

Our commitment

# Corporate Social Responsibility



*BCD Travel's voluntary commitment to a high level of social responsibility in our local and global communities is the foundation of our CSR Principles – and an investment in our (and the communities') future.*

**BCD Travel has selected four focus areas for its CSR Principles:**

- Ethical business practices >**
- People >**
- Environment >**
- Privacy and data protection >**

*Corporate Social Responsibility is the continuing commitment by business to behave ethically and contribute to economic development while improving the quality of life of the workforce and their families as well as of the local community and society at large*  
**Making Good Business Sense,**  
 World Business Council for Sustainable Development

## OUR COMMITMENT TO ETHICAL BUSINESS PRACTICES

While BCD Travel's business practices must be consistent with the business and social practices of the communities in which we operate, we believe that honesty is the essential standard of integrity in any locale. Although local customs may vary, BCD Travel's activities are to be based on honesty, integrity and respect.

### Quality and fairness

The services we deliver never should be neither less than what we promise nor less than what our business partners and customers expect.

### Health, safety, and environmental protection

BCD Travel seeks to protect employees from unreasonable health and safety risks on the job and protect our customers, the public, and the environment in the use of our facilities and services.

### Internal financial reports

We maintain accounts and records and prepare financial reports in a manner that conforms to BCD Travel's policies and procedures and applicable laws.

### Vendor relationships

Employees of BCD Travel may not select a vendor for any reason other than its ability to fulfill the organization's needs. Gifts from suppliers may only be given to department heads for sharing.

### Customer relationships

Employees of BCD Travel may not pay or offer to pay or give anything of value to induce or reward favorable action in any business transaction.

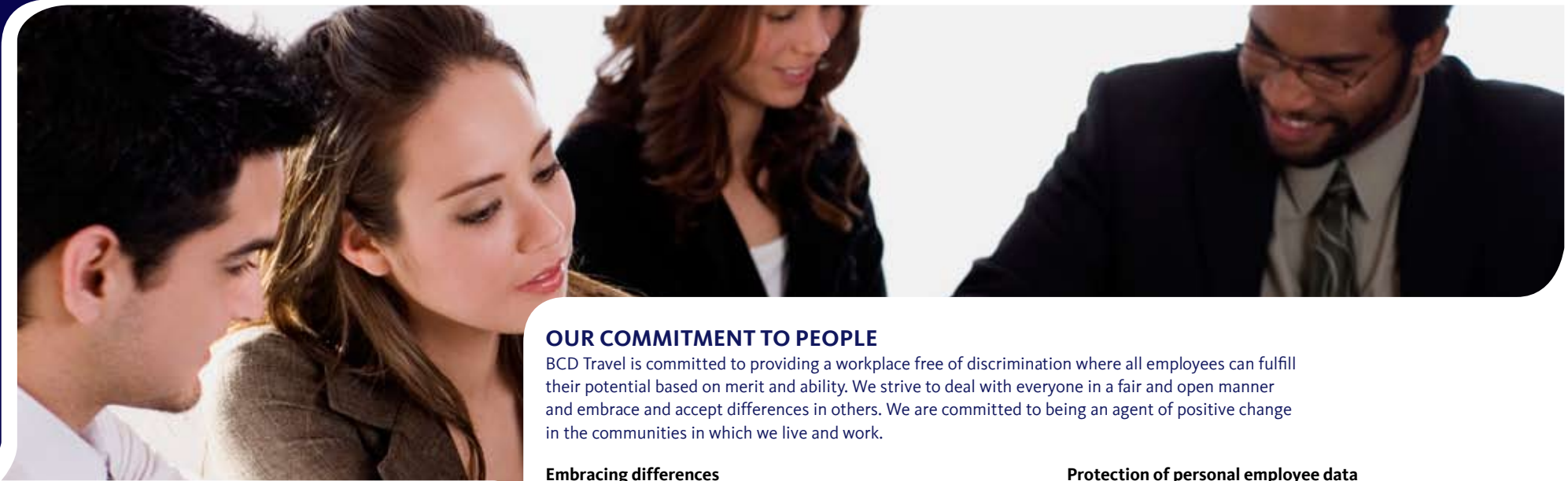
### Conflict of interest/outside activities

No employee shall hold any interest, financial or otherwise, or be actively involved in, any activity, business or organization where such would constitute a conflict of interest with BCD Travel.

### Insider information

Information learned during the course of employment must never be utilized for personal gain nor shared with any person (family or otherwise) not employed by BCD Travel.

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*The best people want to do work that contributes to society with a company whose values they share, where their actions count and their views matter*

**Jeroen van der Veer,**  
Committee of Managing Directors (Shell)

**OUR COMMITMENT TO PEOPLE**

BCD Travel is committed to providing a workplace free of discrimination where all employees can fulfill their potential based on merit and ability. We strive to deal with everyone in a fair and open manner and embrace and accept differences in others. We are committed to being an agent of positive change in the communities in which we live and work.

**Embracing differences**

BCD Travel values the unique background of each of its employees. BCD Travel will not discriminate (or tolerate discrimination by its employees) against any applicant or employee based on age, gender, race, color, religion, national origin, ancestry, sexual orientation, disability, marital status, veteran status and sex (including pregnancy, childbirth, and other specific conditions) or any other characteristic protected by law.

**Harassment**

BCD Travel prohibits sexual harassment and harassment because of race, color, national origin, ancestry, religion, creed, sexual orientation, physical or mental disability, marital status, medical condition, veteran status, age or any other characteristic protected by law.

**Substance-free workplace**

BCD Travel's goal is to establish and maintain a drug-free workplace and to ensure that company employees perform their duties unimpaired by the effects of drugs or alcohol.

**Violence-free workplace**

Acts or threats of physical violence, including intimidation, harassment or coercion, that occur in the workplace or in the conduct of company business off company property, will not be tolerated.

**Protection of personal employee data**

BCD Travel will protect the confidentiality of all personal information in employee records. We will refuse to release personal information to outside sources without an employee's written approval, unless legally required to do so.

**Compensation and benefits**

BCD Travel is committed to providing benefit and compensation programs that are competitive and appropriate for the markets in which we compete.

**Flexible workplace**

BCD Travel is committed to creating a flexible workplace that serves the requirements of both the company and the individual.

**Open communication**

BCD Travel considers open and honest communication to be a vital part of a positive work environment. We encourage employees to bring forth their ideas, suggestions, questions and concerns.

**Employee development**

BCD Travel strives to provide employees with the opportunities and resources needed to enhance their competencies and performance so they may better support the company and achieve individual success.

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*Not long ago the concerns of ecologists were as irrelevant to business planners as those of ethicists are today. 'Green' has gone from being a disparagement to becoming a badge that no smart company would risk being without*

**John Dalla Costa,**  
Ethical Imperative

## **OUR COMMITMENT TO THE ENVIRONMENT**

BCD Travel is committed to protecting the environment and the health and safety of our employees. We are conscious of our responsibility to conserve resources and continuously look for ways to more efficiently use resources to reduce the environmental burden of waste generation and emissions to the air, water, and land.

### **Programs and practices**

BCD Travel establishes policies, programs and practices for conducting our business in a safe, environmentally sound manner in accordance with relevant legislation and regulations.

### **Planning and facilities**

We integrate and incorporate environmental considerations into our planning and facilities processes.

### **Operations**

BCD Travel conducts operations in a manner that is committed to recycling, conservation of resources, prevention of pollution and promotion of environmental responsibility.

### **Promotion of sound practices**

We are committed to providing products and services that promote environmentally sound travel practices, minimize waste creation and reduce harmful emissions to the air, water and land.

### **Working with suppliers**

BCD Travel strives to inform suppliers and other industry business partners of our environmental principles and encourage the adoption of practices aligned with these principles.

### **Formal reviews**

We periodically conduct formal reviews of our activities to assure compliance with environmental regulations and internal practices.

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*“It takes 20 years to build a reputation and five minutes to ruin it.”*  
**Warren Buffett**

**OUR COMMITMENT TO PRIVACY AND DATA PROTECTION**

Unauthorized disclosure of sensitive information can result in BCD Travel and our customers failing to comply with industry best practices, compliance or legislative requirements. These events impact customer retention and result in financial or reputation damage. BCD Travel takes great care and responsibility with customer data and information systems.

**Computer protection**

BCD Travel computers will be protected using appropriate information security policies, procedures and technologies.

**BCD Travel information**

All information traveling over BCD Travel computer networks will be treated as though it is a BCD Travel corporate asset. BCD Travel prohibits unauthorized access, disclosure, duplication, modification, diversion, destruction, loss, misuse or theft of this information.

**Third party information**

It is the policy of BCD Travel to protect information belonging to third parties which has been entrusted to BCD Travel, in a manner consistent with its sensitivity as well as in accordance with all applicable agreements.

**Compliance requirements and audits**

Compliance requirements are defined by monitoring industry, international standard, legislative and client expectations. Audits (including ISO 9001, Payment Card Industry Data Protection Standard (PCI) and Safe Harbor) are performed regularly to verify compliance with best practices, industry regulations and legal obligations.

**Acceptable use protocol**

Security measures are employed regardless of the media on which information is stored (paper, overhead transparency, computer bits, etc.); systems which process it (personal computers, voicemail systems, etc.); or methods by which it is moved (electronic mail, face-to-face conversation, etc.). Information is also protected in a manner consistent with its classification.