



RED DE OFICINAS
DE TURISMO DE LA
REGIÓN DE MURCIA

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QUALITY DOCUMENT
SUSTAINABILITY POLICY

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SUSTAINABILITY POLICY

Region of Murcia Tourist Information Offices Network.

Aware of the importance of **sustainable tourism** development, the Tourist Information Offices Network is committed to the sustainable management of its activities, adopting commitments aimed at preventing, eliminating or reducing the negative impact of our facilities and activities, directing its actions towards compliance with the 2030 Agenda for Sustainable Development and the Sustainable Development Goals (SDGs).

To this end, it undertakes to meet the requirements contained in the Technical Specification for the fulfilment of the *SDGs in Tourism Organizations of the Spanish Tourism Quality Institute (ICTE)* and implement the **Tourist Information Offices Network SDG Decalogue** that includes specific commitments with the 17 Sustainable Development Goals, with the following points of action:

- **Integrate sustainable management into the tourist information service:** One of our main objectives is to integrate sustainable management into the tourist information services provided, assuming the commitments of continuous improvement in all areas of sustainability: sociocultural, economic and environmental.
- **Development of the Sustainability Plan** at the tourist information office level. Identify, select and prioritize those SDGs on which it has the capacity to act and develop a strategic action plan at the level of each of the destinations in order to respond, through specific actions and objectives, to the implementation of the SDGs in tourist information office management.
- **Sustainable governance and continuous improvement.** Integrate into the Network organization, through the Sustainability and Improvement Committee, the coordination of sustainability actions at the various offices, reviewing the Sustainability Plan on an annual basis, to identify and mark new challenges, help improve the most vulnerable areas and reinforce the strengths of the destination.
- **Awareness-raising and training of Tourist Information Office professionals.** Motivate and provide tourist office professionals with training and awareness-raising actions regarding sustainable tourism principles, to promote good environmental and social practices in the environment, participate in external activities, and report both internally and externally on the progress and actions carried out.
- **Communicate and disseminate through various channels,** regional and municipal, to users, the sector and other stakeholders, the results of the sustainability plans and the achievements with the commitments acquired.

This policy must be disseminated by the Quality Assurance Directorate to the entire Region of Murcia Tourist Information Offices Network, so that, once it is understood by all its components, it is applied and kept up to date by all organization levels.