Travelife Online

User Manual

for Companies

www.travelife.info

October 2022

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Travelife Online – User Manual for Companies

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.

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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.

2. Logging In

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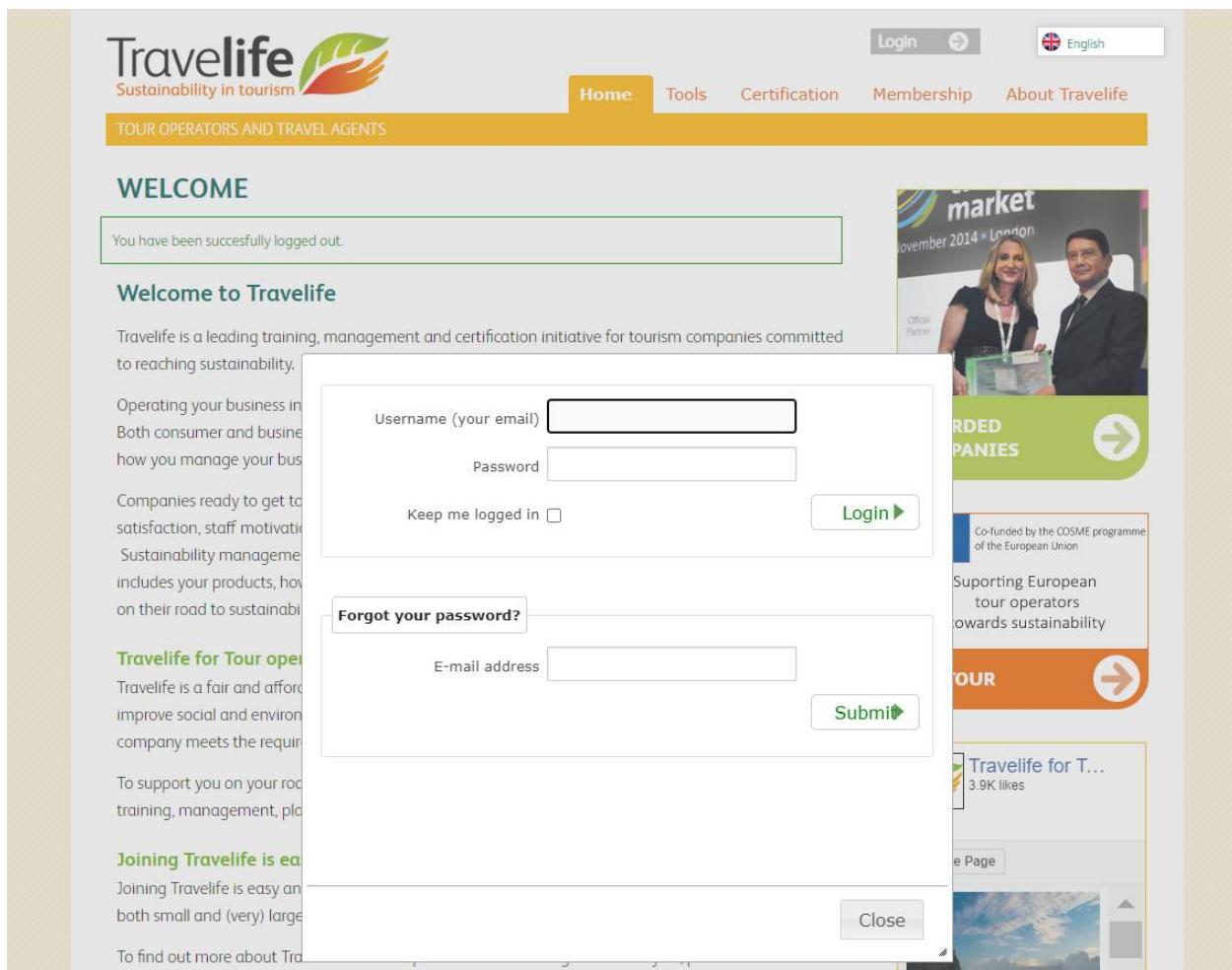
For newly engaged members, the **Terms & Conditions of membership** pop-up after logging in. You are required to read the Terms & Conditions carefully and select the "**I agree**" button to access the Travelife Platform.

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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**.

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.**

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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.

* 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 other 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.

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.

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.

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.
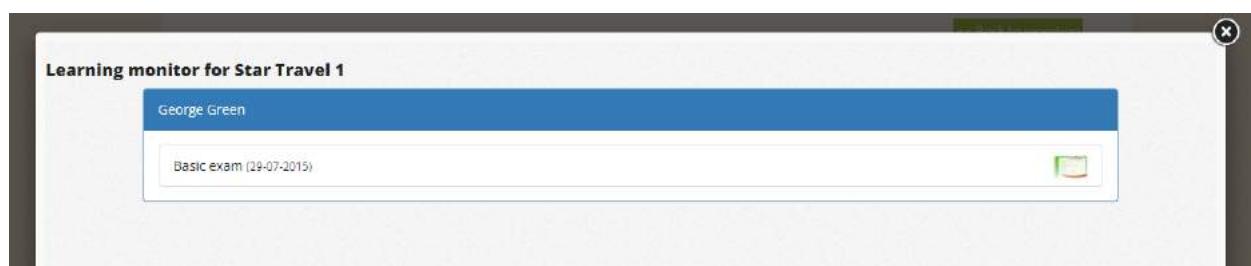
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Travelife Logo

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.

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.

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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.

Documents

There are three tabs under "Documents."

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

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

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

Invoices

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

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.

- **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.

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Change Password

This section allows you change your password. This is also where you should set a new
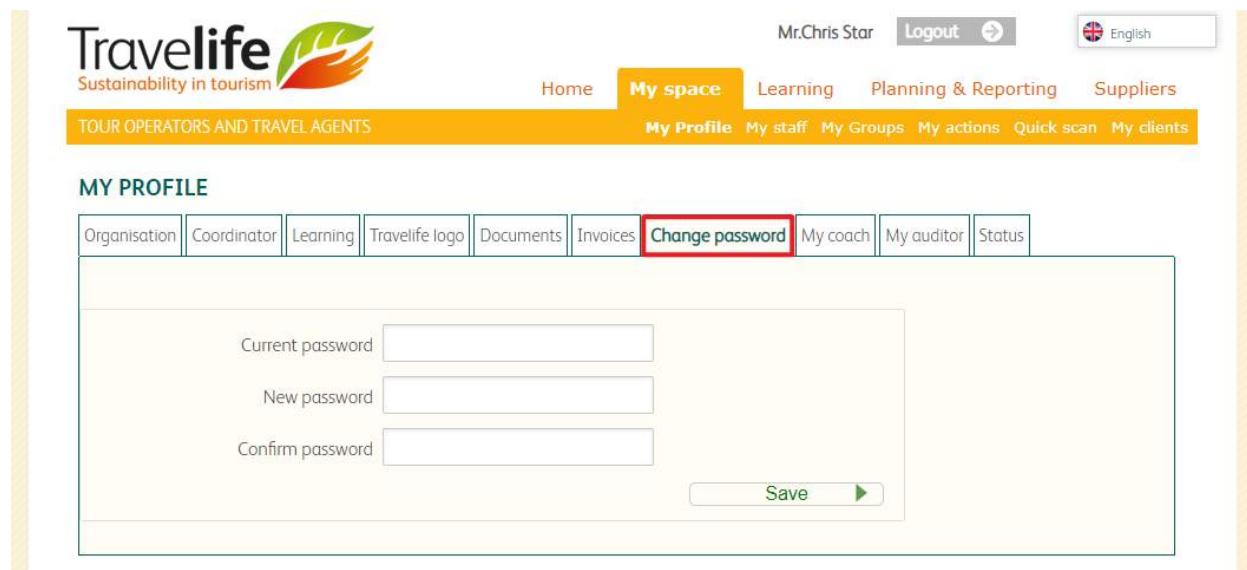
password after your first login (from the "travelife" default password).

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.

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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.

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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.

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

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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.

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STAFF MEMBERS

	Organization	First name	Last name		Mail	Sem.	Dipl.	Reporting right	Coordinator
☐	Green Travel 1	Janneke	Jansen	AF	✉	—	🗒	Editor ⌄	☑
☐	s test	s	test	TH	✉	—	-	Blocked ⌄	☐
☐	testtest test	testtest	test	AF	✉	—	-	Blocked ⌄	☐
☐	test test	test	test	AF	✉	—	-	Blocked ⌄	☐
☐	test test	test	test	AF	✉	—	-	Blocked ⌄	☐
☐	Peter Reelfs	Peter	Reelfs	AF	✉	—	-	View ⌄	☐

Showing 1 to 6 of 6 entries   Previous 1 Next

STAFF MEMBERS

	Organization	First name	Last name		Mail	Sem.	Dipl.	Reporting right	Coordinator
☐	Green Travel 1	Janneke	Jansen	AF	✉	—	🗒	Editor ⇕	☑
☐	s test	s	test	TH	✉	—	-	View ⇕	☐
☐	testtest test	testtest	test	AF	✉	—	-	Blocked ⇕	☐

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

−&8;   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.

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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 <u>log-in instructions.</u>

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

Company staff registration

Travel company staff name

E-mail address

Submit ▶

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:

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.

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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 t ⌐A selected user.

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

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.

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

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.

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.

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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

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Sustainability in tourism

Janneke Jansen | 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

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.

'Yes' answers:	27	
'No' answers:	4	
'N/A' answers:	0	
Total questions:	31	

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.

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 cources** 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 certficates in case you have 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.

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.

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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.

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

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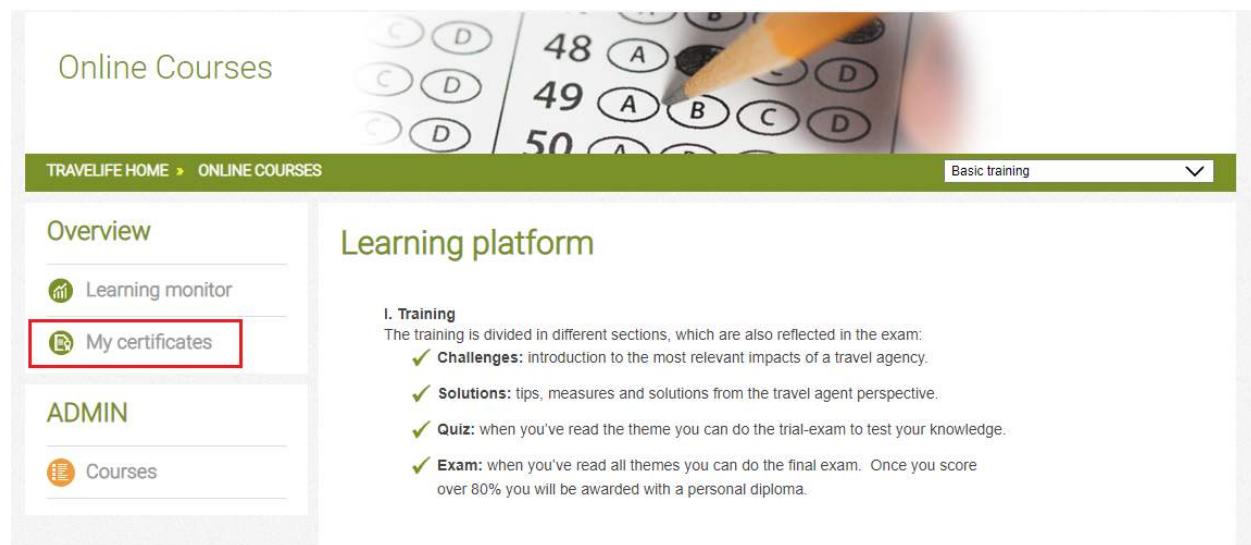
Coordinator. You can also **download your certificate** directly on the learning space.

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.

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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**.

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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.

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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Internal environmental
management

TRAVELIFE HOME › ONLINE COURSES › INTERNAL ENVIRONMENTAL MANAGEMENT › PURCHASE › ISSUES   VIRTUAL OFFICE   Internal environmental ⬍

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. Reponsible 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

Internal environmental
management

TRAVELIFE HOME › ONLINE COURSES › INTERNAL ENVIRONMENTAL MANAGEMENT › PURCHASE › SOLUTIONS   VIRTUAL OFFICE   Internal environmental ⬍

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, harmfull 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.

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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.

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.

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

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

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

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.

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

Upcoming Workshops

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

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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   Agenda   Apply
tourisme responsable

Past Workshops

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

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.

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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.

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.

2. Planning and Reporting

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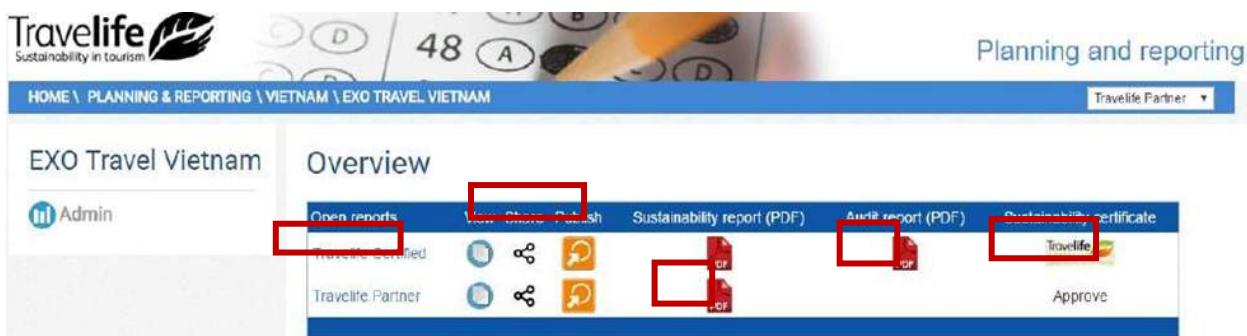
1. Click ⬠ to share your report to the groups that you are a member of. If you receive a code from a group manager/business partner, you can **Enter the code**, and click **Submit code** to have access to the group.
2. The group(s) that you are a member of will show under **My groups**. **Share** your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

Enter code [   ] [Submit code]

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	Share only Y/N/NA ⌄

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

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.travelife.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%	
13% 6%	

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 [🌐]

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.

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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:

- o Green: means the criterion has been reported on with a Yes and/or audited with approval;
- o Orange: means the criterion has been reported on with a No and/or audited with a remark to improve;
- o 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 !

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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.

— 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.

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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.

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.
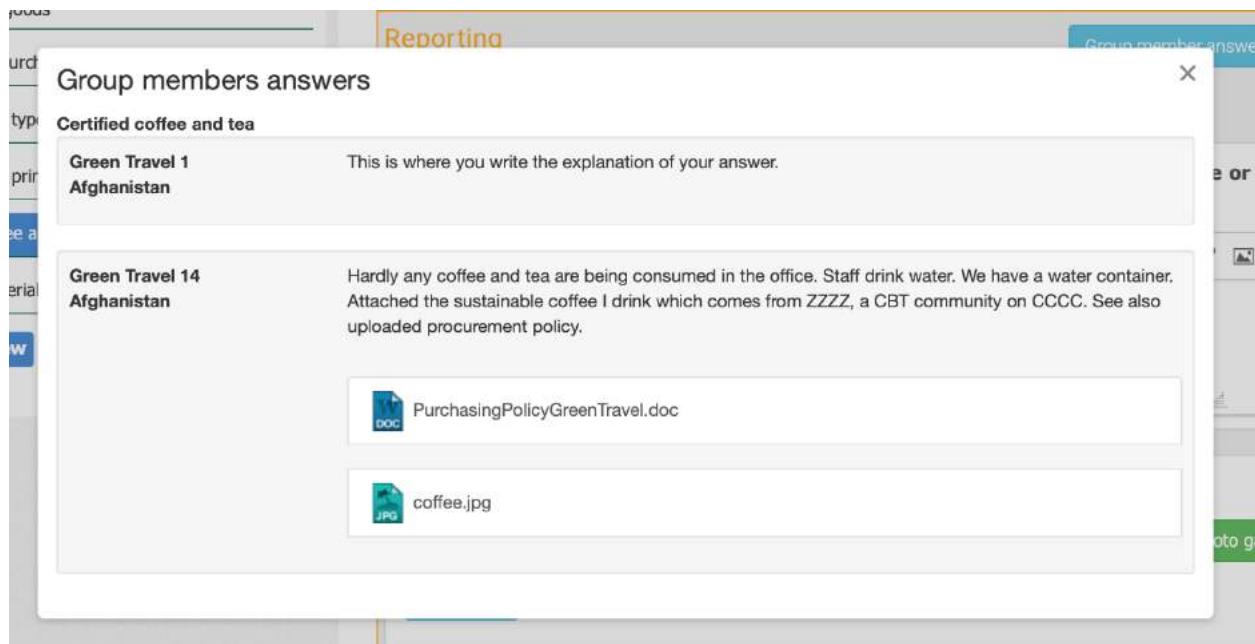
File Manager

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.

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.

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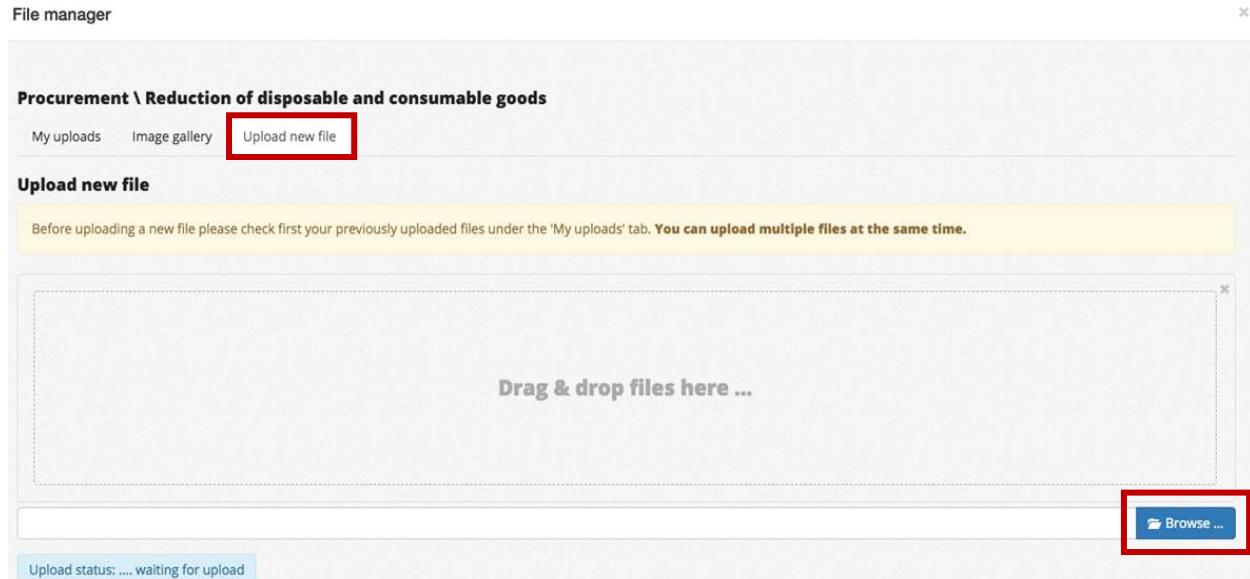
Drag & drop a file or click on **Browse** to choose a file from your computer.

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.

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.

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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.

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

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

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:

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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.
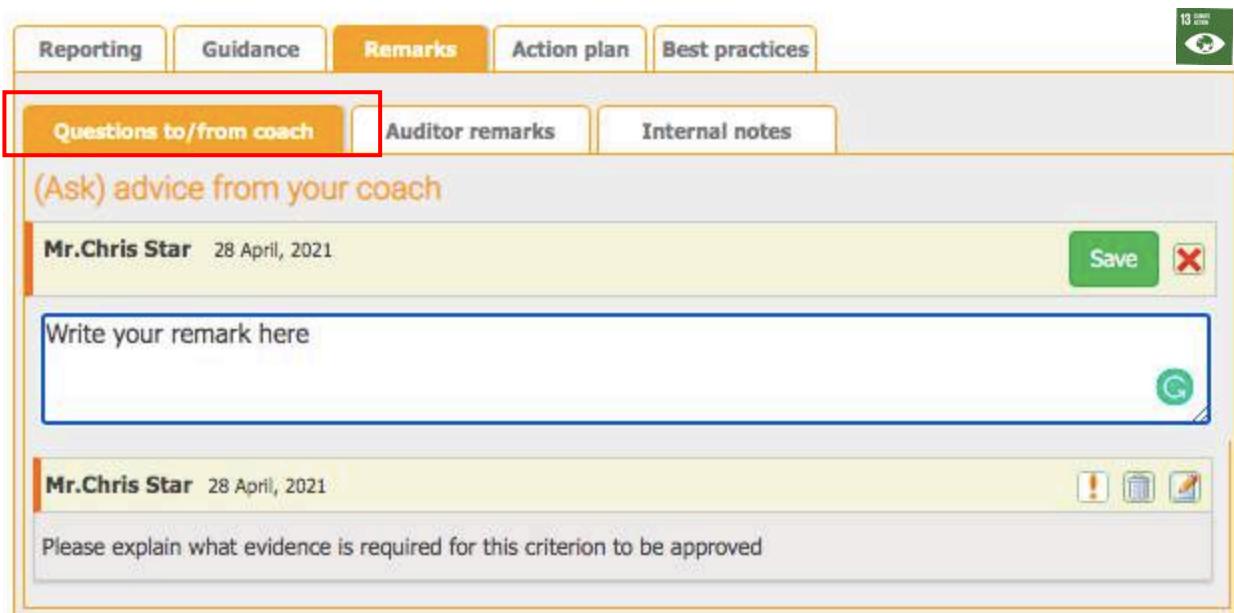
Auditor remarks (only relevant at Travelife Certified stage)

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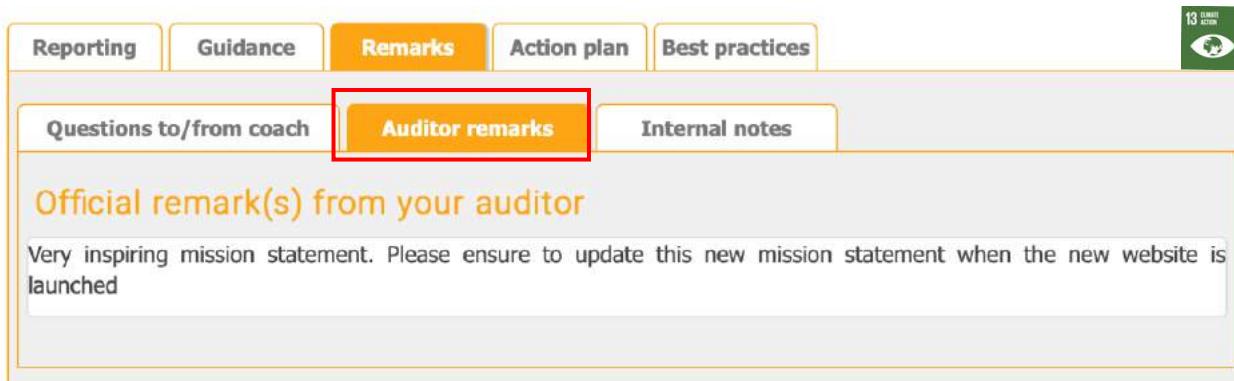
Internal notes

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

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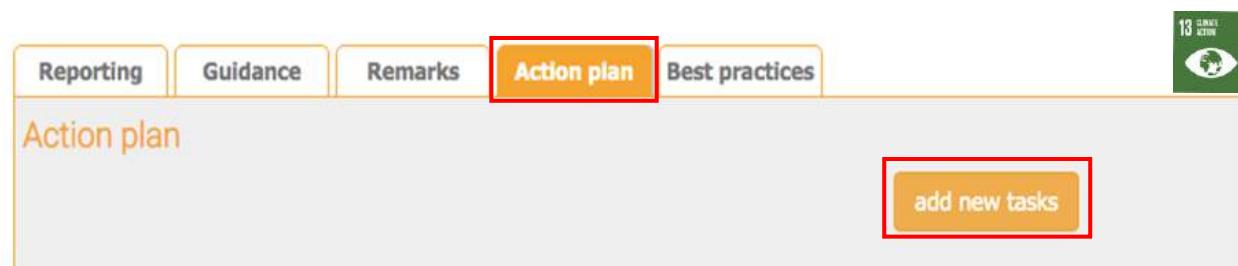
The following window will then open where you can specify your task and how it is carried out.

Add new task

| Title | Recycling of waste |
| Task | To contract with Private Recycling company to collect Paper, Plastic & Electronic waste |

Responsible

Staff selected

Select staff member

Staff 2
Staff 1
Mr.Chris Star

Unselect all   Select all

| Start | 14-12-2020 | End | 31-12-2020 |
| Financials | 50 | Hours | 5 |

Close   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.

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.

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**.

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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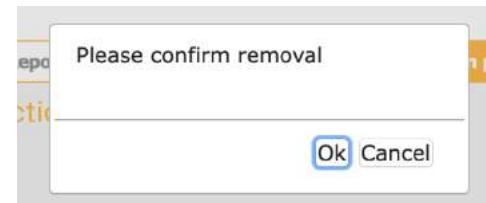
5.2.6. Best Practices

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.

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

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.

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.

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.

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.

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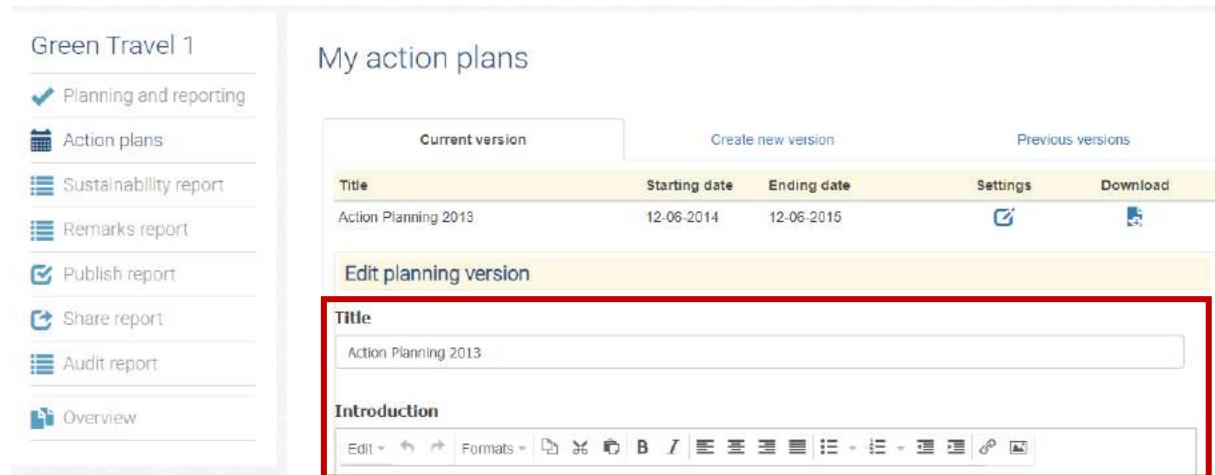
You can choose to create a **Title** and **Introduction (optional)** for the report here. This info will be included in the PDF format of the Action Plan.

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.

Current version   **Create new version**   Previous versions

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

Create new version

Title

[   ]

Introduction

Edit ▾ ↶ ↷	Formats ▾	🗋 ✂ 📋	**B** *I*	≡ ≡ ≡ ≡	☰ ▾ ☰ ▾	☰ ☰	🔗 🖾

[   ]

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

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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).

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.

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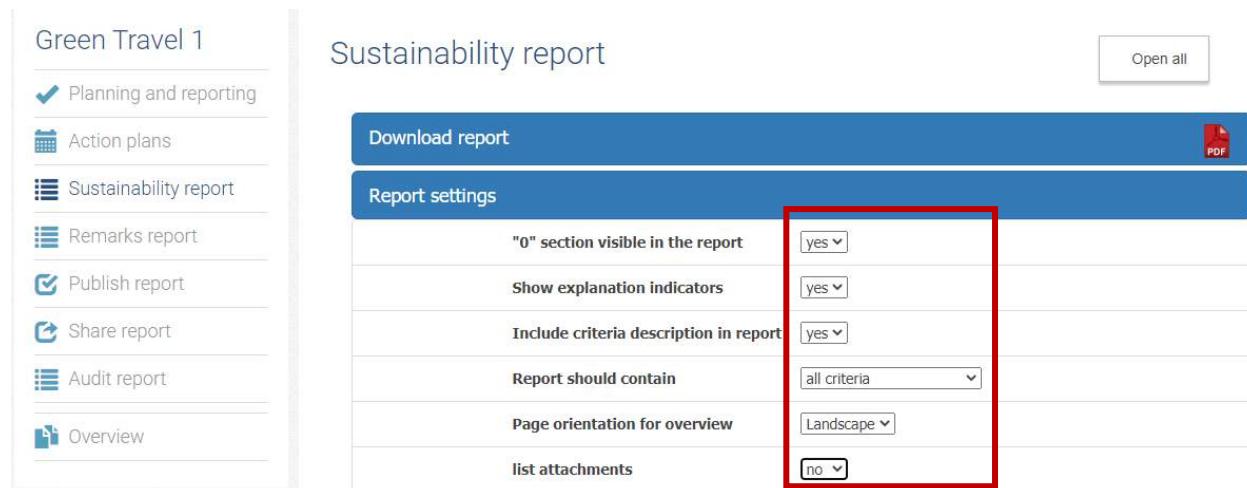
Reporting context (optional): To write the reporting context which can be useful to the reader.

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.

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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.

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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.

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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.

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;

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- **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;

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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.

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.

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

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

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.

Audit history

Audit status of Green Travel 1   Last archive: 10-12-2018

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 III 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 Certifier 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   jhfjmfnhtdh   ✓

Completion date: 19 May, 2016

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

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5.3.8. Overview

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

Travelife Online – User Manual for Companies

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.

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 operarator or travel agent with proven commitment towards sustainability? Following an actual overview of **Travelife Partner** and **Travelife Certified** companies.

Norway ▲▼

Travelife 🍃
CERTIFIED
Excellence in sustainability

Apollo

apollo ∠

Travelife 🍃
PARTNER
Committed to sustainability

TUI

ᘛ TUI

TUI Nordic - Norway

ᘛ TUI

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.

Travelife
Sustainability in tourism
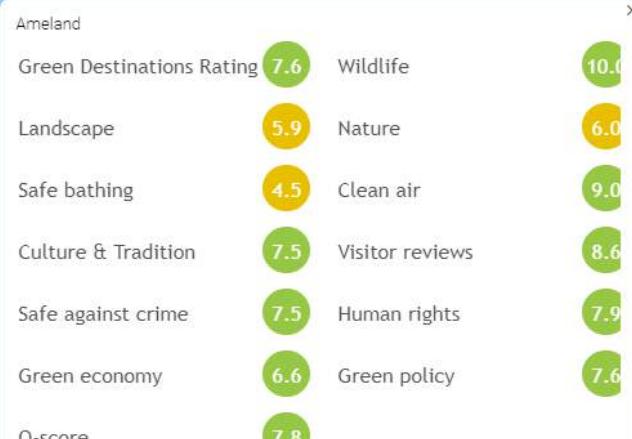
6.3. Partners

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.

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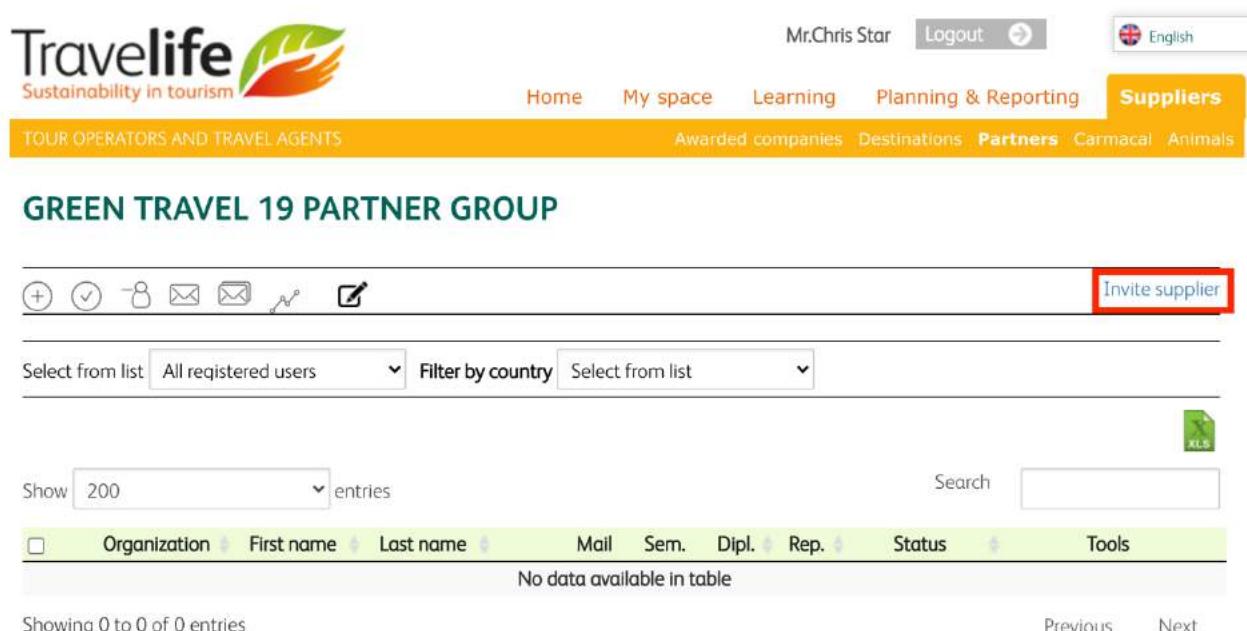
You may start inviting your inbound partners/suppliers by clicking on "**Invite supplier**." Once you have clicked on "**Invite supplier**," the following drop-down window will appear:

Travelife Online – User Manual for Companies

GREEN TRAVEL 19 PARTNER GROUP

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:

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**"

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 Online – User Manual for Companies

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/N/A
- Report without attachment
- Report with attachments

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.

Travelife Online – User Manual for Companies

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).

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Click on the "**Report**" icon (displayed below) to access your inbound partner's reporting.

Inbound partner's planning and reporting page.
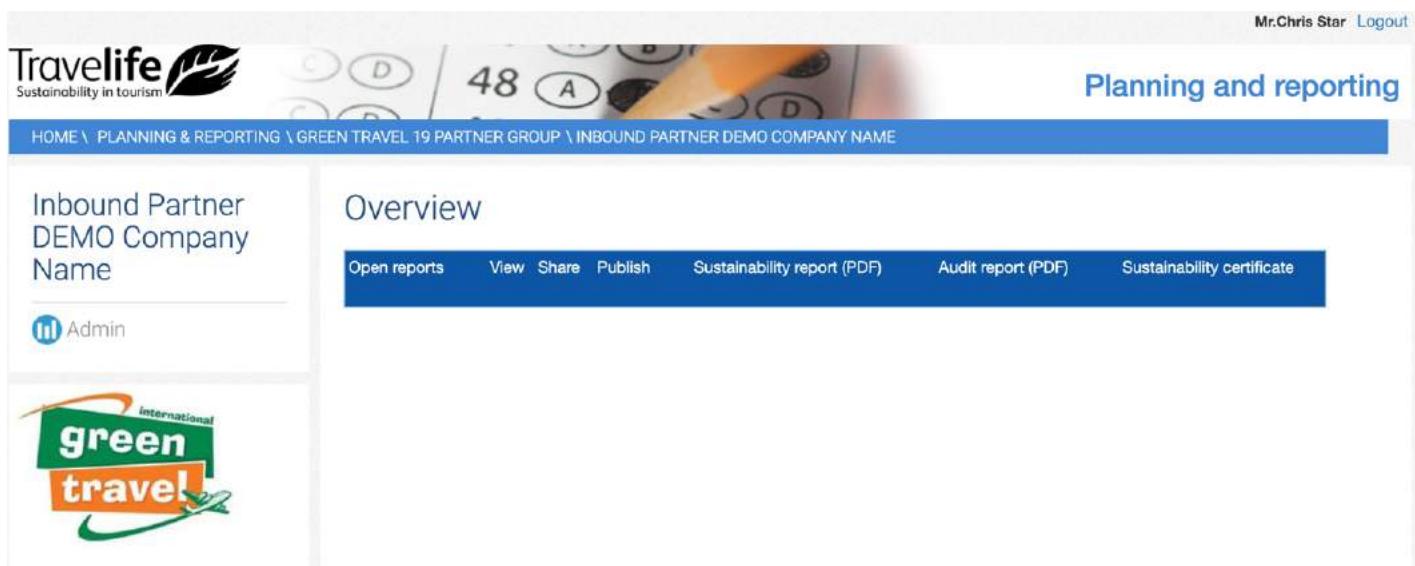
Travelife Online – User Manual for Companies

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.

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 CO_2 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 CO_2 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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Sustainability in tourism

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

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 detailed in this manual.

CARBON MANAGEMENT

| Carmacal | How does it work? | How to join? | Carbon offset | Offset now | **Documents** | | go to Carmacal |

User manual	PDF
Carmacal Introduction leaflet	PDF
Carmacal User - Terms and Conditions	PDF

Travelife Online – User Manual for Companies

Travelife
Sustainability in tourism

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.

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

Travelife Online – User Manual for Companies

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

Travelife Online – User Manual for Companies

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.

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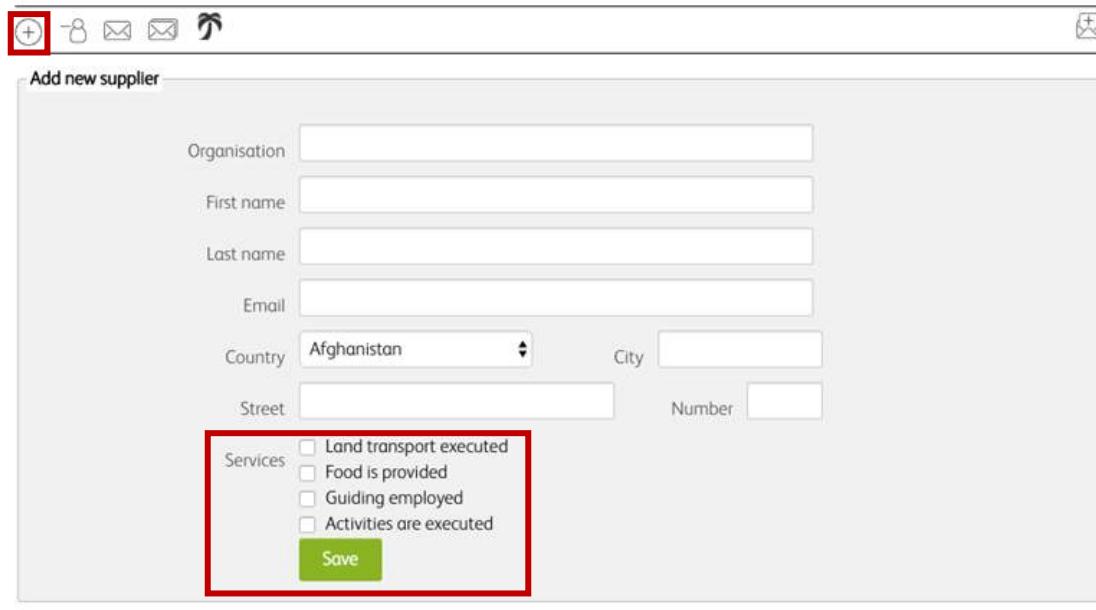
To add a company, you can fill in the details of the company here. Also, you should indicate what kind of **services** the company is providing, shown in the red box, multiple options are possible.

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.

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

6.6.3. Invite suppliers

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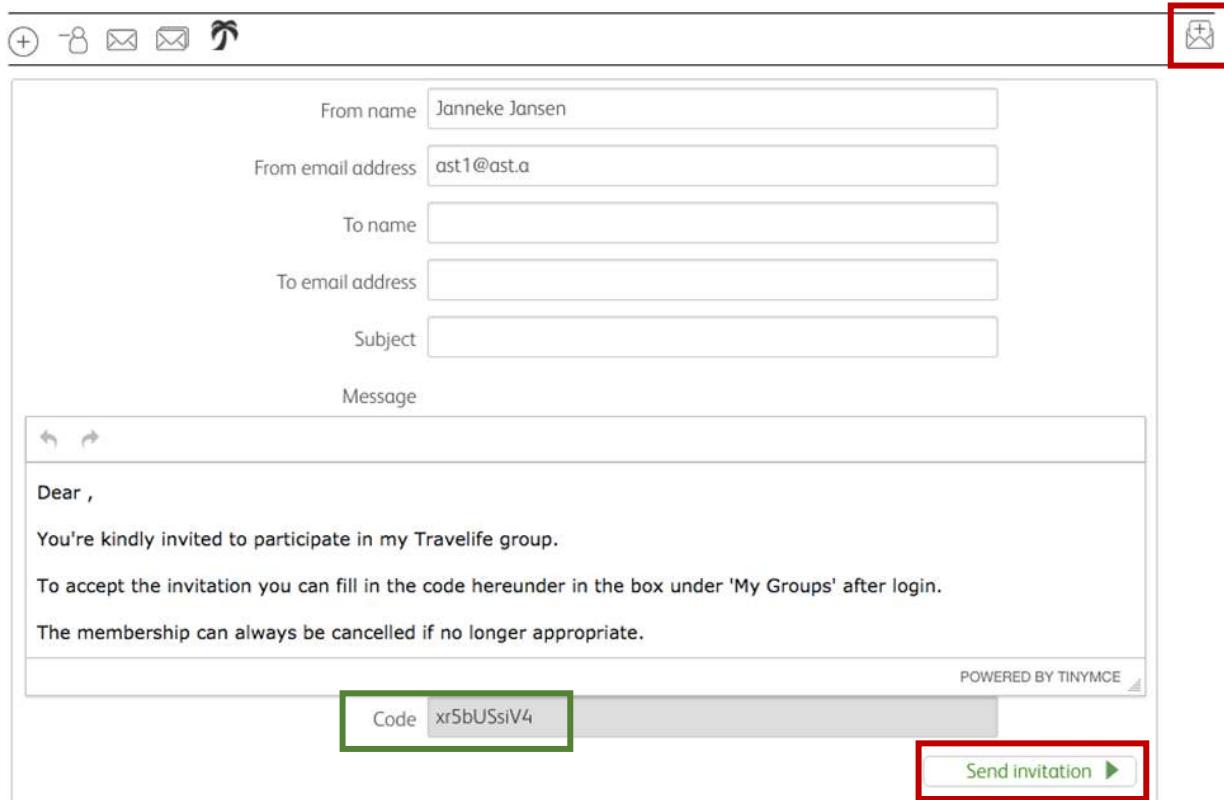

You can fill in the above window to do so. In the **message box** you can modify the template message as you wish. As you can see in the **green box** your supplier will be sent a code with which they can accept your invitation.

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

Travelife Online – User Manual for Companies

6.7. My Accommodations

1. The tool is available under Suppliers – Accommodations.
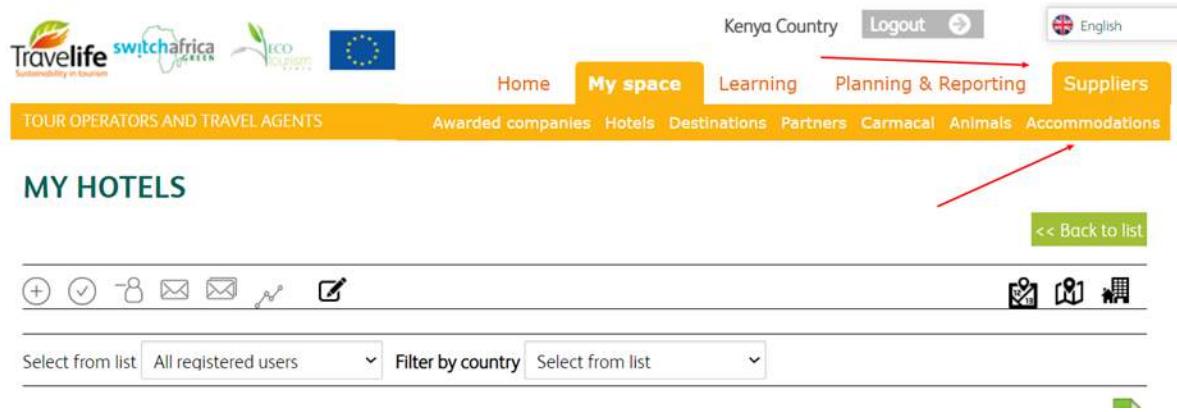
2. There are 3 options to manage the accommodations:

 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:

Wajir Guest House

Travelife Online – User Manual for Companies
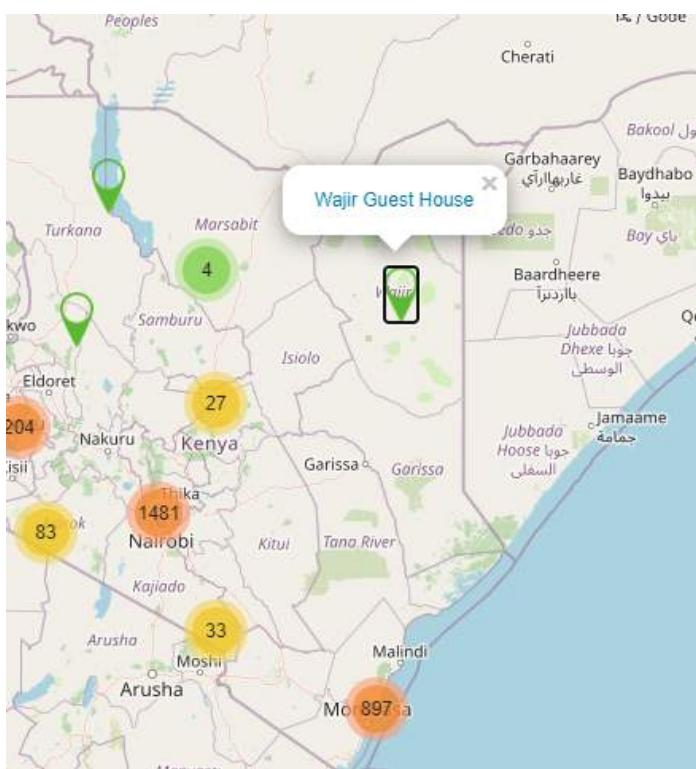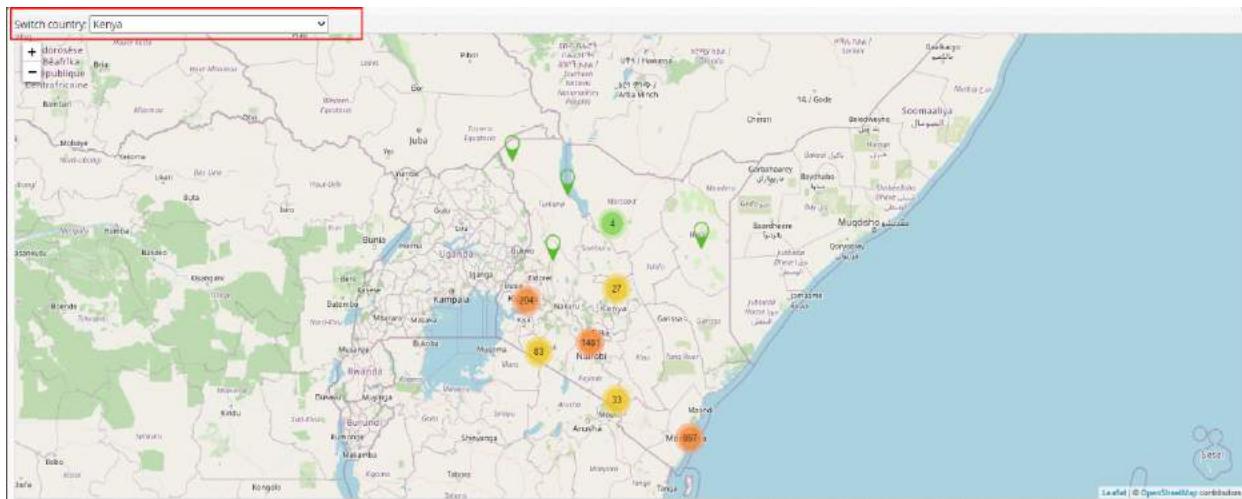
…or by clicking in the table on the "Tools" icon:

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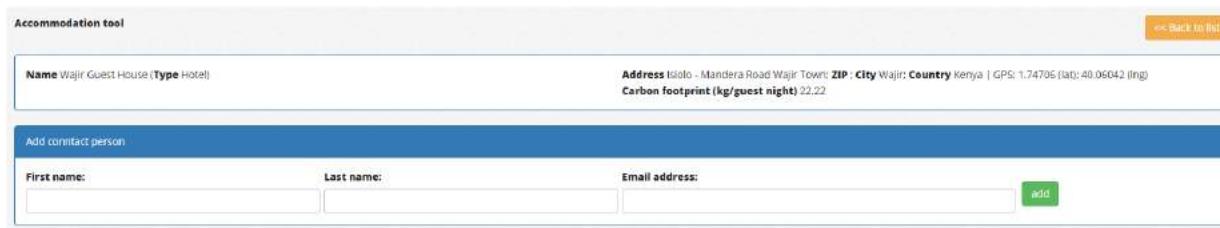
5. If an accommodation is already linked to the system, you can choose the preferred contact person or you can add a new contact person.

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

<< Back

Airport Landing Hotel

Company name

Airport Landing Hotel

Country name	**City name**	**Street**	**Number**		**Zip**
Kenya				⊕	

Website

Latitude	**Longitude**	Edit data and relocate marker if needed	Update
-1.3263700	36.8953000		

Map   Satellite

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