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BIOSPHERE

RESPONSIBLE TOURISM INSTITUTE

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Biosphere Requirements for Companies

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Starters

- 01: Local Impact
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- 04: Water and energy responsibility
- 05: Innovation and new technologies
- 06: Accessibility
- 07: Cultural identity
- 08: Circular Economy, waste management, and procurement
- 09: Environment and Climate Change
- 10: Communication and customer engagement

SDG 1 No Poverty

1.1 Collaborate with a local public or private entity for this social purpose.

The entity creates synergies with public or private entities to promote economic opportunities that help end poverty, as an entity committed to local and sustainable economic development.

1.2 Develop measures and agreements to improve the environment at an economic and social level.

The organisation develops measures that provide greater social cohesion and economic benefits to the territories in which it operates. It is also important to keep customers/users informed and aware of the achievements and measures adopted by the organisation for the social and economic development of the community.

1.3 Participate in international cooperation, solidarity, humanitarian or similar projects.

The entity participates in projects that curb the increase in inequality, as this is detrimental to sustainable development, creates poverty and undermines social cohesion, which increases political and social tensions and, in some cases, drives instability and conflict.

SDG 2 Zero Hunger

2.1 Promote and support local agriculture and its distribution markets.

The entity seeks to purchase local products from suppliers in the territory, in order to improve the local economy. In addition, the purchase of local or “proximity” products (also known as km 0 products) contributes to reducing greenhouse gases (GHG) emitted into the atmosphere as a result of their transport. A basic criterion when purchasing raw materials should be their origin and whether they have any label that guarantees their sustainability or commitment to sustainable development. A sustainable agricultural product is one that, during its production, ensures the sustainable management of water (using more efficient irrigation systems), land (using chemicals such as fertilisers or pesticides with little or no impact on the land) and the natural resources surrounding it, always and in all cases guaranteeing food safety. Likewise, a sustainable livestock product is one that minimises the necessary inputs, safeguarding animal health and welfare and sustainable animal nutrition.

2.2 Apply international HACCP regulations and seek to create healthy and nutritious eating habits.

The entity provides access to healthy and nutritious food, which is essential to achieving sustainable development. The HACCP (Hazard Analysis and Critical Control Points) system is currently a very valuable tool for facilitating the involvement of people working in food establishments and enabling them to work according to health quality criteria. On the other hand, adopting healthy eating habits improves quality of life.

2.3 Promote good practices to prevent food waste.

The entity promotes good practices, since each year it is estimated that one third of all food produced (the equivalent of 1.3 billion tonnes with a value close to one trillion dollars) ends up rotting in the bins of consumers and retailers, or spoiling due to poor transport and harvesting practices, which, if properly organised, could help balance global production and prevent hunger.

2.4 Ensure respectful use of agricultural land in the surrounding area.

The entity ensures respectful use of agricultural land, as it is necessary to carry out a profound change in the global agri-food system if we want to feed more than 820 million people who suffer from hunger and the additional 2 billion people who will live in the world in 2050. Increased agricultural productivity and sustainable food production are crucial to helping alleviate the risks of hunger.

SDG 3 Good Health and Well-Being

3.1 Apply safety and risk prevention measures for employees and customers.

The entity has a clear action protocol, known by all the entity's workers, for cases of emergency or risk to health and safety, both for customers/users and for the entity's own staff, which clearly and concisely sets out how to act in such situations. Likewise, there should be established communication channels with competent local entities and authorities in matters of safety and emergency, and these communication channels should be periodically checked to ensure that they remain operational and effective. In addition, action guidelines in the event of risk or emergency situations within the entity must be available and accessible in formats adapted to people with any type of disability (sensory or motor).

3.2 Promote the consumption of healthy products and activities.

The entity should promote healthy lifestyle habits as part of its commitment to improving well-being. These values should be promoted both among its customers/users and among its staff, with the aim of raising awareness.

3.3 Contribute in some way to improving healthcare in the territory.

The entity contributes to improving healthcare, since, through more efficient financing of healthcare systems, greater sanitation and hygiene, and greater access to medical personnel, significant progress can be achieved in helping to save the lives of millions of people. A strong healthcare system helps increase life expectancy and reduce causes of death.

3.4 Participate in projects that help prevent diseases, avoid environmental risks and safeguard human health.

The entity participates in local projects that help prevent public health risks, with one of the purposes being to raise awareness of these issues. By properly improving environmental risk factors, we can reduce more than 100 diseases or injuries that may affect thousands of people each year, for example by improving access to water and soil, improving air quality, exposure to UVA rays or chemical substances, among others.

3.5 Implement measures to reduce transmission of the SARS-CoV-2 coronavirus.

The entity remains in a position to provide safety in relation to COVID-19, following local directives in this regard and international best practices, as well as communicating good safety practices to visitors and the rest of the community. Likewise, among its priorities should be the implementation, where they do not exist or where they are insufficient or inadequate, of healthcare centres suitable for the detection and early care of cases, as well as effective systems for transferring serious cases and for isolation.

SDG 4 Quality Education

4.1 Provide training appropriate to the real needs of our employees.

The entity enables its employees to have equal access to quality technical, vocational and higher education. The entity should provide its staff with the training necessary to perform their duties in the most satisfactory and efficient manner possible. It is therefore advisable to have a staff training plan, which should be based on the real needs that have been identified and that should be a matter of interest to those responsible for the entity. Such planning should include sustainability training appropriate to the entity's sector and activity, so that all its employees recognise the principles of sustainability that constitute the commitment undertaken by the entity.

4.2 Promote educational and awareness-raising activities on sustainable development issues in our surroundings.

The entity supports research and the promotion of sustainable development, especially in our surroundings. The transmission of local knowledge and knowledge of the immediate area is important in order to understand the community in depth and give it the greatest value.

4.3 Collaborate with third parties on projects related to educational sustainability inside and outside the company.

The entity collaborates on projects related to educational sustainability, not only within the company, but also with external entities. In this case, collaboration takes place with third parties, which may provide a different perspective or other lines of experience and work different from those of the company.

SDG 5 Gender Equality

5.1 Implement gender equality plans and policies.

The entity ensures the inclusion of women throughout the company's service value chain, guaranteeing their ability to continue contributing benefits to their family units, participation in social and economic life and having a dignified life. Inequality is one of the worst effects of the prevailing economic system.

5.2 Have working conditions that foster empowerment.

The entity provides women with opportunities for their empowerment. Equal opportunities should be ensured regardless of gender in staff recruitment, especially in positions of responsibility and/or management, without differences in salaries or other aspects.

5.3 Measure women's empowerment and their inclusion at all levels.

The entity has appropriate monitoring indicators and tools for their improvement, in order to analyse whether the equality and inclusion policy is being followed.

SDG 6 Clean Water and Sanitation

6.1 Analyse and monitor the quality and quantity of water, its sources of access and its origin.

The entity prioritises providing a quality service in relation to the water we use and offer. 3 out of 10 people lack access to safe drinking water services and 6 out of 10 lack access to safely managed sanitation facilities.

6.2 Calculate the water footprint and implement efficient water use programmes.

The entity has a procedure or method that enables the monitoring and measurement of water consumption, with quantifiable indicators to draw comparisons between periods of time and establish improvement objectives aimed at reducing consumption. This system should be developed on the basis of a commitment by the entity to responsible management and consumption, seeking the greatest possible savings.

6.3 Conduct awareness-raising and training campaigns on efficient water use.

The entity should work to improve awareness of water use among all people who come into contact with its services, raising awareness among customers/users and its workers regarding the proper use of water resources in its facilities.

6.4 Apply company policies and action plans to eliminate water pollution.

The entity applies policies for the elimination of water pollution and untreated and uncontrolled discharges, as well as for the prevention of the discharge of hazardous chemical and biological products. More than 80% of wastewater resulting from human activities is discharged into rivers or the sea without any treatment, causing pollution.

6.5 Capture, recycle and reuse water, prioritising the protection of ecosystems.

The entity promotes the capture and safe use of rainwater, the recycling and reuse of water resources and the protection of ecosystems related to water, including forests, rivers, wetlands and aquifers.

SDG 7 Affordable and Clean Energy

7.1 Implement programmes and initiatives for efficient energy use.

The entity implements all measures that promote energy savings in its facilities, calling on all users to collaborate in the efficient use of resources.

7.2 Produce and/or consume renewable energy in the company.

The entity should commit to the use of sustainable energy sources and, as far as possible, prioritise renewable energy. In all cases, efforts to use energy sources with the lowest possible environmental impact must be evidenced, minimising as far as possible the use of fossil fuels in the entity's thermal and energy installations.

7.3 Conduct awareness-raising campaigns on energy use.

The entity should work to improve the environmental awareness of all people who come into contact with its services, raising awareness among customers/users and its workers regarding the proper use of energy resources both inside and outside its facilities.

SDG 8 Decent Work and Economic Growth

8.1 Guarantee the protection of labour rights in their full scope.

The entity has a recruitment process that is always responsible and respectful of workers' quality of life, involving decent salary conditions, safe and ergonomic workplaces and working hours that always and in all cases guarantee sufficient rest and leisure time for staff.

8.2 Promote work-life balance and incorporate people from less advantaged groups.

The entity should apply measures for reconciling work and family life that foster greater motivation and satisfaction among staff. The reconciliation of work, family and personal life is a basic human resources management tool, as it makes it possible to take advantage of the full potential of the workforce.

8.3 Generate quality employment and support local and sustainable entrepreneurship.

The entity promotes and supports local employment, as well as the development of local entrepreneurs. To this end, the entity should have a local recruitment policy and contribute directly or indirectly to the consolidation/promotion of projects developed by new entrepreneurs in the community. Whenever possible, the entity should incorporate local services/products/actors into its activity, prioritising them over other resources. In this way, added value is provided to the experience, enhancing the socio-economic development of the community and having a positive impact on it.

8.4 Innovate to improve productivity and differentiate yourself.

The entity is committed to innovation, a powerful tool for improving working conditions, increasing safety and the quality of work, reducing costs, etc. Not only do we create new opportunities for the company, but we also improve the working environment and employee motivation.

SDG 9 Industry Innovation and Infrastructure

9.1 Participate in initiatives aimed at improving sustainable infrastructure and territorial planning.

The entity participates in projects aimed at improving infrastructure and territorial planning. As indicated by the UN, SDG 9 supports the construction of resilient infrastructure, promotes inclusive and sustainable industrialisation and fosters innovation.

9.2 Guarantee access to the infrastructure generated for the resident population.

The entity should be accessible not only architecturally but also in terms of communication and attitudes. The infrastructure generated should not be available only to certain sectors of the local population, but those same services should be offered to all residents who wish to access them.

9.3 Promote the use of new technologies to encourage sustainable local activities.

The entity develops initiatives and projects capable of mobilising the use of information technologies to generate responsible services and smart and sustainable management models in the use of resources.

9.4 Plan to achieve good resilience to eventualities and disasters.

The entity, in the event of eventualities or disasters, has not only resilient architecture, but architecture that enables public or private services to fulfil their obligations. Quoting the UN, “failure to improve infrastructure or promote technological innovation could result in poor healthcare, inadequate sanitation and limited access to education. [...] Economic growth, social development and climate action depend to a large extent on investment in infrastructure, sustainable industrial development and technological progress.”

SDG 10 Reduced Inequalities

10.1 Implement social integration policies.

The entity carries out policies that provide opportunities for marginalised people or those at risk of social exclusion. The aim is to reduce inequalities, because sustainability is achieved when all people have access to the same resources and opportunities.

10.2 Implement measures aimed at guaranteeing universal accessibility in the company.

The entity should seek to guarantee the greatest possible accessibility to all its facilities and services for those users and customers with reduced mobility or any type of disability, whether motor, sensory or psychological.

10.3 Support local SMEs in order to distribute wealth throughout the territory.

The entity supports local small and medium-sized enterprises, and local employment is promoted and supported, so that economic expenditure and investment contribute to the well-being of the local community, thereby creating opportunities.

SDG 11 Sustainable Cities and Communities

11.1 Promote respect for and conservation of the cultural and natural heritage of our surroundings.

The entity, in all its activities and facilities, should analyse whether it negatively impacts the cultural and natural heritage of your territory, and this respect should be promoted among your workers, customers and other stakeholders.

11.2 Offer products and activities linked to cultural and natural heritage.

The entity should promote products and activities based on cultural and natural heritage in order to enhance its value, ensure its respectful use and help conserve it.

11.3 Disseminate local knowledge related to traditions and cultural heritage [tangible and intangible].

The entity should provide its customers with truthful and quality information relating to cultural heritage, whether tangible or intangible, the cultural history of the population and the main local customs and traditions, with explanations of what conduct they should adopt, what behaviours they should not engage in and how to act in each case, so that they do not cause offence to the local community due to a lack of knowledge of different cultural patterns.

11.4 Collaborate with other local companies and with the authorities to prevent excesses that harm the common good.

The entity collaborates with other public or private entities to promote decentralised consumption, so that mass movements between places where attractions and the supply of products, goods and services are concentrated can be avoided, as well as gentrification.

11.5 Support programmes for sustainable mobility and universal accessibility.

The entity promotes sustainable and alternative means of transport and, where possible, with full and complete accessibility.

SDG 12 Responsible Consumption and Production

12.1 Purchase and consume local and sustainable products and services.

The entity carries out activities involving the purchase and consumption of local and sustainable products. In this way, we support the local economy, and the economic benefit created has an impact on the territory itself.

12.2 Prioritise recycling, as well as proper disposal.

The entity, with regard to waste management, should follow the principles of the five Rs: replace, reduce, reuse, recycle and recover/repair. Thus, proper waste prevention, minimisation, reuse of the waste ultimately generated, recycling of waste that cannot be reused and, as a last resort, energy recovery should be sought, preventing landfill from being its final destination. In addition, for all waste generated and to guarantee its correct segregation, facilities must be available where it can be stored in a classified and safe manner. According to the recycling pyramid, waste prevention is the priority, but if this point cannot be reached, what should be done is to minimise it.

12.3 Minimise external inputs and the generation of waste, increasing proximity consumption.

The entity promotes the reuse of goods for the production of other goods, avoiding the generation of more waste and saving on the acquisition of new materials, or, where inputs are required, promoting their acquisition through local companies.

12.4 Have responsible production and consumption criteria.

The entity has a procedure that enables the monitoring and measurement of the consumption of raw materials that generate a greater volume of waste, with quantifiable indicators in order to draw comparisons between years and establish improvement objectives aimed at reducing such consumption. This procedure should be developed on the basis of a commitment to responsible management and consumption.

12.5 Collaborate with the authorities and other actors to follow common sustainability criteria.

The entity collaborates with the authorities and institutions, as they are the reference bodies that establish guidelines and legislation on responsible consumption, and it also contributes solutions that help achieve responsible production and consumption.

12.6 Collaborate with entities in its territory to promote sustainability criteria.

The entity collaborates with companies so that they offer sustainable products and, at the same time, require sustainability parameters from others.

SDG 13 Climate Action

13.1 Have initiatives aimed at measuring and offsetting the carbon footprint.

The entity should calculate and know the footprint produced by its own activity, using the carbon footprint calculation tool, which should serve to understand the main sources of Greenhouse Gas emissions from the entity, in order to seek, as far as possible, their minimisation. In addition, these tools make it possible to monitor consumption, setting key objectives to be achieved. Greenhouse gases: gases that are present in the Earth's atmosphere and give rise to the phenomenon known as the greenhouse effect. The most important greenhouse gases that have human action are: carbon dioxide [CO₂], methane [CH₄], nitrous oxide [N₂O], chlorofluorocarbons [CFCs] and ozone [O₃].

13.2 Support and promote sustainable mobility at all levels and for all audiences.

The entity, as far as possible, provides information on public, collective or low-environmental-impact transport for any journey during the activity. The information should include routes, points of interest that it passes through and fares for these means of transport. Where possible, the use of bicycles is an excellent means for the philosophy of the route.

13.3 Implement programmes to increase the company's resilience to climate change.

The entity shares assets, as it is important to mobilise the resources and innovation capacity of this sector, as well as to create enabling frameworks for low-carbon, climate-compatible initiatives in key areas such as sustainable mobility, energy efficiency and renewable energy. Any entity or territory should become a setting for the battle against climate change.

SDG 14 Life Below Water

14.1 Collaborate to prevent water pollution in any environment.

The entity collaborates with third parties to implement policies aimed at preventing marine pollution. It also supports a proximity economy that prioritises local fishing workers and short supply chains, avoiding globalised and highly technologised products.

14.2 Guarantee the sustainable use of aquaculture and marine resources.

The sustainable coastal entity should apply conservation strategies and measures and, where appropriate, restoration measures for aquatic ecosystems and their biodiversity in response to the impacts of any activity. Development in maritime territories should therefore be part of integrated coastal zone management in order to help conserve and preserve fragile marine ecosystems and serve as a vehicle for promoting a blue economy and a conservation-oriented vision of the marine environment.

14.3 Promote awareness and respect for aquatic ecosystems.

The entity whose activity involves contact with aquaculture and/or marine resources should provide highly awareness-oriented guidance to people participating in these activities, with explanations of what conduct they should adopt, what behaviours they should not engage in and how to act in each case.

14.4 Develop and offer sustainable activities that promote respectful use of beaches and surrounding environments.

The entity minimises the impact of the services offered that may cause impacts on the aquatic and/or marine ecosystems in which they are carried out, always and in all cases maintaining minimum distances in order not to be invasive and respecting specially protected areas that must not be accessed under any circumstances. Activities and products offered in the marine environment, such as whale watching, motorised recreational activities or other water sports and activities, can generate significant impacts on the delicate balances of the coastal and deep marine environment.

SDG 15 Life on Land

15.1 Collaborate in initiatives that assess and correct the environmental impact of our activity on biodiversity.

The entity helps to establish systems to assess the environmental impact of the activity on biodiversity, habitats and landscapes, including urban areas and the effects of pollution, and has the capacity to anticipate environmental risks and correct their adverse effects.

15.2 Have information on the natural resources of our territory, its places of interest and their levels of responsible use.

The entity ensures that its own staff are properly trained to provide information about the particular characteristics of the territory or entity in terms of biodiversity, ecological sensitivity and protection, and that it effectively provides this information to customers. The entity should assume responsibility for the training and awareness of its staff, by including this type of action in annual training plans.

15.3 Guarantee the maintenance of native flora and fauna, as well as compliance with rules concerning exotic species.

The entity avoids the commercialisation or display of exotic species, helping to preserve local flora and fauna.

15.4 Develop activities that respect natural heritage as a whole, including interaction with animals.

The entity carries out its activity without negatively impacting protected areas and, if there is interaction with animal/plant species, this should be carried out responsibly, monitoring the contact that will take place with the species, treating them properly and avoiding in all cases the introduction of other species that are not native to that environment.

15.5 Apply measures to prevent the degradation of habitats, species and ecosystems in our territory.

The entity adopts strategies and measures relating to the prevention of negative impacts on the terrestrial natural environment, helps conserve and restore landscapes and protect biodiversity.

SDG 16 Peace Justice and Strong Institutions

16.1 Promote an honest, inclusive, responsible and participatory governance system.

The entity is efficient and is oriented towards the well-being of employees, customers and, in general, the community in which it operates. And this entails transparency, participation and equity.

16.2 Have a system of indicators that makes it possible to assess continuous improvement in sustainability.

The entity has a procedure or tool that enables the monitoring and measurement of improvement in sustainability.

16.3 Have mechanisms to determine the level of customer satisfaction.

The entity carries out the necessary techniques to determine user satisfaction with regard to the quality of the activity, such as surveys, questionnaires, customer suggestion boxes, etc.

16.4 Adequately inform our customers about services and infrastructure of public interest.

The entity makes information available to its customers relating to services and infrastructure of interest close to the company. Information is provided on places of interest, for example, commercial entities, hospitals, transport, communications, among others.

16.5 Adequately inform our customers about our sustainability commitments.

The entity should make its commitment to sustainability public and, to this end, should make documentation recording the main milestones of this commitment available to all interested parties. The sustainability policy should contain the commitment, its main objectives and purposes, be available in the most commonly used languages and be displayed and communicated through the entity's various communication channels.

16.6 Have policies that help prevent any type of exploitation in our sector.

The entity publicly expresses its rejection of any practice that violates people's rights or their physical or moral integrity, and implements policies that support this, taking an active role in the fight against violence and exclusion.

16.7 Have a system of indicators to measure quality in our entity.

The entity has a quality in the service it offers that is basic for a competitive company, which is inseparably linked to sustainability.

SDG 17 Partnership for the Goals

17.1 Participate in a local or global sustainability network or alliance.

The entity participates in local or global programmes and initiatives and through public-private partnerships and multiple interested parties in order to help achieve the 2030 Agenda.

17.2 Facilitate the exchange of good practices and knowledge within the company.

The entity participates in projects and initiatives that facilitate the exchange of information on sustainable practices towards employees and between the companies themselves.

17.3 Collaborate with academic institutions or other entities on innovative sustainable development initiatives.

The entity actively contributes to sustainable development, which necessarily presupposes the participation and collaboration of all public and private actors involved in the activity in the territory. This coordination should be based on effective cooperation and partnership mechanisms in all spheres, both at company level, community level and international level.