Global Survey of Climate Action in Tourism

Thank you very much for your willingness to participate in this important survey!

Please submit your responses no later than 15 July 2021.

https://sfsu.co1.qualtrics.com/jfe/form/SV_6LIkncChamW3kwK

Here are a few practical tips:

• There are no wrong or right answers, all information you share provides valuable insight.
• Words in blue can be hovered over to display their definition.
• Once you begin the on-line questionnaire, you can pause and resume later, as long as you return using the same device and browser.
• Please follow the instructions after certain responses (e.g., Skip to Q...).

If you have questions or need assistance, please do not hesitate to contact us at: oneplanetstp@unwto.org

Again, we appreciate your time and value your input.

________________________________________________________________________

Q1. Name of your organization

________________________________________________________________________

Q2. What country is your headquarters located in?

________________________________________________________________________

Q3. What city/town is your headquarters located in?

________________________________________________________________________

________________________________________________________________________
Q4. Respondent information

- First Name ________________________________
- Last Name ________________________________
- Job/Position Title ________________________________
- Business Email Address ________________________________

Q5. In 2019, what was your organization's total number of employees? Select one.

- 1-10
- 11-50
- 51-100
- 101-500
- 501-1000
- 1000+

Q6. Please indicate which stakeholder group you represent. Select one.

- Destination/Government (e.g., national and subnational governments, DMOs)
- Business (e.g., tour operators, accommodations, transport providers)
  - See tour operator, accommodation, or transport PDFs
- Association/Network (e.g., NGOs, business associations, alliances of cities, short term rental associations, other civil society groups)  — See association/network PDF
Q7. What type of stakeholder describes you best? Select one.

- National Government
- Sub National (regional/federal) Government
- Local Government
- Destination Management or Marketing Organization (DMO)
- Other, please explain. ____________________________________________________
CLIMATE STRATEGY

Section 1 of 6. These questions ask about your organization’s strategy to address climate change. Please note that all responses will remain confidential.

Q8. Does your organization have employees responsible for sustainability (e.g., sustainability officer, sustainability manager)?

- Yes
- No

Q9. Does your organization currently have a climate action plan/strategy/road map? Select one.

- Yes, we have a climate action plan/strategy/road map
- We are implementing some climate action activities but they are not embedded in a plan/strategy/road map — Skip to Q13
- No, we do not have a climate action plan/strategy/road map — Skip to Q14
- Other, please explain ____________________________________________________________ — Skip to Q13

Q10. Please provide a link to your plan/strategy/road map or upload the document below.

______________________________________________________________________________

Q11. If applicable, upload your plan/strategy/road map document below.
Q12. What is included in your climate action plan/strategy/road map? Select all that apply.

- Measurement of emissions
- Reduction of emissions
- Adaptation to climate change
- Compensation of emissions (offsetting)
- Engagement of stakeholders

Other, please describe ________________________________

-Skip to Q14-

Q13. What actions are you taking to address climate change? Select all that apply.

- Measurement of emissions
- Reduction of emissions
- Adaptation to climate change
- Compensation of emissions (offsetting)
- Engagement of stakeholders

Other, please describe ________________________________
**MITIGATION & REDUCTION**

Section 2 of 6. These questions ask about steps or actions your organization has taken to reduce greenhouse gas emissions from tourism operations.

Q14. Which of the following areas are addressed by policy instruments (e.g., strategies, regulations, incentives, voluntary programs) in your Destination/Government? Select all that apply.

- [ ] More fuel efficient/electric transportation
- [ ] Use of renewable energy sources
- [ ] Adopting electricity, heating, and cooling efficiencies
- [ ] Urban/building improvements
- [ ] Other energy initiatives, please explain
  
- [ ] Local sourcing
- [ ] Plant-based menu options
- [ ] Purchasing from suppliers taking action to reduce their emissions
- [ ] Considering product life-cycle in purchasing decisions
- [ ] Other sustainable procurement initiatives, please explain
  
- [ ] Reducing solid waste
- [ ] Reducing food waste
- [ ] Integrating reusable items
- [ ] Eliminating unnecessary plastics
Destination/Government

☐ Recycling

☐ Other waste reduction initiatives, please explain

☐ Conservation of forests

☐ Conservation of coastlines (mangroves, corals, marshes, and wetlands)

☐ Reforestation

☐ Other conservation initiatives, please explain

☐ Offering/supporting more sustainable trip options

☐ Reviewing products to make them more sustainable

☐ Developing new low-carbon products

☐ Rethinking marketing efforts

☐ Other development initiatives, please explain

☐ None of the above

Q15. If you would like to provide more detail or supporting links/documents related to your mitigation actions, please share below.

________________________________________________________________________

________________________________________________________________________

________________________________________________________________________

Q16. If applicable, upload supporting documentation below.
MEASUREMENT OF EMISSIONS

Section 3 of 6. These questions ask about how your organization measures greenhouse gas emissions from tourism operations.

Q17. Is your organization measuring (estimating/calculating) emissions from your tourism operations? Select one.

- Yes
- No, but we have identified how to measure and will begin measuring soon
- No, we do not measure because we do not know how
- No, we do not measure

Q18. How is your organization measuring emissions from your tourism operations? Select the measurement frequency for each items.

<table>
<thead>
<tr>
<th>Greenhouse gas emissions; carbon dioxide (CO2) and other gases</th>
<th>On a regular basis (at least annually)</th>
<th>Ad hoc and/or in the context of projects (sporadically)</th>
<th>We are not measuring</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>o</td>
<td>o</td>
<td>o</td>
</tr>
<tr>
<td>Carbon emissions; carbon dioxide (CO2) only</td>
<td>o</td>
<td>o</td>
<td>o</td>
</tr>
</tbody>
</table>
Q19. Has your organization set an interim emission reduction target by 2030? Select one.

- 50% reduction or more
- 40-49% reduction
- 30-39% reduction
- 29% reduction or less
- No target yet, but we are working on defining one ↪ Skip to Q21
- No target ↪ Skip to Q21

Q20. Is the 2030 target related to all greenhouse gases or only carbon emissions?

- All greenhouse gases (CO2 and other gases)
- Carbon dioxide (CO2 only)
- Other, please describe ____________________________________________

Q21. Has your organization made any formal climate commitments? Select all that apply.

- Net zero emissions goals
- 1.5 degree science-based target
- 2 degree science-based target
- Carbon neutral commitments
- Climate emergency declaration
- None of the above
- Other, please describe ____________________________________________
Q22. Which methodologies, tools or approaches does your organization use in measuring emissions?

________________________________________________________________

________________________________________________________________

________________________________________________________________

________________________________________________________________

Q23. Which metric(s) does your organization use when referring to emissions from tourism operations?

________________________________________________________________

________________________________________________________________
Q24. What emission source(s) is your organization measuring? Select all that apply.

☐ Stationary fuel combustion (e.g., owned furnaces, boilers, on-site electricity generators)

☐ Mobile fuel combustion (e.g., owned vehicle fleet)

☐ Refrigerant consumption (e.g., for refrigeration units/AC)

☐ Electricity consumption

☐ Heat, cooling or steam consumption from third providers

☐ Water consumption

☐ Waste generation

☐ Material consumption (e.g., embodied carbon)

☐ Air travel

☐ Land travel

☐ Water travel

☐ Accommodation

☐ Other purchased services (e.g., catering, internet, communications)

☐ Food

☐ Employee commuting

☐ None
Q25. Which scope of emissions is your organization measuring? Select all that apply.

☐ Scope 1
☐ Scope 2
☐ Scope 3
☐ Not measuring with scopes
☐ Don't know what scopes are

Q26. Is your organization disclosing the information about emissions from your tourism operations? Select all that apply.

☐ Yes, as part of our internal sustainability reporting
☐ Yes, as part of our publicly available sustainability reporting
☐ Yes, as publicly available on our website
☐ Yes, elsewhere. Please describe. ________________________________
☐ Not currently, but plan to do so in the future
☐ No

Q27. What were the total emissions from your organization's tourism operations in 2019 (or last year available). Please include units and year. ________________________________
Q28. Is your organization outsourcing measurement of emissions? Select all that apply.

☐ Yes, we recruit technical experts. Please provide the company(es) you work with:
__________________________________________

☐ Yes, we are receiving support from ongoing project(s). Please provide the name(s) of the supporting project(s):
__________________________________________

☐ No, we measure emissions internally

☐ Other, please explain ____________________________________________

Q29. Is your organization buying offsets/carbon credits to compensate for emissions? Select all that apply.

☐ Yes, we purchase certified emissions offsets equivalent to all (or more than) our annual internal (office) emissions

☐ Yes, we purchase certified emissions offsets equivalent to all (or more than) our annual tourism operations

☐ Yes, we purchase certified emissions offsets equivalent to some of our annual emissions (internal or external), please explain
__________________________________________

☐ Other, please explain ____________________________________________

☐ No, but we offer our clients the possibility to offset their trips — Skip to Q31

☐ No — Skip to Q31
Q30. Please indicate the offset standard being used to compensate for your emissions. Select all that apply.

- [ ] Clean Development Mechanism (CDM)
- [ ] Gold Standard
- [ ] Verified Carbon Standard (VCS/VERRA)
- [ ] Carbon, Community and Biodiversity Standard (CCBS)
- [ ] Climate Action Reserve (CAR)
- [ ] Other, please describe ________________________________________________

Q31. Is your organization investing in nature-based solutions for absorbing carbon dioxide from the atmosphere (e.g., forests, mangroves, corals)?

- [ ] Yes, please provide an example ____________________________________________
- [ ] No

Q32. Is your organization investing in technology-based solutions for removing carbon dioxide from the atmosphere (e.g., direct air capture, enhanced weathering)?

- [ ] Yes, please provide an example ____________________________________________
- [ ] No

Q33. Does your organization have any sustainability certification?

- [ ] Yes, please identify which certification(s) ____________________________________________
- [ ] No
ADAPTATION

Section 4 of 6. These questions ask about how your organization is adapting to the impacts of climate change.

Q34. In your own words, how is climate change affecting your tourism operations?

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Q35. Which adaptation actions has your organization enacted to address climate change? Select all that apply.

- ☐ Technical adaptations (e.g., rainwater collection, desalination of water, early warning systems) 
  ________________________________________________

- ☐ Managerial adaptations (e.g., product diversification, impact management plans, insurance schemes)  
  ____________________________________________

- ☐ Policy adaptations (e.g., participating with authorities in development)  
  ________________________________________________

- ☐ Research adaptations (e.g., monitoring programs, addressing knowledge gaps) 
  ________________________________________________

- ☐ Education adaptations (e.g., trainings and campaigns for employees and guests) 
  ________________________________________________

- ☐ Behavioral adaptations (e.g., live webcams, conservation initiatives) 
  ________________________________________________

- ☐ None of the above

Q36. If you would like to provide supporting documents or links for your adaptation actions, please share below.

________________________________________________________________________________________
________________________________________________________________________________________
________________________________________________________________________________________
________________________________________________________________________________________
________________________________________________________________________________________

Q37. If applicable, upload supporting documentation below.
Q38. Which of these characteristics apply to your organization? Select all that apply.

☐ Our organization’s climate objectives are regularly reviewed as a part of the organization’s broader structure

☐ Our organization assesses existing risks and vulnerabilities caused by climate change

☐ Our organization assesses future risks and vulnerabilities caused by climate change

☐ Our organization's policies and practices are flexible and adjusted when new information is available

☐ Our policies address future risks associated with climate change

☐ Our organization monitors and reports climate adaptation progress

☐ Other, please explain, text box, force response

☐ None of the above
ENgagement

Section 5 of 6. These questions ask about how your organization engages with travelers, staff and other partners about climate change.

Q39. Do you have partner organizations that you share information and resources with about climate change?

☐ Yes, please provide an example. ________________________________

☐ No

Q40. Do you have partner organizations that you collectively address climate change with?

☐ Yes, please explain. ________________________________

☐ No

Q41. Does your organization provide guidance and training to operational staff on climate change actions?

☐ Yes, please explain. ________________________________

☐ No
Q42. Do you engage your visitors in the following low carbon initiatives? Select all that apply.

- Discounts/rewards for using energy efficient transport
- Discounts/rewards for using less energy in room
- Discounts/rewards for choosing most sustainable options (e.g., on menu)
- Other, please describe ____________________________________________

- Climate related education/information at point of booking
- Climate related education/information on site/during trip
- Climate related education/information after trip
- Other, please describe ____________________________________________

- Electric car charging on site
- Bicycles available on site
- Recycling bins in rooms
- Offer low carbon trip alternatives
- Other, please describe. ____________________________________________

- Climate change levy/surcharge on room/ticket
- Offer offsetting option
- Other, please describe ____________________________________________

- None of the above
Q43. If you would like to provide more detail about your efforts to engage visitors in low carbon initiatives, please share below.

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________________________________________________________________
________________________________________________________________
________________________________________________________________

Q44. If applicable, upload supporting documentation below.
ADDITIONAL INFORMATION

Section 6 of 6. These last questions provide the opportunity for you to share additional information.

Q45. Would you or someone in your organization be willing to answer additional questions?

- [ ] Yes
- [ ] No

Q46. Are you aware of other initiatives and/or organizations you would like to bring to our attention? Please share below.

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Q47. Do you have any additional comments or anything that you would like to bring to your attention (e.g., barriers to climate action, successes, or struggles) or share?

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