RESPONSIBLE TOURISM INSTITUTE

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Biosphere Requirements for Tourism Entities

Document Control

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SDG 1 No Poverty

1.1 Implement measures to ensure that economic activity benefits the local community.

Tourism activity should generate a positive impact on the economy of the area in which it operates, promoting the circulation of economic value within the territory through relationships with local stakeholders and the consumption of products or services from the destination.
The requirement shall be considered conforming when the entity has implemented at least one measure in the last 365 days aimed at generating economic benefits for the local community.

1.2 Collaborate with local organisations pursuing social objectives aimed at reducing poverty.

Participation in local social initiatives reflects the entity's commitment to improving the living conditions of vulnerable groups through collaboration with public or private organisations.
The requirement shall be considered conforming when the entity has collaborated at least once in the last 365 days with a local organisation on an initiative aimed at reducing poverty.

1.3 Participate in cooperation initiatives or solidarity actions beyond the local community.

Social commitment may extend beyond the local area through participation in cooperation initiatives or solidarity actions targeting other territories or contexts.
The requirement shall be considered conforming when the entity has participated in at least one cooperation initiative or solidarity action outside its local area in the last 365 days.

SDG 2 Zero Hunger

2.1 Implement measures to prevent or reduce food waste.

Efficient food management involves minimising waste generation throughout the entire operation, from planning to final consumption, optimising resource use and properly managing surplus food.
The requirement shall be considered conforming when the entity has implemented at least one measure in the last 365 days aimed at preventing or reducing food waste.

2.2 Use or offer locally grown agricultural products.

The incorporation of locally sourced products strengthens connections with the local agricultural sector, contributes to the local economy and reduces dependence on external supply chains.
The requirement shall be considered conforming when the entity has used or offered at least one locally grown agricultural product in the last 365 days.

2.3 Implement or support agricultural practices that respect the local environment.

The use or support of responsible agricultural production systems contributes to maintaining environmental balance, promoting practices that take into account the efficient use of resources and respect for the local area.
The requirement shall be considered conforming when the entity has implemented or supported at least one agricultural practice that respects the local environment in the last 365 days.

SDG 3 Good Health and Well-being

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

Activities must be carried out under conditions that minimise risks to people, incorporating preventive measures, response protocols and safe environments for both employees and customers.
The requirement shall be considered conforming when the entity has implemented at least one safety or risk prevention measure aimed at employees and customers in the last 365 days.

3.2 Use or offer food that has been prepared safely.

Food safety requires ensuring appropriate hygiene and control conditions during the handling, preparation and storage of food offered or used in the entity's activities.
The requirement shall be considered conforming when the entity has applied at least one practice or measure in the last 365 days to ensure the safe preparation, handling or storage of food.

3.3 Use or offer products and activities that promote healthy lifestyles.

The entity's offerings can contribute to physical and mental well-being through products, services or experiences that encourage healthy habits, such as physical activity, balanced nutrition or contact with the natural environment.
The requirement shall be considered conforming when the entity has incorporated at least one product, service or activity that promotes healthy lifestyles in the last 365 days.

3.4 Raise awareness of health and well-being.

Health and well-being awareness is promoted through information or communication activities aimed at employees, customers or other stakeholders.
The requirement shall be considered conforming when the entity has carried out at least one awareness-raising activity related to health and well-being in the last 365 days.

3.5 Participate in initiatives that contribute to improving health and well-being in the local area.

Collaboration with other local stakeholders helps amplify the positive impact on the quality of life of the local community.
The requirement shall be considered conforming when the entity has participated in at least one initiative aimed at improving health and well-being in the local area in the last 365 days.

SDG 4 Quality Education

4.1 Provide employees with training related to their job responsibilities.

Developing employees' skills is essential to ensuring the proper performance of activities, as well as improving service quality and adapting to new challenges.
The requirement shall be considered conforming when the entity has provided at least one training activity related to employees' job responsibilities in the last 365 days.

4.2 Deliver or offer educational or awareness-raising activities aimed at customers or the wider community.

The entity's activities can contribute to the creation and dissemination of knowledge through educational or awareness-raising initiatives aimed at customers, visitors or the wider community.
The requirement shall be considered conforming when the entity has carried out or offered at least one educational or awareness-raising activity aimed at customers or the wider community in the last 365 days.

4.3 Collaborate with educational organisations on training or learning initiatives.

Cooperation with educational organisations helps strengthen learning, knowledge exchange and skills development within the local area.
The requirement shall be considered conforming when the entity has collaborated at least once in the last 365 days with an educational organisation on a training or learning initiative.

SDG 5 Gender Equality

5.1 Analyse the representation of women at different levels of the entity.

Having information on the distribution of women and men within the organisation helps establish a baseline and identify potential imbalances at different levels.
The requirement shall be considered conforming when the entity has carried out at least one analysis of the representation of women at different levels of its organisational structure in the last 365 days.

5.2 Implement gender equality measures.

Integrating gender equality into management involves developing concrete actions that promote equitable treatment in areas such as access to employment, working conditions or participation.
The requirement shall be considered conforming when the entity has implemented at least one measure aimed at promoting gender equality in the last 365 days.

5.3 Provide working conditions that foster empowerment.

A working environment that supports personal and professional development contributes to the empowerment of employees by promoting autonomy, participation and work-life balance.
The requirement shall be considered conforming when the entity has implemented at least one practice or measure that fosters employee empowerment in the last 365 days.

SDG 6 Clean Water and Sanitation

6.1 Implement measures to prevent water pollution.

The entity's activities must incorporate practices that prevent the pollution of water resources, avoiding improper discharges and reducing the use of substances that may affect water quality.
The requirement shall be considered conforming when the entity has adopted at least one measure aimed at preventing water pollution in the last 365 days.

6.2 Monitor water quality.

Ensuring that the water used meets appropriate quality standards is essential for both health and environmental protection, requiring periodic monitoring or verification.
The requirement shall be considered conforming when the entity has carried out at least one water quality check in the last 365 days.

6.3 Implement measures to reduce water consumption.

Optimising water use helps reduce unnecessary consumption and improve efficiency in the management of this resource.
The requirement shall be considered conforming when the entity has implemented at least one measure aimed at reducing water consumption in the last 365 days.

6.4 Implement water reuse measures.

Reusing water contributes to more efficient resource management, reducing the need for water extraction and supporting the sustainability of the water cycle.
The requirement shall be considered conforming when the entity has implemented at least one water reuse measure in the last 365 days.

6.5 Raise awareness of responsible water use.

Promoting responsible water use habits can target both employees and customers through communication or information activities.
The requirement shall be considered conforming when the entity has carried out at least one awareness-raising activity on responsible water use in the last 365 days.

SDG 7 Affordable and Clean Energy

7.1 Implement measures to reduce energy consumption.

Efficient energy use is a key element in reducing the environmental impact of the entity's activities by optimising consumption and improving energy efficiency.
The requirement shall be considered conforming when the entity has implemented at least one measure aimed at reducing energy consumption in the last 365 days.

7.2 Use energy from renewable sources.

The incorporation of renewable energy helps reduce dependence on unsustainable energy sources and supports the transition towards a cleaner energy model.
The requirement shall be considered conforming when the entity has used at least one renewable energy source in the last 365 days.

7.3 Raise awareness of responsible energy use.

Promoting responsible energy consumption can be encouraged through information and awareness-raising activities aimed at employees, customers or other stakeholders.
The requirement shall be considered conforming when the entity has carried out at least one awareness-raising activity on responsible energy use in the last 365 days.

SDG 8 Decent Work and Economic Growth

8.1 Prevent situations of labour exploitation.

The entity's activities must ensure decent working conditions, avoiding any form of abuse or irregularity both within the entity itself and throughout its value chain.
The requirement shall be considered conforming when the entity has adopted at least one measure aimed at preventing labour exploitation in the last 365 days.

8.2 Improve working conditions within the entity.

Continuous improvement of the working environment involves promoting actions that go beyond regulatory compliance, fostering a safe, fair and high-quality working environment.
The requirement shall be considered conforming when the entity has implemented at least one improvement in working conditions in the last 365 days.

8.3 Implement measures to facilitate the employment of disadvantaged groups.

Access to employment for people in vulnerable situations can be promoted through practices that facilitate equal opportunities and labour market inclusion.
The requirement shall be considered conforming when the entity has implemented at least one measure aimed at facilitating the employment of disadvantaged groups in the last 365 days.

8.4 Support local SMEs.

Strengthening the local business sector can be promoted through collaboration with small and medium-sized enterprises in the local area.
The requirement shall be considered conforming when the entity has supported at least one local SME in the last 365 days.

8.5 Implement innovation initiatives.

Innovation enables improvements in efficiency, sustainability and the value proposition of the entity's activities through the introduction of new solutions or approaches.
The requirement shall be considered conforming when the entity has implemented at least one innovation initiative in the last 365 days.

SDG 9 Industry, Innovation and Infrastructure

9.1 Use new technologies.

The incorporation of technological tools can improve operational efficiency, internal management and the customer experience, facilitating more streamlined and effective processes.
The requirement shall be considered conforming when the entity has used at least one new technology that contributes to improving its activities in the last 365 days.

9.2 Implement measures to improve resilience to risks or emergencies.

The ability to anticipate and respond to risk situations is essential to ensuring business continuity and people's safety.
The requirement shall be considered conforming when the entity has implemented at least one measure aimed at improving its resilience to risks or emergencies in the last 365 days.

9.3 Participate in initiatives to improve local infrastructure.

Collaboration in the development or improvement of infrastructure contributes to the progress of the local area and strengthens the destination in which the entity operates.
The requirement shall be considered conforming when the entity has participated in at least one initiative aimed at improving local infrastructure in the last 365 days.

9.4 Inform customers about services and infrastructure of public interest.

Providing customers with useful information about services and infrastructure available in the local area improves their experience and encourages the appropriate use of destination resources.
The requirement shall be considered conforming when the entity has provided its customers with information about at least one service or infrastructure of public interest in the last 365 days.

SDG 10 Reduced Inequalities

10.1 Implement social inclusion measures.

The entity's activities can contribute to social inclusion through practices that facilitate the participation of different groups, preventing exclusion and promoting equal opportunities.
The requirement shall be considered conforming when the entity has implemented at least one measure aimed at promoting social inclusion in the last 365 days.

10.2 Implement universal accessibility measures.

Ensuring accessibility involves removing barriers and enabling all people, regardless of their abilities, to access and participate in the entity's activities.
The requirement shall be considered conforming when the entity has implemented at least one measure aimed at improving universal accessibility in the last 365 days.

10.3 Implement measures to promote the inclusion of local residents.

Integrating the local population into the entity's activities helps foster harmonious coexistence and ensures that tourism development takes local residents into account.
The requirement shall be considered conforming when the entity has implemented at least one measure aimed at promoting the inclusion or participation of local residents in the last 365 days.

SDG 11 Sustainable Cities and Communities

11.1 Contribute to the conservation of local cultural heritage.

The entity's activities can play an important role in protecting and preserving cultural heritage, supporting the continuity of traditions, values and the identity of the local area.
The requirement shall be considered conforming when the entity has carried out at least one action aimed at conserving local cultural heritage in the last 365 days.

11.2 Offer products or activities linked to local cultural heritage.

Integrating cultural heritage into the entity's offerings helps highlight the distinctive elements of the destination's identity and promotes awareness of them among visitors.
The requirement shall be considered conforming when the entity has offered at least one product or activity linked to local cultural heritage in the last 365 days.

11.3 Raise awareness of local traditions and heritage.

Sharing knowledge about heritage and traditions helps foster respect and appreciation among customers and other stakeholders.
The requirement shall be considered conforming when the entity has carried out at least one awareness-raising activity related to local traditions or heritage in the last 365 days.

11.4 Collaborate with local organisations to manage the responsible use of tourist attractions.

The sustainable management of tourism sites requires coordination with other local stakeholders to prevent negative impacts and ensure their conservation.
The requirement shall be considered conforming when the entity has collaborated at least once in the last 365 days with local organisations on initiatives aimed at promoting the responsible use of tourist attractions.

SDG 12 Responsible Consumption and Production

12.1 Apply responsible purchasing criteria.

Purchasing decisions can significantly influence the environmental and social impact of the entity's activities by incorporating criteria that take into account the sustainability of products, services and suppliers.
The requirement shall be considered conforming when the entity has applied at least one responsible purchasing criterion in the last 365 days.

12.2 Purchase sustainable products and services.

Purchasing products and services with sustainability-related characteristics helps reduce negative impacts and promote more responsible practices throughout the supply chain.
The requirement shall be considered conforming when the entity has purchased at least one sustainable product or service in the last 365 days.

12.3 Reduce waste generation.

Prevention at source is essential to minimising waste generation through practices that avoid unnecessary consumption and optimise the use of materials.
The requirement shall be considered conforming when the entity has implemented at least one measure aimed at reducing waste generation in the last 365 days.

12.4 Implement measures for proper waste management.

Proper waste management involves ensuring the appropriate separation, storage and treatment of waste according to its nature.
The requirement shall be considered conforming when the entity has implemented at least one measure to ensure proper waste management in the last 365 days.

SDG 13 Climate Action

13.1 Implement measures to reduce greenhouse gas emissions.

The entity's activities generate emissions that can be mitigated through actions aimed at reducing their impact, particularly in areas such as energy consumption, mobility or operational processes.
The requirement shall be considered conforming when the entity has implemented at least one measure aimed at reducing greenhouse gas emissions in the last 365 days.

13.2 Implement climate change adaptation measures.

Adapting to climate change involves anticipating its effects and reducing the vulnerability of the entity's activities to risks such as extreme weather events, environmental changes or shifts in demand.
The requirement shall be considered conforming when the entity has adopted at least one measure aimed at adapting to the effects of climate change in the last 365 days.

13.3 Incorporate sustainable mobility into products or activities.

Integrating transport alternatives with a lower environmental impact helps reduce emissions associated with travel and improve the sustainability of the entity's activities.
The requirement shall be considered conforming when the entity has incorporated at least one sustainable mobility measure or solution into its products or activities in the last 365 days.

SDG 14 Life Below Water

14.1 Prevent water pollution.

Activities must be carried out in a way that avoids negative impacts on aquatic ecosystems, particularly by reducing discharges and minimising polluting substances.
The requirement shall be considered conforming when the entity has implemented at least one measure aimed at preventing water pollution in the last 365 days.

14.2 Use responsibly sourced marine resources.

The use of marine products can directly influence ecosystem conservation, making it important to prioritise those obtained sustainably.
The requirement shall be considered conforming when the entity has used at least one responsibly sourced marine resource in the last 365 days or has applied criteria for selecting such resources.

14.3 Raise awareness of the protection of marine ecosystems.

Awareness of the importance of marine ecosystems can be promoted through activities aimed at customers, employees or other stakeholders.
The requirement shall be considered conforming when the entity has carried out at least one awareness-raising activity on the protection of marine ecosystems in the last 365 days.

14.4 Participate in initiatives that respect marine ecosystems.

Collaboration with other stakeholders enables contributions to the conservation and improvement of marine environments through coordinated actions.
The requirement shall be considered conforming when the entity has participated in at least one initiative aimed at protecting marine ecosystems in the last 365 days.

SDG 15 Life on Land

15.1 Avoid negative impacts on local ecosystems.

The entity's activities must be carried out in a way that minimises impacts on the natural environment, identifying potential impacts and implementing preventive measures.
The requirement shall be considered conforming when the entity has implemented at least one measure aimed at preventing or reducing negative impacts on local ecosystems in the last 365 days.

15.2 Implement measures to conserve native flora and fauna.

Protecting local biodiversity involves developing actions that contribute to the conservation of species and habitats native to the local area.
The requirement shall be considered conforming when the entity has implemented at least one measure aimed at conserving native flora or fauna in the last 365 days.

15.3 Offer activities that respect natural heritage.

Activities must be designed to respect the natural values of the surrounding environment, preventing degradation and promoting conservation.
The requirement shall be considered conforming when the entity has offered at least one activity designed or adapted to respect natural heritage in the last 365 days.

15.4 Raise awareness of the responsible use of natural areas.

Promoting responsible behaviour in natural environments can be encouraged through information or interpretation activities aimed at customers and other stakeholders.
The requirement shall be considered conforming when the entity has carried out at least one awareness-raising activity on the responsible use of natural areas in the last 365 days.

15.5 Participate in biodiversity protection initiatives.

Collaboration with other stakeholders helps strengthen the conservation of ecosystems and species through joint actions in the local area.
The requirement shall be considered conforming when the entity has participated in at least one initiative aimed at protecting biodiversity in the last 365 days.

SDG 16 Peace, Justice and Strong Institutions

16.1 Manage the entity taking stakeholders into account.

Decision-making can be enhanced by considering the needs, expectations and impacts on the different stakeholders associated with the entity's activities.
The requirement shall be considered conforming when the entity has taken into account at least one stakeholder group in the management of its activities in the last 365 days, through consultation, participation or consideration in decision-making.

16.2 Measure sustainability progress.

Monitoring sustainability performance makes it possible to assess the progress of the entity's activities and guide continuous improvement based on objective data.
The requirement shall be considered conforming when the entity has measured at least one sustainability indicator in the last 365 days and has carried out some form of monitoring or analysis.

16.3 Measure the quality of the entity's products and/or services.

Quality assessment helps identify opportunities for improvement and ensures that products or services meet expected standards.
The requirement shall be considered conforming when the entity has carried out at least one measurement or assessment of the quality of its products and/or services in the last 365 days.

16.4 Assess customer satisfaction.

Understanding customers' opinions helps identify opportunities for improvement and adapt the entity's activities to their expectations.
The requirement shall be considered conforming when the entity has collected and analysed customer satisfaction data at least once in the last 365 days.

16.5 Inform customers about sustainability commitments.

Transparent communication about sustainability helps build trust and enables customers to understand the entity's performance in this area.
The requirement shall be considered conforming when the entity has communicated its sustainability commitments or actions to its customers at least once in the last 365 days.

SDG 17 Partnerships for the Goals

17.1 Participate in sustainability networks or partnerships.

Participation in networks or platforms enables knowledge sharing, the creation of synergies and the strengthening of the impact of sustainability actions.
The requirement shall be considered conforming when the entity has participated in at least one sustainability-related network or partnership in the last 365 days.

17.2 Facilitate the exchange of good practices and knowledge.

Sharing experiences and lessons learned contributes to collective improvement and progress towards sustainability within the sector.
The requirement shall be considered conforming when the entity has shared at least one good practice or piece of knowledge with other stakeholders in the last 365 days.

17.3 Collaborate with other entities on sustainability initiatives.

Developing joint actions with other organisations helps generate a greater positive impact on the local area.
The requirement shall be considered conforming when the entity has collaborated with other entities on at least one sustainability initiative in the last 365 days.

CERTIFICATION REQUIREMENTS BY LEVEL

BASIC

1.1 Implement measures to ensure that economic activity benefits the local community.

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

3.3 Use or offer products and activities that promote healthy lifestyles.

6.3 Implement measures to reduce water consumption.

7.1 Implement measures to reduce energy consumption.

10.2 Implement universal accessibility measures.

11.3 Raise awareness of local traditions and heritage.

12.1 Apply responsible purchasing criteria.

16.4 Assess customer satisfaction.

16.5 Inform customers about sustainability commitments.

SILVER

2.1 Implement measures to prevent or reduce food waste.

2.2 Use or offer locally grown agricultural products.

3.2 Use or offer food that has been prepared safely.

3.4 Raise awareness of health and well-being.

4.1 Provide employees with training related to their job responsibilities.

5.1 Analyse the representation of women at different levels of the entity.

5.2 Implement gender equality measures.

6.2 Monitor water quality.

6.5 Raise awareness of responsible water use.

7.2 Use energy from renewable sources.

7.3 Raise awareness of responsible energy use.

8.1 Prevent situations of labour exploitation.

8.4 Support local SMEs.

9.4 Inform customers about services and infrastructure of public interest.

10.3 Implement measures to promote the inclusion of local residents.

11.2 Offer products or activities linked to local cultural heritage.

12.3 Reduce waste generation.

13.3 Incorporate sustainable mobility into products or activities.

14.3 Raise awareness of the protection of marine ecosystems.

15.3 Offer activities that respect natural heritage.

15.4 Raise awareness of the responsible use of natural areas.

16.3 Measure the quality of the entity's products and/or services.

17.2 Facilitate the exchange of good practices and knowledge.

GOLD

1.2 Collaborate with local organisations pursuing social objectives aimed at reducing poverty.

4.2 Deliver or offer educational or awareness-raising activities aimed at customers or the wider community.

5.3 Provide working conditions that foster empowerment.

6.1 Implement measures to prevent water pollution.

6.4 Implement water reuse measures.

8.2 Improve working conditions within the entity.

8.3 Implement measures to facilitate the employment of disadvantaged groups.

9.1 Use new technologies.

11.1 Contribute to the conservation of local cultural heritage.

12.2 Purchase sustainable products and services.

12.4 Implement measures for proper waste management.

13.1 Implement measures to reduce greenhouse gas emissions.

14.1 Prevent water pollution.

14.2 Use responsibly sourced marine resources.

15.1 Avoid negative impacts on local ecosystems.

16.1 Manage the entity taking stakeholders into account.

PLATINUM

1.3 Participate in cooperation initiatives or solidarity actions beyond the local community.

2.3 Implement or support agricultural practices that respect the local environment.

3.5 Participate in initiatives that contribute to improving health and well-being in the local area.

4.3 Collaborate with educational organisations on training or learning initiatives.

8.5 Implement innovation initiatives.

9.2 Implement measures to improve resilience to risks or emergencies.

9.3 Participate in initiatives to improve local infrastructure.

10.1 Implement social inclusion measures.

11.4 Collaborate with local organisations to manage the responsible use of tourist attractions.

13.2 Implement climate change adaptation measures.

14.4 Participate in initiatives that respect marine ecosystems.

15.2 Implement measures to conserve native flora and fauna.

15.5 Participate in biodiversity protection initiatives.

16.2 Measure sustainability progress.

17.1 Participate in sustainability networks or partnerships.

17.3 Collaborate with other entities on sustainability initiatives.