

Tour Operator

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_6LkncChamW3kwK

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 at a later time, 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.

ORGANIZATION PROFILE

Q1. Name of your organization

Q2. What **country** is your headquarters located in?

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

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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)
↳ **See Destination/Government PDF**
- Business (e.g., tour operators, accommodations, transport providers)
- Association/Network (e.g., NGOs, business associations, alliances of cities, short term rental associations, other civil society groups) → **See Association/Network PDF**

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Q7. What type of business describes you best? Select one.

If your organization includes multiple or all of these industries, please note that you will need to complete one questionnaire per category.

- Accommodation → **See Accommodation PDF**
- Tour operator
- Transport → **See Transport PDF**
- Other, please describe _____

Q8. What type of tour operator describes you best? Select one.

- Inbound
- Outbound
- Both inbound and outbound
- Local experience provider
- If other, please describe _____

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.

Q9. Does your organization have employees responsible for sustainability (e.g., sustainability officer, sustainability manager)?

- Yes
- No

Q10. Does your business 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 Q14**
- No, we do not have a climate action plan/strategy/road map → **Skip to Q15**
- Other, please explain _____
↳ **Skip to Q14**

Q11. Please provide a link to your strategy/plan or upload the document below.

Q12. If applicable, please upload the plan/strategy/road map document below.

Q13. 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 Q15-

Q14. 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.

Q15. Which of the following mitigation actions has your organization implemented to reduce emissions?
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

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- 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

Q16. If you would like to provide more detail or supporting links/documents related to your mitigation actions, please share below.

Q17. 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.

Q18. Is your business 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 → **Skip to Q30**
- No, we do not measure → **Skip to Q30**

Q19. How is your business measuring emissions from your tourism operations? Select the measurement frequency for each item.

	On a regular basis (at least annually)	Ad hoc and/or in the context of projects (sporadically)	We are not measuring
Greenhouse gas emissions; carbon dioxide (CO2) <u>and</u> other gases	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Carbon emissions; carbon dioxide (CO2) <u>only</u>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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Q20. Has your business 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 Q22**
- No target → **Skip to Q22**

Q21. 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 _____

Q22. Has your business 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 _____

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Q23. Which **methodologies, tools** or **approaches** does your business use in measuring emissions?

Q24. Which **metric(s)** does your business use when referring to emissions from tourism operations?

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Q25. What **emission source(s)** is your business 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

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Q26. Which scope of emissions is your business measuring? Select all that apply.

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

Q27. Is your business 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

Q28. What were the total emissions from your business' tourism operations in 2019 (or last available year). Please include units **and** year.

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Q29. Is your business 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 _____

Q30. Is your business 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 Q32**
- No → **Skip to Q32**

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Q31. 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 _____

Q32. Is your business investing in **nature-based solutions** for absorbing carbon dioxide from the atmosphere (e.g., forests, mangroves, corals)?

- Yes, please provide an example _____
- No

Q33. Is your business 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

Q34. Does your business have any **sustainability certification**?

- Yes, please identify which certification(s)

- No

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ADAPTATION

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

Q35. In your own words, how is **climate change affecting** your tourism operations?

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Q36. Which **adaptation actions** has your business 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

Q37. If you would like to provide supporting documents or links for your adaptation actions, please share below.

Q38. If applicable, upload supporting documentation below.

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Q39. Which of these characteristics apply to your business? 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 _____
- None of the above

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ENGAGEMENT

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

Q40. Do you have partner organizations that you **share information** and **resources** with about climate change?

Yes, please explain _____

No

Q41. Do you have partner organizations that you **collectively** address climate change with?

Yes, please explain _____

No

Q42. Does your business provide guidance and training to operational staff on climate change actions?

Yes, please explain. _____

No

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Q43. 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

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Q44. If you would like to provide more detail or provide supplemental documentation about your efforts to engage visitors in low carbon initiatives, please share below.

Q45. If applicable, upload supporting documentation below.

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ADDITIONAL INFORMATION

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

Q46. Would you or someone in your organization be willing to answer additional questions?

Yes

No

Q47. Are you aware of other initiatives and/or organizations you would like to bring to our attention?
Please share below.

Q48. 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?
