

Set of Criteria for Tour Operators

December 2018

3. Travel Products	
3.3	CO2 emissions from tourist trips The company regularly gathers data on the climatic impact of the trips it sells.
	3.3.1. Flight kilometers (km) total and per customer
	3.3.2. Average flight kilometers (km) per night
	3.3.3. CO2 emissions (t)
	3.3.4. Offset CO2 emissions (t)
	3.3.5. Proportion (%) of carbon offset
	3.3.6. CO2 emissions (kg) minus offset carbon emissions per customer and day
4. Customer	
4.1	Customer satisfaction The company regularly gathers data on customer satisfaction.
	4.1.1. Satisfaction index (%) customers
	4.1.2. Response rate (%) to customer survey
	4.1.3. Guide to customer ratio (group size per guide)
4.2	Customer information The company regularly surveys the degree of quality and sustainability in its customer information.
	4.2.1 CSR Index (%) customer information
5. Employees	
5.1	Security The company is responsible for a safe working environment.
5.2	Sustainability training All employees (including those at the destination) receive CSR training (at least once a year) in the subjects of: (i) human rights, (ii) working conditions (incl. health and safety protection), (iii) environmental protection and (iv) biodiversity.
5.3	Salary The company orients itself around the standard wage and collective agreements.

5.4	Overtime regulations The company has overtime regulations.
5.5	Voluntary employee benefits The company has a system of voluntary employee benefits.
5.6	Representation of interests The company supports a works council or representation of employee interests.
5.7	Fairness and inclusion The company offers fair and equal training and employment opportunities, irrespective of origin, ethnicity, age, religion, sexual orientation or disability.
5.8	Employment structure The company regularly gathers data on employment structure.
	5.8.1. Number of employees (full-time equivalent)
	5.8.2. Number of managerial positions, specialist personnel, apprentices, other employees
	5.8.3. Proportion (%) of women in managerial positions
5.9	Employee satisfaction The company regularly surveys levels of employee satisfaction.
	5.9.1. Satisfaction index (%) employees
	5.9.2. Proportion (%) of participants answering survey
	5.9.3. Average length of employment (years)
6. Company Ecology	
6.1	Energy The company regularly surveys energy consumption at its office location.
	6.1.1. Energy consumption (kWh) in total and per employee
	6.1.2. Electricity consumption (kWh) in total and per employee
	6.1.3. Heating energy consumption (kWh) in total and per employee
6.2	Green electricity The company uses 100% green electricity.
6.3	CO2 emissions The company regularly surveys the CO2 emissions at the office location.
	6.3.1. CO2 emissions (t) in total and according to cause (electricity, heating, business travel)
	6.3.2. CO2 emissions (t) from business flights
	6.3.3. CO2 emissions (t) per employee

6.4	Business flights offsetting
	The company offsets its own business flights by at least 50%.
	6.4.1. Proportion (%) of offset business flights
6.5	Paper
	The company regularly surveys its paper consumption at the office location.
	6.5.1. Paper weight (kg) in total and per employee
	6.5.2. Paper weight (kg) per traveler
	6.5.3. Proportion (%) of recycled paper within total paper consumption
6.6	Procurement
	The company purchases sustainable (regionally produced, organic, environmentally friendly and fairly traded) products and services.
	6.6.1. Proportion (%) of expenditure on sustainable products and services
7. Contractors In The Supply Chain	
7.1	Partner agencies
	The company regularly carries out a survey with its partner agencies and assesses their level of sustainability.
	7.1.1. CSR Index (%) partner agencies
	7.1.2. Number of partner agencies in total
	7.1.3. Proportion (%) of agencies surveyed
	7.1.4. Proportion (%) of partner agencies with GSTC-recognised sustainability label
	7.1.5. Proportion (%) of partner agencies with other labels (DestiNet)
	7.1.6. Proportion (%) of partner agencies with the TourCert Check
7.2	Accommodation
	The company regularly carries out a survey of accommodation providers and assesses their level of sustainability.
	7.2.1. CSR Index (%) accommodations
	7.2.2. Number of accommodations in total
	7.2.3. Proportion (%) of accommodations surveyed
	7.2.4. Proportion (%) of accommodations with GSTC-recognised sustainability label
	7.2.5. Proportion (%) of accommodations with other labels (DestiNet)
	7.2.6. Proportion (%) of accommodations with TourCert Check

7.3	Tour guides The company regularly carries out a survey of its tour guides and assesses their level of sustainability.
	7.3.1. CSR Index (%) tour guides
	7.3.2. Number of tour leaders in total
	7.3.3. Proportion (%) of tour leaders surveyed
7.4	Business Partners The company regularly carries out a survey of its business partners and assesses their level of satisfaction as well as the quality of the own sustainability communication.
	7.4.1. CSR Index (%) business partners
8. Community Involvement	
8.1	Support for sustainability projects The company supports sustainable initiatives or projects at its own location or at the travel destinations.
	8.1.1 Support (€) for sustainability projects