



TIMBERBUSH TOURS

FEBRUARY 2020

CORPORATE SOCIAL RESPONSIBILITY REPORT

CORPORATE RESPONSIBILITY AND TIMBERBUSH TOURS

Timberbush Tours is an award-winning, family owned tour operator based in Edinburgh and has been operating since 1997.

This document is intended to provide a sense of the values Timberbush Tours operate to as a business, a business partner and contributor to the local communities where we are based and operate.

You will read about what we aimed to do in 2019, the outcomes and what we have planned for 2020.

In 2019 we continued to expand our fleet capacity and develop our range of scheduled and private tours. We added Inverness to our existing departure locations of Edinburgh and Glasgow.

Looking ahead to 2020, we will continue to be ambitious; challenging ourselves to improve the customer experience, showcasing even more of what Scotland has to offer and creating lasting memories. By doing so, we aim to create secure new jobs and investment in local communities, whilst inspiring our customers to continue their adventures in Scotland.

Last year the Timberbush team delivered some innovative environmental improvements within the business and our commitment to a further reduction in our environmental impact remains resolute for 2020.

We are proud to have achieved and retained the Green Tourism Business Award; a 5 star rating for the Eco Stars Fleet Recognition Scheme and made significant contributions to charities including Trees for Life and It's Good To Give.

In 2020 we will focus on three key areas:

Conscious Investment Commitment - It is often the case that if a change reduces its environmental impact, it will also save money. It therefore makes sense that we commit to a spending principle, we give due consideration to the most environmentally beneficial options as part of our spending approval process. This principle will extend from the procurement of operating consumables, through to major capital expenditure on vehicles and premises.

Training - One of the most obvious concerns of a responsible transport company is managing our vehicle emissions. In 2020, we will continue to utilise the latest vehicle tracking technology to manage our fleet performance and improve our driving behaviours. This will include a challenging target on reduced vehicle idling.

Charity - In 2020, we will be supporting our two chosen charities, Trees for Life, planting trees to revitalise highland forests and Its Good To Give, supporting young cancer patients and their families in Scotland. Additionally, we will work with other businesses and organisations to support and promote their chosen charities and community work.

If you would like to know more about our Corporate Social Responsibility practices, please do get in touch at tours@timberbushtours.com.

Kind Regards,

Steve Spalding

Chief Executive

TRAINING AND DEVELOPMENT

INVESTING IN OUR TEAM

At Timberbush Tours we value our Team and work hard to develop their skillset to its utmost potential. Management meet regularly with the Team as part of our ongoing commitment to continuous improvement in all areas of the business. Specifically, we seek to develop skills through a range of training programs.

1

INVESTING IN NEW GUIDES

Training new Driver-Guides without licences to a professional PCV Driver Standard.

2

TRANSPORT MANAGER TRAINING

Investing in our current Team by putting new Transport Managers through the Certificate of Professional Competence with further training planned

3

DRIVER-GUIDE ONGOING DEVELOPMENT

Facilitating annual Driver-Guide CPC training, driver style and behaviour training and developing guide knowledge for new tour itineraries. Bringing our CPC training in-house to reduce mileage, including eco-training for Drivers

4

OFFICE TEAM SKILLS DEVELOPMENT

Essential computer skills in Microsoft Packages. Data protection and GDPR, Customer Service, Health and Safety, HR, Team Insights, Google Analytics and tour knowledge

ENVIRONMENTAL RESPONSIBILITY

Our fleet, all under 3 years old, consists of some of the most fuel efficient vehicles on the market. We take great pride in having been accredited with the Green Tourism Business Scheme Gold Award and EcoStars 5 Star Rating.



GREEN TOURISM BUSINESS SCHEME GOLD AWARD

We are delighted to receive the Gold Award from the Green Tourism Business Scheme for our ongoing environmental efforts. We have adapted and continue to promote environmental awareness within the business and to our customers.

5* ECO STARS FLEET RECOGNITION SCHEME

We are proud to say we have been awarded 5* in the Eco Stars Fleet Recognition Scheme for our ongoing efforts to providing a fuel efficient, environmentally friendly fleet of modern coaches



LEAVE NO TRACE POLICY

It is company policy to try to leave each destination as we found it; leaving no trace of our visit, so we can keep Scotland beautiful. We take a litter bin along with us, where possible, and encourage our customers to take only photographs, respect other visitors and preserve the environment by not disturbing their surroundings.

RECYCLING

Our Offices, where possible, recycle all materials such as printer cartridges, paper, plastic, cans, mobile telephones and computers. Our printed marketing materials are printed on FSC paper.



CHARITY & COMMUNITY INVESTMENT

At Timberbush Tours we aim to support local businesses, charities and communities in Scotland wherever possible. We encourage customers to donate to our chosen charity, Trees For Life, when booking a tour by offering a £1 donation to offset their carbon footprint. We work closely with local charities, offering free tours to raise money for their ongoing projects.

CHARITY DONATIONS

In 2019 we donated vouchers for free tours to ten charities to help support their ongoing charitable projects. The value of the free tours totalled over £2500.

We also donated £1751 to It's Good to Give, a local cancer charity.



TREES FOR LIFE

Our chosen corporate charity is Trees for Life; a Scottish conservation charity dedicated to preserving and restoring the Caledonian Forest. In 2018 alone, we raised £1751 from our passengers to donate to the Scottish charity.

CHARITY & COMMUNITY INVESTMENT

EVERFLOW WATER

We switched our water supplier to Everflow Water, an organisation committed to charitable giving. For every 250 customers who join Everflow, they commission the building of a well in countries who don't have access to clean, safe water.

Unclean water and poor sanitation are one of the biggest causes of disease and death in some of the poorest countries around the world, and we firmly believe in the importance of doing what we can to help those countries develop good water infrastructure.

LEAVE NO TRACE

Each year Timberbush Tours organise a volunteering day to champion our Leave No Trace policy. In 2019, Timberbush organised a company beach clean to offset the waste left on our local beaches.

We are also involved in tree planting days in Perthshire through our printing partners, MLG, and donate to their carbon capture program.



LOCAL COMMUNITY INVESTMENT

Throughout our tours, we ensure we promote local businesses and support accommodation providers where possible. In 2019, we have calculated through our extended tours we have given back £76632 to local economies in Inverness, £91791 to Fort William and £949530 to Portree, Skye.

2019 ACHIEVEMENTS

UPDATED PROCUREMENT POLICY

1

We implemented an updated procurement policy, incorporated an environmental commitment to spending principle, followed by a comprehensive supplier review which adopted the updated procurement policy

REDUCED PLASTIC WASTE

2

Introduced plumbed stand alone water units that dispense hot water, eradicating the need for 15ltr plastic bottles

REDUCED VEHICLE IDLING

3

Vehicle idling is influenced by the need for air conditioning in Summer and heat in Winter, however an opportunity exists to improve on this. We reduced our idling ratio of operating hours from 16% to 11%.

REDUCE LOST MILEAGE FROM FLEET MAINTENANCE

4

Currently vehicles accrue lost mileage to complete mandatory vehicle safety inspections. In 2018 this was 7774 miles over 23 vehicles. Due to our investment in maintenance facilities in-house, we saw a reduction to 4000 miles over 34 vehicles.

REDUCE OUR CARBON EMISSIONS

5

By changing electricity supplier, in 2019 we lowered our carbon emissions by 3587kg of CO₂

OUR ACTIONS FOR 2020

CONNECTING WITH LOCAL COMMUNITIES

Partnerships with SkyeConnect and Visit Loch Ness Inverness to see where we can support local businesses and communities.

A GREEN FOCUS FOR 2020

All of our internal marketing will be focussed on greener and more responsible practices, introducing further volunteering activities and a move away from plastic products within the Company and more proactive recycling.

FLEET INVESTMENT

Investing in a further 5 vehicles with the latest Euro 6C engine exhaust technology to reduce our impact on the environment

ENERGY CONSUMPTION AUDIT

Taking greater control of the energy we use at the Head Office; nominating a HQ Energy Champion and ensuring energy reduction through split lighting, sensors and desk lighting.

ACCOMMODATION

Purchasing a property in Portree for our Driver-Guides. Property refitted with modern zone temperature controlled heating

CLOUD BASED PHONE SYSTEMS

Moving our phones to a cloud based system, removing our server and upgrade of network switch

DRAINAGE UPGRADE

Drainage and attenuation upgrade including additional silt trap filtration of vehicle cleaning area and segregation of surface water and sewer lines

OUR ACTIONS FOR 2020

FOCUS ON REDUCING WATER USEAGE

Target water use reduction with installation of sink flow reduction valves and replace toilets to dual flush

CLOUD BASED HR

New cloud based HR management system implemented with employee log-in facility - eradicating paper based admin processes such as holiday requests and secure document control