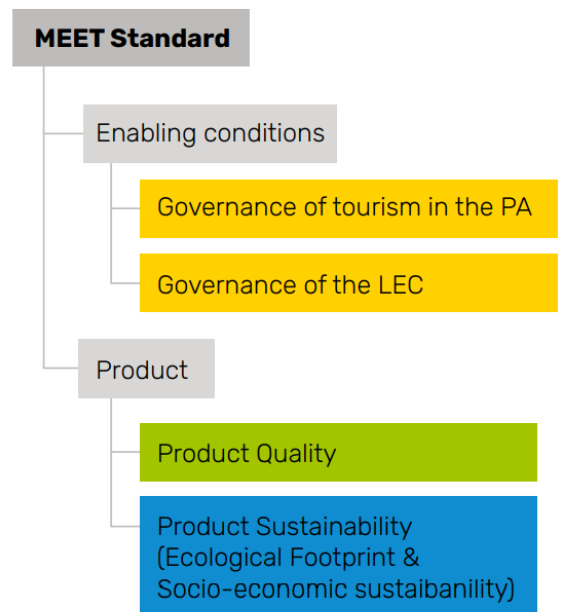


## The MEET Standard

Ecotourism claims to bring benefits to both conservation and local communities in protected areas. DestiMED PLUS and MEET Network's goal is to develop ecotourism multi-day products with evidenced sustainability around the Mediterranean. How do we know this is actually happening?

The MEET Standard has been developed to ensure that, and includes a series of indicators to assess the enabling conditions for ecotourism to be developed in a protected area and destination, and the sustainability and quality of the product being developed. Below follows a summary of the rigorous assessments carried out in in the project. More information will be available in the project website.



## PRODUCT SUSTAINABILITY: SUMMARY

**Average result for itinerary**

**By stakeholder group**

**Workers**



**(-0.67)**

**Local Community**



**(-0.2)**

**Value Chain**



**(-1)**

**Customer / tourist**



**(0.33)**

**By service provider category**

**Accommodation**



**(-0.43)**

## Full report by stakeholder group



(-0.38)

This graphic shows the average EF of travelling to Cabo de Gata-Níjar Natural Park from an average European city, and the difference between air and ground travel. The EF of travelling to the destination is slightly higher than the EF of the actual package (1.4 times the per capita EF of the package). To this destination, the average EF of travelling by ground (train/boat) is 0% lower than the average EF of travelling by flight from Europe.

Non-acceptable performance

Ideal performance

### WORKERS



(-0.67)

#### WORKING CONDITIONS

-1

Forced labour / Illegal labour

0

% of jobs in tourism that are seasonal

0

Working hours/Overtime

-2

Fair salary

#### HEALTH & SAFETY

0

Presence of a formal policy concerning health and safety

#### TRAINING

-1

Training hours per year

### LOCAL COMMUNITY



(-0.2)

#### LOCAL CAPACITY BUILDING

-1

Partnerships involving the local community

#### LOCAL EMPLOYMENT

-1

% of workforce hired locally

1

% spending on locally based suppliers

#### WELL BEING

0

Residents perception of tourism impacts

#### TOURISM

0

The service favours local tourism/residents

## VALUE CHAIN



**(-1)**

### INTEGRATION OF SUSTAINABILITY ON SUPPLY CHAIN

**0**

Environmental/social criteria for supplier selection

### SUPPLIER RELATIONSHIPS

**-2**

Payments on time to suppliers

## CUSTOMER / TOURIST



**(0.33)**

### QUALITY OF THE SERVICE

**0**

Accessibility to people with disabilities

### HEALTH & SAFETY

**1**

Risk management plan

### FEEDBACK MECHANISM

**0**

Presence of a mechanism for customers to provide feedback

## Service provider category: Accommodation



**(-0.43)**

This graphic shows the average EF of travelling to Cabo de Gata-Níjar Natural Park from an average European city, and the difference between air and ground travel. The EF of travelling to the destination is slightly higher than the EF of the actual package (1.4 times the per capita EF of the package). To this destination, the average EF of travelling by ground (train/boat) is 00% lower than the average EF of travelling by flight from Europe.

Non-acceptable performance

Ideal performance

### WORKERS



**(-0.83)**

#### WORKING CONDITIONS

**-2**

Forced labour / Illegal labour

**-1**

% of jobs in tourism that are seasonal

**0**

Working hours/Overtime

**-2**

Fair salary

#### HEALTH & SAFETY

**0**

Presence of a formal policy concerning health and safety

#### TRAINING

**NO DATA**

Training hours per year

### LOCAL COMMUNITY



**(-0.2)**

#### LOCAL CAPACITY BUILDING

**-2**

Partnerships involving the local community

#### LOCAL EMPLOYMENT

**-1**

% of workforce hired locally

**2**

% spending on locally based suppliers

#### WELL BEING

**0**

Residents perception of tourism impacts

#### TOURISM

**0**

The service favours local tourism/residents

## VALUE CHAIN



**(-1)**

### INTEGRATION OF SUSTAINABILITY ON SUPPLY CHAIN

**0**

Environmental/social criteria for supplier selection

### SUPPLIER RELATIONSHIPS

**-2**

Payments on time to suppliers

## CUSTOMER / TOURIST



**(0.33)**

### QUALITY OF THE SERVICE

**0**

Accessibility to people with disabilities

### HEALTH & SAFETY

**1**

Risk management plan

### FEEDBACK MECHANISM

**0**

Presence of a mechanism for customers to provide feedback

## APPENDICES

NOTA: En este anexo se mostrará el reporte de cada uno de los Social Impact Assessment de manera individual

# PROVIDER: Restaurante Baiona

Status: **Sent**



(0.13)



## WORKERS



**(-0.17)**

### WORKING CONDITIONS



Forced labour / Illegal labour



% of jobs in tourism that are seasonal



Working hours/Overtime



Fair salary

### HEALTH & SAFETY



Presence of a formal policy concerning health and safety

### TRAINING



Training hours per year

## LOCAL COMMUNITY



**(0)**

### LOCAL CAPACITY BUILDING



Partnerships involving the local community

### LOCAL EMPLOYMENT



% of workforce hired locally



% spending on locally based suppliers

### WELL BEING



Residents perception of tourism impacts

### TOURISM



The service favours local tourism/residents



## VALUE CHAIN



(0)

### INTEGRATION OF SUSTAINABILITY ON SUPPLY CHAIN

1

Environmental/social criteria for supplier selection

### SUPPLIER RELATIONSHIPS

-1

Payments on time to suppliers

## CUSTOMER / TOURIST



(0.67)

### QUALITY OF THE SERVICE

0

Accessibility to people with disabilities

### HEALTH & SAFETY

1

Risk management plan

### FEEDBACK MECHANISM

1

Presence of a mechanism for customers to provide feedback

## **Recomendations to Restaurante Baiona**

### **Recomendations to : Forced labour / Illegal labour**

- To develop a corrective action plan with a clear timeline for completion if incidents of forced labour and/or illegal labour have been discovered.
- To develop a plan to raise awareness of issues associated with forced labour and illegal labour.
- To publicly report commitments, performance, progress and effectiveness of programmes in relation with forced and illegal labour.

### **Recomendations to : Working hours/Overtime**

- To improve overtime pay above that of an ordinary hour.
- To let workers choose whether overtime is offset by time or money.

### **Recomendations to : Fair salary**

- To offer workers additional social benefits on top of what is provided by the government.
- To remove the wage gap between man and women.
- To improve workers compensation above the living wage.

### **Recomendations to : Presence of a formal policy concerning health and safety**

- To develop preventive measures and emergency protocols beyond compliance with local laws.
- To demonstrate that there is an improvement year after year of the health and safety of workers.

### **Recomendations to : Training hours per year**

- To increase the hours of training for workers, along with the specificity, and also provide particular training for sustainability performance improvement.

### **Recomendations to : Partnerships involving the local community**

### **Recomendations to : % of workforce hired locally**

- To increase the % of local workers.

### **Recommendations to : % spending on locally based suppliers**

- To work toward increasing the supplies bought locally.

### **Recommendations to : Residents perception of tourism impacts**

- To take action with the conclusions extracted from the monitoring system of residents' perception on tourism.
- To work toward achieving a reduction of the residents' complains.

### **Recommendations to : The service favours local tourism/residents**

- To facilitate the access of local tourists to tourist places and activities.
- To use the local language in tourist activities and places.
- To promote local tourism and communicate the offers for local tourists.

### **Recommendations to : Environmental/social criteria for supplier selection**

- To be proactive in providing help to improve the environmental and social performance of the supply chain.
- To consider, in a positive way, the suppliers having sustainability reports and/or certifications evaluating the sustainability performance.

### **Recommendations to : Payments on time to suppliers**

- To comply with the law regarding payments to suppliers.
- To implement a payment management system to manage payments to suppliers.

### **Recommendations to : Accessibility to people with disabilities**

- To implement a robust plan in terms of accessibility to people with disability.
- To offer alternatives to those activities that cannot be adapted to people with disabilities.

### **Recommendations to : Risk management plan**

- To trace the results of plans and/or projects implemented for the improvement of the risk management performance.

### **Recomendations to : Presence of a mechanism for customers to provide feedback**

- To implement plans for improvement based on the information gathered through the customers feedback mechanism.
- To trace the results of plans and/or projects implemented for the improvement of the customers perception.

# PROVIDER: Hostar Pierre

Status: **Sent**



(-0.43)

Non-acceptable performance



Ideal performance

## WORKERS



**(-0.83)**

### WORKING CONDITIONS

**-2**

Forced labour / Illegal labour

**-1**

% of jobs in tourism that are seasonal

**0**

Working hours/Overtime

**-2**

Fair salary

### HEALTH & SAFETY

**0**

Presence of a formal policy concerning health and safety

### TRAINING

**NO DATA**

Training hours per year

## LOCAL COMMUNITY



**(-0.2)**

### LOCAL CAPACITY BUILDING

**-2**

Partnerships involving the local community

### LOCAL EMPLOYMENT

**-1**

% of workforce hired locally

**2**

% spending on locally based suppliers

### WELL BEING

**0**

Residents perception of tourism impacts

### TOURISM

**0**

The service favours local tourism/residents

## VALUE CHAIN



(-1)

### INTEGRATION OF SUSTAINABILITY ON SUPPLY CHAIN

0

Environmental/social criteria for supplier selection

### SUPPLIER RELATIONSHIPS

-2

Payments on time to suppliers

## CUSTOMER / TOURIST



(0.33)

### QUALITY OF THE SERVICE

0

Accessibility to people with disabilities

### HEALTH & SAFETY

1

Risk management plan

### FEEDBACK MECHANISM

0

Presence of a mechanism for customers to provide feedback

## **Recommendations to Hostar Pierre**

### **Recommendations to : Forced labour / Illegal labour**

- To develop a policy that prohibits retention of all or part of worker's salary, benefits, property or original documents.
- To implement a system to prohibit retention of all or part of a worker's salary, benefits, property or original documents and recruitment through deception about the content or legality of the work contract.
- To ensure that there is no evidence of forced labour and/or illegal labour.
- To develop a corrective action plan with a clear timeline for completion if incidents of forced labour and/or illegal labour have been discovered.
- To develop a plan to raise awareness of issues associated with forced labour and illegal labour.
- To publicly report commitments, performance, progress and effectiveness of programmes in relation with forced and illegal labour.

### **Recommendations to : % of jobs in tourism that are seasonal**

- To develop a strategy and implement a series of actions to reduce the seasonality of jobs.

### **Recommendations to : Working hours/Overtime**

- To let workers choose if they want to do or not overtime.
- To improve overtime pay above that of an ordinary hour.
- To let workers choose whether overtime is offset by time or money.

### **Recommendations to : Fair salary**

- To compensate all workers with a living wage.
- To remove the wage gap between men and women.

### **Recommendations to : Presence of a formal policy concerning health and safety**

- To develop preventive measures and emergency protocols beyond compliance with local laws.
- To demonstrate that there is an improvement year after year of the health and safety of workers.

### **Recommendations to : Partnerships involving the local community**

- To establish a regularity for dialogue between the company or facility and the local community.
- To demonstrate that partnerships and projects implemented with the local community are solid and long lasting.

### **Recomendations to : % of workforce hired locally**

- To increase the % of local workers.

### **Recomendations to : Residents perception of tourism impacts**

- To take action with the conclusions extracted from the monitoring system of residents' perception on tourism.
- To work toward achieving a reduction of the residents' complains.

### **Recomendations to : The service favours local tourism/residents**

- To use the local language in tourist activities and places.
- To promote local tourism and communicate the offers for local tourists.

### **Recomendations to : Environmental/social criteria for supplier selection**

- To develop a selection criteria for suppliers based on its environmental/social performance.
- To be proactive in providing help to improve the environmental and social performance of the supply chain.
- To consider, in a positive way, the suppliers having sustainability reports and/or certifications evaluating the sustainability performance.

### **Recomendations to : Payments on time to suppliers**

- To comply with the law regarding payments to suppliers.
- To develop a corrective action plan with a clear timeline for completion if a case of non-compliance with supplier payments laws is detected.

### **Recomendations to : Accessibility to people with disabilities**

- To implement a robust plan in terms of accessibility to people with disability.
- To offer alternatives to those activities that cannot be adapted to people with disabilities.



### **Recomendations to : Risk management plan**

- To trace the results of plans and/or projects implemented for the improvement of the risk management performance.

### **Recomendations to : Presence of a mechanism for customers to provide feedback**

- To implement plans for improvement based on the information gathered through the customers feedback mechanism.

- To trace the results of plans and/or projects implemented for the improvement of the customers perception.

