

F E L L O



---

Corporate Social Responsibility Report 2019

## Our Corporate Social Responsibility

---

Fello acknowledges that running our business has an impact on society and the environment. We have a responsibility to our clients, employees, contractors and broader community in which we operate to behave responsibly. Fello are committed to taking responsibility for our actions and encourage a positive contribution towards improving standards for all.

By putting CSR into practice, we are committed, wherever possible to:

- Conduct ourselves responsibly, fairly and in an ethical manner
- Improve service levels to employees, clients and travellers
- Minimise the impact on our environment and support local communities

“Our travellers are at the centre of everything we do. We are on your side by your side, ensuring we are sustainable for our travellers and future generations”



## In 2018 we;

---

- Conducted a review of policies, procedures and guidelines relating to ethical and lawful business practices. All employees completed training to understand and comply with Fello's standards including specific training on anti-discrimination, as part of Fello's commitment to providing a safe, inclusive and diverse working environment.
- Provided training for our customers to make their own travel programs more environmentally friendly and improve their duty of care traveller obligations.
- Internally we bought energy efficient IT equipment and power-management software aimed at reducing energy consumption and minimizing the environmental impact of Fello's operation.
- We are also almost ISO14001 certified

"Our CSR focus is on our people, our travellers, partners and environmental footprint"

## Responsibility and review

---

The Company Secretary is the firm's nominated officer and has overall responsibility for our CSR strategy and for implementing this policy. He has a key role in ensuring the systems and controls we have in place are effective.

All members of staff have a role to play in complying with our CSR objectives and are encouraged to make further suggestions in relation to initiatives we could undertake. If anyone has a suggestion, they are encouraged to share this with the Company Secretary.



We are fully committed to the highest possible standards of openness, honesty and accountability. In line with that commitment, in accordance with our Whistleblowing Policy, we actively encourage all staff members who have serious concerns about any real or perceived departure from the high ethical standard that we set to voice those concerns openly. Our Whistleblowing Policy can be found in our Employee Handbook.

We are committed to ensuring our policy remains effective. As part of our ongoing commitment, this policy is reviewed at least annually to verify its effective operation. Records of the reviews are maintained, and any necessary amendments are made to the policy, as appropriate.

## Social Responsibility

---

### To our employees

We recognise that our employees are our most valuable resource. We actively seek to offer our employees a positive and healthy working environment, ensuring they have rewarding careers and high job satisfaction. We are hugely proud of our Fello team and our inclusive culture and it is of great importance that we ensure we are an equal opportunities and diverse employer.

Fello want to make sure our employees are supported and feel valued. In 2018 we invested in on site employee support. A qualified member of staff is on hand to offer guidance in strict confidence as and when needed, empowering our employees to take charge of both their physical and mental health. We maintain an Employee Handbook, which sets out the rights and expectations of all members of staff.



We seek to ensure that all staff have access to the training they need both for their own development and enable them to deliver a high-quality service to our customers. The training and development policy can be found within our Employee Handbook.

We consider all staff members to be equal and we aim to create a working environment which is free of unlawful discrimination. In this regard, we maintain an Equality and Diversity Policy within our Employee Handbook.

### Clients & travellers

We are committed to delivering a high level of service to all our clients and understand that we exist in a very competitive market. In order to retain our clients we work hard to deliver a professional, innovative and courteous service, constantly looking for ways to improve our duty of care, transparency and communication methods to keep our clients updated.

### Suppliers

Fello ensures that all our partners have similar values when it comes to CSR. We work with reputable suppliers ensuring they too are looking to have a positive impact on society and the environment. We are committed to eliminating unlawful discrimination and promote equality and diversity in our professional dealings with suppliers and other third parties.

We work alongside a range of recognised travel providers of all sizes, including global airlines to individual hotel owners. As and when new contractors and suppliers are introduced to us we establish as to whether or not they are a cultural fit with Fello.

So far, we haven't been made aware of any human trafficking / slavery activities within the supply chain, but if any risks or issues became known, we would act immediately in accordance with our legal and moral obligations.



## Our community

When considering our impact on the community we have resolved to sponsor or otherwise support local charities. We believe there are a lot of smaller charities that don't get the support they need. We are currently reviewing a selection of smaller charities to find a preferred partner.

We will allow members of staff time off work to enable them to carry out work in support of their chosen charity and to encourage dialogue with local communities and groups for mutual benefit.

## **Environmental**

---

Fello knows that business travel plays a huge part in strengthening our global economy and developing oversea relationships, yet it is not the most environmentally friendly means for the planet. We therefore make it a priority to work with experts, clients and partners to reduce our impact.

Fello provide help to clients who want to better understand their own carbon emissions and help put reduction strategies in place if needed. As a business we also ensure we partner with suppliers who enforce environmental standards within their own CSR policies to minimize the impact to our environment.

We seek to conduct all activities in an environmentally responsible manner and are committed to:

- Complying with environmental legislation.
- Preventing pollution and minimising its impact on the environment.
- Protecting the natural environment.
- Continually improving our environmental management processes and environmental performance.

As part of our strategy to become more environmentally sustainable we are also improving Internally. We have put steps in place to minimise our waste by adopting sensible recycling policies in respect of



our paper and food consumption. By removing plastic cups, recycling old computer hardware and opting for e-payslips we are reducing our impact already, and constantly looking for ways to improve.

- Minimising waste and adopting sensible recycling policies in respect of our paper and food consumption
- Providing safe and comfortable working conditions
- Encouraging staff to walk or cycle to work
- Ensuring that electrical equipment and lights are off when not in use
- Ensuring that heating is turned off or down outside office hours

*"We are fully committed to minimising our impact and driving awareness to our employees, clients and partners. If you would like to know more about our CSR strategy, please do get in touch"*

Environmental plan;

| INHOUSE  | SUPPLIERS  | REPORTING  |
|--|--|--|
| Continue to review & raise awareness. Ensuring we act responsibly to reduce emissions. Reduce, reuse and recycle<br>Local charity partnerships | Partner with responsible and recognised suppliers. Share best practice to ensure environmental compliance. | Continue to provide offsetting reporting as and when needed to help clients reduce carbon emissions. Raising awareness. Continue to report on Fello CSR initiatives where necessary. |

PLAN – DO – CHECK – ACTION – COMMUNICATION - AWARENESS





## Carbon reporting

---

Fello are always on hand to help clients better understand their carbon emissions and offer support relating to carbon reduction strategies.

As a travel management company, we understand how carbon emissions can be reduced and partner with suppliers who enforce environmental standards within their own CSR policies to minimise the impact to our environment.

In order to give clients the information they need to make valuable decisions around reducing carbon emissions, we can produce a carbon offsetting report. Carbon offsetting is an internationally recognised way to take responsibility for unavoidable carbon emissions.

On request we will produce a carbon offset report. This is done on a case by case basis depending on the needs of each client to ensure we are tailoring our recommendations to meet business's needs. Through the visibility of our carbon offset report and understanding of business objectives we can help guide the client to make better informed decisions.

We will produce the report detailing flight contribution in tonnage and then work with our clients to drill down into specific routes, past trips depending on business objectives, providing carbon reducing recommendations tailored to each client.





We can suggest alternative transportation, routes and flights undertaken, in order to best manage carbon footprints.

In summary what we do:

- Produce and measure baseline emissions through a carbon offsetting report
- Review travel routes depending on clients' needs and objectives
- Set reduction targets and strategies
- Help implement strategies to meet targets most cost effectively

Regarding give back we are currently in the process of considering a climate partner. We have experience managing give back via Climate care and are happy to assist with any give back schemes and chosen climate providers.

## Today

---

Fello is still in its early stages having launched in 2018 and are in the process of reviewing our CSR policy in order to do more in today's environment. This is a constantly evolving process and one we are committed to improve to ensure we are giving back to our community and behaving responsibly.

We communicate this policy to our staff, clients and other stakeholders by means of our website.

We provide our staff with training on our CSR strategy and this policy and seek to raise awareness of any negative impacts of our business and methods to reduce them. This policy will now be reviewed quarterly going forward to ensure it is managed accordingly.



OTLLO