

Audit report

JB travel GmbH



Audit date: **20.07.2023**

Lead auditor: **Juliane Zimmermann**

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1. Auditing context

Introduction

Travelife is the premier worldwide certification and performance improvement program developed specifically for the travel and tourism industry. Travelife assists organizations to improve their economic, social and environmental sustainability while being rewarded and recognized for it.

Travelife provides travel companies with a framework to conduct a comprehensive assessment of their environmental and social sustainability performance, through which they can monitor improvements and achieve certification.

The Travelife Certified standard for tour operators and travel agents has integrated the EMAS III environmental management and tourism sector specific requirements, the ISO 26000 Social Responsibility guidance and themes, The Global Reporting Initiative tour operator sector supplement and the OECD Guidelines for Multinational Enterprises. The Travelife Certified standard has been Recognized by the Global Sustainable Tourism Council as fully reflecting the GSTC Industry standard.

Purpose of the audit

The purpose of this audit is designed to determine if JB travel GmbH has achieved the requirements of the Travelife Certified standard.

The Travelife Certified Standard includes more than 150 mandatory core criteria supported by over 200 compliance indicators. To be fully certified under the Travelife Certified standard, JB travel GmbH must comply with each of the 150+ mandatory criteria. Additional details of the Travelife Certified standard are contained within the Travelife online management and reporting system.

Minor non compliances (remarks) are indicated in this report and dates for corrective actions are indicated. By signing this report the JB travel GmbH commits itself to these corrective actions within the given dates.

The signed audit report will be reviewed by the certifier for a final certification decision. The certifier may set additional conditions for certification.

Audit process

During the audit, information relevant to the audit objectives, scope and criteria, including information relating to interfaces between functions, activities and processes was collected and recorded by appropriate sampling. Only information that is verifiable has been used as audit evidence. The audit evidence is based on samples of the available information and oral information from staff members. Therefore there is an element of uncertainty in auditing, and those acting upon the audit conclusions should be aware of this uncertainty.

All objective evidence is contained in the completed online reporting and audit system. The audit has been performed in two phases. During the first step (digital verification), all documentation and documented proof such as procedures, policies, contracts, statistics, etc. have been checked in the online self assessment.

The auditors have visited the office(s) of JB travel GmbH. Management and employees have been interviewed to check that the implementation is well supported by the staff, and several areas have been fully inspected. The information provided by JB travel GmbH within the online Travelife reporting system was controlled to confirm: effectiveness of the sustainability management system, consistency in the implementation of policies and procedures, compliance to the minimum required by the Travelife Certified standard.

Confidentiality

Unless required by law, the audit team and those responsible for managing the audit program will not disclose the contents of documents, any other information obtained during the audit, or the audit report, to any other party without the explicit approval of the audit client. If disclosure of the contents of an audit document is required, the audit client will be informed as soon as possible.

2. Audit details

General

Name company	JB travel GmbH
Lead auditor name	Juliane Zimmermann
Additional auditors	-
Date(s) onsite audit	20.07.2023
Scope of the certification	JB travel GmbH
Scope of the audit	JB travel GmbH

Locations visited

Name	Location	Date
None (Distance Audit via Zoom)		

Persons met / consulted

Name	Position	Date
Julia Balatka	Managing Director	20-07-2023

3. Assessment overview

Theme	Actions	Achievements
0. Company characteristics	26	25 1
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4. Remarks & non compliances

The Travelife audit reviews as well obligatory as well as non obligatory criteria.

In the case of **obligatory criteria** compliance is expected. There are three possible outcomes. *Approved* means that the company is in full compliance with the requirements. *Approved with remarks* means that the company is in partial compliance. Improvements are required and a deadline for these improvements is provided. The company can still be certified under the condition that these deadlines are met. In case of *non compliance* the company can not obtain the Travelife Certified certificate as all obligatory criteria have to be met.

✓ Approved ✓_R Approved with remark ✗ Non compliance

In the case of **non-obligatory** criteria the criteria will also be *approved* or *approved with remark* or will be considered as *not approved*. In the case of not approved the criterion is still in compliance with the requirements. As these are non-obligatory criteria.

— Approved — Approved with remark — Not approved

0. Company characteristics		
Contact details		
0.1. Sustainability coordinator	✓	
0.2. General manager/CEO	✓	
Organization structure		
0.3. Legal body	✓	
0.4. Ownership structure	✓	
0.5. Participations	✓	
0.6. Internal structure and branches	✓	
0.7. Significant changes	✓	
0.8. Awards	✓	

Scope of certification		
0.9. Scope	✓	Confirmed.
0.10. Scope changes	✓	
0.11. Measurement changes	✓	
Brands, products, and/or services		
0.12. Nature of business Please indicate which of the following activities are part of your business.	✓	Confirmed. The main focus currently (and probably in the future) is on travel consulting, less on the selling or reselling of products. Currently there is only one small group trip planned where services are provided as Incoming TO; other small group trips advertised on the website are pre-pandemic, but were never operated and are not planned to be operated - mostly there to have some content (also the day trips in Vienna). Other B2B trips e.g. for a Yoga studio that would like to arrange a retreat but aren't allowed to operate the trip themselves due to legal requirements in Austria.
0.13. Brands (within the scope of the certification)	✓	Confirmed
0.14. Key business segments / brands	✓	<p>Confirmed.</p>
0.15. Contracted suppliers	✓ _R	Mostly confirmed. Interview has shown that contract with the DB has very recently been canceled (by DB because of lacking booking volume), and Outbound TOs are not directly contracted. Please update. <i>Deadline for completion: 01 November, 2023</i>
0.16. Sensitive activity types Indicate which of the following sensitive activities are part of your self conducted excursions. Per excursion, a separate checklist will have to be completed.	✓	Confirmed.
0.17. Passenger number Estimate the number of passengers your company accommodates annually	✓	

0.18. Tourism types	✓	
0.19. Target groups	✓	
0.20. Destinations	✓	Generally, services for all destinations are offered on customer request. Connected destinations are related to more in-depth knowledge.
Offices, retail outlets and other buildings		
0.21. Offices Describe the number, locations and ownership of offices used by the company. Indicate approximately how many full-time employees (FTE's) are working per office.	✓	Confirmed.
0.22. Retail outlets Are there any shops/consumer outlets that are part of the certification scope? Describe the number, locations and ownership of the retail outlets used by the company. You can summarize in case of many locations (e.g. divide over region or brand).	✓	
0.23. Other buildings Are there any other buildings that are part of the certification scope? For example, storehouses, car parks, etc. Describe the number, locations and ownership of the other buildings used by the company. You can summarize in case of many locations (e.g. divide over country or brand).	✓	
Personnel		
0.24. Number of employees	✓	Confirmed - currently a one-woman company, no employees.
0.25. Categories and gender Describe the amount of formal and direct employed personnel per category (make an estimate):	✓	
Public communication		
0.26. Brands under Travelife scope	✓	
1. Sustainability management & legal compliance		

Engagement of company		
1.1. Sustainability coordinator A sustainability/CSR coordinator is appointed and his/her role and activities are defined (corporate level).	✓	
1.2. Management integration Sustainability related tasks and responsibilities are part of the long-standing company procedures and processes. Appropriate responsibilities are assigned to the company's staff for actions related to sustainable tourism. An effective internal communication system exists. In larger or more complex organizations, a sustainability team is established, consisting of managers of branches and/or key departments (e.g. product development, marketing and communication, human resources, and internal logistics). The responsibilities of the team are defined.	✓	
1.3. Committed resources The management commits to provide adequate resources (human and/or financial) for the implementation of the sustainability policy.	✓	The audit interview confirmed that sustainability is integrated in all business operations and planning.
1.4. Mission statement A sustainability mission statement is defined and published on the company's website(s).	✓	The mission statement is published on the homepage as mentioned in the text field. Beyond that, its contents are also clearly reflected in other texts throughout the website. // The auditor noted that in the homepage header there are images of kids in the slide show, and recommended to remove these pictures in order to protect the children's personal rights and to not set a bad example for customers. The website will be revised soon.
1.5. Trained sustainability coordinator/team The sustainability coordinator (or team, in case of larger companies) has successfully completed the basic Travelife Sustainability training and exam.	✓	
1.6. Trained key staff Key staff members (such as product	—	

managers, communication managers and sales managers) have completed the Travelife training.		
1.7. Additional training management The sustainability coordinator, key staff members and/or management have received additional training/education related to sustainable tourism management and health & safety issues (e.g. ISO 14001, university courses, specific courses).	—	
Social cooperation		
1.8. Collaboration The company is actively involved in external forums and working groups which are supportive to sustainability in tourism.	✓	
1.9. Exchange of experiences Experiences, training materials and best practices concerning sustainability are shared with other companies and stakeholders (e.g. via the Travelife website) .	—	Cooperations and exchange of knowledge in working groups and other organizations / institutions for sustainable tourism confirmed.
1.10. Donations The company provides support to nature protection organisations and/or community development (e.g. infrastructure, education, health, sanitation) or other local/national sustainability initiatives. Can also be done by stimulating staff and/or client donations including in-kind contributions (e.g. volunteering).	✓	
Baseline assessment		
1.11. Overview partners/suppliers The company has a system in place to identify the sustainability performance of the key supply chain businesses it works with, whether directly or indirectly.	✓	
1.12. Baseline assessment The company has conducted a baseline assessment regarding its compliance with the Travelife sustainability best practice standard (e.g. by completing this report).	✓	
Policy		
1.13. Sustainability policy	✓	

The company has a written sustainability policy that reflects the company structure and activities and is supported by top management. The policy aims for a reduction of the negative social, cultural, economic, and environmental impacts of the company's activities, and includes employee-related health & safety aspects.		
1.14. Communication The sustainability policy is accessible to all employees, suppliers and the general public via the corporate website(s) (where no website exists, via other means).	✓	
Action plan		
1.15. Action plan The company has a sustainability action plan (with targets, actions, measures, responsibilities and time planning).	✓ _R	The currently uploaded action plan is an older version and needs to be updated. More actions (especially long term plans) should be added; e.g. measures that were identified in the audit can be included. <i>Deadline for completion: 01 November, 2023</i>
1.16. Staff involvement The management involves employees in the development and implementation of the action plan and acknowledges them as a driving force for successful and continuous sustainability improvements.	✓	
1.17. Product developers and contract managers Product developers and contract managers are informed, trained and provided with resources to implement the supplier related policies.	✓	
Monitoring and evaluation		
1.18. Monitoring and evaluation The company has documented procedures in place to monitor and evaluate the implementation of the sustainability policy, objectives and targets.	✓	
1.19. Corrective measures The company has procedures in place which are designed to identify discrepancies between planned objectives and actions.	✓	

These procedures should be designed to identify the cause and prove that corrective measures have been taken and are efficient.		
1.20. Staff Communication Staff members are regularly updated on the company's sustainability policy, activities, results and related developments via newsletters, intranet or other internal communication channels used by the company.	✓	
1.21. Records The organisation keeps records of conformity to the requirements of its sustainability management system.	✓	
1.22. Performance branches A system is in place to monitor the performance of main branches or main sub-brands regarding sustainability (if relevant for the size and structure of the company).	✓	
External reporting and communication		
1.23. Management reporting At least once a year, the sustainability coordinator reports to top management on the effect of the implemented policies and actions, the status of the objectives and formulates recommendations for the next steps.	✓	
1.24. Travelife reporting The company reports its progress via Travelife at least every two years.	✓	
1.25. Public reporting The key sustainability results are reported to the public at least every two years and are available on the company website.	✓	
1.26. Sustainability and public relations The company enables and facilitates sustainability related questions and feedback from customers and other stakeholders. There is a clear indication on the companies web site on how to address such questions and feedback.	✓	
Legal compliance and fair business practices		

1.27. Legal requirements overview The company maintains an up-to-date list of international, national and local legal requirements (applicable for its direct operations).	✓	
1.28. Legal compliance The company is in compliance with all applicable local, national and international legislations and regulations, including health & safety, labour, environment and ethical standards.	✓	
1.29. Ethical code The company has an ethical code for all management levels and for other employees.	✓	
1.30. Corruption A guideline against corruption and bribery exists and is adhered to. Non-compliance by the company or employees is contested.	✓ _R	The inclusion of a clearer anti-corruption statement in the sustainability policy was discussed and agreed on during the audit. <i>Deadline for completion: 01 November, 2023</i>
1.31. Political involvement The company ensures that, when deciding to contribute to political lobby groups and/or political parties, the contribution is ethically permissible.	✓	The political involvement - e.g. for the Austrian chamber of commerce - was confirmed and specified during the audit, and is compliant with the criterion. It is recommended to add more details to the reporting.
1.32. Fair competition The company is not involved in activities which are considered unfair competition or in violation with an anti-trust legislation.	✓	
1.33. Non-compliance If sanctions are imposed for non-compliance with legal requirements and ethical principles, the company explains the cause and the corrective measures that have been taken.	✓	
1.34. Supply Chain liability Hereby we declare that we do not have any association to entities that have been successfully prosecuted for forced labor and environmental violations.	✓	

2. Internal management: social policy & human rights

Social policy and human rights		
2.1. Freedom of association Trade union membership, collective labour negotiations and representation of members by trade unions is not hindered.	✓	Confirmed that the company is currently only employs one person (Julia Balatka). In case of hiring other employees in the future, the reporting in chapter 2 will be updated.
2.2. Collective labour agreement The company participates and is in compliance with a (sector wide) collective labour condition negotiation structure (in case locally existing).	✓	
2.3. No forced labour Employees are free to enter or leave their employment through their own choice without penalty (in accordance with their contract).	✓	
2.4. HR Manual The company has a written Human Resource policy.	—	
2.5. Formal contracts All employees of the company have an employment contract, including labour conditions and a job description.	✓	
2.6. Living wage The company pays employees at least a living wage which is equal to or above the legal minimum.	✓	
2.7. Overtime Overtime is paid (or time is given back as lieu), unless specific conditions relating to overtime have been agreed by the employee and written into their signed contract of employment.	✓	
2.8. Medical insurance The company contributes to a (basic) medical insurance for all employees on the basis of legal requirements or industry best practices.	✓	
2.9. Maternity The company offers schemes for pregnancy and maternity leave for all employees.	✓	
2.10. Disability risks The company contributes to a (work related)	—	

disability-risk insurance for all employees.		
2.11. Liability Insurance The company has a liability insurance for all its employees (e.g. in case of work related accidents).	✓	
2.12. Pension The company contributes to a pension scheme and/or retirement plan for all staff members.	—	
2.13. Holiday / Annual leave The employees have the right to a fixed yearly paid holiday (at least in compliance with the legal requirements).	✓	
2.14. Sick Leave Employees are entitled to sick leave in line with national legal requirements. Indicate whether your company provides paid or unpaid sick leave.	—	
2.15. Additional benefits Employees are awarded additional benefits beyond their legal entitlement (e.g. profit-sharing schemes and saving funds).	✓	
2.16. Health and safety The company has a health, safety and crisis management policy for employees, which complies to legal standards/best practices. Accidents and incidents are investigated and corrective measures are taken. First aid kits and trained staff is available at all relevant locations.	✓	
2.17. Equal opportunities The company ensures that people are not discriminated in regards to recruitment, conditions of employment, access to training and senior positions, advancement in terms of residency, gender, race, age, disability, ethnicity, religion/beliefs, sexual orientation or in any other way.	✓	
2.18. Child labour The company does not employ children (14 year or younger) to complete work which is normally undertaken by adults. And, there are special working times and conditions for	✓	

children working within the business in accordance with national regulations and the UN Convention on the Rights of the Child, whichever provides most protection incorporating the exceptions under the ILO convention 138.		
2.19. Complaints procedure The company can demonstrate that there is a documented effective procedure through which employees may raise grievances. Appropriate and timely follow up procedures are also in place.	✓	
2.20. Representation The company has a means through which all staff may make representation to senior management about key employment issues and there is a clear process which demonstrates how such representations are followed up.	✓	
2.21. Disciplinary procedures There are documented disciplinary procedures in place and staff are aware of them.	✓	
2.22. Flexible working times The company supports flexible working times or part time employment (e.g. to support family obligations)	—	
2.23. Access for persons with special needs The office building and other premises of the company provide, where technically and financially viable, access and related information for people with special needs.	✓	
2.24. Persons with special needs The company employs persons with special needs	—	
2.25. Measuring employee satisfaction Employee satisfaction is regularly measured and suggestions are taken into account.	✓	
Training and education		
2.26. Health and safety All personnel receive periodic training	✓	

regarding their roles, rights and responsibilities with respect to social & cultural practices, economic & quality issues, human rights issues, and health & safety practices (including risk and crisis management).		
2.27. Personal development? The company ensures its staff competencies, personal development and advancement (at all levels of responsibility), by equally offering resources and opportunities, such as regular trainings, access to education or gaining experience on the nature/organisation of their work.	✓	
2.28. Trainee positions Traineeships/Internships are offered to students.	✓	
3. Internal management: environment and community relations		
Procurement		
3.1. Reduction of disposable and consumable goods The company has a policy to measure and actively reduce the use of disposable and consumer goods (especially paper for internal office use).	✓	
3.2. Sustainable purchasing Your company has an implemented purchasing policy, which favour sustainable suppliers and products, whenever these are available and of sufficient quality.	✓	
3.3. Office paper: type More than 90% of office paper use (internal and administrative use) has proven sustainability credentials (recycled, FSC or sustainably produced), when such options are locally available.	✓	
3.4. Office paper: printing Copy and printing machines are set by default to double-sided printing (duplex) or other forms of paper saving modes.	✓	
3.5. Certified coffee and tea At least 50% (in weight or value) of coffee	✓	

and tea provided in the office is fairtrade, organic, grown in the country or has another recognised sustainability certification.		
3.6. Office supplies Other office supplies (e.g. pens, furniture) are labelled sustainable or are locally produced.	—	
3.7. Bulk purchasing Products are purchased in bulk to reduce the amount of packaging materials.	✓	
3.8. Catering Catering is sustainable and offers a large range of local, organic, MSC, fair trade and healthy food.	✓	
3.9. Local goods and services The company buys locally and sustainably produced goods and services, if available.	✓	
3.10. Giveaways Sustainability criteria are considered for giveaways and merchandise.	✓	
3.11. Cleaning materials Cleaning materials are non-hazardous, non-eutrophic, biodegradable and eco-labelled, when locally available.	✓	
3.12. Other purchasing practices Other sustainable purchasing practices are in place.	—	
Paper (promotional materials)		
3.13. Printing company The printing company works with a certified environmental management system (e.g. ISO 14001, EMAS).	✓	
3.14. Promotional materials Brochures are printed on environmentally friendly paper (recycled, FSC or chlorine free) for more than 50% of total corporate use (in kilos, pages or costs).	✓	
3.15. Efficient brochure use The company has implemented measures to reduce brochure wastage. The amount of brochures is measured on an annual basis.	✓	

Energy		
3.16. Energy reduction policy The company has an active commitment to reducing energy consumption, which is monitored and implemented. All measurements, with a reasonable return on investment, are planned and implemented.	✓	
3.17. Monitoring energy consumption and sources Energy consumption for heating/cooling and electricity is measured by type and total of green house gases and/or carbon emissions. Different periods are compared with the aim to reduce emissions.	✓	
3.18. Energy audit A building energy audit has been conducted by an approved company and its advice is implemented.	—	
3.19. Sustainable energy Where available and practical, sustainable (green) energy is purchased or locally produced for use by the business.	✓	
3.20. Carbon offset CO2 emissions from fossil energy used in the offices are offset.	—	
3.21. Energy efficient lighting At least 75% of lighting is energy efficient (class A: KLLs, LEDs, T-8s, or T-5s), including outside and parking spaces.	✓	Confirmed. Halogen bulbs are only used as long as they are still working, and gradually replaced with LED bulbs.
3.22. Automatic switch on/off system An automatic switch on/off system is operational in locations where it's practically feasible (e.g. with timers or movement sensors).	—	
3.23. Equipment “switch-off” policy Equipments (including aircon) are switched off after office hours or during lunch breaks (and, not on sleep modes), whenever feasible.	✓	
3.24. Light “switch-off” policy Office lights are switched off after office hours.	✓	

3.25. Low energy equipment When buying new equipment, the company gives preference to low energy equipment, based on highest local available standards (taking into account return on investment and quality considerations).	✓	
3.26. Efficiency mode Where applicable, equipment is set by default to the energy-saving mode.	✓	
3.27. Other measures Other measures, not previously mentioned, have been implemented.	—	
Water		
3.28. Water reduction policy The company has implemented a policy with specific goals to reduce its water consumption, which is monitored and based on a water risk assessment. In areas of high water risk, context-based water stewardship goals are identified and pursued.	✓	
3.29. Water sourcing Water sourcing is sustainable and does not harm environmental flows.	✓	
3.30. Water use The office water use is measured on a monthly or yearly basis for benchmark purposes, and sources of water are indicated. Water meters are regularly read to track potential leaks.	✓	
3.31. Water saving taps Water saving technologies are installed in at least 75 % of all taps (flow restrictors, aerators, percussion taps)	✓	
3.32. Water saving toilets Dual flush or other water saving equipment is installed in the toilets	✓	
3.33. Rain water Waste water and/or collected rain water is re-used.	—	
3.34. Other examples Other water-saving measures, not previously mentioned, have been	—	

implemented.		
Waste management		
3.35. Waste legislation The company complies with the national legislation concerning waste disposal. Any residual waste disposal has no adverse effect on the local population and the environment.	✓	
3.36. Waste reduction The company has developed and implemented a solid waste reduction and recycling policy with quantitative goals to reduce non re-useable or recyclable waste (for example reuse or recycling of coffee cups, double sided printing, bulk purchasing).	✓	
3.37. Waste measurement and benchmark The business is aware and keeps records of the type and amount of substantial portions solid waste generated (including food waste).	✓	
3.38. Sustainable packaging The company has taken measures to reduce the amount of packaging materials and is not providing non-recyclable or non-biodegradable package materials.	✓	
3.39. Plastic water bottles The business takes action to reduce the amount of (non-refillable) plastic bottles it consumes. This criterion is related to drinking water for office use.	✓	
3.40. Reuse / recycling of waste The business demonstrates that it separates all materials which can be recycled or reused (including glass, paper, metal, organic waste plastics and hazardous waste). It organizes collection and proper disposal, whenever locally feasible, if collection is not provided by the local authorities.	✓	
3.41. Toner/ink When using ink and toner cartridges for	✓	

printing and copying, waste reducing methods (recycling, refilling) are implemented, whenever feasible.		
3.42. Recycling of batteries Rechargeable batteries are used wherever possible and disposable batteries, including powercut inverter batteries, are recycled (if locally possible) or properly disposed.	✓	
Reducing pollution		
3.43. Waste water: treatment Wastewater, including grey water, is effectively treated, complies with national legislation and is only reused or released safely, with no adverse effects on the local population and the environment.	✓	
3.44. Pollution reduction policy The company has a policy to minimize and substitute the use of harmful substances, including pesticides, paints, and cleaning materials, by harmless products and processes. All storage, handling and disposal of chemicals is properly managed.	✓	
3.45. Paint Lead-free and water-based paints are both used inside and outside, when locally available.	✓	
3.46. Noise, light, erosion and ozone If the company is a source of pollution, it implements practices to minimise pollution from noise, electric generators, light, runoff, erosion, ozone-depleting compounds; and air, water and soil contaminants from its buildings (as far as being able to control by the company).	✓	
Mobility		
3.47. Staff travel policy The company has a sustainability mobility policy for staff related travel, which includes reduction of travel and more sustainable modes of transport.	✓	Confirmed. Additional information from the interview: Travelling by airplane or car are avoided whenever possible. If a flight needs to be included, the airline is chosen with regards to social standards (e.g. no flights with Ryanair). // It is recommended to add these principles to the reporting.

3.48. Business travel emission Staff related business travel is measured (type, distance). Carbon or Green House Gas emissions are calculated, with the aim to reduce and offset.	✓	
3.49. Business travel carbon offset Carbon or Green House Gas emissions of staff related travel is offset, through a reliable locally available scheme or methodology.	—	
3.50. Employee incentives Employees are (financially) encouraged to use public transport or sustainable means of transport (e.g. bicycling, walking, carpooling).	✓	
3.51. Transport reduction Transport related impacts are reduced by tele-work, tele/video meetings, work-at-home policies or other means.	✓	
3.52. Car purchase or lease If the company buys, leases or hires cars, there is a policy to obtain the greatest fuel-efficiency (e.g. EU category A or B).	✓	
3.53. Well maintained cars Motorised company vehicles are well maintained and checked regularly to reduce emissions and energy use. They comply with the legal emission standards.	✓	
Sustainability training and awareness raising		
3.54. Staff environmental training and information All staff members (including field staff) receive periodic guidance, training and/or information about their roles and responsibilities with respect to environmental practices, including water, energy saving, paper, and waste issues.	✓	
Land use and community relations		
3.55. Land use and construction Planning, land use, siting, design, construction, renovation, operation and demolition are in compliance with zoning	✓	

requirements, with laws related to protected and sensitive areas, and to heritage considerations.		
3.56. Siting and design Siting, planning and design of newly constructed company buildings takes into account the capacity and integrity of protected and sensitive natural and cultural heritage, and complies with zoning requirements and laws. Best practices should be implemented within reasonable extra costs.	✓	
3.57. Natural and cultural impact In case of new constructions (or substantial renovations or demolitions), an environmental, natural and cultural impact assessment has been conducted. Its conclusions and recommendations are taken into account.	✓	
3.58. Property acquisition Property and water rights have been acquired in a legal manner, complying with local, communal and indigenous rights (where applicable). Property has been acquired including free, prior and informed consent of local communities, and do not require involuntary resettlement.	✓	
3.59. Sustainable design and construction Planning, design, construction of new buildings or renovations (from the moment of the first certification) is based on locally appropriate and sustainable practices and materials.	✓	
3.60. Invasive species The business takes measures to avoid the introduction of invasive alien species. Native species are used for landscaping and restoration, wherever feasible, particularly in natural landscapes.	✓	
3.61. Community consultation Local communities are consulted, regarding activities that the business conducts in areas where it resides, with the aim to avoid	✓	

adverse effects on local access to livelihoods, including land and aquatic resource use, rights-of-way, transport and housing.		
3.62. Community services The activities of the company do not jeopardize the provision of basic services such as food, water, energy, healthcare and/or sanitation to neighboring communities.	✓	
3.63. Local cultural sites The business contributes to the protection, preservation and enhancement of properties, sites and traditions of historical, archaeological, cultural, and spiritual significance and does not impede access to them by local residents.	✓	
3.64. Local elements The business values and incorporates authentic local culture (traditional and contemporary) in its operations, design, decoration, cuisine, or shops; while respecting the intellectual property rights of local communities.	✓	
4. Inbound partner agencies		
Inbound partner agencies		
4.1. Partner agency policy Based on an inventory of its inbound key partner agencies, the company has developed and implemented a policy to improve the sustainability of its partner agencies. It should include the motivation of existing partner agents, as well as the selection of new partner agents.	✓ _R	The interview has confirmed that due to the business model, contractual longterm relationships with partner agencies are not realistic (services are highly customized and the booking volume in individual destinations is very low). However, overall, there is cooperation with incoming agencies to find and book local services in destinations. While it was also confirmed in the interview that sustainability criteria are considered when choosing a partner agency and communicated when booking services, a partner agency policy should therefore be developed and formalized and the overall reporting for this chapter revised accordingly. // For criteria 4.12-4.16, a brief explanation should be added, how these can be considered fulfilled through certain

		selection criteria (e.g. sustainability certification, membership in forum anders reisen). <i>Deadline for completion: 01 November, 2023</i>
4.2. Communication to partners The key partners agencies are informed about the company's sustainability policy and are expected to comply with it and/or communicate it to final customers (where relevant).	✓ _R	The audit has shown that sustainability criteria are communicated to partner agencies, and if needed, partners are even trained on aspects of sustainability in tourism (e.g. the Indian company). This should be explained in the reporting of this criterion. <i>Deadline for completion: 01 November, 2023</i>
4.3. Contract conditions Key sustainability clause(s) are included in contracts with inbound / receptive partners (e.g. child labour, anti-corruption and bribery, waste management and protection of biodiversity). In case written contracts do not exists, these clauses are communicated and documented otherwise (e.g. through policy on the company web site, correspondence etc.).	✓	
4.4. Sustainability training - motivation Incoming/inbound partners are motivated to participate in sustainability training(s) for travel companies.	✓	
4.5. Sustainability training - completed Key receptive partners have completed a basic sustainability training for travel companies.	—	
4.6. Sustainability reporting The key partners have reported on their sustainability achievements and have shared their results.	✓	
4.7. Sustainability award The key partners have obtained a sustainability award and have shared their achievements.	—	
4.8. Incentives Incentives are offered to receptive partner agencies who engage actively in more	—	

sustainable production (e.g. financial, contract conditions, marketing benefits).		
Specific conditions		
4.9. Contracts Written contracts with partner agencies are in place.	✓	
4.10. Briefing contract managers Receptive/incoming agents, outbound product and contract managers discuss relevant sustainability issues in the destination on a regular basis.	—	
4.11. Anti-corruption The company expects its partners to have an anti-corruption policy (e.g. through inclusion as contract condition).	—	
4.12. Sexual exploitation of children: contracting Partner contracts include clauses which enable contract partners to end the contractual agreement prematurely if the partner company does not take adequate measures to prevent sexual exploitation of children within the direct supply chain (e.g. accommodations and excursions).	✓	
4.13. Licence Partner companies comply with local, national and international legislation and regulations.	✓	
4.14. Customer communication In case partner agencies are directly in contact with clients, they provide information and interpretation on relevant sustainability matters in the destination (protection of flora & fauna and cultural heritage; resource use) and on social-cultural values (tips, dressing code and photography), including the distribution of customer codes of conduct.	✓	
4.15. Labour conditions Partner companies comply with all relevant national laws protecting the rights of employees.	✓	
4.16. Living wage	✓	

The company partner agencies pay their employees at least a living wage that is equal to or above the legal minimum.		
5. Transport		
Selecting transport suppliers		
5.1. Transport to destination In selecting transport options to the destination, a policy is followed to select the most sustainable options (considering price and comfort arguments).	✓	Approach was confirmed.
5.2. GHG / Carbon offset GHG or Carbon offset for the international transport is included in the package price.	—	Confirmed. For trips that are fully organized by JB Travel, 100% of flights included are compensated; for trips that are organized on a B2B basis, compensation is strongly encouraged and included if possible. For B2C offers, compensation is highly recommended in direct conversations, and always included as an option in the flight offer.
5.3. GHG / Carbon measurement The GHG or carbon emissions are measured for the transport to the destination with the aim to make informed decisions for product development and to inform clients.	—	Confirmed.
5.4. Transfer to departure airport Sustainable (public) transport is preferably included or offered to the point of departure for the international/long distance journey. This includes avoidance of short distance connection flights (in balance with price and comfort arguments).	✓	Confirmed through several additional examples.
5.5. Local transport In selecting transport options for transfers and excursions in the destination, more sustainable alternatives are always considered and given preference to (taking into account price, comfort and practical considerations).	✓	
5.6. Boating The business encourages any boat/cruise operator it works with, to follow sustainability best practices in respect of their operations.	✓	






5.7. Bus / Coach safety In selecting coach transport companies, minimum quality and safety arguments are considered.	✓	
5.8. Code of conduct for drivers Transport providers are provided with codes of conduct and guidance regarding sustainable driving techniques.	✓	
Sustainable packages		
5.9. Sustainable packages The company has integrated and/or is promoting one or more sustainable holiday products/packages, based on a recognised methodology (including sustainable transport, sustainable accommodations and sustainable activities).	—	
5.10. Carbon management (products) The company is measuring the GHG emissions of its travel products (including transport, accommodation and activities) with the aim to reduce the total impact of its products and to inform its clients.	—	
6. Accommodations		
Accommodations		
6.1. Sustainable accommodations policy The company has developed and implemented a long term strategy (with targets and timelines) to improve the sustainability of its contracted accommodations.	✓	Confirmed. // If accommodations are selected by DMC partner agencies, the partners usually follow sustainability criteria (as they are chosen themselves due to their sustainability performance). Additionally, accommodation suggestions are double checked (e.g. via website research).
6.2. Accommodation communication The company is clearly and actively communicating its sustainability objectives and requirements regarding accommodations to contracted and other relevant accommodations.	✓	Confirmed. Whenever possible, the wish for e.g. a sustainability label and filter options on the booking platforms used is communicated to the platforms' B2C customer managers (mentioned in the reporting under "6.4 Contract conditions"))
6.3. Certified accommodations Preference is given to accommodations that work with internationally acknowledged (e.g. GSTC recognised) and/or Travelife certification. The percentage of certified	✓	

companies/overnight stays is measured, is growing and exceeds the market average.		
6.4. Contract conditions Basic/standard sustainability clause(s) are included in all contracts with accommodation providers (e.g. child labour, anti-corruption and bribery, waste management and protection of biodiversity). In case there are no (direct) contracts in place, the company has a mandatory policy (including sanctions) which is clearly communicated to partners and/or accommodation providers.	✓	Confirmed.
6.5. Distribution of 'Best practice' standards and guidance Best practice standards (e.g. Travelife) and other guidance towards more sustainable management (e.g. training manuals) are distributed to the bestselling accommodations.	✓	
6.6. Baseline / self-evaluation Contracted accommodations are required to self-evaluate their company on a regular basis and share this information with the tour operator (e.g. through the Travelife Sustainability System for hotels or other acknowledged programmes).	—	
6.7. Participation to training/education Contracted accommodations are stimulated to participate in local or (inter)national sustainability training and education (in case these trainings are offered in the destination).	✓	
6.8. Collective actions Upon request, the company supports collaborative initiatives with other tour operators and/or stakeholders to promote sustainability among accommodations in destinations.	✓	
6.9. Incentives Incentives are offered to accommodations which engage actively in sustainability (e.g. contract conditions or marketing benefits, such as green logos/indications).	✓	

Specific conditions		
6.10. Child and compulsory labour The business ensures that, through its accommodation supply chain, the rights of children are respected and safeguarded. If the supplier employs children below the age of 14, the business should ensure that there are special working conditions put in place to safeguard them.	✓	
6.11. Locally produced souvenirs Accommodations are stimulated to offer locally and/or sustainably produced souvenirs that are based on the area's history and culture.	✓	
6.12. Accommodations respecting and featuring local architecture, settings and cultural heritage. The company prefers accommodations and restaurants that incorporates elements of local art, architecture or cultural heritage; while respecting the intellectual property rights of local communities (taken into account price, comfort and other selection criteria).	✓	
6.13. Sexual exploitation of children: contracting Accommodation contracts include clauses which enable the tour operator to end the contractual agreement prematurely if the accommodation supplier does not take adequate measures to prevent sexual exploitation of children.	✓	
6.14. Local communities resources In case of clear evidence that contracted accommodations jeopardize the provision or integrity of basic services such as food, water, energy, healthcare or soil to the neighbouring communities, it can be reason to terminate the cooperation with the accommodation.	✓	
6.15. Local and fair food Accommodations are stimulated to purchase and use local food products which are produced based on fairtrade and	✓	

sustainability principles.		
6.16. Biodiversity Contracted accommodations are expected to limit their negative impact on local and global biodiversity, wherever feasible (e.g. not to offer red-listed species on the menu).	✓	
7. Activities		
Activities		
7.1. Activities offered The company has made an inventory of environmentally or culturally sensitive excursions, which are offered in each destination. This includes excursions offered by the company or by local partners to your clients (partner agency and/or accommodations).	✓	
7.2. Sustainable excursion policy The company has developed and implemented a policy to improve the sustainability of its excursion base.	✓	
7.3. Suppliers communication The company is communicating (directly or indirectly) its sustainability objectives and requirements to contracted and other relevant excursion providers.	✓	
7.4. Distribution of codes of conduct/guidelines for sensitive excursions or activities. Providers for sensitive excursions or activities, which are integrated into packages or offered through local partners, receive and implement documented guidelines and/or codes of conduct in order to minimise negative visitor impact and maximize enjoyment. The guidelines are developed with the collaboration and consent of relevant NGO's and the affected community.	✓	
7.5. Baseline / self evaluation Contracted sensitive excursion providers are required to self-evaluate their company on regular basis and share this information with their clients.	—	

7.6. Certified excursions Where available, preference is given to activities and excursions who operate on the basis of acknowledged and controlled sustainability standards.	✓	
7.7. Training materials and advice Training manuals and other guidance towards more sustainable management are distributed to excursion providers.	—	
7.8. Contract conditions Basic sustainability clause(s) are included in activity provider contracts (e.g. child labour, anti-corruption and bribery, waste management and protection of biodiversity).	✓	
Specific criteria		
7.9. No excessive negative impact activities The company offers no activities that harm humans, animals, plants, natural resources (e.g. water/energy), or which are socially/culturally unacceptable.	✓	Confirmed. General standards of excursions / product packages that wouldn't be offered (e.g. polar cruises / expeditions or club holidays). If these kind of products are requested by customers the situation is evaluated carefully and other product options are offered. If the customer insists on the product and there is an option to make a more sustainable choice (as opposed to choices other travel agents would make), there is an option that the service will be provided nevertheless.
7.10. Wildlife featuring Excursions and attractions in which captive wildlife is held are not offered, except for properly regulated activities in compliance with local, national and international law. In case of living specimens of protected and wildlife species these are only kept by those authorized and suitably equipped to house and care for them humanely.	✓	
7.11. Wildlife harvesting Wildlife species are not harvested, consumed, displayed, sold, or traded, except as part of a regulated activity that ensures that their utilisation is sustainable and in compliance with local, national and international law.	✓	

7.12. Wildlife interactions Excursions which include interactions with wildlife comply with relevant (e.g. Travelife) codes of conduct. Taking into account cumulative impacts, they do not lead to any adverse effects on the viability and behavior of populations in the wild. Any disturbance of natural ecosystems is minimised, rehabilitated, and there is a compensatory contribution to conservation management.		
7.13. Skilled Guides In sensitive cultural sites (e.g. indigenous villages), heritage sites or ecologically sensitive destinations, guests will be guided by skilled and/or certified guides.		
7.14. Supporting local communities The company includes into packages or promotes to clients excursions and activities which directly involve and support local communities (by purchasing services or goods, traditional crafts and local (food) production methods, visiting social projects).		
7.15. Supporting environmental and biodiversity protection The company includes into packages or promotes to clients, excursions and activities which support local environment and biodiversity (e.g. visiting protected areas, visiting environmental protection projects).		
8. Tour leaders, local representatives, and guides		
Tour leaders, local representatives and guides		
8.1. Preference local tour leaders/representatives In case of equal qualification, the company prefers to employ local tour leaders, representatives, tour guides, porters, drivers, cooks and other local staff (including management positions), and provides training as required.		For 2023, only for one B2B Vienna trip a guide is be hired directly, and the interview confirmed that compliance with the criteria of chapter 8 is given. // Since most likely more guides will be hired for other trips in the future as well, however, the criteria and principles that are taken into account when hiring guides should be (1) reported on in the criteria of chapter 8, and (2) (at least in summary) included in the general sustainability policy. <i>Deadline for completion: 01 November,</i>

		2023
8.2. Employment conditions The business ensures that tour leaders, representatives, guides and other locally active staff, contracted by the company, understand the terms and conditions of their employment, including remuneration.	✓	
8.3. Living wage Tour leaders, local representatives, guides, porters and other local staff, contracted by the company, are paid at least a living wage that is equal to or above the legal minimum or relevant industry standard.	✓	
8.4. License Tour leaders and local representatives, contracted by the company, are working in accordance with all relevant legal requirements, for example: licensing requirements.	✓	
8.5. Qualification and training Key tour leaders, local representatives and guides, contracted by the company, are appropriately qualified and are trained regularly.	✓	
8.6. Sustainability policy Tour leaders, local representatives and guides are informed on the relevant aspects of the companies' sustainability policy and are expected to comply with it.	✓	
8.7. Sustainability knowledge Tour leaders and local representatives have been trained on general tourism sustainability principles.	✓	
8.8. Destination knowledge Tour leaders and local representatives are knowledgeable regarding the destination including relevant sustainability aspects.	✓	
8.9. Customer communication Tour leaders, local representatives and guides provide information and interpretation to clients on relevant sustainability matters in the destination (e.g. protection of flora, fauna, and cultural heritage, resource use),	✓	

social norms and values (e.g. tips, dressing code and photography) and human rights (e.g. sexual exploitation).		
8.10. Sexual exploitation of children: staff training Tour leaders and local representatives contracted by the company, receive relevant information and/or training on the avoidance of sexual exploitation of children.	✓	
9. Destinations		
Selection of destinations		
9.1. Destinations files Per destination the company keeps a record of relevant and critical sustainability information (waste, biodiversity, legal requirements, minimum and living wages)	—	Confirmed; colleagues from other tour operators and contacts are approached in an informal way. If new contacts are needed, they are found through networks like forum anders reisen or e.g. via the Travelife platform.
9.2. Sustainable destinations Sustainability aspects in destinations are considered in the selection process of new destinations (e.g. traffic-free areas, sustainable city planning, proper waste management infrastructure and community participation). Possibly alternative non-mainstream destinations are offered.	✓	Confirmed.
9.3. Unsustainable destinations Destinations in which tourism leads to structural negative local effects in terms of biodiversity, waste; sanitation; human rights and healthcare, water, energy and food availability are not selected (unless the company's involvement results in clear counter balancing effects).	✓	Confirmed. If customers request a destination or activity that is considered not sustainable, they will be advised to choose a different destination / activity. If they insist and would otherwise the same trip with a different travel agent, the most sustainable option is chosen.
9.4. Accessible destinations In selecting new destinations the reachability through more sustainable means of transport is considered.	✓	
9.5. International sanctions The company complies with UN and other relevant (EU) sanctions regarding tourism destinations.	✓	
Local projects and initiatives		

9.6. Compliance with local planning. The activities of the company are in compliance with legally based spatial planning, protected area and heritage regulations and destination management strategies of local, regional and national authorities.	—	
9.7. Local economic network The company supports initiatives that improve the relationships between accommodations and local producers, among which the production and distribution of local food products and souvenirs etc. (e.g. initiatives to improve quality level, logistics, transport)	✓	
9.8. Policy influencing The travel company influences and supports local government (when possible together with other travel companies and stakeholders) concerning sustainability, destination planning and management, use of natural resources and socio-cultural issues. In case of unsustainable management and developments the company discusses this with the relevant authorities (directly or through local partner agencies).	✓	
9.9. Support biodiversity conservation The business supports biodiversity conservation, including protected areas and areas of high biodiversity, through for example financial contribution, political support, and integration in product offers.	✓	
9.10. Forbidden souvenirs The company and its direct service providers do not promote souvenirs which contain threatened flora and fauna species as indicated in the CITES treaty and the IUCN 'Red List'; historic and archaeological artefacts (except as permitted by law).	✓	
9.11. Exploitation and harassment The organisation has implemented a policy against commercial,sexual or any other form of exploitation or harassment,particularly of	✓	

children, adolescents, women, minorities and other vulnerable groups.		
10. Customer communication and protection		
Prior to booking		
10.1. Consultation guidelines A company guideline for client consultation is available and is followed by client advisors.	—	
10.2. CRM A Customer Relationship Management system is available (CRM)	—	
10.3. Customer privacy The company ensures that customer privacy is not compromised.	✓	
10.4. Promotion and communication Promotion materials and marketing communication comply with relevant standards and voluntary codes of conduct, are transparent and accurate and do not promise more than is being delivered.	✓	
10.5. Product information Product and price information is clear, complete and accurate with regard to the company and its products and services, including sustainability claims.	✓	
10.6. Destination information, quality Destination information, including sustainability aspects, is factually correct, balanced and complete.	✓	Confirmed. Research is conducted via google, with personal intuition based on long standing expertise in the field, as well as platforms such as destinet.
10.7. Group number In case of group travel, the minimum and maximum number of participants is communicated.	—	
10.8. GHG / Carbon emission level Clients are informed about the GHG or carbon emission of the travel offer before booking in order to enable consumers to take this into account in their decision making process.	—	
10.9. Sustainable transport Clients are informed about the	✓	

environmental impact of different transport options to reach the destination (in case these are not included in the package). Sustainable alternatives, where available, are offered.		
10.10. Transport to the airport Clients are informed about and stimulated to choose sustainable transport options to the place of embarkation (e.g. special arrangements in co-operation with public transport companies such as Rail and Fly). Alternatives are provided for short distance connection flights.	✓	
10.11. GHG / Carbon offset information Clients are informed about the possibilities for Green House Gas or carbon reduction/compensation for the international transport of their journey.	✓	
10.12. GHG / Carbon compensation with booking GHG / Carbon off-set of air transport is integrated as voluntary option in the booking form. Payment is channelled through the travel company.	—	
10.13. Indication sustainable accommodation and excursions (Certified) sustainable accommodations, excursions, packages and/or transport options are promoted with logos or other messages. They are recognisable to consumer and presented as the “better” option.	✓	
10.14. Travel advise sustainable offers In the frame of personal travel advise, the customer is informed about sustainable alternatives concerning accommodations, excursions, package holidays and transport options, if available.	✓	
10.15. Sustainability commitment (Potential) customers are clearly and correctly informed about the company's sustainability status (e.g in relation to Travelife and STAH).	✓	

After booking and during holidays		
10.16. Destination information and interpretation Information is provided to consumers about the natural surroundings, local culture and cultural heritage in the holiday destination.	✓	Confirmed with examples.
10.17. Destination dos and don'ts Customers are informed about key sustainability aspects and issues in the destination and receive recommendations on how to make a positive contribution (e.g. limitation of resource use, waste, illegal souvenirs, cultural habits, dress code, initiatives to be supported).	✓ _R	
10.18. Health and Safety Customers are informed regarding risks and precautions related to health and safety matters in the destination.	✓	Confirmed. Information about vaccinations, medical requirements and the security situation in destination are shared via a link to the website of e.g. the foreign office (Bundesministerium für Europäische und internationale Angelegenheiten).
10.19. Destination contact person A contact person and permanently reachable telephone number is available for emergency situations.	✓	
10.20. Emergency situations Guidelines are available and relevant personnel are educated on how to deal with emergency situations.	✓	
10.21. Activities do's and don'ts Clients receive documented guidelines and/or codes of conduct for sensitive excursions and activities in order to minimise adverse visitor impact and maximise visitor fulfilment. The guidelines are based upon international and national good practice and locally agreed.	✓ _R	
10.22. Sexual exploitation Customers are informed about commercial, sexual or any other form of exploitation and harassment, particularly of children and adolescents.	✓	
10.23. Illegal souvenirs Clients are informed about applicable	✓	

legislation concerning the purchasing, sales, in- and export of historic or religious artefacts and articles containing materials of threatened flora and/or fauna in the destination (e.g. CITES).		
10.24. Local services and goods Clients are motivated to use local restaurants and shops (where appropriate).	✓	
10.25. Sustainable transport options Where feasible clients are informed on sustainable transport options in destinations. For example by providing information on public transport.	✓	Confirmed and explained with specific examples.
10.26. Donations Clients are encouraged to donate (e.g. through travel company supported charities) to local charity and sustainable initiatives (e.g. nature conservation, cultural and social projects).	—	
10.27. Guarantee fund The company participates in a client guarantee or insurance fund (refunding of travel costs in case of bankruptcy)	—	
After holidays		
10.28. Customer satisfaction Customer satisfaction is systematically monitored and corrective actions are taken for service and product improvements.	✓	Confirmed. The email is informal (as the contact with customers is also very direct before the trip), but the interview confirmed that helpful feedback is generated from the replies. Examples were mentioned.
10.29. Sustainability and customer satisfaction Sustainability is an integral part of the research into customer satisfaction.	✓	Confirmed. As there are no standardized feedback questions, difficult to implement in a formalized way. But in the interview, examples were mentioned to illustrate how feedback also helps to access the sustainability performance of services.
10.30. Complaints The company has clear procedures in case of complaints from clients.	✓	

5. Auditor recommendations and conclusions

Overall impression




Some sustainability principles and guidelines have not been formalized yet (e.g. with regards to incoming partner agencies or guides) and in some criteria, supporting documents are still missing. To formally comply with the Travelife standard, these should be added within the next months. However, for all criteria and policies still missing, compliance with the Travelife Standard has been confirmed in the audit interview. Besides that, it has become evident throughout the interview, that sustainability criteria are taken into account in all aspects of trip planning and operations, and that customers are enabled and encouraged to choose sustainable options.

Additional remarks

Chapter 2 and 3 were only considered marginally, as the company is currently a one-woman enterprise and Julia has her office space within her home.

Improvement requirements summary

Criterion	Improvement	Status	Deadline
0.15. Contracted suppliers	Mostly confirmed. Interview has shown that contract with the DB has very recently been canceled (by DB because of lacking booking volume), and Outbound TOs are not directly contracted. Please update.	✓ _R	01 November, 2023
1.15. Action plan	The currently uploaded action plan is an older version and needs to be updated. More actions (especially long term plans) should be added; e.g. measures that were identified in the audit can be included.	✓ _R	01 November, 2023
1.30. Corruption	The inclusion of a clearer anti-corruption statement in the sustainability policy was discussed and agreed on during the audit.	✓ _R	01 November, 2023

4.1. Partner agency policy	<p>The interview has confirmed that due to the business model, contractual longterm relationships with partner agencies are not realistic (services are highly customized and the booking volume in individual destinations is very low). However, overall, there is cooperation with incoming agencies to find and book local services in destinations. While it was also confirmed in the interview that sustainability criteria are considered when choosing a partner agency and communicated when booking services, a partner agency policy should therefore be developed and formalized and the overall reporting for this chapter revised accordingly. // For criteria 4.12-4.16, a brief explanation should be added, how these can be considered fulfilled through certain selection criteria (e.g. sustainability certification, membership in forum anders reisen).</p>		01 November, 2023
4.2. Communication to partners	<p>The audit has shown that sustainability criteria are communicated to partner agencies, and if needed, partners are even trained on aspects of sustainability in tourism (e.g. the Indian company). This should be explained in the reporting of this criterion.</p>		01 November, 2023
8.1. Preference local tour leaders/representatives	<p>For 2023, only for one B2B Vienna trip a guide is be hired directly, and the interview confirmed that compliance with the criteria of chapter 8 is given. // Since most likely more guides will be hired for other trips in the future as well, however, the criteria and principles that are taken into account when hiring guides should be (1) reported on in the criteria of chapter 8, and (2) (at least in summary) included in the general sustainability policy.</p>		01 November, 2023

Auditor recommendation

The audit has shown that in its everyday business the company factually complies with all mandatory criteria of the Travelife Certified standard. I therefore recommend the JB Travel for unconditional certification.

6. Signature

The report was electronically signed within the Travelife online system.

Julia Balatka, Sustainability coordinator, signed on NOT SIGNED YET.

Juliane Zimmermann, Travelife auditor, signed on 25 July, 2023