

MINIMUM STANDARDS 2017



Sustainable Transport Services and Operations

Minimum standards for evaluating and providing sustainable transport services for meetings, events, trade shows, and conferences (events). This standard applies - but is not limited to, the transportation of participants to/from conference related events; transporting participants between conference facilities and hotels; and transportation of materials.



Minimum Standards 2017

SUSTAINABLE TRANSPORT SERVICES AND OPERATIONS

Overview:

This standard has been compiled from the EGF Standard for Sustainable Events specifically for transport companies and service providers associated with greener or more sustainable events, conferences and exhibitions. These should be read in conjunction with the full standard to ensure that all aspects of transport associated with the event meet the standard.

Interpretations

For the purpose of this standard, the following interpretations apply:

“alternative fuel”	fuel that is substantially non-petroleum based conventional liquids which provide substantial energy security and environmental benefits. This can include: pure methanol, ethanol, blends of more than 68% alcohols with petroleum, natural or liquid gas, propane, hydrogen, sustainable electricity and bio-fuels.
“demonstrate”	to provide verifiable evidence of compliance
“hazardous material”	any materials or combination of materials that due to their composition, composition or quantity pose an unreasonable risk to humans or the natural environment or both
“hybrid vehicle”	vehicles that use a mixture of more than one energy source
“late model vehicles”	vehicles that are more than eight years old
“no-idling zones”	an area that has been designated and identified as one in which a vehicle may not idle for more than a specified period per hour
‘primary service provider’	the service provider directly contracted by the organiser or client.
‘published’	a process by which a policy, document or statement is made public
“renewable energy”	energy obtained from renewable or perpetual resources including wind, solar, geothermal, tidal, biomass and hydroelectric sources
“renewable materials”	substances derived from a living tree, plant, animal or ecosystem that has the ability to regenerate itself
“secondary service provider” “service provider”	any service appointed by a primary service provider to provide services on his/her behalf the purveyor, provider, vendor or contractor providing facilities, services or products or any combination thereof.
‘RFP’	Request for Proposal – an invitation for suppliers, often through a bidding process, to submit a proposal on a specific product or service
“transportation”	the movement of people or goods
‘transportation company’	includes bus, charter, limousine, airlines, freight forwarders, taxi, van pool, boat, rail and ground operators, and car rental agencies.

Minimum Standards for Sustainable Transport Services

The following standards are considered the minimum necessary to regard transport associated with an event as sustainable (Green). In all instances, service providers should strive to exceed this standard.

I. Sustainable Operations and Management

a) The Organiser shall:

- i. document a policy that includes definition of the event sustainability expectations, responsibilities and objectives;
- ii. the Policy shall have a no-idling clause that controls and minimises unnecessary emissions and pollution associated with idling vehicles;
- iii. ensure that all appropriate personnel are made aware of, and can communicate effectively, about the environmental objectives of the event;
- iv. distribute a written copy of the sustainability policy and objectives, and provide the Service Provider with such information;
- v. include a clause in the Event RFP that:
 - a. requires the Service Provider to meet a minimum prescribed waste management practice and environmental performance;
 - b. requires the Service Provider to meet a minimum prescribed energy management practice and environmental performance;
 - c. requires the Service Provider to meet a minimum prescribed air quality management practices and environmental performance;
 - d. requires the Service Provider to meet a minimum of responsible procurement practice and environmental performance.

b) The Service Provider shall:

- i. comply with and ensure that all drivers and personnel are reminded verbally and non-verbally of the event sustainability Policy on an ongoing basis;
- ii. ensure that daily passenger numbers, distances and/or fuel consumption data for the duration of the engagement is provided to the Organiser;
- iii. clearly identify, demarcate and manage measures taken to comply with the no-idling Policy;
- iv. ensure that all passengers are made aware of the transport-related environmental performance objectives and actions being implemented.

c) The Service Provider shall indicate to the Organiser during submissions or RFP's:

- i. the degree to which alternate fuel fleets are available for the event;
- ii. the availability of low-emission vehicles for the event;

II. Social and Cultural Criteria

a) The Service Provider shall indicate to their commitment to:

- i. social community initiatives undertaken and
- ii. contributions to or support for local sustainable community initiatives.

III. Economic Criteria

a) The service provider shall;

- i. demonstrate a commitment to a minimum of 70% use of local services related to the event;
- ii. demonstrate a commitment to the use of local community members for staffing and other services;
- iii. demonstrate a commitment to meeting or exceeding the applicable sectoral minimum wage for employees and casual staff.

VI. Environmental Criteria

a) The Service Provider shall:

- i. implement and manage activities in accordance with documented environmental policies;
- ii. provide evidence of the sustainable disposal of all waste materials associated with the vehicle fleet;
- iii. provide documentation to support any environmental claims it may make regarding its fleet or operational activities;
- iv. provide evidence of water-saving initiatives and results associated with the cleaning of the fleet;
- v. provide a strategy for the incorporation of alternate energy sources for the fleet over a five-year period.

- b) The Service Provider shall provide evidence of its commitment to sustainable business practice including:
 - i. certification or recognition by an independent, 3rd-party sustainability certification system;
 - ii. publishing an appropriate environmental sustainability policy, available for stakeholder review;
 - iii. appointing a designated member of staff responsible for the implementation of sustainability initiatives in the company or organisation;
 - iv. communicating the Organisers written environmental objectives and performance criteria related to their staff;
 - v. providing the Organiser with information on how it intends to meet the event environmental performance objectives;
 - vi. establishing a baseline odometer reading per vehicle prior to each event and another reading post-event for verification purposes.

Interpretation Guide to the Standard

Implementing the Standard is in many instances a simple, organisational process, but the following interpretations of the Standards will assist in this regard. In all instances, these are for illustrative purposes and should not be regarded as the definitive practice.

I. Sustainable Operations and Management

- a) A no-idling Policy is a statement of commitment by the Organiser to avoid, limit and manage emissions from vehicles servicing the event. This can include supplier and contractor vehicles, passenger vehicles, organized delegate or public transport and other transport systems. It will specify in which areas or locations no-idling is permitted (enclosed areas; areas with direct access to venues or other restricted spaces) and areas in which limited idling may be permitted (loading bays and delivery areas).
- b) Service Providers are expected to make this Policy known to their personnel (drivers and other staff) and to ensure that they adhere to the requirements or specifications of the Policy. This will include monitoring upload and delivery areas, and ensuring that delivery vehicles, passenger coaches and guest transport do not idle unnecessarily in restricted areas.
- c) In order to determine the degree to which transport-related impacts have on an event, information on passenger numbers; distances travelled and fuel consumption are important. This data is used to calculate the emission impacts and to determine per delegate or visitor impacts in an effort to provide guidance and assistance in reducing these impacts in future events.
- d) No-idling areas must be clearly identified with signage and notices. These can be written instructions (No-Idling Area) or pictorial depending on the event itself. They must be visible to all drivers entering such areas.
- e) Drivers and Service Provider Personnel should ensure that their passengers are made aware of measures that have been taken to reduce the transport-related impacts of the event. This could be done verbally or by means of signage and notices (on-board or external).
- b) When submitting an RFP/RFQ, the Service Provider should make known the extent to which it is in a position to offer low-emission vehicles (Euro4 or less) or alternate fuel vehicles that it can provide the Organisers.

2. Social and Cultural Criteria

While an event can have considerable positive spin-offs for local communities in respect of job-creation; local procurement and financial beneficiation, they also have the potential to attract, promote or encourage negative social and cultural practices – often unwittingly. Some examples of negative impacts include the use of child labour; prostitution and ‘sex’ tourism; increased use of limited natural resources (water/energy); creation and disposal of waste; increased traffic; increased emissions and pollution; and ignorance of local customs and traditions.

Sustainable events are measured and evaluated on its associated with these social and cultural impacts (and others). Sustainable/Responsible/Green events consider and mitigate the degree to which they contribute to the social upliftment or development of local communities; the degree to which Organisers have limited, avoided or mitigated negative social or cultural

impacts associated with their event or the degree to which the Organisers have ensured local communities benefit in-kind from the event itself.

As a Service Provider, what you do and how you interact or contribute to the development of the local community is an integral part of the overall status of the event. So, if you are a local company, provide information on measures that you take to involve yourself in local community initiatives and causes (school feeding schemes; old-age homes and support; health services and contributions; etc). If you are not a local company, consider and explain how you would contribute to local initiatives in the area of the event. This could include donations to local charities and self-help initiatives or any other social or community project. Where contributions are made, quantify these.

3. Economic Criteria

The economic benefits of events are well-known, and sustainable events are those that ensure all role-players associated with the event contribute to the local economy (local to the event itself). You are required to indicate to the Organisers your commitment to using at least 70% of local services when providing your service. In transport, this could include making use of local garages and fuel depots; local community members to clean vehicles. Wherever possible, sub-contracting local service providers for the event is highly recommended.

A further consideration is ensuring that you meet (or exceed) the minimum sectorial minimum wage wherever your personnel are resident. For example, if you make use of a sub-contractor for guest shuttles, it is your responsibility to ensure that the sub-contractor you select pays their staff in accordance with the prescribed minimum wage as part of your due-diligence process before their appointment.

4. Environmental Criteria

Sustainable events cannot take place without the involvement and contribution of sustainable or environmentally responsible service providers. These standards are designed to ensure that companies associated with the event are equipped and structured to minimise and manage their impacts on the natural environment.

In this regard, you should have the following in place to meet the requirements of this standard:

- a. Documented (formalised and printed/published) standards relating to the company's commitment to reducing or avoiding environmentally irresponsible practices related to at least water, energy, air quality, waste management, pollution and responsible procurement. Each Policy should address and explain measures that are being taken to minimise impacts and avoid environmentally sensitive impacts during normal operational activities. These Policies must be available for review or consideration by interested or affected parties in terms of the Access to Information Act.
- b. Evidence of the sustainable management and disposal of all waste materials associated with the vehicle fleet must be made available on request. Keep records of the nature and amount of waste being created as a result of the event and make this available. For example, if you operate a passenger service, how much litter has been collected from the vehicles after they have transported guests, and what has been done with it (separated and recycled);
- c. Where any environmental claims have been made by your company ('we are committed to a 'green environment' or any other ambiguous or potentially misleading claim), these must be supported by evidence to support such claim. Unfortunately, the use of 'Green' has become widespread in marketing circles, and unless a company can back such terminology up with evidence of compliance or efforts, it constitutes 'greenwashing' and undermines the validity of the business itself. This requirement has been developed to avoid such practices from taking place.
- d. Your company must provide evidence that it is aware of – and actively working at minimising water consumption and waste associated with the cleaning of its vehicles. Provide details of the measures that are being taken and if necessary, details of where vehicles are sent for cleaning if this is an outsourced activity. It is important to remember that even if you use an outsourced service for this purpose, if they waste water in the cleaning of vehicles, that responsibility rests with your company.
- e. Sustainability is a journey – not the destination, and responsible transport companies should have a strategy to reduce their fleet's reliance on fossil fuel for energy. If your company has a plan to reduce dependency on fossil fuels through

the replacement of vehicles with more efficient alternatives (emission-reduced models; gas powered; battery vehicles) over the coming five years, make this information available to the organisers.

Becoming a responsible business should be the priority for any company. With rising costs associated with resources such as water, fuel, energy and even waste disposal, becoming more responsible has become a strategic differentiator in most companies today. Unfortunately, many companies still pay 'lip-service' to issues such as these, and simply assume that they are 'green' or responsible. To be considered sustainable, you will require the following:

- a. Certification or recognition of compliance to an internationally recognised standard of environmental performance such as ISO 14001 or ISO 2021 (or a national/local equivalent) by an independent body or certification company. It is important to understand that certification to international standards is a voluntary practice, but in order to be recognised as such, your activities and performance to these standards must be evaluated by an independent organisation to carry any credibility. Self-certification or claims is not accepted as meeting the EGF standard.
- b. A published (freely available and accessible) environmental sustainability policy that is appropriate and relevant to your business and its activities. The statement or Policy must recognise and identify the environmental impacts associated with its operations and make a commitment to minimise, avoid or manage such impacts.
- c. A designated member of staff that is responsible for the implementation of sustainability initiatives in the company or organisation. This person must be empowered with the necessary authority to ensure all personnel comply with the organisations' sustainability standard.
- d. A process by which the environmental objectives and performance of the business is communicated to your staff and associates. This could be through a notice-board, memo, training course, awareness posters and other internal communication systems. Proof of the process must be available, so if you are using an electronic system, ensure you have a printed copy for verification.
- e. Ensure that the Organiser of the event is provided with details on how and by what means your company will be striving to meet the sustainability objective so the event. This may include a providing with details around your fleet; consumption statistics; off-sets and any other measure that you may take to comply.
- f. Before the event, a baseline odometer reading for each of the vehicles being used must be recorded. This baseline would then need to be updated for each trip during the event - together with details on the number of passengers being transported (or goods being delivered). The end result should allow the Organiser to effectively calculate and incorporate your overall impacts and carbon footprint for the event.