Single-Use Plastic Policy

In recent years, the negative impacts of single-use plastic have become increasingly visible and we are aware that the tourism industry needs to be part of the solution.

As part of our wider sustainability policy, we are committed to reducing and eliminating unnecessary plastic products from within our own offices and operations over which we have direct control. We will also use our influence positively to engage suppliers and customers in reducing waste.

Purpose:

Our Single Use Plastic Policy forms the basis of how we will engage our staff, suppliers and customers in the reduction of unnecessary waste.

Targets:

- To calculate a baseline of single-use plastic products used in our offices and on tours over which we have direct control by 01 September 2023
- To reduce consumption of single-use plastic products used in our offices by 50% by 25 May 2024
- Aim to eliminate Single Use Plastic by 50% on tours where we have direct control by 25 May 2024
- To communicate with all of our suppliers, inbound and outbound, about our single-use plastic policy by 01 October 2023
- To provide at least twice annually communication to our customers on our work to reduce single-use plastic products via all of our communications platforms starting 01 November 2023
- To separate and recycle ALL non-avoidable single-use items consumed in our offices by 01 January 2023

We commit to doing the following:

- Identifying the consumption and potential alternatives of single-use plastic products in our offices and on tours over which we have direct control.
- Creating ongoing targets around single-use plastic reduction.
- Prioritizing a reduction in overall waste and not simply replacing single-use plastic with other single-use products if reusable alternatives are readily available and suitable for purpose.
- Where single-use plastic or other single-use items are unavoidable, we will make every effort to ensure that they are responsibly disposed of for recycling.
- Communicating our policy, efforts, and achievements at least bi-annually with our staff, suppliers and customers.
- Posting monthly sustainability news including, single-use plastic reduction on our social media channels.
- Support provision of guidelines and training to our Tour Leaders and Local representatives so that they can confidently inform customers about how to travel using less single-use plastic.
- Informing all customers about the opportunities to use reusable water bottles and other reusable items where relevant.

- Including information about refill apps in destinations in customer communications

2023 – Single use action plan

Action	Completion date	Personnel
Review single use plastic in the office	Jun-23	EW, AV
Review customer communication of JLA single use policy on plastic, including Water-to-Go plastic bottles as an alternative to purchasing filtered bottled water in destination.	Jul-23	EW, BML
Create a company wide best practice guidance document, which incorporates a sustainability criteria for the purchase of all goods and services purchased for the office	Jul-23	EW
Encourage staff on educational/familiarisation trips to take a Water-to-Go bottle to test the product, view if single use plastic is reduced on the ground as a result, and if appropriate, the aim would be to become champions in recommending customers purchase them rather than single use plastic bottles in destination.	Aug-23	EW, SW
Invite all office staff to join an ST committee. After initial meeting, set next date with focus on plastic (action plan, supplier/customer communication etc)	Sep-23	EW, ST committee
Undertake a baseline review of plastic usage on a 6-country group tour of Central America. Tour leader to complete a questionnaire with a focus on accommodation, transfers and excursions.	Sep-23	EW, Tour Leader
Review findings of baseline review and tour leader feedback.	Sep-23	ST committee
Include a revised group tour questionnaire on all tour leader reports to be incorporated as part of their standard post-travel reporting procedures.	Oct-23	EW, JA
Present Journey Latin America single-use plastic policy to all staff	Oct-23	ST committee
Encourage staff on educational/familiarisation trips to review single use plastic usage and personal reductions made in hotels and on excursions and include in their post trip reports.	Oct-23	EW, SW
Communicate revised and updated sustainability policy as part of SLA to suppliers in Latin America (which includes reduction of single-use plastic)	Oct 23	EW, SW
Provide suppliers with specific good practice guidance on single use plastic and their feedback on specific action/policies they are undertaking	Nov-23	EW, SW
Communicate updates and findings to Latin American suppliers on single use plastic and request an update on the actions being taken by them as part of bi-annual plan.	Jan-24	EW, SW
Communicate directly with top-10 best selling hotel providers from previous year on their single use plastic policy and waste management	Jan-24	EW, DN

Review tour leader and staff single use plastic reports over previous 6 months to determine key areas of concern and review of challenging areas. Decision to be taken with key goal of reducing single use plastic by 50% by May 24	Mar-24	ST committee
Communicate results of single use plastic review to customers and suppliers	May-24	ST committee
Create single use plastic policy for 2024. (eg, consider becoming zero waste to landfill office space)	Jun-24	ST committee

Office Procurement Policy

Objective

Our sustainable procurement policy is a guide used to assist when we purchase goods and services to ensure we make a considered decision to select products based upon their social and environmental impact.

Overview

As a business we are determined to take action to the ecological and social crises facing our planet. Understanding the impacts of our purchasing decisions and making informed choices is a key element of our overall sustainability policy and procedures.

We are conscious that no product is entirely environmentally neutral given that all need raw materials and energy to produce and transport and that all products will ultimately become waste which needs to be disposed of.

Pledge

- We consider a sustainability criteria in the purchase of all goods and services for the office and over which we have direct control.
- Our code of conduct requires all third-party suppliers and agencies have an environmental management system in place that includes single use plastic and water management policy.
- We audit and review purchases to identify opportunities to reduce waste, including plastic waste.
- We commit to phasing out all single use plastic products for the office and over which we have direct control.
- A “reduce, reuse, then recycle” policy is communicated to staff. We provide periodic guidance, training and/or information to all staff members, about their roles and responsibilities with respect to internal environmental practices.
- We purchase products and goods in bulk volume whenever appropriate to reduce costs and packaging.

- Measures have been taken to reduce the amount of packaging materials required and to use recyclable or biodegradable package materials wherever possible.

Office plastic review

Our Single Use Plastic review is a framework with a specific goal in mind but it is also a living document which will continually be edited and updated.

Office operations			
Areas of concern	Solutions	Consideration	Implemented
Bubble envelopes	Consider if essential? (Currently made with 60% recycled content and 'designed'?? for recycling)	Investigate alternative packaging or phase out	✘
Windowed envelopes	No longer use		✓
Single use Plastic poly bags for post, brochure, etc	Replaced with compostable polymer blend with a minimum 30% renewable content share. 100% biodegradable and compostable product, complies with EN13432		✓
Ink and Toner cartridges	Use recycled toners. Expended toners packaged and sent back to provider		✓
Disposable/Single Use Plastic cups, cutlery, bottles	Not provided in office. Reusable ceramic crockery and metal cutlery available Paper cups at water dispenser in customer waiting area (aim to also phase out to replace with clean glasses)		✓
Pens	Sourced branded pens using plastic derived from plant oil. Over 80% bio-degradable (www.pensunlimited.co.uk/eco-friendly-pens/bio-s-pen-retractable-pen)		✓
Toilet soap/hygiene products	Refillable metal dispensers used		✓
Kitchen wipes	No wet wipes. Paper towels provided		✓

Covid-19 related products	Refillable hand sanitiser dispenser on entry		✓
Marketing merchandise	Pens (plant based) and natural fibre fabric bags used as giveaways at trade shows		✓
Brochures/fliers	Marketing to consider procurement policy when brochures next goes to print. Currently, we produce standard specialist guide instead of tailor made brochure (no prices or dates) so only reorder when out of stock. Group Tours brochure does have dates and prices and printed annually. Brochures available on to download on website	Is Lamination necessary? Is paper derived from recycled material?	✘
Luggage tags	Use recycled materials	Currently looking at UK based provider for restock	✘
Travel wallets	JLA Plastic travel wallets replaced by hand woven wallets from Ecuadoran weavers using locally-sourced natural fibres	On renewal: consider shipping costs & current plan for docs to be paperless and use JLA app. We will also phase out as we go paperless	✓
Cleaning	Organised by building landlord. Request only use products that are non-hazardous, non-eutrophic and biodegradable certified with eco-label		✓
Office waste			
Implement a recycling policy and for waste separation	Clearly marked waste bins are located around the office. Ensure these are used properly.		✓
Measure waste for comparison and reduction efforts	Waste is weighed and monthly stats provided		✓
Coffee machine pods	Packaged and sent back to provider for recycling		✓
Plastic milk cartons	Cardboard cartons, Glass bottles (eg, Milk delivery)	Office on 2nd floor – can be delivered during office hours? Convenience, transport	✘

		etc. Sainsburys local is next door	
Bin bags	Reusable bags are used for paper waste Compostable bags used for food waste		✓
IT waste	Used specialist external company for recycling [ecogreenitrecycling.co.uk]		✓
Bulky non-standard waste (eg, chairs)	Used specialist external company for recycling [ecogreenitrecycling.co.uk]		✓
Waste brought to office			
Take away cups	Free tea and coffee available to staff in reusable ceramic cups. Nespresso Coffee machine purchased which has eliminated staff purchasing externally		✓
Cling film	Discouraged. Tupperware boxes available for fridge storage. Need to flag – back door with sign for lunch time shop.	Become zero waste to incineration/ landfill space to discourage	✓
Cans/bottles	Recycling bins provided		✓
Crisp packets	Consider a separate bin for disposal (eg, Terracycle)		✘
Plastic bags (eg, supermarket)	Discouraged. JLA bags for life made from natural fibres (100% reusable and biodegradable) available in kitchen for staff use.		✓

Life Cycle Questions to consider at point of purchase.

The below are some suggested questions to help guide responsible sourcing of products.

Raw Material

- Which raw materials, substances and components are used? (eg, renewable, toxic, pollutants)
- Is extraction damaging, pollutant, waste generating, water and or energy consuming?

Manufacturing

- Is the product a pollutant?
- Is production excessively water and/or energy consuming?

Production

- Is the product made from recyclable material? Is there an alternative on the market with recycled content?
- Have refillable, re-usable and returnable products been prioritised?

Packaging

- Quantity of material used for packaging?
- Type of packaging used?

Transport

- What are the transport options?
- Transport distances? – do they negate any environmental benefit from the product?

Disposal

- Can the product be recycled/refurbished?
- Is it a single use product?
- How is material of alternative recycled content disposed of?

Other

- Are human, labour and community rights respected?
- Is there a benefit to the social economy?

Client Communication

The negative impacts of single-use plastic around the globe have become increasingly visible and we are aware that the tourism industry needs to be part of the solution.

We are conscious recycling infrastructure and responsible waste disposal in Latin America is not yet well established and unfortunately more often than not plastic waste will be dumped and ultimately end up in landfill or the ocean. Our goal then is to support and encourage all our stakeholders, including travellers, to act as a catalyst for change to have a positive influence upon the natural environment which makes the continent so special.

Following, below are a few tips travellers might consider to reduce single use plastic and plastic waste while on holiday.

- Purchase a water-to-go bottle which has a filtration system that eliminates over 99.9% of all microbiological contaminants from any non-salt water source meaning the bottles can be filled at any water outlet to make it safe to drink. A 30% discount code is available. www.journeylatinamerica.com/about-us/sustainability/water-to-go/. Currently, the only countries in Latin America where tap water is considered to be treated equivalent to UK standards are Chile and Costa Rica.

- Alternatively, take your own reusable water bottle. Encouragingly more and more hotels have water refill dispensers with treated 'agua potable' that is perfectly safe to drink. If your hotel does not, you could leave a suggestion that they provide one.

- Take your own cotton or other natural fibre bag-for-life for shopping / laundry to reduce need for plastic carrier bags when out and about.

- Try and remove unnecessary packaging from any products you are taking with you and dispose of it at home first. Recycling has yet to really take off in Latin America so the less you leave the better.

- Consider taking Shampoo and conditioner bars – rather than bottles. If you are taking single-use plastics, such as toiletries, consider bringing them home to be recycled in case the country you are visiting has limited infrastructure in place. Avoid using hotel Single use plastic amenities.

- We are working closely with all our service providers to reduce single use plastic. Please leave feedback with local guides and the suppliers directly if you encounter unnecessary single use plastic (or where an alternative is available) and let us know in your post travel questionnaire. Where there are concerns raised, we will engage in dialogue with our partners to strive to raise standards.

- Politely decline unwanted plastic products. If appropriate, explain that you're trying to reduce plastic use and why. Some useful phrases which might come in handy:

    - No gracias, no necesito una bolsa plastica/ Paja / cubiertos
      [No thank you, I don't need a plastic bag/ straw/ cutlery]
    - Me podria rellenar mi botella de agua?
      *[*Would it be possible to refill my water bottle?]
    - Tiene un contenedor para el reciclado*?*
      [Do you have a recycling bin?]

Latin American suppliers - Single Use Plastic Best Practice

As stated in our Service Level Agreement we want to encourage working towards reducing single use plastic on ground in Latin America by for example, promoting the widespread use of water dispensers, reviewing single use plastic items for lunches, etc.

We want to facilitate best practice with all our key stakeholders working collaboratively and to ensure information is well provided throughout the supply chain and with visitors.

To encourage best practice please take on board the following suggestions and share/offer training to your sub-suppliers, guides and staff. If helpful, we have also taken measures around the office and are happy to share our audit and actions.

Accommodation			
Subject	Problems	Solutions	Considerations
Drinking Water	Single use plastic water Bottles	• Refillable options for customers in the room (jugs/bottles) • Glass bottled drinking water • Provide safe drink water in public areas so customers can take and refill their own water bottles • Do not provide plastic bottled water were alternatives exist.	Is tap water safe to drink?
Toiletries	Miniature Shampoos, conditioners, shower caps, soaps	• Solid bars of soap, including shampoos and conditioners • Refilling toiletries in tamper proof dispensers. • Toothbrushes, shower caps, etc only provided on request at reception	Chemical free products. Avoiding toiletries which contain microbeads
Bin liners	Single Use Plastic Bags	• Bin bags replaced by bins with that a removable inner cylinder that can be cleaned. • If not possible, use bin liners made from recycled plastic, or be recycled, compostable materials?	
Included meals eg, Breakfast	Single use packaging	• Eliminate all packaging where possible eg, individually wrapped food items (butter sachets, jams, cheeses, rolls, portioned cereals). Decanting food products for customers to help themselves will mitigate these smaller sachets. • Where available, natural (eco) packaging is used.	
Bars	Plastic Cups, bottles and single use coffee cups	• Replace Single Use Plastic with reusable materials. • Choose non plastic alternatives if single use items cannot be avoided eg, take-away • Prioritise aluminium cans or glass bottles over plastic. • Do not provide plastic straws. • Do not use single use decorations - use natural decorations instead.	Is responsible waste disposal available for aluminium or glass?

Additional items		• Additional single use items such as bath robes and slippers available on request and be ethically sourced and not wrapped in Single Use Plastic. • Amenities in the rooms presented in a basket rather than in a plastic wrap • Pencils in the rooms rather than disposable pens.	
Activities and Excursions			
Subject	Problems	Solutions	Considerations
Drinking Water	Single Use Plastic Water Bottles	• Provide opportunity for customers to refill their own bottle with filtered water (in vehicle or at site)	How to keep water cool?
Packed Lunches	Single Use Plastic containers, cutlery, plates and cups	• Supply reusable cutlery and reusable containers for packed lunches. • Consider alternative composable materials and natural packaging that can be disposed of with food waste.	Is responsible waste disposal available in country?
Cleaning Equipment or Utensils	Single use cleaning options (such as wipes)	• Reusable lunch boxes/ cutlery are returned to the supplier for dishwashing. • Reusable napkins returned for washing • Soap/disinfectant provided in dispensers rather than wet-wipes	Wet wipes contain chemicals which are harmful to water systems. Also, they don't decompose naturally.
Excursion Restaurants			
Subject	Problems	• Solutions	Considerations
Drinking Water	Single Use Plastic	• Chosen restaurants provide the opportunity for customers to refill their own bottle.	
Beverages	Single Use Plastic	• Drinks provided in aluminium cans or glass bottles if those on offer are plastic	The local recycling facilities - can aluminium be efficiently recycled?
Plates, cutlery, cups	Single Use Plastic	• Use materials that can be cleaned and easily reused, eg cutlery, crockery plates	

Napkins	Single use napkins	• Cloth napkins used instead of single use napkins.	
• Vehicles and Transport			
Subject	Problems	• Solutions	Considerations
Drinking water	Single Use Plastic Water Bottles	• Provide opportunity for customers to refill their own bottles in vehicles • Driver/guide aware of points on the itinerary where bottles can be refilled. • Guide/driver to encourage customers to refill before they leave the accommodation	Are refillable water dispensers able to be kept cool in the vehicle?
Client information	Client purchasing in destination	• Information and advice provided in welcome documentation on arrival in destination regarding Single Use Plastic and waste disposal eg, recycling limitations in country thereby recommending plastic produce brought with them are taken home	