

The Corporate Team's Corporate and Social Responsibility Policy

The Corporate Team (TCT) acknowledges that it is not only the large global public companies but also small medium size enterprises that need to adopt coherent policies to:

1. Protect the environment we live in
2. Deal with customers and staff in a manner that is both ethical and caring
3. Be mindful of the effect of our business activities on society generally so as to be a force for the good.

We see that addressing these issues is part of the process involved in making a business successful. Staff like to work in and customers like to deal with organisations, which they respect. Businesses will be more likely to thrive in society if they actively contribute and participate in positive activities, which are seen to be helpful to people in the community.

The Corporate Team's Environmental Policy

Good environmental practices are high on The Corporate Team's list of business priorities. As a service company, we have a duty of care to our staff and our customers and we pursue environmental policies, which reflect the impact of our business on the environment. This commitment is communicated throughout the organisation.

Current environmental policies include:

- Compliance with all the applicable environment legislation (e.g. WEEE Directive 2007)
- Making appropriate use of recycling opportunities
- Using environmentally sensitive disposal arrangements
- Using environmentally sensitive procurement
- Assessing the environmental impacts prior to making major investment decisions
- Ensuring that guidance, training and procedures are in place to enable all our staff to contribute towards caring for the environment
- Setting measurable targets to reduce our impact on the environment
- Reviewing our policies on a regular basis so as to ensure they are effective & up to date.

TCT's environmental policy is implemented and audited as follows:

Each executive that reports to the managing director has responsibility for the implementation of the environmental policy within his or her department. They are responsible for ensuring that the staff for whom they have overall jurisdiction follow the environmental policies laid down by the company.

Our nominated environmental officer carries out regular monitoring.

The Managing Director has overall responsibility for the environmental policy.

The Company's environmental impacts:

Whilst TCT's environment policy affects every aspect of its business three particular applications of that policy are intended to address the way in which the company could reduce its impact on the environment.

A) Effective Waste Management

TCT operates from offices in London. The kind of waste which TCT produces is typical to businesses operating from a service office environment and includes:

Paper: The biggest potential source of waste for most offices is paper.

Office equipment: All office equipment but particularly computer equipment can be a significant source of waste. Legislation such as the WEEE Directive 2007 provides clear instruction as to how electronic office equipment may be appropriately disposed of.

Food packaging: Staff who consume drinks and food in the office can generate waste in the form of plastic bottles, metal cans and other types of food and drink packaging.

Cardboard: Cardboard packaging, which is typically used to protect office equipment supplied, generates waste.

Sanitary waste: Sanitary waste not only needs to be disposed of hygienically but care needs to be taken to ensure that it is disposed of in a manner that causes least harm to the environment.

Water: TCT's business does not entail high usage of water but appropriate maintenance needs to be carried out to ensure that water is not wasted through for example faulty plumbing or staff not turning taps off properly.

Light bulbs: special arrangements need to be in place for the appropriate disposal of light bulbs.

B) Efficient use of Energy

Maximum energy conversion through the adoption of:

- Best practices in systems development
- Computerised energy management system
- Lighting heating and ventilation controls

The company measures its use of gas and electricity in kWh and has targeted to reduce its consumption of these by 20% in 2009.

- Vehicle driving techniques, which save fuel.

c) Sustainable Purchasing

- Making suppliers aware of TCT's environmental concern and attempting to influence environmental policy of suppliers where possible. This applies to all items, which TCT purchases in the course of its day-to-day business but particularly applies to the hotels and conference venues, which we book for our clients.
- Considering the impact on the environment before deciding what to purchase – e.g. buying paper which is made from recycled material or at least from sustainable wood forests.
- TCT will always assess the extent to which a hotel or conference venue meets 'green criteria'. All hotels and venues are now asked to supply detailed information about their environmental policies as part of TCT's annual RFP process.

When booking hotels or conference venues TCT looks for evidence of the extent to which they are 'green'. TCT has a clear idea of what criteria must be met for a hotel or conference venue to be considered green.

A hotel must have an Environmental Policy in place, which adequately covers its approach to the following key issues:

- **Framework** - the hotel must have a framework for dealing with environmental issues. There must be a senior person in charge of the environmental management of the property. A staff structure should be in place so that it is clear who is responsible for making sure that the property is managed environmentally in every department.
- **Awareness** – staff and guests must be aware of what is required to comply with the environment policy in place. This can be achieved by training, posters, and information in rooms and on notice boards etc.
- **Minimisation of waste and use of energy** – the hotel must have a coherent policy in place to minimise:
 1. Its use of energy (gas, electricity, oil)
 2. Its use of water
 3. The amount of waste destined for landfill sites

The plan should include current measures of each of the above and targets for annual reduction through processes such as The Hotel Carbon Index.

- **Sustainable purchasing** – the hotel must integrate sustainable criteria into its purchasing policy and procedures. This includes encouraging the purchase of products from local suppliers to cut down on transport & use of energy and buying products that can be disposed of in a sustainable way.
- **Protecting and Supporting the local community and environment** - the hotel should support the local community and do what it can to protect the local environment – e.g. provide no vehicle zones, mandate maximum speed limits, support local nature reserves, protect native species of plants etc.

When booking **Venues for Conferences & Events** we follow the guidelines of the Government's Greener Events initiative:

- Encourage delegates to book and pay for attendance and all associated products online thereby saving paper through usage of fax machines and postal service.
- Look for venues, which can be easily accessed by public transport thereby making it easier for delegates to attend without using cars.
- Minimise the use of accessories that are harmful to the environment (e.g. plastic leaflet wallets)
- Make sure handouts can be downloaded from the Internet rather than distributing copies in abundance.
- Make sure delegates know that the presentations made by speakers can be accessed electronically after the event.
- Look for venues, which are proactive in being environmentally friendly, police and promote them – and encourage the ones that are not to adopt more environmentally friendly policies.

Examples of environmentally friendly practices for venues to consider:

- Using locally produced food reduces transportation requirements
- Having in house AV equipment reduces transportation requirements
- Use fair trade tea/coffee and offer tap as well as bottled mineral water
- Avoid wastage of food
- Minimise unnecessary lighting, heating and air-conditioning
- Provide milk/cream in jugs rather than plastic cartons
- Have meeting and exhibition spaces, which are naturally lit
- Recycle paper and cardboard waste – have recycling bins available

Current examples of TCT environmental practices include:

- Recycling of waste paper
- Use of recycled paper
- Recycling toner cartridges
- Recycling cardboard, plastic bottles and metal cans through an office recycling scheme

Environmental Training

TCT recognises that managing environmental impact is a shared activity, and that small contributions by a large number of people can be significant. Our induction training includes a brief module on environmental management, which outlines many of the programmes referred to in this document:

TCT is implementing environmental training and instruction in the following areas:

- Waste management, especially wastage and recycling of paper and toner cartridges
- To minimise the use of printed materials, for instance brochures
- To communicate electronically whenever possible, and reduce to a minimum the use of paper based communications
- Efficient vehicle driving techniques for travelling staff (e.g. accelerating gently)
- The use of public transport in preference to individual car travel when practical.
- The need to be frugal with lighting, heating and air conditioning - reminding staff of our target to reduce gas and electricity consumption by 20% in 2009. Turn unnecessary lights off, do not leave computers on standby, turn heating and air-conditioning down as may be appropriate. Small control variations can make a big difference.

Environmental Risk Assessment

There are a number of environmental risks that may be associated with the provision of accommodation services to client organisations and they are of course related to the company's environmental impacts which have been referred to above on pages 2 & 3:

- Pollution which causes harm to the environment and which results from the unnecessary production and inappropriate disposal of waste
- Waste of the Earth's fuel through the inappropriate use of energy resources
- Indirectly causing harm to the environment through dealing with suppliers, especially hotels and conference venues, which have no coherent environmental policy.

The Corporate Team uses various control measures to eliminate or reduce the risks referred to above. The following practices are examples of these:

1. Staff are encouraged to use electronic communications and non-paper learning resources. This helps to reduce paper waste & protect forests and the wildlife they harbour.
2. Recycled paper products are purchased and chlorine-bleached paper is avoided.
3. Toner cartridges are returned to our supplier for refilling.
4. Most office waste including paper, cardboard, plastic bottles and metal cans are recycled through a specialist waste management company –Closed Loop Recycling Ltd. The company has recognised the need to make special arrangements to dispose of hazardous items, e.g. light bulbs.
5. Staff are made aware of their duty to keep waste safe. This means that they know of their duty of taking care to store, transport, recycle and dispose of waste safely.
6. The company uses energy-efficient light bulbs rather than standard light bulbs.
7. TCT's travelling staff use public transport in preference to individual travel when practical.
8. Training in efficient vehicle driving techniques is provided.
9. Details of suppliers' environmental policies are now audited.
10. A designated person in the company has been given responsibility for environmental issues.

The Corporate Team recognises that the environment should feature high on the agenda in respect of its dealings both internally and externally. The communication of our objectives is important not only to our staff but equally to our suppliers and customers too. We are committed to review our operations so that we continually improve our performance in respect of good environmental practices.

The Corporate Team's Staff Policy

Being in a service driven industry The Corporate Team's staff is its most important asset. With that in mind the company has invested heavily in the development of its staff.

The company will retain good staff through strict observance of legislation which is designed to protect employees in the workplace but also through initiatives which help to create better working conditions and terms.

Complying with Employment Legislation

For example, in terms of the company's obligations under current equal opportunities employment legislation we are particularly proud of the wide mix of nationalities of people we employ. We believe that this is one of our strengths and it is especially appropriate for any company in the travel industry to understand and be sympathetic to the requirements of people from different cultures. Employing people in our midst from those cultures has proved helpful time and time again. It also helps to create an interesting and cosmopolitan working environment.

The Health and Safety of our Staff is very important and the company's Managing Director therefore takes direct responsible for this. Please see attached the company's Health and Safety Policy.

Initiatives to Help Create Better Working conditions and terms

The company also now gives staff the choice of working more flexible hours. For example, it has allowed several members of its staff to alter their working hours so as to make their childminding arrangements easier.

Working conditions and Benefits

The company operates from pleasant offices based in a listed building near Victoria Station with good travel connections. Staff receive benefits including frequent free lunches, private health insurance, preferential global hotel rates.

Training

The company has recently retained the services of an external training company to help develop customer service skills. This has helped to augment the training, which was already in place. In addition our staff receive training in the form of frequent presentations from our hotel and conference venue suppliers so that they are up to date with their hotel knowledge. They also receive technical training on the use of systems and procedures. Coaching takes place on a one to one basis once a quarter to ensure that the training sticks. Staff attend familiarisation trips to see specific hotels and conference venues or they visit a particular city to see a selection of venues and gather information about the city's geography, major landmarks and attractions.

The Corporate Team's Customer Service Policy

The Corporate Team is focused on delivering a hotel booking service, which is efficient and convenient to use and of a consistently high standard. The service must also result in substantial hotel savings being achieved for the client organisation.

Caring for the Guests

At all times we recognise that guests must be accommodated in a safe environment in a pleasant setting and in establishments where we feel confident that the guest will be properly looked after.

This means that when we book hotels as a minimum we look for assurance and evidence on the following -

- i. That the premises has adequate facilities to prepare food in a hygienic manner
- ii. That the premises complies with Health and Safety at Work regulations
- iii. Either that the premises, where applicable, has a fire certificate issued by the appropriate Fire Authority or a letter from an authorised member of the fire brigade, stating that the premises afford an adequate means of escape in case of fire and that appropriate means for fighting fire have been provided and maintained on those premises, together with, where necessary, appropriate means for giving warning in case of fire.
- iv. That the premises have adequate security in place -(e.g. secure bedrooms, lockable rooms for things like computers to be stored in overnight, well lit car parking, consideration for female guests travelling alone.)

Making Life Easier for the Travel Arrangers

The travel arrangers who make bookings from our various client organisations for the travelling guests must be dealt with in a courteous and helpful manner at all times.

Feedback and complaints

We regularly invite feedback from all of our major clients and take a positive view of any comments or suggestions, which might be made on ways to improve the service.

Any complaints are generally responded to within 1 hour and where possible we will aim to resolve these within 24 hours.

We acknowledge shortcomings in our service graciously and compensate generously. Often we have found that this policy has helped us to galvanise our relationship with clients who might otherwise have been minded to look elsewhere.

Aiming to Delight not just Satisfy

The Corporate Team has always aimed to provide much more to its clients than a basic hotel booking service. We provide a full range of associated services to our clients including the provision of hotel booking technology, access to extensive management information, the development of hotel programmes and procurement strategy, rate negotiation, account management, marketing. These associated services are often supplied at no extra cost. The Corporate Team has always adopted a policy whereby we are prepared to do that bit extra for our clients at so as to ensure that the service we provide does not just satisfy but delights our clients.

The Corporate Team's Community Policy

Supporting charities

The Corporate Team has supported charities such as Radar, RNIB, Hope and Homes for Children and Breast Cancer Campaign by collecting voluntary contributions from its staff.

It has also supported the efforts of its hotel suppliers by attending and contributing to their fund raising events. For example, over the years we have supported numerous Hilton in the Community Foundation events.

As members of the HBAA (Hotel Booking Agents Association), The Corporate Team also supports charities such as the Bowel Cancer research organisation through the Association's fund raising events.

Delivering to those in Need

Based in London we frequently find ourselves trying to find accommodation in the city when the demand for hotel rooms is extreme. For example, during times of crisis such as 7 July 2005 or 9 September 2001 our service becomes all the more important to those stranded by this type of terrorist activity.

Our staff have always been willing to work beyond their normal hours at these times and we have acted responsibly to ensure that our customers pay fair rates. We will always protect them from unscrupulous hotel operators who may try to take advantage of a situation.