

Sustainability Report

2017 · 2020

civitatis

Our commitment to sustainability

Civitatis is a project that was born in 2008 from the passion for travel of our Founder and CEO, Alberto Gutiérrez, and his desire to share his experience and knowledge through online travel guides so that other travellers could enjoy their own adventures in a safe and enriching way.

In addition to the travel guides, there was also a selection of tourist activities and transfers from reliable providers with prices to suit all budgets. In just a few years Civitatis became a world leader in the distribution of excursions, tours and transfers in Spanish across the world.

Since the creation of Civitatis, we have sought to add value to society by providing means for travellers, whilst remaining transparent and promoting youth and quality employment within the company. Also, encouraging the creation of jobs in the destinations where we offer our services.

At Civitatis we are convinced that tourism has an important role to play in the need to enjoy our planet in a way that allows a dignified life for future generations. Therefore, in 2017 our company supported the UNWTO initiative, acting as a Friend of the International Year of Sustainable Tourism for Development (#IY2017).

From this moment on, we explicitly committed to sustainable development and started to employ a number of initiatives to contribute with more focus. In this Sustainability Report we share the most outstanding practices carried out from 2017 to 2020.



Global approach

At Civitatis we understand that in order to contribute to sustainable development we must have a holistic approach, maintaining each of its main aspects, such as the environment, society and the economy.



2017



- Civitatis: **Friend of the International Year of Sustainable Tourism for Development** #IY2017.
- Creation of the **Sustainability page**: <https://www.civitatis.com/en/sustainability/>
- Promotion of responsible tourism guidelines through the [Traveller's Manifesto](#).

2018



- Signing of the Commitment to the **UNWTO Global Code of Ethics for Tourism**.

2020



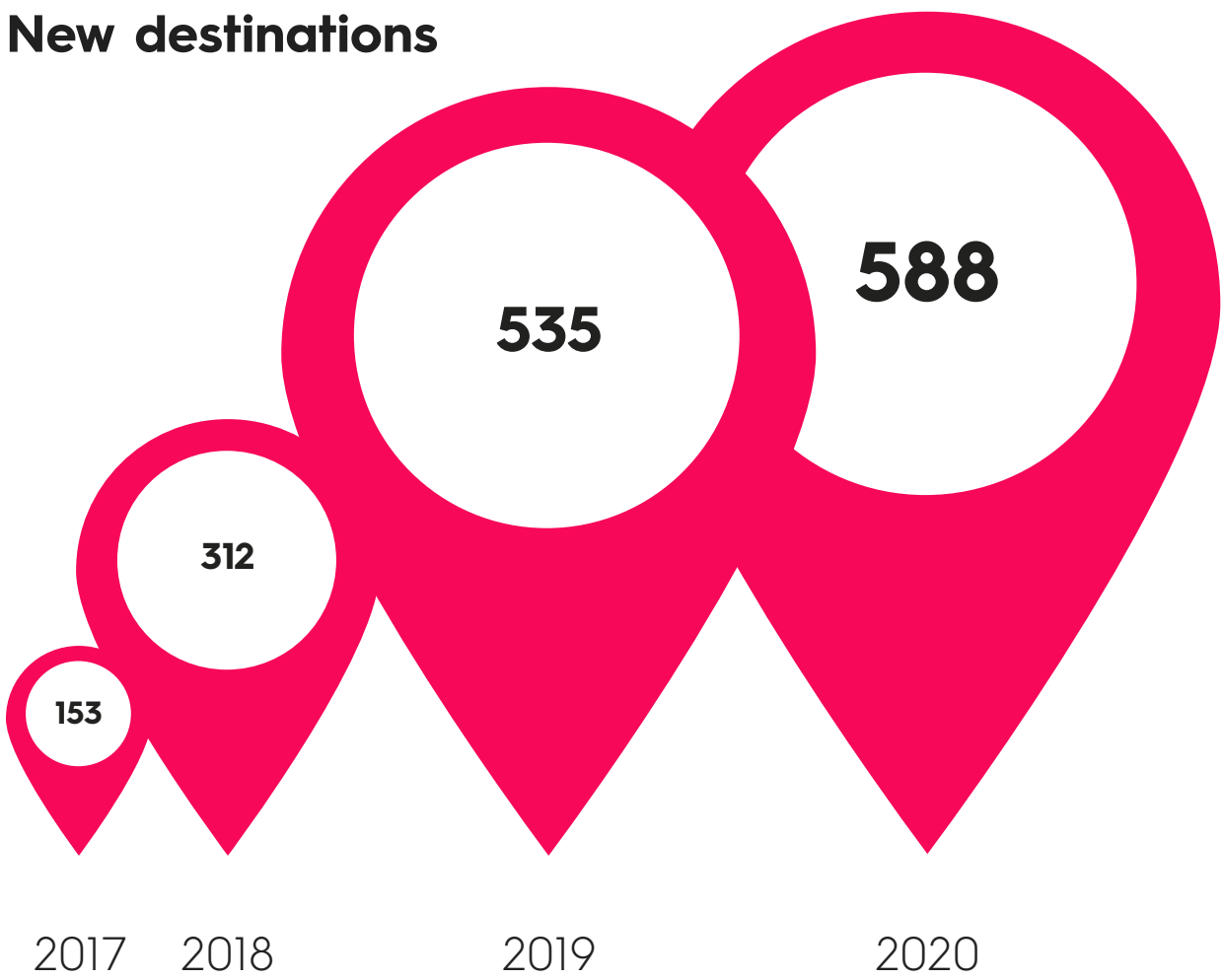
- Definition of the **three Civitatis Decalogues**: the Civitatis Traveller's Manifesto is complemented by the [Civitatis Commitment](#), and the [Provider's Code of Conduct](#).

Tourist Activities

as a factor in the economic and socio-cultural development of destinations

At Civitatis we work carefully to expand our catalogue with the best experiences in order to reach every corner of the world. By publishing new services, we promote employability in destinations and give value to their cultural and environmental heritage.

New destinations



- 2018 Focusing on **developing countries** (Philippines, Guatemala, Nepal, Bolivia and more).
Promotion of local production by expanding the offer of **visits to wineries** in Spain and Portugal and subsequently to other local production establishments around the world.
- 2019 Focusing on **developing countries** (Tanzania, Mozambique and Haiti among them).
- 2020 Focusing on the **less known ones**: promotion of the villages of **Empty Spain** (Ucero, Valle de Lago, Cedillo are some of them) and in other countries. New **developing countries**, such as Kyrgyzstan or Armenia among others.

Environment

We care for the environment both in the way we do our work and by promoting good environmental practices among our customers and partners.



2017



- **Good Environmental Practices Manual in our offices:** all recyclable materials are recycled, printing is avoided, capsule-free coffee machines are used, etc.

2018



- The vertical garden on Calle Montera in our flats The Garden Suites, the largest outdoor plant wall in the centre of Madrid made by a private company, encouraging local planting and reducing the ecological footprint!
- Campaign to promote **digital vouchers** among our suppliers.

2020



- Expansion of our offer of **ecological activities:** electric transport, hiking, trekking, etc.

Society

In addition to working to make tourism accessible to everyone, we support the most vulnerable groups through various Corporate Social Responsibility initiatives.



2017

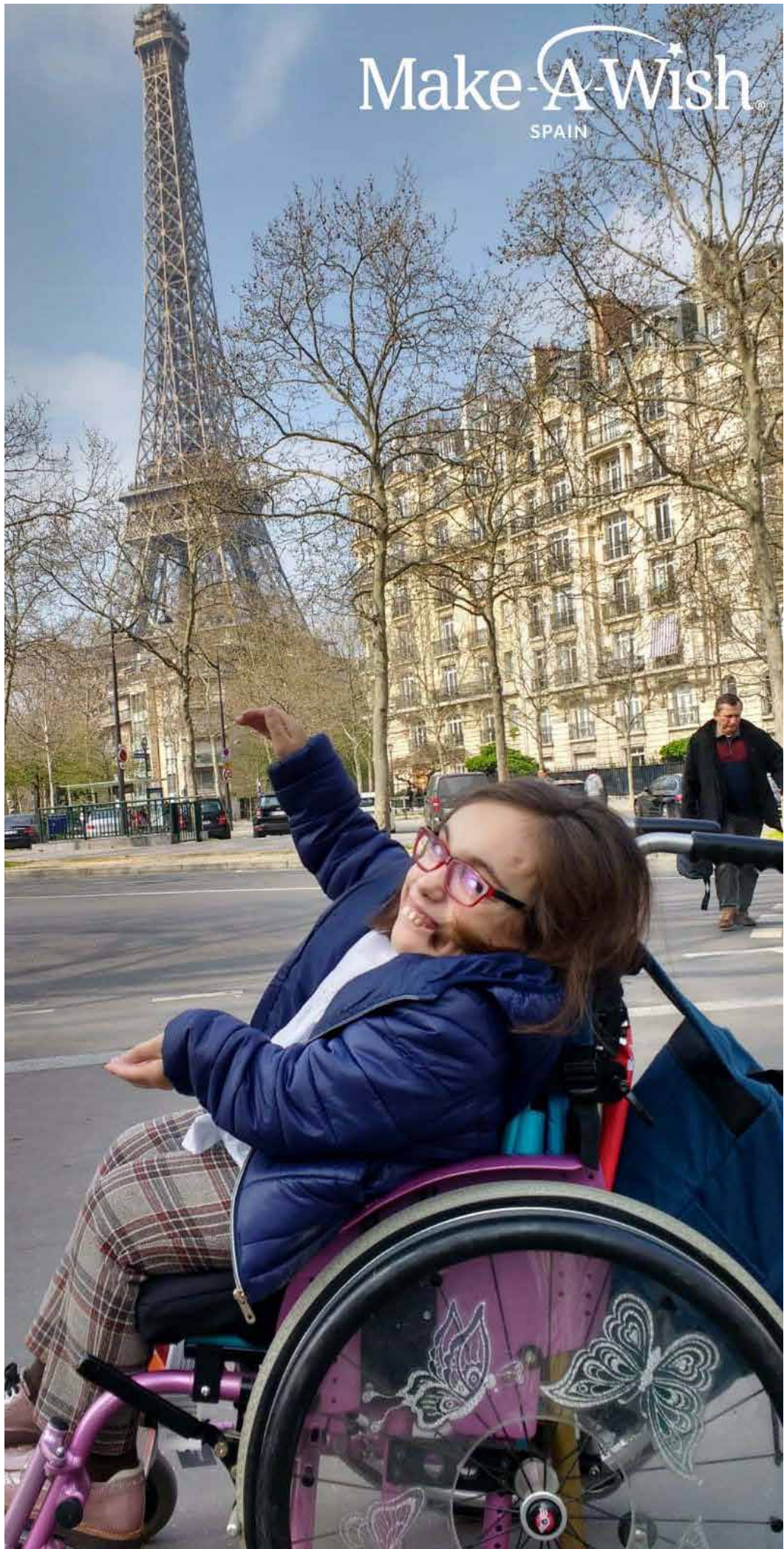
- **1st Madrid Christmas Charity Walk: €2,252 raised for the Aladina Foundation.**

2018

- **Pink Friday** initiative (19th October): donation of 1% of sales on this day to the CRIS Cancer Foundation to support research projects to combat this disease, handing over €1,500.
- In total we **donated more than €25,000** to different solidarity and development projects, including: Empowers Africa, Orthopaedic Foundation, Center for Responsible Travel, Autismo Córdoba, etc.
- **2nd Madrid Christmas Charity Walk: €4,550 raised to the Aladina Foundation.**

Society

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2019

- **Volunteering in collaboration with the Aladina Foundation playing with children with cancer hospitalised at the Niño Jesús Hospital.**
- **Pink Saturday** initiative (19th October): donation of 1% of sales on this day to the CRIS Cancer Foundation to support research projects to combat this disease, handing over €1,913.
- Collaboration with Make-A-Wish Spain in the organisation of [trips for children with illnesses](#).
- **1st Charity tour for International Women’s Day**, handing over the €3,290 raised to the Women’s Foundation to alleviate the consequences of gender-based violence.
- **In total we donated more than €26,000** to various charity and development projects, including: Empowers Africa, Center for Responsible Travel, The Leukemia & Lymphoma Society, Sweet Relief Musicians Fund, etc.
- **3rd Charity walk through Madrid at Christmas and 1st in Salamanca: handing over €4,505 raised to the Make-A-Wish Spain Foundation.**

Society

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2020



- **2nd International Women's Day Charity Tour** (suspended due to confinement): €530 collected were donated to the Women's Foundation to alleviate the consequences of gender-based violence.
- **Free tour of your home** ¡Everyone against Coronavirus! The fundraising to support the fight against the Coronavirus: €5,420 given to UNICEF for the purchase of 5,000 masks and 3-459 pairs of gloves.
- **Collaboration with ONCE** to expand the offer of accessible activities and facilitate the search for these activities for people with disabilities.
- Promotion of tourism with pets: new filter of pet-friendly activities.
- **4th Madrid Christmas charity walk**: handing over €3,020 raised to the Fundación Banco de Alimentos de Madrid to alleviate the problem of hunger caused by the COVID crisis.

Civitatis Team

At Civitatis we are committed to youth and quality employment, fostering a good working environment and promoting equal opportunities for all colleagues.



Implementation of the Gender Equality Plan



Continuous English classes and specific courses for each department, etc.



Breakfasts with management



Fresh fruit every day



First Thursdays: beers every first Thursday of the month



Yoga classes



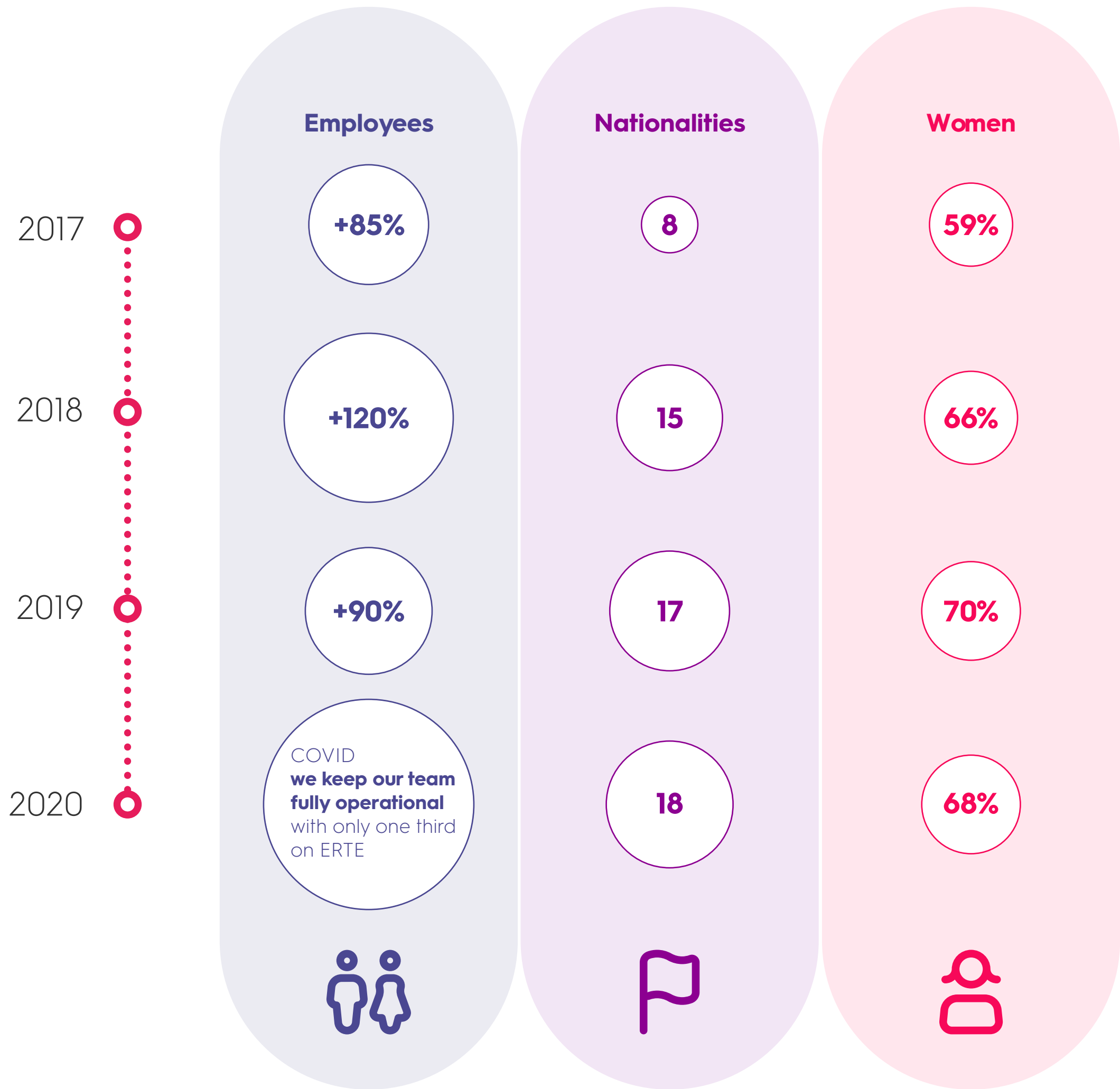
Civitatis Sports Club and participation in the Companies' Races



Online games tournaments

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**We love
to travel.
Without
the Earth,
no journey
would be
possible.**

**We work every day to
take care of it and to
continue discovering it.**

Contact us to find out more

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DM & CSR

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