

# IMPACT REPORT

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Travel Places company  
Impact Report 2023



TRAVEL PLACES

TEAM TRAVEL SPECIALISTS



# WE ARE TRAVEL PLACES

We are the leading travel specialists for the sports, media, music and entertainment sectors.

For over 45 years, we have managed group travel plans for sporting governing bodies, world class athletes, international musicians and media production crews taking part in events such as Formula One, the Olympics & Paralympics, and FIFA World Cup.

We are immensely proud of our heritage and remain family-owned and run to this day, with joint Managing Directors Matthew Warren and Nick Warren leading a team of around 90 travel planners, events consultants and support staff from our head office in Worthing, West Sussex.

At the heart of our business is our purpose for people and planet - reducing our impact on the world, and supporting our community of staff, local suppliers and charities. By continually improving our performance in this area, we aim to meet the travel needs of our clients without compromising those of future generations.

**Here's how we made a positive impact on people and the planet in 2023.**

Certified



Corporation



Carbon  
Neutral  
Organisation

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# A WORD FROM OUR MANAGING DIRECTOR

2023 was a year to remember! Amongst the 580 amazing events we supported – including a record-breaking number of F1 races, the Women’s Football World Cup, an historic Scouts Jamboree in South Korea, and various global tours for world class music artists – it was also the year we certified as a B Corp.

In the face of today’s climate emergency, we can’t escape the fact that the industry we’re in, and the events we support, have an impact on our resources, society and the environment. But wonderful things also happen when we move around the world. So, we’re on a mission to take a different approach to business travel and help our clients travel in more sustainable ways. Becoming a B Corp certifies what we have been doing for many years to do that. But it has also provided us with a more robust framework to plan for the future and identify where we need to go next.

Achieving certification is one of many milestones we set ourselves at the start of this journey, but it is in no way the end point for us. From purchasing land to plant a woodland, tackling the carbon emissions of our business, and managing our procurement processes, to ensuring we keep improving the working lives of our staff and increasing our community support, there are many areas we have made progress on, but there’s so much more we want to now achieve.

We are pleased to share our first Impact Report as a B Corp business. It seeks to celebrate some what we have achieved throughout 2023, as well as to set out how we aim to improve on our existing impact in 2024.

Travel Places Impact Report

None of our progress could happen without our experienced and dedicated team, and we are incredibly grateful that they have supported our journey by embracing these opportunities, increasing their knowledge and building new partnerships. And so, as we celebrate the successes of the past year, we also recognise and celebrate our team who have challenged themselves and each other to approach things differently to improve our positive impact on people and planet.

**Matt Warren**

Joint Managing Director



01

# INTRODUCTION

Our vision is to be the undisputed specialist travel provider to the sports, media and entertainment sector, with a brand that is recognised for its unwavering focus on customer service and the provision of sustainable travel solutions.



Image credit: Bob Martin / Sail GP

# OUR JOURNEY TO B CORP

The pandemic shaped many things for the travel industry. For Travel Places, it took us down the highly rewarding, and sometimes challenging, path that we're on now.

Certifying as a B Corp in 2023 was just one of the many milestones we set ourselves at the start of the journey as we considered how we wanted to do business beyond the pandemic. Since 2021, we have also reviewed our mission, vision and values, published our first sustainable development policy, subscribed to the UN Sports for Climate Action 5 principles, and set up a Sustainability Management Team to guide us through more conscious and deliberate steps to ensure our business contributes to a better, more sustainable future.

As one of very few business travel companies to be certified as a B Corp in the UK right now, we are proud to join a growing community of responsible businesses around the world. For our clients, it provides the confidence that they're working with a responsible supplier. For our suppliers, it means we can support them to be more sustainable themselves. And for our staff, it shows our ongoing commitment to improve our positive impact for all of those who work as part of our team.

We now have our sights set firmly on the future. Alongside our ISO 20121 certification, and our continuous development of data, B Corp provides us with the framework to identify where and how we can achieve positive change, and we are committed to continually striving to improve on our score.

## Our milestones...

**A refreshed mission and vision**

**Sustainable Development Policy published**

**Sustainability Management team created**

**Client carbon calculation reports began**

**ISO 20121 Sustainable Event Management certified**

**Carbon neutral certified**

**Solar panels installed at our HQ**

**Land purchased to plant a woodland**

**Certified as a B Corp**



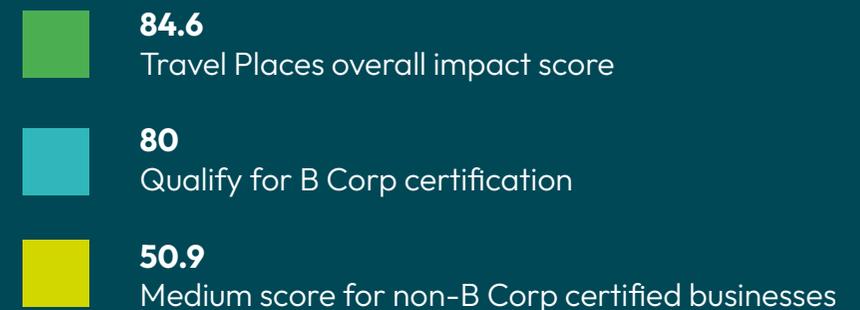
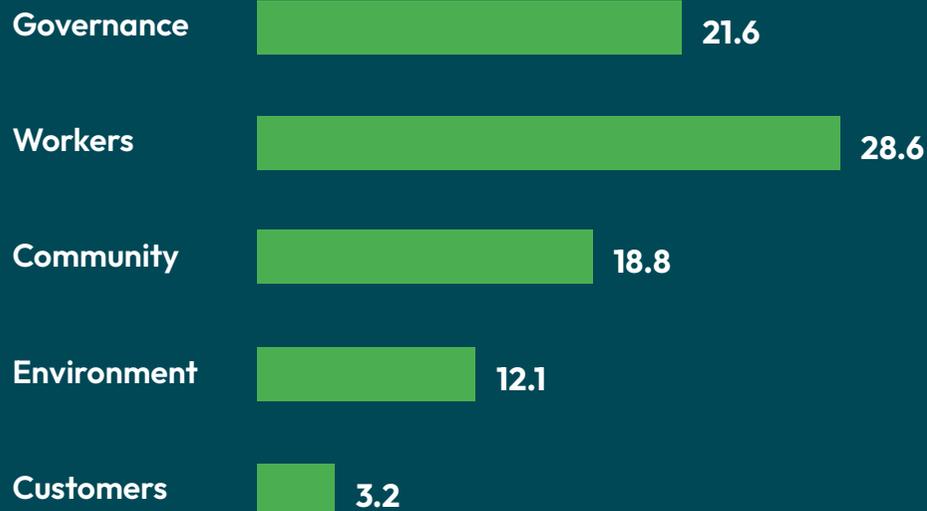
# OUR B CORP SCORE

Certified B Corporations are companies that meet the highest standards of social and environmental performance, transparency, and accountability. To get certified, a company must meet stringent requirements and will be assessed and verified by B Lab, the nonprofit behind the B Corp certification.

**To become certified, businesses must score a minimum 80 points across five impact areas.**

We gained B Corp certification with a score of 84.6 – far surpassing the current median score of 50.9 for non-B Corp certified businesses.

## Our B Corp score breakdown



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# OUR CARBON FOOTPRINT

We recognise the impact that travel and events can have on resources, society and the environment, and we are taking measures to reduce our overall greenhouse gas emissions, preventing waste generation in our operations and incorporating sustainability criteria into the procurement of goods and services.





## Reducing our carbon footprint

We have made some significant changes at our Head Office to reduce the carbon emissions that relate to the running of our business. We use renewable energy, have installed solar panels and made other adjustments to our building, such as introducing sensor lights and taps. We now recycle food waste, which accounts for 32 per cent of our waste. And we have increased our other recycling by 7 per cent since 2022. We have also installed electric vehicle chargers, having replaced our lease cars with electric vehicles.

Our business is growing, and we are supporting an ever-growing number of events. We understand that with that success comes a bigger carbon footprint, not least from our staff travel. We pride ourselves on giving hands on support to our clients when and where it is needed most. But we also recognise that overseas travel is one of the biggest challenges we face when we consider our impact on the environment. In 2023, we supported over 580 events – a 37 per cent increase from the previous year. Although emissions from our staff travel to these events inevitably increased, through a number of initiatives, such as virtual support and using locally based co-ordinators, in 2023 we reduced the mean average emissions from staff travel per event. We recognise this is a challenge for the future, with many variables impacting the emissions related to our staff travel and we are identifying how we may be able to manage this in the future.

We can't manage what we can't measure, so in 2023 we have developed improved systems that will support our ability to better understand our current footprint and provide us with baseline data that will allow us to set challenging but achievable targets for the future.

Whilst our focus is on reducing emissions, there are some that we can't avoid and we have worked with Carbon Footprint to measure and offset these. For our 2023 emissions, we are investing in a Gold-standard clean water project in Zambia.

# OUR PROGRESS



**2.6%**

reduction in carbon emissions  
from staff travel per event



**1,125**

trees planted at our TP Woodland



**23**

staff trained in carbon literacy



**896KG**

of food waste recycled



**21%**

reduction in electricity



**7%**

increase in recycling

## In focus: Creating our woodland

Woods and trees are not only good for the environment, but good for people too, helping to clean the air we breathe, improve the quality of the water we drink, and provide habitat to wildlife. And they play an important role in helping to mitigate climate change. In 2023, we purchased land in North Devon and set about creating our own woodland. We have now planted over 1,000 different species of trees, including Field Maple, Silver Birch, Crab Apple and Common Oak. We have worked with the Woodland Trust who provided the trees, and are now working to register the project so that we can utilise it as a carbon offset for our business. Our land has the capacity for around 4,000 trees, helping to make a cleaner, greener world for people and wildlife, now and for generations to come.



**PURCHASING OUR OWN WOODLAND LAST YEAR AND SEEING THE PROGRESS OF THE TREE PLANTING WAS A PERSONAL HIGHLIGHT FOR ME. THE WOODLAND WILL HAVE FAR-REACHING BENEFITS FOR DECADES TO COME - FOR THE LAND, THE LOCAL COMMUNITY, THE ENVIRONMENT AND FOR FUTURE GENERATIONS. AS A CARBON NEUTRAL BUSINESS, IT WILL ALSO GIVE US FULL VISIBILITY AND CONFIDENCE WHEN WE COME TO COMPENSATE THE EMISSIONS WE CAN'T AVOID IN THE RUNNING OF OUR BUSINESS.**

**Matt Warren**  
Joint Managing Director

## What's next?



We are working on targets and reduction plans for our waste, energy and water consumption. These will be measured against the development of our business to ensure that we strive to reduce our footprint whilst also allowing for the increases that will arise from our business growth.



We will continue to plant trees at our woodland. The land will be assessed for carbon credits, allowing us the opportunity to offset the future emissions we can't avoid.



We will continue to work with our staff to identify opportunities to further reduce the carbon footprint related to our staff travel, increasing our knowledge around sustainable options.

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# OUR COMMUNITIES

**We are passionate about taking positive action for the communities around us and we encourage and support our staff to do their bit for our chosen charities, as well as those that mean something to them.**





## Supporting our communities

As a family run business, we have always had a strong connection with our local community, and we are proud to have supported a number of charities for many years and in various ways. In 2023 we formalised some of these relationships and set ourselves a donation target. From random raffles, Christmas jumper days and bake sales, our staff threw themselves into supporting those in need. In addition to giving to charitable causes, we have also invested in two local sports clubs, helping our local communities take part in sport and physical activity.

And our team have not only been generous with their money. They have also given up their own time for a number of good causes and events, including Scouts camps, sports marshalling and within schools. We want to support them further with this good work, and in 2023 we launched our volunteer day – giving all Travel Places employees the ability to use up to one day a year for a charitable cause, or sustainability activity.



# OUR PROGRESS



**£11,000**

raised for Chestnut Tree House  
by our staff, business and clients



**£648**

raised for Breast Cancer Now  
in our Wear it Pink day



**1**

volunteering day  
launched for all staff



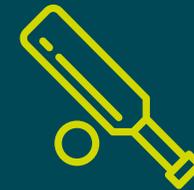
**10,000**

miles walked, cycled and run  
for charity



Over **50**

charity bags donated



**2**

community sports  
teams sponsored

## In focus: Supporting Chestnut Tree House

Chestnut Tree House provides vital hospice care and community support for children and young people with life-limiting conditions, helping children and their families in Sussex and Hampshire. We are proud to have supported the charity for several years, and in 2023 we set ourselves a target to reach £10,000 in donations – the amount it costs to run the hospice for just one day. To reach our target, we ran a number of fundraising activities, including raffles, quizzes, the sale of our Scouts Jamboree badges and donations of unwanted clothes, toys and books. We also took part in a big activity challenge, which had our staff run, walk, swim and cycle 10,000 miles – the distance between London and Melbourne during the Women’s World Cup. We are grateful for our clients and partners who also supported us with donations to help us achieve our target.



**IT COSTS MORE THAN £5 MILLION EVERY YEAR TO PROVIDE HOSPICE CARE FOR LOCAL CHILDREN AND YOUNG PEOPLE WITH LIFE-LIMITING CONDITIONS. ONLY A SMALL PROPORTION OF THIS COMES FROM GOVERNMENT, SO WE DEPEND UPON THE GENEROSITY OF OUR LOCAL COMMUNITY. THE MONEY RAISED BY TRAVEL PLACES WILL HELP US ADD LIFE TO SHORTENED YEARS, SUPPORTING LOCAL FAMILIES TO MAKE MAGICAL MEMORIES TOGETHER. THANK YOU.**

**Alison Taylor**

**Corporate Fundraising Manager at Chestnut Tree House**

## What’s next?



We will continue to work with our existing charities and organisations as well as look for opportunities to collaborate with other good causes.



We will support our staff to use their volunteer day by arranging opportunities with local organisations and providing ideas on how they can use their skills for good.



We will work with our suppliers, partners and clients to identify CSR opportunities, such as beach cleaning days.

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# OUR PEOPLE

We are proud of our heritage. Family-owned and run to this day, we are a people-based inclusive team, built on mutual respect and friendship. We continue to put our people at the heart of our business as we grow.





## Looking after our people

Welcoming 11 new staff members in 2023, our workforce increased by 16% between 2022 and 2023. We've not only grown, but we've also seen changes to our working environments since the pandemic, with the introduction of a hybrid working pattern and the employment of fully remote team members. The launch of our academy has supported us to meet the growing demand for our services and provide inclusive opportunities for those keen to start a career in travel.

We care about the health and happiness of our employees and in 2023, we introduced a health cashback scheme which enables our staff to claim financial contributions to manage their health, such as a dental treatment, eye tests or physiotherapy. Supported by the launch of our new Intranet and monthly staff newsletters, we ran wellbeing campaigns to help our staff look after their mental and physical wellbeing. In 2023, these events included a breath workshop, mental health training, subsidised yoga classes and health checks. We also organised fundraising events and ran a calendar of social activities that help us spend quality time together outside of work.

We recognise the financial pressures caused by the rise in the cost of living, and in 2023 we became an accredited Living Wage employer, highlighting our commitment to pay our staff a wage that meets their everyday needs.

Our annual staff surveys are helping us to make continual improvements to the working environment at Travel Places and we actively seek out their views on everything from communications to social activities and wellbeing initiatives. In 2023, 83% of staff who responded to our survey scored their overall job satisfaction at 8 or 9 out of 10. This was up from 81% the previous year. We will strive to keep improving this score and ensure Travel Places is a great place to work for all.

# OUR PROGRESS



**16%**  
increase in our  
workforce in 2023



New health  
**CASHBACK**  
scheme



Accredited  
**LIVING WAGE**  
employer



Monthly  
**NEWSLETTERS  
& INTRANET**  
to keep staff informed



**87%**  
of staff agree or strongly agree  
that their physical and emotional  
health are looked after at work



**83%**  
of TP staff scored their  
overall job satisfaction  
at 8 or 9 out of 10.



**4**  
wellbeing campaigns  
- from healthy eating  
to healthy finances



**3**  
people successfully  
completed our  
training academy

## In focus: Developing talent through our academy

Driven by a need to meet growing demand in our travel management services for the sports, entertainment and media sectors, our academy training programme is helping us to address a UK-wide recruitment challenge for the travel industry and enabling us to grow and plan for the future. Most importantly, the academy is providing inclusive opportunities for those who want to pursue a career in the travel industry. Following a successful pilot, we formally launched our training academy in 2023. Three trainees successfully completed their six-week intensive training, where they were given vital knowledge of the systems, tools and expertise needed to work and develop in the travel industry. They have since taken on roles within our entertainment, events and F1 divisions.

“ ”

**BY DEVELOPING AN ACADEMY TRAINING PROGRAMME, WE ARE CREATING EXCITING OPPORTUNITIES FOR NEWCOMERS TO JOIN OUR INDUSTRY. NOT ONLY DOES IT GIVE A FOOT IN THE DOOR FOR ANYONE WHO HAS DREAMED OF A CAREER IN TRAVEL, BUT IT IS ALSO ENABLING US TO GROW OUR TEAM BY DEVELOPING OUR OWN TALENT. WE WERE DELIGHTED TO WELCOME CHLOE, STEVE AND GEORGIE TO TRAVEL PLACES – ALL THREE HAVE COME FROM A VARIETY OF BACKGROUNDS AND BRING A RANGE OF SKILLS THAT WILL EQUIP THEM FOR A BRILLIANT FUTURE IN TRAVEL.**

**Matt Wood**

**Travel Places Learning and Performance Manager**

## What's next?



We will continue asking, and acting on, feedback to ensure all of our staff enjoy coming to work each day and feel their physical and emotional health are looked after.



We will run further academy training programmes, providing inclusive opportunities for people to join the travel industry.



We will further develop our training programmes for new and existing staff, providing appropriate opportunities to grow with our business.

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# OUR CLIENTS

We believe that sport, entertainment and travel are a force for good. We are proud to work with sporting governing bodies, world class athletes, media and production crews and international music artists and their crews.



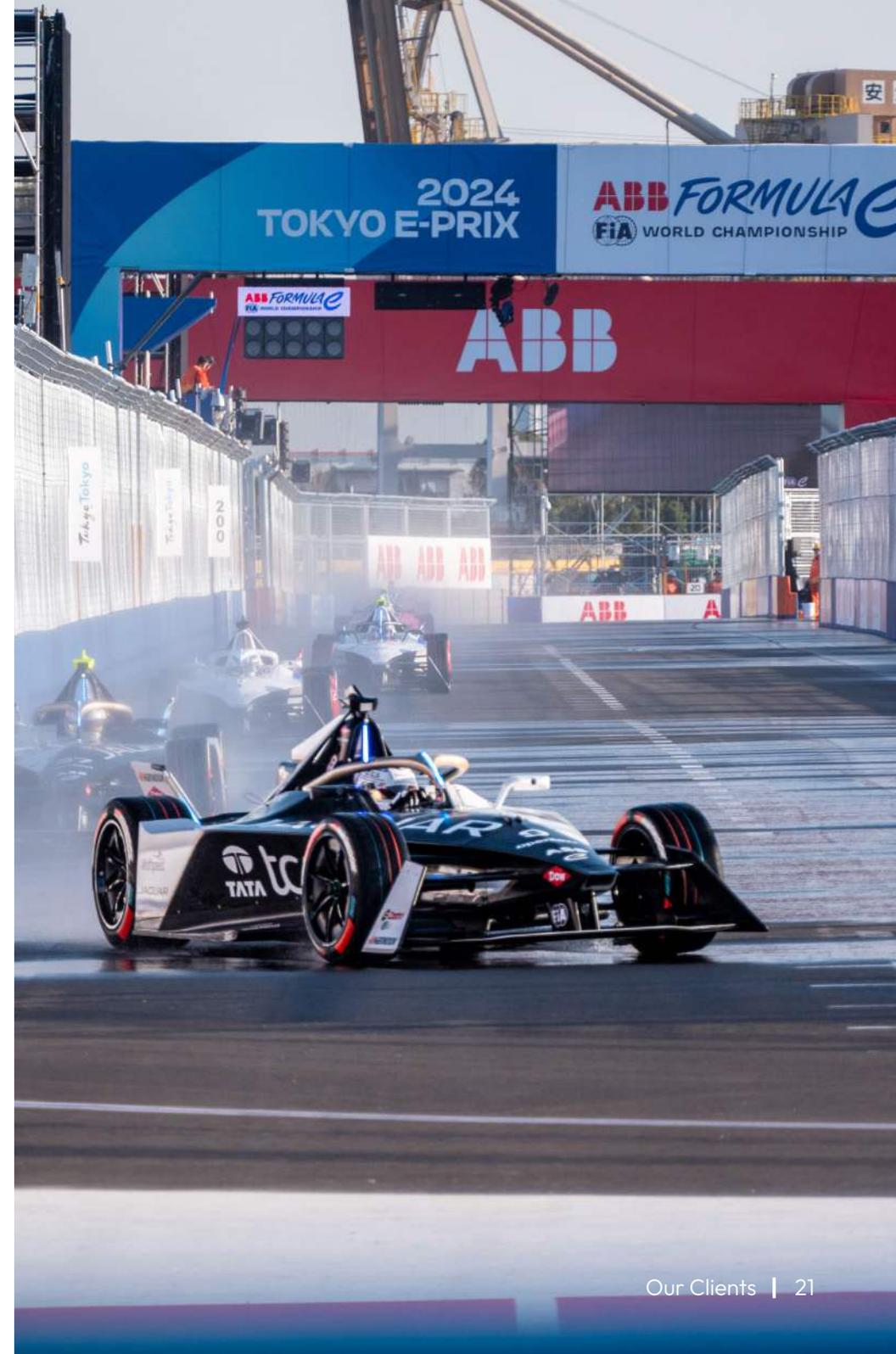
# Building our client experience

Our business continues to grow in strength and the number of events we supported increased significantly in 2023 from the previous year. This is testament to the unique and personalised approach we take to group travel.

Client experience has been at the heart of our business since the very beginning, and we are always looking for ways that we can build on this experience. With our clients sustainability performance under the spotlight more than ever before, we have been working hard to develop new services that enable those who travel with us to understand, consider and manage their carbon footprint as we develop their travel programmes.

In 2023, we introduced a new Head of Account Management role, which has enabled us to better explore how we can support our clients to be purposeful, sustainable businesses. The new role compliments our increased investment and additional resource into technology, which has advanced the availability of pre and post-event data that will support future decision making.

Whilst our B Corp certification gives our clients the confidence in our social and environmental performance, transparency, and accountability, our ISO 20121:2012 Sustainable Event Management certification provides the framework and expertise to design and manage group movements using the most sustainable processes. We continue to review our sustainability credentials to identify those that are most relevant to our business and clients, and in 2023, we joined BAFTA alberts approved supplier list. albert highlights those companies working in film and TV that see green practices as a core part of their operations and by being accepted to its' approved supplier list, we have been recognised for our commitment to a better future.



# OUR PROGRESS



Approved as an

**ALBERT  
SUPPLIER**



**580**

events supported  
in 2023



Sustainability

**DATA  
DEVELOPMENT**

designed for their needs



New technology  
developments, providing a

**CLIENT PORTAL**



## In focus: Technology advances to compliment our personal service

We pride ourselves on the bespoke service we give each client in order to meet their unique group and individual travel needs. This personalised approach is at the heart of our technology strategies – developing tailored solutions rather than a one-size-fits-all approach.

In 2023, with additional investment into technology, and recruitment into our Business and Agent Solutions division, we have been developing client portals and internal booking systems that have been designed to support this personalised way of working rather than automating processes.

Sustainability data has been at the centre of these developments and we have now expanded our abilities to provide sustainability data in the format that meets our individual clients' needs. Whether it's just the raw data they want, or a full report with graphs and equivalent CO2 comparisons, using either our own technology or by working in partnership with Thrust Carbon, we can provide it.



**YOUR CAN-DO ATTITUDE, YOUR RELATIONSHIPS, YOUR UNDERSTANDING OF OUR REQUIREMENTS AND OF THE TRAVEL INDUSTRY IS A PERFECT MIX FOR YOU TO ONCE AGAIN SMASH A GAMES OUT OF THE PARK. YOU'RE WORLD CLASS AND WE APPRECIATE EVERYTHING YOU HAVE INVESTED IN THIS TRINIDAD & TOBAGO CAMPAIGN FOR US."**

**Louise Mackie**

**Director of Operations, Commonwealth Games England**

## What's next?



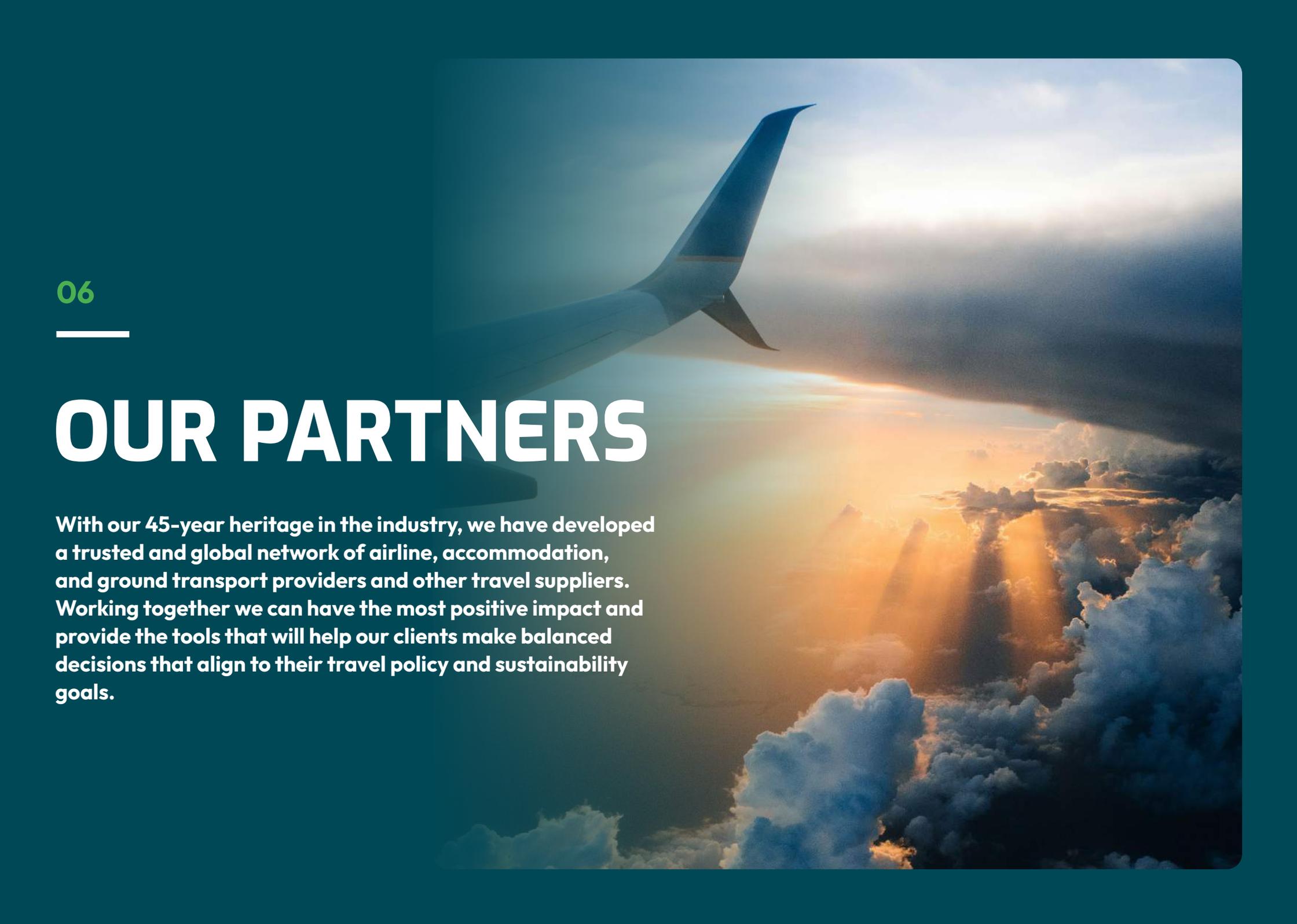
We are looking to create additional feedback methods post-event to ensure we are continually improving our services based on the needs of our clients.



We are working on systems to provide sustainability data options that meet the different needs of our clients.



We are identifying further opportunities to support our clients to collaborate, network and share their challenges and positive achievements.

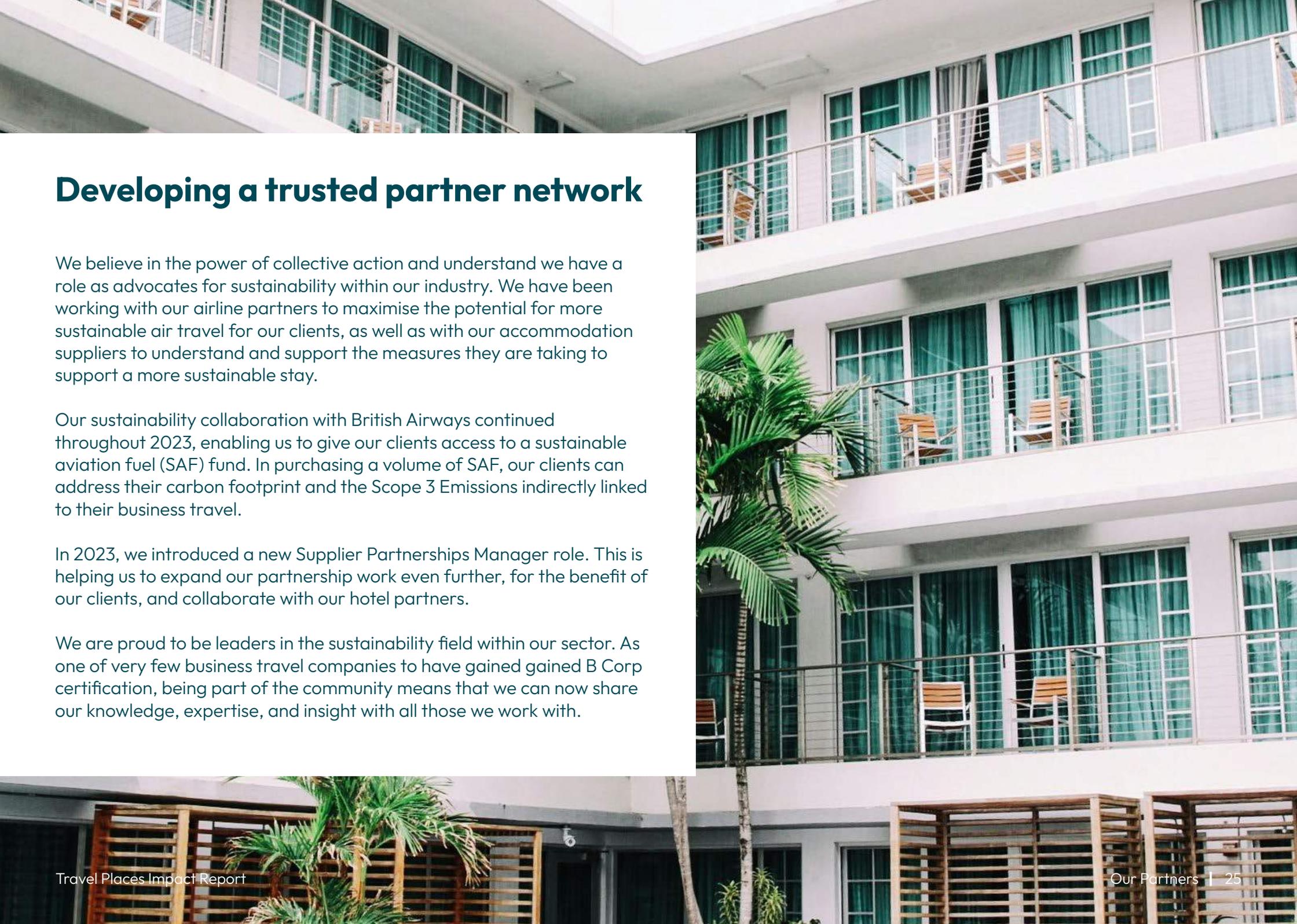


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# OUR PARTNERS

**With our 45-year heritage in the industry, we have developed a trusted and global network of airline, accommodation, and ground transport providers and other travel suppliers. Working together we can have the most positive impact and provide the tools that will help our clients make balanced decisions that align to their travel policy and sustainability goals.**



## Developing a trusted partner network

We believe in the power of collective action and understand we have a role as advocates for sustainability within our industry. We have been working with our airline partners to maximise the potential for more sustainable air travel for our clients, as well as with our accommodation suppliers to understand and support the measures they are taking to support a more sustainable stay.

Our sustainability collaboration with British Airways continued throughout 2023, enabling us to give our clients access to a sustainable aviation fuel (SAF) fund. In purchasing a volume of SAF, our clients can address their carbon footprint and the Scope 3 Emissions indirectly linked to their business travel.

In 2023, we introduced a new Supplier Partnerships Manager role. This is helping us to expand our partnership work even further, for the benefit of our clients, and collaborate with our hotel partners.

We are proud to be leaders in the sustainability field within our sector. As one of very few business travel companies to have gained B Corp certification, being part of the community means that we can now share our knowledge, expertise, and insight with all those we work with.

## In focus: Joining Travel by B Corp

In 2023, we became members of Travel by B Corp - a collective of B Corp travel companies that are entirely independent of one another but share a belief that travel is a force for good. These members choose to collaborate because we understand the greater impact of working together. Whilst we have met the rigorous specifications of the B Corp standard, we recognise that we are not perfect and our Travel by B Corp membership is just one example of how we are working alongside our industry peers, suppliers and clients, to learn, offer support and keep improving our positive impact.



**THE WORK WE HAVE DONE OVER THE YEARS TO INCREASE THE POSITIVE IMPACT OF OUR OWN BUSINESS MEANS WE ARE WELL PLACED TO SUPPORT OUR CLIENTS AND SUPPLIERS TO DO THE SAME. WE ARE WORKING HARD TO IDENTIFY AND WORK ALONGSIDE THOSE SUPPLIERS WHO, LIKE US, ARE TAKING STEPS TO ADVANCE THEIR SUSTAINABILITY INITIATIVES. IT IS COLLECTIVE ACTION SUCH AS THIS THAT WILL TRULY ADVANCE SUSTAINABILITY IN OUR INDUSTRY.**

**Tara Aryan**  
**Supplier Partnerships Manager**

## What's next?



We will complete further, more in depth evaluation of our significant travel suppliers; social and environmental impact, and will share this data with our clients



We will actively collaborate with suppliers and industry peers who share our ambitions around sustainability.



We will increase training and education around sustainable procurement for all staff responsible for engaging and working with suppliers.



[travelplaces.co.uk](https://travelplaces.co.uk)

If you would like to know more about Travel Places or this report please get in touch: [sustainability@travelplaces.co.uk](mailto:sustainability@travelplaces.co.uk)

Certified



Corporation



**TRAVEL PLACES**

TEAM TRAVEL SPECIALISTS