

Charting a path for sustainable business travel programs



Turning strategy into meaningful action for our people, our environment and our customers.

He whakatinana i te rautaki hei tautoko i a mātou tāngata, i tā mātou taiao, mē a mātou kiritaki.

Corporate Traveller is on board to champion sustainable travel for businesses in New Zealand and support their sustainability goals. The power of technology and personalised service, combined with our local expertise and partnerships, is here to guide you towards building sustainability into your travel program.

In a World Travel and Tourism Council 2021 report, over 80% of global travellers said sustainable travel is vital. Almost 70% expect the travel industry to offer more sustainable travel options.

As part of the Flight Centre Travel Group (FCTG) global travel company, we are committed to tackling the sustainability challenges and concerns that exist within our industry. Our focus is to empower our customers to do the same - through supporting sustainable corporate travel programs that achieve company goals and reduce the impact on the planet.

For the sake of our people, our communities, our planet, and future generations, the time for action is now. We're ready for the challenge and our people are here to support our customers every step of the way.



We are committed to responsibly promoting business travel, preserving our planet, and improving the well-being of our team and communities. Sustainability is important to us, and we continuously seek ways to enhance our practices and support our customers' sustainability objectives. We believe in the power of collective efforts and partnering with our customers and the travel industry to drive positive change.

- Angie Forsyth, General Manager
Corporate Traveller New Zealand





Part 1: **What we've achieved so far**

Ngā mahi kua oti i ā mātou i tēnei wā



Sustainable travel is essential for the future of tourism and business travel. As part of one of the world's largest travel providers, and the largest in Australia and New Zealand, Corporate Traveller has a responsibility to positively impact change where we work, live, and travel. We also want to support our customers in doing the same.

Corporate Traveller's guiding principles

Purpose: Opening up the world for those who want to see

Sustainability Vision: Preserving and enriching a world worth seeing

Core values:



Ownership: Taking full responsibility for our business and treating it as our own.



Irreverence: Taking our business seriously but not ourselves. We respect our customers, our partners, and each other.



Egalitarianism: Everyone has the same opportunities, rights and privileges.

Our sustainable development goals blueprint

Corporate Traveller developed the sustainable development goals (SDGs) blueprint, addressing **9 out of the 17 SDG goals** set out by the United Nations. These guidelines are a reference for staying focused on the big, impactful challenges and solutions.

1. No poverty
2. Zero hunger
3. Good health and well-being
4. Quality education
5. Gender equality

7. Affordable and clean energy
12. Responsible consumption and production
13. Climate action
15. Life on land

*The content of this publication has not been approved by the United Nations and does not reflect the views of the **United Nations** or its officials or Member States.



Corporate Traveller's NZ sustainability footprint

As part of FCTG, Corporate Traveller NZ maintains a solid commitment to our environmental, social and corporate governance responsibilities.

In 2022, FCTG appointed a new Global Sustainability Officer, Michelle Degenhardt, who works closely with employees at all levels to help increase focus on the company's business practices and the extent to which they are environmentally and socially sustainable.

Michelle partners with customers and travel suppliers on sustainable travel initiatives, like the recent **TCS Sustainathon 2024** Australia & New Zealand.

The three pillars of the ESG framework:

Environmental: natural resources, carbon emissions, waste management, pollution reduction, sustainability initiatives, and energy efficiency

Social: diversity opportunities, human rights, data security, community programs, workforce health & safety, and workforce training

Governance: board diversity, board independence, shareholder rights, compensation policy, and business ethics



Environmental

As part of Corporate Traveller's sustainability journey, we have our sights firmly set on net zero. In order to avert the worst impacts of climate change, emissions need to be reduced by 45% by 2030, and reach net zero by 2050, as called for in the Paris Agreement.

We've committed to achieving Net Zero by 2050, as part of our commitment to the Science Based Target initiative (SBTi). First, we need to understand our footprint, which is currently being calculated, and then create ambitious targets with clear and transparent measurements that form a decarbonisation roadmap. Once our goals and targets are in place, we can then start measuring, monitoring and reporting our progress as we head toward net zero.

The protection of the environment is very important to us. Travel relies on resources that are fragile and must be preserved and protected. As a company, we're very conscious of the environmental impact of our business. From energy and water conservation to reducing waste in our offices and encouraging customers to use our mobile technology.



Social - our people and communities

Our people are our number one priority, and equality is our policy. Everyone has the same career opportunities, rights and privileges, and our success lies within our unique differences.



Diversity and inclusion

At Corporate Traveller, we have a dedicated Diversity, Equity and Inclusion committee, responsible for developing initiatives that build unity, break down barriers, and create a more equitable distribution of opportunities across our teams. This includes departments like leadership, diversity infrastructure, diverse recruitment, inclusive career development, biculturalism, inclusive collaboration, and social impact.

Promoting Te Reo Māori

Our Te Rōpū o Te Reo Māori (voluntary Māori language committee) has been pivotal in encouraging and supporting our people to confidently embrace the use of Te Reo Māori in all our workplaces.

Mental health, well-being and financial support

Employee assistance program

Corporate Traveller partners with Benestar to provide a holistic well-being service that offers free counselling services for our people, their families, and our leaders.

Our people initiatives:

- **Parentwise** - An initiative to help support mothers, fathers, and guardians through the transition of becoming a parent and returning to work.

- **Moneywise** - Partnering with AMP to provide financial well-being support to our employees.
- **Healthwise** - We offer workshops and training through our health and well-being provider from qualified nutritionists, bio-age consultations, mental health support, and fitness offerings.

Flexible working

We promote flexible and remote work options to provide the best possible workplaces for our people and encourage less travel time and reduced petrol use. This includes the Hour of Power, a dedicated time each week that employees can use as they see fit to look after physical and mental wellness.

The Flight Centre Foundation

In 2008, FCTG launched the **Flight Centre Foundation**. Currently, the foundation is partnered with The Mental Health Foundation and the Halberg Disability Trust in New Zealand.

The Flight Centre Foundation has raised \$25m globally for various charity organisations and emergency appeals.

New Zealand HR Awards

In 2023, Flight Centre Travel Group New Zealand was recognised for excellence as the Employer of Choice and the HR Team of the Year. In 2024, we received the **Talent Acquisition Award**.



Governance

As a publicly listed company, we're governed by policies that cover everything from our code of conduct to anti-bribery and corruption, corporate governance, risk management, and whistleblowing.

Our environmental governance is supported by the Board's Audit and Risk Committee, which oversees climate-related risks and opportunities for the company.

NZ Sustainability Committee

Our World is a group of local employee volunteers with the purpose of educating, inspiring, and engaging with our community and customers today, promoting more sustainable practices personally and in the workplace.

Partnerships

We work with our suppliers and industry partners to provide a sustainable travel supply chain, implementing sustainable product development and promoting positive destination impact.

Anti-bribery, corruption, modern slavery and human trafficking

Improving staff awareness of everyday slavery risks is vital to ensuring that slavery and human trafficking are not taking place. We support our employees with the knowledge to address these issues by delivering targeted training programs for employees in high-risk regions.

Transparency in our supply chain is fundamental to a safe, responsible, and profitable business. Our supply agreements must include a clause covering us to work together to ensure this practice is reported and eradicated.



Part 2:

What we know - sustainability challenges and concerns

Ngā mea e mohio ana mātou -
he māharahara ki ngā wero o kaupapa toitū



Sustainable travel has become a top priority in recent years as companies commit to reaching net-zero targets, airlines look to offset carbon emissions with more sustainable aviation fuel, and travellers seek more sustainable travel options.

New Zealand's gross emissions **fell by 4% between 2021 and 2022**, including lower emissions from road transport. Organisations in New Zealand are working hard to achieve their sustainability goals, but they don't come without challenges.

In a recent survey on corporate sustainability, **81% of companies** said communicating net zero is good for their bottom line. In the travel supplier chain, the accommodation sector (including residential) is the largest producer of carbon emissions.

Starting in 2018, we started to see clients assessing the sustainability credentials of airline, hotel, and car hire suppliers. This is an important step since the travel industry has a significant impact on emissions.

Road transport accounts for **12% of global emissions**, including cars, car rental, taxis, ride-share and public transport such as buses. **45% of road transport** is generated from passenger travel. Aviation makes up **2.5% of global carbon emissions**, and total commercial air passenger activity has recovered to nearly 95% of pre-pandemic levels in 2023.

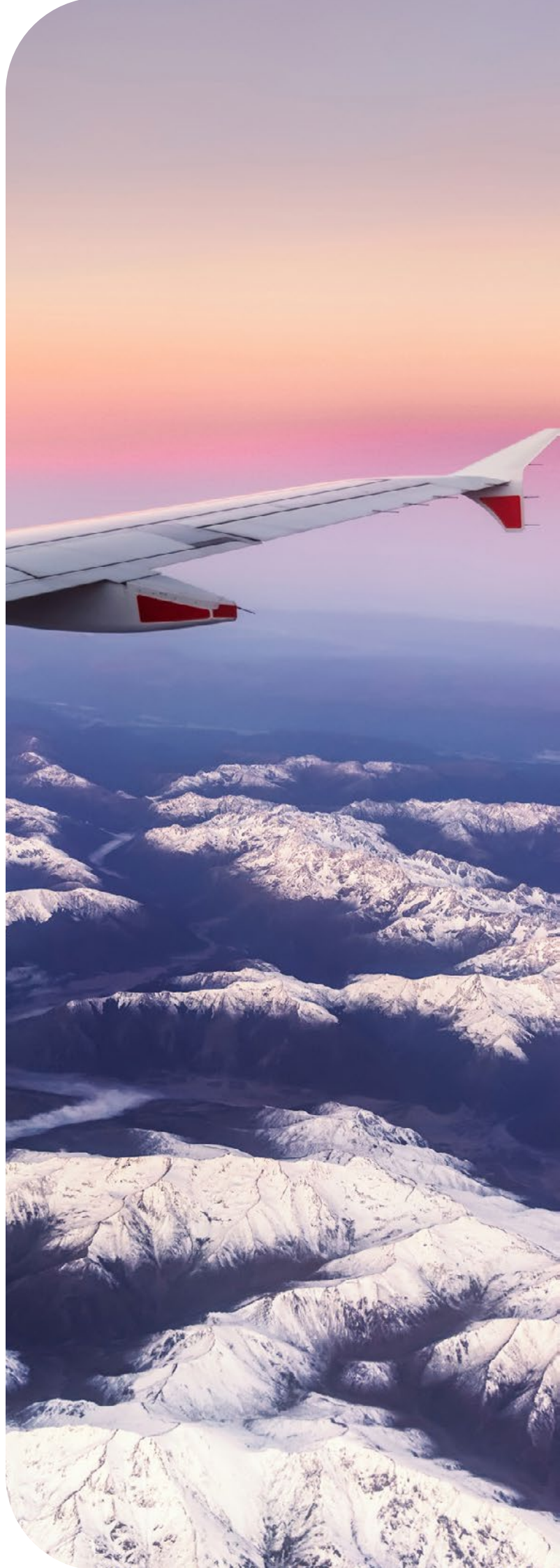
Sustainable travel policies: increasing efficiency

We know that our customers want to travel more sustainably because of the greater impact that can have. However, the past two decades have shown that sustainability has real business benefits too.

Here are some of the reasons why businesses are choosing to be more sustainable:

1. Improving brand value. Sharing your sustainability story is a marketing tool.
2. Meeting consumer demand and marketing advantage. Kantar's Better Futures Report 2024 reveals that Kiwis see it as a significant positive when companies commit to meaningful milestones, like net zero. 40% of Kiwis try to minimise the number of car journeys they take.
3. Anticipating and managing risks for business continuity. Sustainability is about protecting your business from today's risks while ensuring it can respond to the challenges and opportunities of tomorrow.
4. Increasing productivity, save money. Many resources we previously considered renewable have become finite as our demands exceed regeneration levels. Implementing water and energy efficiency initiatives and recycling, reusing and reducing waste will help you protect your bottom line while adding to the sustainability of your business.
5. Enhancing business culture. Embedding sustainability into your business will help you attract and retain top talent, particularly those from the younger generations.
6. Improving stakeholder relations. Investors and stakeholders are interested in companies with long-term, sustainable business plans that minimise operating risks and costs in the future.

We understand that our customers are at different stages of their sustainability journey – your sustainability needs and objectives vary. We can meet you wherever you are on your journey and support you in curating a travel program that aligns with your short and long-term sustainability objectives.





Part 3:

**Where we can support
your path to more
sustainable travel**

Tā mātou āwhina i a koe kia toitū ai o hāereere

1: Creating a travel program that meets your sustainability goals

Travel policy consulting

A thoughtful policy makes all the difference. We can assist your organisation in crafting a sustainable travel program that aligns with your goals.

Our team of travel experts will work with you to analyse your current travel policy and propose a tailored, best-in-market travel program that supports your objectives while balancing traveller wellness and business travel costs.

Actionable travel insights

Understand how travel trends and behaviours contribute towards your sustainability objectives, with increased program visibility. Corporate Traveller provides the framework to measure critical travel program KPIs through reporting and strategic travel program insight meetings.

You can access on-demand reports that use the Greenhouse Gas Protocol to calculate your carbon emissions (CO₂e) from air, hotel, and car travel.

2. Reducing your carbon impact

If you can't measure it, you can't manage it. With travel contributing a large part of carbon emissions, the pressure is on business travel programs to prioritise sustainability and reduce their environmental impact.

Corporate Traveller's OBT, Savi, allows travel bookers and travellers to compare the greenhouse gas emissions produced by different flight paths and cabin classes during the booking process, shown as kilograms of CO₂e emitted per flight. You can also prioritise hybrid or electric battery vehicles for rental car options to make more sustainable choices at the point of booking.

Savi's carbon functionality can also include:

- Granular emissions calculations that consider seat class and aircraft type.
- Your company's offsetting investment and the projects you're contributing towards.
- CO₂e emissions and offsetting data pushed to live reporting.

This GHG visibility is powered by Tasman Environmental Markets' technology BlueHalo - a leader in travel climate technology - and is one of the numerous tech capabilities we draw on to help clients understand their overall environmental impact from travel.

3. Business travel offsetting

Corporate Traveller's role is to get curious about sustainability in business travel with our customers. We can tailor a customer's travel program including simple carbon visibility within our booking tool, high-level carbon emissions reporting, or an integrated solution with one of our expert partners.



Discover the tangible impact of sustainability activities

Corporate Traveller has relationships with local and global partners to support your goals. Savi's emissions visibility features and connected carbon reporting are compliant with both Climate Active in Australia and New Zealand's Ministry for the Environment (NZMFE) standards.

In your reporting tool, you can access CO2e reports for hotel, car, and air travel using DEFRA's (Department of Environment, Food & Rural Affairs) Greenhouse Gas Protocol calculation standards. Having the right solution in place to support your goals can help avoid the re-validation of emissions, saving precious time and resources.

Our offsetting partners offer a range of verified initiatives that support international and domestic projects, so you can make an impact aligned to your company mission and culture. You can choose to reinvest in Australian and New Zealand projects or global initiatives, and see exactly how you're making a difference with each project.



Automate data calculations

Are you overloaded with data? Manually exporting travel data and then trying to calculate the impact can be a headache.

Instead, automate offsetting by making it part of your booking flow for the ultimate streamlined process. Offsets are only processed once a trip is complete, so you don't have to worry about cancellations or changes.

Access world-class carbon market expertise

Access world-class carbon emission expertise through our OBT, Savi. Our partnerships with local and international offset providers ensure a reliable supply of verified, regional and global offset programs.

We've also integrated technology to gather data and calculate the impact and cost to offset. Download reports on previous carbon calculations and the volumes of offsetting done to date, and access your formal retirement certificates and invoices as proof of your commitment to encouraging carbon-neutral travel.



Part 4: What's next - looking towards the future

He aha ā muri atu - te anga atu ki te āpōpō



What's next? The use of biofuels is one growing area of interest, and Air New Zealand announced its purchase of 30 million litres of sustainable aviation fuel (SAF) in 2024. Sustainable aviation fuel will play a significant role in Air New Zealand's decarbonisation plans, potentially reducing **80% reduction in carbon emissions** across its lifecycle compared with jet fuel made from fossil fuels.

Transitioning to a low-emissions future

Government targets and programs will also impact business travel. In December 2024, New Zealand's government released the **second Emissions Reduction Plan** (ERP), which contains targets for 2026 to 2030 and actions to reduce emissions.

New Zealand has also made commitments to the following domestic emission targets under the Climate Change Response Act (CCRA):

- Net-zero emissions of all GHG other than biogenic methane by 2050
- 24% to 47% reduction below 2017 biogenic methane emissions by 2050, including 10% reduction below 2017 biogenic methane emissions by 2030

Evolving sustainability travel programs

The truth is that sustainability now goes far beyond a focus on the planet, and these days, more businesses are looking to take a holistic approach when building and reviewing their travel programs.

Reducing emissions will remain a key part of the sustainability equation, but with a mindset shift towards more purposeful travel. It's about giving employees the information they need to make more responsible choices around travelling less and travelling better.

The changing attitudes will drive businesses to analyse travel supply chains and identify potential practices in line with overall company sustainability strategies. That's why it's essential to look more closely at travel policies, booking processes and workflows, sustainability reporting, travel demand management, traveller tools, and education. Corporate Traveller can help guide and direct you in all these areas.

Glossary

CO2e – CO2e is a metric measure that is used to compare emissions from various greenhouse gases on the basis of their Global Warming Potential by converting amounts of other gases to the equivalent amount of CO2. The main difference between CO2 and CO2e is that CO2 only accounts for carbon dioxide, while CO2e accounts for carbon dioxide and all the other gases as well: methane, nitrous oxide, and others.

Carbon credits – A tradable, non-tangible instrument representing a unit of CO2e – typically one tonne – that is reduced, avoided, or sequestered by a project and is certified or verified to an internationally recognised carbon accounting standard.

Carbon offsetting – The practice of compensating for greenhouse gas emissions by retiring carbon credits.

Carbon reduce – Accurately measure your greenhouse gas emissions, and put in place strategies to manage and reduce impacts.

Carbon zero – The practice of accurately measuring your green-house gas emissions, and putting in place strategies to manage, reduce, and offset your impacts. You can offset your remaining emissions through verified carbon credits to achieve a neutral balance.

Emissions reduction pathway – The planned yearly emission levels occurring over time between the stated base year and the emissions reduction target year. Typically developed and plotted as a line graph trajectory and based on any combination of projects/interventions that are anticipated to result in a reduction in emissions within the measurement boundary.



Emissions reduction target – The desired level of emissions a Toitū program participant has committed to achieve by a specified target year, relative to a base year. Targets are typically either near-term/short-term (5-15 years), or long-term (e.g., by the year 2050).

Greenhouse Gas (GHG) – Meaning carbon dioxide, methane, nitrous oxide, hydrofluorocarbons, perfluorocarbons, nitrogen trifluoride (NF3) and sulphur hexafluoride.

Science-aligned/Science-based targets – Targets are considered science-based if they are in line with what the latest climate science deems necessary to meet the goals of the Paris Agreement – limiting global warming to well below 2°C above pre-industrial levels and pursuing efforts to limit warming to 1.5°C. The Toitū carbon programs refer to the Science Based Targets Initiative (SBTi) for the latest criteria and guidance on aligning to being science-based.



Corporate Traveller - Your sustainable business travel partner

To find out more, **talk to an expert.**

