

Inspiring Learning



Sustainability Policy 2014

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PART 1: OUR SUSTAINABILITY STATEMENT

We believe that when the experience of educational travel is delivered in the right way it offers an optimal learning environment of immense educational value, giving rise to a memorable life experience and helping with the personal and holistic development of young people.

However, we acknowledge tourism's impacts on the worldwide and local environment and communities, which can be both positive and negative. In response, we endeavour to take every reasonable step towards becoming the leading sustainable provider in educational travel, considering environmental, economic and social issues across the breadth of our operation; from our UK office, to our UK and overseas suppliers, our Centres, managed overseas ClubHotel and Chateau programmes.

We will conduct our business in a socially responsible and ethical manner. We will respect the laws of the countries in which we operate and seek to make only a positive contribution to the local communities on which our business activities have an impact. We will expect the same standards from any of our suppliers and will withhold or withdraw our business from any supplier where it is shown that their actions are not in accordance with our intentions.

This document sets out our Environmental Sustainability - Current Practices (PART 3) and our Social Responsibility (PART 4) to achieve sustainable operations and working practices, as defined by the World Commission on Environment & Development Brundtland Report as:

*'Development that meets the needs of the present,
without compromising the ability of future generations to meet their needs'*




Policy Owners: Operations & HR Directors	Policy Administrator: Executive Personal Assistant	Version GR01: May 2014
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PART 2: OUR COMMITMENT

This Policy will be reviewed and amended, where necessary, by the Leadership team on an annual basis and ensure it is appropriately communicated across the company.

An Inspiring Learning Corporate Social Responsibility (CSR) Steering Committee has been set up and its inaugural meeting is to be held in May 2014 to review Sustainability and CSR across the business. The committee comprises of Leadership team members and personnel from across the whole company. The steering group aims to ensure that CSR is an integral and aligned part of the Company's purpose, values and business strategy enabling the continued positive impact Inspiring Learning's products and operations have on the young people, communities and environment with which it interacts. The committee believes that its work will contribute to facilitating a sustainable future for the business, and all connected to it.

The Sustainability Policy has the support of the Chief Executive Officer and the Leadership Team and they are committed to continual improvement of overall sustainable performance.

		
Date: 16.05.14	Date: 16.04.14	Date: 16.04.14
Jason Andrews Operations Director Policy Owner Inspiring Learning	Neal Young HR Director Joint Policy Owner Inspiring Learning	Georgina Rose Executive Personal Assistant Policy Administrator Inspiring Learning

Policy Owners: Operations & HR Directors	Policy Administrator: Executive Personal Assistant	Version GR01: May 2014
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PART 3: Environmental Sustainability - Current Practices

ABTA's Travelife

We have been working closely with ABTA on their Travelife Sustainability System, of which we are an accredited member via their training programme and the first UK Educational Tour Operator to get involved. Travelife is a recognised trademark and industry accreditation and a training, management and certification initiative for tourism companies committed to delivering environmental and social improvements throughout the supply chain.

ABTA's Travelife provides a framework and industry accreditation programme integrating both management and performance criteria.

It is based on leading international sustainability and CSR standards and guidelines:

- ✓ ****ISO 26000** - Corporate Social Responsibility Guidelines and principles
- ✓ **ISO 14001** - Environmental management
- ✓ **EMAS III** - The EU Eco Management and Audit Scheme
- ✓ **UNEP** (United Nations Environment Programme) - Tour Operators' Initiative (company and supply chain management manuals)
- ✓ **GRI** - Global Reporting Initiative, tourism supplement (Strategic partners include UNEP and OECD (Organisation for Economic Cooperation and Development).
- ✓ **GSTC** - Global Sustainable Tourism Council criteria (GSTC) serves as the international body for fostering increased knowledge and understanding of sustainable tourism practices, promoting the adoption of universal sustainable tourism principles and building demand for sustainable travel. This is accomplished through the work executed by its diverse programs: international standardsetting, destinations, education and training, market access, and accreditation.)
- ✓ **OECD** - Guidelines for multinational enterprises
 - ** ISO International Standards ensure that products and services are safe, reliable and of good quality. For business, they are strategic tools that reduce costs by minimizing waste and errors, and increasing productivity. They help companies to access new markets, level the playing field for developing countries and facilitate free and fair global trade.”(ISO website, September 2013)

Policy Owners: Operations & HR Directors	Policy Administrator: Executive Personal Assistant	Version GR01: May 2014
--	--	------------------------

Kingswood Centres, Clubhotels and Chateaux

All Kingswood properties' energy, including the nine centres across the UK, the Norwich office and our residential staff units, is now generated by 100% renewable resources, made-up of on-shore wind, landfill gas, biomass, off-shore wind, hydro and waste. Onsite recycling facilities are being upgraded May 2014 and we are also looking at reducing our water consumption and turning our waste oil into bio-diesel.

We have made a significant investment in the refurbishment of our overseas Clubhotels which includes making them more energy efficient and reducing waste output. These improvements are set to complete in October 2014.

- ✓ We use a wide selection of family-run hotels and local service suppliers across Europe, the social and environmental benefits of which feed directly into the local economy.
- ✓ We use selected Austrian hotels that favour the use of organic or home-grown produce.
- ✓ We source produce from local suppliers for our ClubHotels, Chalets and the Chateau.
- ✓ We promote traditional local food production; many of our groups staying in France make visits to local food producers (cheese / chocolate / cider farms) or visit local markets.
- ✓ Use of energy efficient lighting (bulbs / timers / sensors) in ClubHotels and the Chateau.
- ✓ Winter heating of Clubhotels, Chalets and the Chateau is reduced during the daytime when guest occupancy is minimal.
- ✓ Card, glass and cooking oil recycling arrangements are in place.
- ✓ We have established fixed menus and service methods to minimise food wastage in the ClubHotels, Chalets and the Chateau..
- ✓ We have selected Ski and Tour products that have sustainable credentials, or offer the opportunity to explore sustainable issues.
- ✓ We offer a significant number short and medium haul Ski and Tour destination transfers wholly by coach travel (less carbon emissions per passenger than by flight).
- ✓ The majority of old uniform clothing is reused: either offered to staff for reuse, (if unlogged) taken to charity shops, or kept by the seasonal staff it was issued to.

UK Head Office

Our Head Office is situated in central Brighton, a city with environmental credentials; having excellent public transport links, multiple traffic reduction schemes, being one of the UK's 18 nationally selected Cycling Towns, with the first and only Green Party led Local Authority Council.

Policy Owners: Operations & HR Directors	Policy Administrator: Executive Personal Assistant	Version GR01: May 2014
--	--	------------------------

Paperless practices:

- ✓ Transfer of information and documentation from print to online including Terms & Conditions, Travel Insurance Policy, brochures and product and destination information.
- ✓ Use of Email in place of letters encouraged wherever possible and appropriate.
- ✓ Printing documents only when essential.
- ✓ Quotations and invoices are all sent electronically
- ✓ Most tickets are now sent electronically
- ✓ Brochures that are still printed are produced on FSC paper

Recycling and Waste:

- ✓ We recycle paper, plastics, card, metal, ink cartridges, glass, battery, CD and WEEE.
- ✓ Anything that can't be recycled, is incinerated to create energy for local homes, rather than sent to landfill.

Energy efficiencies:

- ✓ Sensor lights throughout the office
- ✓ Hot water boilers in place of kettles
- ✓ Sustainable Use of IT Policy
- ✓ Whole room air-conditioning / heating systems
- ✓ Blinds and tinted windows to reduce heat transfer from sunlight in summer
- ✓ IT and office system equipment (PC's, printers / copiers) were all replaced last September 2013 with modern, more energy efficient models and higher efficiency rating. Equipment drops into standby and sleep modes where appropriate.
 - ✓ Paper ordering has reduced by approximately 1/3 with reduction of printers & code policy.

Travel:

- ✓ A cycle to work scheme is being set up and will implemented across the UK head offices in June 2014.
- ✓ A survey conducted in February 2012 found that 84% of our staff walk, cycle or take public transportation to / from work.
- ✓ Staff are encouraged to walk, cycle and / or use public transport for work purposes where reasonably practical to do so, in place of travelling by car or plane. Off-site Company events are often located within walking distance of the Office, or coach transport is organised where necessary.
- ✓ If making use of a car (including taxi) for work purposes, staff journeying to the same destination are expected to travel together where reasonably practical to do so.
- ✓ Our IT department supports a reduction in travelling for meetings etc by staff, potential staff and clients, by way of ensuring that the office has modern

Policy Owners: Operations & HR Directors	Policy Administrator: Executive Personal Assistant	Version GR01: May 2014
--	--	------------------------

telecommunication facilities available, such as Avaya and BT conference calling, video conferencing and Skype.

Awards & Certificates 2012 - 2014

- ✓ We are an award provider of the John Muir environmental award to schools (to an individual)
- ✓ Finance eBIS Award / Advanced Business Solutions Halo Green Award for automated order processing system
- ✓ Bidvest 3663 verification to ISO 14064-1 - saved 2.49 of Co2 by recycling waste cooking oil
- ✓ Le Shuttle certificate – we have saved at least 936 tonnes of CO2 in 2012 by choosing to cross the channel with Eurotunnel.

PART 4: Social Responsibility

Community & schools

Child Protection and H&S

We employ NSPCC consulted safe guarding children policies & training programmes. We satisfy legislative and government guidance requirements on child protection.

We train & appoint DSCOs.

Company Charity

Inspiring Learning are developing an increasingly socially engaged and responsible business model. One of our first steps towards this has been by supporting the [NSPCC](#) as a company and encourage our staff to fundraise on a local level in aid of the charity's developing [Childline Schools Service](#) initiative through fun, mostly office based activities.

Inspiring Learning has also become more active in the community on behalf of the NSPCC and sit on the board of the [NSPCC Brighton and Hove Business Board](#) which aims are fundraising, and awareness raising, within Sussex.

School Curriculum, associations and accreditations

- ✓ We are an assured member of the STF (School Travel Forum).
- ✓ We are accredited by the LotC (Council for Learning Outside the Classroom) and work closely with the council.
- ✓ We are a member of the Institute of Outdoor Learning and our Head of Education is a Trustee for the organisation.

Policy Owners: Operations & HR Directors	Policy Administrator: Executive Personal Assistant	Version GR01: May 2014
--	--	------------------------

- ✓ All our Kingswood centres are accredited by BAPA (British Activity Providers Association) and our Head of Education is a Director of the association.
- ✓ We work closely with the Wildlife Trusts at Kingswood Centres re environmental and science curricula.
- ✓ Our Isle of Wight and Peak Venture centres are accredited by AALA (Adventure Activities Licensing Authority)
- ✓ Kingswood is a member of ALTO (Association of Language Travel Organisations)
- ✓ Kingswood is a member of the British Education Travel Association (BETA)

WW1 Battlefields Tours

We are committed to designing socially responsible products. An example of this is that is, in 2013, Inspiring Learning won the Government tender to send one teacher and two pupils from every English state maintained secondary school to the Western Front, as part of the First World War Centenary Education Programme for 2014.

The initiative, in conjunction with the Institute of Education, encourages teachers and pupils to investigate their personal connections with the First World War, whether through family history or school or community connections in advance of taking a tour of the battlefields, cemeteries and museums in Ypres and the Somme. The aim is to create an enduring legacy by deepening teachers' knowledge of the subject to influence future teaching, and to provide pupils with a greater and lasting understanding of the significance of the First World War. Please see our website for this and other examples of our socially responsible products.

Employee Enrichment

Employee learning & development

- ✓ Employees are appraised 6 monthly via our performance management framework, training, progression & development framework.
- ✓ We are recruiting and Learning and Development manager.

Safeguarding employees

Via our HR policies and training (e.g Staff Handbook, Equal Opportunities, H&S training, Dignity at Work policies, following international labour laws.) We are a fair UK employer.

We successfully meet all applicable legal responsibilities with regard to employee working hours (daily/weekly hour limits, rest breaks, paid leave entitlement).

Policy Owners: Operations & HR Directors	Policy Administrator: Executive Personal Assistant	Version GR01: May 2014
--	--	------------------------

Young person career experience & development

- ✓ We provide local school pupils work experience
- ✓ We provide student placements from Brighton University.
- ✓ We are a Government apprentice scheme provider.
- ✓ We offer Internships with local work placement providers.

Policy Owners: Operations & HR Directors	Policy Administrator: Executive Personal Assistant	Version GR01: May 2014
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Version GR01: May 2014