

Tourism Consortium of Baix Llobregat

**MANUAL OF GOOD
SUSTAINABLE PRACTICES**
for the tourism sector

Tourism Consortium of Baix Llobregat

This manual is intended to be a tool for companies in the tourism sector in the implementation of a sustainable policy at a social, economic and environmental level that allows minimizing the impact of tourism activity in the destination.

The following sections provide simple and effective tips to help tourist establishments develop an efficient management of their business, carrying out actions and good practices within the framework of the 17 United Nations Sustainable Development Goals.

ENERGY EFFICIENCY

Lighting

1. Make the most of natural light.
2. Turn off lights when they are not in use.
3. Carry out periodic maintenance of the installation.
4. Color the walls, ceilings and furniture with light colors to maintain the lighting.
5. Avoid artificial over-lighting of spaces.
6. Use energy efficient lights.
7. Install sensors and timers to automatically turn lights off.
8. Raise awareness among company staff and tourists.

ENERGY EFFICIENCY

Electronic devices

1. Do not leave electronic devices (computers, printers ...) turned on if they are not in use.
2. Use devices with low emissions of noise and substances that are harmful to the environment.
3. Carry out regular and proper maintenance.
4. Avoid old, inefficient appliances.
5. Design criteria for the purchase of new appliances in which energy efficiency labels are taken into account.
6. Adjust the purchase to the real needs.
7. Encourage the use of the best available and reliable technologies in order to reduce energy consumption.

ENERGY

Energy efficiency

Air conditioning

1. Identify air leaks, for example, cracked walls or the edges of doors and windows where hot / cold air can escape. Repair possible damage and keep doors and windows closed to conserve hot / cold air inside.
2. Check the temperature indicators. Make sure that there is an interval of approximately 4 ° C between the temperature of turning off the heating and that of turning on the air conditioning. This ensures that heating and cooling do not work together.
3. In summer use natural cooling at night. When the outside temperatures are lower than the inside temperatures, the building simply needs to be ventilated with fresh air.
4. Set the air conditioning controls to run on minimal power and use the dimmers to recirculate the air, which requires less energy.
5. Set timers so there is no cooling when areas are idle.

ENERGY

Energy efficiency

Domestic hot water and boilers

1. Check the physical state of the boiler: corrosion, lack of insulation, the service history and the operation of the hot water distribution in the pipe network.
2. Replace boilers older than 15 years with high-efficiency boilers or condensers.
3. Install water flow reducers in showers and taps.
4. Insulate water tanks, pipes, and valves to minimize heat loss.
5. Check the hot water temperature parameters. Set the hot water to a temperature of 60 ° C, which is suitable for killing Legionella bacteria and is hot enough for use by staff and customers, thus avoiding energy loss due to overheating of the water.

WATER

Savings in water consumption

1. Keep the plumbing in good condition to avoid water leaks.
2. Install taps that help save water (flow regulators, thermostatic taps...).
3. Have the taps open when strictly necessary.
4. Use non-potable water for the toilet tanks.
5. Reduce the load capacity of toilet tanks.
6. Use efficient appliances that do not require so much water.
7. Reuse grey water.
8. Water during the afternoon or evening, when temperatures and wind speeds are lower, significantly reducing evaporation losses.
9. Install rainwater collectors that comply with the regulations and use it to irrigate as a substitute for the water from the hoses connected to the supply network.

WASTE

Residuous generation

1. RRR (Reduce, Reuse and Recycle).
2. Try to reduce the amount of waste that is generated by avoiding buying over-packaged products, and / or that are not biodegradable.
3. Establish a responsible purchasing policy where products that respect the environment and proximity prevail (circular economy).
4. When buying products take into account that they do not contain disposable containers and that they can be reused.
5. Separate the waste that is no longer reusable in the respective containers or take them to the nearest clean point.

ACCESSIBILITY

Promote universal accessibility

For universal accessibility, the diversity of people must be borne in mind, especially people who temporarily or permanently have disabilities. People with reduced mobility, such as those who walk with a cane, or who move in a wheelchair, etc., people with sensory limitations in vision or hearing, or people with cognitive or intellectual disabilities.

1. Comply with current legal regulations on universal accessibility.
2. Take into account the adequacy of important aspects such as:
 - Parking spaces reserved for people with reduced mobility.
 - Guarantee accessible mobility for everyone inside and outside the establishment through an accessible itinerary, including vertical movements (ramps, elevators and stairs).
 - Reception points, attention, information and waiting areas: the area and furniture must be accessible to anyone to facilitate the interaction of the user with the worker who attends him.
 - Adapted bathrooms
 - Accessibility in communication and information systems. Both digital and printed information represent the most widely used supports for the communication of information. It is necessary to use those recommendations so that a written text meets accessibility criteria and is effective for a greater number of people.
 - Accessible events: an event will be accessible if all people who intend to attend, including those with a disability, are given the opportunity to access it and everything related to the event (dissemination, registration, transportation, accommodation, access, facilities, sound and image, communication, etc.).