

## TWENTYTÚ'S HOSTEL RESPONSIBLE TOURISM POLICY

Twentytú hostel is aware of the importance of maintaining a responsible tourism development, voluntarily undertakes the compromise of assuming a business sustainable model. The establishment and all its facilities have been conceived as an innovative urban accommodation to prevent and minimize the negative impacts produced by our activity, just as they are aimed to achieve maximum energy efficiency in order to optimize the environmental sustainability of the accommodation. Our services promote the sustainable development of the territory, in social, economic, cultural and environmental ways.

Therefore, we are committed to establishing a commitment to our clients, thus contributing to the projection and consolidation of the accommodation as sustainable, responsible and different but still keeping the quality.

Our commitment includes the following points:

- Comply with the principles of the World Charter on Sustainable Tourism.
- Continuous improvement of all our processes especially those of social, economic, cultural and environmental scope.
- Optimize the use of natural resources and other means used for our services, and establish waste reduction system.
- Establish training programs aimed at our employees to act with respect for the environment in their daily activities.
- Achieve the active participation of our guests in the activities included in our responsible tourism program.
- Ensure compliance with current state and local environmental legislation.
- Collaborate with local entities with offers of employment to the habitants of Barcelona including groups with risk of social exclusion.
- Establish procedures to use local products and services.
- Encourage the knowledge of our environmental policy at all levels of the organization, community and suppliers.
- Participate and collaborate in the activities of the city related to the socio-cultural development of the destination.
- Establish systems of records, indicators and environmental objectives, establishing action plans and evaluating them periodically to analyze possible deviations.

General Manager



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