



TRAVELIFE sustainability system















Testimonials

The tour operators choice

FTO Members

The following is a list of our members, with contact information and useful links directing you straight to the source

For further details on each member click on the following links:

- **P&O CRUISES**
Global cruise specialist
[Read more...](#)
- **CUNARD**
Global cruise specialist
[Read more...](#)
- **COSMOS**
UK Independent Tour Operator
[Read more...](#)
- **First Choice**
Tour Operator & High Street Retailer
[Read more...](#)
- **Inghams**
Tour operator offering ski holidays, lakes and mountain holidays and city breaks.
[Read more...](#)
- **KUONI**
Switzerland's largest Travel Company
[Read more...](#)
- **lastminute.com**
Online travel and leisure giant
[Read more...](#)
- **GROUP RCI**
Community of Vacation Owners
[Read more...](#)
- **Royal Caribbean Cruises Ltd**
Global cruise specialist
[Read more...](#)
- **SHEARINGS HOLIDAYS**
More than you expected.
Shearings Group, created through the merger of Shearings Holidays and Wallace Arnold in March 2005, has become one of the UK's largest tour operators - carrying almost 900,000 passengers each year.
[Read more...](#)
- **Thomas Cook**
Tour Operator & High Street Retailer
[Read more...](#)
- **Thomas Cook Signature**
Tailored holiday solutions
[Read more...](#)
- **TUI UK**
UK's largest holiday company
[Read more...](#)
- **Virgin HOLIDAYS**
Long Haul & Ski Tour Operator
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Click through to the [Affiliated Membership](#) section for more information and a list

FTO – federation of tour operators



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Travelife Sustainability System

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The Travelife Sustainability System

The Travelife Sustainability System is a web-based resource providing access to sustainability data for the travel industry. Used by consumers, tour operators and industry professionals, the system provides a unique method of linking industry partners through their sustainability efforts.

www.its4travel.com



KUONI

Travelife is an industry driven system which is a solution to a very important issue: taking care of local communities and the environment. Communicating Travelife results to our employees, our suppliers, and our customer's helps us achieve our goal of fostering a sustainable supply chain."

Matthias Leisinger, Head of Corporate Responsibility, Kuoni Travel Ltd

The screenshot shows the Kuoni website's navigation and content. At the top left is the Kuoni logo with 'EST. 1906'. Below it is a navigation bar with links: Home, Kuoni Group, Explore, Investors, Media, Corporate Responsibility, Careers, and Book a Holiday. A secondary navigation bar includes 'Focus Areas' and various menu items like Strategy, CR Report 2010, Performance, Goals, Stakeholder Dialogue, Speak your Mind, Documents, and Contact. A search bar with 'webcode' is visible. The main content area is titled 'Sustainable Products' and features a sidebar with a list of categories: ananea, Travelife Award (highlighted), Offsetting flight emissions, Fair Trade Travel, Volunteer Travel, Sustainable Travel Trends, and Sustainable Travel Tips. Below the sidebar, there are sections for 'Employees', 'Sustainable Supply Chain', 'Human Rights', and 'Environmental Stewardship'. The main content area displays the 'Travelife Award' with a large image of a woman in a white dress standing on a wooden deck next to a thatched-roof hut. To the right of the image is a smaller image of a woman with the text 'Travelife Sustainability System'. Below the main image is the heading 'The label for sustainable hotels worldwide' and a paragraph of text explaining the Travelife standards.

Travelife Award



The label for sustainable hotels worldwide

Kuoni is committed to the Travelife standards for sustainable tourism. The Travelife concept enables a wide range of standardised social and environmental sustainability criteria to be maintained and monitored at hotels worldwide. Hotels observing the standards are awarded the Travelife Gold, Silver or Bronze label, enabling their achievement to be clearly communicated to Kuoni customers. Travelife is a joint initiative by a number of tour operators around the world to ensure the systematic management of sustainable performance throughout the value chain.

<http://www.kuoni-corporate-responsibility.com/focus-areas/sustainable-products/sustainable-travel-tips>

Thomas Cook Group

“We recognise the importance of supporting our supply chain in their management of sustainability issues. Travelife is an industry-led scheme which offers businesses a low cost solution to manage sustainability and offers customers an easy way to identify those businesses. We are pleased to feature these awards within our brochures and on our website.”

Ruth Holroyd, Head of Sustainability, Thomas Cook Group plc

Thomas Cook Group plc
Sustainability Report 2010


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Thomas Cook

Our approach Our customers Our employees **Our suppliers** Our environment Our communities Our performance

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Spotlight: Sustainability in our hotels
Travelife
Partnering with suppliers



Our suppliers

The sustainability impacts of the holidays our customers take are shared between us, them and our suppliers. As a large company, we have the opportunity to influence our suppliers to improve their sustainability performance, as well as the responsibility to help them do that.

Spotlight on Sustainability in our hotels
[Find out more](#)

Travelife **Partnering with our suppliers**

Travelife

Travelife is an industry-wide scheme to encourage hotels and suppliers to manage their sustainability impacts. Increasingly, our companies are promoting Travelife in their supply chains. Suppliers are audited and can win awards which, when displayed in our brochures, enable customers to choose this more sustainable accommodation.

TUI Travel PLC

“We are convinced of the strong link between the long term success of our industry and the impacts of our holidays on the environment and communities. We strongly recommend that accommodation providers subscribe to Travelife which offers a cost effective way to manage the sustainability of the business and to promote its achievements to a wide audience.”

Jane Ashton, Head of Sustainable Development

Some key facts and figures

- Thomson's Sensatori resort in Crete achieved financial savings in excess of €100,000 in one year through energy and water efficiency measures and improvements
- Three-quarters of TUI Travel businesses are now highlighting greener, fairer holidays to customers¹
- One in two customers would be willing to book a more sustainable holiday if available (TUI Travel international consumer research, 2010)
- There is evidence that our most sustainably-managed hotels are also those which are delivering higher quality and greater customer satisfaction

Sustainability supplier standards

Environmental and social contractual standards for accommodation suppliers have been introduced by our Mainstream tour operating businesses and other businesses across the Group. The minimum contractual standards require each hotelier to initiate (or continue to develop) a sustainability programme, managing their impacts on the environment, their employees and the local community.

[Click here to view a sample sustainable development contract from TUI Nordic](#) (38KB PDF)

Sustainability certification schemes

TUI Travel businesses are actively engaging with suppliers to implement environmental tools and sustainability certification schemes.

The Travelife Sustainability System has been adopted by a number of businesses in the Mainstream Sector and other businesses across the Group. [Travelife](#) is an industry-wide sustainability management system that supports and recognises hotels which care for the environment, their employees and the destination community. Over 400 hotels achieved Travelife awards by the end of summer 2010. TUI Western Europe has launched a website for suppliers to encourage support for Travelife (www.tuigreen.com).

TUI Deutschland awards its most environmentally friendly hotels with the TUI Umwelt Champion ('Environment Champion') award. The award system now uses the Travelife Sustainability System as part of the assessment criteria. [Robinson Club Cala Serena](#) in Mallorca took the top Umwelt Champion award in 2011. For further information [click here](#).

Responsible Tourism

[Helping Youth Shine](#)

[Our Human Nature Promise](#)

[Your Human Nature](#)

[Recognising Excellence](#)

[Reports](#)

Our Human Nature Promise



People and places. When you think about it, that's all holidays are about. We want to protect them both, by striking a balance between having a great time and acting with consideration for the planet and its people.

Getting our business in order
We promise to make our business more sustainable, by reducing waste, being a good neighbour and treating our people fairly.

Being a good partner
We promise to encourage the companies we work with to make sustainable choices, both at home and abroad.

Giving something back
We promise to give something back to the communities we operate in, by creating life changing opportunities for young people.

Our Human | Nature Promise

That's **HUMAN | NATURE**

Virgin HOLIDAYS

Our Human | Nature promise is threefold.

We promise to get our own business in order

“ We are working hard to address our own direct impacts. These are mainly water, energy use and waste disposal at our head office and of course the many holiday brochures we produce each year. ”

We promise to be a good partner

“ As a tour operator, we actually own very few of the products we sell. We tailor make holidays put together with flights, hotels and transfers provided for us by third party suppliers. We sell thousands of different holidays across the world so, although it is indirect, this is actually where we have some of our biggest impacts and is a big area of focus for us. We are a fair partner and will always treat our suppliers with respect and honesty. All suppliers operate under a contract and our Finance department is tasked with ensuring payments are made within target deadlines. ”

Measure

As part of being a good partner we aim to work with our suppliers to encourage them to be more sustainable. We audit our hotel suppliers under the Travelife Sustainability Scheme (for more information see www.its4travel.com). This scheme assesses hotels for environmental impact, staff relations and level of community support. Successful hotels can qualify for a bronze, silver or gold Travelife Award.

VIRGIN HOLIDAYS

Travelife awards feature in all our brochures and across our website, giving consumers the information they need to make more responsible holiday choices.”

Rachel McCaffery, Corporate Responsibility Manager, Virgin Holidays, UK



Why Virgin Holidays?

We're the largest, most successful transatlantic tour operator, and the market leader for travel to the [USA](#) and the [Caribbean](#).

We've been arranging holidays since 1985 and offer bespoke holiday experiences throughout the world, from Mumbai and Malaysia to Antigua and Alaska, backed up with exclusive travel intelligence and excellent, innovative, customer service.





THOMSON

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Responsible Tourism

As a part of one of the world's leading travel companies, we understand that holidays come at a price to the environment. Every time we travel, our carbon footprints plot a pathway round the globe. Which is why we're committed to being cleaner, greener and promoting sustainable and responsible tourism.



Travelife

In all of our destinations we're working with hotels to reduce the effect we have on the environment. In fact, we are one of the first holiday companies to ask all our hotels to sign up to Travelife.

Travelife is a system developed by UK holiday companies, ABTA and other experts to help measure and award hotels that do their bit for the environment and local communities. Things like reducing energy and water usage, buying local produce, having a recycling policy and ensuring employees have fair working conditions.

Travelife provide help and advice as to how businesses can improve themselves. Once they've implemented some changes they can then apply for an audit where they have the opportunity to gain bronze, silver or gold sustainability awards.

We're delighted that the Sunstar Hotel in Grindelwald is the first of our hotels to achieve a Travelife Award (Silver). Our vision for the future is that all our hotels will follow their lead.

TUI Travel's commitment

TUI UK & Ireland is part of the TUI Travel Group of companies, which is listed on the FTSE4Good Index in recognition of its commitment to sustainable development.



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Press Release

First Choice updates all suppliers to subscribe to
Travelife by 2011



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2nd July 2010

First Choice updates all suppliers to subscribe to Travelife by 2011

A first for the mainstream travel industry, First Choice's parent company TUI UK & Ireland has announced that it has informed all of its suppliers that by May 2011, they will be expected to have purchased a subscription to the Travelife Sustainability System.

This move comes as an addition to TUI UK & Ireland's **Sustainable Development** Contract Addendum introduced in 2009. It aims to raise awareness of **sustainable tourism** and help hoteliers reduce their impact on the environment.

Garry Wilson, Director of Purchasing for TUI UK & Ireland said, "We are working towards having all of our suppliers Travelife-awarded within five years and have 50% of our customers staying in Travelife-awarded hotels by next summer. This updated contract addendum will help us in achieving these two goals. As one of the UK's leading tour operators, we are committed to setting the benchmark for the industry and are always looking to build on the steps already taken to reduce the impact of our operations, and those of our suppliers on the environment. Together with our suppliers, we can make all areas of our operations more sustainable."

These two pledges are part of the **20 commitments** First Choice and sister company Thomson outlined this week as part of their **Holidays Forever** brand. Another commitment is to make it easier for customers to select a **greener holiday**. First Choice launched a Greener Holidays brochure in April 2009 incorporating all Travelife properties in its programme. Thomson will replicate this and will be launching a similar dedicated online brochure in September.

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Hoteliers

“Through the implementation of sustainable initiatives, last year we reduced our energy consumption by 6%, despite two large hotel expansions. Travelife has been a great help in increasing public awareness on our impressive sustainability performance.”

Karl Thompson, Managing Director of Sandals Resorts

“A common certification scheme regarding social and environmental policy across the industry is a significant and great initiative, and hotels have much to gain from participating in it.”

Eleni Andreadis, Head of Sustainability of Sani Resorts Greece

“Travelife has given us useful advice on how we can continually enhance what we are doing to become more sustainable. More and more guests and potential guests are asking us about our ‘sustainability’ credentials. Having Gold Certification helps us to reassure them that we are industry leaders and totally committed to doing our ‘bit’ to help develop sustainable tourism.”

John G C Wood, General Manager, Mövenpick Resort & Spa El Gouna

“By attaining the Travelife Gold award, we at Limak Hotels have proved our environmental awareness and understanding of sustainable tourism. These awards are indicators of all the work we have done, and for our partners leave no doubt in their minds to choose to work with us. Travelife helps us not just to minimise impact, but actually to create a positive contribution to nature and the environment.”

Kaan Kavaloglu, Limak Hotels, General Coordinator

“Sustainability does not have to be expensive. That is why we chose Travelife – a cost effective way to manage and promote sustainability.”

Dirk Robeyns, Operations Manager, Viva Hotels, Spain

“The Travelife sustainability scheme has assisted us in not only marketing but in reminding us of the importance of the many facets of being sustainable and in managing them in the day to day operations of the property.”

Jenni Wilson, Guest Services, Southern Palms Beach Club

Trade associations

- “We believe tourism can enhance the lives of local communities and their environment which is why sustainability of destinations is the core to our vision. Travelife enables tour operators and accommodation providers to drive this forward. This is why we are proud to promote this excellent initiative to the industry and to promote the achievements of Travelife properties to consumers too.”

Mark Tanzer, Chief Executive, ABTA The Travel Association

“For us it has been a logical step to promote Travelife to our members, since this is a cost efficient and effective tool for managing the supply chain of sustainable tourism business worldwide. Travelife will enable our tour operators to inform holidaymakers on responsible holiday choices.”

Frank Oostdam, Director of ANVR The Dutch Association of Travel Agents and Tour Operators



Looking for a consultancy ?

- Great experience on sustainability issues
- Great experience on environmental management
- Great experience on social and staff treatment
- Ability to work online
- Low prices

Contact info@greenhotels.gr and check our attached brochure