



COMPULSORY/ASSESSABLE REQUIREMENTS COMPLEMENTARY TRAVEL COMPANIES

SUSTAINABILITY REQUIREMENTS FOR COMPLEMENTARY TRAVEL COMPANIES			
Scope / Area	Requirements	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	

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	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