

# Benchmarking Tools

Managed Travel Index<sup>®</sup>

Sustainability in Travel Self-Assessment Tool



Kjarsten Philipsen  
BCD Travel

February 15<sup>th</sup>, 2018



Before we get  
started





Los Angeles Business Travel Association

## Mark your calendars!

Wednesday June 13th

- Education Day, in partnership with BABTA and SDBTA
- Venue: brand new Banc of California LA Football Club stadium!
- Emerald sponsor:



- Luncheon & SFO flight sponsor: The logo for United Airlines, featuring the word 'UNITED' in a bold, blue, sans-serif font, followed by a blue globe icon, all within a white rectangular background.
- Many other sponsorship opportunities available including wifi, breakfast, cocktail reception, etc.
- Contact us now to participate!



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**STADIUM** Live Cams Safe Standing Renderings Premium Events Training Facility Fast Facts FAQ Groundbreaking Demolition

# BANC OF CALIFORNIA STADIUM



LIVE CAMS

# GBTA Professional Development

GLP Course – Enterprise Leadership | March 18-20 [Learn More](#)



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GBTA Home > **Professional Development**



## GBTA Professional Development

GBTA Professional Development is designed to power the careers of business travel professionals using education and certification to fuel recognition and advancement. Education and training makes individuals more knowledgeable and competitive in the marketplace. GBTA provides education for business travel professionals at every level of his/her career; whether you are new to business travel management or have decades of experience there is always a "next step" on the GBTA learning path.

We know how difficult it can be to attend meetings, conferences, and workshops due to limited financial resources, time, and family commitments. It's easy to miss the learning opportunities that help you stay current on the latest technologies, newly-passed regulations, and updated processes. GBTA has a solution to meet your needs with programs offered face-to-face and online. World-class education and certification in business travel management is attainable with GBTA delivered education.

[GBTA Home](#) > [Professional Development](#)

**LEARN MORE  
ABOUT OUR  
SUSTAINABILITY  
EFFORTS**

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# GBTA Professional Development Ladders Mentoring

## Ladders Mentoring

Combining the right talent, a fresh vision, and exclusive mentorship to help you develop your career and climb to the top.

**ABOUT**

**MISSION**

GBTA Ladders is a unique team mentor program that affords members an opportunity to not only expand their professional development within the travel and meetings industry, but to also gain true lifelong colleagues & friends. GBTA Ladders Program Mentors are highly accomplished executives with proven success in the travel business from both buyer and supplier organizations. These passionate industry leaders volunteer their time to guide talented members of the corporate travel community by helping them build connections, knowledge, and skills – helping shape the future of the business travel industry. Each year GBTA Ladders looks for the best and the brightest around the travel industry to join our ever growing family of GBTA Ladders Mentees. We strive to select professionals with the highest merits and qualifications; such as individuals in fast-track executive management or similar management programs within their companies.

GBTA Ladders is a group of managed travel's emerging industry leaders joining together for the dual purpose of:

- Mentorship, education and collaboration
- Leveraging our collective talents to help shape the next generation and the evolution of the industry

# GBTA Professional Development Ladders Mentoring

## Ladders Mentoring

Combining the right talent, a fresh vision, and exclusive mentorship to help you develop your career and climb to the top.

ABOUT

MISSION



The goal of GBTA Ladders program is to create an environment that facilitates the exchange of ideas and invigorates interest in the business of travel among the next generation of business travel professionals.

*"We set out to create an environment that facilitates the exchange of ideas and invigorates interest in the business of travel among the next generation of professionals, rather than just bringing a group of people together because of their age. Young business professionals need more than just networking, they need help balancing work, life and continuing education while they focus on improving their business skills, career goals and develop a vital network of colleagues,"*

- Committee Staff Delegate Caitlin Gomez.





## Program Composition

- Leadership Team
- Ladders Groups: 3-4 mentees and 1 mentor in each team



## How GBTA Ladders Works

- One topic chosen for the annual session
- Prior topics: Future Of Travel, Travel Impacts of Emerging Technology, Total Cost Of Travel.
- A subject matter expert will present to entire Group on conference call
- Teams will meet separately and prepare presentations
- Leadership will pick top 3 to present to the Group at GBTA Ladders Conference
- Winner (chosen by Group) will present at a GBTA Convention education session



## See Past Ladders Winning Presentations

[2016 Team Phillip >](#)

[2014 Team Bob Somers >](#)

[2014 Team Casto >](#)

[2013 Team Maguire >](#)

[2013 Team Jim Sisco >](#)

# Agenda

Overview

Deep Dive *MTI*<sup>®</sup>

Deep Dive *Sustainability Self-Assessment Tool*

Q&A

# Agenda

Overview

Deep Dive *MTI*<sup>®</sup>

Deep Dive *Sustainability Self-Assessment Tool*

Q&A

## Audience poll

### Show of hands:

How many suppliers have been asked by a buyer about sustainability (via RFP or otherwise)?

Buyers. Has sustainability worked its way into either your CSR and/or travel program over the years? Do you see that increasing or decreasing in the future?

# Aspirational / Like-Minded



# Sense of Community / Vested in Wellness

Your Daily Digest for BCD Travel - Message (HTML)

File Message

If there are problems with how this message is displayed, click here to view it in a web browser.


From: BCD Travel <noreply@ chatter.salesforce.com>  
To: Philipsen, Kjarsten (US)  
Cc:  
Subject: Your Daily Digest for BCD Travel

Sent: Wed 9/20/2017 9:31 PM

Hi Kjarsten, catch up on activity from the past day.


### My Groups


**BCD Group: BCD Travel Community**

 Shital Legoupil  
Edited Wednesday, September 20, 2017 5:58 AM

**Top 10 tips for incorporating fitness into your workday**  
Whether you're office based or virtual, how do you incorporate fitness into your workday? Tell us about what you do and any tips you ... [More](#)

[8 older comments](#)

 Melissa Poindexter  
Lots of tips for when you work virtually! I'm in the office and when I wait for the train to come, I walk up and down the train platform to get in extra steps. I stand up during calls that... [More](#)  
Wednesday, September 20, 2017 10:32 AM

 Karla Barrett  
Being virtual gives me some good options to incorporate fitness in my day. On those days where I can't get up and workout before starting work, I do try and do minor things while on non-active... [More](#)

# MTI<sup>®</sup> / Sustainability Self-Assessment tool

What is the point?

- Assists non-supplier travel professionals
- Module based set-up
- Identifies areas of strength and opportunity
- Provides real-world, strategic recommendations for improvement
- Determines overall status of your travel program
- Collects data for peer benchmarking

# MTI<sup>®</sup> / Sustainability Self- Assessment tool

What's changed?

- Updated, comprehensive content
- Global in scope
- Customized recommendations
- Evergreen utility
- Brand new: Peer benchmarking
- MTI<sup>®</sup> only: Available in four languages (English, French, German, and Spanish)



# Who created the tools?



# Who created the tools?

## **MTI® Task force**

Marc Zuber – Nestle

Mauro Ruggiero – MISYS

Gary Polito – GCP Applied Technologies

Pat Plaster – Providence Health & Services

Normal Rohrbach – Areka Consulting

Toni Bonnette-Verdi – Best Western

Evan Koppel – United Airlines

Jeroen Hurkmans – Advito

Ike Ihenacho – Mondelez Business Services

## **Sustainability Tool – Task Force**

Angela Spence – Hertz

Bernard Harrop – GBTA

Deanna Seiffert - Portman

Denise Naguib – Marriott International

Gina Munoz – BCD

Horst Bayer – Independent Consultant

Jorge Gomez – Mondelez

Lindsay Wilkinson – IHG

Marco Alvarez – Wyndham Worldwide

Minna Torppa – Ministry of Defense Finland

Sabine Kerse - BCD

Viola Vorstoffel - SAP

# Where can you find the tools?

The image shows a screenshot of the GBTA (Global Business Travel Association) website. At the top left is the GBTA logo with the text "GLOBAL BUSINESS TRAVEL ASSOCIATION". To the right is a search bar with a "Search" button. Below the logo is a navigation menu with the following items: About, Membership, Convention, Events, Resources, GBTA Hub, Foundation, Education, On Demand, Sponsor, Advocacy, and GBTA Region. A dropdown menu is open under "Resources", listing: Resource Library, Video/GBTA TV, GBTA Travel Research Tools (circled in blue), Webinars, and Career Center. On the left side, there is a "FIND GBTA IN YOUR REGION" button and a "Benefits of Membership" section with a list of benefits: Peer Networking, Practical Education, Leading Events, Research & Insight, and Industry Advocacy. On the right side, there is a "CORPORATE MEETINGS PROGRAM AND DESIGN" section and an "ON DEMAND" button. At the bottom, there are three small sections: "Informed by Providing Duty", "Annual Global Report & Conference in New Delhi", and "ON DEMAND".

# Business Travel Benchmarking Tools

GBTA members have access to multiple benchmarking tools. These tools evaluate how your managed travel program, in various areas, matches up to industry best practices. Compare airfare, hotel rates and more to see how strong your program is performing and identify areas of improvements.



## Sustainability Self-Assessment Tool

The tool was designed to allow organizations to effectively measure themselves across different categories in order to identify strengths and gaps within their program towards sustainability.

In partnership with



[Get Started](#)  



## Travel Tech Maturity Index

The index assists organizations in evaluating their use of travel-related technology against a set of best-practice standards, and to provide feedback by making better use of technology.

[Get Started](#)



## TRM3™ Self-Assessment

The Travel Risk Management Maturity Model™ will determine which risk maturity level best describes your organization's program and where to focus to move the program to the next level.

Sponsored by



[Get Started](#)  



### **Managed Travel Index®**

The Managed Travel Index® is a tool designed to help identify areas of opportunity within your travel program. Each section is comprised of a battery of questions that will determine the strength of your travel program.

In partnership with



[Get Started](#)  



### **Strategic Meetings Management Maturity Index**

The index provides the method to quantify the developmental progress of your Strategic Meetings Management (SMM) Program across 13 distinct categories and recommendations to further develop it.

[Get Started](#)



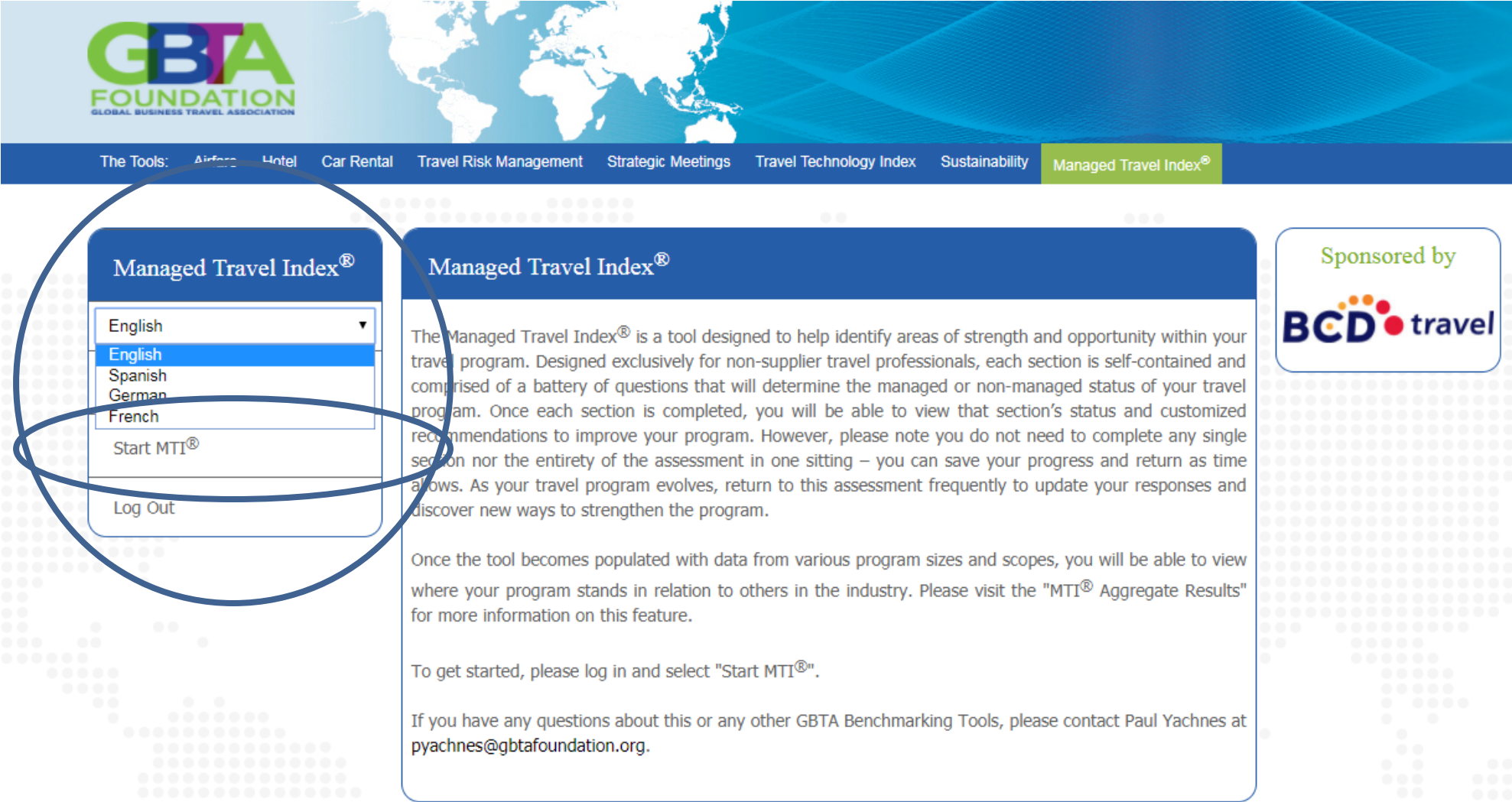
### **Benchmarking Tools and Toolkits**

GBTA members have access to numerous benchmarking tools and industry toolkits that assist travel buyers in comparing their travel program to industry best practices as well as provide insight into building a better program.

[View More](#)  

# Managed Travel Index<sup>®</sup>

# Get started



The screenshot shows the GBTA Foundation website with a navigation bar containing: The Tools: Airfare, Hotel, Car Rental, Travel Risk Management, Strategic Meetings, Travel Technology Index, Sustainability, and Managed Travel Index®. The Managed Travel Index® page features a language selection dropdown menu with options: English (selected), English, Spanish, German, French, Start MTI®, and Log Out. The main content area includes the following text:

**Managed Travel Index®**

The Managed Travel Index® is a tool designed to help identify areas of strength and opportunity within your travel program. Designed exclusively for non-supplier travel professionals, each section is self-contained and comprised of a battery of questions that will determine the managed or non-managed status of your travel program. Once each section is completed, you will be able to view that section's status and customized recommendations to improve your program. However, please note you do not need to complete any single section nor the entirety of the assessment in one sitting – you can save your progress and return as time allows. As your travel program evolves, return to this assessment frequently to update your responses and discover new ways to strengthen the program.

Once the tool becomes populated with data from various program sizes and scopes, you will be able to view where your program stands in relation to others in the industry. Please visit the "MTI® Aggregate Results" for more information on this feature.

To get started, please log in and select "Start MTI®".

If you have any questions about this or any other GBTA Benchmarking Tools, please contact Paul Yachnes at [pyachnes@gbtafoundation.org](mailto:pyachnes@gbtafoundation.org).

Sponsored by **BCD travel**

# The company profile

Managed Travel Index®

English

MTI® Overview

Start MTI®

Log Out

Managed Travel Index®

Category	Status	% Complete		
Company profile**	Not Started	0 %	<b>Start</b>	
Duty of Care	Not Started	0 %	Start	
Policy	Not Started	0 %	Start	
Communication	Not Started	0 %	Start	
Expense	Not Started	0 %	Start	
Performance Management	Not Started	0 %	Start	
Sourcing	Not Started	0 %	Start	
Technology	Not Started	0 %	Start	

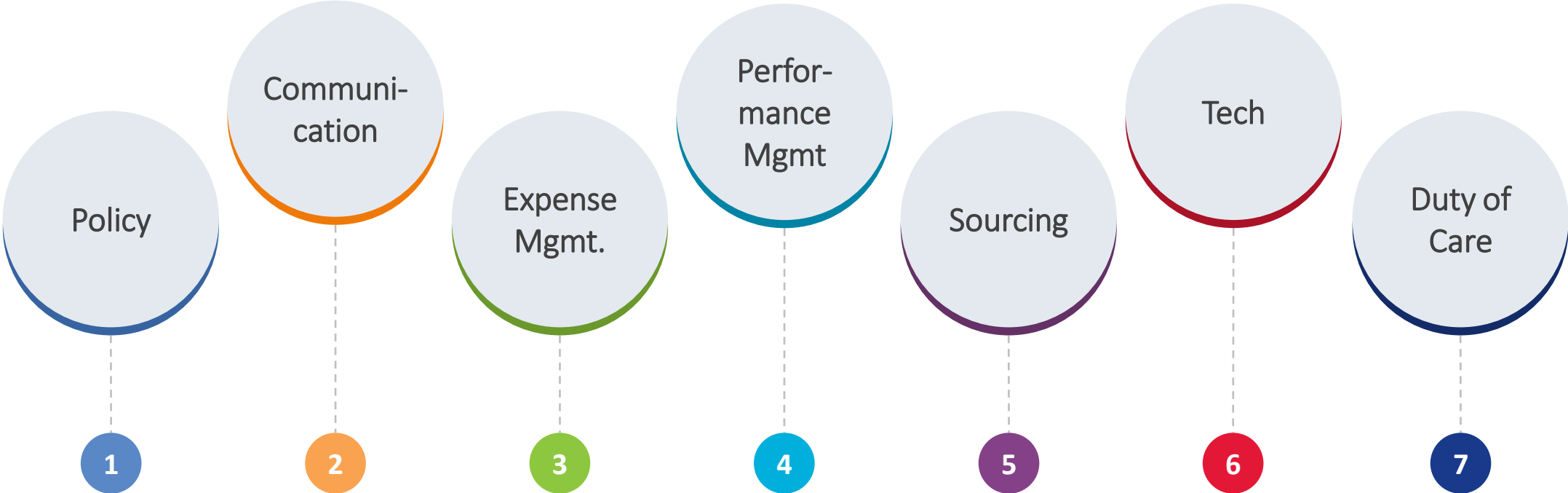
\*\* The Company Profile category must first be completed before the assessment can begin.



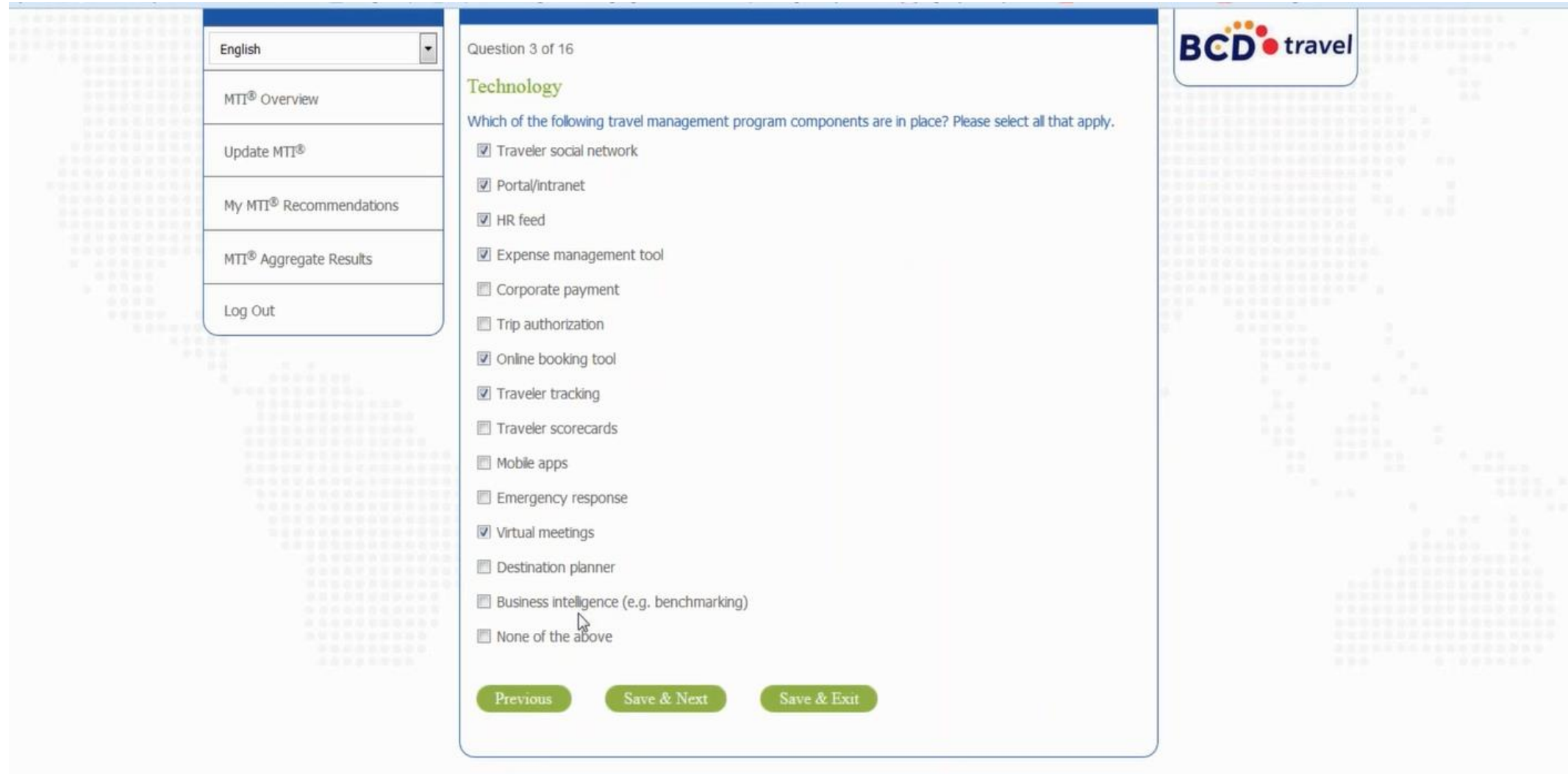


# Managed Travel Index<sup>®</sup>

What's measured



# Begin desired assessment



English

MTI® Overview

Update MTI®

My MTI® Recommendations

MTI® Aggregate Results

Log Out

Question 3 of 16

**Technology**

Which of the following travel management program components are in place? Please select all that apply.

- Traveler social network
- Portal/intranet
- HR feed
- Expense management tool
- Corporate payment
- Trip authorization
- Online booking tool
- Traveler tracking
- Traveler scorecards
- Mobile apps
- Emergency response
- Virtual meetings
- Destination planner
- Business intelligence (e.g. benchmarking)
- None of the above

Previous Save & Next Save & Exit

BCD travel

# Access your recommendations

The Tools: Airfare Hotel Car Rental **Managed Travel Index®** Travel Risk Management Strategic Meetings Travel Technology Index

### Managed Travel Index®

English

MTI® Overview

Update MTI®

My MTI® Recommendations

MTI® Aggregate Results

Log Out

### Managed Travel Index® – Recommendations


The recommendations offered are based on your responses to the assessment and designed to improve your travel program, regardless of its current status. As you modify your program and revisit the assessment to update your responses, the recommendations will change to reflect your progress and offer new considerations and insights.

Category :

- Company profile
- Duty of Care
- Policy
- Communication
- Expense
- Performance Management
- Sourcing
- Technology

Recomm	
To better	...s of opportunity to grow your sustainability program, take
GBT's S	...pl: XXX
Dependir	...using two or three TMCs may be the best practice. If your
program	...ng your TMCs.
Consolidating your program into one TMC is often the best practice. Of course, each program's needs are different and should be evaluated as such. Program needs should not be compromised to gain full consolidation, but the fewer number of TMCs one can secure to meet all organizational needs the better.	
No matter where the Travel Manager reports, creating a functional relationship with all organizational areas is important to a successful program since support is needed from many areas. To determine where the Travel Manager should sit, one should evaluate the objectives of the travel program. If the program is focused on the needs of the traveler, perhaps sitting under HR is best. If the program is focused on savings, sitting under procurement may be best. Assess the organization's culture and goals and align the Travel Manager's position accordingly.	
Globally managing a program's strategy and sourcing is certainly the best practice for a company with a global presence. However, local and regional alignment and buy-in must be secured in order to successfully execute on a global level.	
Regardless of your position within the company's leadership structure, ensure your travel program	

Sponsored by



# Access your recommendations

English

MTI® Overview

Update MTI®

My MTI® Recommendations

MTI® Aggregate Results

Log Out

The recommendations offered are based on your responses to the assessment and designed to improve your travel program, regardless of its current status. As you modify your program and revisit the assessment to update your responses, the recommendations will change to reflect your progress and offer new considerations and insights.

Category : Technology

**Recommendations**

**NOT MANAGED: Unfortunately, the Technology section of your program does not meet the minimum requirements to be considered managed by subject matter experts in the business travel industry. Consider exploring and implementing the recommendations below and return to this assessment to check your progress. Your recommendations will update as your program strengthens.**

Having highly standardized travel and expense technology across your entire company is the best practice. It allows for strong data reporting and creates opportunities for data consolidation.

Business intelligence is essential to measure your program against the marketplace and other companies of the same size or spend or those in the same industry. Understanding where your program falls among its peers helps identify areas of opportunity and weaknesses in need of improvement.

Destination planners can be helpful since individuals at the local level often are more familiar with a given place than the travelers or the travel manager. Having a resource with first-hand experience with venues, ground transportation options, etc. can go a long way to improve the planned travel experience.

Encouraging use of preferred mobile apps increase booking compliance rates; they also make booking and changing travel arrangements easier on the traveler, increasing satisfaction with business travel more generally.

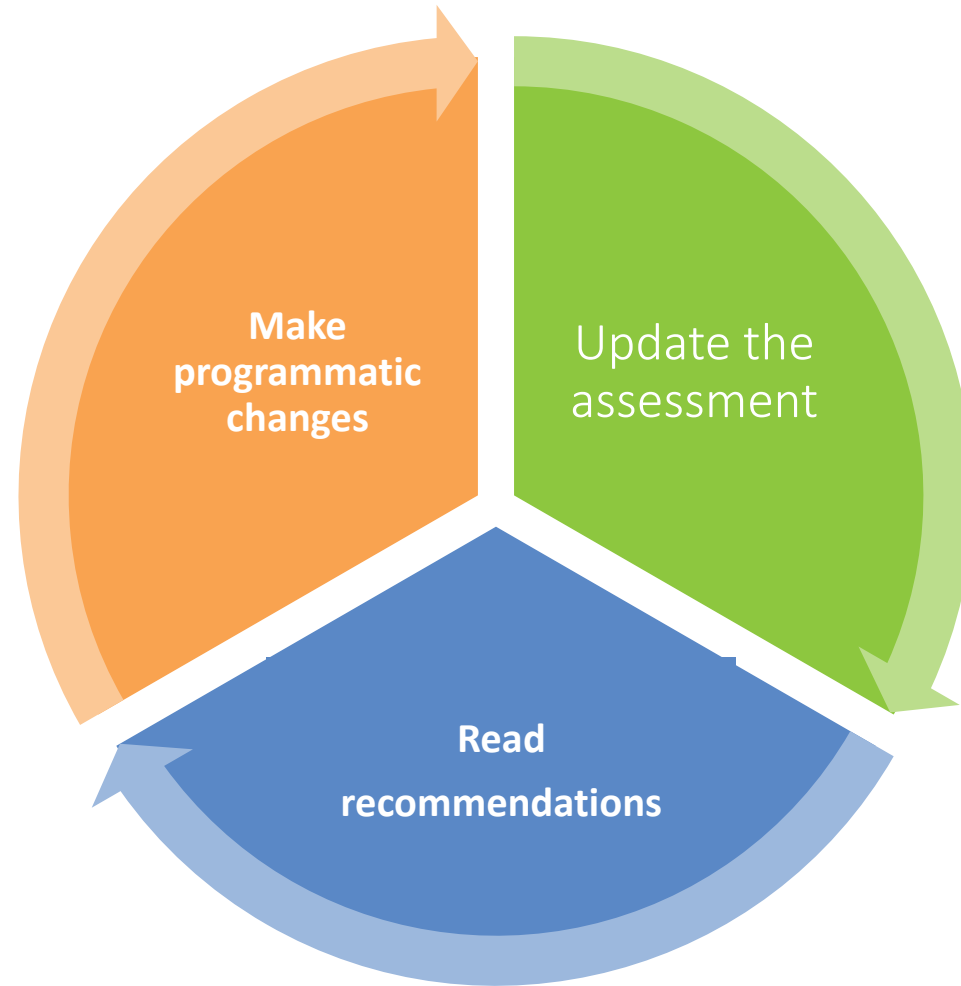
Including an emergency response component in your travel management program is essential to fulfill your duty of care obligations.

The details of a corporate payment process can vary at every company, but it's important to have a single process in place company-wide to track spend for better budgeting.

Traveler scorecards are a nice way for travelers to have a formalized channel to provide feedback on the vendors used by your company. If they repeatedly have negative travel experiences with a certain

BCD travel

# Repeat as desired



# BONUS: Compare with your peers

**GBTA**  
FOUNDATION  
GLOBAL BUSINESS TRAVEL ASSOCIATION

The Tools: Airfare Hotel Car Rental **Managed Travel Index®** Travel Risk Management Strategic Meetings Travel Technology Index

**Managed Travel Index®**

English

MTI® Overview

Update MTI®

My MTI® Recommendations

**MTI® Aggregate Results**

Log Out

**Aggregate Result**

Currently, this feature is inactive because there is not enough data in the tool to generate reliable aggregations. Once the tool is well-populated with responses, this feature will be activated and you can log in to see how your response compares to others. You will also be able to filter responses by program size, company scope, and number of active travelers to better understand where your program falls among your peers in the industry. Please encourage your colleagues to complete the assessment so this valuable feature can be made available.

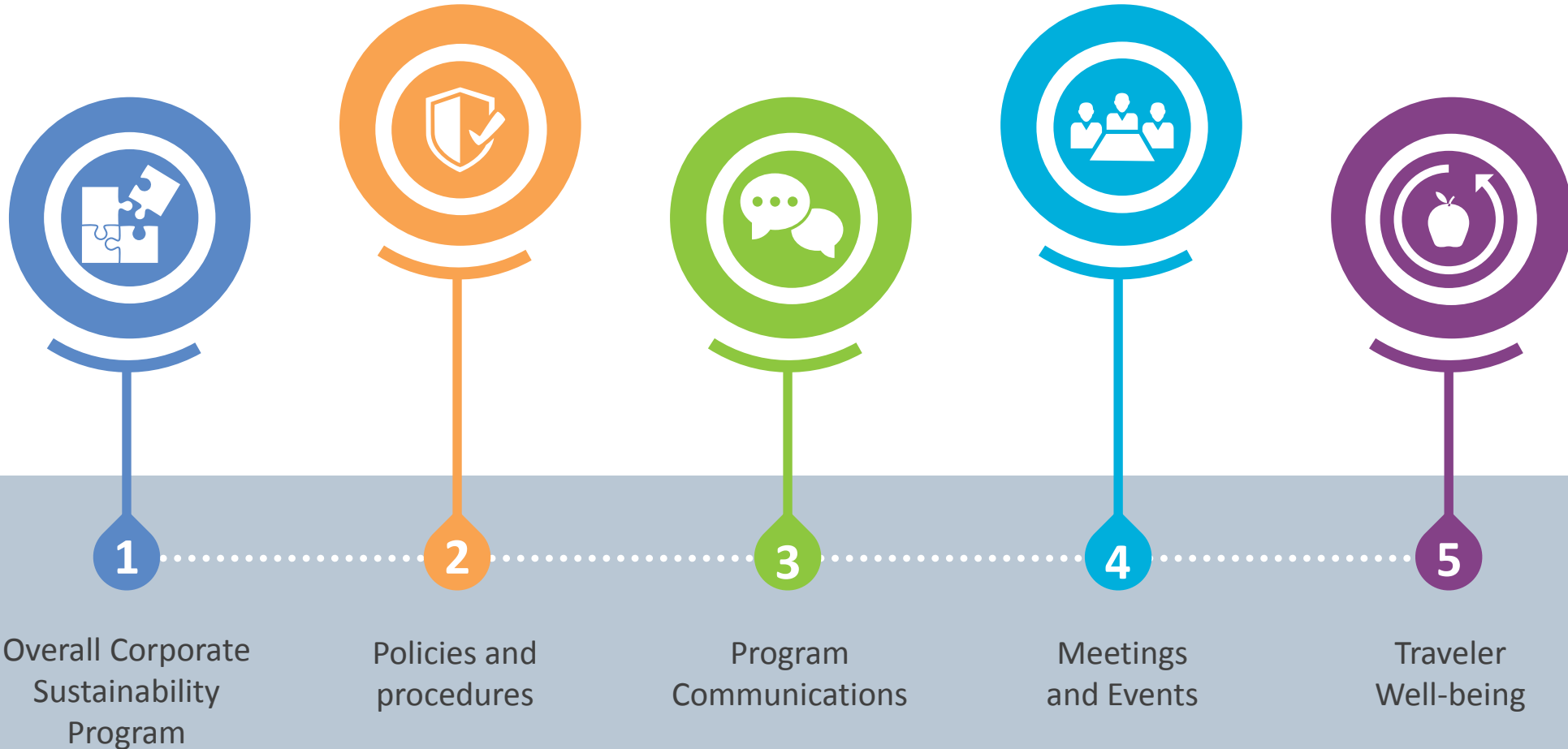
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**BCD** travel

Show Aggregate

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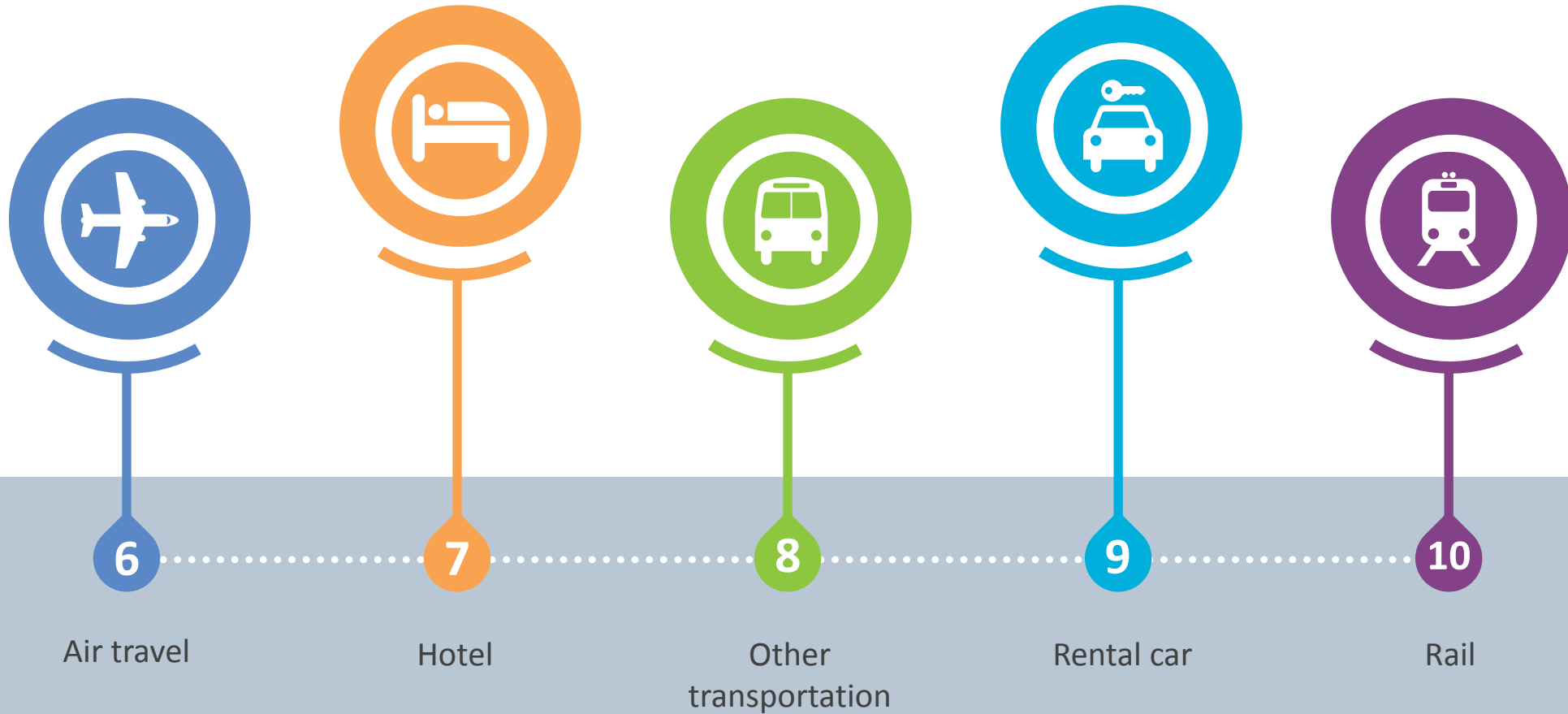
# Sustainability Self-Assessment tool

# 10 categories





# 10 categories



# The five maturity levels

Level 1: Initial

Level 2: Recognizing

Level 3: Shaping

Level 4: Managing

Level 5: Integrated

# The five maturity levels

**Level 4 – Managing**– This is such a great achievement that we hope that you are willing to share your insight with GBTA! Please contact us if you are willing to share your success story. Given the level of sophistication you have achieved already you know your stakeholders, can demonstrate the value of the program and manage the complexity of several dimensions – outside the price and service focus – even to the extent of influencing the demand for travel. The opportunities to improving the program are to bring in other areas of corporate mobility into the scope (e.g. commuter traffic) and treat responsible travel management less as a separate initiative but integrating it into "normal" travel management, i.e. into day-to-day activities and organizational planning: From budgeting ("How many trips do we really need to take in my department this year?"), via planning the trip ("Can we postpone the meeting in four weeks by two days so that I can combine it with my client visit I arranged there?"), to management reporting ("By how much have we reduced our carbon emissions in relation to our revenue and in absolute terms in the last quarter?").

# The five maturity levels

**Level 2 – Recognizing**– Based on your answers it seems that you are in the process of establishing responsible travel management in your organization – well done in creating the momentum! Some of the successes so far you might have been able to pull off yourself and some components might have been in place before. The further down in the process you are the more important for you it will be to collaborate and work with partners. These can come from various functions and business units but also 3rd parties (e.g. the travel agency, the fleet management provider, the video conferencing supplier or a neutral consultant). The next steps will require decisions on the options for actions you and the team will have compiled. Make sure that you have a good understanding around the "why?", "what?" and "who?" so that you can brief the project sponsor – he/she in return will help to open doors, provide resources and push the topic with top management from a strategic perspective. This is an exciting phase in your initiative.

# Get started

Sustainability Self-Assessment Tool
SSAT Overview
Update SSAT Assessment
SSAT - Levels
SSAT – Glossary and Resources
My SSAT Summary
My SSAT - Recommendations
Log Out

Sustainability Self-Assessment Tool – Categories			
Category	Status	% Complete	
Demographic**	Completed	100 %	<a href="#">Update</a>
Overall Corporate Sustainability Programme	Completed	100 %	<a href="#">Update</a>
Policies & Procedures	Completed	100 %	<a href="#">Update</a>
Programme Communications	Completed	100 %	<a href="#">Update</a>
Air Travel	Not Started	0 %	<a href="#">Start</a>
Hotel	Completed	100 %	<a href="#">Update</a>
Car Rental	Not Started	0 %	<a href="#">Start</a>
Rail	Not Started	0 %	<a href="#">Start</a>
Other Transportation	Completed	100 %	<a href="#">Update</a>
Meetings and Events	Not Started	0 %	<a href="#">Start</a>
Traveller Well-Being	Not Started	0 %	<a href="#">Start</a>

\*\* The Demographic category must first be completed before the assessment can begin.



# Glossary



## **Carbon Offsets**

- Carbon offsetting activities include anything that is undertaken to offset/compensate carbon emissions made elsewhere. This could include efforts to plant trees (which negates a quantifiable amount of carbon emissions), purchasing off-sets via a carbon market, or purchasing renewable energy credits (which financially support renewable energy projects such as wind farms, biomass, solar, etc). The ultimate goal is to undertake enough offsetting activities (by reducing the impact of the company and/or supporting the offsetting of carbon emissions) to counteract the carbon emissions made by the company.

## **(The) Climate Registry**

- Non-profit collaboration between North American states, provinces, territories, and Native Sovereign Nations to record and track the greenhouse gas emissions of businesses, municipalities and other organizations.

## **CSR**

- Corporate Social Responsibility – Refers to business practices involving initiatives that benefit society

## **Diversity & Inclusion**

- Diversity – the range of human differences, including but not limited to race, ethnicity, gender, gender identity, sexual orientation, age, social class, physical ability or attributes, religious or ethical values system, national origin, and political beliefs.
- Inclusion – Inclusion is state of being valued, respected and supported.

## **EMS**

# Resources

## Well-Being

- World Health Organisation definition of health as contained in its constitution:
  - "Health is a state of complete physical, mental and social well-being and not merely the absence of disease or infirmity."
- **Robertson Cooper** – the leading wellbeing specialists in Europe say:
  - We believe there is nothing more important than investing in the health and wellbeing of employees to create more good days at work. Healthier, happier people can do great things. It's simple - a business filled with happier people having good days at work is a better business.

Resource PDF

Glossary PDF

## Sustainability Travel Program – Resources

(Last Updated on October 26, 2016)

Find the Sustainability Self-Assessment Tool and other GBTA assessment and benchmarking tools here:  
<http://www.gbta.org/foundation/benchmarkingtool/Pages/default.aspx>

### Carbon Calculator

- <http://climatecare.org/calculator/>

### CDP

#### Hotel Carbon Measurement Initiative:

- <http://tourismpartnership.org/carbon-emissions/>

#### Hotel Water Measurement Initiative:

- <http://tourismpartnership.org/resources/>

### Meetings and Events

- Green Meeting Industry Council: <http://www.gmicglobal.org/>
- How to plan sustainable events: <http://www.sustainable.org/living/responsible-buying-a-consumption/473-how-to-plan-a-sustainable-event>
- <http://sustainability.tufts.edu/get-involved/green-guide/green-event-resources/>
- <http://www.smartmeetings.com/meeting-planning/11606/14-bright-green-ideas>

### Renewable Energy Certificates

- USA <https://www.epa.gov/greenpower/renewable-energy-certificates-recs>

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# Sample Summary

**Sustainability Self-Assessment Tool – Summary**

Each category in this Index is weighted according to its importance. Within each category, each question is also weighted according to its importance to that category. Your overall score is a result of the specific answers to each question in the Index based on the importance weights.

**Results Breakdown By Category**

Category	Level
Policies & Procedures	Managing-Level 4
Programme Communications	Shaping-Level 3
Air Travel	N/A
Hotel	Recognizing-Level 2
Car Rental	N/A
Rail	N/A
Other Transportation	Initial-Level 1
Meetings and Events	N/A
Traveller Well-Being	N/A
<b>Overall Assessment not complete</b>	

[Download](#) [Print Summary](#)

Based on answers, this participant scores a Level 4 for Policies & Procedures

Categories not started or completed in full will display an N/A

Overall assessment will not be scored until all categories are completed



# Sample Recommendations

## Sustainability Self-Assessment Tool – Recommendations

### Sustainability Self-Assessment Tool - Strategy to Achieve Mastery

These Recommendations are based on your results.

This section lists the improvements you should make, the category each improvement falls under, and the "level increase." This section shows detailed recommendations you will need to make in order to move your SSAT score to the next level.

Category : All Categories ▼

Rank	Category	Description
1	Overall Corporate Sustainability Programme Policies & Procedures	Work with suppliers on getting more accurate information on your car rental environmental footprint analysis that includes full calculations on car rental environmental footprint related to your car rental travel.
2	Car Rental (246)	Work with suppliers on getting more accurate information on your car rental environmental footprint analysis that includes full calculations on car rental environmental footprint related to your car rental travel.

# Sample Recommendations

Category :

Rank	Category	Top Recommendations
<p>You are currently at <b>Recognizing-Level 2</b> for the <b>Car Rental</b> category. In order to achieve the next level, you must implement some or all of the recommendations below. For a complete list of all recommendations for this category, please use the download button below.</p>		
1	Car Rental	<p>Best practices indicate that an organisation should include multiple aspects of sustainability in managing car rental programmes and suppliers. Your organisation already has some elements in place, but should work on additional elements. This includes offering hybrid, electric and compressed natural gas cars, cars with higher miles/km per gallon/litre, cars with lower carbon emissions, cars with green leaf icons and encouraging employees/suppliers to no accept/offer upgrades into less fuel efficient vehicles.</p>
2	Car Rental	<p>Best practice includes not only communicating the car rental sustainability programme via soft approaches, but also enforcing compliance. Consider working with relevant internal stakeholders to develop ways to enforce the use of the car rental sustainability programme. This may include warnings/penalties in your travel management tools (expense tool and/or booking tool) when policy is violated, etc.</p>
3	Car Rental	<p>You should find out if your organisation measures it's environmental footprint from car rental travel. Consider reaching out to the team responsible for sustainability and/or corporate responsibility initiatives to find out. Once you find out, please come back to the assessment and update your responses to obtain further recommendations.</p>

# MTI<sup>®</sup> / Sustainability Self-Assessment tool

## Wrap-Up

- Review the overview to know what each of the categories comprises
- You might have to reach out to others in your organization to complete some of the sections
- You do the assessment at your own pace and guided by your program's needs.
- Update the assessment when major changes or initiatives have been implemented in order to reevaluate your results
- You'll need your GBTA HUB credentials to log in.
- You can find the tool here:  
<http://www.gbta.org/foundation/benchmarkingtool/Pages/Default.aspx>

These tools can help you to put things into perspective and helps you create a robust strategy to achieve your goals.

Jorge Gomez  
Travel Manager



A city skyline at sunset with a large circular graphic in the center containing the text "Questions?". The background shows a city with many skyscrapers and a body of water in the foreground. The sky is filled with golden light and clouds. A person is visible on a walkway in the foreground.

Questions?



Los Angeles Business Travel Association

## Mark your calendars!

Wednesday June 13th

- Education Day, in partnership with BABTA and SDBTA
- Venue: brand new Banc of California LA Football Club soccer stadium!
- Emerald sponsor:



- Luncheon & SFO flight sponsor: The logo for United Airlines, featuring the word 'UNITED' in a bold, blue, sans-serif font, followed by a blue globe icon, all within a white rectangular box.
- Many other sponsorship opportunities available including wifi, breakfast, cocktail reception, etc.
- Contact us now to participate!