social Responsibility (CSR) in the UK travel industry, it is important for ITM to be acting as well as leading debate.

This policy document has therefore been drafted to set some guidelines for ITM staff and those representing ITM on business with regards to the environment, duty of care and work/life balance.

The policies below are to be implemented from 1<sup>st</sup> September 2007.

### **Work/Life Balance for ITM Staff**

ITM does not encourage staff to work past their official working hours on a regular basis and should a staff member find themselves in such a position, i.e. working late or over weekends for more than the very odd occasion, this should be brought to the attention of the ITM Executive Director.

ITM does encourage “home working” where appropriate in order to save time & commuting stress and environmental damage contribution. Whilst it understood there may be occasions when staff need to work from home because of other commitments a formal process applies for an application for regular home working. For “home working” approval please apply to the ITM Chief Executive.

It is important to note that ITM does NOT encourage any ITM staff to work from home in the case of illness.

### **Duty of Care**

Risk Assessments - Whilst it is identified that ITM staff generally only travel to recognised safe locations such as Europe and the USA, any ITM staff travelling to destinations outside of these should undertake an appropriate Risk Assessment (Refer to ITM Risk Assessment Form) and seek authority to travel based on the completed assessment via the Chief Executive.

### **Class of Travel and booking process**

ITM staff and approved representatives shall travel in the following classes.

Where the traveller is working during the trip the traveller may book Business Class or equivalent where available and when the class of trip improves the surrounding environment during the journey.



Where the traveller is undertaking leisure activity during a trip the traveller may book only standard or economy fares.

All travel outside Europe (or with associated costs in excess of £300 if within Europe) are to be approved by the ITM Chief Executive before ticket confirmation.

Contra rates or industry rates are to be used for all travel where possible.

All travel and accommodation is to be booked (or notified to) the secretariat, for the purposes of control and CO<sub>2</sub> measurement. This includes car and taxi mileage associated with any travel for business and commuting.

Please refer to the ITM Expenses Claim Guidelines for further detail on T&E

### **Emergency Cases**

In the case of emergency, any travel or nominated ITM representatives should contact the Chief Executive directly.

### **Reducing ITM's Impact on the Environment**

It is vital that ITM is doing everything in its power to reduce the impact of our activities on the environment, whilst considering business effectiveness and cost. In many instances activities which reduce environmental impact also reduce cost. In these cases activities should be undertaken without question. Where moving toward a more environmental activity increases cost approval should be sought by the Chief Executive.

Initiatives which should be put in place immediately are as follows:-

### **ITM Office and Home Office Locations**

- 1.) All existing light bulbs should be replaced, once expired, by energy efficient light bulbs. Where this is not undertaken by a landlord, ITM should place pressure on the landlord to do this.
- 2.) All paper materials should be recycled
- 3.) Ink cartridges should be sent for re-cycling and where possible re-cycled cartridges purchased.
- 4.) Printing of internal documents should be kept to a minimum.
- 5.) Photocopying and printing should be undertaken on both sides of paper.
- 6.) Internal, marketing and member reports & communications should be produced electronically rather than by paper where possible and practical.
- 7.) The communication by post of ITM events to members from whom e-mails have been bounced should be eradicated. Every ITM members' e-mail address should be correct and their server white-listed for ITM communications.

### **ITM Conferences and Seminars**

- 1.) Delegate packs should be produced electronically and distributed to delegates in advance with notification that reference copies will be available at the event
- 2.) Delegate feedback should be undertaken electronically where possible or kept to one sheet of paper if not possible/practical.
- 3.) Sponsors should be encouraged to provide collateral by electronic means rather than via brochures etc
- 4.) Events should be held electronically where possible rather than physically. For example, the introduction of webinars and web-casts over physical events.

### **Travel for internal and external meetings**

ITM would like to encourage a reduction in non-essential travel in line with our own ICARUS objectives – i.e. to achieve reduced CO<sub>2</sub> emissions by 60% by 2050 against the 2007 level. In order to do this the following practices should be undertaken:-

- 1.) Staff are required to challenge their normal “lets meet” approach and revert to tele, web or video conference where appropriate and to advise those involved in the meeting that this is in part due to our approach to the environment. Where the meeting is important to establish a relationship then of course a physical meeting should still take place.
- 2.) ITM working parties should be undertaken, after establishment, by tele-conference wherever possible. Physical meetings of each working party should be limited to a maximum of twice a year.
- 3.) ITM staff and representatives should seek the use of Video Conference where possible to publicly present, especially where this involves travel abroad and for presentations on key environmental issues.
- 4.) Where travel is necessary the use of rail over air or car where possible should be undertaken provided the total door to door journey time is no more than 4.5 hours.
- 5.) The use of public transport over private taxi hire should be sought wherever possible.
- 6.) ALL trips undertaken should be provided in detail to the secretariat, either through the expense management process or directly. All taxi receipts should have approximate mileage provided. This will allow ITM to calculate the total CO<sub>2</sub> imprint of our annual travel and work towards reduction.
- 7.) ITM will seek to measure its total carbon footprint each financial year and report this to the board.



## **Charitable Work**

Each year ITM seeks to support the charity designated by the Chairman. Wherever possible all fundraising activities should focus on this single charity.

A record of the funds raised and donated annually by the association should be reported by the regions to the Chief Executive and subsequently to the board and wider membership.

## **Review**

This policy was created in January 2007, reviewed in August 2008 and should be reviewed annually