

A greener travel programme

Company background

The Met Office has a long history of weather forecasting and has been working in the area of climate change for more than two decades.

The Met Office not only produces weather forecasts which help the UK make informed decisions about day-to-day activities, but also provides long range forecasts, extreme weather warnings, allowing mitigation of its impact and assisting other countries improve their ability to forecast weather and climate.

Employing more than 1,800 people globally the Met Office were looking for a travel management company (TMC) to offer responsible travel with the added ability to manage and arrange alternative travel solutions to ultimately help limit the impact on the environment.

The objectives

The Met Office allowed travellers to book travel via a TMC or directly with suppliers, the challenge with this approach was to ensure that all Co2 generated from travelling on company business was captured and reported within the business, and at the same time, additional cost for the Met Office was being generated in terms of staff time taken to search and book travel directly, together with the additional costs associated with reimbursing travel costs via employee expenses.

The Met Office appointed Capita Business Travel to help achieve the following objectives:

- Provide a responsible travel management programme
- Remove direct booking costs
- Provide the ability to capture and report on Co2
- Reduce overall cost of travel

The solution

We designed a bespoke Co2/GHG report to support their business goal of a % reduction in travel Co2 year on year. Not only does this report show both Co2 and GHG for all travel that has already taken place, but it also includes details on travel that has been booked, but is yet to take place. This allows each department within the Met Office to constantly see the total Co2/GHG for the whole of the financial year, ensuring they can better plan travel to meet their business goals.

Met Office have amended their policy to staff to ensure that all travel is now booked via Capita Business Travel, this ensures that we are able to report on all Co2/GHG emissions for all travel undertaken by Met Office staff, as historically any travel booking that was made directly with the supplier would mean that Co2/GHG emissions would not be captured/reported within the Met Office.

We have also held booker forums and provided documentation which is hosted both on our travel portal, and their intranet based on frequently used travel routes to encourage a modal shift from air and car to rail, while also providing examples of Co2/GHG savings that can be generated by utilising international rail rather than flights when travelling to Europe. These also show the cost reduction benefits and are based on true "end to end" journey times, to include travel to/from airports and time spent having to check in/clear security etc.

For 2012, we are also looking to encourage use of as many hotel properties that have a green tourism award onto the clients preferred hotel programme as possible, although it is currently not possible to provide clients with accurate data surrounding Co2/GHG emissions for each hotel used, by ensuring hotels have a green tourism award, the client can at least be aware that the properties they are using are working towards having a more beneficial carbon policy.

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“ Reductions of impacts and costs, associated with business travel could not have been achieved without the continued guidance and management support which has been provided by Capita Business Travel. ”

Neal Pearce, Environmental Advisor, Met Office

What the customer said

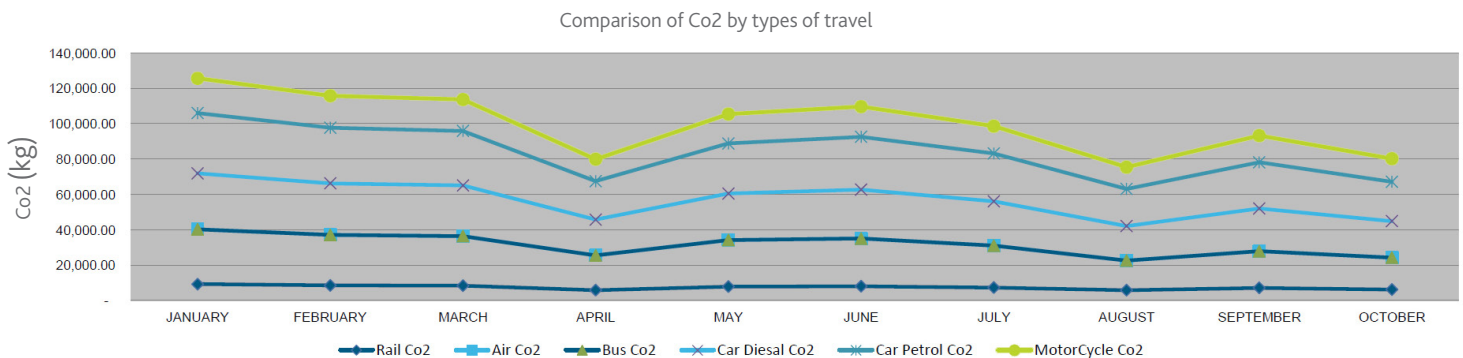
In my capacity as environmental advisor here at the Met Office, I have become heavily engaged with Capita regarding all aspects of Travel - as beyond energy consumption, travel plays as a significant aspect to our overall reported GHG emissions. Furthermore, ever increasing responsibilities and accountabilities of organisations to ensure the safety and wellbeing of their staff is maintained whilst undertaking business travel (as well as the continued requirement to minimise costs), all combine resulting in there being a genuine opportunity to benefit from fully engaging with a proactive travel service provider such as Capita.

During these engagements, I have found Capita to be proactive in providing management information which can assist in all aspects of identifying travel trends. For me, information is power and through our dealings, we have worked together to ensure that the MI reports being recieved now contain full management data on all aspects of travel, both costings and resultant emissions (e.g. both Co2 and GHG), from which savings can be made.

Overall, I have found Capita to be highly imaginative in their approach to management reporting, resulting in them providing full MI reports with analysis of trends included of which identifying highest users / savings made / lost opportunities are to name just a few. These reports were proposed and supplied without prompt, thereby readily demonstrating a proactive approach to client engagement from which it was possible to identify potential lower emitting and cost effective alternative travel options.

Reporting aside, I also have found them to be receptive to client requests for changes to processes (e.g. whilst we altered flight approval requirements), and they have always demonstrated professionalism and competency when responding to queries.

In conclusion, I genuinely believe that the reductions (of impacts and costs) , associated with business travel undertaken by the Met Office, could not have been achieved without the continued guidance and management support which has been provided by Capita.



Want to know more?

If you are interested in knowing more about this project or Capita Business Travel as a company then please contact us:

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