



ADHESION REQUIREMENTS COMPLEMENTARY TRAVEL COMPANIES

SUSTAINABILITY REQUIREMENTS FOR COMPLEMENTARY TRAVEL COMPANIES				
Scope / Area	Scope / Area	Qualifying	Compulsory	Assessable
Sustainability	Monitoring of consumption (water, energy...)		X	
	Applies water saving and energy efficiency measures of, at least, 1000 €			X
	Carries out activities aimed at reducing consumption (investments in energy efficiency, geothermal energy, etc.)			X
	Uses energy-efficient means of transport and adapts its activities to reduce energy consumption		X	
	Waste management		X	
	Applies animal welfare measures (if applicable)			X
	Has policies regarding supplier selection, responsible purchasing or inventory, etc.			X
	Provides environmental training to employees			X
	Has sustainable energy generation systems (wind, solar, etc.)			X
	Has a system of indicators to improve sustainability			X
	Integrates circular economy policies			X
	Uses recycled, or environmentally certified paper for printed materials and/or promotes materials in digital format.			X
	Develops products or experiences based on elements of local identity (cultural manifestations, ethnographic elements, etc.)			X
	Applies carbon or water footprint measurement systems and compensation system	X		
	Applies Environmental Management Systems: EMAS ¹ , ISO ² 14001	X		
Has sustainability seals: CETS ³ , ITR ⁴ , GSTC ⁵ ,...	X			

1 Eco-Management and Audit Scheme
2 International Organization for Standardization
3 European Charter for Sustainable Tourism
4 Responsible Tourism Institute
5 Global Sustainable Tourism Council

In order to be able to implement the compulsory requirements, concrete initiatives are given by way of example:

Ahorro de agua:

- Office toilets use little water
- Recycled water is used for the toilets
- Responsible water use is promoted among customers through signs in the toilets

Energy efficiency:

- Most of the lights on the premises use LED bulbs (energy saving)
- Windows are double glazed to improve thermal insulation
- The electricity used comes from renewable energies
- They aim at reducing fossil fuel consumption and CO₂ emissions

OTHER REQUIREMENTS FOR COMPLEMENTARY TRAVEL COMPANIES				
Scope / Area	Requirements	Qualifying	Compulsory	Assessable
Geographical location	Tourist activities must take place in Galicia		X	
Business activities	Compatible with the sustainable tourism strategy and applicable land protection legislation		X	
	Limitations on the number of participants or time constraints for activities in sensitive locations		X	
	Activities that can be adapted for people with disabilities			X
Safety of activities and equipment	Has technical specification sheets for each activity		X	
	The materials that have to be approved by law comply with this legislation		X	
	Has established quality criteria for the purchase of materials used in the activities, according to their nature and risk		X	
	Materials are periodically reviewed		X	
Local development support	Hires local staff			X
	CSR activities with an impact on the local area			X
Location and access	There is road access to the premises (if applicable)			X
	Has indicator signs			X The identification of the premises is visible on the façade
	Parking space available			X There is public space in the immediate vicinity with easy parking facilities for vehicles
	The car park has a charging point for electric vehicles			X
	Accessible for person with reduced mobility			X

Spaces for clients	The office space is spacious and comfortable for clients, with good air conditioning in accordance with the use and needs of the service			X
Contact and reservation system	Has an adequate system for receiving telephone bookings		X At least during working hours, by a person authorised to inform and formalise a reservation	
	Accepts payment by credit card			X
	Has an Internet sales system			X
	There is staff who speaks correctly one or several foreign languages			X
Staff	Staff have specific training and knowledge of the Product Club			X
Promotion/marketing	The premises have their own promotional elements			X Availability/ quality of printed material and website would be an asset
	The premises promotional material or space displays the logo identifying their Product Club membership			X
	The company's communication makes reference to sustainability aspects			X
	Membership of any other product club			X
Image	Keeps the plaque identifying it as a member of the Product Club		X 3 month deadline for the plaque to be put in place	
	Includes the image of the Product Club in your promotion, printed material and on the Internet		X You have 6 months to include the image	
General	Information material on visits or activities related to the Product Club is available			X Printed material is available to inform the customer. Staff are sufficiently trained to provide information
	Organises or participates in events related to the Product Club			X
	Applies inclusion and accessibility policies			X
	Raises awareness among tourists for responsible consumption			X
	Conducts gender-sensitive activities (equality plans and policies)			X
Building	There are decorative elements related to the Product Club			X
Associations	Belongs to a tourist association			X