

Travelife Online

User Manual for Companies

www.travelife.info

October 2022



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1. Introduction

The Travelife Online User Manual for Travel Companies provides a detailed explanation and instructions for the technical use of the Travelife Platform. In conjunction with this user manual, you can also follow our [Introductory Video](#) to help familiarize yourself with the Travelife Platform and its functions. The Introductory Video can be found in the Travelife website under **Home > Get Started**.



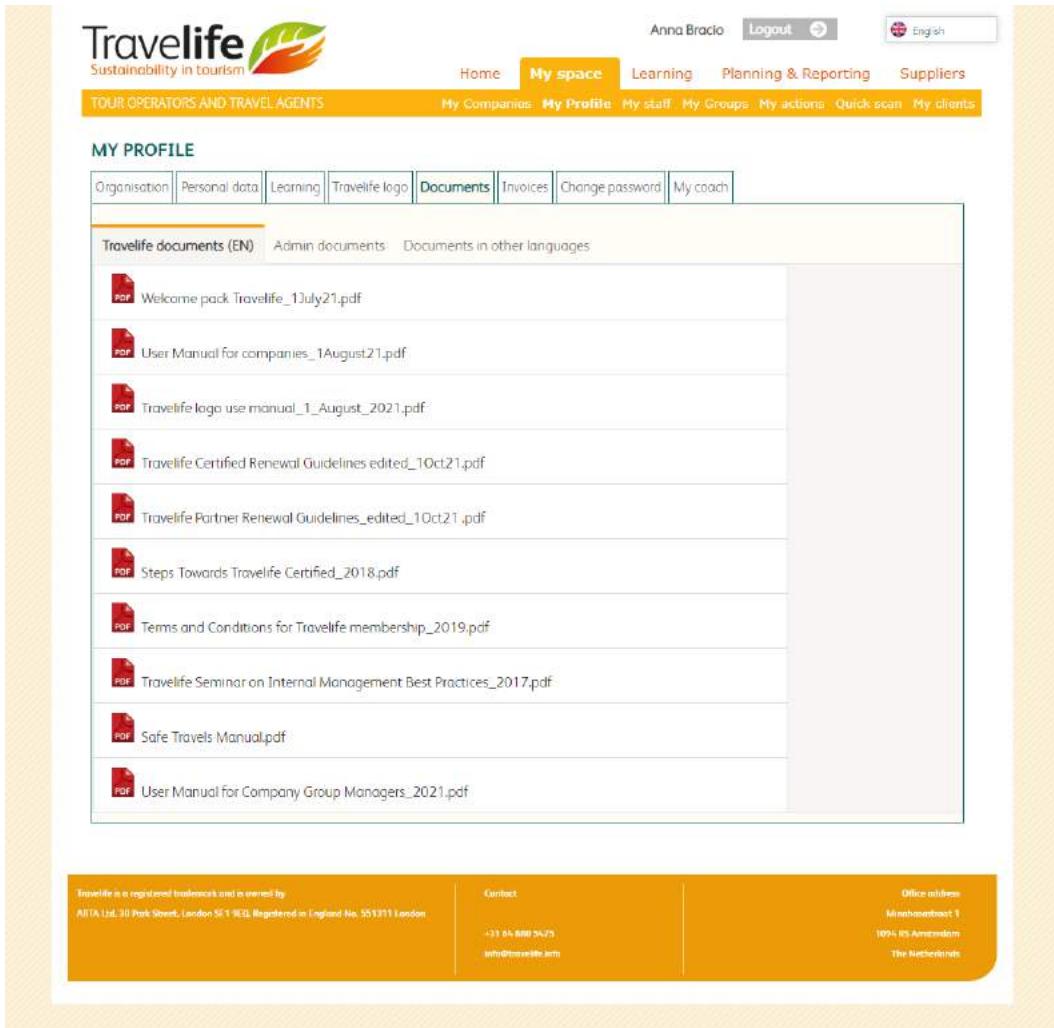
You also can find the video below in your own languages:

- > For English, please click [here](#).
- > For French, please click [here](#).
- > For German, please click [here](#).
- > For Italian, please click [here](#).

Any functions not covered in the introductory video will be presented in this user manual using screen prints and corresponding narrative to detail how to use the Travelife Platform. This user manual is updated monthly. It will therefore be possible that new features are available or other improvements have been made. We will upload regular updates of this manual online, under **My Space > My Profile > Documents**.

User Access Considerations: Many management tools explained in this user manual are exclusively for the sustainability coordinator login. Staff members do not have access to some of these tools.

Troubleshooting & Support: Please contact the Travelife helpdesk (info@travelife.info) when experiencing technical glitches. We also welcome any suggestions and remarks on this manual or the online tools in general at this email address.



The screenshot shows the Travelife Online platform interface. At the top, there is a navigation bar with links for Home, My space (which is highlighted in yellow), Learning, Planning & Reporting, and Suppliers. There are also links for Logout, Anna Bracio, and a language switcher for English. Below the navigation bar, there is a sub-navigation bar for TOUR OPERATORS AND TRAVEL AGENTS, with links for My Companies, My Profile (which is highlighted in yellow), My staff, My Groups, My actions, Quick scan, and My clients.

The main content area is titled 'MY PROFILE' and contains a menu bar with links for Organisation, Personal data, Learning, Travelife logo, Documents (which is highlighted in yellow), Invoices, Change password, and My coach.

Under the 'Documents' menu, there is a sub-section titled 'Travelife documents (EN)' with links for Admin documents and Documents in other languages. The 'Admin documents' section lists the following files:

- Welcome pack Travelife_10July21.pdf
- User Manual for companies_1August21.pdf
- Travelife logo use manual_1_August_2021.pdf
- Travelife Certified Renewal Guidelines edited_10Oct21.pdf
- Travelife Partner Renewal Guidelines_edited_10Oct21.pdf
- Steps Towards Travelife Certified_2018.pdf
- Terms and Conditions for Travelife membership_2019.pdf
- Travelife Seminar on Internal Management Best Practices_2017.pdf
- Safe Travels Manual.pdf
- User Manual for Company Group Managers_2021.pdf

At the bottom of the page, there is a footer section with the following information:

- Travelife is a registered trademark and is owned by AITA Ltd, 30 Park Street, London SE1 9EL. Registered in England No. 5513211 London.
- Contact information: +31 84 800 5625, info@travelife.info
- Office address: Minnenhofstraat 1, 1074 HS Amsterdam, The Netherlands

2. Logging In

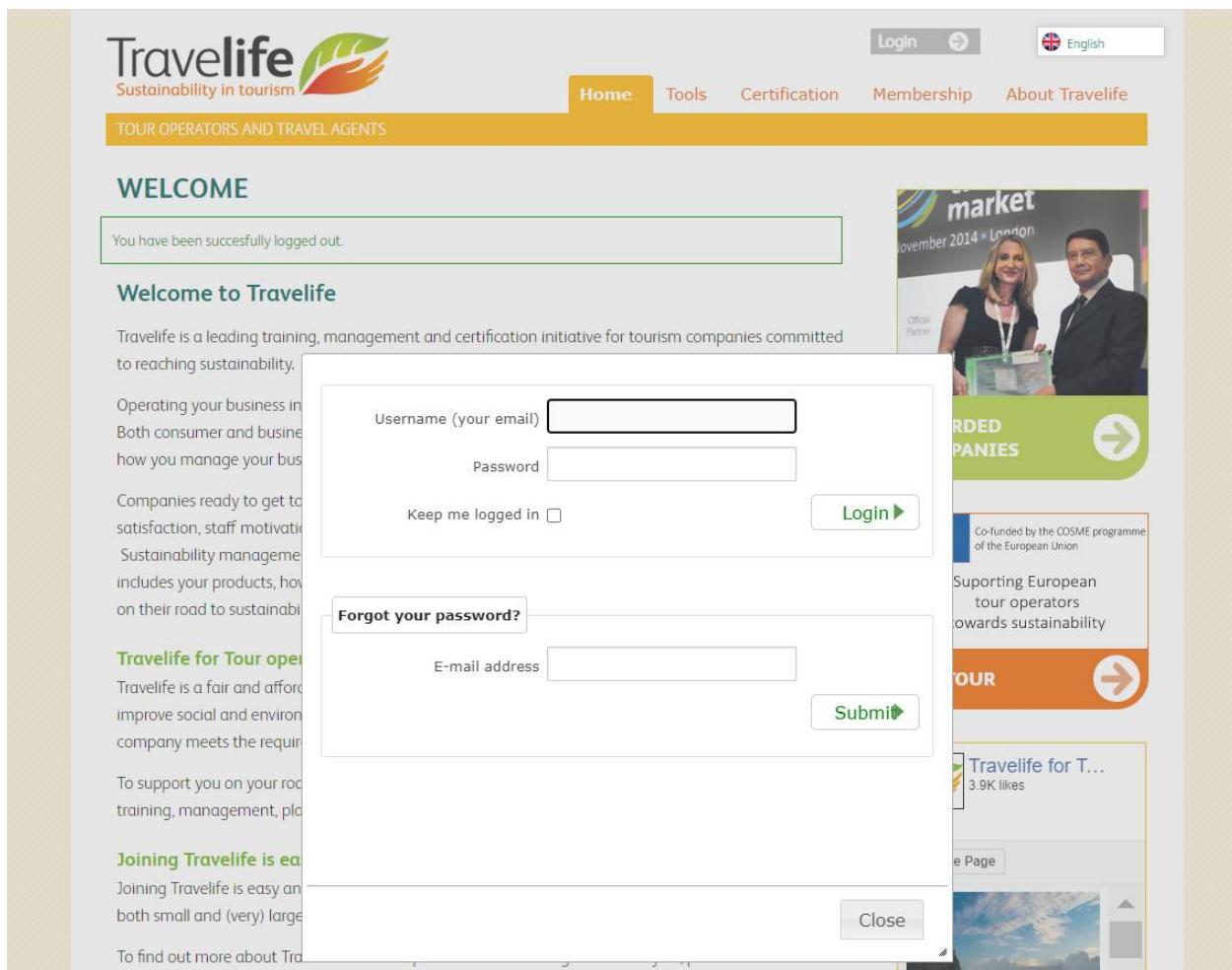
Begin by **logging on at travelife.info to benefit from our online tools.** www.travelife.info

Username: your email address that you have used to register at travelife.info

Password: your password that you created while registering at travelife.info

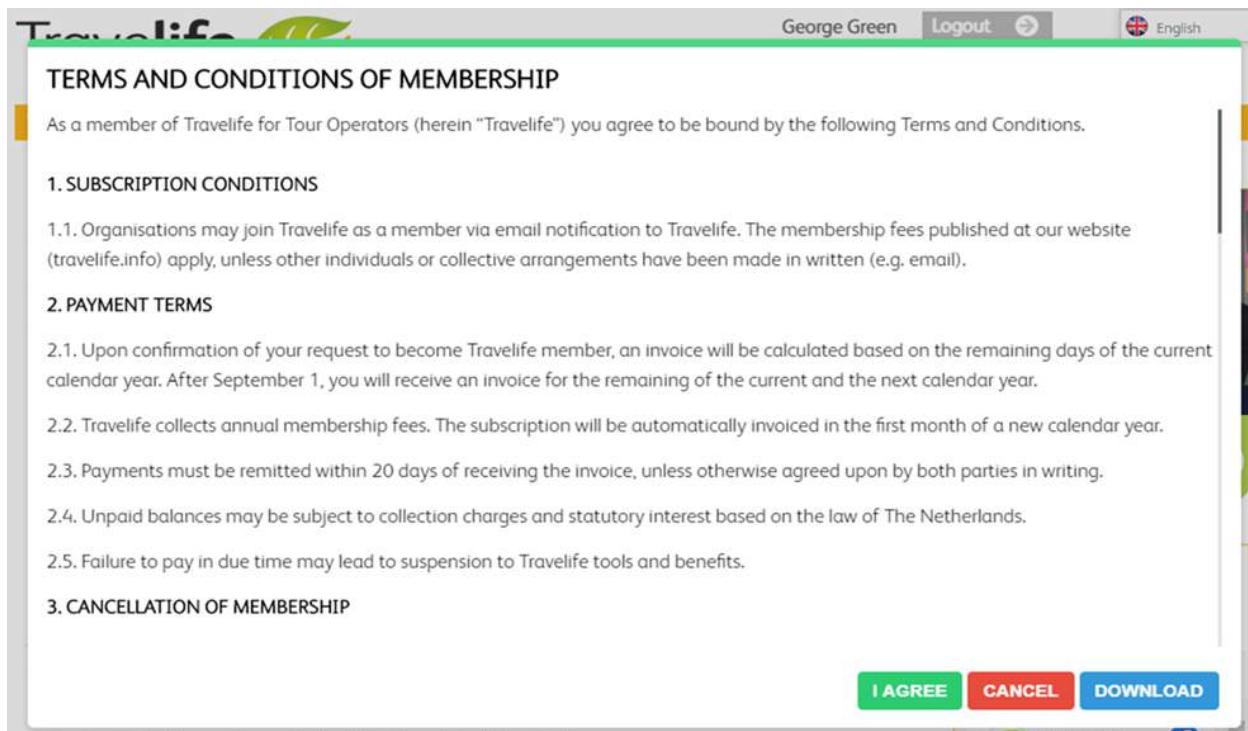
Default password: If you did not create your own password, the default password is always "travelife". You can change this password after logging in with the default password. Please see page 15 for instructions.

Forgot your password? Request a new password via your email that you used to register at Travelife.



For newly engaged members, the **Terms & Conditions of membership** pop-up after logging in. You are required to read the Terms & Conditions carefully and select the "I agree" button to access the Travelife Platform.

Cancel is also an option; however, please note that the **Terms & Conditions** will continue to pop up every time you log in the Travelife Platform until you agree with the **Terms & Conditions**.



The screenshot shows a pop-up window titled 'TERMS AND CONDITIONS OF MEMBERSHIP'. At the top right are 'George Green' (user name), 'Logout', and a language switch to 'English'. The main text states: 'As a member of Travelife for Tour Operators (herein "Travelife") you agree to be bound by the following Terms and Conditions.' Below this are three sections: '1. SUBSCRIPTION CONDITIONS', '2. PAYMENT TERMS', and '3. CANCELLATION OF MEMBERSHIP'. Section 1.1.1 specifies that organisations join via email notification. Section 2.1.1 states that invoices are calculated based on the remaining days of the current calendar year. Section 2.4.1 notes that unpaid balances are subject to collection charges and statutory interest. At the bottom right of the pop-up are three buttons: 'I AGREE' (green), 'CANCEL' (red), and 'DOWNLOAD' (blue).

Upon clicking on “I agree”, the pop-up window will disappear, and you can start browsing through the Travelife Platform. **The Terms & Conditions (of membership)** will be saved in your account under **My Space > My profile > Documents**.

MY PROFILE

[Organisation](#) [Personal data](#) [Learning](#) [Travelife logo](#) [Documents](#) [Invoices](#) [Change password](#) [My coach](#)
[Travelife documents \(EN\)](#) Admin documents Documents in other languages

 Welcome pack Travelife_1July21.pdf

 User Manual for companies_1August21.pdf

 Travelife logo use manual_1_August_2021.pdf

 Travelife Certified Renewal Guidelines edited_1Oct21.pdf

 Travelife Partner Renewal Guidelines_edited_1Oct21.pdf

 Steps Towards Travelife Certified_2018.pdf

 Terms and Conditions for Travelife membership_2019.pdf

 Travelife Seminar on Internal Management Best Practices_2017.pdf

 Safe Travels Manual.pdf

 User Manual for Company Group Managers_2021.pdf

3. My Space

3.1. My Profile

Here you can find the basic information about your company, including your company's sustainability coordinator.

Note: Only the appointed sustainability coordinator has the administrative rights with corresponding login details. Only the appointed sustainability coordinator can add staff members to the company's Travelife account.

As such, management functions are visible for the sustainability coordinator only, including access to invoices and the right to pay the pending invoices via online payment.

Staff members of the company only have the right to manage their own personal details, access the training and the company's report if permitted by its sustainability coordinator. All functions are described below.

Organisation

Here you can update and change your company information. It is important that the organisational details are correct and up to date.

STAR TRAVEL 1


 [Back to reporting](#)

Organisation	Coordinator	Staff	Learning	Travelife logo	Documents	Invoices	Status	My coach		
--------------	-------------	-------	----------	----------------	-----------	----------	--------	----------	--	--

[Locate company on map](#)

Lat: ; Lng:

Travel company name	Star Travel 1
* Country	Afghanistan
Travel company type	Tour operator
Registration number	
Street	Mainstreet
Number	12
PO Box	12345
ZIP/Postal code	2222
Town	Unknown
Phone number	012345678
E-mail address	aft1@aft.a
Website	www.africatravel1.a

Logo	<input type="button" value="Choose File"/> No file chosen star_travel.jpg
------	--

<input type="button" value="Update"/>

[Move registration to address book](#)

* Indicates mandatory field

Note: It is important to upload your standard logo from here for consistent use on Travelife online and later when your company profile is shown on our website under Travelife Awarded companies. When the logo is uploaded from here, it will automatically show in your reporting so that you will not have to upload your company information again.

Coordinator

This is where you can change your company's sustainability coordinator and their details.

This page shows the details of the current sustainability coordinator. Only this appointed person can choose another staff member to replace them as sustainability coordinator.

To change the coordinator, please ensure that the person you want to appoint as the new sustainability coordinator is registered in "**My Staff**." Once this person is registered, go back to the **Coordinator** page, click on "**Select from list**" in "**Change sustainability coordinator**," and select another staff member. Click "**Update**" to complete the process.



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of the European Union

After making these changes, the previous coordinator will be listed in the staff list. If the coordinator has left the company, they can be removed from the staff list.

Travelife
Sustainability in tourism

Anna Bracio [Logout](#)

Home **My space** Learning Planning & Reporting Suppliers

TOUR OPERATORS AND TRAVEL AGENTS My Companies My Profile My staff My Groups My actions Quick scan My clients

STAR TRAVEL 1

[<< Back to reporting](#)

Organisation **Coordinator** Staff Learning Travelife logo Documents Invoices Status My coach

First name

Last name

The coordinator must be an existing staff member. Sustainability coordinator can add new members under My Space -> My staff -> Add new member.

Change sustainability coordinator:

Gender

Position

Anita Dixey
 Chris Bolton
 John Ray
 Joyce Willems

Phone number

Mobile number

Fax

Skype

Personal e-mail address

[Reset password for user](#)

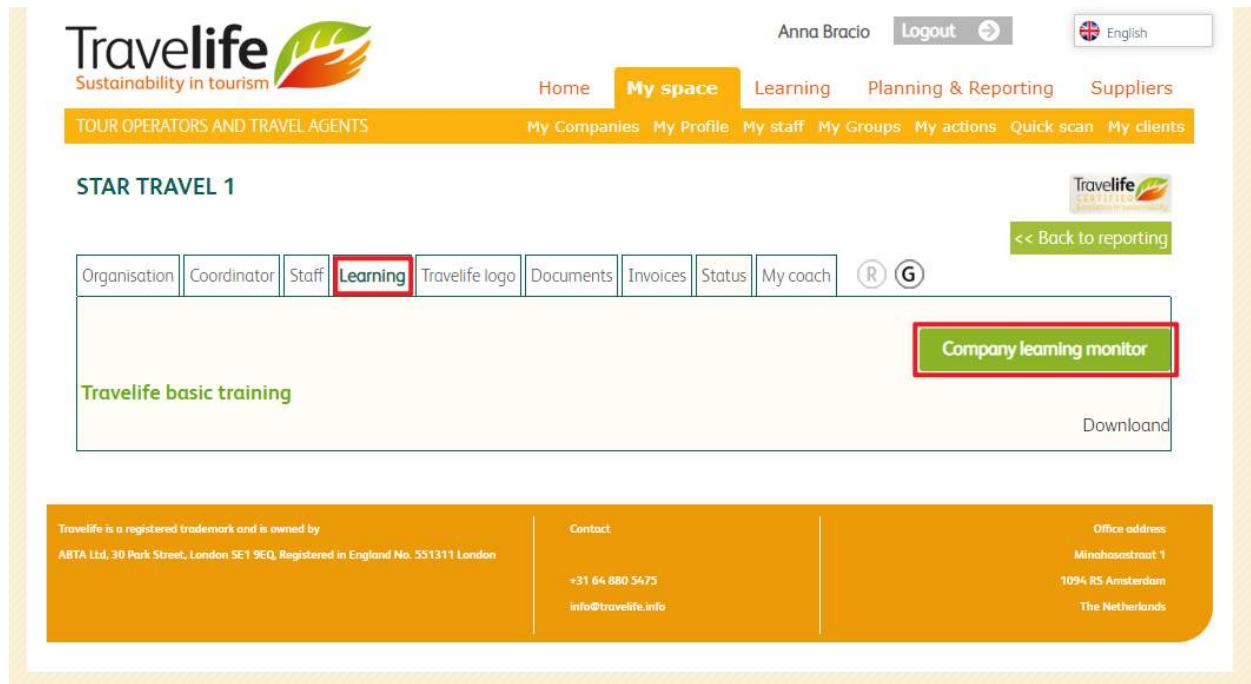
To register staff members on the Travelife Platform, follow the instructions under “**My staff**.”



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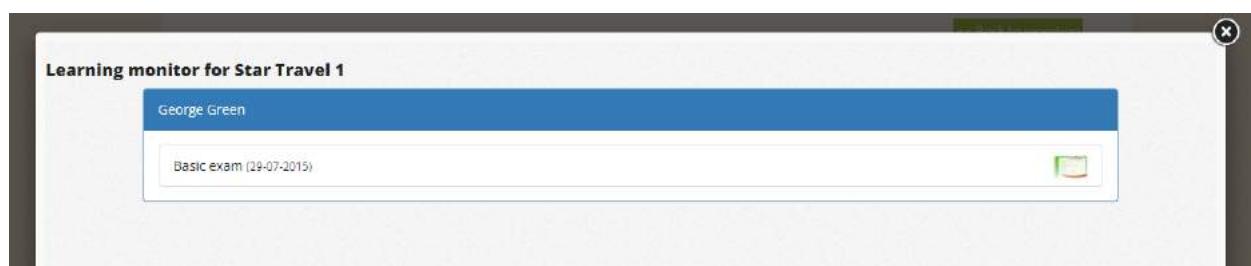
Learning

This is where individual certificates of completion for Travelife sustainability trainings can be found.



The screenshot shows the Travelife website interface. At the top, there is a navigation bar with links for 'Home', 'My space' (which is highlighted in orange), 'Learning', 'Planning & Reporting', and 'Suppliers'. Below this, a sub-navigation bar for 'TOUR OPERATORS AND TRAVEL AGENTS' includes links for 'My Companies', 'My Profile', 'My staff', 'My Groups', 'My actions', 'Quick scan', and 'My clients'. The main content area is titled 'STAR TRAVEL 1'. It features a 'Travelife basic training' section with a 'Company learning monitor' button. A 'Download' link is also present. At the bottom, there is a footer with contact information: 'Travelife is a registered trademark and is owned by ABTA Ltd, 30 Park Street, London SE1 9EQ, Registered in England No. 5513111 London', 'Contact: +31 64 880 5475, info@travelife.info', and 'Office address: Minhasstraat 1, 1094 RS Amsterdam, The Netherlands'.

By clicking on “**Company learning monitor**”, you will be able to view an overview of the Travelife training courses taken and successfully completed by staff members.



The screenshot shows a modal window titled 'Learning monitor for Star Travel 1'. It displays a list of completed training courses for a staff member named 'George Green'. The first course listed is 'Basic exam (29-07-2015)'.

Travelife Logo

The Travelife logo for commercial use can be found here. After achieving Travelife Partner or Travelife Certified, you can download the Travelife logos in different formats here.

Note: The general Travelife logo is **not** permitted for use for any Travelife member company.

The Travelife logo usage manual provides a detailed explanation about where, what, and how to draft your marketing communications relating to Travelife.

Travelife Engaged companies are not yet permitted to use any Travelife award logos. For Travelife members at the Engaged level, no logo will be displayed in this page as below.

MY PROFILE

Organisation	Coordinator	Learning	Travelife logo	Documents	Invoices	Change password	My coach	My auditor	Status
--------------	-------------	----------	-----------------------	-----------	----------	-----------------	----------	------------	--------

Travelife logo GSTC logo

As an Engaged company you are not permitted yet to use the Travelife logo. Once awarded you can find here the Travelife Partner and Travelife Certified logo's.

[Travelife logo usage manual](#)


Download: [PDF](#)

For companies that have obtained the Travelife Partner or Travelife Certified, the logo will be shown in different formats under “Travelife logo.” The logos are available in two languages: English and French.

Organisation	Coordinator	Learning	Travelife logo	Documents	Invoices	Change password	My coach	My auditor	Status
--------------	-------------	----------	-----------------------	-----------	----------	-----------------	----------	------------	--------

Travelife logo GSTC logo

[Travelife logo usage manual](#)


Download: [PDF](#)

[Travelife Partner logo](#)


Download: [EPS](#) [PNG](#) [JPG](#)

[Travelife Partner logo - French](#)


Download: [EPS](#) [PNG](#) [JPG](#)

Travelife Certified companies have the option to purchase the GSTC Chain-of-Custody logo for use and display next to the Travelife logo at an extra cost. Price and terms and conditions of use of the logos are explained on the Travelife logo page. When in doubt, please contact your personal coach for further information.

The screenshot shows a navigation bar with ten items: Organisation, Coordinator, Learning, Travelife logo, Documents, Invoices, Change password, My coach, My auditor, and Status. Below this is a sub-navigation bar with two items: Travelife logo and GSTC logo. The main content area contains the Travelife logo, the GSTC logo, the GSTC CoC logo, a 'Terms and conditions' link, and a prominent green 'Buy' button.

Documents

There are three tabs under “Documents.”

- **Travelife documents (EN):** To download the Travelife Manuals and the Terms & Conditions in English.

The screenshot shows the 'My space' section of the Travelife dashboard. It includes a user profile (Anna Bracio), a 'Logout' button, and a language selector (English). The main menu has links to Home, My space (highlighted in yellow), Learning, Planning & Reporting, and Suppliers. Below this is a sub-menu for TOUR OPERATORS AND TRAVEL AGENTS with links to My Companies, My Profile, My staff, My Groups, My actions, Quick scan, and My clients. The 'STAR TRAVEL 1' section is shown. The 'Documents' tab is highlighted with a red box. Below it, there are three tabs: Travelife documents (EN) (highlighted with a red box), Admin documents, and Documents in other languages. Under 'Travelife documents (EN)', there are two PDF files listed: 'Welcome pack Travelife_1July21.pdf' and 'User Manual for companies_1August21.pdf'.

- **Documents in other languages:** To download the Travelife Manuals and the Terms and Conditions in other languages (German, French, Italian & Spanish).



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STAR TRAVEL 1



<< Back to reporting

Organisation	Coordinator	Staff	Learning	Travelife logo	Documents	Invoices	Status	My coach	(R)	(G)
Travelife documents (EN) Admin documents Documents in other languages										

PDF German_Geschäftsbedingungen Travelife_2019.pdf

PDF German_2 Schritte zu Travelife Certified 2018_last updated Jul2018.pdf

PDF German_Willkommens_paket Travelife Mai 2021.pdf

- **Admin Documents:** This is where your company registration, membership payment slips, and Travelife Certified agreements are housed.

STAR TRAVEL 1



<< Back to reporting

Organisation	Coordinator	Staff	Learning	Travelife logo	Documents	Invoices	Status	My coach	(R)	(G)
Travelife documents (EN)	Admin documents	Documents in other languages								

File manager

Invoices

The “Invoices” tab allows you to check your membership fee balance and download your invoice in PDF.



MY PROFILE

[Organisation](#) [Coordinator](#) [Learning](#) [Travelife logo](#) [Documents](#) [Invoices](#) [Change password](#) [My coach](#) [My auditor](#) [Status](#)

Invoices

[Adapt company details](#)

There are no invoices for your company

Please note that only the login details of the sustainability coordinator can access and settle invoices via online payment using our platform.

You can also check the status of your membership payment here. For online payment, you will see the updated status immediately on the Travelife Platform. For bank transfers, the status will be updated once a month.

- **To pay online:** Online payment via PayPal or credit card is possible on our platform. Simply click on the online payment logo and follow the steps to proceed with the payment.

MY PROFILE

[Organisation](#) [Coordinator](#) [Learning](#) [Travelife logo](#) [Documents](#) [Invoices](#) [Change password](#) [My coach](#) [My auditor](#) [Status](#)

Invoices

[Adapt company details](#)

Invoice text	Invoice value	Invoice date	Invoice status	Download	Pay directly
Travelife membership fee - 2020	€ 225.00	05-08-2020	Open	PDF	    

- **Adapt invoice details:** You can specify your invoice details if the given information is not correct. You can include the email of your finance or administrative manager if you wish the invoices to be sent directly to your admin department. EU companies are legally obliged to add their VAT number.

Invoices

Adapt company details

There are r

Invoice details

Company name

Contact person first name

Contact person last name

Email

VAT number

* Street

* Number

Zip

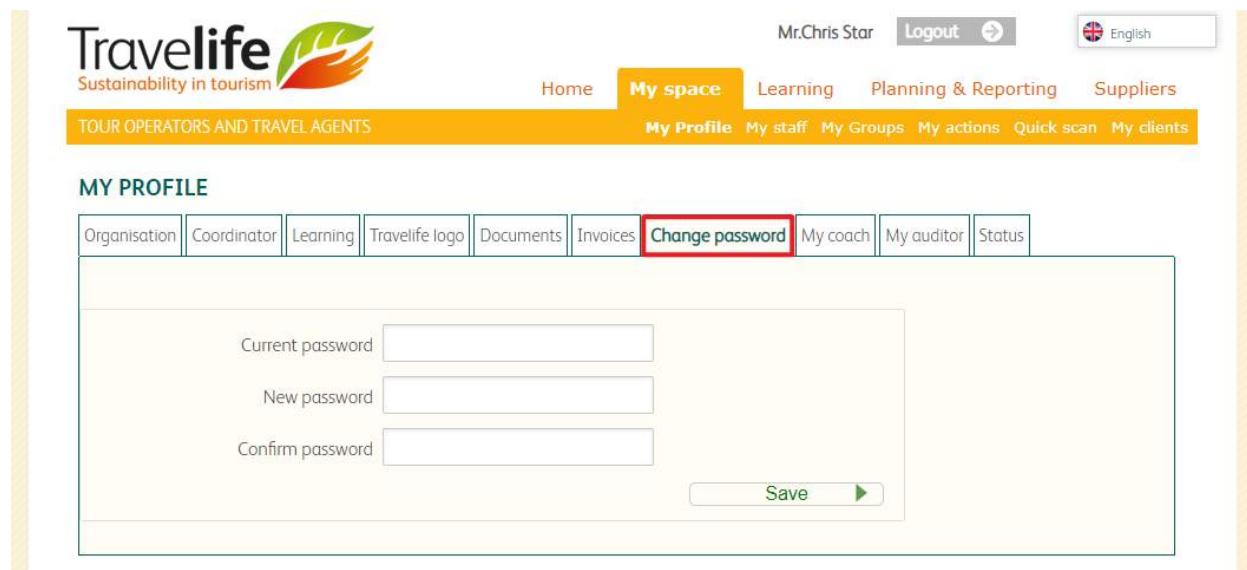
* Town

Country 

Update 

Change Password

This section allows you change your password. This is also where you should set a new

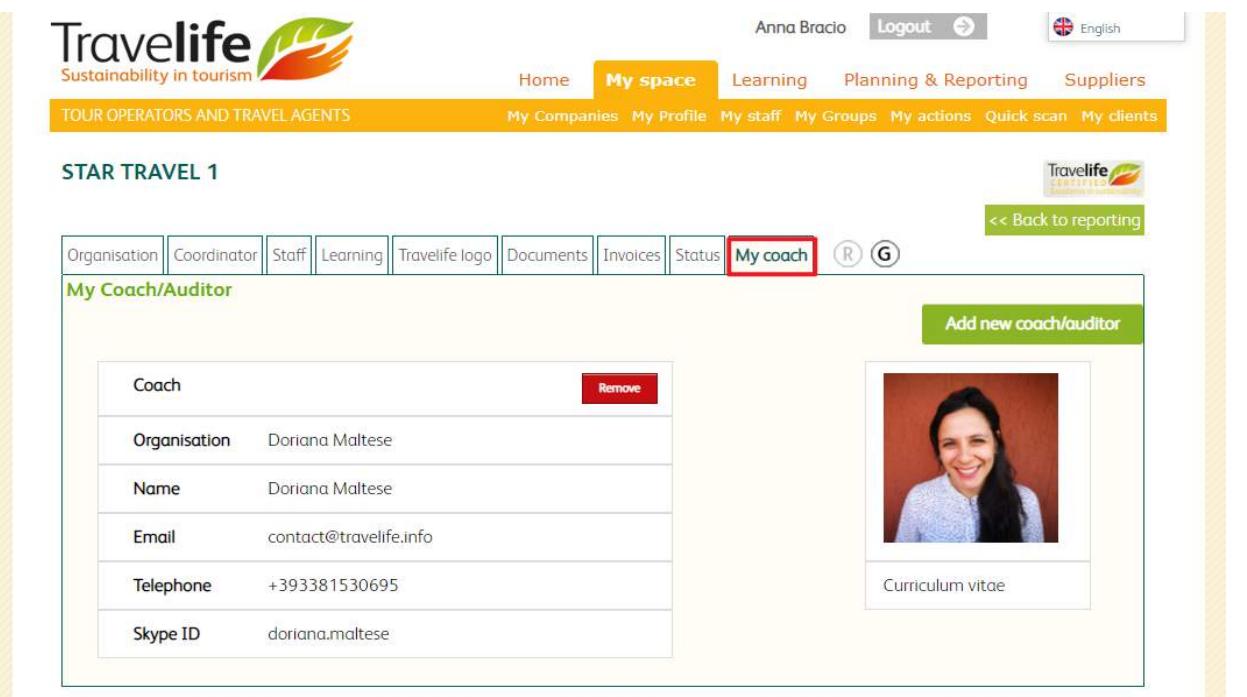


The screenshot shows the 'My Profile' section of the Travelife website. At the top, there are navigation links: Home, My space (which is highlighted in yellow), Learning, Planning & Reporting, and Suppliers. Below these are sub-links: My Profile, My staff, My Groups, My actions, Quick scan, and My clients. A red box highlights the 'Change password' button in the 'My Profile' row. The main area contains fields for 'Current password', 'New password', and 'Confirm password', with a 'Save' button at the bottom.

password after your first login (from the “travelife” default password).

My Coach

Under this tab you can find details for your dedicated Travelife coach . The details of this person will be provided for your convenience and any correspondence regarding Travelife can be done via this person.



The screenshot shows the 'My Coach' section of the Travelife website. At the top, there are navigation links: Home, My space (highlighted in yellow), Learning, Planning & Reporting, and Suppliers. Below these are sub-links: My Companies, My Profile, My staff, My Groups, My actions, Quick scan, and My clients. A red box highlights the 'My coach' button in the 'My Profile' row. The main area shows a list of 'My Coach/Auditor' details, including Doriana Maltese's contact information: Email (contact@travelife.info), Telephone (+393381530695), and Skype ID (doriana.maltese). There is also a 'Curriculum vitae' link and a 'Remove' button. A green 'Add new coach/auditor' button is located at the top right of the list area.

My Auditor

This is only visible for companies pursuing Travelife Certified and who have been matched with an auditor upon receiving the Travelife Certified proposal.

Travelife Sustainability in tourism

Home My space Learning Planning & Reporting Suppliers

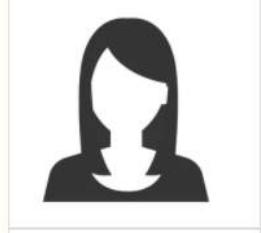
TOUR OPERATORS AND TRAVEL AGENTS My Profile My staff My Groups My actions Quick scan My clients

MY PROFILE

Organisation Coordinator Learning Travelife logo Documents Invoices Change password My coach **My auditor** Status

My auditor

Auditor	
Organisation	Group Manager test
Name	Group Manager Test
Email	groupmanager@test
Telephone	0658944634
Skype ID	



Curriculum vitae

Status

The “Status” tab shows the stage your company is currently at in the Travelife process. If you have Travelife Partner or Travelife Certified status, the **company award** is also downloadable by clicking on the company certificate. This download is a high-resolution version fit for printing. The validity of your award will be displayed here as well.

Organisation Coordinator Learning Travelife logo Documents Invoices Change password My coach My auditor **Status**

Company status



Company certificate



Valid until:
01 November, 2021

If your company is Travelife Engaged, no logo nor award will be displayed in this section.

Organisation Coordinator Learning Travelife logo Documents Invoices Change password My coach My auditor **Status**

Company status

Engaged



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3.2. My Staff

As a Travelife member in good standing, you can add unlimited staff members to the Travelife Platform so that they may access all benefits your membership and the Platform has to offer.

In this section, you can add and manage staff members. You may also add suppliers (e.g. hotels, tour guides, drivers, etc.) to your company account under “My Staff” so that they may access the Travelife training courses.

Note: Only the appointed sustainability coordinator can **add, invite, and delete** staff members as users of the Travelife Platform.

Change sustainability coordinator (in green marked box): This function offers another way to change the sustainability coordinator of the company.

Simply click on the green box of the staff you want to make coordinator. Note that after this, the previous coordinator will lose all rights associated with the sustainability coordinator status.

The **red marked box** below shows how to change reporting rights of staff members:

- **Editor** means the staff member can make changes in the planning and reporting tool. It is recommended that you keep the editor rights for the coordinator and sustainability team members (if available) to avoid unexpected changes/removal of reporting information without consent of the sustainability coordinator.
- **View (recommended for the staff members)** means the staff member only has access to view the reporting.
- **Blocked** means you have temporarily blocked the staff member to view the reporting. This setting is recommended for suppliers to whom you have given access to the Platform.

STAFF MEMBERS

(+    )

Search 

Show 200 entries

Organization	First name	Last name	Mail	Sem.	Dipl.	Reporting right	Coordinator	
Green Travel 1	Janneke	Jansen	AF		—		Editor	<input checked="" type="checkbox"/>
s test	s	test	TH		—	—	Blocked	<input type="checkbox"/>
testtest test	testtest	test	AF		—	—	Blocked	<input type="checkbox"/>
test test	test	test	AF		—	—	Blocked	<input type="checkbox"/>
test test	test	test	AF		—	—	Blocked	<input type="checkbox"/>
Peter Reelfs	Peter	Reelfs	AF		—	—	View	<input type="checkbox"/>

Showing 1 to 6 of 6 entries

Previous 1 Next

Sustainability in tourism 

Home **My space** Learning Planning & Reporting Suppliers

TOUR OPERATORS AND TRAVEL AGENTS

My Profile My staff My Groups My actions Quick scan My clients

STAFF MEMBERS

(+    )

Search 

Show 200 entries

Organization	First name	Last name	Mail	Sem.	Dipl.	Reporting right	Coordinator	
Green Travel 1	Janneke	Jansen	AF		—		Editor	<input checked="" type="checkbox"/>
s test	s	test	TH		—	—	View	<input type="checkbox"/>
testtest test	testtest	test	AF		—	—	Blocked	<input type="checkbox"/>

The functional tool bar contains the tools for you to manage all registered staff members. Staff members are referred as **user(s)** on our Platform.

- (+) Add new staff member
- (+) Register staff member with code
- (+) Approve membership of selected users

 Remove selected users from the group

 Send email to selected users

Add new staff member

This function is used to add a user to your company's account. Once you have clicked "add new staff member", a form will pop up.

Company staff data

* First name

* Last name

Gender Male Female

Position

- General management
- Sustainability management
- Marketing management
- Product development
- Client Affairs
- Other

Phone number

Mobile number

Fax

* Personal e-mail address

Notify member

Bellow message will be automatically sent to the newly registered staff member. Please feel free to add your personal note.



I registered you to Travelife for Tour operators and Travel agents.
Please use your e-mail address as username and the below password to further complete your registration at www.travelife.info. After login you will be able to change your password.

The * indication shows required information to be filled in to successfully add a new staff member.

If you tick “**Notify member**,” a templated e-mail will be automatically sent to your newly registered staff member(s). The template is **editable**, so you may make changes prior to sending.

When the form is complete, click “**Submit**” to send.

The default password for your registered staff members will be “travelife”. Each staff member then can log in and change the password by following the [log-in instructions](#).

Register staff member with code

When registering multiple new users, you can simply send them a **registration code** so that they can log on to the Travelife Platform and add their own personal information.

To send a code to staff members/new users, click on the icon representing “**Register staff**

STAFF MEMBERS



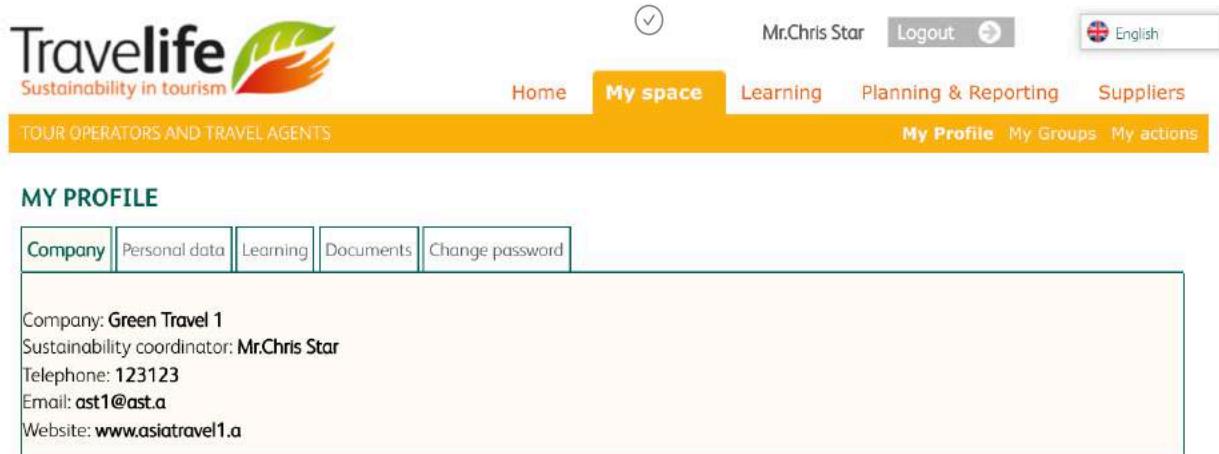
The screenshot shows a user interface for registering staff members. At the top, there are four icons: a plus sign, an envelope (highlighted with a red box), a checkmark, and a user profile. Below these are two input fields: 'Travel company staff name' and 'E-mail address'. At the bottom is a 'Submit' button with a green arrow icon, also highlighted with a red box.

member with code” as highlighted in the image and add the information required under “**Company staff registration**”. Click **Submit** to finish.

When you send your staff members a registration code, they will receive an automatic notification email at their registered email address with a link and a code. Staff members can click on the link and submit the registration code for login. Once logged in, they can create a login password and add their information to complete their profile.



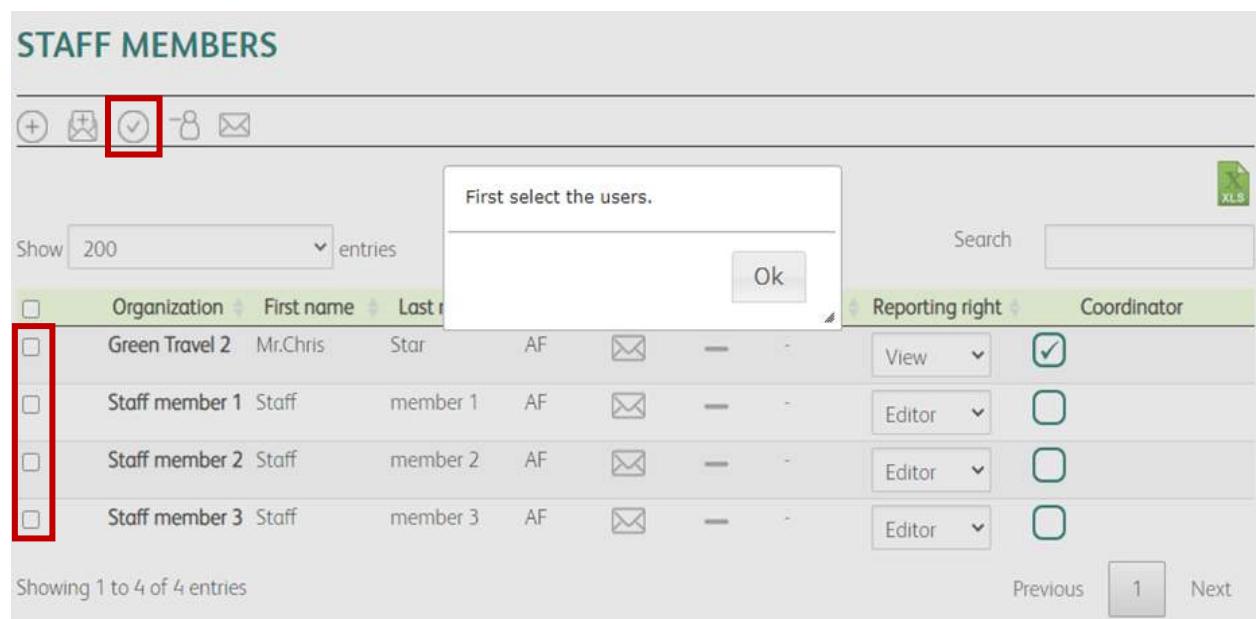
Below tabs are available for the staff member's account:



The screenshot shows the Travelife 'My Profile' page. At the top, there is a logo for 'Travelife Sustainability in tourism' and a navigation bar with links for 'Home', 'My space' (which is highlighted in orange), 'Learning', 'Planning & Reporting', and 'Suppliers'. Below the navigation bar, there is a sub-navigation bar with links for 'TOUR OPERATORS AND TRAVEL AGENTS', 'My Profile' (highlighted in orange), 'My Groups', and 'My actions'. The main content area is titled 'MY PROFILE' and contains a table with tabs for 'Company', 'Personal data', 'Learning', 'Documents', and 'Change password'. The 'Company' tab is selected. Inside the table, there is a box containing account details: Company: Green Travel 1, Sustainability coordinator: Mr.Chris Star, Telephone: 123123, Email: ast1@ast.a, and Website: www.asiatravel1.a.

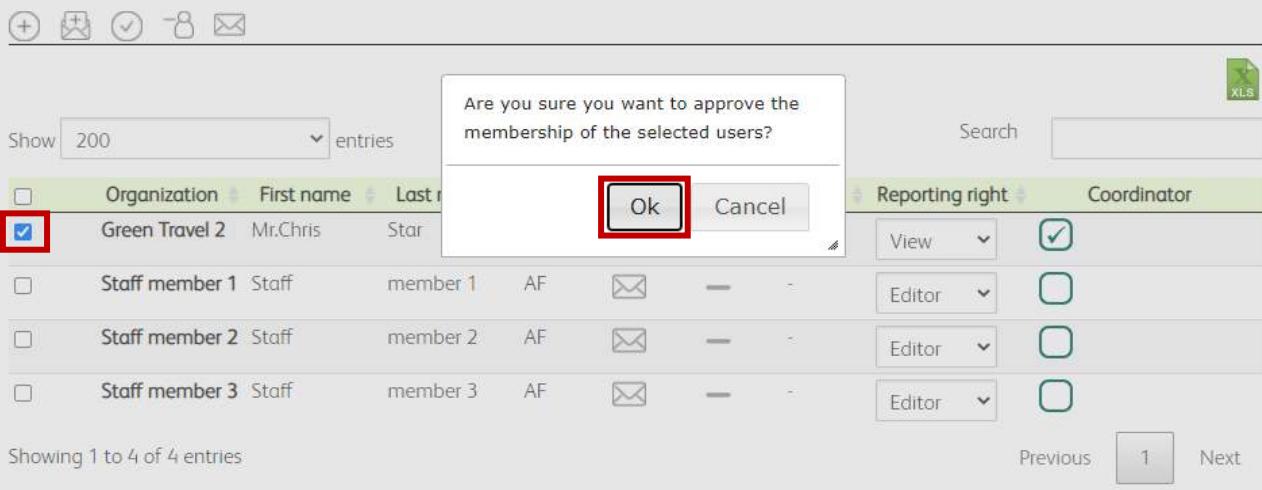
Approve membership of selected users

The sustainability coordinator always must approve the membership of a newly registered staff before they can use their account. To do so, select the users you want to approve from the list (red box on the left) and then click on the icon. Then click "OK" to approve the membership of the selected user.



The screenshot shows the 'STAFF MEMBERS' list page. At the top, there is a toolbar with icons for adding a new staff member, deleting, and selecting. A red box highlights the 'Select' icon. Below the toolbar, there is a search bar with 'Show 200 entries' and a 'Search' button. A modal dialog box is open, prompting 'First select the users.' with an 'Ok' button. The main table lists four staff members: 'Green Travel 2' (Coordinator checked, View selected), 'Staff member 1' (Editor selected), 'Staff member 2' (Editor selected), and 'Staff member 3' (Editor selected). Each row has a checkbox in the first column, which is also highlighted with a red box. The table has columns for 'Organization', 'First name', 'Last name', 'Reporting right', and 'Coordinator'. At the bottom of the table, it says 'Showing 1 to 4 of 4 entries' and has 'Previous' and 'Next' buttons.

STAFF MEMBERS



The screenshot shows a list of staff members. A modal dialog box is open in the center, asking "Are you sure you want to approve the membership of the selected users?". The "Ok" button is highlighted with a red box. The list includes:

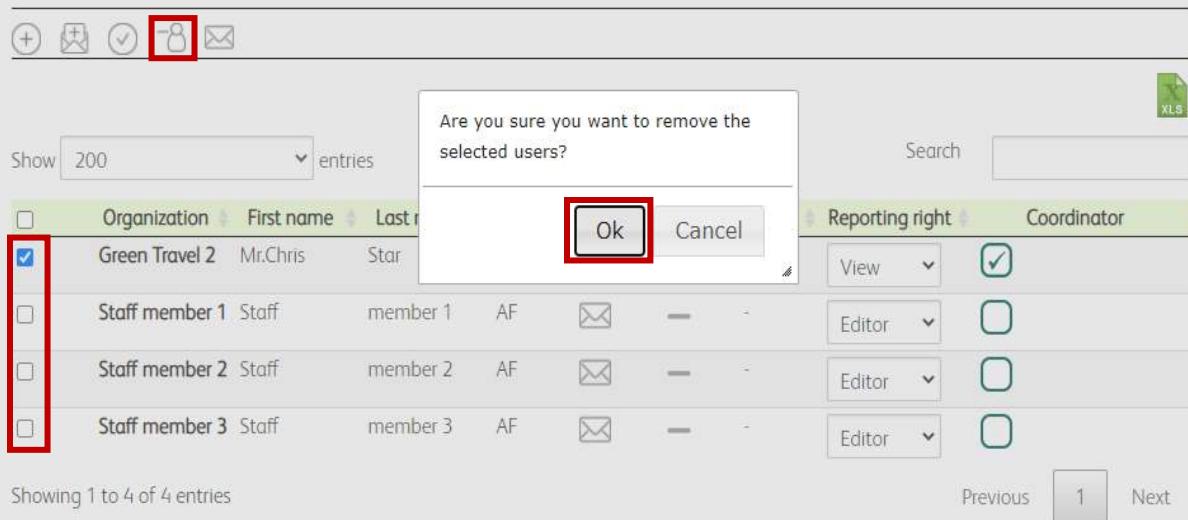
Organization	First name	Last name	Reporting right	Coordinator
Green Travel 2	Mr.Chris	Star	View	<input checked="" type="checkbox"/>
Staff member 1	Staff	member 1	AF	<input type="checkbox"/>
Staff member 2	Staff	member 2	AF	<input type="checkbox"/>
Staff member 3	Staff	member 3	AF	<input type="checkbox"/>

Showing 1 to 4 of 4 entries

Remove selected users from the group

To remove staff members from your company's account, first select the users you want to remove from the list (red box on the left) and then click on the  icon (second from the right under Staff Members). Click "OK" to remove the selected user.

STAFF MEMBERS



The screenshot shows a list of staff members. A modal dialog box is open in the center, asking "Are you sure you want to remove the selected users?". The "Ok" button is highlighted with a red box. The list includes:

Organization	First name	Last name	Reporting right	Coordinator
Green Travel 2	Mr.Chris	Star	View	<input checked="" type="checkbox"/>
Staff member 1	Staff	member 1	AF	<input type="checkbox"/>
Staff member 2	Staff	member 2	AF	<input type="checkbox"/>
Staff member 3	Staff	member 3	AF	<input type="checkbox"/>

Showing 1 to 4 of 4 entries

Send email to selected users

The Travelife Platform allows you to send emails to registered users. This function allows you to send individual or bulk emails. **Select the users** you want to email by checking the box next to each user. If you wish to **email all users**, check the top box above the users listing to select all.

STAFF MEMBERS

	Organization	First name	Last name	Mail	Sem.	Dipl.	Reporting right	Coordinator
<input type="checkbox"/>	Green Travel 2	Mr.Chris	Star	AF	—	—	View	<input checked="" type="checkbox"/>
<input checked="" type="checkbox"/>	Staff member 1	Staff	member 1	AF	—	—	Editor	<input type="checkbox"/>
<input type="checkbox"/>	Staff member 2	Staff	member 2	AF	—	—	Editor	<input type="checkbox"/>
<input type="checkbox"/>	Staff member 3	Staff	member 3	AF	—	—	Editor	<input type="checkbox"/>

Showing 1 to 4 of 4 entries

Previous 1 Next

Click on the **mail icon** to compose the email. A window will pop up for you to write your email.

This email function works like a basic email tool. Please note that the message will be sent as a personal message from your email address used to register on the Travelife Platform. Upon sending the email from the Travelife Platform, you will receive two emails to your regular mailbox:

- (1.) A copy of the email you sent from the Travelife Platform
- (2.) An email showing the details of the list of the recipients. Any replies from the recipients will be sent to your email.

To view emails previously sent to (selected) users. click on the **mail icon** under the mail column. A window will pop up showing the sent email. Example below.

Action Plan update - Sent on: 17 September, 2020

Before the sustainability meeting next week, please ensure that the assigned Action Plan is updated with its latest progress & results. You can do so directly using the Travelife platform under Planning & Reporting.

See you all next week!

Sustainability Manager

Janneke Jansen

Instructions on how to write an email from the Platform are below.

To attach a file, click “Please attach a file” to select the file you wish to attach.

This email function allows the use of a dynamic greeting line for your email. You may change the language or wording to suite your needs or style, for example, “Dear”, “Hi”, “Hello”. You may address the recipient(s) with their first and last names or choose first name only (as registered in the Platform). Uncheck the box if you do not wish to use the dynamic greeting

The message will be sent to the following addresses: ast1@ast.a, s.andorsorba.n@gmail.com,

Name: Janneke Jansen

From e-mail: ast1@ast.a

CC: [empty]

Subject: [empty]

Please select a file [red box]

Use dynamic greeting line Dear First name and last name

File Edit View Insert Format Table

0 WORDS POWERED BY TINYMCE

Signature:

File Edit View Insert Format Table

0 WORDS POWERED BY TINYMCE

Cancel Send message [red box]

line.



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You may complete your message by copying your email **signature** into the signature box. Note that doing this does not create a permanent template signature. As such, you will need to add your signature if you wish to include it every time you send an email.

Click on “**Send Message**” to send the message. Click **Cancel** to abort the action.

3.1. My Groups

Here you can check which groups (e.g., your outbound partner) you are a member of, or you can accept an invitation for a group by adding the code you have received from the group manager.



The screenshot shows the Travelife Online interface. At the top, there is a navigation bar with links for Home, My space (which is highlighted in yellow), Learning, Planning & Reporting, and Suppliers. Below this, a sub-navigation bar includes My Profile, My staff, My Groups (which is highlighted in blue), My actions, Quick scan, and My clients. The main content area is titled 'MY GROUPS'. It lists a group named 'Star Travel Inbound partners'. To the right of the group name is a 'Sharing' button, which is highlighted with a green box. A dropdown menu is open, showing four options: 'Don't share report', 'Share only Y/N/N/A' (which is highlighted with a blue box), 'Report without attachment', and 'Report with attachments'. The entire dropdown menu is enclosed in a red box.

Under **Group name** you can see the groups that you have joined. You can choose to share your report under **Sharing** (in green marked area). There are 4 options referring to the sharing:

- (1.) Don't share report
- (2.) Share only Y / N / N/A
- (3.) Report without attachment
- (4.) Report with attachments.

All the options refer to the Travelife Report (under Planning & Reporting). When completing the Travelife report, you are requested to answer Yes (Y) / No (N) or Not Applicable (N/A), give further explanations and upload file evidence. This is fully visible for the Travelife team. When you decide to share the report to the partners, you can limit transparency of the report if you wish to ensure confidentiality. These options allow you to choose the levels you wish to share. You can change one of these 4 options also after entering and submitting the code.

If you have received a code from a group manager or a business partner please enter to join the group and to share your report

Enter code

Submit code

After **Enter Code** and click **Submit code**, a pop-up window will show that your code has been validated. Click **Ok**.

Your code has been validated, you are now member of the group.

Ok

Important note about Group functions on the Travelife platform: If you are part of or invited into a Shore excursion group, that means you will need to tick the Shore excursion group in case you are adding or inviting new member(s) (such as a new cruise line company group or shore excursion group).



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3.2. My Actions

Here you can check the online Action Plan of your company. This page allows “View Only”, meaning that it’s not possible to change the info and status of the Action Plan on this page. That can only be done directly on the Action Planning tool.

Note that: The Action Plan is only visible if you decide to use the Travelife Action Planning tool. When the actions are added in the [Action Planning tool](#), they will be displayed under My Actions page in the Platform.

My Actions allows two view options:

- **My plan** allows users to view the asks assigned specifically to him / her,
- **Company plan** allows users to view the company’s full Action Plan.

The Action Plan is downloadable in PDF format as well.

Mr.Chris Star Logout English

Home My space Learning Planning & Reporting Suppliers

TOUR OPERATORS AND TRAVEL AGENTS My Profile My staff My Groups **My actions** Quick scan My clients

MY ACTIONS

My Plan **Company plan** **Download PDF**

0. Company characteristics
No tasks planned

1. Sustainability management & legal compliance

Engagement of company	Responsible	Start / End	Hours
1.1 Sustainability coordinator A. Coordinator Hiring a new coordinator	Mr.Chris Star;	27-10-2015 / 30-10-2015	8

MY ACTIONS

My Plan Company plan Download PDF

0. Company characteristics

No tasks planned

1. Sustainability management & legal compliance

Engagement of company	Responsible	Start / End	Hours
1.1 Sustainability coordinator A. Coordinator Hiring a new coordinator	Mr.Chris Star;	27-10-2015 / 30-10-2015	8
1.4 Mission statement A. Complete mission statement Upload mission statement on the website and provide a deep link.	Staff member 1;	16-12-2020 / 31-12-2020	2
1.5 Trained sustainability coordinator/team A. Team training The whole team will complete the basic Travelife Sustainability training and exam and upload certificates here.	Staff member 2;	16-12-2020 / 16-02-2021	10

3.3. Quick Scan

Travelife 
Sustainability in tourism

Janneke Jansen Logout English

Home My space Learning Planning & Reporting Suppliers

My Profile My staff My Groups My actions Quick scan My clients

GREEN TRAVEL 1

The Quick Scan is a quick and fun Yes/No scan for you to see where you are standing regarding sustainability practices based on our main themes of sustainability. The answers relate to the

report section and will appear there. The quick scan is only relevant in case you have not yet started with the reporting tool.

After completing the quick scan questions, you can download the overview of your sustainability practices.

GREEN TRAVEL 1

SUSTAINABILITY SCAN

1. Company characteristics	
2. Sustainability Management & Legal compliance	
Sustainability coordinator	✓
Sustainability policy	✓
Action plan	✓
Public reporting	—
3. Internal management: social policy & human rights	
Formal contracts	✓
Living wage	✓
Equal opportunities	✓
Child labour	—
4. Internal Management: environment and community relations	
Office paper: type	✓
Office paper: printing	—
Promotional materials	✓
Energy reduction policy	✓
Sustainable energy	✓
Equipment "switch-off" policy	✓

✓ Represents your **Yes** answer



— Represents your **No** answer

If you have already completed the Quick Scan before, you will directly see the overview under your Quick Scan.

You can also see a statistic table that shows your quantitative sustainability results.



The quick scan is downloadable in PDF for your own use.

Your result: 87.1%. You nearly reached the TOP!

You can download your sustainability scan:

[Download](#)



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1. Learning

Here you can find our selected learning and training materials regarding sustainability for you, your staff, your partners, and suppliers.



Janneke Jansen

Logout

English

Home My space Learning Planning & Reporting Suppliers

TOUR OPERATORS AND TRAVEL AGENTS

Online courses My seminars Coaching video Video seminar Background info

LEARNING

The Travelife trainings provide you with the knowledge and skills to effectively introduce sustainability in your company.

The training are based on the practical experiences of front-runner travel companies and leading educational institutes.

In addition to the Travelife introduction course, a growing number of thematic **online courses** are offered. The courses are available in several languages and have been tailored to different countries and types of travel companies such as tour operators (incoming & outgoing) and retail travel agencies. The courses and examination are also open to other staff, students and other interested professionals.

In addition to online trainings Travelife provides on a regular basis classroom trainings in key destinations. Meanwhile more than 40 trainings have been provided in 30 countries. Under **My Seminars** you can find upcoming classroom trainers and reports on past trainings including certificates in case you have joined in one of the past seminars.

The **video seminar** provides you the opportunity to follow online the classroom introduction training of Travelife trainer Chris Thompson.

Under **background info** you will find some of the key documents in sustainable tourism and Corporate Social Responsibility.



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1094 RS Amsterdam
The Netherlands



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Travelife Online – User Manual for Companies

Travelife
Sustainability in tourism

4.1. Online Courses

Here you can participate in a growing number of online courses. We offer 2 kinds of courses:

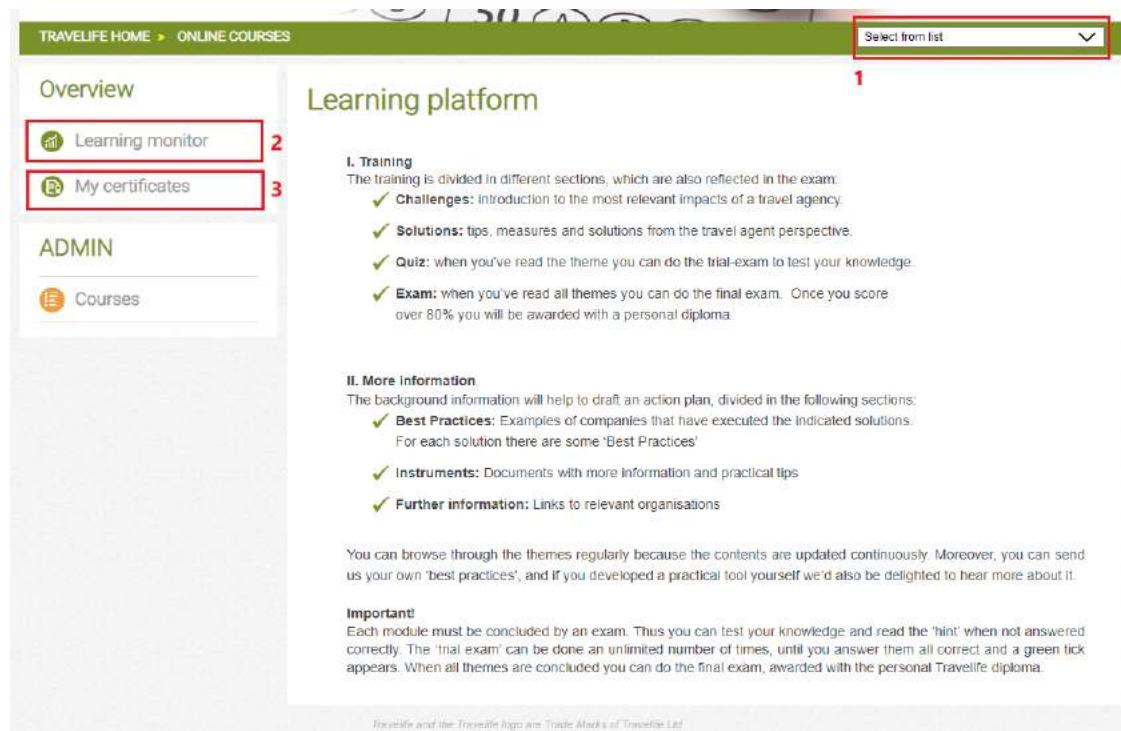
1. **Basic training** – which is split into two trainings:

- a. The Tour Operators & Sustainability training provides key information on sustainability that a tour operator needs to know as a starting point.
- b. The Sustainability Management training provides an overview of how to effectively implement sustainable practices and development into your company.

Note that: These two trainings are mandatory for sustainability coordinator to take and pass the final exam.

2. **Theme training** – which provide in-depth knowledge on different topics, such as animal welfare, internal environmental management, etc.

1. **Select from list:** Click to choose a course you'd like to take.
2. **Learning monitor:** shows you your learning progress per module passed. You can see this after completing the quiz in the training module(s).
3. **My certificates:** To download your training certificate per course after passing the final exam.



TRAVELIFE HOME > ONLINE COURSES

1

2

3

Overview

Learning platform

I. Training

The training is divided in different sections, which are also reflected in the exam:

- ✓ **Challenges:** introduction to the most relevant impacts of a travel agency
- ✓ **Solutions:** tips, measures and solutions from the travel agent perspective
- ✓ **Quiz:** when you've read the theme you can do the trial-exam to test your knowledge
- ✓ **Exam:** when you've read all themes you can do the final exam. Once you score over 80% you will be awarded with a personal diploma

II. More information

The background information will help to draft an action plan, divided in the following sections:

- ✓ **Best Practices:** Examples of companies that have executed the indicated solutions. For each solution there are some 'Best Practices'
- ✓ **Instruments:** Documents with more information and practical tips
- ✓ **Further information:** Links to relevant organisations

You can browse through the themes regularly because the contents are updated continuously. Moreover, you can send us your own 'best practices', and if you developed a practical tool yourself we'd also be delighted to hear more about it.

Important!

Each module must be concluded by an exam. Thus you can test your knowledge and read the 'hint' when not answered correctly. The 'trial exam' can be done an unlimited number of times, until you answer them all correct and a green tick appears. When all themes are concluded you can do the final exam, awarded with the personal Travelife diploma.

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4.1.1. Basic Trainings

Under the “Basic Training” title you will find two titles: **Tour Operators & Sustainability** and **“Sustainability Management”**.

To open the training, simply press the green open button in the bottom right corner of the respective image and you will be taken to the associated main page.

Note that: You will have to enter each of the trainings to complete the associated quizzes in each of the individual modules.



Travelife Sustainability in tourism Online Courses

TRAVELIFE HOME ▶ ONLINE COURSES ▶ BASIC TRAINING Basic training

Basic Training

Welcome to the Travelife Basic Trainings!

This Training will include two online trainings:

- ✓ **The Sustainability Management Training** ensures that all objectives are addressed efficiently and comprehensively, the company can implement a Sustainability Management System (SMS) that covers all areas of responsibility.
- ✓ **Tour Operators & Sustainability training** offers a set of training modules which will improve your knowledge of the positive and negative impacts of tourism. Moreover, it will reveal how you can make your company more environmentally and socially responsible.

Each of these Trainings will be split into modules each with their own short quiz to ensure understanding of each topic. Alternatively, you may read the PDF documents listed on the right but must still complete the training at the end of each module. Once you have read all materials and completed respective quizzes you will unlock the final exam which is made up of a combination of questions outlined in the previous quizzes. To pass this exam in each training you will need to score at least **70%**.

Note: In order to proceed with the final exam to obtain the personal certificate, the quizzes have to be completed 100% after each module.

It is compulsory for the Sustainability Coordinator to acquire these two Training Certificates to be qualified as Sustainability Coordinator and begin working towards Partner Status.

You may begin with whichever Training you choose.

Happy learning!

Download your certificate

Tour operators and sustainability

Completed Start

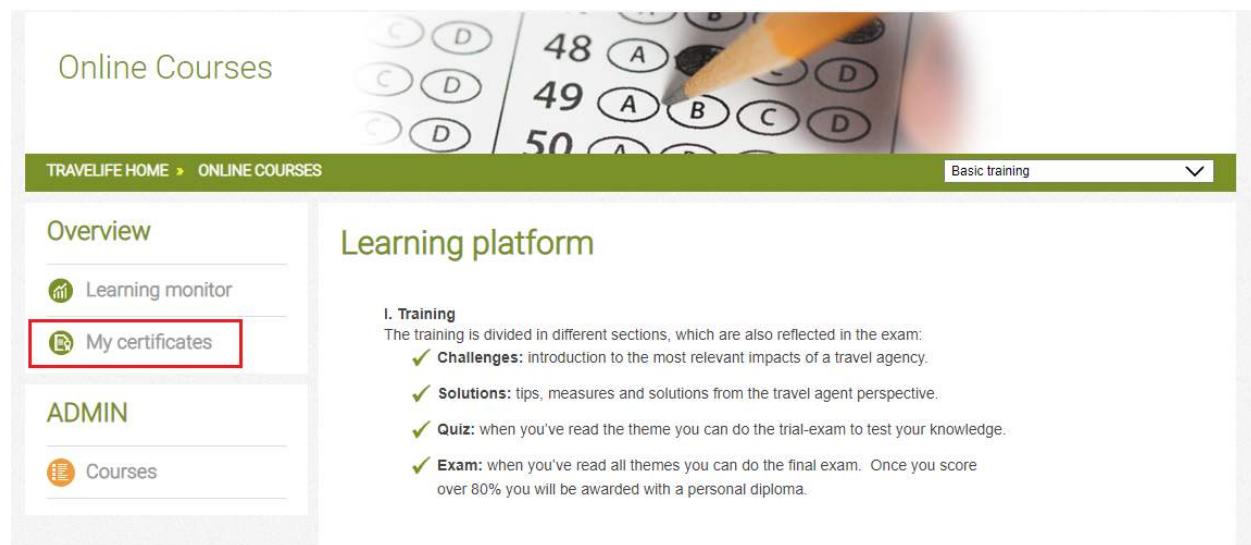
Sustainability management

Completed Start

The **Tour Operators and Sustainability** training is categorized into an introductory section followed by 11 themes which outline the basic information required for the Planning and Reporting platform. Each of these modules are followed by a short quiz to ensure a proper understanding of the learning materials. Once you have completed each of short quizzes, you will unlock the **Final Exam**. To pass this exam you will need to score **at least 70%**.

The **Sustainability Management** training is categorized into 7 modules which outline how to effectively implement sustainable practices and development into your company. Each module is followed by a short quiz to ensure a proper understanding of the learning materials. Once you have completed each of the short quizzes, you will unlock the **Final Exam**. To pass this exam you will need to score **at least 70%**.

Once you have passed the final exams, your respective certificates which can be found under **My Profile > Learning**. It is compulsory for the Sustainability Coordinator to acquire these two Training Certificates to complete the Basic Training and become qualified as a Sustainability



The screenshot shows the 'Learning platform' section of the Travelife Online system. On the left, a sidebar menu includes 'Overview', 'Learning monitor' (with a red box around it), 'My certificates' (also with a red box around it), and 'ADMIN' with 'Courses'. The main content area is titled 'Learning platform' and contains a section titled 'I. Training'. It describes the training structure and lists four items: 'Challenges', 'Solutions', 'Quiz', and 'Exam'. Each item is preceded by a green checkmark. The background of the main content area features a blurred image of a pencil writing on a test paper with numbered questions and answer options.

Coordinator. You can also **download your certificate** directly on the learning space.

Quiz

The quiz will show each question at a time. The questions are formed in multiple choices answers. Read the question carefully to see if it requires 1 or multiple correct answers.

1. Tick in the box and submit your answer.

2. The platform will automatically show if your question is **correct** or **incorrect**.
3. A **hint** always comes afterwards so that you can have practical learning while examining.
4. Click on **Next question** to continue.

[TRAVELIFE HOME](#) > [ONLINE COURSES](#) > [SUSTAINABILITY MANAGEMENT](#) > [CONDUCT A BASELINE ASSESSMENT](#) > [QUIZ](#)

2. Baseline assessment
Quiz
Question 1 from 10

How can a company make a complete Baseline Assessment in the frame of the Travelife management system?

Please select the right answer.

By sending checklist to all suppliers in order to measure their sustainability performance.

By starting to implement sustainability in your office in order to create a proper base for further action.

By reporting against all Travelife criteria. This will show the basis from which improvement will start.

By sending enquiry forms to employees in order to request their opinion on sustainability.

[Submit answer](#)

By sending checklist to all suppliers in order to measure their sustainability performance.

By starting to implement sustainability in your office in order to create a proper base for further action.

By reporting against all Travelife criteria. This will show the basis from which improvement will start.

By sending enquiry forms to employees in order to request their opinion on sustainability.

Incorrect
Right answer

Hint

Travelife developed a set of indicators and best practice standards to indicate your organisation's performance. These are divided into obligatory and non-obligatory requirements. The indicators apply to the different areas of your company.

[Next question](#)

Final Exam

The Tour Operators and Sustainability final exam will have 55 questions which you have 1.5 hours to complete. The Sustainability Management training will have 30 questions which you will have 1.5 hours to complete. You will have 3 chances to pass each formal exam. If you do not succeed after this, you can contact your coach or our technical staff to activate the exam again.

1. Tick in the box and **Submit your answer**.
2. For the final exam, there are no hints given. You can continue by clicking on **Next question**.

The screenshot shows the Travelife Online Courses interface. At the top, there is a navigation bar with the Travelife logo, a search bar, and a dropdown menu for 'Sustainability manager'. Below the navigation bar, the course title 'Sustainability management' is displayed. On the left, a progress bar shows 'Completed 7 from 7'. In the center, a green button labeled 'Start Final Exam' is highlighted with a red box. To the right, there are four sections: 'INTRODUCTION' (with a green and yellow background), '1. ENGAGEMENT OF COMPANY' (with a group of people planting a tree), '2. BASELINE ASSESSMENT' (with a small figure on a mountain), and '3. SUSTAINABILITY POLICY' (with a green and white circular logo).

The screenshot shows the Travelife Final Quiz interface. At the top, the title 'Final Quiz' is displayed. On the right, a timer shows '00:00:00'. Below the title, the question 'What are important elements of developing a Sustainability Policy?' is shown. A note says 'Please select the 3 right answers.' Below the note are five options, with the third one checked and highlighted with a red box: 'Check the media on what themes are relevant within the public debate.' At the bottom, a green button labeled 'Submit answer' is highlighted with a red box.



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4.1.2. Example of one course: Internal Environmental Management

- 1. Start final exam:** To obtain an online training certificate, start doing the final exam by clicking on the “Start Final Exam” button. You can only do that after completing the quizzes of all modules.
- 2. Choose another course in the drop-down menu (next to “Virtual Office”).**
- 3. Course modules:** Click on each topic to learn specific knowledge.

The screenshot shows the 'Internal environmental management' course page. At the top, there's a navigation bar with 'TRAVELIFE HOME', 'ONLINE COURSES', and 'INTERNAL ENVIRONMENTAL MANAGEMENT'. To the right is a 'VIRTUAL OFFICE' button and a dropdown menu labeled 'Internal environmental' with a red box around it. Below the navigation, a progress bar shows 'Completed 0 from 7'. A 'Start Final Exam' button is highlighted with a red box. To the right, there are eight topic modules arranged in a grid:

- PURCHASE:** An image of a person pushing a shopping cart with a barcode.
- ENERGY:** An image of a lightbulb hanging from a wire against a blue sky.
- PAPER:** An image of a person in an orange vest standing next to a stack of papers.
- WASTE:** An image of a person throwing trash into a trash can.
- WATER:** An image of water ripples.
- MOBILITY:** An image of a small white car.
- TRAINING:** An image of a person's face in profile, looking down.
- PAPER:** A placeholder image showing a stack of papers.

4.1.3. Overview of the Training Modules

The overview shows an example of how one of our training modules looks and how to browse through them.



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Purchase

Issues

Solutions

Criteria

Quiz

Best practices

Tools

Further information

Issues

What we eat and drink, the way we dress, where we spend our holidays – all our purchasing decisions have a direct affect on the environment and local communities. Responsible purchasing is an essential first step towards creating a more sustainable office. Purchasing covers all your companies needs and includes as well products (pencils) as services (your internet provider).



- Printing- and writing paper, envelopes etc.
- Pens, toner, markers, ordners, folders etc.
- Promotion materials
- Gifts for customers
- Appliances such as printer, PC, fax etc.
- Cleaning materials
- Hygienic articles (toilet paper, towels etc.)
- Kitchen articles (bin bags, washing liquids etc.)
- Coffee, tea, etc.
- Office furniture
- Energy providers
- Service providers such as hosting companies



Purchase

Issues

Solutions

Criteria

Quiz

Best practices

Tools

Further information

Solutions

During everyday purchasing you can contribute to a more sustainable planet by considering environmental and social aspects in your decisions. This concerns as well your private as well as your business related purchasing. The more ethical purchasers, the more companies are motivated to develop and offer more sustainable products and services.



The first step towards sustainable purchasing is buying less, as each product has environmental impacts. Only buy articles that are really necessary (watch out...resist temptation!). The next step is to buy more sustainable, this includes:

- Buy goods produced with the least negative and maximum positive impacts;
- Buy goods which contain a high percentage of recycled materials;
- Buy goods that are produced with minimum resource use, harmful chemicals and waste;
- Buy goods that are produced in factories with respect for human rights, no discrimination and no child labour;
- Buy goods that can be re-used or recycled;
- Buy durable goods of better quality and bring down the number of articles that can only be used once.
- Buy goods in larger quantities (bulk) to reduce packaging and transport.
- Buy local goods to reduce transport and support local economy.



Purchase

- ? Issues
- ! Solutions
- ✓ **Criteria**
- ⌚ Quiz
- 🕒 Best practices
- ⚙️ Tools
- ⓘ Further information

Criteria

1. Reduction of disposable and consumable goods
2. Sustainable purchasing
3. Office paper: type
4. Office paper: printing
5. Certified coffee and tea
6. Office supplies
7. Bulk purchasing
8. Catering
9. Giveaways
10. Cleaning materials
11. Other purchasing practices

When you click on **Criteria**, it will show the description, like below. The description often includes possible actions which you can take to work on this criterion. Also, if applicable it will show how you can implement a policy relevant to that criterion or a template policy.

Purchase

- ? Issues
- ! Solutions
- ✓ **Criteria**
- ⌚ Quiz
- 🕒 Best practices
- ⚙️ Tools
- ⓘ Further information

Criteria

1. Reduction of disposable and consumable goods

✓ ⌚ ⚙️ ⓘ

Possible actions:
How to implement a policy for the reduction of disposable and consumable goods?
STEP 1: Become aware of your current purchasing practices. Ask yourself these questions. What do you buy? Where? How much? At what price?
STEP 2: Ask yourself if the product is really necessary. Can you find alternatives for it? (e.g. mugs instead of plastic cups, emails instead of traditional letter post)
STEP 3: Based on this assessment, define a policy to reduce your use of disposable goods and start saving money.

Alternatives to disposable goods:

- Bring your own bag (BYOB) instead of plastic bags;
- Ceramic or reusable dishware/drinkware/cutlery instead of plastic/ styrofoam products;
- Linen instead of paper table cloth;
- Rechargeable batteries instead of single-use ones;
- Electronic communications instead of prints;
- Reusable water bottles instead of plastic ones;
- The list is non-exhaustive and serves as a guideline only.

Try to avoid as much as possible unnecessary disposable products, such as individual packaging materials, plastic, aluminium foil, gift wrapping, office paper, straws, etc.

To promote awareness among your employees, you can organize, for example, a «Plastic free month» asking everyone to commit to live one month without plastic.

Next ►



Purchase

- ? Issues
- ! Solutions
- ✓ Criteria
- ▶ Quiz
- ⌚ Best practices
- ⚙️ Tools
- ▢ Further information

Quiz

Dishwashing soap should NOT contain?

Question 1 from 9

Please select the 2 right answers.

Botanical substances

Chloride bleaches

Aromatics

NTA (Nitrilotriacetate, nitrilotri-acids)

Submit answer



Each **Quiz** has about 5-9 questions. Choose your answer and click **Submit answer** to move to the next question.

After each answer, you will get feedback on your answer. You need to answer all questions correctly to pass the quiz. You will then get a tick on your module in the training overview page. You can redo the quiz an unlimited number of times. After finishing the quiz, you can check the overview of your answers by going back to **Online Courses** and click on **Learning Monitor**. It will then show you the overview of all your completed quiz tests.

Travelife Online Courses

TRAVELIFE HOME ▶ **ONLINE COURSES** ▶ LEARNING MONITOR Select from list

Overview

- 📊 Learning monitor
- sertificate My certificates

Learning monitor

Animal welfare	13 % completed	Details
1. Introduction	✓	Details
2. Why is animal welfare important to your business?	✗	Details
3. What is meant by animal welfare?	✗	Details
4. Minimum requirements to ensure welfare	✗	Details
5. Achieving best practice	✗	Details
6. Unacceptable Practices	✗	Details
7. Developing a welfare policy	✗	Details
8. Working with your suppliers	✗	Details



Here in **Best practices**, you will find examples of companies that have executed the indicated solutions. For each solution there are some 'Best Practices'.

TRAVELIFE HOME > ONLINE COURSES > INTERNAL ENVIRONMENTAL MANAGEMENT > PURCHASE > BEST PRACTICES VIRTUAL OFFICE Internal environmental

Purchase <ul style="list-style-type: none"> Issues Solutions Criteria Quiz <div style="background-color: #f08040; color: white; padding: 5px; border: 1px solid black; text-align: center; margin-top: 10px;"> Best practices </div> <div style="background-color: #f08040; color: white; padding: 5px; border: 1px solid black; text-align: center; margin-top: 10px;"> Tools </div> <div style="background-color: #f08040; color: white; padding: 5px; border: 1px solid black; text-align: center; margin-top: 10px;"> Further information </div>	<h2>Best practices</h2> <div style="background-color: #e0f2e0; padding: 10px; margin-bottom: 10px;"> Minimize wastage of Office Supply <div style="display: flex; justify-content: space-between; align-items: center;"> Let's Go Travel Uganda </div> </div> <div style="background-color: #e0f2e0; padding: 10px; margin-bottom: 10px;"> 1. Reduction of disposable and consumable goods <div style="display: flex; justify-content: space-between; align-items: center;"> Let's Go Travel Uganda </div> </div> <div style="background-color: #e0f2e0; padding: 10px; margin-bottom: 10px;"> 2. Sustainable purchasing <div style="display: flex; justify-content: space-between; align-items: center;"> Let's Go Travel Uganda </div> </div> <div style="background-color: #e0f2e0; padding: 10px; margin-bottom: 10px;"> Fair products <div style="display: flex; justify-content: space-between; align-items: center;"> Club Aventure (FR) </div> <p>Clubaventure is committed to reducing its carbon footprint, for example the coffee is not supplied in plastic cups, each staff member has a mug. Moreover, they purchase fair trade products for the operation of the company.</p> </div> <div style="background-color: #e0f2e0; padding: 10px; margin-bottom: 10px;"> Sustainable purchasing <div style="display: flex; justify-content: space-between; align-items: center;"> Azumano Travel (US) </div> <p>Aggressive office supply recycling; electronic distribution, sustainable purchasing, water coolers instead of bottles, sustainable utensils, dishware in break room, printer consolidation, sell and purchase carbon neutral certificates. Employee incentive for using mass transit track our carbon foot print.</p> </div>
--	--

In **Tools** you will find documents with more information and practical tips.

Purchase <ul style="list-style-type: none"> Issues Solutions Criteria Quiz <div style="background-color: #f08040; color: white; padding: 5px; border: 1px solid black; text-align: center; margin-top: 10px;"> Best practices </div> <div style="background-color: #f08040; color: white; padding: 5px; border: 1px solid black; text-align: center; margin-top: 10px;"> Tools </div> <div style="background-color: #f08040; color: white; padding: 5px; border: 1px solid black; text-align: center; margin-top: 10px;"> Further information </div>	<h2>Tools</h2> <div style="background-color: #e0f2e0; padding: 10px; margin-bottom: 10px;"> Advise for sustainable purchasing <p>As a business, you have significant buying power. Use the questions below to evaluate the purchasing process and think about how you could use your buying power to help sustain the environment. Work through the checklist questions when purchasing items for your store, to see where you can make a difference. Keep a copy of the checklist on your office noticeboard as a reminder.</p> <ul style="list-style-type: none"> ✓ Do you really need to buy this item? ✓ Can I buy a second hand item instead, saving water, energy and natural resources being used to make a new item? ✓ Can you choose a Fairtrade product e.g. Fairtrade tea or coffee? ✓ Does the product have minimum packaging? ✓ Could it be bought in bulk to reduce packaging? ✓ Can the packaging be recycled, reused, returned or will it biodegrade? ✓ Does the product have the lowest energy running requirements? ✓ Is the product made from recycled materials or from a sustainable source? ✓ Is there an environmentally friendly version of the product that you could purchase? ✓ What impact will the waste have when I dispose of the item? Is there an alternative product that would contain less materials or materials that could be recycled more easily? </div>
--	---

In **Further information** you will find links to relevant organizations and informative videos.



TRAVELIFE HOME > ONLINE COURSES > INTERNAL ENVIRONMENTAL MANAGEMENT > PURCHASE > FURTHER INFORMATION

Virtual office Internal environmental

Further information

Purchase

- ? Issues
- ! Solutions
- ✓ Criteria
- ▶ Quiz
- 🕒 Best practices
- ⚙️ Tools
- ⓘ **Further information**

Further information

Weblinks

Product labels

- ▢ Up-to-date overview of relevant labels
- ▢ European Ecolabel
- ▢ Fair Trade products
- ▢ Sustainable wood and paper products. FSC - Forest Stewardship Council
- ▢ Sustainable fish. MSC – Marine Stewardship Council

Products

Video

Travelife and the Travelife logo are Trade Marks of Travelife Ltd

4.2. My Seminars

Here is where you can trace your past Travelife seminars/trainings/workshops that you have participated in and follow up with the agenda of our upcoming workshops.

Participant

Shows the workshops which you have joined as a participant. You can download training materials, photos, and your certificate of attendance.



Co-funded by the COSME programme
of the European Union

MY SEMINARS

Participant Upcoming workshops Past workshops

Show 200 entries

Search

Seminar name

Open

Cozumel, Mexico - 6th August 2018



Bangkok - Thailand, 24-25 August 2017, Sustainability for Tour Operators & Travel Agents



Sustainability for Tour operators - TEST



Showing 1 to 3 of 3 entries

Previous

1

Next

When you click on one of the trainings listed, it will show all materials related to the training, including:

- **Training material:** documents presented, used during the training. PDF downloadable.
- **Photos:** photos made during the training, if available
- **Background material:** general useful documents. PDF downloadable.
- **Certificate:** the formal training participation certificate

MY SEMINARS

Wageningen, 3 December 2012 - Advisor & Auditor training

Training material Photos Background material Certificate



Download certificate

Upcoming Workshops

You can check any upcoming workshops, check their **Agenda** and **Apply** online for registration.



Co-funded by the COSME programme
of the European Union

MY SEMINARS

[Participant](#)[Upcoming workshops](#)[Past workshops](#)

Kathmandu - Nepal, Sustainability for Tour Operators & Travel Agents, 15-16 May 2019

[Agenda](#)[Apply](#)

Thimphu - Bhutan, Sustainability for Tour Operators & Travel Agents, 22-23 May 2019

[Agenda](#)[Apply](#)

Ho Chi Minh City - Vietnam, Sustainability for Tour Operators & Travel Agents, 5-6 June 2019

[Agenda](#)[Apply](#)

19 & 20 of June 2019, Paris - France - Professionnels du voyage : comment agir pour un tourisme responsable

[Agenda](#)[Apply](#)

Past Workshops

The list of past Travelife training workshops, including those to which you did not participate in pictures.

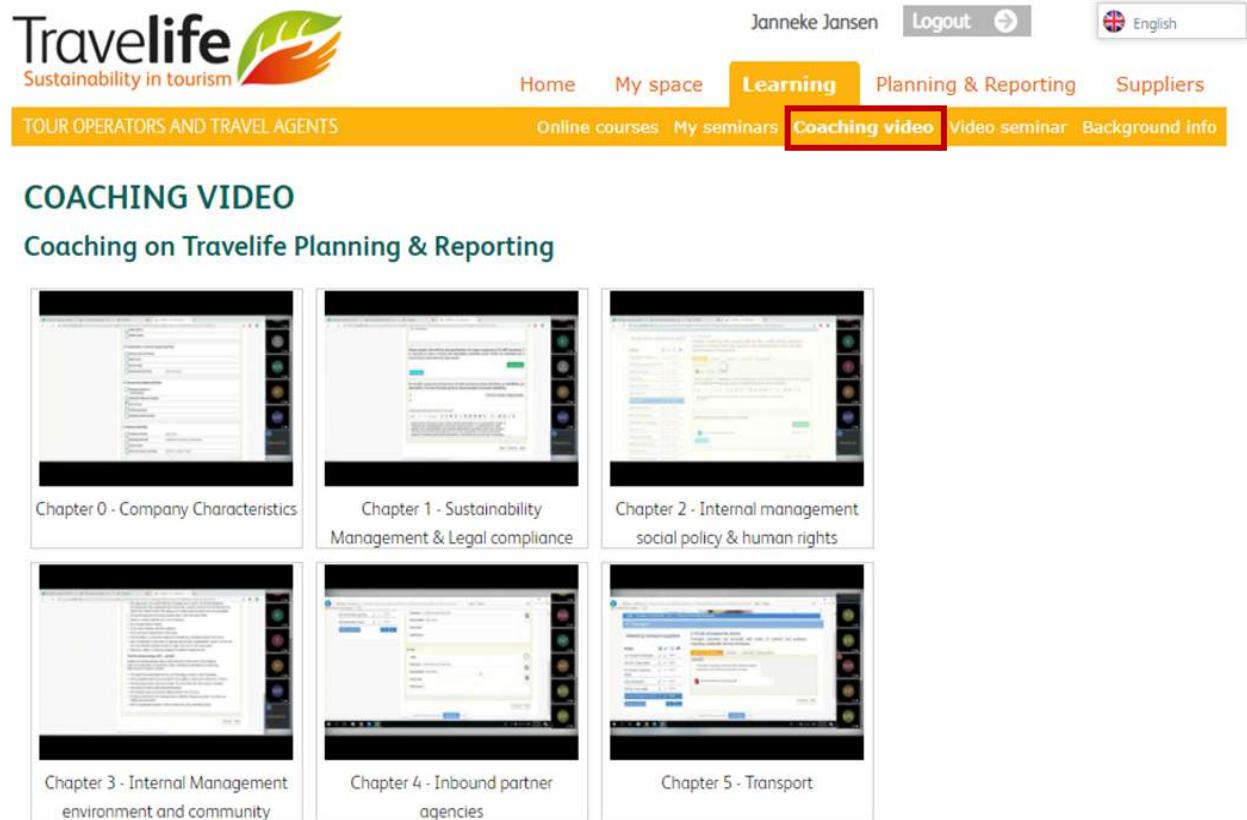
MY SEMINARS

[Participant](#)[Upcoming workshops](#)[Past workshops](#)

Arusha, Tanzania, 6-8 December, 2016 Advisor and auditor training



Coaching videos explain in detail the Travelife Partner standard and how to meet its requirements to obtain a Travelife Partner award. This can be used in combination with the Travelife Planning & Reporting page. The videos are divided in chapters just like the report, so you can go back to these videos at any moment if you have questions on some part of the report.



Travelife
Sustainability in tourism

Logout 

English

Home My space Learning Planning & Reporting Suppliers

TOUR OPERATORS AND TRAVEL AGENTS Online courses My seminars Coaching video Video seminar Background info

COACHING VIDEO

Coaching on Travelife Planning & Reporting

Chapter 0 - Company Characteristics

Chapter 1 - Sustainability Management & Legal compliance

Chapter 2 - Internal management social policy & human rights

Chapter 3 - Internal Management environment and community

Chapter 4 - Inbound partner agencies

Chapter 5 - Transport

4.4. Video Seminar

This gives access to the recording of the two-day Travelife classroom introduction training “Sustainability for Tour operators” by Chris Thompson, Travelife trainer. This has been recorded from one of our classroom sustainability trainings for tour operators. If you did not have the chance to participate in our trainings before, you can follow the training online. You can also download the agenda and power point presentation for each day.

The screenshot shows the Travelife Learning platform interface. At the top, there is a navigation bar with links for Home, My space, Learning (which is highlighted in yellow), Planning & Reporting, and Suppliers. Below this is a sub-navigation bar with links for Online courses, My seminars, Coaching video, Video seminar (which is highlighted in red), and Background info. The main content area is titled "VIDEO SEMINAR" and "Sustainability for Tour Operators". It features a grid of video thumbnails. The first row contains three thumbnails: "1.1 What is sustainable tourism", "1.2 Tourism Impacts", and "1.3-1.4 The benefits of sustainability". The second row contains three thumbnails: "2.1 Role and responsibility of tour operators", "2.2 (1) Responsibilities as a tour operators", and "2.2 (2) Responsibilities as a tour operators". To the right of the thumbnails is a vertical column of colored boxes with links: a green box for "CHRIS THOMPSON", an orange box for "AGENDA", a yellow box for "OBJECTIVES", a green box for "DAY 1 - PDF", and an orange box for "DAY 2 - PDF". The "DAY 2 - PDF" box is highlighted with a red border.



4.5. Background Info

Here is our download corner. Downloadable selected reports, research reports and implementation guides. A lot of relevant documents regarding sustainability in tourism can be found here. Particularly, **Hotels and sustainability** is also a source for tour operators to share best practice documents to their hotels.

Travelife Sustainability in tourism

Janneke Jansen [Logout](#)   English

Home My space **Learning** Planning & Reporting Suppliers

TOUR OPERATORS AND TRAVEL AGENTS Online courses My seminars Coaching video Video seminar **Background info**

BACKGROUND INFO

Sustainable Tourism General	
CSR MAP Manual Stepping Towards Sustainability	
Making tourism more sustainable, UNEP - WTO, 2007	
WTO climate2008	
The Market for Sustainable tourism	
1TUITravelSustainabilitySurvey2010-External	
Consumer Demand for Responsible Tourism	
UK Travelfoundation 2007	
USA 2010 CMI Green Traveler Survey	
USA Going Green Phocuswright Feb 2009	
Marketing sustainable tourism	
Marketing sustainable tourism, UNEP 2007	
The Market for Responsible Tourism Products	
Intrinsic values and communication	
Tour operators and sustainability	
Supply Chain Engagement	
Implementation Guide 2005	
FINAL Management June 2005	
Hotels and sustainability	
A Good Practices Guide Book for SME's - 2007	
All inclusives and sustainability	
Peek handbook	
SME Hotel Guidebook for CSR, Thai	
Technical Booklet v.22	
Travelife Hotels checklist - smaller than 160 beds	
Travelife Hotels checklist - larger than 160 beds	

2. Planning and Reporting



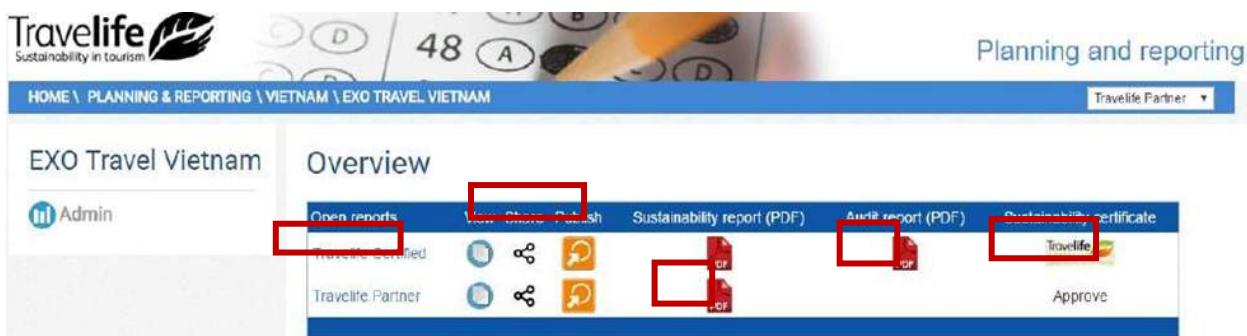
The screenshot shows the Travelife website interface. At the top, there is a green header with the title '2. Planning and Reporting'. Below the header is a navigation bar with several tabs: 'Home', 'My space', 'Learning', 'Planning & Reporting' (which is highlighted with a red border), and 'Suppliers'. To the right of the tabs, there are links for 'Janneke Jansen', 'Logout', and a language selection button set to 'English'. Below the navigation bar, there is a yellow banner with the text 'TOUR OPERATORS AND TRAVEL AGENTS'.

To obtain the Travelife Partner and/or Travelife Certified award, you must complete the assessment of your company sustainability performance and plan out the improvements against our standard. Clicking on Planning and Reporting takes you the overview page to access either Travelife Partner and/or Travelife Certified standard, aka reporting. It is also a place where you can learn and get inspiration on how to improve your sustainability.

Depending on your application, you have access to the **Travelife Partner** report, the **Travelife Certified** report or both. The reports are connected. Any answer completed in the Travelife Partner will be automatically archived in the Travelife Certified report and vice versa.

Also, you might find other reports designed specifically for you by your outbound partner.

1. Click on the  icon under **Open reports** to view and start reporting.
2. You can also have access to other features including **Share** and **Publish** your report.
3. Quickly view your report in **PDF** format.
4. Audit report is only available for Travelife Certified level. Once it's released, a pdf icon will be visible, and you can click on the icon to view.
5. The **certificate** for each stage at Travelife is only visible and available once your report is approved. You can download by clicking on it.



The screenshot shows the 'Planning and reporting' overview page for 'EXO Travel Vietnam'. The top navigation bar includes 'Planning & Reporting', 'Travelife Partner', and a 'Logout' button. The main content area has a sub-navigation bar with 'EXO Travel Vietnam' and 'Overview'. Below this are several buttons: 'Open reports' (highlighted with a red box), 'View', 'Share', 'Publish', 'Sustainability report (PDF)', 'Audit report (PDF)', and 'Sustainability certificate' (highlighted with a red box). The 'Audit report (PDF)' and 'Sustainability certificate' buttons are currently disabled. At the bottom right of the main content area is an 'Approve' button.

1. Click  to share your report to the groups that you are a member of. If you receive a code from a group manager/business partner, you can **Enter the code**, and click **Submit code** to have access to the group.
2. The group(s) that you are a member of will show under **My groups**. Share your report easily by clicking the **option** you prefer.

Share report

If you have received a code from a group manager or a business partner please enter to join the group and to share your report

My groups

Your reports are shared with the following group(s). You can always stop sharing your reports and an automatic message is sent to the group manager.

Group name	Sharing
Star Travel Inbound partners	<div style="border: 1px solid #005a99; padding: 5px; width: fit-content; margin: auto;"> <div style="background-color: #005a99; color: white; padding: 2px 0; border-bottom: 1px solid #005a99; text-decoration: none; font-weight: bold;">Share only Y/N/NA</div> <div style="background-color: #e0e0e0; color: black; padding: 2px 0; border-bottom: 1px solid #e0e0e0; text-decoration: none; font-weight: bold;">Don't share report</div> <div style="background-color: #005a99; color: white; padding: 2px 0; border-bottom: 1px solid #005a99; text-decoration: none; font-weight: bold;">Share only Y/N/NA</div> <div style="background-color: #e0e0e0; color: black; padding: 2px 0; border-bottom: 1px solid #e0e0e0; text-decoration: none; font-weight: bold;">Report without attachment</div> <div style="background-color: #e0e0e0; color: black; text-decoration: none; font-weight: bold;">Report with attachments</div> </div>

Click on  to publish your report on your website for public communication. You can choose which part of the report you want to include in the published report by simply choosing **Yes/No**.

Preview: This will show you how the public will see the information once it is published.



Publish report

Published report settings

Activate the real time online link to this report Yes

Show the text/explanation indicators Yes

For webmasters: you must insert the below code to your websites source.

```
<iframe src="https://www.travellife.info/widget/index.php?key=e555ebe0ce426f7f9b2bef0706315e0c" width="500" height="100%" frameborder="0" allowfullscreen webkitallowfullscreen mozallowfullscreen>
```

preview

5.1. Themes overview page

Green Travel 2

- ✓ Planning and reporting
- 📅 Action plans
- 📊 Sustainability report
- 📝 Remarks report
- ✓ Publish report
- 🔗 Share report
- 📝 Audit report
- 🏠 Overview



Travelife Partner

0. Company characteristics	89%
1. Sustainability management & legal compliance	88%
Engagement of company	1-3
Social cooperation	4-6
Baseline assessment	7-8
Policy	9-10
Action plan	11-12
Monitoring and evaluation	13-14
External reporting and communication	15-16

2. Internal management: social policy & human rights	91%
Social policy and human rights	1-19
Training and education	20-22

Status
This report is editable
Audit report released

View
All subthemes shown
Available languages EN

Progress
Reporting progress shown
Audit progress shown

Remarks
Coach questions shown
Internal remarks shown
Auditor remarks shown

This is the overview page of the Travelife standard. From here, you can view the 10 themes of the Travelife standards and its specific sets of requirements. Both Travelife Partner and Travelife Certified themes overview page exhibit the same tools.

Right hand side tool bar: exhibits tools to show various indicators on the reporting page.

Travelife reporting in the middle: displays all Travelife Partner or Travelife Certified themes. Specific criteria can be accessed from here.

Left hand side tool bar: includes functions on accessing different reports and actions plan in PDF format.

All functions are explained in detail below.

5.1.1. Right hand side tool bar

The default mode is recommended in this tool bar. But you can always change its mode using this instruction.

Status

- This report is editable (green) or the report is not editable (red). This is for when you are under a formal audit, Travelife will block your editing rights on the Travelife report.
- Audit report is a static tool. It will indicate 2 options: released/not released. This function is only relevant for the Certified stage after the onsite audit takes place and the audit report is released by the auditor.

View

- All subthemes shown/unshown will open or close the sub-theme menu; i.e., the sub themes shown under chapter 1 in the screen print above.
- Available language shows the language setting of the reporting.

Progress

- Reporting progress shown/unshown will open or close the 1st red marked bar in the screen print below. It's also indicated in the first bar next to the right of each sub theme.



- Audit progress shown/unshown will open or close the progress of the audit done by your coach/auditor.



Both reporting and audit progress use 3 colours as indicators:

- Green: means the criterion has been reported on with a Yes and/or audited with approval;
- Orange: means the criterion has been reported on with a No and/or audited with a remark to improve;
- Grey: means the criterion has not been reported on

These indicators are to help users to track and trace the progress of their reporting and auditing.

Remarks

- Coach questions shown/not shown will open or close the exclamation mark, that indicates under which criteria you have active feedback or open communication with your Travelife coach;
- Internal remarks shown/not shown will open or close the exclamation mark, that indicates under which criteria you have made internal remarks;
- Auditor remarks shown/not shown will open or close the exclamation mark, that indicates under which criteria have active feedback or open communication with your auditor. This is only relevant for Travelife Certified companies.





Unfortunately, there is no difference in the exclamation mark indication for Coach questions, Internal remarks, and auditors' remarks. As such, it is recommended to keep "shown" one at a time to serve your purpose of using the tool.

5.2. Reporting overview

Upon clicking on any sub theme in the Travelife theme overview page, the reporting page will open. The reporting page includes:

- The left side bar: shows the list of Travelife criteria within the sub theme;
- On the right side: where company can start with the reporting;

Next to the list of standards on the left-hand side are 4 columns. These columns show the indicators as follows:

1. **Report obligation:** shows what you are obliged to report to us; you are obliged to report on ALL criteria.
2. **Compliance obligation:** shows which criterion is mandatory (*checkmark*) to comply with and which is non-mandatory (*dash*).
3. **Audit overview:** is only available after the report is audited. It shows which criterion has been sufficiently reported, which is based on the traffic light indicator explained.
4. **Remarks overview:** shows which criterion has remarks, either your internal notes or notes from Travelife coach, indicated with the exclamation mark in Orange !



Procurement

Action	Reporting	Guidance	Remarks	Action plan	Best practices
3.1 Reduction of disposable and consumable goods	<input checked="" type="checkbox"/>	—	●●●	!	
3.2 Sustainable purchasing	<input checked="" type="checkbox"/>	—	●●●	!	
3.3 Office paper: type	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	●●●	!	
3.4 Office paper: printing	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	●●●	!	
3.5 Certified coffee and tea	<input checked="" type="checkbox"/>	—	●●●		
3.6 Cleaning materials	<input checked="" type="checkbox"/>	—	●●●		

Theme overview

« »

3.1 Reduction of disposable and consumable goods

The company has a policy to measure and actively reduce the use of disposable and consumer goods (especially paper for internal office use).

Reporting

Yes No

Please describe your policy

Our policy is to print as little as possible and purchase in bulk and sustainably to reduce waste.

Feb 2020

Please upload your formal policy document regarding disposable goods reduction.

Photo gallery

PurchasingPolicyGreenTravel.doc Uploaded on: N/A

File manager

5.2.1 Left hand side tool bar

The first column Report obligation always show a Tick. That means all criteria on the Travelife report should be reported on. A desk audit will not be conducted until the report is fully completed.

- ✓ Represents Mandatory criterion. Grey means the criterion is not yet reported on (Unreported).
- ✓ Green means the criterion is reported on (Reported) with a Yes.
- ✗ Red cross means the mandatory criterion is reported with a “No”, which shows company’s non-compliance to the requirement.
- Represents non-mandatory criterion.
- Grey means Unreported.

Procurement

Action	Reporting	Guidance	Remarks	Action plan	Best practices
3.1 Reduction of disposable and consumable goods	<input checked="" type="checkbox"/>	—	●●●	!	
3.2 Sustainable purchasing	<input checked="" type="checkbox"/>	—	●●●	!	
3.3 Office paper: type	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	●●●	!	
3.4 Office paper: printing	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	●●●	!	
3.5 Certified coffee and tea	<input checked="" type="checkbox"/>	—	●●●		
3.6 Cleaning materials	<input checked="" type="checkbox"/>	—	●●●		

Theme overview

« »



- Green means Reported with a Yes.
- Orange means Reported with a No.
- Green means the report on this criterion is approved.
- Orange means the report on this criterion is not yet approved but with remarks for improvement.
- Red means the report on this criterion is not approved and shows major incompliance.
- ! Indicates the criteria has remarks, under the Remarks tab.

[Theme overview](#) Go back to the reporting **Themes** page.



Go to the **Next** or **Previous** criteria list tab.

5.2.2. Reporting

Next to the list of standards and the indicator columns is the reporting section. There are various functions within this reporting tool.

1. There are **5 tabs** which support your reporting process. The screenshot below shows the display under Reporting. The function of each tab will be explained below.
2. **Multiple choice answer:** Each of Travelife's criteria requires you to give a **Yes**, **No** or **N/A** answer (compulsory), and then an **explanation of your answer** in the reporting box below.
3. **Group member answers** (only applicable for a member of a group company). If your company belongs to a group company and the group manager allows your company to view the report from other members of the group. The group member answers will be visible here. If you're not a member of any group, nothing will show.
4. **File Manager:** To upload supporting documents (if available)
5. **Photo gallery** shows the overview of the uploaded images, only if images are uploaded using File Managers.
6. Click **Next** or **Previous** to go to another criterion; always remember to **SAVE** your work when you finish reporting.



3. 5 Certified coffee and tea

At least 50% (in kilo or value) of coffee and tea provided in the office is fairtrade, organic, grown in the country or has another recognised sustainability certification.

Reporting Guidance Remarks Action plan Best practices

Group member answers

Yes No N/A

Please describe the brands/sources you buy. Tick N/A if you do not offer coffee or tea to your staff or guests.

This is where you write the explanation of your answer.

Please upload a statement or an invoice of the supplier.

Photo gallery

File manager

Save Previous Next

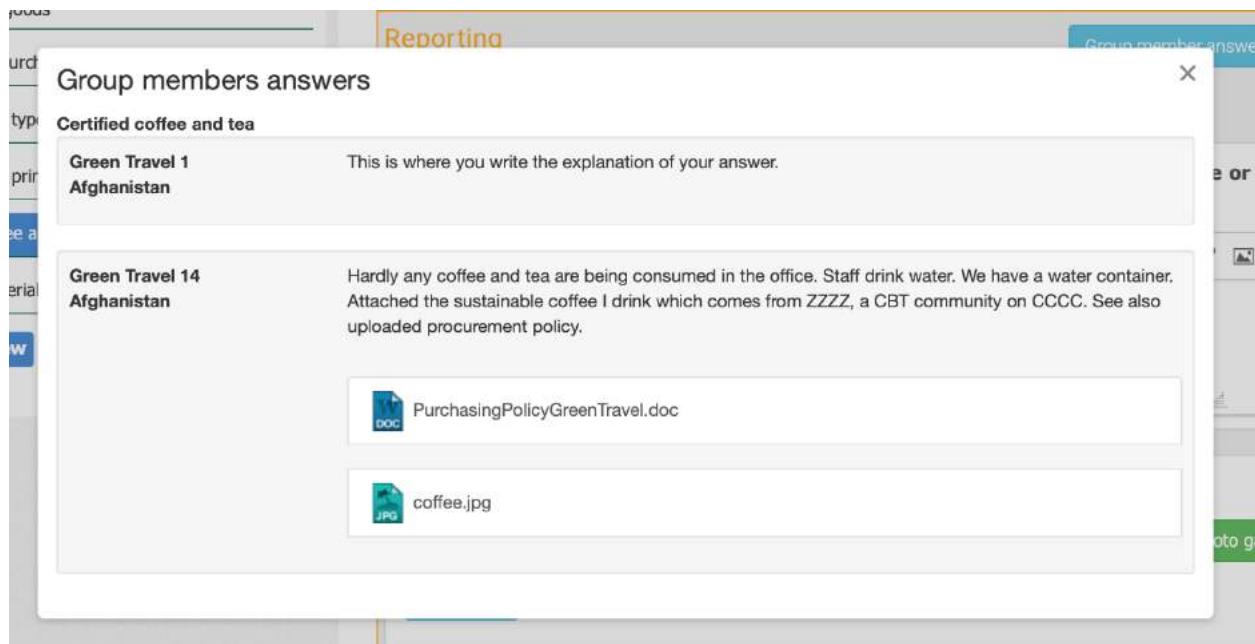
Group member answers

Note that: This tool is only available for company that is a part of a company group.

If your company belongs to a group company and the group manager allows your company to view the report from other members of the group. The group member answers will be visible here.



Upon clicking on the Group member answers, a pop up will open showing the answers on the same criterion of other members in the company group where your company belongs. This is “View only” function.



File Manager

This is the tool to upload supporting documents that are relevant to your reporting. Upon clicking on the File Manager, a window will pop up. The **File Manager** tool allows you to Upload new document, view all documents that have been uploaded, and link the relevant ones to a specific criterion.

My uploads: This is the default page when clicking on File Manager. This shows the list of files you have uploaded for your report. Check if the documents you wish you use for a criterion is already uploaded here under **My uploads** (marked in the large red box on the right). This is to avoid double-uploads and overloading the platform.

File manager

Procurement \ Reduction of disposable and consumable goods

My uploads Image gallery Upload new file

List of connected files

To disconnect a file click on the '-' sign in the list.

Display name	Upload date	Disconnect
1.8OverviewSuppliersTransportandAcco.xls	0000-00-00 00:00:00	-

Previous 1 Next

My uploads

To connect a file click on the '+' sign in the list.

Display name	Upload date	Status	Remove
1.8OverviewSuppliersTransportandAcco.xls	0000-00-00 00:00:00	✓	
QuestionnaireTTT2014NoElephants2.doc	0000-00-00 00:00:00	+	
TigerTrailThailandGuidecodeofconductfinalversion.docx	0000-00-00 00:00:00	+	
Foodanddrinkontrekings.docx	0000-00-00 00:00:00	+	
containers.jpg	0000-00-00 00:00:00	+	
EMPLOYEEAGREEMENTPAT.docx	0000-00-00 00:00:00	+	
2014safetyletterno.3.docx	0000-00-00 00:00:00	+	

If the file you want to upload is already under **My uploads**, just click on the **+** next to such file to link them to the criterion. Upon clicking on the **+** on any file(s), the uploaded file(s) will be shown in the **List of connected files** in the left panel. This means that this / these selected file(s) will be uploaded in the selected criterion as supporting document(s). You can link more than one file per criterion.

If the file is no longer relevant or duplicate, you can remove them from the platform by clicking on the trash bin icon (marked green box) under **Remove** column.

Click on **-** to disconnect the file if you no longer want to use that file as a supporting document from the criterion. Close window to finish the task at the top right corner.

File manager

Procurement \ Reduction of disposable and consumable goods

My uploads Image gallery Upload new file

List of connected files

To disconnect a file click on the '-' sign in the list.

Display name	Upload date	Disconnect
1.8OverviewSuppliersTransportandAcco.xls	0000-00-00 00:00:00	-

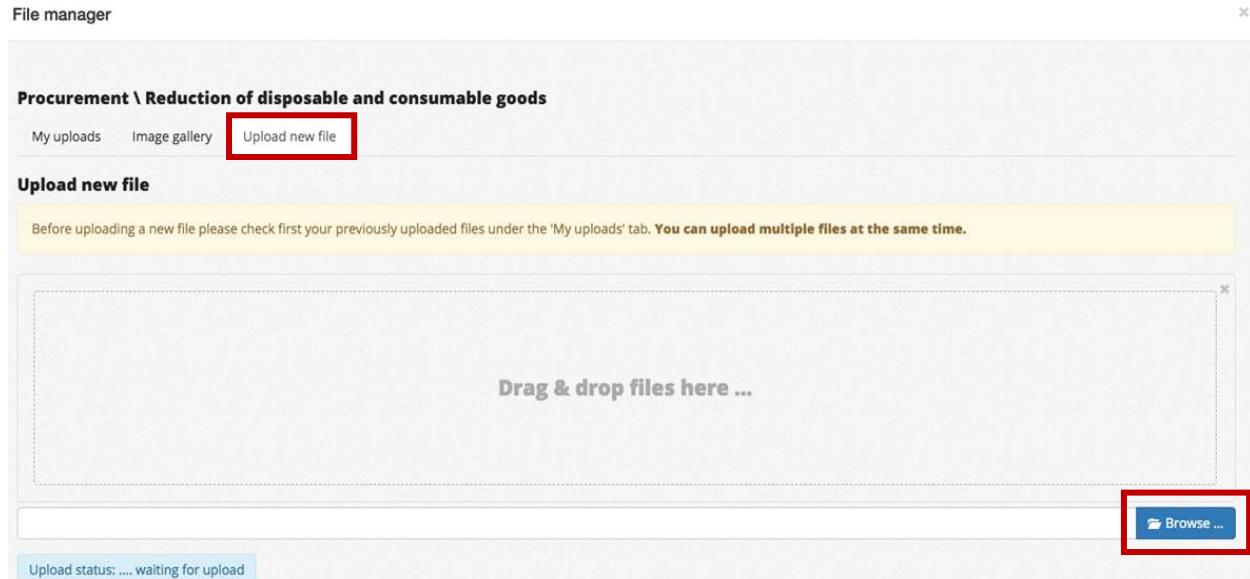
Previous 1 Next

My uploads

To connect a file click on the '+' sign in the list.

Display name	Upload date	Status	Remove
1.8OverviewSuppliersTransportandAcco.xls	0000-00-00 00:00:00	✓	
QuestionnaireTTT2014NoElephants2.doc	0000-00-00 00:00:00	+	
TigerTrailThailandGuidecodeofconductfinalversion.docx	0000-00-00 00:00:00	+	
Foodanddrinkontrekings.docx	0000-00-00 00:00:00	+	
containers.jpg	0000-00-00 00:00:00	+	
EMPLOYEEAGREEMENTPAT.docx	0000-00-00 00:00:00	+	
2014safetyletterno.3.docx	0000-00-00 00:00:00	+	

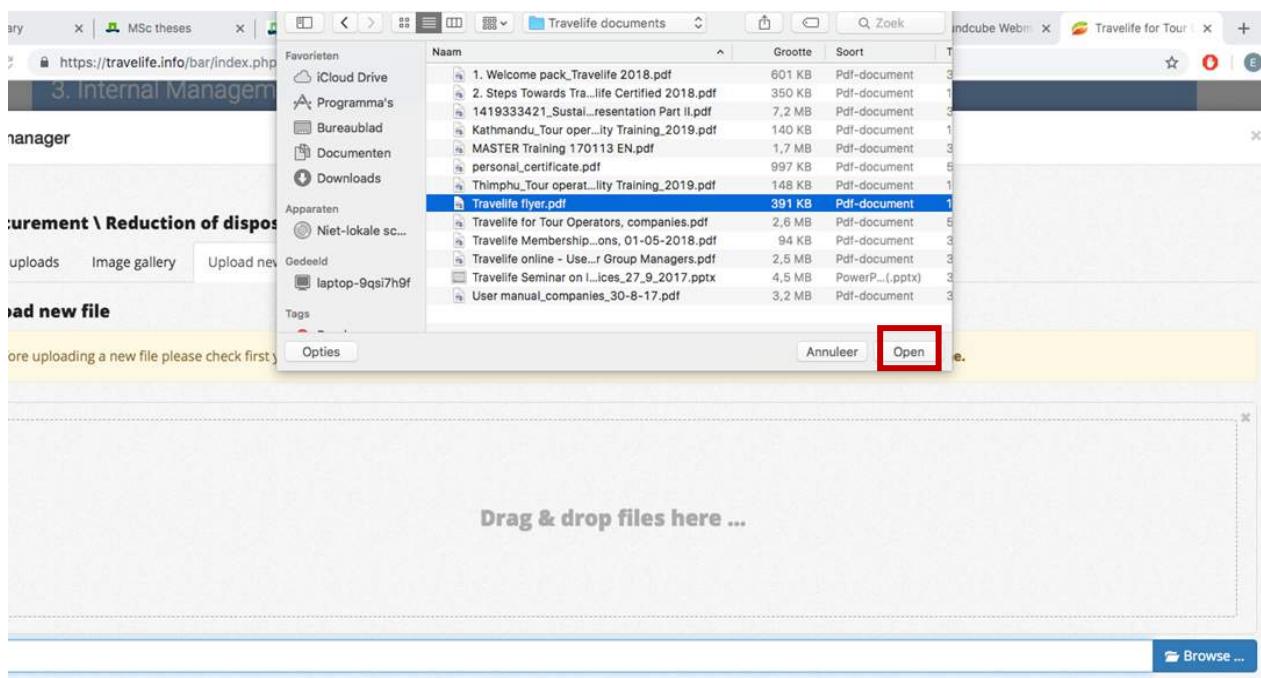
Upload new file: Click on **Upload new file** tab to upload a file that does not exist in **My uploads**. This upload function only allows one file upload at a time.



The screenshot shows a 'File manager' interface with the following elements:

- Header: 'Procurement \ Reduction of disposable and consumable goods'
- Navigation: 'My uploads' (selected), 'Image gallery', 'Upload new file' (highlighted with a red box).
- Section: 'Upload new file' (highlighted with a red box).
- Text: 'Before uploading a new file please check first your previously uploaded files under the 'My uploads' tab. You can upload multiple files at the same time.'
- Area: 'Drag & drop files here ...' (with a dashed box for dragging files).
- Button: 'Browse ...' (highlighted with a red box).
- Status: 'Upload status: waiting for upload'

Drag & drop a file or click on Browse to choose a file from your computer.



The screenshot shows a 'File manager' interface with the following elements:

- Header: 'Procurement \ Reduction of disposable and consumable goods'
- Navigation: 'My uploads' (selected), 'Image gallery', 'Upload new file' (highlighted with a red box).
- Section: 'Upload new file' (highlighted with a red box).
- Text: 'Before uploading a new file please check first ...'
- Area: 'Drag & drop files here ...'
- File selection dialog:
 - Left sidebar: 'Favorieten' (Cloud Drive, Programma's, Bureaublad, Documenten, Downloads).
 - Table: 'Naam' (file names), 'Grootte' (size), 'Soort' (type). The file 'Travelife flyer.pdf' is selected and highlighted in blue.
 - Buttons: 'Annuleer' (Cancel), 'Open' (highlighted with a red box).
- Bottom right: 'Browse ...'

After choosing a file from your computer, click **Open**, it will be automatically uploaded under **My uploads**. Upon a successful upload, a notification will show “**Upload status: completed**”.



Click back on the tab **My uploads**, you will see the file just uploaded, now appear under **My uploads**. To upload that file on a criterion, follow the instructions previously described under **My uploads** above.

A screenshot of the "My uploads" section in the Travelife Online interface. The "My uploads" tab is selected and highlighted with a red box. The interface shows two tables: "List of connected files" and "My uploads".
List of connected files:
A table with columns: Display name, Upload date, and Disconnect. One row is shown: 1.8OverviewSuppliersTransportandAcco.xls, 0000-00-00 00:00:00, -. A search bar is above the table.
My uploads:
A table with columns: Display name, Upload date, Status, and Remove. Three rows are shown: 1.8OverviewSuppliersTransportandAcco.xls (Status: ✓, Remove: trash can icon), QuestionnaireTTT2014NoElephants2.doc (Status: +, Remove: trash can icon), and TigerTrailThailandGuidecodeofconductfi- (Status: +, Remove: trash can icon). A search bar is above the table.

If you want to use the same file for different criteria, there's no need to re-upload the file. You'll see the uploaded file listed under **My uploads**.

The **Search** tool is available to help you search for the relevant file. Simply link the file to **List of connected files** for it to be attached under the relevant criteria.

After closing this **File manager** window, you will see the uploaded files you chose under **List of connected files** appear in your answer for a criterion.



Reporting Guidance Remarks Action plan Best practices

 13 min

Reporting

Yes No

Please add relevant elements from your policy. Look into guidance / tools section for possible actions. Choose as many as possible and create time frame for implementation.

We switch off all the lights when we leave the office. AC use is at its minimum. We monitor our energy bills (see also next criterion) to see use and take action if necessary to further reduce use.

Copy: Ctrl C
Cut: Ctrl X
Paste: Ctrl V

Please upload a document if you wish

 1.8OverviewSuppliersTransportandAcco.xls

 ecodriverfuelffdriingtips.pdf

File manager

Save Previous Next

5.2.3. Guidance

Here you can find our guidance on how to comply to the criterion, including (not necessarily for all criteria):

- General guidance: informs and supports you with advice on how to comply with the relevant criteria. This guidance is in English and / or language specific.
- Country guidance (only available for specific countries): provides additional specific information for your country (e.g., social laws, availability of sustainable paper, waste management). In case specific information for a certain country is available, you will notice a flag of your country in the display.
- Group guidance (only available if the company group provides Guidance): If you are member of a group (for example association or an international brand) group guidance might be displayed.



1. Sustainability Management & Legal compliance

Engagement of company

Action	Reporting	Guidance	Remarks	Action plan	Best practices
1.1 Sustainability coordinator	✓	✗	●	●	!
1.2 Mission statement	✓	✓	●	●	
1.3 Trained sustainability coordinator/team	✓	✓	●	●	

Theme overview « »

1. 1 Sustainability coordinator
A sustainability/CSR coordinator is appointed and his/her role and activities are defined (corporate level).

Reporting Guidance Remarks Action plan Best practices

English

Appoint a sustainability coordinator with a clear functional description of his/her specific tasks. In smaller companies, this position can be combined with another job, but to be effective, there should always be a direct link between the sustainability coordinator and superior management levels. The use of bullet points is recommended to increase readability.

The sustainability coordinator **should have the following tasks:**

- Implementation of the sustainability policy and action plan;
- Travelife reporting;
- Contact for Travelife regarding trainings and collective actions;
- Dissemination of sustainability information within the organisation.

For international groups, the main office can fill in the coordinator's name and the international offices can fill in the name of the national coordinator(s).

Previous Next

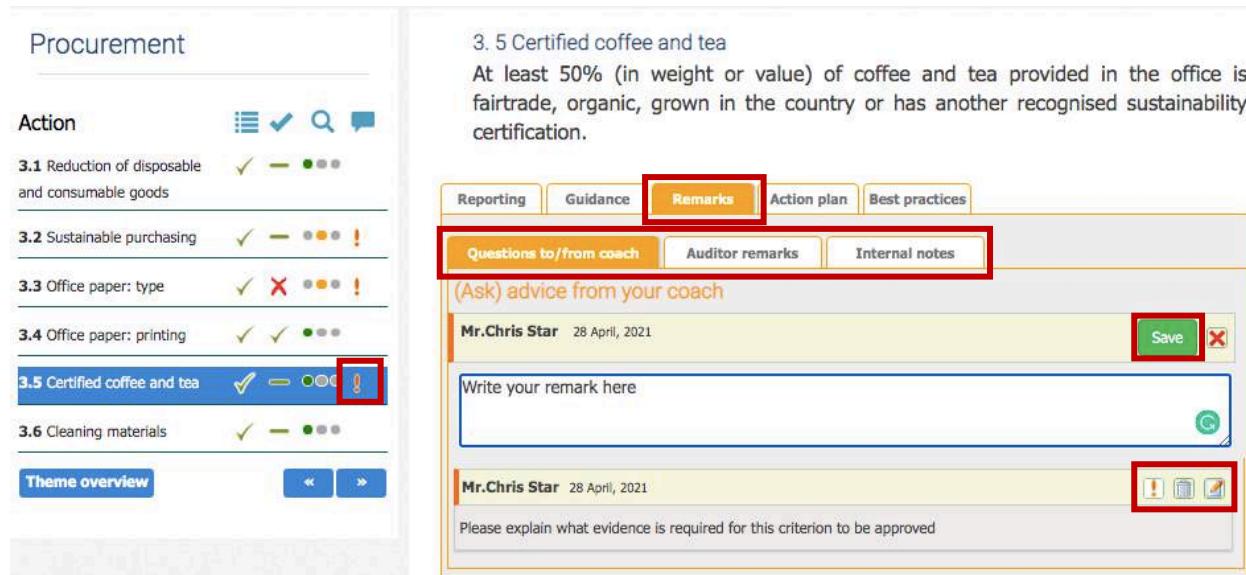
5.2.4. Remarks

The Remarks tab provides you with the opportunity to communicate with your Travelife coach or to add internal notes per specific criterion.

- **Questions to your coach:** is an open communicating channel between you and Travelife coach. You can ask for advice from your personal coach here. The communication will be shown in the overview with an **!**
- **Auditor remarks:** shows you the remarks made based on a formal audit. This is only relevant for the Travelife Certified stage. These are only shown after the audit report is released.
- **Internal notes:** provides you with the option to make remarks which are only visible for yourself and not to third parties.



Writing a remark



Procurement

Action

Action	Indicator
3.1 Reduction of disposable and consumable goods	✓ — ● ●
3.2 Sustainable purchasing	✓ — ● ● !
3.3 Office paper: type	✓ X ● ● !
3.4 Office paper: printing	✓ ✓ ● ●
3.5 Certified coffee and tea	✓ — ● ● !
3.6 Cleaning materials	✓ — ● ●

Theme overview

Reporting Guidance Remarks Action plan Best practices

Questions to/from coach Auditor remarks Internal notes

(Ask) advice from your coach

Mr. Chris Star 28 April, 2021 Save Delete

Write your remark here Q

Mr. Chris Star 28 April, 2021 Edit Download Reply

Please explain what evidence is required for this criterion to be approved

A remark can be written in the text box and **Saved** by clicking on the **Save** icon to posted it in the Travelife platform. The saved remark shows the name of the person who wrote the remark and the date it was written. To **delete** a remark, click on Delete

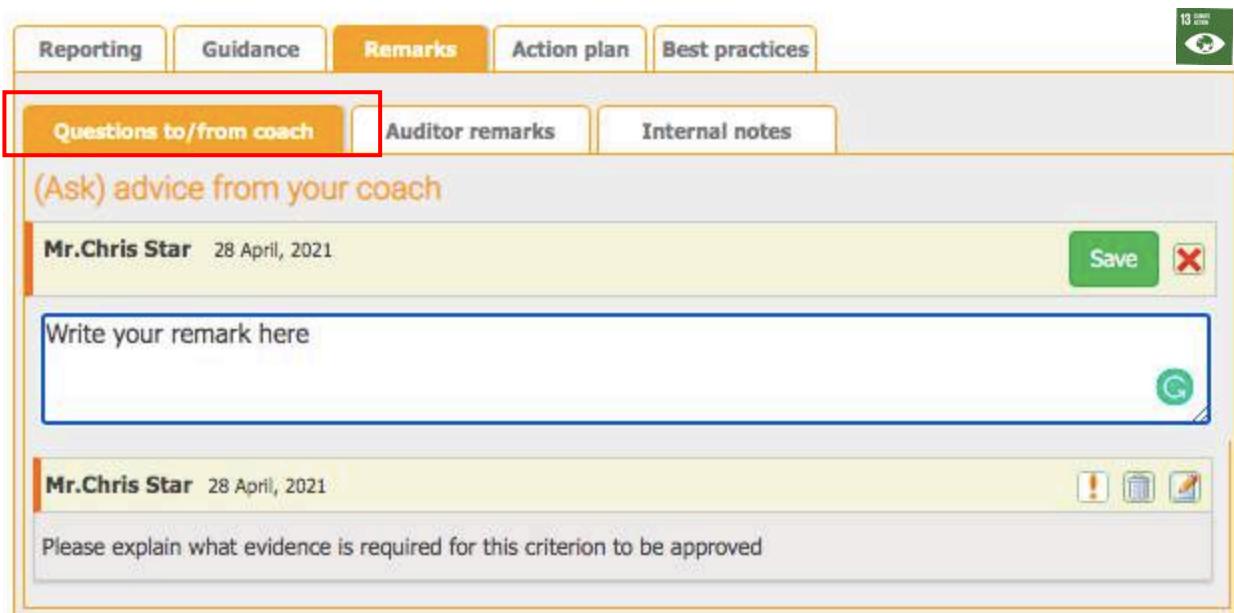
When the remark is saved, an exclamation mark ! will be shown indicated in **box 1** on the screenshot above, in the indicator column on the left side. This way it is easier to find them later. You can also download all your remarks from the Remark report tool.

Once a remark is posted, the platform allows you to edit the remark with 4 options in **box 2** on the screenshot above.

1. Click on this icon ! to turn the Exclamation mark from Orange to Grey like this ! Grey remarks mean the remark is solved and no longer an open issue. When the Exclamation mark is turned to Grey, the Orange icon will disappear from the indicator column shown in box 1 of the screenshot above.
2. Click on this to delete the remark: 
3. Click on this to edit the remark: 
4. Click on this to reply to the remark: 

Questions to/from coach

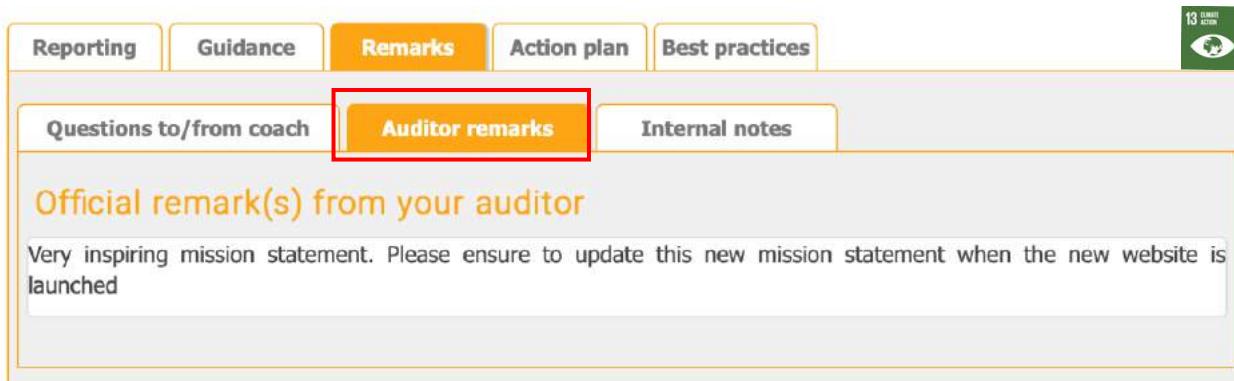
Here you will find the **Remarks** tab: if you need some help or have a question about the criterion you can click on **Questions to / from coach** and leave a comment to ask directly to your coach. However, we do not have an automatic notification when remarks are written in the report, so you will need to notify your coach via email.



The screenshot shows the 'Remarks' tab selected in the top navigation bar. Below it, the 'Questions to/from coach' tab is highlighted with a red box. The interface includes fields for 'Write your remark here' and 'Please explain what evidence is required for this criterion to be approved', along with a 'Save' button and a green circular icon.

Auditor remarks (only relevant at Travelife Certified stage)

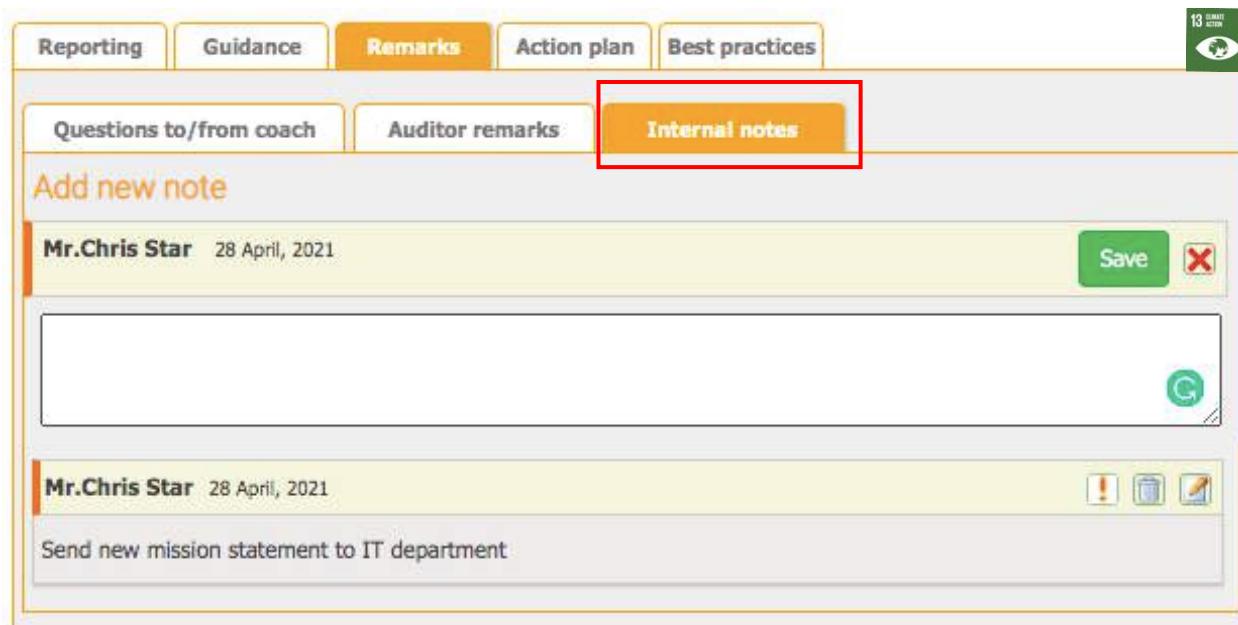
This is to show the remarks made by an onsite auditor after the onsite audit for companies applying for Travelife Certified.



The screenshot shows the 'Remarks' tab selected in the top navigation bar. Below it, the 'Auditor remarks' tab is highlighted with a red box. The interface includes a text area for 'Official remark(s) from your auditor' containing the message: 'Very inspiring mission statement. Please ensure to update this new mission statement when the new website is launched'.

Internal notes

Here in **Internal notes**, you can make remarks which are only visible for yourself and not to third parties.

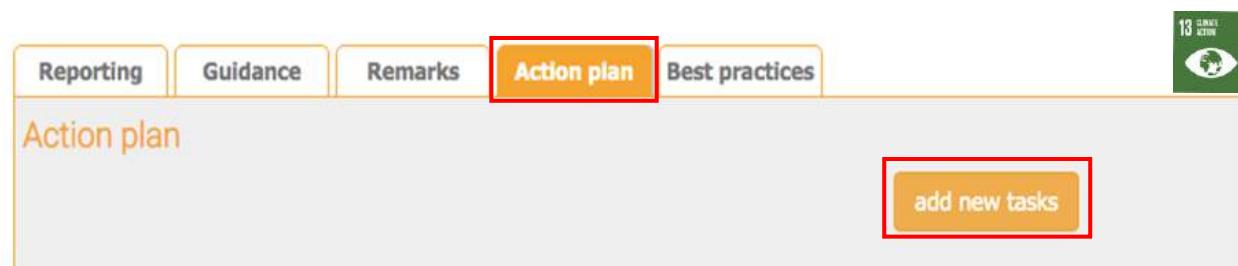


The screenshot shows the 'Internal notes' section of the Travelife platform. At the top, there are tabs for 'Reporting', 'Guidance', 'Remarks' (which is highlighted with a red box), 'Action plan', and 'Best practices'. Below these tabs is a header with 'Questions to/from coach', 'Auditor remarks', and 'Internal notes' (also highlighted with a red box). A sub-header 'Add new note' is visible. A note from 'Mr. Chris Star' dated '28 April, 2021' is shown, with a 'Save' button and a red 'X' icon. Below this is a large empty text area with a 'G' icon in the top right corner. Another note from 'Mr. Chris Star' dated '28 April, 2021' is shown, with icons for edit, delete, and attach. The text in this note is 'Send new mission statement to IT department'.

5.2.5. Action Plan

This additional function allows you to create specific action plans for certain criterion. Afterwards, the platform allows you to see the overview of the Action Plan with all actions in one go with 2 options:

- Download the Action Plan in a PDF version of all actions you have created.
- View online on Travelife platform with actions specific to a user and for the whole company.



The screenshot shows the 'Action plan' section of the Travelife platform. At the top, there are tabs for 'Reporting', 'Guidance', 'Remarks', 'Action plan' (which is highlighted with a red box), and 'Best practices'. Below these tabs is a header with 'Action plan'. A large empty text area is present, with a red box around the 'add new tasks' button in the bottom right corner. The '13 CLIMATE ACTION' logo is visible in the top right corner.



The following window will then open where you can specify your task and how it is carried out.

Add new task

Title	Recycling of waste				
Task	To contract with Private Recycling company to collect Paper, Plastic & Electronic waste				
Responsible	<table border="1"><tr><td>Staff selected</td><td>Select staff member</td></tr><tr><td>Staff 2 Staff 1 Mr.Chris Star</td><td><input type="button" value="Unselect all"/> <input type="button" value="Select all"/></td></tr></table>	Staff selected	Select staff member	Staff 2 Staff 1 Mr.Chris Star	<input type="button" value="Unselect all"/> <input type="button" value="Select all"/>
Staff selected	Select staff member				
Staff 2 Staff 1 Mr.Chris Star	<input type="button" value="Unselect all"/> <input type="button" value="Select all"/>				
Start	14-12-2020				
End	31-12-2020				
Financials	50				
	<input type="button" value="Hours"/> <input type="button" value="5"/> <input type="button" value="Close"/> <input type="button" value="Save"/>				

First, you can fill in the title of the task in here with the **description** of the **task**. It's recommended to make it as clear and as directive as possible.

Then you can **select staff member** for the tasks. More than one staff member can be selected for a task. **Select All** if you wish. Upon clicking on the name of a staff member(s) under **Select staff member**, the name will be displayed under staff selected as below.

To unselect a certain staff member from the task, click on their name or **Unselect all** to unselect all staff.



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Responsible	Staff selected <div style="border: 1px solid #ccc; padding: 5px; width: 100%;"> Staff 1 Mr.Chris Star </div>	Select staff member <div style="border: 1px solid #ccc; padding: 5px; width: 100%;"> Staff 2 </div>
	Unselect all	Select all

Start/End: Allows you to choose the starting and ending date for a certain task.
Financials: Total amount of money expected to spend on the task.
Hours (optional): Total hours that should be spent to complete the task.
 When all information is filled in, click on **Save** to save the Task to the platform. The task will be displayed under **Action Plan** tab.

Reporting
Guidance
Remarks
Action plan
Best practices

Action plan

[add new tasks](#)

A. Recycling of waste

Task: To contract with Private Recycling company to collect Paper, Plastic & Electronic waste

14-12-2020 to 31-12-2020

Responsible: Staff 1, Mr.Chris Star, undefined

Financials: 50

Staff hours: 5

When a task is saved, there are 3 options to edit the task:

1. **Change status of the task**



A tick box for you to change the status of the task from **Uncompleted** to **Completed**.



When the box is emptied, it means the task is Uncompleted. Tick on the box, a confirmation window will pop-up.



Click on **OK**, the box will now show a **Tick**, meaning **Completed**.

A screenshot of a task details window. The title is 'A. Recycling of waste'. The task description is 'Task: To contract with Private Recycling company to collect Paper, Plastic & Electronic waste'. To the right of this description is a red box highlighting a checked checkbox icon. Below the task description are fields for '14-12-2020 to 31-12-2020', 'Responsible: Staff 1, Mr.Chris Star, undefined', 'Financials: 50', and 'Staff hours: 5'. To the right of these fields is a trash can icon.

Note that: Once a task is completed, you cannot change its details anymore.

2. **Edit task**



This icon allows you to edit the task created. Clicking on this, the task window will open. You can choose to edit all information as you wish as when a new task is created.

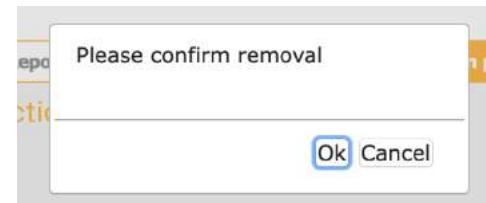
3. **Delete task**



This icon allows you to delete the task. Upon clicking on the icon, a confirmation window will pop up.

You can choose **OK** to proceed with deleting the task or

Cancel to abort the action.

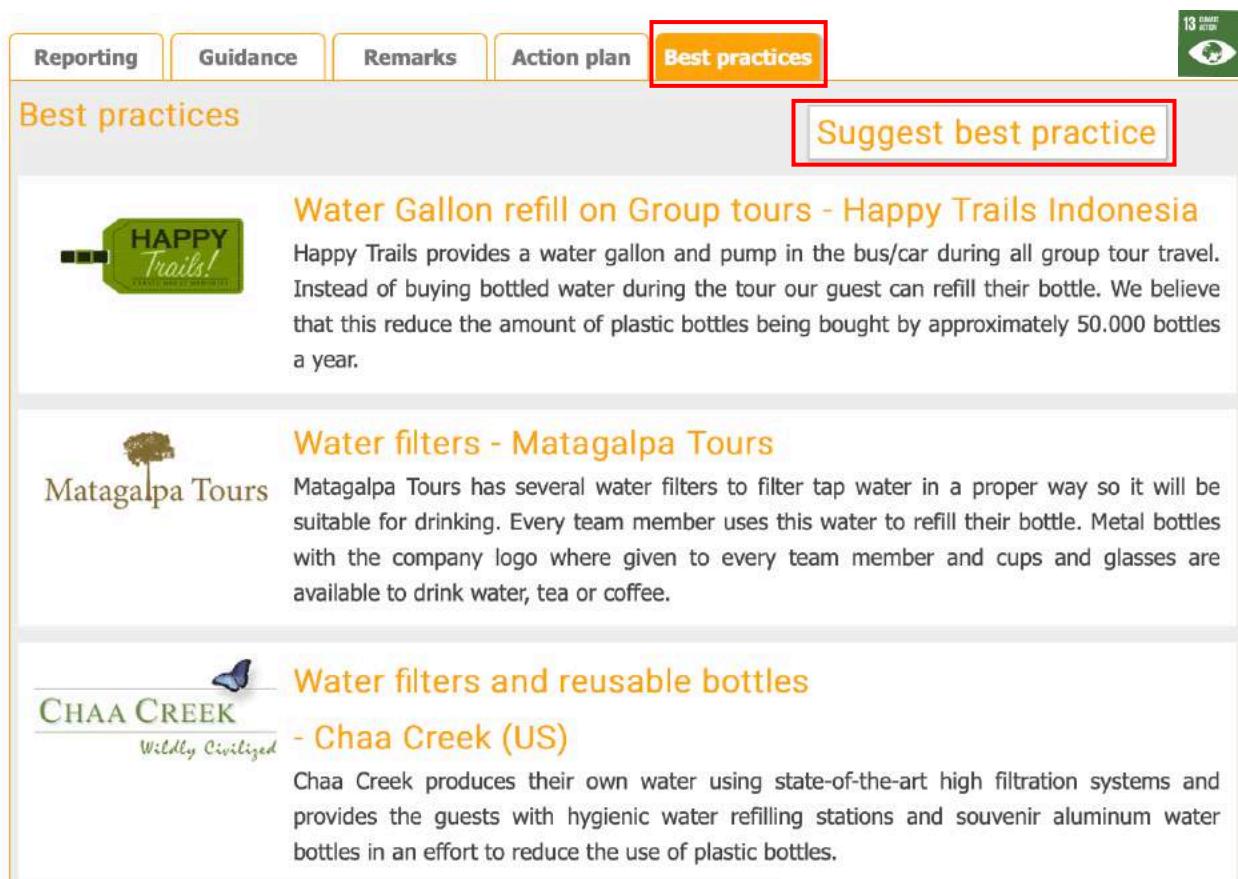


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5.2.6. Best Practices

Best Practices tab features practices shared by Travelife members worldwide, relating to the criterion. This is inspiration corner for your company to learn from other Best Practices. You can also share your company's Best Practice to other Travelife members under this tab by using the tool **Suggest best practice**.

Note that: Not all criteria have shared Best Practices. Sometimes, you will find this tab emptied.



The screenshot shows the 'Best practices' tab selected in a navigation bar. A red box highlights the 'Best practices' button. Another red box highlights the 'Suggest best practice' button. The interface displays three examples:

- Water Gallon refill on Group tours - Happy Trails Indonesia**
Happy Trails provides a water gallon and pump in the bus/car during all group tour travel. Instead of buying bottled water during the tour our guest can refill their bottle. We believe that this reduce the amount of plastic bottles being bought by approximately 50.000 bottles a year.
- Water filters - Matagalpa Tours**
Matagalpa Tours has several water filters to filter tap water in a proper way so it will be suitable for drinking. Every team member uses this water to refill their bottle. Metal bottles with the company logo where given to every team member and cups and glasses are available to drink water, tea or coffee.
- Water filters and reusable bottles - Chaa Creek (US)**
Chaa Creek produces their own water using state-of-the-art high filtration systems and provides the guests with hygienic water refilling stations and souvenir aluminum water bottles in an effort to reduce the use of plastic bottles.

To share own Best Practices (if any), click on **Suggest best practice**, a window will be displayed.

Reporting Guidance Remarks Action plan Best practices

Best practices Suggest best practice

Best practice title
Water refill station

Company name
Green Travel 13

Company logo:
Choose File no file selected

green travel Best practice description

You can write detailed explanation of your Best Practice here.

Add new best practice

Choose a summary **Best Practice title** and write a detailed explanation of your Best Practice in the Text box. The company name and logo are automatically loaded for this function.

Upon completion, click on **Add new best practice** to Save.

Note that: The best practice needs to be approved by the Travelife team before it's officially published on the Travelife platform. Travelife will select the practices that we think stand out and beneficial for all members. It's important to note that not all suggested Best Practices would be approved by Travelife.



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5.2.7. Sustainable Development Goals

Throughout the planning and reporting you will notice most criteria is linked with one or more of the United Nations Sustainable Development Goals (SDG's). By hovering your mouse over the image, they will be slightly enlarged for a better view.

3. Internal management: environment and community relations

Waste management

Action	3.29 Waste legislation	3.30 Waste reduction	3.31 Sustainable packaging	3.32 Plastic water bottles	3.33 Reuse / recycling of waste	3.34 Toner/ink	3.35 Recycling of batteries
	✓ ✓ ⚡	✓ ✓ ⚡	✓ — ⚡	✓ ✓ ⚡ !	✓ ✓ ⚡	✓ — ⚡	✓ ✓ ⚡

3.32 Plastic water bottles

The business takes action to reduce the amount of (non-refillable) plastic bottles it consumes. This criterion is related to drinking water for office use.

Reporting Guidance Remarks Action plan Best practices

Reporting Group member answers

Yes No

Please explain how you do this and where the drinking water in your office comes from. This criterion is related to drinking water for office use. For water during excursions, see the module on activities.

In the office we use a large watercontainer. See attachment.

Please upload a document (e.g. a bill for big office drinking water barrels).

Sustainability Policy.docx Uploaded on: 10-05-2021

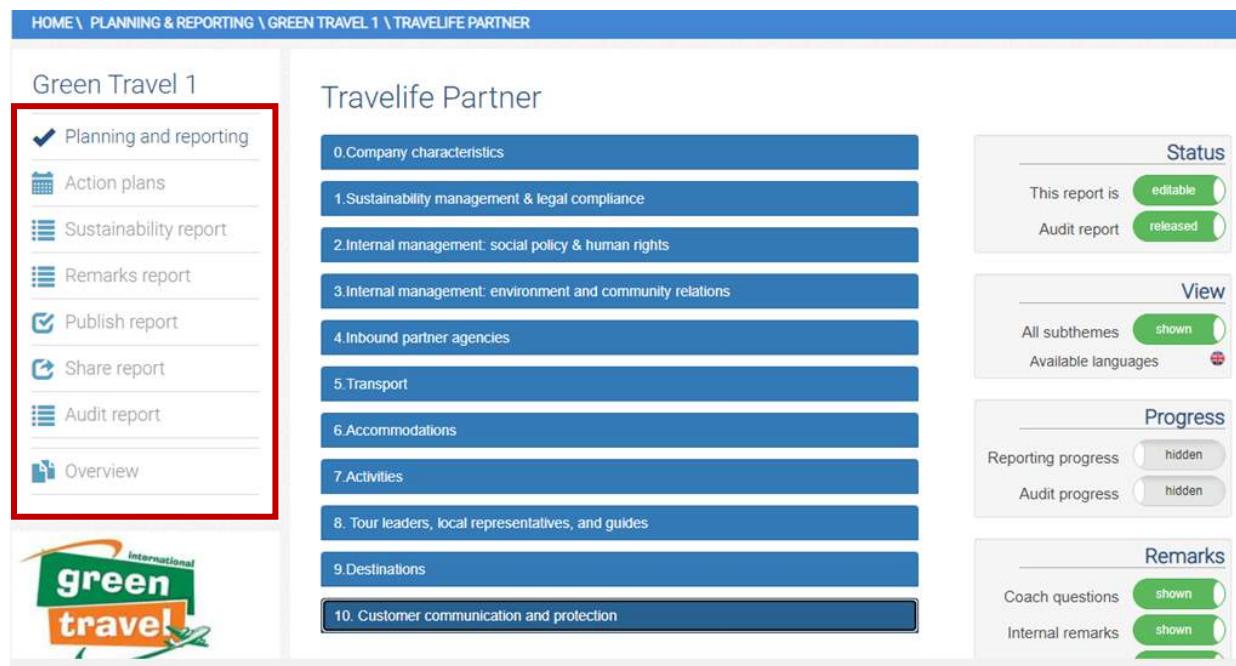
Photo gallery File manager

The SDG's are a collection of 17 interconnected goals designed to achieve a more sustainable future for all. The outlined goals are intended to be achieved by the year 2030.



5.3. Report overview

The red marked box is to show your report overview. Below explains what each tool represents.



HOME \ PLANNING & REPORTING \ GREEN TRAVEL 1 \ TRAVELIFE PARTNER

Green Travel 1

Travelife Partner

0. Company characteristics

1. Sustainability management & legal compliance

2. Internal management: social policy & human rights

3. Internal management: environment and community relations

4. Inbound partner agencies

5. Transport

6. Accommodations

7. Activities

8. Tour leaders, local representatives, and guides

9. Destinations

10. Customer communication and protection

Status

This report is **editable**

Audit report **released**

View

All subthemes **shown**

Available languages

Progress

Reporting progress **hidden**

Audit progress **hidden**

Remarks

Coach questions **shown**

Internal remarks **shown**

green travel

5.3.1. Planning and reporting

The page shows the overview of the reporting & desk auditing progress, as explained in the Theme Overview Section. When the report is 100 % complete, you can apply for a desk audit by contacting your coach via email.

Note that: The platform doesn't have an automatic notification function. All requests should be done via email with your coach.

The desk audit takes maximum 2 weeks. The desk audit can be done as many times as needed, but the report must be fully completed before asking for the first audit.

5.3.2. Action Plan overview

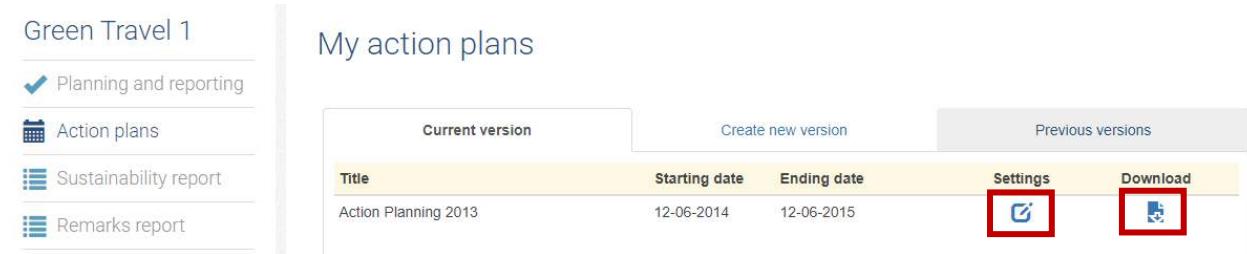
Here you can view and download the complete Action Plan that you have planned during the reporting process. It's handy to download the PDF format to upload to the Travelife report, to



present the planning to the management board and the company team. There are 3 tabs on this page:

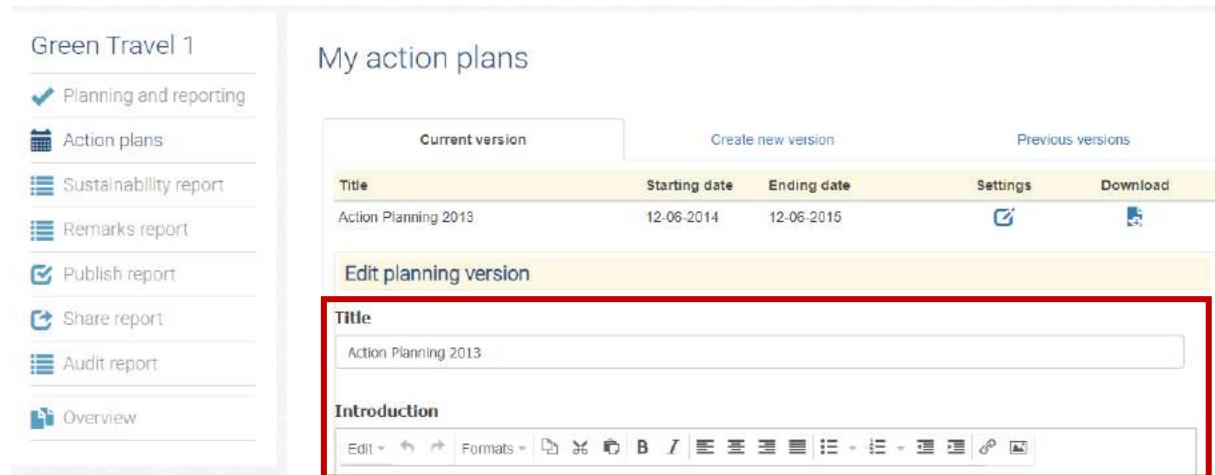
1. Current version

By default, this will show the latest planned actions recorded on the platform. You can download this version in PDF format by clicking on the **Download** icon.



Current version		Create new version		Previous versions	
Title	Starting date	Ending date	Settings	Download	
Action Planning 2013	12-06-2014	12-06-2015			

It's also possible to edit the settings of the Action Plan by clicking on the icon under **Settings**. This will manage the information shown in the downloadable PDF version of the Action Plan.



Title
Action Planning 2013

Introduction

You can choose to create a **Title** and **Introduction (optional)** for the report here. This info will be included in the PDF format of the Action Plan.

Choose a report allows you to choose if you want to extract the planned actions from the **Travelife Partner** or **Travelife Certified** report.

Choosing the **Starting date** and **Deadline** for the action plan is important when you want to have an overview of the Action Plan for a specific year, instead of all activities planned since



you start using the Travelife Action Planning tool. Especially for a Travelife Partner/Certified renewal, you should only extract the Action Plan from the past year (or two-year maximum).

Choose preferred **Currency** shown in the financial component of each task.

Sustainability coordinator **can manage the rights to access** the actions plan for other staff, depending on the company's preference. This decides what will be shown in the page **My Actions** of staff members on the Travelife platform.

- **Share full action plan with staff members:** means staff members will have full access to both My Plan and Company Plan on the My Actions page.
- **Share only relevant actions with staff members:** means staff members will only have access to My Plan and no access to Company Plan on the My Actions page.
- **Don't share report with staff members:** means staff members do not have access to both My Plan and Company Plan on the My Actions page.

Click on **Save** to keep the settings you have just made.

Create new version

This function is to **create a new version** of the action plan. By creating a new version, all planned actions in the current version will be saved in the **Previous versions** tab. The function of creating a new version is the same as edit settings for the current version with text box for **Title, Introduction**. You can also choose **report, starting date, deadline, and currency**.

Please Note: When you begin reporting using the Travelife platform for a new year or for the renewal process, we recommend that you create a new version before adding new or additional actions on the Platform.

To create an empty action plan, without any tasks, click on the "**Empty existing tasks**" box.

To create a new Action Plan and keep the incomplete tasks from the previous action plan in the new one, click the "**Copy only incomplete tasks**" box.



By creating a new version your current version will be saved in "Previous versions".

Create new version

Title

Introduction

A screenshot of a Microsoft Word ribbon toolbar. The toolbar includes icons for 'Edit' (undo, redo), 'Formats' (font, size, bold, italic, underline, etc.), and various text and table styling options. A small 'Help' icon is visible in the bottom right corner.

Maximum 2.500 characters (incl space)

Choose a report

Select from list

Starting date

01-01-1970

Deadline

01-01-1970

Currency

-- Select currency --

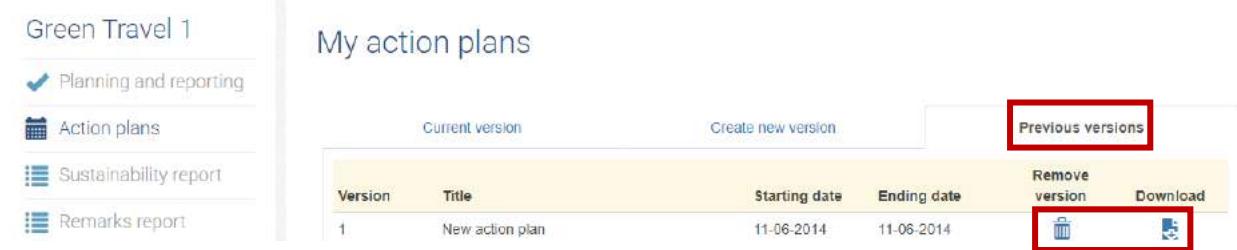
- Share full action plan with staff members
- Share only relevant actions with staff members
- Don't share report with staff members
- Empty existing tasks
- Copy only not completed tasks

Create



Previous version

After a new version created in **Create new version**, the version in **Current version** will automatically move to **Previous versions**. Here you can **Remove** the old version or **download** a **PDF** format of the previous Action Plan(s).



The screenshot shows the 'My action plans' page. On the left, there is a sidebar with links: 'Green Travel 1', 'Planning and reporting', 'Action plans', 'Sustainability report' (which is highlighted with a red box), 'Remarks report', 'Create new version', 'Previous versions' (which is highlighted with a red box), 'Remove version', and 'Download'. The main area shows a table with one row. The table has columns for 'Version', 'Title', 'Starting date', 'Ending date', 'Remove version', and 'Download'. The row contains: Version 1, Title 'New action plan', Starting date 11-06-2014, Ending date 11-06-2014, 'Remove version' (with a trash icon), and 'Download' (with a PDF icon).

5.3.3. Sustainability report – settings page

Here is where you could edit the components of the report and **download** it in PDF format. Before downloading the report, check our descriptions below to see how to edit its settings if you wish.

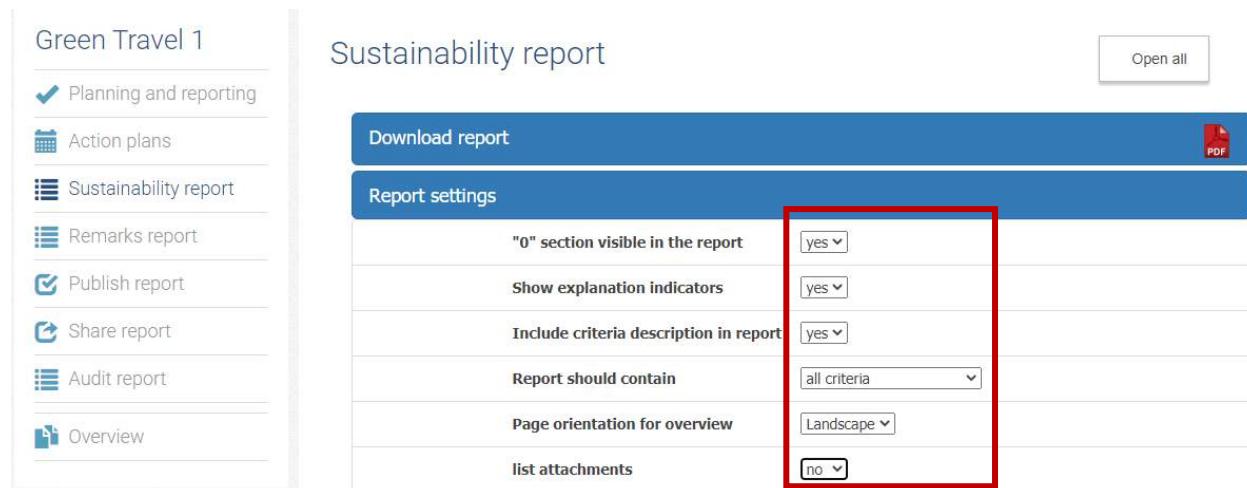
1. Click on **Open all** to view the descriptions under each component in the sustainability report.
2. **Download** report here.



The screenshot shows the 'Sustainability report' settings page. On the left, there is a sidebar with links: 'Green Travel 1', 'Planning and reporting', 'Action plans', 'Sustainability report' (which is highlighted with a red box), 'Remarks report', 'Publish report', 'Share report', 'Audit report', 'Overview', 'International' (with a logo), and 'Save'. The main area shows a list of report components: 'Open all' (button), 'Download report' (button with PDF icon), 'Report settings' (button), 'Title', 'Reporting context', 'Company data', 'Introduction', and 'Mission statement and policy'. A 'Save' button is located at the bottom right.

Before **Download** report, you can choose to edit and add further information to the PDF version of your report.

Report settings allow you to choose the level of transparency and comprehensiveness. You can simply choose the options following the descriptions.



Green Travel 1

Sustainability report

Download report

PDF

Report settings

- "0" section visible in the report: yes
- Show explanation indicators: yes
- Include criteria description in report: yes
- Report should contain: all criteria
- Page orientation for overview: Landscape
- list attachments: no

Title

Report title

Reporting context (optional): To write the reporting context which can be useful to the reader.



Reporting context

Reporting context

Edit

Formats

Company data allows you to view your company's basic information that is used in the sustainability report document. This function is for viewing only so you cannot edit it here.



Company data	
Company name	Green Travel 1
Sustainability coordinator	Janneke Jansen
Coordinator email	ast1@ast.a

Introduction (optional): To write the introduction to your report.

Mission statement and policy (optional): for you to add the mission statement and quick introduction of the sustainability policy in the PDF version of the report.

Mission statement and policy

Sustainability policy

Click **Save** to save all settings. After filling in the settings, all of this information will be included in the final report in PDF version for download.

Sustainability report archive

This is a function being introduced in December 2020. Upon the approval of Travelife Partner/Certified award, your sustainability report will be automatically archived in PDF format in our platform under this page for you to view & download. This function is relevant when you are renewing your Travelife Partner or Certified report after 2 years.

Note: Only sustainability report starting from 2021 will be archived. If you wish to view your previous report (before 2021) in PDF format, please place a request via info@travelife.info.

Sustainability report

[Open all](#)

[Download report](#)



[Report settings](#)

[Title](#)

[Reporting context](#)

[Company data](#)

[Introduction](#)

[Mission statement and policy](#)

[Save](#)

Sustainability report archive

No archive available

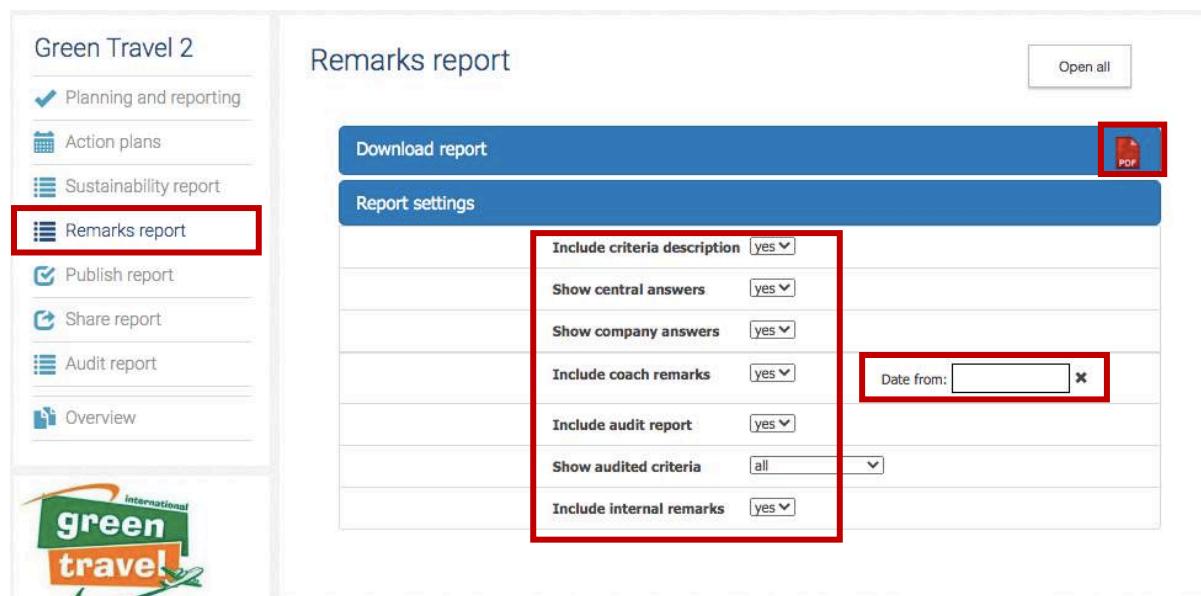


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5.3.4. Remarks report – settings page

This is the download corner for all remarks made in the reporting page, whether it's internal remarks, coach remarks, or auditor remarks. Remarks report is a complete document containing all remarks made during the reporting process. The remarks report can be download only in PDF format by clicking on the PDF icon on top right corner.

Report settings allow you to choose what types of remarks and what information should be shown in the Remarks report before downloading it. You can choose what to show in the PDF version of the remarks report, just by simply clicking on **Yes/No** for each component. The Date From tool allows you to only attach remarks from a specified date, making it easier to view the most recent comments.



The screenshot shows the 'Remarks report' settings page. On the left, a sidebar lists various report types: Planning and reporting, Action plans, Sustainability report, **Remarks report** (selected), Publish report, Share report, Audit report, and Overview. Below this is the 'green travel!' logo. The main area is titled 'Remarks report' and contains a 'Download report' bar with a 'PDF' icon. Below this is a 'Report settings' section with several checkboxes and a 'Date from:' input field. A red box highlights the 'Report settings' section, and another red box highlights the 'Date from:' input field. The 'PDF' icon in the 'Download report' bar is also highlighted with a red box.

5.3.5. Publish report – settings page

You can use this function to publicly publish your sustainability report. You can include the shown script to your website and this way the report will be visible there too. Before publishing the report, you can edit its settings by choosing Yes/No:

- **Activate the real time online link to this report:** is to update the published report anytime you update your report on Travelife online platform. This will automatically update on the published report on your website;



- **Show the text/explanation indicators:** is to choose if you want to include the Travelife text description on each criterion or just the title of the criterion on the published report;

Green Travel 1

- Planning and reporting
- Action plans
- Sustainability report
- Remarks report
- Publish report
- Share report
- Audit report
- Overview

Publish report

Published report settings

Activate the real time online link to this report Yes ▼

Show the text/explanation indicators Yes ▼

For webmasters: you must insert the below code to your websites source.

```
<iframe src="https://www.travelife.info/widget/index.php?key=e555ebe0ce426f7f9b2bef0706315e0c" width="500" height="100%" frameborder="0" allowfullscreen webkitallowfullscreen mozallowfullscreen
```

After clicking on **Preview**, here is how it looks like on your website.

0. Company characteristics
1. Sustainability Management & Legal compliance
2. Internal management: social policy & human rights
3. Internal Management: environment and community relations
4. Inbound partner agencies
5. Transport
6. Accommodations
7. Activities
8. Tour leaders, local representatives and guides
9. Destinations
10. Customer communication and protection

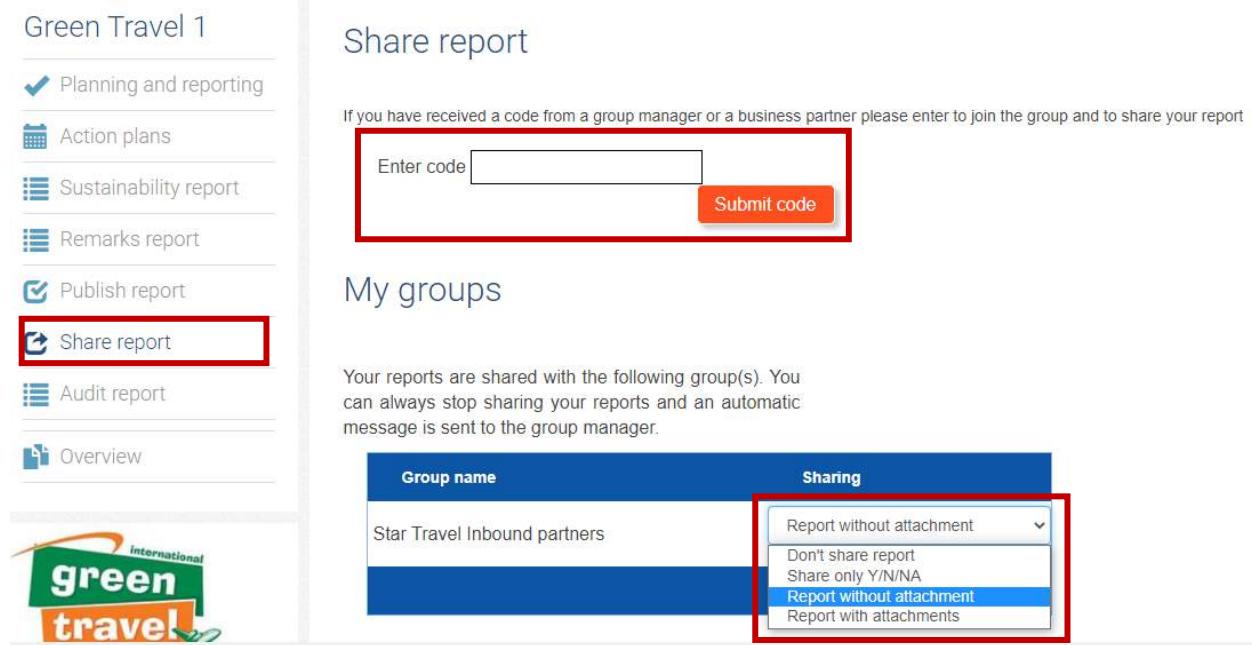
5.3.6. Share report

You can share your sustainability report with your in- and outbound partners in case they are also members of Travelife.

1. Your partners can send you a code. By **entering this code** and clicking **Submit code** you will become the member of the partner group. You can either join the group here or in My Space – My Groups. See instruction on page 27.



2. If you are already a member of the group, it will show here under **My groups**, for example **Partner Travel group**. You can share/unshare your report by choosing among 4 options here.



The screenshot shows the 'Share report' and 'My groups' sections of the Travelife Online platform. On the left, a sidebar lists various report types: Planning and reporting, Action plans, Sustainability report, Remarks report, Publish report, Share report (which is highlighted with a red box), Audit report, and Overview. Below this is the 'green travel' logo. The main content area starts with a 'Share report' section, which includes a text input field for a code and a 'Submit code' button. A red box highlights this section. Below it is a 'My groups' section, which lists 'Star Travel Inbound partners' with a sharing dropdown menu. A red box highlights this dropdown menu, which contains the following options: Report without attachment (selected), Don't share report, Share only Y/N/NA, Report without attachment, and Report with attachments.

5.3.7. Audit report

Note that: Only members who have had a Travelife Certified audit can see this function.

After the Travelife Certified onsite audit, the auditor must write an audit report on the Travelife Platform. This is where you access that audit report. The audit report only becomes available upon approval from the auditor.

The audit report function allows you to have an online overview of the audit report and sign digitally upon agreement.

Click on **Open all** to open all tabs in the audit report. Or click on each tab to open single tab. To download the audit report, click on the PDF icon.



Green Travel 1

- Planning and reporting
- Action plans
- Sustainability report
- Remarks report
- Publish report
- Share report
- Audit report



Download audit report

Open all

PDF

Auditing context

General

Locations visited

Persons met / consulted

Remarks and non compliances

Overall impression

Additional remarks

Signatures

Audit report archive

Audit report archive is **NOT available for first time audit**. From the second time audit, previous audit report(s) will be archived in the Travelife platform for the company to review.

If you are renewing your Travelife Certified award and have undergone an onsite audit, you can find the archived audit report with the following steps:

1. Click on **Audit report** from the toolbar on the left side

Star Travel 18

- Planning and reporting
- Action plans
- Sustainability report
- Remarks report
- Audit report
- Guidance report

Overview

2. From the overview, click on Audit history on top of the page

Audit report

not released

Audit history

Open all

3. You can see the archived report here under **Archive** (if any) Click on the blue button as shown below to access the archived Audit report from that year, the green button represents the archived sustainability report.

Archive	
Travelife Certified	10-12-2018
Travelife Certified	08-12-2016



Auditing context

Provides details and transparent information on the context of the audit, including **Introduction, Purpose of the audit, Audit process and Confidentiality**.

Auditing context

Introduction

Travelife is the premier worldwide certification and performance improvement program developed specifically for the travel and tourism industry. Travelife assists organizations to improve their economic, social and environmental sustainability while being rewarded and recognized for it.

Travelife provides travel companies with a framework to conduct a comprehensive assessment of their environmental and social sustainability performance, through which they can monitor improvements and achieve certification.

The Travelife Certified standard for tour operators and travel agents has integrated the EMAS (EU) environmental management and tourism sector specific requirements, the ISO 26000 Social Responsibility guidance and themes, The Global Reporting Initiative tour operator sector supplement and the OECD Guidelines for Multinational Enterprises. The Travelife Certified standard has been Recognized by the Global Sustainable Tourism Council as fully reflecting the GSTC standard.

Purpose of the audit

The purpose of this audit is designed to determine if TEST Tours has achieved the requirements of the Travelife Certified standard.

The Travelife Certified Standard includes more than 150 mandatory core criteria supported by over 200 compliance indicators. To be fully certified under the Travelife Certified standard, TEST Tours must comply with each of the 150+ mandatory criteria. Additional details of the Travelife Certified standard are contained within the Travelife online management and reporting system. Minor non compliances (remarks) are indicated in this report and dates for corrective actions are indicated. By signing this report the TEST Tours commits itself to these corrective actions within the given dates.

Should TEST Tours be required to complete corrective actions for major non-conformance to the Standard, an interim audit report may be provided by the auditor. Once all major non-conformance issues are resolved, a copy of the final report will be sent to the TEST Tours for approval.

The auditor will then send a recommendation to the Travelife Center for review and the awarding of Travelife Certified certification.

Audit process

During the audit, information relevant to the audit objectives, scope and criteria, including information relating to interfaces between functions, activities and processes was collected and recorded by appropriate sampling. Only information that is verifiable has been used as audit evidence. The audit evidence is based on samples of the available information and oral information from staff members. Therefore there is an element of uncertainty in auditing, and those acting upon the audit conclusions should be aware of this uncertainty.

All objective evidence is contained in the completed online reporting and audit system. The audit has been performed in two phases. During the first step (digital verification), all documentation and documented proof such as procedures, policies, contracts, statistics, etc. have been checked in the online self assessment.

The auditors have visited the office(s) of TEST Tours. Management and employees have been interviewed to check that the implementation is well supported by the staff, and several areas have been fully inspected. The information provided by TEST Tours within the online Travelife reporting system was controlled to confirm effectiveness of the sustainability management system, consistency in the implementation of policies and procedures, compliance to the minimum required by the Travelife Certified standard.

Confidentiality

Unless required by law, the audit team and those responsible for managing the audit program will not disclose the contents of documents, any other information obtained during the audit, or the audit report, to any other party without the explicit approval of the audit client. If disclosure of the contents of an audit document is required, the audit client will be informed as soon as possible.



Signature allows electronic signature for the auditor and the audited company's sustainability coordinator. You will receive an email from the auditor when the audit report is ready to sign.

General

Name company
Green Travel 1

Lead auditor name

Additional auditors

Date(s) onsite audit

Scope of the certification

Scope of the audit

Type of audit
Audit type

Locations visited

Name	Star Travel 1	Location	Amsterdam	Date	06-04-2017
------	---------------	----------	-----------	------	------------

Persons met / consulted

Name	Staff 1	Position	Manager	Date	06-04-2017
Name	Staff 2	Position	Sales	Date	06-04-2017

Remarks and non compliances

✓ Approved ✓ Approved with remark ✗ Non compliance

2. Sustainability Management & Legal compliance

Engagement of company

2.1. Sustainability coordinator jhfjmfhntdh

Completion date: 19 May, 2016



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Overall impression

Star Travel 1 is very much aware of the negative impacts that tourism brings to destinations.

Additional remarks

The audit process revealed that all reported trainings were on the agenda.

Auditor recommendation

Auditor recommends to provide Travelife Certified award for Star Travel 1.

Signatures

Auditor

Auditor 1, Travelife auditor, signed on NOT SIGNED YET

Company coordinator

George Green, Sustainability coordinator, signed on NOT SIGNED YET

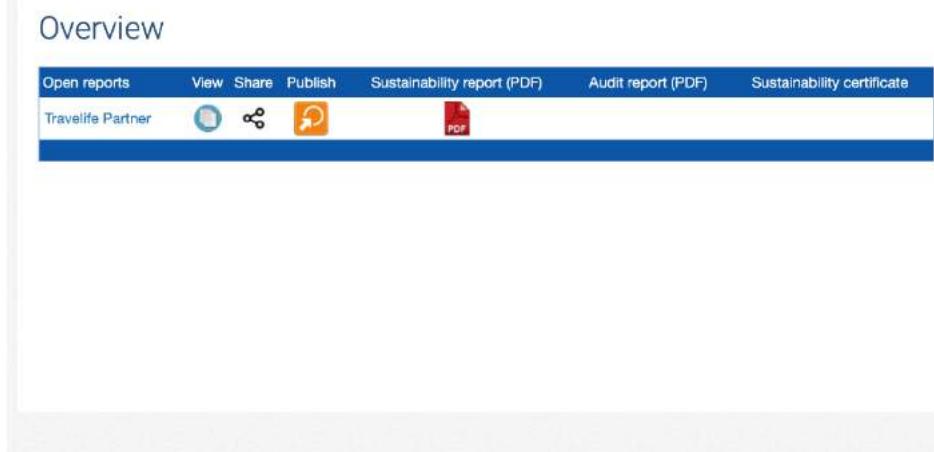
[Sign report](#)

To sign, click on **Sign Report**, a window will pop-up, click Yes to finish signing the auditor report.

Are you sure you want to sign the report?

5.3.8. Overview

Clicking on Overview takes you back to the page before the Theme overview page as below.



The screenshot shows the Travelife Online platform. On the left, a sidebar titled 'Green Travel 13' lists several options: 'Planning and reporting' (with a checkmark), 'Action plans', 'Sustainability report', 'Remarks report', 'Publish report' (with a checkmark), 'Share report', 'Audit report', and 'Overview' (which is the active tab, indicated by a blue background). The main content area is titled 'Overview' and contains a navigation bar with links: 'Open reports', 'View', 'Share', 'Publish', 'Sustainability report (PDF)', 'Audit report (PDF)', and 'Sustainability certificate'. Below this is a 'Travelife Partner' section with icons for 'View', 'Share', and 'Audit report', and a 'PDF' download link.

6. Suppliers

This page shows the list of awarded tour operators. This is a platform for companies to look for new sustainable partners worldwide.

6.1. Awarded companies

If your company achieves Partner or Certified level it will be listed under the awarded companies. This list is accessible to public through the homepage and therefore will add to your sustainability exposure.



The screenshot shows the Travelife website homepage. At the top, there is a navigation bar with links for 'Home', 'My space', 'Learning', 'Planning & Reporting', 'Suppliers' (which is highlighted with a red box), 'Destinations', 'Partners', 'Carmacal', and 'Animals'. On the far left, there is a logo for 'Travelife Sustainability in tourism' and a 'TOUR OPERATORS AND TRAVEL AGENTS' link. On the right side of the top bar, there are links for 'Mr.Chris Star', 'Logout', and a language selection for 'English'.

AWARDED COMPANIES

Looking for a tour operator or travel agent with proven commitment towards sustainability? Following an actual overview of **Travelife Partner** and **Travelife Certified** companies.

Select country

Select the country that you wish to see the listing of Travelife Certified and Partner awarded companies. When a country is selected, the list will drop down showing the companies from that specific country that have obtained the Travelife Certified, followed by ones awarded with Travelife Partner.

AWARDED COMPANIES

Looking for a tour operator or travel agent with proven commitment towards sustainability? Following an actual overview of **Travelife Partner** and **Travelife Certified** companies.



6.2. Destinations

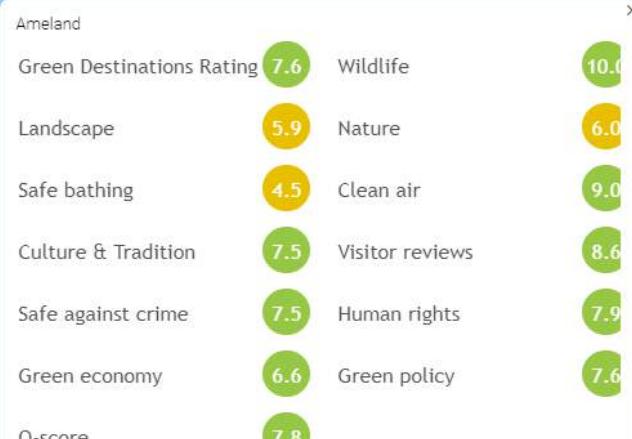
This section will list destinations with their ratings based on the Green Destinations rating platform. More than 1000 destinations have been rated so far. You can search for **Continent** and then **Country**.

Then the map of that country will be shown as below, and you can hover over the map to click on the destinations. A pop-up window will then be displayed as in the red box in which you can see ratings of the destination for each component. Below is Amsterdam as example.

DESTINATIONS

Europe ▾ Netherlands ▾

Map Satellite



6.3. Partners

Under this tab you can find your inbound partner companies that have also been registered in Travelife. If you don't have any, nothing will be shown here. This is linked to the function under My groups.

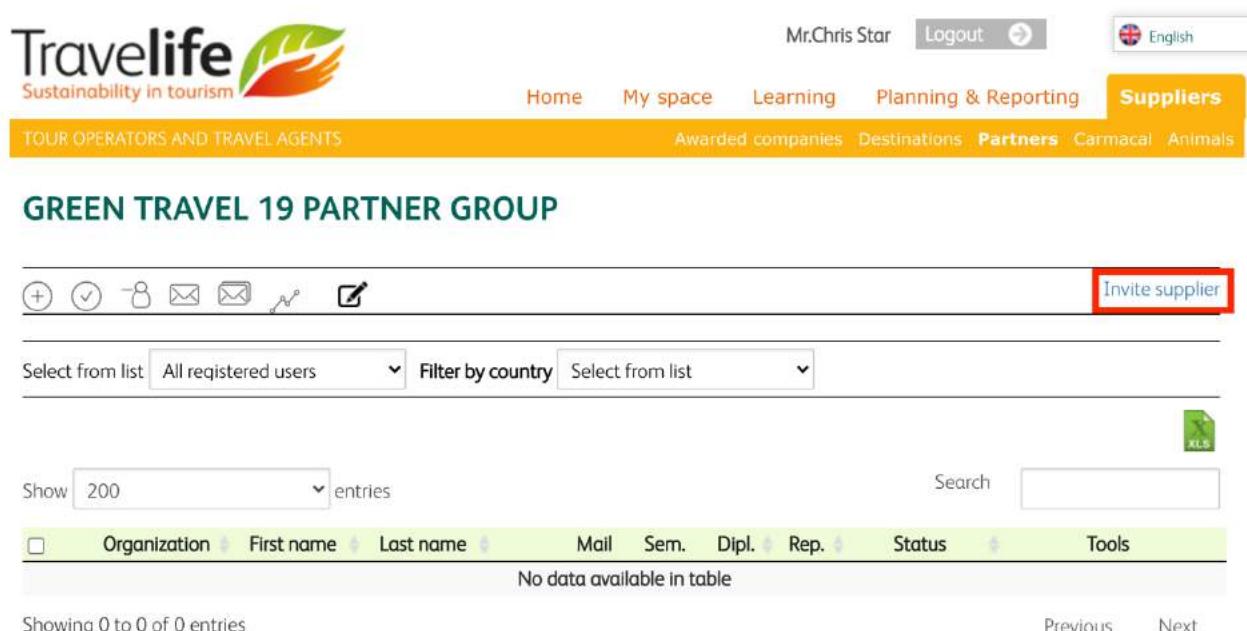
PARTNERS

You don't have inbound partners yet.

6.3.1 Adding Inbound Partners

To add inbound partners to your company's profile, first determine the conditions under which you would like to share the Travelife Platform with your partners. For example, do you expect your partners to complete the reporting, is it conditional to your contracts with them, or to what extent will they share their report with you? It is best to determine your preference and come to an agreement with your partners.

Once you are comfortable with your partner agreements, ask your coach to create an Inbound Partner Group for your company. Once your coach has done this, your “**Partners**” tab underneath “**Suppliers**” will look like this:



Mr.Chris Star Logout English

Home My space Learning Planning & Reporting **Suppliers**

Awarded companies Destinations **Partners** Carmacal Animals

GREEN TRAVEL 19 PARTNER GROUP

Invite supplier

Select from list All registered users Filter by country Select from list

Show 200 entries Search

Organization First name Last name Mail Sem. Dipl. Rep. Status Tools

No data available in table

Showing 0 to 0 of 0 entries Previous Next

You may start inviting your inbound partners/suppliers by clicking on “**Invite supplier**.” Once you have clicked on “**Invite supplier**,” the following drop-down window will appear:



GREEN TRAVEL 19 PARTNER GROUP

+
✓
👤
✉
✉
📝
✖
Invite supplier

From name

From email address

To name

To email address

Subject

Message

Enter the name of your **inbound partner company** and the corresponding **email address** you wish to send the invitation to. The email subject will state: *Complimentary package to engage with Travelife Certification program – [your company's name] partner group*. The example company used here is Green Travel 19.

The text of the email is shown below:

Message

Dear Inbound Partner Company Name,

As a valued supplier for Green Travel 19, I would like to invite you to learn about the Travelife program. Travelife for Tour Operators is an internationally recognized, GSTC accredited training, management & certification program for travel companies committed to reaching sustainability.

Being a member of the Travelife Network, Green Travel 19 is committed to helping its suppliers in improving sustainability practices. Therefore, you are invited to unlock the Travelife complimentary package. The complimentary offer aims to support Green Travel 19 suppliers in their sustainability engagement process, free of charge.

Benefits of the Travelife complimentary package

- Access to all Travelife training tools, including basic and theme training courses.
- Online management, action planning and reporting matrix for the Travelife Partner and Travelife / GSTC Certified requirements.
- Toolbox with implementation guidance and best practices.
- Technical help-desk support.

To activate this complementary package, please click on this link: [Activate package](#)

By clicking on this link, you (1) give Travelife the consent to store your information and to add you to Green Travel 19 partner group on the Travelife platform; and (2) Green Travel 19 the consent to review your sustainability report on the Travelife platform.

You can always block the reviewing right for Green Travel 19 to your Travelife sustainability report.

Upgrade to paid Travelife membership

Should you wish to upgrade to Travelife Engaged, meaning official **paid** membership, the following additional services follow:

- Strategic and customized consulting to establish your sustainability management systems.
- A dedicated Travelife approved coach to support the audit preparation reporting process.
- Online assessment and verification of your sustainability report.
- The *Travelife Partner/Certified* award (based on compliance with the Travelife Partner/Certified requirements).

For more information please visit the Travelife website at [travelife.info](#) or contact us at support@travelife.info.

The **Inbound Partner Company Name** will automatically change to the name you entered in the recipient text field. Note: the name of your company will also automatically appear everywhere **Green Travel 19** is shown in the example.

For more information please visit the Travelife website at [travelife.info](#) or contact us at support@travelife.info.

[Send invitation](#) 

Click on “Send invitation” to send the email.

Once they have received your email, your inbound partner will have to click on the “**Activate package**” link, which will direct them to this landing page for registration:

Welcome to the inbound partners page of Green Travel 19

Are you already registered? Enter username and password to log in

E-mail

Password

Log in

Forgot your password?

E-mail

Reset password

Not registered yet? Fill in the form to get access.

Inbound Partner Company Name

First Name

Last Name

Country

demo@travelife.info

Password

Confirm password

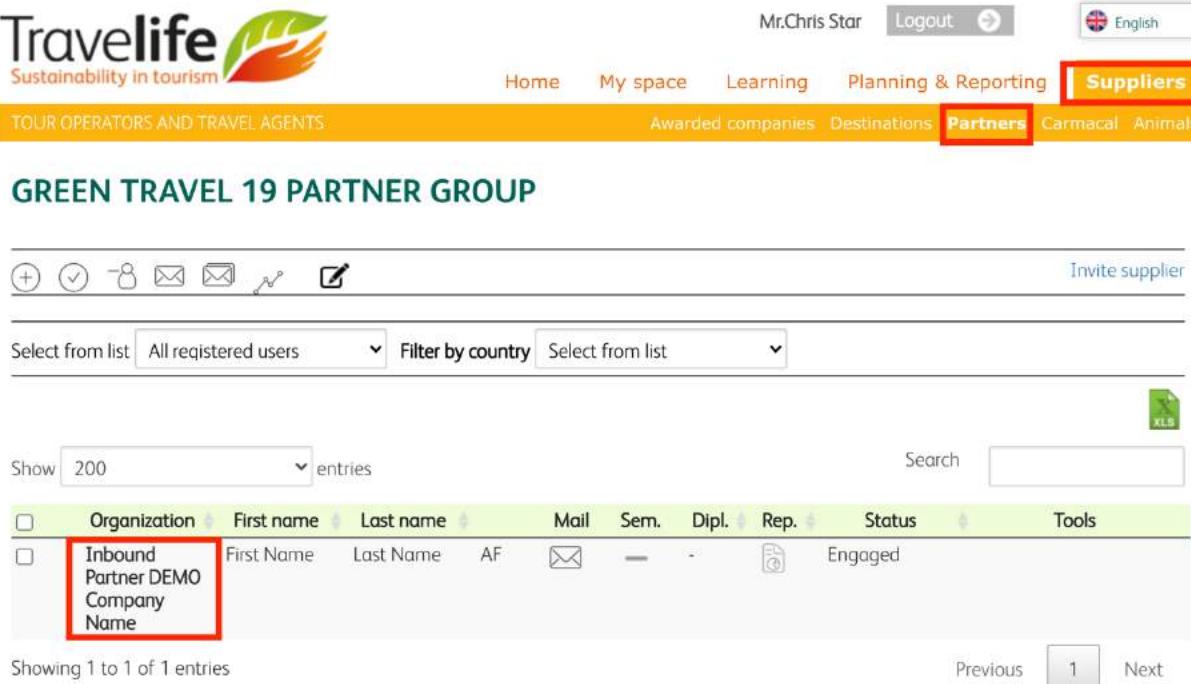
Register

Note: your company's logo will appear on the top right in place of the example logo.

If your inbound partner is **already registered** in the Travelife system, their sustainability coordinator can simply log in with their details on the left-hand side of the screen.

If your inbound partner is not yet registered in the Travelife system, they can **easily register** by completing the form on the right-hand side.

Once your inbound partner is registered in the Travelife system, you will be able to see them in your **Inbound Partner Group**, accessible under the “**Suppliers**” tab, under “**Partners**”



Travelife Sustainability in tourism

Mr.Chris Star Logout English

Home My space Learning Planning & Reporting Suppliers

TOUR OPERATORS AND TRAVEL AGENTS Awarded companies Destinations Partners Carmacal Animals

GREEN TRAVEL 19 PARTNER GROUP

Invite supplier

Select from list All registered users Filter by country Select from list

Show 200 entries Search

XLB

Organization	First name	Last name	Mail	Sem.	Dipl.	Rep.	Status	Tools
Inbound Partner DEMO Company Name	First Name	Last Name	AF				Engaged	

Showing 1 to 1 of 1 entries Previous 1 Next

For you to see the **reporting of your inbound partner**, they must share their reporting with you. They can do this by adjusting the settings under **My Space > My Groups > Sharing**:



Travelife Sustainability in tourism

First Name Last Name Logout English

Home My space Learning Planning & Reporting Suppliers

TOUR OPERATORS AND TRAVEL AGENTS My Profile My staff My Groups My actions Quick scan My clients

MY GROUPS

Your reports are shared with the following group(s). You can always stop sharing your reports and an automatic message is sent to the group manager.

Group name	Sharing
Green Travel 19 partner group	Don't share report

If you have received a code from a group manager or a business partner please enter to join the group and to share your report

Enter code

Submit code

They can click on the “Sharing” text box. A drop-down list will appear with the following options:

- Don't share report
- Share only Y/N/NA
- Report without attachment
- Report with attachments

The screenshot shows the Travelife website interface. At the top, there is a navigation bar with links for 'Home', 'My space' (which is highlighted in orange), 'Learning', 'Planning & Reporting', and 'Suppliers'. Below this is a secondary navigation bar with links for 'My Profile', 'My staff', 'My Groups' (which is highlighted in orange), 'My actions', 'Quick scan', and 'My clients'. The main content area is titled 'MY GROUPS'. It lists a group named 'Green Travel 19 partner group'. To the right of the group name is a 'Sharing' dropdown menu with four options: 'Don't share report', 'Share only Y/N/NA', 'Report without attachment', and '✓ Report with attachments' (with a checkmark). A red box highlights this dropdown menu.

MY GROUPS

Your reports are shared with the following group(s). You can always stop sharing your reports and an automatic message is sent to the group manager.

The screenshot shows a 'Sharing' dropdown menu with four options: 'Don't share report', 'Share only Y/N/NA', 'Report without attachment', and '✓ Report with attachments' (with a checkmark). A red box highlights the '✓ Report with attachments' option.

They should then select the option that they have agreed upon with you. Once they have selected the appropriate option, you will be able to access their reporting. Here they can opt out of sharing their reporting if necessary.



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Furthermore, in some cases, they may be required to enter a code for them to share their reporting, which will automatically be sent to them during the invitation phase (example below).



First Name Last Name

Logout

English

Home

My space

Learning

Planning & Reporting

Suppliers

TOUR OPERATORS AND TRAVEL AGENTS

My Profile My staff **My Groups** My actions Quick scan My clients

MY GROUPS

Your reports are shared with the following group(s). You can always stop sharing your reports and an automatic message is sent to the group manager.

Group name	Sharing
Green Travel 19 partner group	<input type="button" value="Report with attachments"/>
Green Travel 19 partner group	

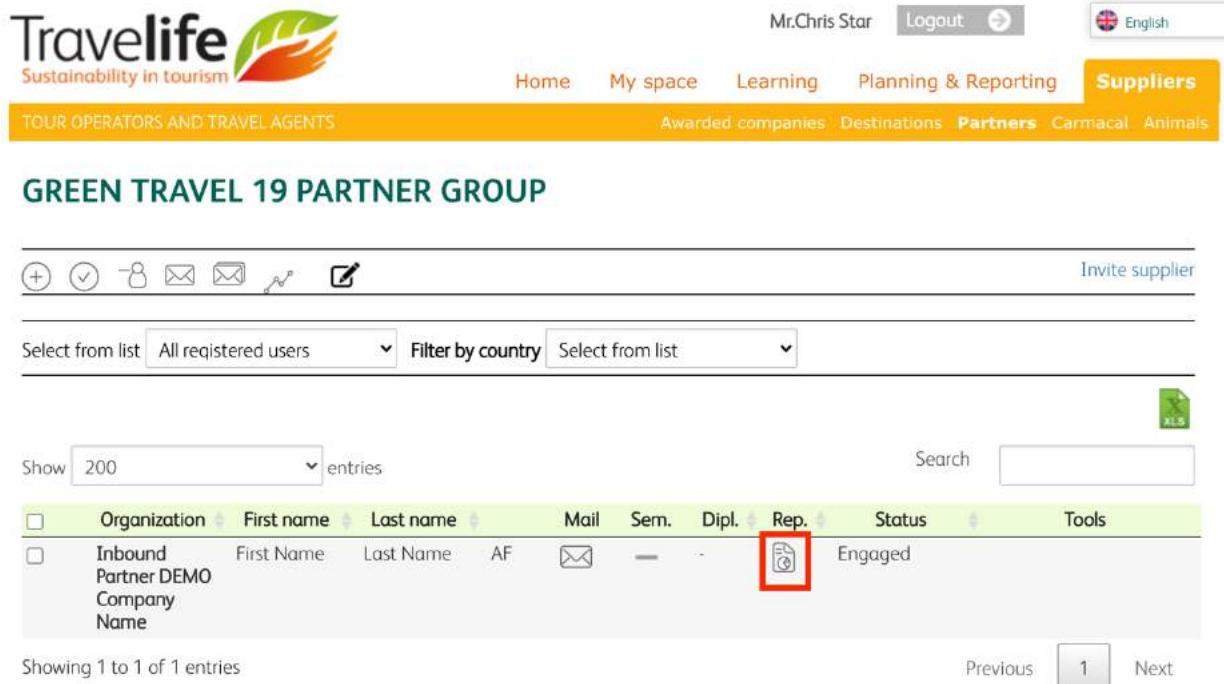
If you have received a code from a group manager or a business partner please enter to join the group and to share your report

Enter code



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Click on the “Report” icon (displayed below) to access your inbound partner’s reporting.



Travelife Sustainability in tourism

Mr.Chris Star Logout English

Home My space Learning Planning & Reporting Suppliers

TOUR OPERATORS AND TRAVEL AGENTS Awarded companies Destinations Partners Carmacal Animals

GREEN TRAVEL 19 PARTNER GROUP

Invite supplier

Select from list All registered users Filter by country Select from list

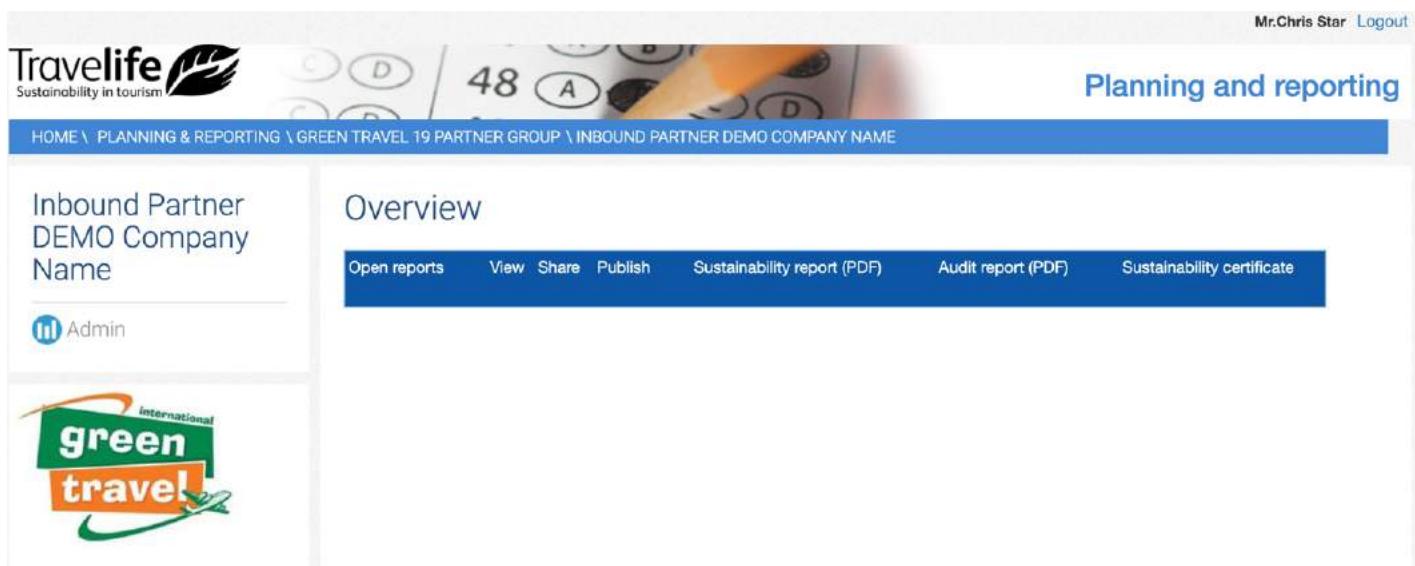
Show 200 entries Search

XL5

	Organization	First name	Last name	Mail	Sem.	Dipl.	Rep.	Status	Tools
<input type="checkbox"/>	Inbound Partner DEMO Company Name	First Name	Last Name	AF	-	-		Engaged	

Showing 1 to 1 of 1 entries Previous 1 Next

Inbound partner’s planning and reporting page.



Travelife Sustainability in tourism

Mr.Chris Star Logout

Planning and reporting

HOME \ PLANNING & REPORTING \ GREEN TRAVEL 19 PARTNER GROUP \ INBOUND PARTNER DEMO COMPANY NAME

Inbound Partner DEMO Company Name

Admin

green travel international

Overview

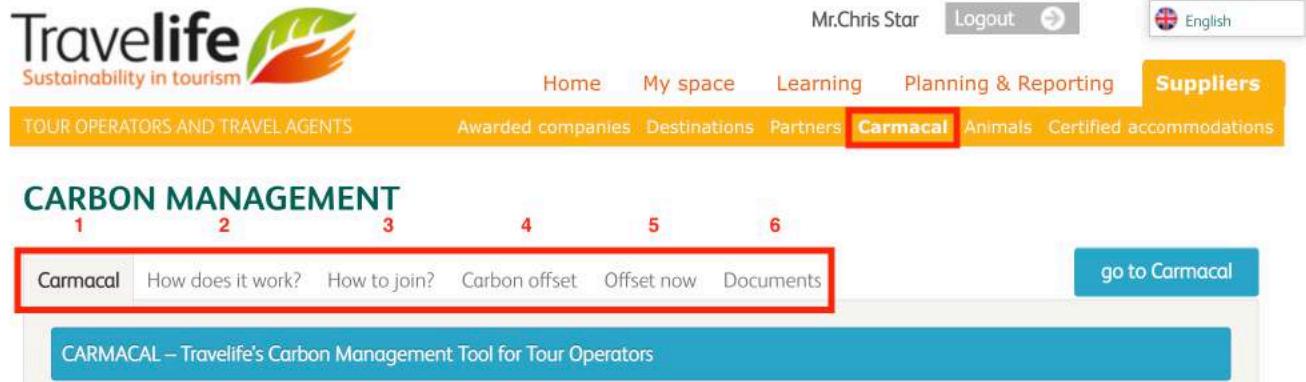
Open reports View Share Publish Sustainability report (PDF) Audit report (PDF) Sustainability certificate



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6.4. Carmacal

Under Suppliers you can also find information regarding the Carmacal tool. The tool offers tour operators the opportunity to implement carbon management in their operations.



The screenshot shows the Travelife website with a yellow header. The header includes the Travelife logo, a user profile for 'Mr.Chris Star', a 'Logout' button, and a language selection for 'English'. Below the header, there are several navigation tabs: 'Home', 'My space', 'Learning', 'Planning & Reporting', 'Suppliers' (which is highlighted in orange), 'TOUR OPERATORS AND TRAVEL AGENTS', 'Awarded companies', 'Destinations', 'Partners', 'Carmacal' (which is highlighted in red), 'Animals', and 'Certified accommodations'. The main content area has a sub-header 'CARBON MANAGEMENT' with a numbered navigation (1 to 6). Below this, there is a red box containing the 'Carmacal' tab and its sub-options: 'How does it work?', 'How to join?', 'Carbon offset', 'Offset now', and 'Documents'. A 'go to Carmacal' button is located to the right of this box. A blue banner at the bottom of the content area reads 'CARMACAL – Travelife's Carbon Management Tool for Tour Operators'.

1. **Carmacal:** Here a description is given about what Carmacal is and does, followed by a brief introduction.

CARMACAL is a user-friendly application which allows tour operators and other businesses to measure the complete and detailed carbon footprint of their tour packages, enabling the integration of carbon management into their daily operations. See this short video with tour operator interviews on why the travel sector should use CARMACAL.



For effective integration of CO₂ in tour operator decision making, next to data on turn-over, profit, customers, etcetera, you need a detailed carbon calculator that enables you to combine CO₂ data with volume and financial data. You want to be able to find the accommodations with the lowest emissions, the most efficient airline or flights (on all scheduled flights), to know the emissions for a wide range of transport modes including occupation rate, to assess carbon intensive tourism activities, and be able to find the distance between any two places on the globe easily.

Current calculators fail these requirements, as they mostly do not offer more than one emission factor for accommodations, have only general emission factors for transport modes, and are frequently centered on one element of tourism: either air transport or accommodation.

2. **How does it work?**: Here you can find how Carmacal works, and the carbon emissions of a tool are calculated.

CARBON MANAGEMENT

Carmacal

How does it work?

How to join? Carbon offset Offset now Documents

go to Carmacal

Easy web-based application

Watch this YouTube CARMACAL tutorial to see how the carbon emissions of a tour are calculated.



3. **How to join?**: Here you can find the conditions of use and participation fee.

CARBON MANAGEMENT

Carmacal

How does it work?

How to join?

Carbon offset Offset now Documents

go to Carmacal

You can join Carmacal by clicking the button at the bottom of this page. By that you accepting the conditions of use including the following participation fee.

Participation fee

Carmacal has a minimum basic membership fee of **100 €** per user per year which includes 25 free calculations. For addition calculations a fee of **2 €** per calculation is due. At a yearly fee of **495 €** an unlimited number of calculations can be made.

# of calculations	Price per year (€)
0 - 25	100 €
26 – 225	2 € per calculation
> 225	495 €

- Travelife members and members of the ANVR Travel association receive a discount of 50 % on the Carmacal basic membership.
- Calculations are calculated on the basis of unique registrations in the system within a calendar year.
- Existing packages (travel codes) can be updated at any time.
- A Carmacal Licencing agreement is based per legal entity operating for one destination or source market (country basis).
- A free testing account can be requested for maximum 5 calculations. This account has a maximum validity of 3 months and will be automatically terminated. The information derived from such test account can not be used in any commercial relationship.



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4. **Carbon offset:** Travelife offers the opportunity to compensate your carbon footprint. Find out how here.

CARBON MANAGEMENT

Carmacal How does it work? How to join? **Carbon offset** Offset now Documents [go to Carmacal](#)

Travelife offers the opportunity to compensate your carbon footprint by purchasing carbon offsets. If you match your total carbon footprint with an equal amount of high quality carbon offsets, you can claim carbon neutrality. The carbon offsets come from impactful climate protection projects developed by the South Pole group, a carbon off-set organisation from Switzerland.

Travelife can offer you a competitive price for projects certified against the highest international carbon off-set standards.

Concept

Carbon offsetting is a mechanism to mitigate greenhouse gas emissions by reducing the same amount of emissions anywhere in the world. Climate protection projects that lower emissions (for example by replacing coal-fired power with clean wind energy) can issue one carbon offset for each tonne of CO₂-equivalent they reduce. These projects, which are mostly located in developing countries, can only reduce emissions if they receive revenue from the sale of carbon offsets: hence, you are contributing to additional climate action.



5. **Offset now:** Purchasing carbon offset products from *South Pole* can now be done via Travelife, here in this section. For further assistance in how to purchase carbon offset products, please refer to the latest *Carmacal User Manual* which can be found in the (6) **Documents** section, detailed below.



CARBON MANAGEMENT

Carmacal How does it work? How to join? Carbon offset

Offset now

Documents

go to Carmacal

Carbon offsets from South Pole

Carbon offsets from South Pole are guaranteed of high quality and are certified under the most well-known standards. South Pole is one of the world's largest and most well-known developers of climate protection projects and has developed more than 500 emission reduction and renewable energy projects to date.

When purchasing carbon offsets from South Pole via Travelife, you will support climate protection projects in developing countries that are certified under the highest standards, such as Gold Standard and VCS (now called Verra). Your support will not only reduce carbon, but also enable the project's local environmental organisations and businesses to protect biodiversity, create sustainable jobs, improve health and various other contributions to sustainable development.

One example is the VCS-certified Kariba REDD+ project in Zimbabwe. This forest conservation project is providing sustainable livelihood opportunities for poor communities in Northern Zimbabwe. Its aim is to reduce deforestation and forest degradation through a range of activities such as conservation farming and beekeeping, whilst protecting wildlife such as elephants, lions and hippos. Watch a short video about this project [here](#).

For EUR 4 per tonne of CO₂e, you can offset your emissions by supporting projects such as Kariba. You will receive an official certificate from Travelife and if needed, also marketing and communication support from South Pole. If you want to offset your carbon footprint please send an email to info@travelife.info

If you wish to compensate by purchasing carbon offsets from a climate protection project in a specific country or with a certain standard or technology, this is of course possible.

[Compensate now](#)

6. **Documents:** Here you can find all useful documents related to Carmacal, including the User Manual. The Carmacal tool will not be explained in detail in this manual.

CARBON MANAGEMENT

Carmacal How does it work? How to join? Carbon offset Offset now

Documents

go to Carmacal

User manual



Carmacal Introduction leaflet



Carmacal User - Terms and Conditions



6.5. Animals

This section lays out what animal welfare is, the importance of it in tourism and the responsibilities of tour operators in this.



Sustainability in tourism

Janneke Jansen

Logout

English

Home My space Learning Planning & Reporting Suppliers

TOUR OPERATORS AND TRAVEL AGENTS

Awarded companies Destinations Partners Carmacal Animals Excursions

ANIMALS

Animal welfare Animal welfare in tourism Support tools

Animals are a popular part of many holiday experiences. From the viewing of wildlife in the wild, to visiting captive animal facilities, such as zoos and sanctuaries, to animals used to carry people or loads. Customers enjoy the chance to view or interact with animals in destinations and when managed appropriately, animals can enhance the holiday experience.

However, at times the tourism industry has been associated with practices which are deemed exploitative or which compromise the welfare of the animals involved. Some travel businesses have been criticised, reputations have been damaged and custom has declined. In fact, a ComRes public poll in 2017 indicated 71% of travellers surveyed said they were more likely to buy holidays from companies that care for animals. This makes it vitally important that travel businesses carefully consider the animal attractions they offer, but moreover, play their part in tackling poor practice.

Understanding how, and by how much, tourism practices can impact on animals is key to identifying and managing the associated risk of your animal-based product. This requires an understanding of animals and their needs, an ability to assess requirement and a recognition that some activities with animals may no longer be acceptable.

What is animal welfare?

Animal welfare in tourism provides advice on how Travelife members can incorporate animal welfare awareness throughout their business and its operations.



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ANIMALS

[Animal welfare](#)
[Animal welfare in tourism](#)
[Support tools](#)

In 2013, the British travel association, ABTA, published the Global Welfare Guidance for Animals in Tourism. Developed to support travel businesses and attraction suppliers, the Guidance introduces animal welfare in tourism and provides comprehensive guidelines on how to incorporate animal welfare safeguards into operations and meet its requirements.

The Guidance includes six supporting guidance manuals that introduce minimum requirements and best practice for the most popular types of tourist attractions involving animals and classified 'unacceptable' practices that are known to severely compromise animal welfare.

The Global Welfare Guidance for Animals in Tourism, and the accompanying supplier auditing documentation, is available from ABTA - <https://abta.com/abta-shop/abta-animal-welfare-guidelines>

Under **Support tools** you can find information regarding the service ANIMONDIAL that Travelife is supporting.

ANIMALS

[Animal welfare](#)
[Animal welfare in tourism](#)
[Support tools](#)

ANIMONDIAL information for Travelife for Tour Operators website

ANIMONDIAL is a unique consultancy working in partnership with travel businesses, NGOs and academics to better manage tourism's impact on animals and the natural environment in global destinations. Understanding the needs of the different animal species and how tourism practices can impact on their welfare is key to providing appropriate care. Working with Travelife For Tour Operators, we provide a range of invaluable services for its Partners, incorporating animal welfare expertise into the wider sustainable tourism agenda.

[Animondial.com](http://animondial.com)

Our collaboration supports the implementation of ABTA's Animal Welfare Guidelines to offer tour operators a competitive service with follow-up and support service options.

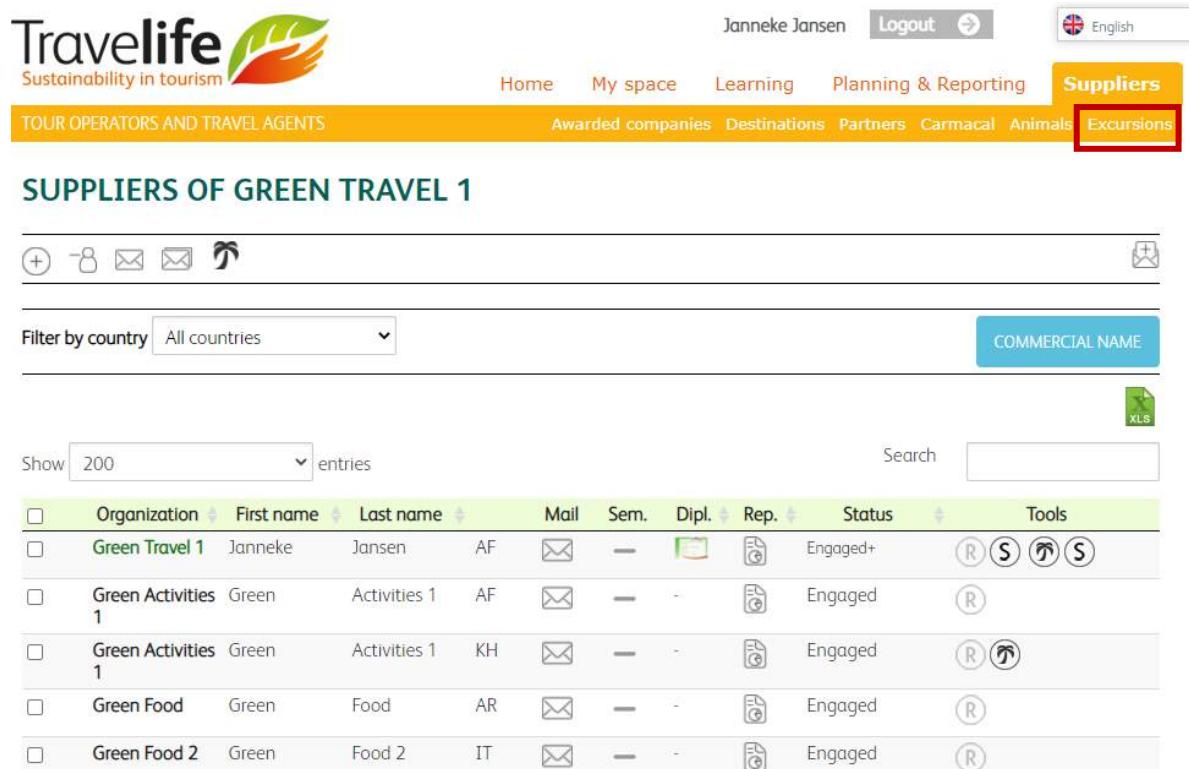


This organization provides services into incorporating animal welfare expertise into your business. Information can be found here on the services they provide and how to get involved.

6.6. Excursions

Note that: This function is not visible for all companies. This is only visible when you start using the Travelife Excursion tool to manage your excursions. It's common for Cruise ground handlers to use this tool.

This tab allows you to see and manage the suppliers who are involved in your specific excursions. All suppliers added to the Travelife platform can share information with each other and view each other's reports on the platform.



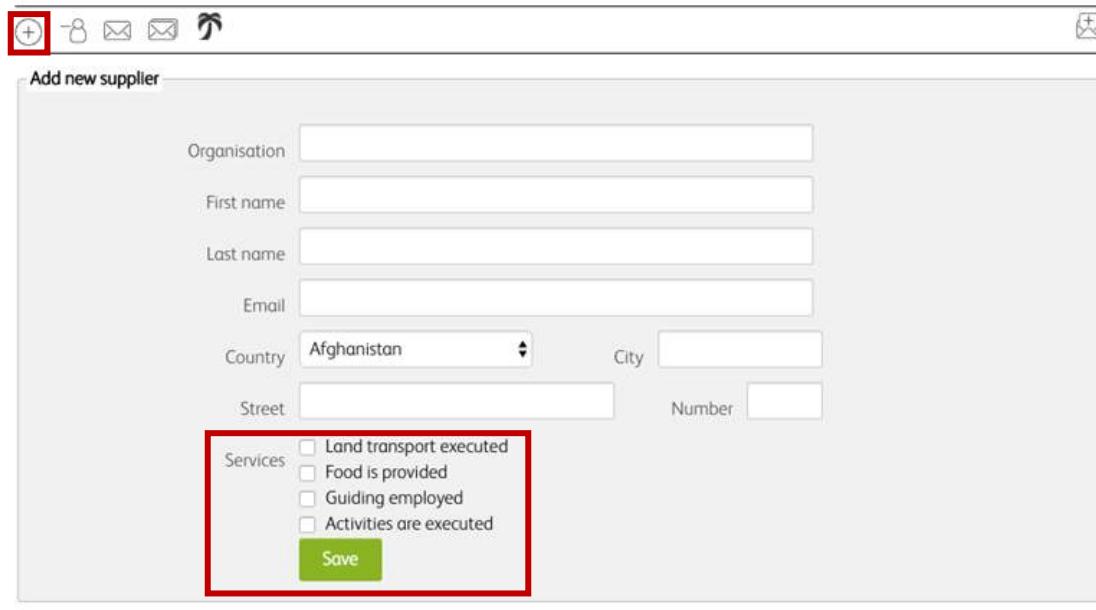
The screenshot shows the Travelife platform interface. At the top, there is a navigation bar with links for Home, My space, Learning, Planning & Reporting, Suppliers (which is highlighted in orange), and Excursions (which is highlighted with a red box). Below the navigation bar, there is a search bar with icons for search, filter, and export (CSV and XLS). A dropdown menu for 'Filter by country' is set to 'All countries'. A 'COMMERCIAL NAME' search input field is also present. Below these, there is a table with a header row showing columns for Organization, First name, Last name, Mail, Sem., Dipl., Rep., Status, and Tools. The table contains five rows of data, each with a checkbox and icons for edit, delete, and export. The data in the table is as follows:

	Organization	First name	Last name	Mail	Sem.	Dipl.	Rep.	Status	Tools				
<input type="checkbox"/>	Green Travel 1	Janneke	Jansen	AF		—			Engaged+				
<input type="checkbox"/>	Green Activities 1	Green	Activities 1	AF		—			Engaged				
<input type="checkbox"/>	Green Activities 1	Green	Activities 1	KH		—			Engaged				
<input type="checkbox"/>	Green Food	Green	Food	AR		—			Engaged				
<input type="checkbox"/>	Green Food 2	Green	Food 2	IT		—			Engaged				

6.6.1. Add new supplier

If you click on the + icon in the toolbar the following window will open which allows you to add a new supplier from the platform.

SUPPLIERS OF GREEN TRAVEL 1



The screenshot shows a form titled 'SUPPLIERS OF GREEN TRAVEL 1'. At the top, there is a toolbar with icons for adding, deleting, and saving. The 'Add new supplier' button is highlighted with a red box. The form itself has fields for 'Organisation', 'First name', 'Last name', 'Email', 'Country' (set to 'Afghanistan'), 'City', 'Street', and 'Number'. Below these fields is a section for 'Services' with four checkboxes: 'Land transport executed', 'Food is provided', 'Guiding employed', and 'Activities are executed'. A green 'Save' button is located at the bottom of this section. The entire 'Services' section is also highlighted with a red box.

To add a company, you can fill in the details of the company here. Also, you should indicate what kind of **services** the company is providing, shown in the red box, multiple options are possible.

Do not forget to click **Save** to successfully enter the provider into your group.

6.6.2. Excursion manager



The Palm Tree logo in the toolbar represents the excursion manager tool. This view provides an overview of your offered excursions.



Excursion manager

Excursions

+ Add new excursion

Search:

Internal code	Excursion name	Country	Destination	Services	Tools
INTL001	Test	Germany			

Showing 1 to 1 of 1 entries

Previous 1 Next

If you click on **+ Add new excursion** the following window will show up where you can enter new excursions.

Excursion manager

Excursions / add new excursion

Name excursion

Internal code

Number of PAX (previous year)

Number of instances operated (previous year)

Tour duration (hours)

Country Select country

Ports

Detailed description

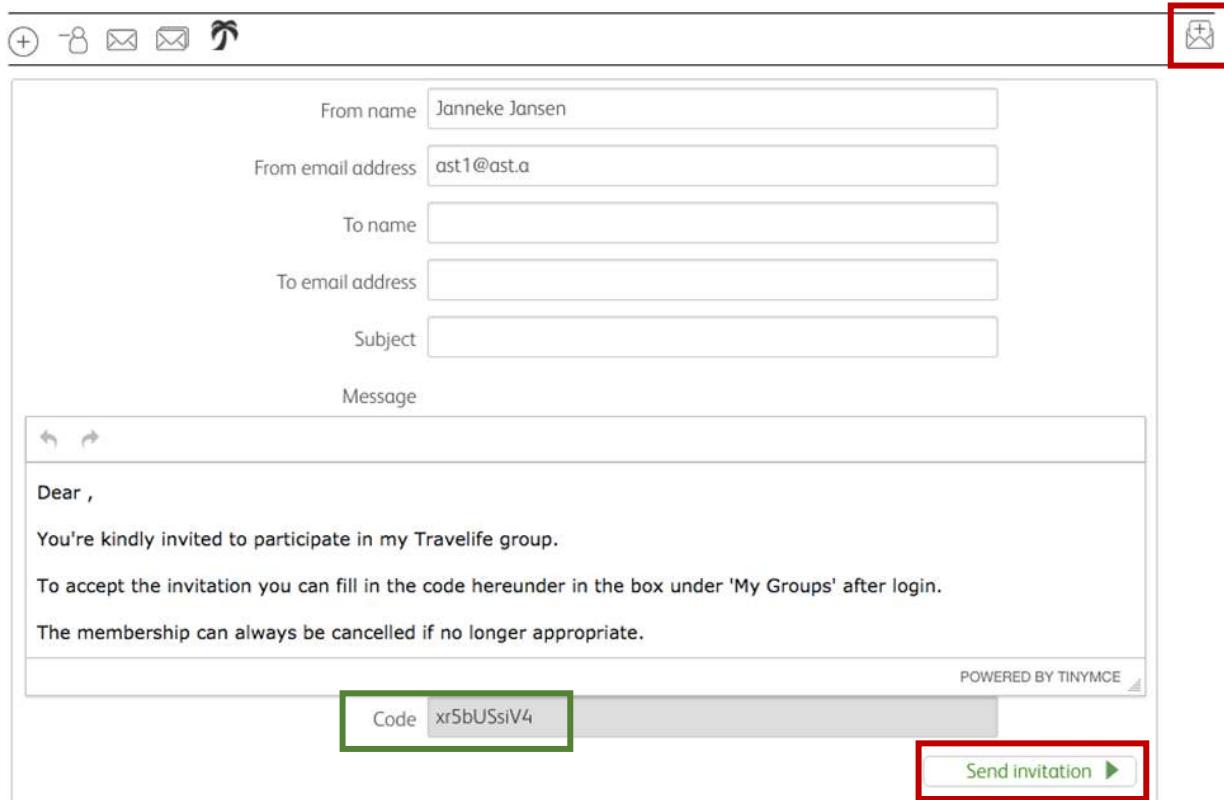
A Normal text **Bold** *Italic* Underline Small **“** **”** **“** **”**



6.6.3. Invite suppliers

By clicking on this icon  , you can invite suppliers to join your supplier group.

SUPPLIERS OF GREEN TRAVEL 1



From name: Janneke Jansen

From email address: ast1@ast.a

To name:

To email address:

Subject:

Message

Dear ,

You're kindly invited to participate in my Travelife group.

To accept the invitation you can fill in the code hereunder in the box under 'My Groups' after login.

The membership can always be cancelled if no longer appropriate.

Code:

Powered by TINYMCE

Send invitation

You can fill in the above window to do so. In the **message box** you can modify the template message as you wish. As you can see in the **green box** your supplier will be sent a code with which they can accept your invitation.

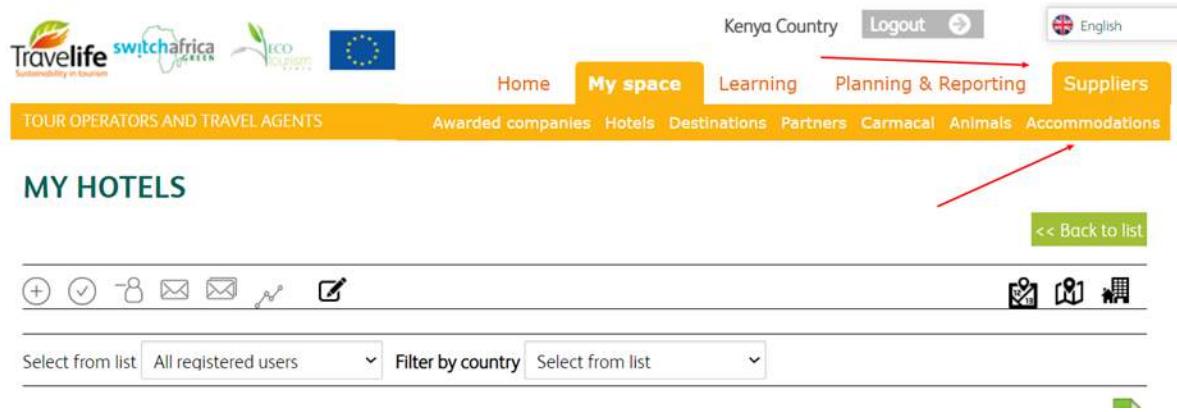
Do not forget to click **Send invitation** to complete the process.



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6.7. My Accommodations

1. The tool is available under Suppliers – Accommodations.

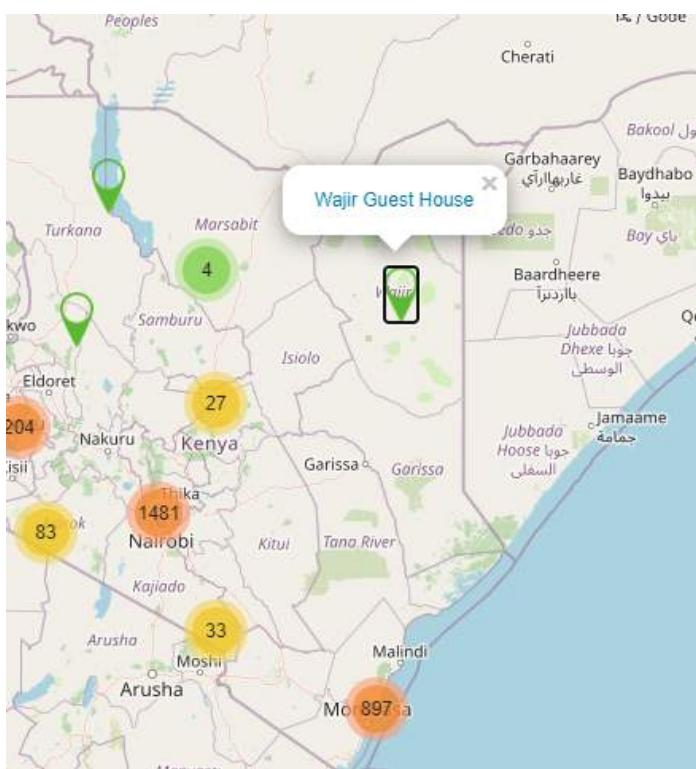
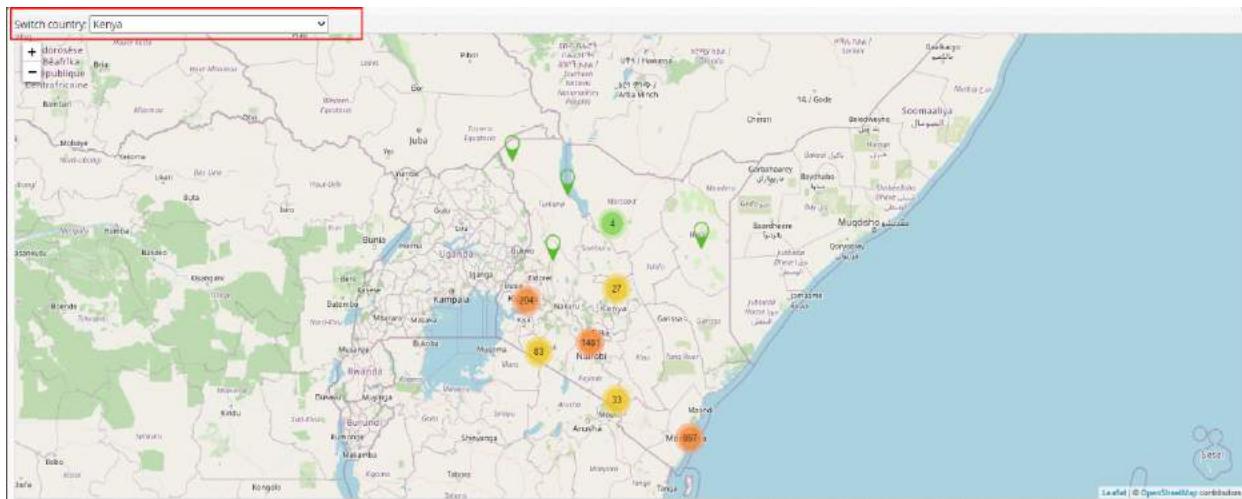


2. There are 3 options to manage the accommodations:

-  My linked accommodations: shows a map with all accommodations linked to the current user.
-  All accommodations – map view: shows a map with the accommodations from the current country. The country can be switched with the list tool above the map.
-  All accommodations – list view: list of all accommodations from the current country. The country can be switched with the list tool above the list.

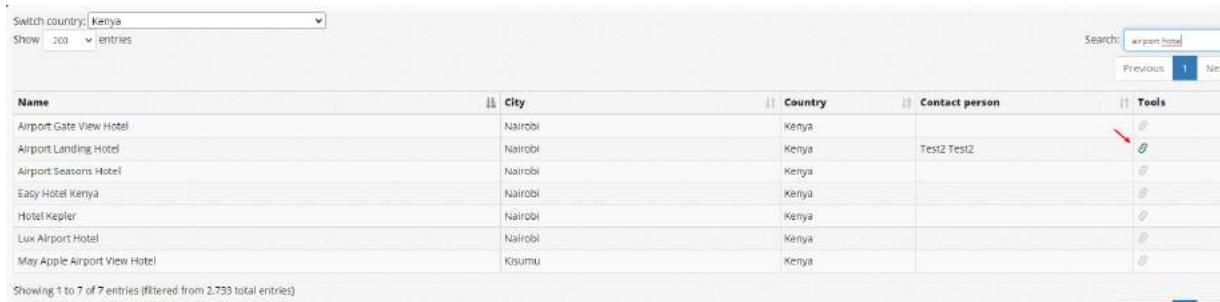
3. The edit tool can be triggered by clicking on the accommodations - marker on the map:





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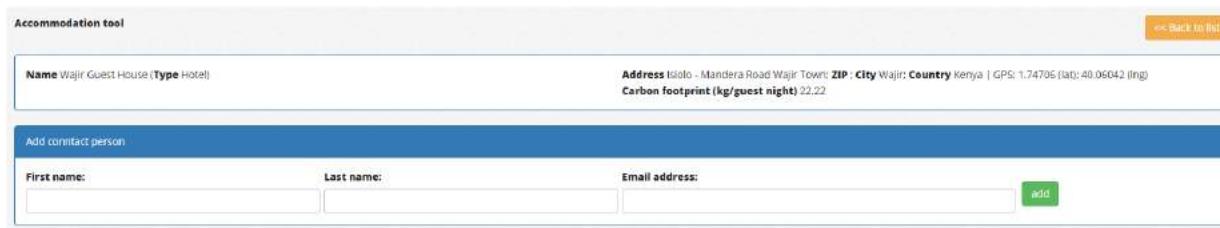
...or by clicking in the table on the “Tools” icon:



A screenshot of a table in a software application. The table has columns for Name, City, Country, Contact person, and Tools. The Tools column contains icons, with a red arrow pointing to the icon in the last row. The table shows 7 entries out of 2,733 total. The contact person for the last entry is 'Test2 Test2'.

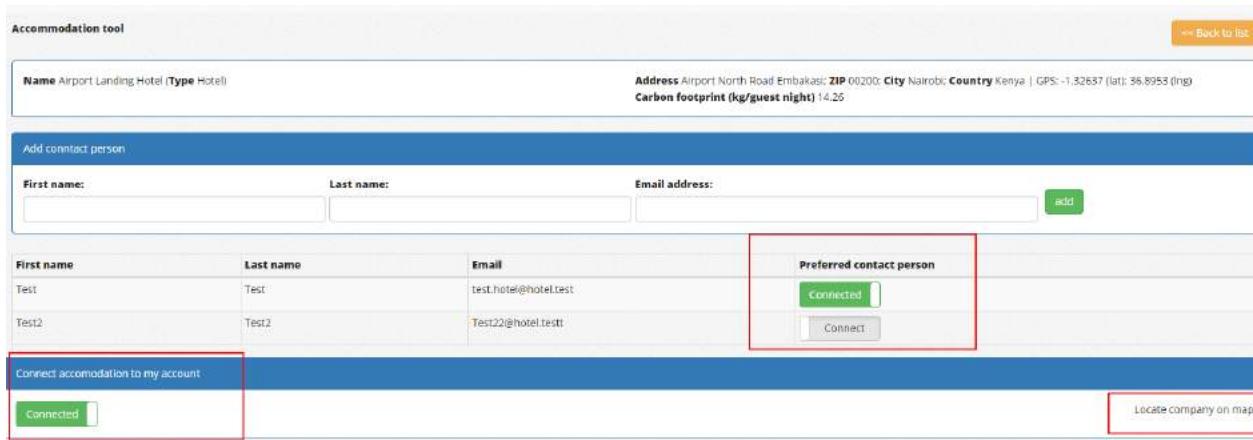
Name	City	Country	Contact person	Tools
Airport Gate View Hotel	Nairobi	Kenya		
Airport Landing Hotel	Nairobi	Kenya		
Airport Seasons Hotel	Nairobi	Kenya		
Easy Hotel Kenya	Nairobi	Kenya		
Hotel Kepler	Nairobi	Kenya		
Lux Airport Hotel	Nairobi	Kenya		
May Apple Airport View Hotel	Kisumu	Kenya	Test2 Test2	

4. If the accommodation is not yet connected, you need to add a contact person and an email address to it to link it to the system.



A screenshot of a form titled 'Add contact person'. It has fields for First name, Last name, and Email address. A green 'add' button is on the right. Above the form, the accommodation details are shown: Name 'Wajir Guest House' (Type Hotel), Address 'Isalo - Mandera Road Wajir Town', ZIP '00000', City 'Wajir', Country 'Kenya', GPS '1.74706 (lat): 40.06042 (long)', and Carbon footprint '22.22 kg/guest night'.

5. If an accommodation is already linked to the system, you can choose the preferred contact person or you can add a new contact person.



A screenshot of a form titled 'Add contact person' for an already connected accommodation. It has fields for First name, Last name, and Email address. A green 'add' button is on the right. Above the form, the accommodation details are shown: Name 'Airport Landing Hotel' (Type Hotel), Address 'Airport North Road Embakasi', ZIP '00200', City 'Nairobi', Country 'Kenya', GPS '1.32857 (lat): 36.8953 (long)', and Carbon footprint '14.26 kg/guest night'. Below the form, a table shows existing contact persons: 'Test' (Connected) and 'Test2' (Connected). A red box highlights the 'Connected' status of the contact persons. A red box also highlights the 'Connected' status in the 'Connect accommodation to my account' section at the bottom.

6. You can connect and detach the accommodation to and from your list. If you think that the location is wrong, you can locate the accommodation on the map. You can add the exact address as well.



(re)locate accommodation on map

Airport Landing Hotel

Company name

Airport Landing Hotel

Country name

Kenya

City name

Street

Number

Zip

Website

Latitude

-1.3263700

Longitude

36.8953000

Edit data and relocate marker if needed

Update



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**For any additional questions about the Travelife platform,
please ask your Travelife coach.**



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