



Sustainability Action Plan (2025 – 2027)

This Sustainability Action Plan outlines the specific, measurable, attainable, relevant, and time-bound (SMART) targets of ACME over the next two years. It defines the actions required, responsible persons, resources needed, and completion timelines. The plan demonstrates our commitment to continuous improvement across environmental, social, cultural, and economic dimensions, in line with the Travelife sustainability criteria.

Staff Involvement in the Action Plan

The development and implementation of this Sustainability Action Plan has been a collaborative effort involving staff across all levels of the organization. From the outset, team members contributed to identifying priority areas for improvement during workshops and brainstorming sessions. Their insights, drawn from daily operations and client interactions, ensured that the proposed targets and actions are realistic, relevant, and achievable.

Each department has been assigned clear responsibilities, with specific staff members designated as action owners. For example, the HR team is responsible for diversity and training initiatives, while the Procurement team oversees supplier-related actions. Regular meetings and internal communications keep staff updated on progress, while feedback mechanisms allow them to propose adjustments and new ideas.

By engaging staff in both the planning and execution phases, the company ensures shared accountability, strengthens sustainability awareness within the team, and fosters a culture of continuous improvement. This inclusive approach empowers employees to actively contribute to the achievement of the organization's sustainability goals.

Environmental Responsibility

- • Target: Reduce office paper use by 30% within 2 years

Actions: Switch to digital invoicing & e-documents; print only when necessary

Responsible: Office Manager

Timeline: Month 6

- • Target: Reduce energy consumption in office by 15%

Actions: Install LED lighting, promote switch-off policy, introduce energy audits

Responsible: Facilities Manager

Timeline: Month 12

- • Target: Reduce water consumption in office by 10%

Actions: Install water-saving devices & promote awareness among staff

Responsible: Admin Officer

Timeline: Month 12

- • Target: Offset 100% of unavoidable CO₂ emissions

Actions: Partner with certified carbon offset program

Responsible: Sustainability Manager

Timeline: Month 18

- • Target: Promote responsible waste management

Actions: Implement recycling bins and composting system in office

Responsible: Admin Officer

Timeline: Month 9

Social & Cultural Responsibility

- Target: Increase engagement with local communities by 20%

Actions: Develop partnerships with at least 3 local NGOs/artisan groups

Responsible: CSR Coordinator

Timeline: Month 18

- Target: Ensure staff training on cultural sensitivity annually

Actions: Organize workshops and e-learning modules

Responsible: HR Manager

Timeline: Month 6 & annually

- Target: Promote gender equality & inclusion in hiring

Actions: Review recruitment policies and implement equal opportunity practices

Responsible: HR Manager

Timeline: Month 12

- Target: Support local heritage preservation

Actions: Include at least 2 heritage-protection initiatives in itineraries

Responsible: Product Development Manager

Timeline: Month 18

Economic Responsibility

- • Target: Increase purchases from local suppliers by 25%

Actions: Audit supply chain and prioritize local vendors

Responsible: Procurement Manager

Timeline: Month 18

- • Target: Ensure fair wages & contracts for suppliers

Actions: Draft supplier code of conduct and share with partners

Responsible: Procurement Manager

Timeline: Month 9

- • Target: Introduce sustainability criteria in supplier selection

Actions: Add sustainability compliance as evaluation criteria

Responsible: Procurement Manager

Timeline: Month 12

Customer Awareness & Engagement

- • Target: Educate 80% of travelers on sustainability

Actions: Include sustainability guidelines in pre-travel info packs

Responsible: Sales & Marketing Team

Timeline: Month 6

- • Target: Promote sustainable excursions

Actions: Develop 5 new eco-friendly tours in next 2 years

Responsible: Product Manager

Timeline: Month 24

- Target: Collect customer feedback on sustainability

Actions: Add section on sustainability in feedback forms

Responsible: Quality Assurance Officer

Timeline: Month 6

Continuous Improvement & Monitoring

- Target: Conduct sustainability review twice per year

Actions: Hold review meetings, track KPIs, adjust actions

Responsible: Sustainability Team Leader

Timeline: Every 6 months

- Target: Gain/maintain Travelife certification

Actions: Complete required audits, submit reports

Responsible: Sustainability Manager

Timeline: Month 24