

# ESG Policy

2024 - 2025



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# Introduction

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## Our Mission

**Here at Access, we believe that small changes can make a big difference, both in the local community and as a bigger global effort. Through green initiatives, promoting responsible travel, supporting our nominated charities and taking part in awareness campaigns, we hope to minimise our environmental impact and give back to both our local and global community.**

We're passionate about what we do, and we don't want our social responsibility policies to end up as dusty documents at the back of a filing cabinet, so we continually review our practices and improve our ongoing commitment to responsibility. We also understand the importance of ensuring that modern slavery and human trafficking is not taking place in our business or our supply chain, so we consistently ensure our zero-tolerance policy is adhered to.

We also believe that people ARE the organisation and are committed our employees having a much greater level of empowerment and involvement in the progress of our diverse, equitable and inclusive culture, with Company values remaining front and centre.

We will continue to strive towards evolving our colleagues value proposition, with focus on career development, competitive benefits & compensation and our commitment to Equality, Diversity and Inclusion.

## Vision

At Access Bookings our vision for a sustainable future goes beyond business; it's a commitment to creating a world where travel becomes a powerful force for positive global transformation. Together, we embark on a journey towards a more sustainable, responsible, and inclusive travel experience for all.



# Environmental




Our commitment to minimising our environmental footprint



# Carbon Management

Access Bookings' commitment to Carbon Reduction and Elimination is underpinned by three key facets. While Net Zero is the long-term goal, Access Bookings recognises that reducing its Carbon Emissions incrementally is a more achievable target.

## The Key Facets

	<b>Reduce</b> Access Bookings pledges to reduce its CO2 emissions.
	<b>Remove</b> Access Bookings will annually pay for Carbon Removal at 110% of its 2022 levels – even if we reach Net Zero!
	<b>Revise</b> Access Bookings' Carbon Policy will be reviewed quarterly to ensure best practice is achieved.



# Further Measures

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## Renewable Energy

Our head office, based in Lichfield, Staffordshire, runs on 100% renewable energy. We are campaigning our hosts at our leased offices across the globe to join us and allow all our offices to be 100% renewable.

## EV Travel

We're currently in the process of transferring our car pool fleet over to electric vehicles.

## Food Waste Reduction

We've been working closely with our hotel suppliers to restructure our 'Lunch & Learns' to produce less food waste and to facilitate more plant based options. We've also been donating excess food from these processes to local homeless charities.

## Hybrid Working

Our Hybrid Working policy is at the heart of our commitment to sustainability, studies by environmental consultants Circular Ecology show that by switching from office-based staff five days a week, to just two days a week, we have reduced our Carbon Footprint by 85t – the equivalent of 42 return trips from London to New York.

And by requesting that all staff work from home on weekends, as part of a 24/7 business model, and keeping our offices closed we are able to reduce our carbon emissions by around 7.7 tonnes- or 20,000 miles in a standard petrol car!

## Disposable Cup Removal

In addition to removing paper cups from our free hot beverage vending machines, we have removed single-use plastic cups from our water coolers.



# Employee Travel Policy

Employees are required to ensure sustainability and the environment are a priority in the decision-making regarding business travel.

## Key Principles

**Sustainability**

Decisions relating to business travel must be in line with the Company’s commitment to a reduction of CO2 emissions and sustainability.

**Essential and non-essential travel**

Consideration must be given to whether a virtual meeting using appropriate technology is better suited to our sustainability commitments.

## Business Travel

Prior to any business travel, the below points must be reviewed;

1. Is the travel essential? Could alternate methods be more efficient?
2. Use of the most sustainable mode of transport for the journey
3. Where possible, travel should be organised to allow travellers to make use of off-peak fares and avoid the need for overnight accommodation

## Accommodation

With sustainability and the environment at the forefront of our business travel decision-making, our preference is for employees to be accommodated in Gold eco graded accommodation.

## Food & Drink

Employees are encouraged to source food and drink from eco-friendly providers where possible. Employees are also encouraged to take reusable bottles/cups whilst on business trips to avoid the using single use bottles/cups.



# Accreditations & Accolades

Don't just take our word for it though – our commitment to sustainability is demonstrated by Access Bookings achieving a number of accreditations and accolades.



ISO 14001  
Certificate No. SP240420

One of our biggest achievements being successfully awarded ISO 14001 in 2011 and holding it ever since.



**ALBERT**  
Supplier

We are also an Albert Listed Supplier, the sustainability certification all productions strive to achieve.



Access Bookings are proud to contribute to the Carbon Disclosure Project – accurately measuring our emissions.



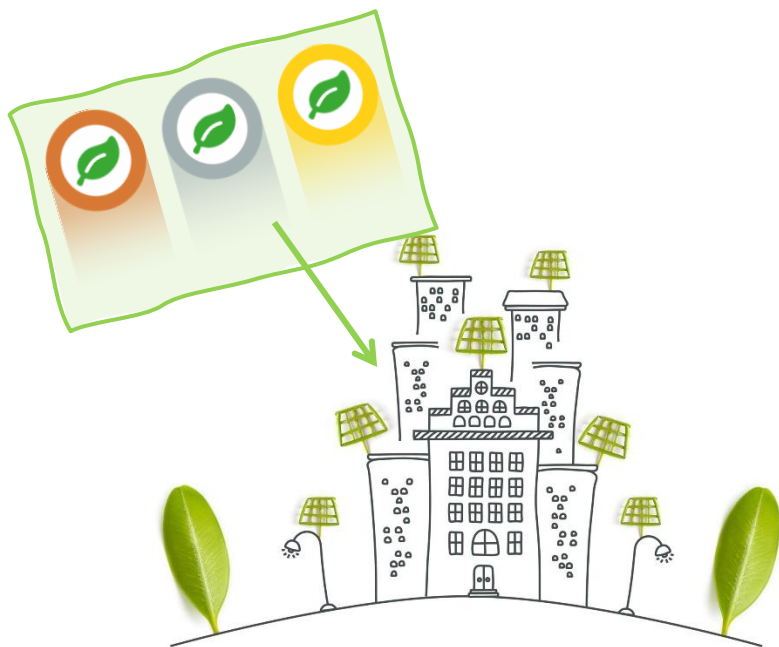
Our carbon removal is conducted & certified through the United Nations programme – at 110% of our 2022/23 carbon emissions.



# Customer Focus

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Our work with BAFTA albert has led us to design a bespoke hotel grading system, allowing our production clients to, at a glance, see the suitability of a hotel from a sustainability point of view.



The system has been updated in early 2024 to reflect the changing requirements of our clients.

On departure, we are able to provide our clients with a breakdown of the carbon footprint of their travel, using well established travel data, alongside hotel carbon output information provided by the Cornell Hotel Sustainability Benchmarking Index – a great way for customers to be aware of their travelling carbon footprint.

# Social

Our commitment to creating a positive social impact upon the world around us



# Equality, Diversity & Inclusion Policy

Access Bookings values and actively strives to have a diverse and inclusive workforce in a working environment free from discrimination. An inclusive work culture where people of different backgrounds are valued equally will ensure better outcomes for us all. We continually engage with our staff as well as external partners to help us to understand how we can make our workplace more inclusive and gain an insight into what our staff need most from us.

Access Bookings will seek to promote the principles of equality, diversity and inclusion in all its dealings with employees, workers, job applicants, clients, customers, suppliers, contractors, recruitment agencies and the public.

This EDI policy has seen us recognised by several leading bodies, including those shown below;



Our team have access to YuLife, an app-based insurance platform offering a myriad of benefits designed to improve lives and reward wellbeing.



Focusing on engagement, prevention and protection the interactive platform aims to engage staff daily and improve overall health. The more staff interact with the platform the more rewards are offered for healthy activities and wellness challenges and seamlessly integrates with most health apps to record daily activity.

This benefit package was chosen to also build connection within the teams as we moved towards a hybrid way of working as all staff can participate regardless of their location.

All staff upon joining are automatically enrolled and gain access to:

✓ 24/7 GP services	✓ Mental health support via Your Halo
✓ 4 x Salary Life Insurance	✓ 50% Income protection following 8 weeks' absence
✓ Menopause app Stella	✓ Bereavement counselling and probate Help
✓ Free will writing services	✓ 6 months' subscription to Money Hub

Strong ESG values mean that YuLife empowers the business and employees to actively participate towards charitable causes such as Earthly, Share the Meal, and Water and uses their rewards to give back to the community.

We are able to track as a business all the donations given and can report on the impact we are making in the wider community.

YuLife also offers the opportunity to issue paid subscriptions to a variety of wellbeing and health apps to staff who may need further support.

# Philanthropy

It's not just our people we like to look after, we also look to support as many local, national and international charities as our time allows.

As well as regular donations, we also support BBC Media Action on a yearly basis, helping to fund the vital work they are conducting around the world.

Our nominated charities for 2024 are shown below:



# Case Studies

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**Access Bookings continually looks to make a significant impact in the local community by supporting events that make a difference. In 2024 to date, we have been involved in two fantastic causes in our home city of Lichfield, England.**

## Lichfield Pride

19<sup>th</sup> – 21<sup>st</sup> July 2024

Running between 19<sup>th</sup> and 21<sup>st</sup> July, Lichfield Pride is a wonderful charity that supports our home city's LGBTQ+ community, and is partly organised by our very own Director of Organisational Development, James Austin. For 2024, Access are proud to announce they will also be hosting an event during the pride festival with one of our corporate partners.



Lichfield Pride is a non-profit charity organisation based in Lichfield, Staffordshire. Established in 2022, it aims to promote equality, inclusivity, and support the LGBTQ+ community in the city and its surrounding areas. The charity's focus is on raising awareness, providing a safe space, and combating discrimination against LGBTQ+ individuals.

One of Lichfield Pride's primary objectives is to organise an annual pride festival, which serves as a powerful platform for the LGBTQ+ community to express themselves and celebrate their identities. This event brings together people from all walks of life, irrespective of their sexual orientation or gender identity, to promote unity and societal acceptance. The festival typically includes a vibrant parade, live music performances, educational talks, and various entertainment activities.

In addition to organising the pride festival, Lichfield Pride is committed to creating a supportive network and advocating for LGBTQ+ rights throughout the year. The charity works with other local organisations, community groups, and educational institutions to deliver tailored services and support programmes that address the unique needs of the local LGBTQ+ community. Such initiatives aim to foster an inclusive society where everyone can live free from discrimination and prejudice.

# Lichfield Arts - Fuse Festival

12<sup>th</sup> – 14<sup>th</sup> July 2027

We also are delighted to be a sponsor for the Lichfield Arts Fuse Festival. As part of both its commitment to supporting the local community, and our strong sustainability philosophy, Access Bookings have sponsored the festival's Eco-Cups, reducing single-use plastics and promoting a greener festival.



Lichfield Arts is a registered charity that has worked for 50 years to involve, inspire and entertain people across Lichfield and Staffordshire. We host a range of concerts, festivals and community engagement projects, and have a particular focus on nurturing young talent. Our flagship event is our ever-popular Fuse Festival which has been running for over two decades.

## THE FUSE PROJECT

Lichfield Fuse Festival has become a cornerstone event in our community, attracting thousands of residents and visitors each year. The festival was founded on the principle that everyone should have access to high quality, professional arts and culture regardless of background, ability or ability to pay. It has grown to become a dynamic blend of music, visual arts, performances, and community engagement, designed to celebrate the diversity and creativity that makes our city unique. The festival is a testament to our commitment to fostering a thriving cultural scene and building strong community bonds.

# Governance

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Our commitment to conducting business with integrity, transparency and accountability



# Governance, Ethics & Compliance

Access Bookings’ senior leadership team are wholly responsible for their governance, ethics and compliance framework. By setting a leading example at the top of the business, it allows the company to ensure compliance, manage risks, promote transparency and accountability, protect stakeholders’ interests and aids overall performance. This is further demonstrated by recent appointment of a ESG Director – helping to further ensure relevant goals are set, targeted and met.

Access Bookings risk management is crucial to our success and sustainability, We are proud to be ISO accredited in four key areas, allowing us to manage our risk appropriately. Taking into account our operational, compliance and strategic goals.



Access Bookings further enhances its commitment to Data Security by its appointment of a Data Protection Officer. This role plays a crucial role in internal governance processes by providing guidance on data protection policies, and procedures, conducting privacy impact assessments and ensuring that employees are adequately trained on data protection matters.



# Code of Conduct & Ethics

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At Access Bookings, we are committed to fostering a respectful, ethical, and inclusive work environment. Our success is built on the foundation of integrity, professionalism, and collaboration. We request that our employees, senior leadership team, consultants and all other parties acting on our behalf follow the below guidelines

## **1. Integrity and Honesty:**

1. Act with honesty and integrity in all dealings, both within and outside the organisation.
2. Avoid conflicts of interest and disclose any potential conflicts promptly.
3. Uphold the confidentiality of sensitive information and respect the privacy of colleagues and clients.

## **2. Respect and Inclusion:**

1. Treat everyone with dignity, respect, and fairness, regardless of race, gender, age, religion, sexual orientation, or disability.
2. Foster an inclusive and supportive environment where diverse perspectives are valued and celebrated.
3. Avoid discrimination, harassment, or any form of disrespectful behaviour.

## **3. Professionalism:**

1. Strive for excellence in all tasks and responsibilities, maintaining high standards of quality and performance.
2. Communicate professionally and courteously with colleagues, clients, and partners.
3. Take ownership of mistakes, learn from them, and strive for continuous improvement.

## **4. Collaboration and Teamwork:**

1. Work collaboratively with colleagues to achieve common goals and objectives.
2. Respect the contributions of others and actively support team members.
3. Foster a culture of open communication, constructive feedback, and idea-sharing.



## **5. Compliance and Legal Obligations:**

1. Adhere to all applicable laws, regulations, and company policies.
2. Report any unethical or illegal behaviour promptly through the appropriate channels.
3. Seek guidance from management or the compliance team if uncertain about the interpretation of policies or laws.

## **6. Safety and Well-being:**

1. Prioritise the health, safety, and well-being of oneself and others in the workplace.
2. Follow safety protocols and procedures to prevent accidents and injuries.
3. Report any safety concerns or hazards to the relevant authorities.

By adhering to these principles, we contribute to a positive work culture that fosters trust, collaboration, and success for all.



# Employee Training & Development




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In addition to our internal code of ethics all staff are trained on induction, as well as regularly throughout their tenure at Access on the following topics, allowing our stakeholders to trust that not only are we doing right by the planet, but by its people as well;

- Modern Slavery
- Sexual Harassment Prevention
- GDPR
- Information Security Management
- Discrimination and Equal Opportunity
- Workplace Bullying and Harassment



# 2024/2025 Targets

	Halve all business travel
	Ensure that remaining business travel reduces CO2 emissions year on year.
	Establish science-based targets via SBTi for both near-term science-based targets and long-term science-based targets.
	Form an internal ESG committee best practice, engagement across all levels and boost employee happiness.
	Invest in three local not-for-profit projects.
	Collaborate with a local volunteer organisation and donate 100 employee hours monthly.
	Begin working towards ISO 42001.

