



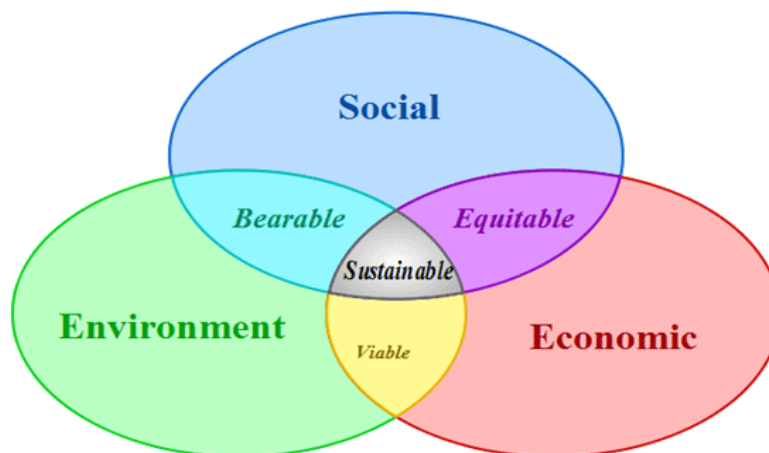
## TICO Corporate Social Responsibility Plan for 2015-2017

Welcome to the Travel Industry Council of Ontario (TICO) Corporate Social Responsibility (CSR) information page.

As part of the CSR initiative, CSR Committee has been elected, consisting of 9 members, all TICO employees. We are small, but very enthusiastic. At TICO, we believe that together we can make a difference.

At TICO, our goal is to integrate meaningful social, environmental and philanthropic considerations into our business practices and strategic direction and foster a culture of sustainability.

Information provided as part of this document introduces the programs and initiatives already in place at TICO as well as outlines our long term commitments.



## TICO's Corporate Social Responsibility Priorities:

### **Stakeholders:**

TICO's mission is to promote a fair and informed marketplace where consumers can be confident with their travel purchases.

### **Employees:**

TICO aims to provide a place where talented employees can thrive.

### **Environment:**

TICO is taking steps to reduce its environmental footprint.

### **Communities:**

TICO aims to contribute to the Ontario communities it services.



## Goals for 2015-2017

### **Stakeholders:**

TICO will continue to search for ways to encourage increased stakeholder engagement. This plan also recognizes that goals and social responsibility measures may not be directed at stakeholders, but may have a positive impact on them.



### **Employees:**

TICO seeks to engage employees and promote their continued learning. TICO will encourage volunteerism as a skill development for employees.

### **Environment:**

TICO will continue to focus on ways to educate the staff regarding sustainability and how we can incorporate this into our work environment and our daily lives.

### **Communities:**

TICO will continue contributing to local charities both financially and through our volunteer efforts.

We would also like to encourage stakeholder participation in the future fundraising campaigns.

TICO would like to expand its charity involvement to contributing to an charitable organization with the international reach.

# ACHIEVEMENTS

## INTERNAL INITIATIVES

### Office Supplies

- Replaced paper cups with coffee mugs and glasses;
- Discontinued use of bottled water;
- Introduced K-Cups recycling program;
- Encourage responsible use of office paper - use of double-sided printing, scrap paper, etc.



### Paperless Work Initiatives

- Reduced amount of TICO hard copy publications printed by switching to e-distribution to stakeholders (TICO Talk);
- Continuously updating website to provide all necessary information online;
- Working on e-commerce initiatives;
- Replaced hard copy pay stubs with electronic pay stubs;
- Replaced hard copy Consumer Satisfaction Survey with an on-line survey;
- Replaced hard copy of Board Member kits with an access to the web-portal for the Board Members.

## EXTERNAL INITIATIVES

### Communities – TICO Cares

- Employees of TICO raise funds annually in support of various humanitarian organizations, local charities and local families in need;
- TICO employees volunteered at the Mississauga Food Bank sorting and packaging food supplies. We are very proud to report that over the 2 hour shift, we sorted food for **3349 MEALS FOR OUR HUNGRY NEIGHBOURS**
- We have completed our Thanksgiving Food Drive, involving TICO staff and tenants of 2700 Matheson Ave West. All donations were given to the Mississauga Food Bank. TICO donated over 200 lb. of food to the Mississauga Food Bank;
- CSR Committee is in the process of organizing a Christmas Food Drive which for the benefit of the Mississauga Food Bank.

