

# CASE STUDY THE OFFICE FOR ENVIRONMENTAL PROTECTION

## THE COMPANY

The Office for Environmental Protection (The OEP) is an independent non-departmental public body, created to protect and improve the environment by holding government and other public bodies to account for their obligations under environmental law. We are sponsored by the Department for Environment, Food and Rural Affairs.

Our work covers England and Northern Ireland, and environmental matters reserved to the UK government (i.e. matters on which only the UK Parliament in Westminster can make legislation).

## TRUST ME

**How did you first hear about our service?** Via the Crown Commercial Service's Public Sector Global Travel & Venue Solutions, RM6164 Framework.

**What challenges/problems necessitated a change?** As a newly created organisation, we did not have a travel management system in place prior to engaging with Travel Planet. Although we do not envisage ourselves as an organisation that will require staff to engage in frequent business travel, our goal was to have a mechanism capable of tracking our spend, managing compliance with our travel policy, and helping us to fulfil our duty of care.

**What were you looking for in a solution?** We were looking for a reliable, secure and user-friendly travel management system that enables staff to book online transport and accommodation arrangements easily, efficiently, and directly with company funds.

To meet our goals, it was important that the system also provided adequate approval, reporting and safeguarding functions, capable of protecting our staff, tracking expenditure, and monitoring compliance with our travel policy.

In addition to being able to track our own environmental impact, we also wanted a supplier that was pushing for similar improvements through its own wider organisational objectives.



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### **What made our solution stand out over others that you researched?**

From our first interaction, Travel Planet conveyed a strong understanding of how the set-up phase would work, providing us with confidence in its ability to deliver a reliable product on-time and with appropriate post-implementation support. From a user perspective, the booking tool itself also appeared visually impressive, easy to use, and highly configurable to the OEP's specific needs. This was complemented by easy access to Travel Planet's offline team, which we considered important for ensuring that staff were sufficiently supported during early implementation, but also in emergencies whilst travelling.

Crucially, Travel Planet's solution was supported by data reporting and duty of care tools which would enable us to meet our stated goals for the new system.

### **How did you implement/introduce our solution?**

A combination of all-staff email and meeting announcements were used in the build up to launch, emphasising the core benefits of the system to encourage early buy-in. We also circulated a series of written training materials and guides – supplied by Travel Planet – to support upcoming training and provide staff with early sight of what was to come.

A week before launch, staff were invited to attend a training session which Travel Planet had tailored to address the specific roles that different members of staff may undertake. There were five sessions in total, covering: Travellers (x2),

Approvers/Managers, Profile Managers/Administrators and Super Approvers. Each session provided substantial time for questions from staff - informing any final refinements to the system before launch. The system was launched with a standard html connection to Click & Control, with Single Sign-On capabilities following soon after.

### **How did our team help with implementation?**

Travel Planet provided ongoing support throughout the implementation process and were highly responsive to any questions and concerns. We have been particularly appreciative of their flexibility whilst configuring the system to a travel policy that was still in development. Furthermore, even though we could not rely on spend and travel data from previous years to inform our decision-making, the team helped us to design the system proportionately and in a way that would deliver good value for money.

Travel Planet also invested significant time in preparing and delivering tailored training to staff that would be using the system. Written training materials were also provided for us to circulate amongst colleagues, saving significant time and resource for the OEP's procurement team.

### **What have you been most impressed with?**

The level of support, and in particular the responsiveness, of the implementation team throughout the configuration process has been a stand-out feature of the service that Travel Planet provides. Colette, Mark, Kyra and Emma went above and beyond.

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## **What was the initial reaction of your users to our product?**

Providing training sessions to staff before the launch of the system was important for encouraging buy-in. Initial reactions from staff were positive, with several commenting on the intuitive and engaging nature of the booking tool.

Since implementation, the system has largely been received positively by those who have used it. In cases where issues have been raised, Travel Planet have been quick to respond and offer a solution. We particularly appreciate the honesty of the team when tackling these problems - if there is not a solution to the issue, it is communicated to us quickly and with a rationale that we can then relay to our staff.

## **Is there anything else we should know?**

A Travel Management Company's sustainability credentials are important to the OEP. Our supplier must demonstrate a commitment to reducing the environmental impact they have as an organisation, and the same commitment to helping customers do the same.

Travel Planet offset all our emissions from travel booked through them, they do this in advance and do not charge us anything. The booking system, Click & Control, shows us the CO2 impact of travel before we book our rail and air tickets. It also contains Business Intelligence reports, which include a CO2 analysis, which enables us to monitor our carbon footprint and efforts to reduce it.