



# GBTA Sustainability Acceleration Challenge

Maturity Assessment Questionnaire

In collaboration with  **accenture**

# Survey Questions | GBTA Acceleration Challenge

No.	COMPANY DETAILS (These are introductory questions and will not be assessed on a maturity scale)	OPTIONS	
1	Which industry segment does your organization belong to? <i>(single-choice question)</i>	1. Transportation and travel services 2. Consulting and professional services 3. Finance, banking and insurance 4. Pharmaceuticals, Healthcare Biotechnology and Life Sciences 5. Manufacturing, equipment /Parts, Building	6. Retail & Consumer Goods, Food and Beverage 7. Technology, Telecom, Media 8. Public agencies 9. Energy (Utility, Production, Trading, etc.) 10. Other
1.1	What sub-industry within transportation and travel services does your company belong to? <i>(follow-up question to option 1 in Q1)</i>	1. Airline 2. Accommodation 3. Ground transportation, rail 4. Technology/Booking Platform 5. Travel Management Company (TMC)	
2	Are you a GBTA member?	1. Yes 2. No	
3	What is the name of your company?	<i>(Text Entry)</i>	
4	What is the total number of employees in the company? <i>(single-choice question)</i>	1. Less than 250 2. 250-1,000 3. 1001-10,000 4. 10,001-50,000 5. 50,001-100,000 6. More than 100,000	
5	What is your email address? (Your maturity assessment report will be sent to this email address.)	<i>(Text Entry)</i>	
6	What is your role within your company? <i>(single-choice question)</i>	1. Executive Leadership 2. Sustainability Officer/Lead 3. Travel Manager/Buyer 4. Other (e.g. HR, non-travel function)	

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No.	INTRODUCTORY QUESTIONS (These are introductory questions and will not be assessed on a maturity scale)	OPTIONS	
7	For which travel program are your answers representative of? (Select regional level if you are answering at a global level) (single-choice question)	<ol style="list-style-type: none"> <li>1. Regional Level</li> <li>2. Country Level</li> </ol>	
7.1	Which geographic region does your company operate in? (Follow-up question to option 1 in Q7; single-choice question)	<ol style="list-style-type: none"> <li>1. Global</li> <li>2. North America</li> <li>3. LATAM</li> <li>4. Europe</li> </ol>	<ol style="list-style-type: none"> <li>5. Middle East</li> <li>6. Africa</li> <li>7. APAC</li> </ol>
7.2	Which country are your answers representative from? (Follow-up question to option 2 in Q7; single-choice question)	DROP DOWN OF COUNTRIES	
8	What share of total emissions does business travel (scope 3.6) represent for your company? (This includes emissions from employees' business travel related activities via air travel, ground and other form of transportation, and hotel stays.) (single-choice question)	<ol style="list-style-type: none"> <li>1. Less than 1%</li> <li>2. 1-5%</li> <li>3. 6-15%</li> <li>4. 16-30%</li> </ol>	<ol style="list-style-type: none"> <li>5. 31%-50%</li> <li>6. Over 50%</li> <li>7. Don't know</li> </ol>
9	What is the approximate percentage breakdown of your company's business travel (scope 3.6) emissions from the most recent 12 months across the following categories? Please make sure your responses add up to 100%. If the information is not available, please put 100% in the 'Don't know' answer option. (text entry)	<ol style="list-style-type: none"> <li>1. Air travel – X%</li> <li>2. Hotel – Y%</li> <li>3. Ground transportation ( Taxi, Ride share, Rental cars, Bus, Rail) - Z%</li> <li>4. Other (Food &amp; Beverage, Gifts, etc.) - %</li> <li>5. Don't Know – N%</li> </ol>	
10	What is your company's global spend on business travel from the most recent 12 months in U.S. dollars? (single-choice question)	<ol style="list-style-type: none"> <li>1. &lt;\$5M</li> <li>2. \$5-20M</li> <li>3. \$21-50M</li> </ol>	<ol style="list-style-type: none"> <li>4. \$51-100M</li> <li>5. \$101-500M</li> <li>6. &gt;\$500M</li> <li>7. Don't know</li> </ol>

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ACTION LEVER	Q.NO.	QUESTIONS	OPTIONS
<p><b>TRAVEL DECISIONS</b></p> <p>Empowering travelers to make better decisions via travel policy, online booking tool features, employee engagement, and carbon pricing.</p> <p><i>Note: Some questions are for informational purposes only and will not be scored.</i></p>	11	Does your company currently have sustainability considerations in your business travel policy? <i>(single-choice question)</i>	<ol style="list-style-type: none"> <li>1. No sustainability considerations included into our travel policy</li> <li>2. Not yet, but planned to integrate sustainability considerations within 1 year</li> <li>3. Yes, sustainability considerations are embedded in our travel policy</li> <li>4. Yes, sustainability considerations are embedded, and some are mandated and/or monitored in our travel policy</li> </ol>
	11.1	Select all sustainability considerations that are incorporated in your travel policy: <i>(follow-up question based on the option selected in Q10; select all that apply)</i>	<ol style="list-style-type: none"> <li>1. Evaluate necessity of the physical trip vs conducting meeting / business virtually</li> <li>2. Ask for justification for same-day business trips based on ROI &amp; available alternatives</li> <li>3. Combine multiple business travels instead of subsequent trips</li> <li>4. Choose economy class flights for domestic trips or trip less than X hours (usually 6-8)</li> <li>5. Choose direct flights over flights with layovers; when available</li> <li>6. Choose flight option with lower/lowest reported emissions based on estimates provided at point of sale</li> <li>7. Shift to rail for inter-city travels or for travel duration of less than X hours (usually 4-6 door to door); when available</li> <li>8. Choose electric or hybrid vehicles rentals or ride share services; when available</li> <li>9. Choose responsible/sustainable hotels; when available</li> <li>10. Choose accommodation close to meeting/ walk to meeting/ public transport, etc.; when available</li> </ol>
	12	What sustainability features does your business travel booking platform include? <i>(single-choice question)</i>	<ol style="list-style-type: none"> <li>1. No corporate booking platform used</li> <li>2. Corporate booking platform has no sustainability features yet, but plan to upgrade or start switching platforms within 1 year</li> <li>3. Corporate booking platform has sustainability features such as: <i>(select all that apply)</i> <ol style="list-style-type: none"> <li>a. Information for choosing more sustainable travel and accommodation options</li> <li>b. Carbon calculator for trip carbon footprint estimation</li> <li>c. Responsible/ sustainable hotels and ground transportation rideshare filters</li> <li>d. Advanced analytics for policy-compliant trip booking</li> <li>e. Rail booking option available</li> </ol> </li> </ol>
	13	How does your company set a carbon budget for business travel? <i>(single-choice question)</i>	<ol style="list-style-type: none"> <li>1. No carbon budget allocated for business travel</li> <li>2. Not yet, but plan to allocate carbon budget within 1 year</li> <li>3. Limited allocation, carbon budget set for only a few business units</li> <li>4. Strategic allocation, carbon budget set for all business units in line with company's overall emission reduction target</li> <li>5. Mandate allocation, with implications for surpassing the carbon budget cap</li> </ol>

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TRAVEL DECISIONS	14	What is the average carbon fee (in U.S. dollars) per ton of CO2 equivalent (CO2e) that your company levies internally for carbon emissions generated from business travel? <i>(single-choice question)</i>	<ol style="list-style-type: none"> <li>1. We do not levy a carbon fee internally for business travel emissions</li> <li>2. We do not levy a carbon fee internally for business travel emissions currently, but plan to implement within 1 year</li> <li>3. Less than \$10 per ton CO2e</li> <li>4. \$10 - \$25 per ton CO2e</li> <li>5. \$26 - \$50 per ton CO2e</li> <li>6. \$51 - \$100 per ton CO2e</li> <li>7. \$101 - \$200 per ton CO2e</li> <li>8. More than \$200 per ton CO2e</li> </ol>
	15	What are the initiatives taken to engage and/or incentivize employees to adopt sustainable travel behaviors? <i>(single-choice question)</i>	<ol style="list-style-type: none"> <li>1. No initiatives taken to promote sustainable travel choices for employees</li> <li>2. No initiatives taken yet, but plan to have within 1 year</li> <li>3. Initiatives taken such as: <i>(select all that apply)</i> <ol style="list-style-type: none"> <li>a. Trainings and guidance for choosing sustainable travel and accommodation options</li> <li>b. Portal and/or reports showcasing travel emissions/ reductions, and targets.</li> <li>c. Incentives for achieving sustainability goals</li> <li>d. Sustainability Innovation challenge competitions</li> </ol> </li> </ol>

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ACTION LEVER	Q.NO.	QUESTIONS	OPTIONS
<b>EMISSION TRACKING</b>  Tracking emissions to measure improvements and the efficiency of measures in place	16	What method does your company use to collect / calculate data on business travel emissions? <i>(single-choice question)</i>	<ol style="list-style-type: none"> <li>1. Company does not track business travel emissions</li> <li>2. Company does not track business travel emissions yet, but plan to incorporate within 1 year</li> <li>3. Company tracks business travel emissions with the following methods <i>(select all that apply)</i> <ol style="list-style-type: none"> <li>a. Working with travel providers (e.g., transportation companies, hotels) to obtain GHG emissions data</li> <li>b. Perform in-house calculation of business travel emission with industry average emission intensity metrics</li> <li>c. Perform in-house calculation of business travel emission with supplier specific emission intensity metrics</li> <li>d. Perform in-house calculation of business travel emission with trip specific emission calculation build up</li> </ol> </li> </ol>
	17	Has your company set targets to reduce its scope 3 emissions? <i>(single-choice question)</i>	<ol style="list-style-type: none"> <li>1. No targets set to reduce scope 3 emissions</li> <li>2. No targets set yet but plan on developing it within 1 year</li> <li>3. Yes, targets set for scope 3 emissions reduction but no distinct target for business travel (scope 3.6)</li> <li>4. Yes, targets set for scope 3 emissions reduction including distinct target for business travel (scope 3.6)</li> </ol>
	17.1	Has your company set any external / 3rd party targets to reduce its business travel (scope 3.6) emissions? <i>(follow-up question based on the option selected in Q17; single-choice question)</i>	<ol style="list-style-type: none"> <li>1. No external targets set to reduce scope 3 emissions</li> <li>2. No external targets set yet but plan on developing it within 1 year</li> <li>3. Yes, external targets set but not validated by 3<sup>rd</sup> party organization</li> <li>4. Yes, external targets set and validated by 3rd party organizations (Select the most suitable 3rd party organization)               <ol style="list-style-type: none"> <li>a. Science Based Targets Initiative (SBTi)</li> <li>b. Other</li> </ol> </li> </ol>

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ACTION LEVER	Q.NO.	QUESTIONS	OPTIONS
EMISSION TRACKING	18	<p>Has your company developed any medium-term business travel (scope 3.6) emission reduction target? (If you have targets set within both 2025-29 and 2030-35 years, choose the highest emissions reduction target) <i>(single-choice question)</i></p>	<ol style="list-style-type: none"> <li>1. No medium-term target set for business travel emission reduction</li> <li>2. Not yet, but plan on setting medium term target for business travel emission reduction within 1 year</li> <li>3. Target set for 2025-29 <i>(select the most suitable option)</i> <ol style="list-style-type: none"> <li>a. Less than 30%</li> <li>b. 30-50%</li> <li>c. Over 50%</li> </ol> </li> <li>4. Target set for 2030-35 <i>(select the most suitable option)</i> <ol style="list-style-type: none"> <li>a. Less than 30%</li> <li>b. 30-50%</li> <li>c. 51-90%</li> <li>d. Net Zero</li> </ol> </li> </ol>
	19	<p>Does your company publicly report its scope 3 emissions? <i>(single-choice question)</i></p>	<ol style="list-style-type: none"> <li>1. Company does not report Scope 3 emissions.</li> <li>2. Company does not report Scope 3 emissions yet, but plan on developing it within 1 year</li> <li>3. Company reports its scope 3 emissions but does not split out business travel (scope 3.6)</li> <li>4. Company reports its scope 3 emissions and splits out business travel (scope 3.6)</li> </ol>

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ACTION LEVER	Q.NO.	QUESTIONS	OPTIONS
<b>SUPPLIER ENGAGEMENT</b>  Selecting suppliers based on sustainability criteria and using your purchasing power as a lever for change.	20	Does your company or TMC include any sustainability questions as part of your procurement / RFP process with business travel suppliers? <i>(single-choice question)</i>	<ol style="list-style-type: none"> <li>1. No, we do not include any sustainability questions</li> <li>2. No, we do not include any sustainability questions currently, but plan to use within 1 year</li> <li>3. Yes, we include company's own sustainability questions, and plan to use the same in the future</li> <li>4. Yes, we include other third party developed sustainability questions, and plan to use the same in the future</li> <li>5. Yes, we include the company's own/third party developed questions, and plan to align with GBTA's Sustainable Procurement Standards within 1 year</li> <li>6. Yes, we use GBTA's Sustainable Procurement Standards</li> </ol>
	21	Which of the following climate criteria does your company use in making a supplier selection? <i>(single-choice question)</i>	<ol style="list-style-type: none"> <li>1. No, we do not use any climate criteria for supplier selection</li> <li>2. No, we do not use any climate criteria currently, but plan to use within 1 year</li> <li>3. Yes, we use the following climate criteria for supplier selection <i>(select all that apply)</i> <ol style="list-style-type: none"> <li>a. Supplier has sustainability policies/ plans or targets</li> <li>b. Supplier has sustainability certifications and/or accreditations</li> <li>c. Supplier calculates and reports their emissions publicly</li> <li>d. Supplier offers the option of carbon compensation and/or removal for guests</li> <li>e. Supplier uses renewable fuels/energy to minimize emissions (e.g.,: use of biodiesels, SAF, hydrogen gas etc.)</li> <li>f. Supplier has waste management program in place</li> <li>g. Supplier has water conservation program in place</li> <li>h. Supplier has sustainable-certified food and beverage products</li> <li>i. Supplier engages in activities for protecting and restoring bio-diversity and ecosystems</li> </ol> </li> </ol>
	22	What specific contractual requirements does your company include for business travel suppliers to reduce emissions? <i>(single-choice question)</i>	<ol style="list-style-type: none"> <li>1. No sustainability clauses in the supplier contract</li> <li>2. No sustainability clauses in the supplier contract yet but plan to incorporate within 1 year.</li> <li>3. General sustainability clauses included, but without measurable improvement requirements (e.g., emission intensity)</li> <li>4. Defined sustainability clauses with measurable improvement requirements included in contracts (e.g., emission intensity)</li> </ol>



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ACTION LEVER	Q.NO.	QUESTIONS	OPTIONS
<b>DECARBONIZATION</b>  What specific contractual requirements does your company include for business travel suppliers to reduce emissions?	23	What is your current annual commitment (in U.S. dollars) to purchasing Sustainable Aviation Fuel certificates? <i>(single-choice question)</i>	<ol style="list-style-type: none"> <li>1. No purchase of Sustainable Aviation Fuel certificates</li> <li>2. Not yet, but plan to purchase Sustainable Aviation Fuel certificates within 1 year</li> <li>3. Less than \$25K per year</li> <li>4. \$25K to \$250K per year</li> <li>5. Over \$250K to \$1 Million per year</li> <li>6. Over \$1 Million per year</li> <li>7. Don't know</li> </ol>
	24	What percentage of air travel is your company aiming to compensate by 2030 with Sustainable Aviation Fuel certificates? <i>(single-choice question)</i>	<ol style="list-style-type: none"> <li>1. Zero</li> <li>2. 1-5%</li> <li>3. 6-10%</li> <li>4. 11-20%</li> <li>5. 21-30%</li> <li>6. 31-40%</li> <li>7. Over 40%</li> <li>8. Don't Know</li> </ol>
	24.1	Which option(s) does your company use for these SAF certificates purchases? <i>(follow-up question based on the option selected in the Q23; select all that apply)</i>  <i>(Only for data collection purposes)</i>	<ol style="list-style-type: none"> <li>1. Through airlines</li> <li>2. Through a Sustainable Aviation Fuel producer/retailer</li> <li>3. Through participation to a buyers' alliance</li> <li>4. Through Logistics Provider</li> <li>5. Through Travel Management Company</li> <li>6. Through Non-Governmental Organization</li> <li>7. Other <i>(please specify)</i></li> </ol>
	25	What percentage of ground transport (used for business travel) is your company aiming to abate by 2030 through use of Electric Vehicles? <i>(single-choice question)</i>	<ol style="list-style-type: none"> <li>1. Zero</li> <li>2. 1-20%</li> <li>3. 21-40%</li> <li>4. 41-60%</li> <li>5. 61-80%</li> <li>6. 81-100%</li> <li>7. Don't know</li> </ol>

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DECARBONIZATION	26	Which of the following carbon compensation initiatives is your company using to reduce business travel emissions? <i>(single-choice question)</i>	<ol style="list-style-type: none"> <li>1. None</li> <li>2. None yet, but plan to adopt carbon compensation initiatives within 1 year</li> <li>3. We have invested only in carbon avoidance offsets</li> <li>4. We have adopted the following initiatives <i>(select all that apply)</i> :               <ol style="list-style-type: none"> <li>a. Investing in nature-based carbon removal (e.g.: reforestation, afforestation, soil carbon sequestration, wetland restoration etc.)</li> <li>b. Investing in technology-based carbon removal (e.g.: direct air capture, carbon capture and storage etc.)</li> </ol> </li> </ol>
	26.1	What is your current level of investment (in U.S. dollars) for your carbon compensation initiatives for business travel emissions? <i>(follow-up question based on the option selected in the Q26)</i>	<ol style="list-style-type: none"> <li>1. Less than \$25K per year</li> <li>2. \$25K to \$250K per year</li> <li>3. Over \$250K to \$1 Million per year</li> <li>4. Over \$1 Million to \$5 Million per year</li> <li>5. Over \$5 Million per year</li> <li>6. Don't know</li> </ol>
	27	According to your travel policy how much extra is a traveler allowed to pay on top of the lowest cost travel option for a more sustainable alternative (e.g. lower emission flight, more sustainable accommodation)? <i>(single-choice question)</i>	<ol style="list-style-type: none"> <li>1. Zero</li> <li>2. 1-3%</li> <li>3. 4-6%</li> <li>4. 7-10%</li> <li>5. 11-15%</li> <li>6. 16-25%</li> <li>7. More than 25%</li> <li>8. Don't know</li> </ol>
	28	What other decarbonization initiatives is your company currently investing in?	<i>(text entry)</i>