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TWINNED
By Stars

D1.3 REPORT ON ENHANCEMENT OF DIGITALIZATION AND CIRCULAR ECONOMY

WP1 STRENGTHENING AND SUSTAINABILITY OF COOPERATION NETWORKS IN MARITIME AND COASTAL TOURISM IN THE ORS

TWINNEDBYSTARS

UNLOCKING THE POTENTIAL OF INNOVATION, CIRCULARITY, AND DIGITALIZATION FOR ACCELERATING NEW MARINE-BASED ECOTOURISM, JOINT PRACTICES AND BUSINESSES IN ORS

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ACRONYMS & ABBREVIATIONS

ABAAE	Associação Bandeira Azul de Ambiente e Educação
ACIF-CCIM	Asociación Comercial e Industrial de Funchal - Câmara de Comércio e Indústria de Madeira
ADEAC	Asociación de Educación Ambiental y del Consumidor
AENOR	Asociación Española de Normalización y Certificación
AFNOR	Association Française de Normalisation
APCER	Associação Portuguesa de Certificação
BAT	Best Available Techniques
BE	Belgium
BEP	Best Environmental Practices
CE	Consulta Europa
CETECIMA	Centro Tecnológico de Ciencias Marinas
CMS	The Convention on the Conservation of Migratory Species of Wild Animals
CMC	Clúster Marítimo de Canarias
CO	Project Coordinator
COPOLCO	ISO's consumer policy committee
CTM	Martinique Tourism Committee
D	Deliverable
DG GROW	Directorate-General for Internal Market, Industry, Entrepreneurship and SMEs
DRPM	Regional Directorate for Maritime Policies
EC	European Commission
EIA	Environmental Impact Assessments
EMFAF	European Maritime Fisheries and Aquaculture Fund
EMAS	Eco-Management and Audit Scheme
EMS	Environmental Management System
EnPIs	Key energy performance indicators
ES	Spain
EU	European Union
FCPCT	Fundación Canaria Parque Científico Tecnológico
FEE	Foundation for Environmental Education

FR	France
GA	Grant Agreement
GHG	Greenhouse gas
GSTC	Global Sustainable Tourism Council
ICC	International Certificate for Operators of Pleasure Craft
ICNF	Instituto da Conservação da Natureza e das Florestas
ICTES	the Institute for Spanish Tourism Quality and Sustainability
IAC	Instituto de Astrofísica de Canarias
IEC	International Electrotechnical Commission
ILO	International Labour Organization
ISMS	Information Security Management Systems
ISO	International Organization for Standardization
JAMP	Joint Assessment and Monitoring Programme
MARE	Directorate-General Maritime Affairs and Fisheries
MIA	Marina Industries Association
MMAP	Marine Mammal Action Plan
NACE	National Classification of Economic Activities
NCSC	National Cyber Security Centre
NAUTIC OCEAN	Nautic Ocean: Experiencias náuticas y viajes en Velero
NGOs	Non-governmental organisations
NQA	Certification body
ORs	Outermost Regions
OH&S	Occupational health and safety risks
OHSMS	Occupational health and safety management system
OSPAR	The Convention for the Protection of the Marine Environment of the North-East Atlantic.
PDCA	Plan-Do-Check-Act cycle
PT	Portugal
RAC	Regional Activity Centre
RTI	Responsible Tourism Institute
SAAS	Social Accountability Accreditation Services
SACs	Special Areas of Conservation

SAI	Social Accountability International
SDG	Sustainable Development Goals
SGS	Certification body
SMEs	Small and medium-sized enterprises
SPAW	Protocol of the Cartagena Convention
SoA	Statement of Applicability
TIDES	Instituto Universitario de Turismo y Desarrollo Económico Sostenible
TYHA	The Yacht Harbour Association
ULPGC	Universidad de Las Palmas de Gran Canaria
UN	United Nations
UNE	Spanish Association for Standardization
UNECE	The United Nations Economic Commission for Europe
UNEP	United Nations Environment Programme
UNWTO	United Nations World Tourism Organization
WP	Work Package

1. EXECUTIVE SUMMARY

This report, D1.3 – Report on Enhancement of Digitalization and Circular Economy, is part of Work Package 1 (WP1) of the TWINNEDbySTARS project, whose overall objective is to strengthen cooperation networks in maritime and coastal tourism in the EU Outermost Regions (ORs). This deliverable focuses on the harmonization and promotion of key certifications that foster digitalization and circular economy practices among nautical and ecotourism companies.

Throughout the report, international, European, and national certifications relevant to critical areas have been identified and analysed, including environmental management (ISO 14001, EMAS, Blue Flag, Green Globe, EarthCheck, etc.), social responsibility (ISO 26000, SA8000, etc), quality management (ISO 9001, etc.), occupational health and safety (ISO 45001, ISO 45003, etc.), information security (ISO 27001), and sector-specific certifications (Gold Anchor, Starlight, WCA for whale watching, etc.).

These certifications are presented as strategic tools to:

- Enhance the sustainability of nautical and ecotourism operations.
- Increase competitiveness of SMEs in the sector through globally recognized standards.
- Facilitate regulatory compliance and access to international markets.
- Foster digital innovation in tourism processes and services.
- Promote circular economy principles, reducing environmental impact and optimizing resources.

The analysis includes key requirements, benefits, estimated costs, and certification processes, thus providing a practical guide for adoption by tourism operators and marinas in the Canary Islands, Azores, Madeira, and Martinique. Furthermore, the report reviews the legal framework applicable to specific activities such as whale watching, ensuring alignment with European directives (Habitats Directive, Marine Strategy Framework Directive) and international treaties (CMS, OSPAR, SPAW).

This deliverable lays the groundwork for the upcoming phases of the project, which include the implementation of training plans, the promotion of certification uses within the partner network, and their integration into the internationalization and marketing strategy of the "Atlantic Starl Adventure" product. In doing so, TWINNEDbySTARS will help create a model of coastal and maritime tourism that is more resilient, innovative, and aligned with the Sustainable Development Goals (SDGs).

This result lays the foundations for the next phases of the project, which include promoting the uses of certification within the partner network and integrating it into the internationalisation and marketing strategy for Atlantic Star Adventures and Atlantic Internship Programme products. In this way, TWINNEDbySTARS will contribute to creating a more resilient and innovative model of coastal and maritime tourism that is aligned with the Sustainable Development Goals (SDGs).

2. INTRODUCTION

This section provides an overview of the TWINNEDbySTARS project, as a framework for developing the report, its objectives and the partnership that supports its implementation. It presents the vision and scope of the project, describes the composition of the consortium partners, and details the main objectives and activities of Work Package 1, which focuses on strengthening and ensuring the sustainability of cooperation networks in maritime and coastal tourism in the Outermost Regions (ORs) acting as a link between the representatives of the quadruple helix, seeking to promote the homogeneity of the network through the promotion of certifications (quality, tourism, environmental, Starlight, among others), as well as the promotion of grouped participation in international fairs with the resulting products 'Atlantic Star Adventures' and 'Atlantic Internship Programme'.

2.1 THE PROJECT

TWINNEDbySTARS aims to transform European outermost regions (ORs) into internationally recognized maritime ecotourism destinations that leverage tourism for marine biodiversity conservation and climate change mitigation. Building on the success of previous Macaronesian projects, the initiative involves co-designing and refining marine ecotourism products and activities with SMEs on various islands. Practices like on-board marine environmental education, respectful wildlife viewing, and unique interpretive experiences have led to high tourist satisfaction and more environmentally responsible behaviour from both SMEs and tourists. TWINNEDbySTARS seeks to expand these successes across EU ORs, promoting green and digital innovation, strengthening existing partnerships, and fostering co-creation.

The project's success depends on tangible activities involving public and private entities representing the quadruple helix of the regions. Collaboration is based on established relationships from prior projects. The first half of the project was focused on analysis, mapping, stakeholder engagement, co-creation, and training definition. The second half will concentrate on training execution, marketing and commercialization plan implementation, and product testing.

2.2 THE CONSORTIUM

The TWINNEDbySTARS consortium has professionals with extensive experience in the nautical tourism sector, both in the applied and research fields, in business support through clusters and chambers of commerce, or in the regulation and promotion of activities of this type, such as in the public administration sector.

This project builds upon a university & a research centre, regional governments from ORs, a maritime cluster, SMEs and a chamber of commerce, a marina, and an EU-wide boating association.

Table 1. TWINNEDbySTARS consortium.

Partner No.	Participant organisation name	Acronym	Country
1	Universidad de Las Palmas de Gran Canaria	ULPGC/TIDES	ES
1.1	Fundación Canaria Parque Científico Tecnológico de la ULPGC	FCPCT/ULPGC	ES
2	Consulta Europa Projects and Innovation	CE	ES
3	Asociación Cluster Marítimo de Canarias	CMC	ES
4	Océano de Experiencias SL	NAUTIC OCEAN	ES
5	Centro Tecnológico de Ciencias Marinas	CETECIMA	ES
6	Associação MarinaFunchal	MARINA FUNCHAL	PT
7	Associacao Comercial E Industrial Do Funchal	ACIF-CCIM	PT
8	Secretaria Regional do Mar e das Pescas	DRPM AZORES	PT
9	Collectivité Territoriale de Martinique	CTM	FR
10	European Boating Industry	EBI	BE

2.3 THE WORK PACKAGE 1

The objectives of the WP1 are:

- Strengthening and sustainability of cooperation networks in maritime and coastal tourism in the ORs.
- Acting as a link between the quadruple helix representatives.
- Fostering the homogeneity of the network through the promotion of the certification (quality, tourism, environmental, Starlight, etc.).
- Promoting the clustered participation in international fairs with the resulting products within the "Atlantic Star Adventures" and "Atlantic Internship Programme" with the promotion of a common brand image.

The tasks being carried out to achieve these objectives are as follows:

T1.1. Analysis of existing cooperation networks in maritime and coastal tourism in the Atlantic ORs, mapping of actors in the quadruple helix and stakeholder engagement plan.

T1.2. Homogenization and promotion of certification: enhancement of digitalization and circular economy.

T1.3. Elaboration and implementation of the internationalization and legacy plan.

This report, Deliverable D1.3 is carried out in the framework of T1.2, for the homogenisation and promotion of certification, boosting digitalisation and the circular economy. The objective of this deliverable is to identify and select those certifications (e.g. quality, environmental or SDG) that best suit the products that TWINNEDbySTARS is promoting, to enhance their achievement by the members of the network, with the aim of 'industrialising' the nautical segment and boosting digitalisation and the circular economy.

3. CERTIFICATIONS FOR MARITIME AND COASTAL TOURISIM COMPANIES

All human activities conducted at sea and within coastal environments inevitably generate an impact. In nautical sector these include anchoring vessels, generating noise through engine use, overcrowding certain areas, and, on occasion, being involved in navigational incidents that may lead to fuel spills. However, the nautical community also plays a fundamental role in driving positive change. Nautical sailors are highly aware of their surroundings and possess an intimate understanding of the marine ecosystem. They are often the first to respond in cases of entangled marine fauna, to remove plastic waste from the surface, or to report pollution events and improper practices. Marinas, in turn, are the operational hubs of maritime tourism. They serve as departure and arrival points, are responsible for the collection and management of boat waste, and act as both examples and sources of information regarding the local area and the significance of the marine ecosystem in which they operate.

On the other hand, growing consumer awareness of environmental issues, such as climate change, human health and wildlife protection, is the basis for the adoption of circular practices in the coastal and maritime tourism sector (Bossone and Nocca, 2022; Juliao et al., 2018).

Moreover, although the tourism sector is moving in the right direction thanks to both its customers' and its own growing concern about the potential environmental impacts of their decisions, they still lack a clear understanding of the ins and outs of the circular economy and the importance of digitization, as well as sufficient or necessary information to engage and invest in the right actions (Sijtsema et al., 2019; Vidal Ayuso et al., 2021).

To help our companies become more digital and circular, we can rely on existing certification frameworks for good practices, that is why have the elements of homogenization such as certifications. To carry out maritime and coastal tourism activities responsibly and in compliance with current legislation, companies can obtain a range of certifications, some mandatory and others voluntary. This section explains, in accessible language, the different types of certifications available to businesses in the sector, including the legal requirements they must meet as well as the strategic advantages of acquiring internationally recognized standards. The aim is to provide clear and practical guidance for operators, especially small and medium-sized enterprises, to navigate the certification process and strengthen their commitment to quality, safety, and sustainability.

3.1 DEFINITION, PURPOSE AND TYPES OF CERTIFICATIONS

A certification is a formal recognition granted to an organisation, company or product that complies with international standards established by such a framework of good practices, these standards cover a wide range of areas, including quality, environment, safety, efficiency, among others. There are international organisations such as ISO (International Organization for Standardization) that develop standards that seek to ensure the safety, reliability and quality of products and services, promoting best practices worldwide. And this is recognised by the client, by the authorities that grant us permits, by the academia with which we collaborate and, increasingly, by civil society.

It stands out that, this process is available to companies of all sizes, locations, and sectors, not just large corporations. In fact, certification can be especially beneficial for small and medium-sized companies aiming to enhance their credibility in the marketplace. The purpose of certification is to ensure quality, safety, and compliance with regulatory standards, while also helping organizations improve their operational processes and gain the trust of their customers. Certification can also serve as a strategic tool to increase market competitiveness and open new business opportunities.

Regarding the types of certifications, companies are required to obtain certain mandatory certifications based on their specific industry or activity. These certifications ensure that the company meets legal or regulatory requirements. In addition, there are optional certifications that can enhance the company's reputation, increase its market value, and demonstrate its commitment to quality or sustainability.

Regarding what types of certifications, we recognise as being of interest to maritime and coastal tourism, we divide them into:

- Environmental Responsibility
- ODS and Social Responsibility
- Quality Management
- Occupational Health and Safety
- Global and Sector specific Standards and Certifications

3.2 MANDATORY CERTIFICATIONS FOR COMPLIANCE

In the context of developing marine ecotourism and fostering collaborative practices and sustainable businesses in the EU's Outermost Regions (ORs), it is essential to obtain the appropriate certifications to meet established legal and administrative requirements.

These certifications include:

- Navigation licenses for vessel operators (both recreational and professional),
- Licenses authorizing vessels to operate at sea,
- And specific permits for commercial activities related to ecotourism, such as whale and dolphin watching.

Regarding navigation licenses and in the context of the growing internationalisation of nautical tourism and the need to ensure safety and quality in maritime activities, the European Union recognises the importance of having a common framework for nautical licences. The European Commission, in collaboration with the European Boating Industry Association (EBI), is currently assessing various options for establishing this common framework, between them, the implementation of the International Certificate for Operators of Pleasure Craft (ICC). Issued under

UNECE Resolution No. 40, the ICC provides internationally recognized proof of competence for navigating recreational boats and may be requested by authorities in foreign waters.

Although the ICC is officially recognized by more than 22 countries, it is not yet applied in any of the ORs. As a result, each country retains the autonomy to regulate its national boating licenses according to local legal, safety, and training frameworks.

The following sections include and analyse the current licences required for navigation in the countries that are part of TWINNEDbySTARS.

3.2.1 Spain

Table 2. Recreational and professional sailing licences issued and recognised by Spain.

Type	License Title	Max. Length	Max. Distance
Recreational	LICENCIA DE NAVEGACIÓN	6 METERS	2 MILES
Recreational	PATRÓN NAVEGACIÓN BASICA (PNB)	8 METERS	5 MILES
Recreational	PATRÓN DE EMBARCACIONES DE RECREO (PER)	15 METERS	12 MILES
Recreational	PATRÓN DE YATE (PY)	24 METERS	150 MILES
Recreational	CAPITAN DE YATE (CY)	24 METERS	NO LIMIT
Professional (PPER)	PPER - CATEGORIA A	24 METERS	60 MILLES
Professional (PPER)	PPER - CATEGORIA B	24 METERS	150 MILES
Professional (PPER)	PATRÓN DE YATE PROFESIONAL	15 METERS	60 MILES
Professional (PPER)	CAPITAN DE YATE PROFESIONAL	NO LIMITS	NO LIMITS
Professional	LICENCIAS DE LA MARINA MERCANTE	DEPENDS ON THE VESSEL	NO LIMIT

3.2.2 Portugal

Table 3. Recreational and professional sailing licences issued and recognised by Portugal

Type	License Title	Max. Length	Max. Distance
Recreational	PATRAO LOCAL	12 METERS	10 MILES
Recreational	PATRAO DE COSTA	24 METERS	40 MILES
Recreational	PATRAO DE ALTO MAR	24 METERS	NO LIMIT
Professional	PATRAO LOCAL PROFISSIONAL	12 METERS	10 MILES
Professional	PATRAO DE COSTA PROFISSIONAL	24 METERS	40 MILES
Professional	PATRAO DE ALTO MAR PROFISSIONAL	24 METERS	NO LIMIT

3.2.3 France

Table 4. Recreational and professional sailing licences issued and recognised by France.

Type	License Title	Remarks	Max. Distance
Recreational	PERMIS CÔTIER	Up to 6 NM from shore; applies to motorboats >6 HP	6 MILES
Recreational	PERMIS HAUTURIER	Required to navigate beyond 6 NM from shore: no distance or engine power limit	NO LIMIT
Professional	CAPITAINE 200	Required for commercial vessels up to 200 GT	Navigation in coastal waters
Professional	CAPITAINE 500	Required for commercial vessels up to 500 GT	Navigation in offshore waters
Professional	BREVET DE CAPITAINE DE PÊCHE	Required for commercial fishing	NO LIMIT

As reflected in the licensing frameworks of Spain, Portugal, and France, obtaining the appropriate navigation and professional operation licenses is a legal prerequisite for conducting maritime activities within the EU's Outermost Regions. These licenses are especially critical for ecotourism-related operations such as whale and dolphin watching, scientific research at sea, or other coastal excursions.

Each country applies its own national system, with distinctions between recreational and professional categories, and varying limitations based on vessel size and operating distance from the coast. Despite these differences, the systems share the fundamental objective of ensuring maritime safety, environmental compliance, and operator competence.

For marine ecotourism operators, holding valid and appropriate certifications demonstrates not only regulatory compliance but also a professional commitment to safety, conservation, and responsible service delivery. Authorities may conduct inspections or require additional documentation depending on the activity and geographic zone, particularly in protected areas or when working with sensitive species.

Therefore, careful attention to national licensing requirements is essential for any operator seeking to develop sustainable and legally compliant maritime activities within these territories.

3.3 STRATEGIC VALUE OF CERTIFICATIONS FOR BUSINESS GROWTH AND MARKET POSITIONING

Companies obtain recognized certifications not only to increase their market value, but also to ensure that the services they offer are performed with the highest standards of quality, safety, and accountability. These non-binding certifications reinforce a commitment to operational excellence, sustainability, and customer satisfaction, ensuring that each activity is carried out in a professional and responsible manner. By accrediting their ability to deliver safe, efficient, and high-quality services, companies not only enhance their competitiveness but also strengthen their reputation and credibility within the industry.

Such certifications typically focus on core areas of organizational performance, including environmental responsibility, social accountability, quality management, and occupational health and safety. In addition to these cross-sector standards, there are also certifications tailored to specific industries, which offer further recognition of excellence and compliance within operational contexts. Among the most recognized and prestigious international certifications are those based on ISO standards, as well as others which focus on sustainability and corporate responsibility. These certifications play a critical role in ensuring that businesses operate in a manner that aligns with global best practices

The International Organization for Standardization (ISO) is a non-governmental entity composed of national standardization bodies from around the world. Founded in 1947, ISO develops voluntary international standards applicable to various economic, industrial, and technological sectors. ISO's fundamental purpose is to facilitate international trade, promote the dissemination of knowledge and best practices, protect consumers and users, and encourage sustainable development in economic, environmental, and social aspects.

Over the years, ISO has developed more than 18,400 standards covering diverse sectors such as agriculture, construction, manufacturing, technology, environment, energy, and quality management, among others. The standards development process involves experts from industrial, technical, and business sectors, as well as government representatives, non-governmental organizations, and academia. These experts ensure each standard reflects global consensus on best practices within each specific area.

ISO standards provide numerous benefits, including improvements in operational efficiency, increased international competitiveness, environmental protection, enhanced occupational safety, and improved corporate reputation through the implementation of socially responsible and sustainable practices

The overall cost of obtaining an ISO certification can vary significantly depending on various factors, including the size of the company, the complexity of its internal processes, the specific type of certification being pursued, and any additional services required (such as consultancy or supplementary audits). Therefore, it is advisable for organizations to carry out a detailed analysis to obtain a budget tailored specifically to their unique needs and operational context.

To better understand their scope and relevance, these certifications can be explored according to their respective areas of focus:

- **Environmental Responsibility →** Certifications in this area aim to ensure that organizations minimize their environmental impact and adopt sustainable practices in their operations. They promote efficient resource use, pollution prevention, and compliance with environmental regulations, aligning companies with global sustainability goals.
- **ODS and Social Responsibility →** These certifications evaluate a company's commitment to ethical conduct, human rights, labour practices, and community engagement. They reflect how organizations manage their social impact and contribute positively to the well-being of employees, stakeholders, and society at large.
- **Quality Management →** Focused on consistency, customer satisfaction, and continuous improvement, quality management certifications help organizations establish systems that ensure reliable service or product delivery. They provide a framework to optimize processes and meet customer and regulatory expectations effectively.
- **Occupational Health and Safety →** This category includes certifications that promote safe and healthy working conditions. They guide organizations in identifying and mitigating workplace risks, ensuring legal compliance, and fostering a culture of safety and well-being among employees.
- **Global and Sector specific Standards and Certifications →** Beyond general management standards, companies may also pursue certifications that are specific to their industry or recognized globally for excellence in certain areas. These certifications provide additional credibility and differentiate businesses within competitive markets by highlighting specialized competencies and high operational standards.

Building on this classification, the following sections delve into the most widely recognized certifications within each area of focus. These certifications provide concrete frameworks and standards that help companies formalize their commitments, benchmark their performance, and demonstrate compliance with internationally accepted principles. While some are applicable across all industries, others are tailored to the specific needs and operational contexts of particular sectors. Understanding the purpose and scope of each certification is essential for organizations aiming to implement the best practices and enhance their overall impact.

Table 5. TWINNEDbySTARS Certifications Analysis.

Category	Certification / Standards
Environmental Responsibility	- BlueFlag - Clean Marina - ISO 14001 - EMAS - GreenGlobe - GreenKey - EarthCheck - ISO 14064 - ISO 50001
ODS and Social Responsibility	- ISO 26000 - SA8000 - Global Reporting Initiative (GRI) - Biosphere Tourism - S-Sostenibilidad
Quality Management	- ISO 9001 - Cyber Essentials - Travelife
Occupational Health and Safety	- ISO 27001 - ISO 45001 - ISO 45003
Global and Sector specific Standards and certifications	- Global Anchor - ISO 13687 - Responsible Whale and Dolphin Watching (WCA) - Starlight - ISO 17208

3.3.1 ENVIRONMENTAL RESPONSIBILITY

Blue Flag

Blue Flag is one of the oldest and most respected environmental awards in coastal management worldwide. It was created in 1985 by the French branch of the Foundation for Environmental Education (FEE) as a distinction for marinas and vessels committed to marine conservation. In 1987, supported by the European Commission, it expanded to beaches and marinas, promoting environmental education and compliance with the EU Bathing Water Directive.

Over time, Blue Flag became a global certification scheme. Since 2001, countries outside the European Union have joined. Today, it operates in more than 45 nations and recognizes beaches, marinas, and tourist vessels that meet strict standards in environmental management, safety, accessibility, and environmental education.

In this report, we will delve deeper into vessel certification, as it is the most recent certification. As for marinas, the most efficient and internationally connected ones in the participating regions already have this certification, so they are well aware of the processes, costs and benefits of having it. Beach certification is beyond the scope of this report, so the requirements for these environments will not be detailed.

Tourist vessels are certified for their role in raising awareness of marine ecosystems while offering recreational activities at sea. Sailing boats or motorboats must be operated by a qualified captain and show a strong commitment to sustainability.

To obtain the award, applicants must meet a comprehensive set of international criteria, regardless of the activity offered. These criteria cover environmental education, onboard environmental management, passenger safety, and ethical business practices. For activities such as whale watching, bird observation, or recreational diving, additional safeguards apply to protect sensitive marine environments.

- Environmental education is a central requirement. Operators must provide accessible and accurate information about local biodiversity, environmental threats, and conservation efforts. Educational materials may include brochures, visual displays, or guided commentary. At least one environmental education activity per year is required, and crew members must receive training on relevant topics.
- Environmental management includes adopting a formal policy on board. Vessels must have systems for the collection, separation, and disposal of solid and liquid waste, use eco-friendly cleaning products, and minimize water and energy consumption. Reducing surface and underwater noise is also encouraged to avoid disturbing marine life.
- Safety and service standards require full compliance with maritime regulations. This includes first aid kits, rescue equipment, fire extinguishers, and visible emergency procedures. Clean drinking water and sanitary conditions must be guaranteed for passengers, supported with clear onboard signage.
- Ethical business practices and social responsibility are also required. Operators must comply with national labour laws, apply non-discriminatory hiring practices, and support the local economy through sourcing, employment, or community initiatives.

For vessels engaged in wildlife observation, specific rules apply. Boats must approach animals diagonally at low speed, avoid abrupt movements, and keep a distance of 60–100 meters. Speed must be reduced within 300 meters, and observation time is limited to 30 minutes per vessel, or 15 minutes if more than one vessel is present. No more than two vessels may observe the same group of animals at the same time, and operators must coordinate to avoid overcrowding. The use of sonar or acoustic equipment that interferes with marine life is strictly prohibited.

In Spain, Blue Flag applications for tourist vessels are coordinated by ADEAC. The process starts with an online platform, where applicants' complete questionnaires and provide additional information if required. The National Jury reviews applications, followed by an on-site inspection.

ADEAC then forwards the reports to the International Jury, which makes the final decision. Results are published on ADEAC's website.

The annual participation fee includes application support, the Blue Flag, a recognition plaque for the company office, listing on national and international websites, social media promotion, and a mandatory inspection visit. Costs are: €500 per year for the first vessel, €100 for each additional vessel moored at the same marina, and €200 for each additional vessel moored at a different marina in the same province. VAT not included. Payment is made by bank transfer after the January invoice.

In France, including overseas territories such as Martinique, the program is coordinated by the French office of FEE. Applicants must keep a logbook of environmental actions and submit documentation on crew training, onboard procedures, and educational outreach.

Operators must provide educational content highlighting regional biodiversity and threats, display passenger guidelines in French, and ensure crew participation in environmental education. Responsible anchoring techniques must be demonstrated to minimize seabed impact. Other requirements include at least one educational initiative per year, waste reduction measures, and transparent use of eco-friendly materials.

For wildlife observation, vessels must follow strict approach protocols: low speed, minimal acoustic disturbance, safe distances, and coordination with other vessels to avoid overcrowding. These rules reflect national environmental protection policies and support sustainable tourism.

In contrast to Spain, the certification fees for vessels in France have not been publicly disclosed by the national coordinator.

In Portugal, the Blue Flag Association for Environment and Education (ABAAE) coordinate the program. Ecotourism vessels must meet criteria in five main areas:

- Environmental education and information: provide information on ecosystems, display a code of conduct on board, and organize at least one educational activity per year.
- Environmental management: develop an annual environmental plan, manage hazardous waste and wastewater, use eco-friendly products, and promote sustainable transport.
- Safety and services: have qualified guides on all trips, an updated emergency plan, safety and first aid equipment according to Ordinance 6/97 and Decree 374/95, ensure accessibility where possible, and provide adequate sanitary facilities.
- Social responsibility: comply with labour laws, avoid discrimination, provide formal contracts, and ensure fair pay.
- Wildlife responsibility: follow rules for approaching cetaceans, birds, and seals, keep safe distances, prohibit feeding or touching animals, and report injured or trapped wildlife.

Applications are annual (1 June–31 May). Each vessel must present documentation proving compliance. Inspections are carried out at national and international level, and the flag may be temporarily or permanently removed in case of non-compliance.

Fees depend on vessel size: €150 (up to 10 seats) to €500 (more than 50 seats) for the first vessel, with reduced rates for additional vessels from the same operator.

Clean Marina:

The International Clean Marina Program is an international, voluntary accreditation initiative developed by the Marina Industries Association (MIA). Its primary objective is to assist marina industry operators in protecting inland and coastal waterways through a structured accreditation process that promotes environmental compliance and best management practices.

The program was created over a two-year period in consultation with Australian state and local authorities, environmental protection agencies, and international counterparts in the United States, the United Kingdom, and continental Europe. The first assessments were conducted in 2005, and to date more than sixty marinas have achieved accreditation under the scheme.

Participation is open to marinas, yacht clubs, boat repair facilities, and associated maritime industries. The process begins with the Clean Marina Pledge, through which operators commit to improving their environmental management systems and acknowledge the MIA Code of Ethics. Facilities that consistently apply practices reducing environmental impact are formally recognised as "Clean Marinas" and awarded an accreditation level within the nationally recognised scheme.

The accreditation is designed to address non-point source pollution associated with boating and marina operations. This form of pollution arises when runoff carries pollutants into surface waters, often as a result of routine marina activities. By guiding operators through a practical management system, the program reduces these impacts while improving water and air quality around marina facilities.

Accredited marinas benefit from:

- Recognition in Clean Marina marketing programs and industry media.
- Use of the Clean Marina flag and logo for promotion.
- Cost savings through improved environmental management practices.
- Reduced risk of environmental fines or prosecutions.
- Enhanced company image and customer confidence.
- Stronger relationships with authorities, communities, and the boating sector.

A complementary initiative, the Clean Boaties program, extends the principles of Clean Marina to recreational boat owners. It encourages environmentally responsible practices such as proper waste disposal, bilge and toilet maintenance, eco-friendly cleaning methods, renewable energy use, and measures to prevent biofouling and the spread of invasive species.

Costs of accreditation

Participation in the Clean Marina Program requires membership of the MIA. Fees are set for a three-year assessment period and vary according to marina capacity. In addition, assessor fees are charged separately for each evaluation. The current costs are as follows:

- Up to 100 berths: AU$ 1,250 participation fee + AU$ 1,100 assessor fee
- 101–249 berths: AU$ 1,450 + AU$ 1,100

- 250–500 berths: AU$ 1,550 + AU$ 1,200
- 501+ berths: AU$ 1,700 + AU$ 1,200

Additional charges apply for boatyards and hardstand areas (+AU$ 200 for fewer than six spaces, +AU$ 1,500 for six or more).

Marinas may also opt for Fish Friendly Accreditation, which can be assessed simultaneously with Clean Marina at a cost of AU$ 550 plus AU$ 100 assessor fee.

All prices are quoted in Australian dollars, exclude GST, and assessor travel costs are additional.

ISO 14001:

ISO 14001 is an international, voluntary environmental management standard intended for medium – to long-term application. Its framework is rooted in the principle of continuous improvement, allowing organizations to evolve and enhance their environmental practices over time. The standard is applicable to any organization, regardless of its size, sector, or geographic location. At its core, it requires the establishment of a clear environmental policy, and a management system structured around achieving environmental objectives.

Benefits and Core Focus

Among the ISO 14000 family of standards, ISO 14001 is the most prominent, offering a structured approach to environmental management. Its adoption enables organizations to prevent pollution, comply with regulations, and integrate environmental responsibility into business strategies. While certification is carried out through nationally recognized bodies such as AENOR in Spain, AFNOR in France, or APCER in Portugal, the standard holds international credibility. Organizations benefit from greater operational efficiency, enhanced public image, and stronger legal compliance.

Implementation Process

The ISO 14001 implementation process follows the Plan-Do-Check-Act (PDCA) cycle, ensuring continuous improvement. Before implementation, organizations must consider structural, social, technological, and economic dimensions, each of which influences the scope and success of the system. Implementation involves defining policies, planning objectives, executing environmental programs, monitoring compliance, and undergoing periodic management reviews.

Main Phases of Implementation

1. Environmental Policy

   Organizations must develop a documented policy committing to continuous improvement, pollution prevention, and compliance with applicable laws. This policy should align with the organization's size and impact, set measurable objectives, and be regularly reviewed and communicated internally.

2. Planning

   Planning involves identifying environmental aspects, evaluating legal requirements, and setting environmental goals through structured programs.

3. Implementation and Operation

This phase includes assigning roles, training staff, establishing communication procedures, documenting the management system, controlling operations, and preparing for emergencies. A clear internal structure must be maintained to ensure effective system integration into daily operations.

4. Checking and Corrective Action

Monitoring environmental performance, auditing compliance, handling nonconformities, and maintaining detailed records are essential for tracking progress and sustaining the system's reliability and effectiveness.

5. Management Review

Top management is responsible for conducting regular reviews of the EMS, using audit findings and system performance data to guide decisions and drive improvements. An effective management review process is a key requirement for maintaining certification.

Additional Considerations

It is important to note that certification to ISO 14001 alone does not guarantee high environmental performance. Rather, it provides a framework that must be actively managed and continuously improved. The standard can also be integrated with complementary systems such as ISO 14064 (greenhouse gases) and ISO 50001 (energy management) to further enhance sustainability and operational efficiency.

EMAS:

EMAS (Eco-Management and Audit Scheme) is a voluntary environmental management system promoted by the European Union through Regulation (EC) No. 1221/2009. It is designed to enable any organization, regardless of its size or sector, to assess, improve, and communicate its environmental performance. Although based on the principles of the ISO 14001 standard, this scheme establishes stricter requirements, particularly regarding legal compliance, transparency, and external verification.

Its main objective is to ensure full alignment with European Union environmental legislation, while fostering ongoing improvement in how organizations manage their environmental impact. This commitment translates into several tangible benefits. It strengthens corporate credibility and public image through the mandatory publication of a validated environmental statement and also promotes internal efficiency by encouraging responsible resource use, waste reduction, and pollution prevention. These practices not only lessen ecological impact but can also result in significant cost savings.

One of the key differences from ISO 14001 lies in its level of rigor and formal accountability. Full legal compliance is required, not just a stated intention, as well as the annual release of a publicly available, independently verified environmental report. Additionally, organizations must conduct regular internal audits at least every three years and carry out a comprehensive environmental review before adopting the system. While ISO 14001 enjoys global reach, this regulation is specific to the European Union, offering a higher degree of transparency and regulatory integration.

The implementation process begins with an initial environmental review to identify the most relevant and critical aspects of the organization's activities. This is followed by the design and execution of an environmental management system aligned with the regulation's requirements. The system includes clearly defined objectives, regular internal evaluations, and monitoring mechanisms. Once in place, the organization must prepare a formal statement reflecting its environmental performance, which is then reviewed by an accredited verifier. Only after this process can the entity be officially registered.

Implementation does not end with registration. The scheme requires a continuous improvement cycle, which involves updating the environmental statement annually, performing internal audits regularly, and committing to the use of the best available technology whenever economically viable. This ongoing structure ensures that organizations maintain high environmental standards and remain aligned with legal and technological developments.

Regarding costs, these can vary significantly depending on the type, size, and complexity of the organization. Main cost elements include consultancy services for system design and implementation, fees for external verification by an accredited auditor, and administrative charges related to official registration. Nevertheless, many organizations view the investment as worthwhile, particularly when considering savings in resource consumption, enhanced corporate reputation, and improved access to public funding or procurement advantages.

Green Globe:

Green Globe is an international certification standard specifically designed for the tourism sector, evaluating sustainability performance in hotels, tour operators, convention centres, cruise ships, spas, and recreational activities such as nautical excursions or ecotourism. It is one of the most recognized global standards and is aligned with the Global Sustainable Tourism Council (GSTC) criteria, as well as international frameworks like the UN Global Compact and the principles of Agenda 21.

The Green Globe certification allows organizations to manage, improve, and validate their sustainability practices across four key areas: sustainable management, social and economic impact, cultural heritage preservation, and environmental performance. The standard includes 44 mandatory criteria and over 380 compliance indicators, all verified by accredited third-party auditors.

Among the most important requirements is the implementation of a sustainability management system that addresses social, environmental, health, safety, and quality dimensions. The organization must comply with both local and international legislation, including ILO labour standards, ensure adequate staff training, monitor customer satisfaction, and maintain transparency in all communications.

Socially, the standard calls for contributions to community development, hiring local staff, supporting fair trade, and protecting vulnerable groups against exploitation. It promotes equitable hiring policies, respect for labour rights, and fair wages.

In terms of cultural heritage, Green Globe requires the protection of historical and cultural sites, respectful behaviour within local communities, and the inclusion of cultural elements in the tourism experience.

From an environmental perspective, the standard demands active policies for energy efficiency, responsible water use, waste reduction and management, hazardous materials control, and protection of biodiversity and ecosystems. It also regulates interactions with wildlife, minimizing negative impacts and encouraging conservation efforts.

To achieve certification, a company must meet more than 50% of the applicable indicators in each criterion and fulfil several critical mandatory points. Certification is maintained through annual audits, alternating between on-site visits and remote document reviews.

Regarding costs for tourism businesses in countries such as Spain, France, or Portugal, Green Globe applies membership fees based on the size of the organization. For example, a nautical company with 1 to 9 employees would pay approximately €715 per year, while one with 10 to 19 employees would pay around €1,320. In addition, mandatory third-party audit costs typically range from €1,500 to €2,500, depending on the country, company size, and operational complexity. The estimated total investment for the first-year ranges between €2,200 and €3,800, including membership and ongoing audit. These prices are consistent across the three countries and grant access to the Green Globe system, performance evaluation, and use of the certification seal upon verification.

This system is entirely suitable for nautical tourism companies, especially those focused on sustainable tourism, marine wildlife watching, or stargazing in protected coastal areas. Adopting Green Globe not only enhances the environmental and social performance of the company but also strengthens its brand image, improves its competitive positioning, and builds trust among responsible travellers, operators, and public authorities.

Green Key:

Green Key is one of the world's leading ecolabels for tourism and leisure establishments. It is operated internationally by the Foundation for Environmental Education (FEE) and recognised by UNEP and UNWTO. The certification is awarded annually to establishments that meet rigorous environmental standards and commit to continuous improvement in sustainability performance.

The programme applies to six categories: (1) hotels and hostels, (2) campsites and holiday parks, (3) small accommodations, (4) conference centres, (5) restaurants, and (6) attractions, all of which are assessed according to thirteen thematic areas, including environmental management, staff training, guest information, energy and water efficiency, waste reduction, food and beverage, green areas and biodiversity, social responsibility and environmental education. Most requirements are imperative and must be complied with from the outset, while others become mandatory overtime as the establishment progresses within the programme. For example, in hotels and hostels, the criteria demand systematic monitoring of water and energy consumption, the installation of water-saving devices, the replacement of lighting with LED technology, the provision of information to guests on sustainable transport options, and the use of eco-labelled cleaning products.

The certification process is structured to ensure third-party independence and credibility. It begins with the submission of an application form accompanied by supporting documentation. A trained Green Key auditor then conducts an on-site audit before the first certification, again in the second year, and subsequently every third year, while in the intervening years off-site document audits are performed. Certification decisions are made by an independent National Jury where a national operator exists, or directly by Green Key International in other cases. Certificates are valid for twelve months and must be renewed annually. The process typically takes between three and six months, depending on the readiness of the applicant. In cases of non-compliance, establishments must resolve deficiencies within three months; more than five non-conformities with imperative criteria require a follow-up audit, which entails additional fees.

Participation costs depend on whether a national Green Key operator exists in the applicant's country. Where it does, fees are set nationally. In countries without a national operator, Green Key International oversees the process and charges an annual levy that covers the plaque and certificate. Travel expenses for the auditor (including transport, visas and accommodation) are billed separately, although establishments are expected to provide complimentary accommodation where possible. Optional promotional materials, such as Green Key flags or additional plaques, can be purchased at extra cost. Large international hotel chains and tour operators benefit from a 10% discount under cooperation agreements.

By setting high requirements across operational, technical and educational dimensions, Green Key provides a credible and internationally recognised benchmark for sustainable management. Certified establishments not only demonstrate tangible reductions in energy, water and waste, but also engage staff and guests in a culture of environmental responsibility, reinforcing the visibility and reputation of sustainable tourism worldwide.

Although Green Key does not have a specific branch for recreational boating, it has been considered of interest to learn about and analyse this standard, especially in relation to marinas, as it has certain similarities with the holiday parks, conference centres and attractions segments in tourism sector.

EarthCheck:

EarthCheck is one of the most important and globally recognized certification systems in the tourism and hospitality industry. With over 25 years of experience, it specializes in helping companies implement sustainable practices that minimize their environmental impact and improve their social responsibility. The certification is based on a rigorous, scientifically validated approach, allowing organizations to demonstrate their commitment to sustainability by measuring, comparing, and verifying their performance in key areas such as water and energy consumption, waste management, and greenhouse gas emission reduction.

The certification process is divided into different levels, allowing organizations to progress along their sustainability journey based on their performance and commitment. The first level is Bronze, followed by Silver, Gold, and Platinum, with the latter being awarded to organizations that have demonstrated continuous commitment over a period of years. To achieve certification, businesses must meet a series of requirements that cover both environmental and social aspects, ensuring effective sustainable policies are implemented and a positive impact is made on local communities.

The process involves the collection of operational data, annual audits conducted by accredited auditors, and the implementation of a detailed sustainability plan. The audits verify that companies comply with international standards regarding environmental impact reduction, social responsibility, and compliance with relevant regulations. In terms of audit frequency, the initial audit is conducted onsite, followed by an offsite desktop audit in the second year, with subsequent audits alternating between onsite and offsite every year. This process helps ensure that businesses maintain their sustainability practices and continually improve their performance. Digital tools are also promoted to monitor progress and set clear sustainability goals.

Certified organizations not only receive external validation of their commitment to sustainability but also enjoy a range of benefits, including improved operational efficiency, reduced resource consumption costs, increased customer satisfaction, and enhanced brand reputation. This certification also helps organizations align with the United Nations' Sustainable Development Goals (SDGs) and other international sustainability frameworks, such as ISO 14001, ISO 26000, and the Global Reporting Initiative (GRI) principles.

The cost of certification varies depending on the nature and size of the organization. Initial fees start at 6,600 AUD per year, which covers the registration process, audit, and verification. This fee also includes the required annual follow-up audits to maintain the certification, ensuring the organization continues to meet the established standards. The time it takes to obtain certification can range from 6 to 12 months, depending on the size of the company and its level of commitment to sustainable practices.

To achieve certification, companies must collaborate with all stakeholders, from internal staff to external parties, to ensure that sustainable practices are effectively implemented. This data-driven, integrative approach guarantees that organizations not only meet the requirements but also become leaders in sustainability within the industry.

Regarding social benefits, organizations are required to focus on key aspects of social responsibility, such as improving working conditions, hiring locally, and promoting equity and well-being in nearby communities. Additionally, they are encouraged to respect local cultural heritage and traditions, ensuring that tourism activities are developed in a way that aligns with local cultures and customs.

In summary, this certification is a powerful tool for any tourism organization looking to demonstrate its commitment to sustainability, improving both its environmental and social performance.

ISO 14064:

Climate change, driven by human activity, is one of the most critical global challenges of our time. It affects natural systems, economies, and human well-being. Addressing this issue requires the implementation of effective strategies by both the public and private sectors to mitigate greenhouse gas (GHG) emissions and adapt to the changes ahead. In this context, ISO 14064 plays a vital role by providing a standardized framework for the quantification, monitoring, reporting, and verification of GHG emissions and removals. This enables organizations to transform climate science into practical tools, enhancing their ability to manage climate-related impacts.

As part of the ISO 14060 family, ISO 14064 helps organizations improve the integrity, credibility, consistency, and transparency of their GHG data. It provides a solid foundation for developing strategies to manage carbon footprints effectively. By implementing this standard, companies can identify high-emission areas, track progress toward sustainability goals, and communicate their efforts to stakeholders with confidence. The standard also enables organizations to participate in voluntary reporting programs, access carbon credit markets, and fulfil regulatory obligations more efficiently. Its flexibility allows integration into broader environmental management systems or sustainability frameworks.

ISO 14064 is structured in three key parts. ISO 14064-1 establishes principles and requirements for designing and managing GHG inventories at the organizational level. It covers emission boundaries, emission and removal quantification, documentation, and internal review mechanisms. ISO 14064-2 focuses on project-level GHG reductions or removals. It provides criteria for defining baselines, monitoring project outcomes, and reporting achievements, particularly relevant for organizations implementing offset or mitigation projects. ISO 14064-3 describes how GHG statements and claims should be verified or validated. It includes steps for planning assessments, conducting evaluations, and determining conformity. This ensures that emission data are credible, especially for external communication or regulatory compliance.

Implementing ISO 14064 requires more than meeting technical criteria; it involves cultivating a culture of environmental accountability. Organizations must commit to reliable data collection, transparent communication with stakeholders, and a philosophy of continuous improvement. This includes setting clear organizational and reporting boundaries, classifying both direct and indirect emissions, applying accurate quantification methods, and integrating GHG reporting into broader sustainability performance indicators. Robust internal processes for documentation, review, and third-party verification, where applicable, are essential.

The standard is guided by core principles that ensure its effective and credible application. Relevance requires that GHG data reflect the actual operations and context of the organization. Integrity demands that all significant emissions and removals are included without omission. Consistency ensures stable methodologies over time, enabling valid comparisons. Accuracy aims to reduce bias and uncertainty, and transparency mandates clear disclosure of assumptions, sources, and decision-making processes involved in GHG accounting.

To apply ISO 14064 effectively, organizations typically follow a structured approach. This includes defining the inventory boundaries based on physical and operational control, establishing reporting boundaries for both direct and indirect emissions (such as electricity use or outsourced transportation), selecting appropriate quantification methods, documenting and regularly updating emission data, and conducting internal audits. Where needed, third-party verification further strengthens the credibility of the reported information. These steps help ensure that data are accurate, complete, and suitable for regulatory compliance, participation in carbon markets, or sustainability communications.

The standard classifies GHG emissions into six categories to guide organizations in building comprehensive inventories. The first includes direct emissions and removals within organizational boundaries, such as combustion, industrial activities, and land-use changes. The second comprises indirect emissions from imported energy like electricity or steam. The third involves indirect emissions related to transport and logistics, such as employee commuting and business travel. The fourth addresses indirect emissions from purchased goods and services, including supply chain activities and third-party services. The fifth covers emissions from waste generated during operations, such as disposal and recycling. The sixth category captures emissions from the use of sold products by customers. By identifying and managing these categories effectively, organizations gain a holistic understanding of their climate impact and can focus mitigation efforts where they are most needed.

ISO 50001:

The ISO 50001:2018 standard establishes an international framework specifying the requirements for an effective energy management system. This system allows organizations to improve their energy efficiency through structured and systematic procedures. ISO 50001 was initially developed to provide a coordinated response to climate change, driven by the proliferation of diverse national energy efficiency standards across various countries.

Implementing ISO 50001 offers numerous organizational benefits. Primarily, it significantly reduces operating costs by continuously identifying energy-saving opportunities. Reduced energy consumption directly contributes to lowering an organization's carbon footprint, enhancing environmental sustainability. Additionally, adopting this standard increases organizational commitment by involving senior management in energy management, ensuring proper resource allocation, and raising energy awareness at all organizational levels. Effective implementation also greatly enhances corporate reputation by demonstrating a strong commitment to sustainability and efficiency attributes increasingly valued in the global marketplace. Moreover, adherence to ISO 50001 facilitates compliance with various legal requirements related to energy management.

The methodological structure of ISO 50001 is based on the continuous improvement cycle PDCA (Plan, Do, Check, Act). In the planning phase, the organization identifies its internal and external contexts, determines interested parties, and establishes specific energy objectives, accompanied by key energy performance indicators (EnPIs). Subsequently, the "Do" phase involves executing the plans and implementing the proposed measures to improve energy efficiency. The "Check" phase consists of monitoring, measuring, analysing, and conducting internal audits of the system to verify its effectiveness and compliance. Finally, in the "Act" phase, the organization implements corrective actions and adjustments necessary to address nonconformities and promotes continuous improvement of energy performance.

According to the certification body NQA, the formal process for achieving ISO 50001 certification involves several clearly defined stages. Initially, the interested company requests and accepts a specific quote. Following this, a Phase 1 audit is scheduled, which serves as a preliminary evaluation of the implemented system, identifying possible shortcomings and preparing for the subsequent audit. After successfully completing this initial stage, the Phase 2 audit is conducted, involving an in-depth and detailed assessment of compliance with ISO 50001 requirements. If nonconformities are identified during this audit, the organization is provided with time to address them and verify corrective actions. Once all requirements are satisfactorily met, ISO 50001 certification is granted, valid for three years and subject to annual maintenance audits for continued compliance.

Additionally, ISO 50001 adopts the common structure known as Annex SL, facilitating its integration with other management systems, such as ISO 9001 (Quality Management) and ISO 14001 (Environmental Management). This standard explicitly requires documentation of several key elements, including organizational energy policy, specific objectives and goals, methods for evaluating energy performance, internal audits, and periodic management reviews. It also explicitly promotes a risk-based approach, allowing organizations to anticipate potential threats and opportunities related to energy performance.

3.3.2 ODS and SOCIAL RESPONSIBILITY

ISO 26000:

ISO 26000 is a voluntary international standard providing guidelines on social responsibility applicable to any organization, regardless of its size, sector, or geographic location. This guide, resulting from a process initiated in 2001 by ISO's consumer policy committee (COPOLCO), culminated with its publication on November 1, 2010, following extensive international consultations and balanced participation from experts and representatives across various sectors and countries, both developed and developing.

The main purpose of ISO 26000 is to encourage responsible practices that go beyond mere legal compliance and to promote sustainable development through ethical and transparent behaviour. Its implementation helps enhance organizational reputation, providing competitive advantages and improving the ability to attract and retain employees, customers, and investors, as well as strengthening relationships with all stakeholders.

At its core, ISO 26000 is founded on fundamental principles such as accountability, transparency, ethical behaviour, respect for stakeholder interests, respect for the principle of legality, adherence to international standards of conduct, and respect for human rights. Additionally, it addresses fundamental subjects including organizational governance, human rights, labour practices, the environment, fair operating practices, consumer issues, and active participation in community development.

The standard provides a detailed framework for effectively integrating these responsible practices throughout the organizational structure through internal awareness and training, assessment and prioritization of relevant topics, transparent communication with stakeholders, and implementation of monitoring and continuous improvement systems.

It is important to emphasize that ISO 26000 is neither certifiable nor mandatory; instead, it serves as a flexible and universally adaptable guide applicable to public entities, private businesses, and non-profit organizations alike. While it seeks to promote a holistic and interdependent view of social, environmental, and economic issues, it has also faced criticism for potential excessive standardization and challenges in adapting to smaller organizations or specific cultural and economic contexts.

In conclusion, ISO 26000 represents an essential tool for guiding organizations toward more ethical and responsible management, offering a comprehensive framework that supports sustainable development and continuous improvement in organizational relationships and reputation.

SA8000:

The international SA8000 standard, developed by Social Accountability International (SAI), is an auditable standard based on the fundamental principles of internationally recognized human and labour rights. Its goal is to ensure ethical and socially responsible working conditions, both within a company's direct operations and throughout its supply chain. SA8000 is applicable in any country, sector, and organization size, and is based on conventions from the ILO (International Labour Organization), the Universal Declaration of Human Rights, and other United Nations conventions.

This standard outlines a series of requirements ranging from the prohibition of child and forced labour to the promotion of health and safety in the workplace. Certified organizations must actively commit to eliminating child labour by adopting remediation measures for affected minors and promoting their access to education. It also prohibits any form of forced labour, including the retention of documents or wages as coercion, and requires that employees be able to terminate their contracts freely and without retaliation.

Regarding health and safety at work, SA8000 obliges companies to provide a safe environment, including regular training in risk prevention, access to hygiene facilities, drinking water, and decent accommodation conditions if applicable. The standard also protects the right to freedom of association and collective bargaining, even in contexts where local legislation restricts these rights, by requiring alternative mechanisms for worker representation.

Non-discrimination is another pillar of the standard, which rejects any form of unequal treatment based on race, gender, religion, political affiliation, sexual orientation, or disability, whether in hiring, training, promotion, or termination. The standard also expressly prohibits abusive, coercive, or sexually threatening behaviour. Regarding disciplinary practices, it mandates that workers be treated with dignity, explicitly banning all forms of corporal punishment or verbal abuse.

In terms of working hours, SA8000 sets strict limits: the regular workweek must not exceed 48 hours, workers must be guaranteed at least one day off per week, and overtime must be voluntary and paid in accordance with legal requirements or collective bargaining agreements. In terms of wages, workers must receive compensation that is sufficient to cover basic needs and allow for discretionary income. Disciplinary wage deductions are not allowed, except under very specific legal conditions.

The standard also requires the implementation of a robust management system that integrates social responsibility policies, compliance monitoring, management reviews, and internal and external communication channels. Detailed records must be maintained, continuous monitoring must be conducted, and staff must be trained on related issues. Companies must involve worker representatives in these processes and ensure they are not discriminated against. A distinctive feature of SA8000 is its requirement for control over suppliers, subcontractors, and home-based workers, ensuring that they all comply with the same ethical and legal principles, with written contracts and supervision mechanisms.

Regarding certification costs, SAI establishes a flexible pricing structure. Every organization seeking certification must complete a mandatory self-assessment, which has a cost of 300 USD payable to SAI. The certification audit process, conducted by SAAS-accredited certification bodies, typically costs between 400 and 1,500 USD per day, depending on the country, the company's size, and the complexity of its operations. Annual surveillance audits are required during the three-year certification cycle. Additional costs may arise from consulting, staff training, or the implementation of corrective actions. It is important to note that these amounts are not set by SAI but are determined by the certifying bodies based on the specific characteristics of each organization.

It is important to understand that SAI does not directly certify organizations under SA8000. Instead, audits and the issuance of certificates are carried out by certification bodies accredited by SAAS (Social Accountability Accreditation Services). For example, in Spain, APCER is an accredited body that offers SA8000 certification services. In France, Bureau Veritas Certification is authorized to conduct these certifications. In Portugal, SGS Portugal provides similar services.

Finally, the standard promotes open dialogue with all stakeholders, including trade unions, NGOs, governments, and local communities, and allows for both announced and unannounced audits to verify compliance. By adopting the SA8000 standard, an organization not only improves its internal working conditions but also strengthens its reputation, its ability to attract talent, and its relationship with clients, partners, and markets that value ethics and sustainability.

Global Reporting Initiative (GRI):

The Global Reporting Initiative (GRI) is an independent, international, non-profit organisation that develops the GRI Standards, which constitute the most widely adopted global framework for sustainability reporting. These Standards enable organisations to disclose their economic, environmental and social impacts in a structured, transparent and comparable manner, thereby enhancing accountability to stakeholders and supporting informed decision-making.

The GRI Standards are organised into three interrelated sets. The Universal Standards establish the reporting principles and general disclosures that apply to all organisations. The Topic Standards address specific areas of impact, divided into economic (200 series), environmental (300 series) and social (400 series) topics. Finally, the Sector Standards provide tailored guidance for industries with significant sustainability impacts, ensuring that disclosures are relevant to sector-specific challenges.

Organisations that prepare reports "in accordance with the GRI Standards" can demonstrate that they are applying a globally recognised methodology. This enhances the credibility and comparability of reported information across sectors and regions. It is important to underline that the GRI does not act as a certification body: it does not audit or certify reports. Instead, the Standards are made available as a public good, free of charge, for use by any organisation. Companies may self-declare alignment with GRI Standards, and some choose to engage independent third-party assurance providers to verify their reports and increase stakeholder confidence.

The Standards are aligned with leading international instruments, including the United Nations Guiding Principles on Business and Human Rights, the OECD Guidelines for Multinational Enterprises and the conventions of the International Labour Organization. They are also explicitly designed to support corporate reporting on progress towards the United Nations Sustainable Development Goals (SDGs). Their global relevance is reflected in the fact that more than 70% of the world's largest 250 companies use GRI Standards for their sustainability reporting, and the framework is increasingly referenced in regulatory requirements across jurisdictions.

The Global Reporting Initiative therefore provides a comprehensive and internationally harmonised set of reporting standards. Its purpose is to improve the quality, consistency and transparency of sustainability disclosures, facilitating greater trust between organisations and their stakeholders.

Biosphere Tourism

Biosphere Certification is a system developed by the Responsible Tourism Institute (RTI), an organization based in Spain and associated with UNESCO and the World Tourism Organization. Its purpose is to recognize companies, destinations, and tourism organizations that integrate sustainability into their management, aligning themselves with the 17 United Nations Sustainable Development Goals (SDGs). This framework involves comprehensively addressing the environmental, social, cultural, and economic dimensions of sustainability, in line with the World Charter for Sustainable Tourism +20.

The procedure is carried out through a digital platform where organizations define their action plans linked to the SDGs, implement specific measures, and provide evidence of continuous improvement. Verification is carried out through an annual online external audit, conducted by accredited entities, which validates the information and determines the degree of compliance.

The cost of certification is €359 per year, which includes access to the platform, technical support, the audit, and the right to use the seal. If the subscription is not maintained or the evidence is not updated, the seal is automatically deactivated.

Although the RTI is based in Spain, the certification applies internationally. Companies and destinations from any country can join the system and obtain the seal. Global recognition is reinforced by the integration of Biosphere indicators into international travel and booking portals such as Booking, Google Travel, TripAdvisor, and TUI, which use this information to give visibility to certified operators.

S-Sostenibilidad

S- Sostenibilidad is a Spanish certification created in 2020 with the aim of accrediting tourism organizations that integrate criteria aligned with the Sustainable Development Goals (SDGs) into their management. Since June 2024, the Institute for Spanish Tourism Quality and Sustainability (ICTES), in collaboration with the Spanish Association for Standardization (UNE), has elevated the technical document that supports the certification to UNE Standard status, giving rise to UNE 0083:2024 "Contribution of tourism organizations to the SDGs. Requirements and recommendations." This standard has been presented by Spain to the international committee ISO/TC 228 Tourism and related services, with the aim of promoting its global reach and enabling it to become an international benchmark.

The certification is awarded to organizations that demonstrate compliance with at least one of the two reference standards: the Technical Specification for SDG Compliance in Tourism Organizations, applicable to a wide range of subsectors (travel agencies, destinations, beaches, nautical-sports facilities, museums, restaurants, tourist transport, active tourism, among others), or UNE-ISO 21401:2019, specific to sustainability management systems in tourist accommodations.

The process of obtaining the S for Tourism Sustainability requires implementing the requirements of one of these standards, undergoing an external audit carried out by approved companies, demonstrating compliance with the technical criteria and, where appropriate, implementing the necessary improvements. Once granted, the certification must be renewed annually through follow-up audits. In addition, the UNE 0083:2024 standard establishes the obligation to prepare a Sustainability Report, which must include the organization's commitment, the results of an initial diagnosis, the prioritization of the SDGs, a specific action plan, and a system of indicators to measure progress, along with examples of actions.

Currently, the S for Sustainable Tourism has a national scope in Spain, but the fact that the UNE 0083:2024 standard has been presented within ISO/TC 228 opens up the possibility of its internationalization in the coming years.

3.3.3 QUALITY MANAGEMENT

ISO 9001:

The ISO 9001 standard is one of the most widely used international standards in the world to ensure the quality of products and services across all types of organizations. Its main purpose is to provide a framework that enables companies to establish, implement, and maintain a quality management system that consistently meets customer requirements, improves operational efficiency, and ensures continuous improvement of their processes. This standard is not limited to large or industrial organizations, its generic nature makes it applicable to any organization, regardless of its size or sector. ISO 9001 belongs to the ISO 9000 family of standards and is complemented by others such as ISO 9000, which defines concepts and vocabulary, and ISO 9004, which offers guidance for performance improvement.

The standard was first published in 1987 and has undergone several significant revisions, with the most recent version released in 2015. This latest revision introduced profound changes, such as the adoption of a common structure across ISO standards (known as Annex SL), the integration of risk-based thinking, and a stronger emphasis on leadership from top management. The classic approach of reactive corrective action was replaced with a preventive culture, representing a major shift in how organizations understand quality, not just reacting to problems but anticipating them and proactively managing risks.

Practically speaking, implementing a quality management system based on ISO 9001 means aligning organizational processes with the PDCA cycle (Plan-Do-Check-Act), a model that allows companies to structure their operations in a logical sequence that promotes continuous improvement. This cycle becomes a key tool for transforming business strategies into concrete, measurable actions. In the planning phase, objectives are defined, risks and opportunities are identified, and necessary resources are determined. Then, in the execution phase, the planned actions are carried out. Afterward, results are evaluated through monitoring and measurement of processes. Finally, corrective or improvement actions are taken to close the loop and restart the cycle with greater maturity.

Implementing ISO 9001 involves several fundamental steps. It all begins with awareness training to ensure that personnel understand the relevance of the standard. Then, a quality policy is developed, and objectives are set in alignment with organizational strategy. From there, an internal gap analysis is conducted to compare the current system with the standard's requirements. Once the starting point is identified, processes are designed and documented using flowcharts, procedures, and work instructions. These processes are implemented throughout the organization, covering every area and activity. At the same time, an internal audit system is established, with proper training for auditors. The results are reviewed during management review meetings, where performance is evaluated, improvement areas are identified, and action plans are developed.

Before reaching certification, a final gap analysis is conducted to verify system compliance, and all identified nonconformities are corrected. When the organization believes it is ready, it undergoes a final certification audit conducted by an accredited external body. If all requirements are met, the organization receives the ISO 9001 certificate, formally demonstrating its commitment to quality and continuous improvement. It is important to note that certification is not an end, but a milestone within an ongoing process that must be actively maintained through periodic audits, reviews, and system updates.

Risk-based thinking is one of the cornerstones of ISO 9001:2015. The aim is not to eliminate risk completely, which would be unrealistic, but to manage it wisely, prioritizing aspects that could have the greatest impact on quality and performance. This approach also applies to internal audits, which should be scheduled based on the risk level of the processes. Additionally, decision-making based on evidence is highly valued, meaning that relevant data must be collected, analysed, and used for ongoing improvement.

Implementing an ISO 9001 system brings both tangible and intangible benefits. It enhances customer satisfaction, reduces errors, optimizes resources and processes, strengthens a company's reputation, and facilitates access to new markets or tenders where certification is a prerequisite. In organizations from emerging countries, the standard acts as a catalyst for professionalization, standardization, and integration into international trade. It also improves relationships with suppliers by establishing clear criteria for quality and performance, benefiting the entire value chain.

Experience shows that successful implementation requires full commitment from top management. It is not enough to delegate to a quality department; the entire organization must be involved. Leadership must be visible, active, and aligned with the quality values being promoted. Internally, it also requires effective knowledge management, development of staff competencies, and a culture of continuous improvement that permeates all levels of the organization.

ISO 9001:2015 does not merely regulate processes; it represents a transformation in how an organization thinks, operates, and projects itself into the future. It is a powerful tool to achieve operational excellence, generate long-term value, and build an organizational culture focused on customer satisfaction, evidence-based decision-making, accountability, and continuous improvement. Its implementation is not a simple task, but when carried out with commitment and strategic vision, the results are truly transformative.

Cyber Essentials:

Cyber Essentials is the UK Government's baseline cyber security certification scheme, developed by the National Cyber Security Centre (NCSC) and delivered through IASME, its official partner. It provides organisations of all sizes with a clear framework to protect against the most common internet-based threats. Certification is valid for twelve months and must be renewed annually.

The scheme is based on five technical controls: firewalls and internet gateways, secure configuration, user access control, malware protection, and patch management. Organisations demonstrate compliance with these controls either through a verified self-assessment or through an independent technical audit.

There are two certification levels. The first, Cyber Essentials, is an independently verified self-assessment. Organisations complete a questionnaire covering the five controls, the scope of the assessment, and details on employees, devices, and locations. The submission must be signed off by a board-level representative and is then reviewed by an accredited assessor. Pricing is scaled according to organisation size, ranging from £400 for micro businesses (0–9 employees) to £740 for organisations with more than 250 employees.

The second level, Cyber Essentials Plus, builds on the self-assessment by requiring a hands-on technical audit. This audit examines a representative sample of user devices, internet gateways, and externally facing servers to verify that the required controls are effectively implemented. Costs for this level depend on the size and complexity of the IT infrastructure.

Certification provides several benefits: it assures customers and partners that cyber security is a priority, helps organisations stay aligned with a recognised framework that is regularly updated, and is increasingly required in supply chain contracts. In the UK, organisations with an annual turnover below £20m that achieve certification for their whole entity also receive automatic cyber liability insurance. More broadly, Cyber Essentials serves as a practical assurance mechanism for supply chain risk management, offering buyers a tangible way to verify the cyber security posture of their suppliers.

Travelife for Accommodation:

Travelife for Accommodation (TFA) is an international certification scheme designed specifically for hotels and other accommodation providers. The programme assesses and recognises establishments that adopt sustainable practices across environmental, social, and economic dimensions of their operations. It is recognised by the Global Sustainable Tourism Council (GSTC) and widely accepted by European and international tour operators as a credible sustainability certification for the hospitality sector.

The certification process requires accommodation providers to implement a broad set of criteria covering areas such as energy and water efficiency, waste management, reduction of chemical use, and biodiversity protection. In addition to environmental aspects, the scheme includes requirements related to labour practices, human rights, equality and non-discrimination, and child protection. Establishments are also expected to demonstrate engagement with local communities, through sourcing from local suppliers, supporting cultural heritage, and contributing positively to the socio-economic development of the destinations where they operate.

Certification is awarded following an independent on-site audit conducted by accredited Travelife auditors, which must be repeated every two years to ensure continued compliance. Establishments that meet the required standards receive the Travelife Gold Certification, which is displayed to consumers and industry partners as a mark of verified sustainable practice. Certified hotels are listed in the Travelife database, which is used by major tour operators to identify and promote sustainable accommodation options.

The scheme provides certified establishments with multiple benefits. These include enhanced visibility in distribution channels, improved reputation among sustainability-conscious travellers, alignment with international sustainability benchmarks, and potential operational cost savings from efficiency measures. Travelife also provides guidance and tools to help accommodation providers continuously improve their sustainability performance.

Travelife for Accommodation therefore constitutes a sector-specific sustainability certification that integrates environmental management with social responsibility and community engagement. Its alignment with GSTC criteria and recognition within the tourism supply chain make it an important instrument for promoting responsible practices in the hospitality industry.

Although Travelife does not have a specific branch for recreational boating, it has been considered of interest to learn about and analyse this standard, especially in relation to the maritime charter sector, as it has certain similarities with the hospitality sector.

3.3.4 OCCUPATIONAL HEALTH AND SAFETY

ISO 45001:

ISO 45001 is an international standard developed to provide organizations with a structured framework for managing occupational health and safety (OH&S) risks. Published by the International Organization for Standardization (ISO) in March 2018, it is the first globally certifiable standard specifically focused on occupational health and safety management systems. Its core objective is to help organizations prevent work-related injuries, illnesses, and fatalities, while fostering a culture of prevention and promoting safe and healthy workplaces. Universally applicable to all types of organizations regardless of size, sector, or geographic location, ISO 45001 is particularly well-suited for multicultural and multisectoral contexts, making it ideal for implementation in countries such as France and Portugal.

The adoption of ISO 45001 aligns with the structure of Annex SL, which harmonizes the format of all modern ISO management system standards. This alignment enables organizations to integrate the OH&S management system with other standards like ISO 9001 (quality) and ISO 14001 (environmental), streamlining documentation, reducing administrative burden, and improving efficiency across departments.

Implementing ISO 45001 involves a process grounded in the Plan-Do-Check-Act (PDCA) cycle of continuous improvement. The journey begins with obtaining strong leadership and visible commitment from top management, who are responsible for promoting the OH&S policy and aligning it with the organization’s strategic direction. From there, it is essential to define the scope of the management system and analyse the organizational context, both internal and external factors. As well as to identify the expectations of relevant stakeholders.

A successful implementation roadmap typically includes twelve practical and progressive steps. The first is gaining the endorsement of top management, as their active involvement is crucial for allocating resources and setting the tone for safety culture. Then, clearly defining the scope and understanding the context of the organization ensures that all applicable activities and influencing conditions are accounted for. The third step is to identify legal, regulatory, and contractual OH&S obligations that the organization must comply with. Once this is done, a comprehensive hazard identification and risk assessment process follows, enabling the development of effective controls and action plans.

With risks addressed, the organization must adapt or implement processes that support the OH&S objectives. This includes developing documented procedures, allocating responsibilities, and aligning workflows with safety goals. At this point, it becomes essential to train employees at all levels, ensuring they understand their roles in preventing accidents and maintaining safety. Proper documentation and recordkeeping then provide evidence of conformity and allow traceability for future audits and improvements.

The effectiveness of the system is verified through internal audits, which must be conducted regularly to evaluate the degree of implementation and uncover potential weaknesses. Whenever nonconformities are detected, the organization must apply corrective actions and monitor their results. Following this, the top management conducts a structured review of the system, assessing whether it remains aligned with strategic priorities and legal requirements.

Once the system is mature and functioning, the organization selects a recognized, accredited certification body to conduct the official audit. If the system proves compliant with ISO 45001 requirements, the organization obtains certification, which demonstrates its commitment to employee well-being and operational excellence.

Unlike traditional reactive models that focus on managing incidents after they occur, ISO 45001 emphasizes prevention. This involves designing processes with safety in mind from the beginning and anticipating potential risks during changes to operations, technologies, or organizational structures. Managing change is thus a key requirement: whenever something new is introduced, its impact on OH&S must be assessed proactively. The system also promotes effective communication and fosters worker participation, not as a one-off consultation, but as a consistent and meaningful process that includes workers at all levels, including safety representatives and committees.

A distinguishing feature of ISO 45001 is its holistic perspective on health and safety. It extends beyond physical risks to include psychosocial and organizational dimensions such as stress, mental health, fatigue, and workplace culture. This broad scope is aligned with the international agenda for sustainable development and well-being, encouraging organizations to consider health as a state of complete physical, mental, and social well-being.

The benefits of implementing ISO 45001 are significant. Beyond ensuring compliance and reducing incidents, it improves worker morale, strengthens the organization's reputation, opens access to international markets, and contributes to long-term performance. The standard does not override national legislation but rather sets a global benchmark that complements local legal requirements. In international settings, such as within the European Union, its adoption supports technical harmonization and facilitates mutual recognition between countries. In this sense, ISO

45001 stands out as a powerful, adaptable, and forward-thinking tool for building resilient, people-centered organizations that prioritize safety as a strategic value.

ISO 45003:

The international standard ISO 45003:2021, developed by the ISO Technical Committee ISO/TC 283, establishes essential guidelines for managing psychosocial risks within an occupational health and safety management system (OHSMS), complementing and aligning with ISO 45001. Its purpose is to provide organizations with a structured guide to prevent health-related harm, particularly regarding psychological health, and to promote safe and healthy working environments. It is applicable to organizations of all sizes, sectors, and structures.

This standard defines psychosocial risk as the combination of the likelihood of exposure to psychosocial hazards and the severity of harm those hazards may cause. These hazards are related to how work is organized, social factors, environmental conditions, equipment, and hazardous tasks. It also introduces the concept of well-being at work, understood as the fulfilment of a worker's physical, mental, social, and cognitive needs and expectations in the workplace.

One of ISO 45003's valuable contributions are its detailed description of common psychosocial hazards, grouped into three main categories: work organization (workload, pace, control, role clarity), social factors at work (support, relationships, harassment, violence), and physical working conditions (noise, lighting, ergonomics, hazardous tasks).

The standard promotes the application of intervention measures at three levels: primary (prevention), aimed at eliminating the sources of psychosocial stress; secondary (mitigation), designed to help workers cope with stressors; and tertiary (recovery), which includes rehabilitation and return-to-work processes under appropriate conditions.

To effectively implement this management approach, the standard calls for an analysis of both external context (economic conditions, applicable legislation, technological developments, regional culture) and internal context (organizational structure, leadership style, corporate culture, employment types, workforce diversity). This helps organizations understand the factors that can influence the emergence and development of psychosocial risks.

Top management plays a crucial role: it must demonstrate leadership, allocate sufficient resources, protect workers who report risks, and foster a culture of openness, respect, and active participation. The success of managing these risks depends on commitment at all organizational levels, emphasizing the importance of consultation and the participation of workers in all phases of the process: hazard identification, risk assessment, action planning, and continuous improvement.

Proper planning requires setting specific objectives, establishing indicators, and conducting periodic evaluations to identify improvements and adapt to change. Organizational support is also key, including the development of competencies, awareness-raising, clear internal communication, and confidentiality, fundamental elements for building a culture of trust.

The standard also highlights the need to integrate psychosocial risk management into operational processes, including job design, change management, interactions with contractors and suppliers, and the planning of reintegration for affected workers. This ensures a coherent and cross-functional approach.

Finally, it underscores the importance of performance evaluation processes through monitoring, internal audits, and reviews by top management. These mechanisms allow organizations to identify shortcomings, implement corrective actions, and foster a culture of continuous improvement.

Adopting ISO 45003:2021 not only helps to prevent risks and protect workers' mental health but also brings tangible benefits to the organization, such as reduced absenteeism, improved workplace climate, increased productivity, and greater sustainability. In a constantly evolving work environment, this standard serves as a strategic tool for promoting psychologically safe, resilient, and well-being-oriented workplaces.

ISO 27001:

The international standard ISO 27001 is the benchmark for Information Security Management Systems (ISMS). It was jointly developed by the International Organization for Standardization (ISO) and the International Electrotechnical Commission (IEC), and is designed to protect the confidentiality, integrity, and availability of information within an organization, regardless of its size, sector, or structure. This standard is part of the ISO 27000 family, which includes other standards such as ISO 27002 (security control best practices) and ISO 27005 (risk management).

ISO 27001 establishes a structured framework to identify risks, implement appropriate controls, and continuously improve the management of information security. The most recent version, ISO 27001:2022, adopts the high-level structure of Annex SL, which facilitates its integration with other management systems such as ISO 9001 or ISO 45001. This framework is based on the PDCA cycle (Plan, Do, Check, Act), ensuring a systematic and continuously improving approach.

One of the core principles is the risk-based approach. The standard does not impose a specific methodology but requires the organization to identify and assess risks, define acceptance criteria, and design a treatment plan. This plan should consider whether risks are to be avoided, transferred, mitigated, or accepted, and must be supported by the selection of controls from Annex A, which includes 93 controls grouped into four categories: organizational, technological, physical, and people related.

The implementation of ISO 27001 begins with an assessment of the organization's internal and external context, considering factors such as technological maturity, organizational culture, sensitivity of information assets, regulatory environment, and cyber threats. Based on this analysis, the scope of the ISMS is defined, and relevant interested parties are identified. Active commitment from top management is also required, as they must establish an Information Security Policy aligned with the organization's strategic goals, allocate resources, and promote a security-focused organizational culture.

The system must include adequate documentation to support processes, define responsibilities, and record evidence. Personnel competence, awareness, and communication are key aspects of effective implementation. Furthermore, a systematic process of internal audits, management review, and performance monitoring must be established to ensure the ISMS meets its objectives and remains up to date in the face of emerging threats.

The standard also includes a Statement of Applicability (SoA), where the organization justifies which Annex A controls are applicable and how they have been implemented. This declaration is essential for both internal management and external certification audits.

Finally, adopting ISO 27001 brings numerous benefits: it strengthens the organization's security posture, improves its reputation, reduces operational and legal risks, increases trust among clients and partners, and in many cases, becomes a prerequisite for participating in tenders or accessing certain markets. With its preventive and adaptable approach, this standard enables organizations to build a more secure and resilient digital environment, ready to face the challenges of the information age.

3.3.5 GLOBAL AND SECTOR-SPECIFIC STANDARDS AND CERTIFICATIONS

GOLD ANCHOR

Gold Anchor is an international marina certification scheme jointly administered by The Yacht Harbour Association (TYHA) and the *Marina Industries Association (MIA)*. Its objective is to raise industry standards, promote customer-centric service delivery, and provide global benchmarking tools for marinas and yacht harbours. The certification is available in regions such as Europe, the Middle East, the Caribbean, Asia-Pacific, and the Americas, and helps marinas position themselves competitively within the global nautical tourism sector.

The program offers two main pathways: a self-assessment scheme and a fully independent accreditation process. Both are based on evaluation criteria organized into six categories:

- Ambience
- Planning, Policies, and Procedures
- Customer Service
- Environmental Management
- On-water Facilities and Infrastructure
- On-shore Facilities and Infrastructure

In the case of full accreditation, a berth holder survey is conducted to collect structured client feedback. A certified assessor then performs an on-site inspection, evaluates systems and services, and produces a report. This is reviewed by a Standards Panel (TYHA or MIA), which determines the final accreditation level. To ensure continuous compliance and service quality, mystery shopper assessments are carried out during the three-year certification validity period.

Gold Anchor accreditation is granted in the form of a rating from 2 to 5 Anchors, with an additional 5 Gold Anchor Platinum tier for marinas that demonstrate exceptional performance and customer satisfaction. The self-assessed scheme, meanwhile, allows marinas to demonstrate commitment to the program's values and prepare for future accreditation.

The scheme emphasizes three key principles:

- Delivery of consistently high customer service
- Value for money across all levels of accreditation

- Verified compliance with recognized international standards

For marinas operating in coastal and island regions, Gold Anchor represents a sector-specific distinction that reinforces their credibility, supports sustainable business development, and enhances their attractiveness to both local and international nautical tourism markets.

In 2024, the TYHA Code of Practice, the technical foundation of the Gold Anchor scheme, was undergoing a major revision to address evolving challenges in the global marina industry, including climate adaptation, digital transformation, and shifting user expectations.

ISO 13687

The ISO 13687 series set out the minimum requirements for yacht harbours and is structured in three parts that define basic, intermediate, and high service levels. Prepared by ISO/TC 228 (Tourism and related services), the 2017 editions replace ISO 13687:2014 and provide a harmonised framework focused on user safety, service quality and environmental considerations.

ISO 13687-1 (basic service level) establishes core obligations covering legal compliance, an identifiable office with posted service hours, competent staff, third-party liability insurance, and administrative information on rules and services. It requires an organised waste control system; means to contain oil/fuel spills; facilities (or access within 3,000 m) to discharge black water and bilge water; and an environmental code of conduct for users. Safety provisions include readily accessible first-aid kits, firefighting equipment, lifesaving equipment (e.g., ladders and life buoys), illumination of hazard points, and an emergency action plan. Signage, basic services (fresh water, toilets, showers, electricity), and documented maintenance/cleaning programmes are also required.

ISO 13687-2 (intermediate service level) builds on Part 1 and adds requirements for office availability (daily in high season; at least four days/week in low season; ≥8 hours/day), staff competence to assist mooring, and first-aid training for at least 25% of staff per shift. It formalises organisation and administration (website/online presence, berth-holder registration, arrival/departure forms, complaint procedure, customer survey, management-system principles) and extends services to include vehicle parking, food & beverage, trolleys, chandlery/craft equipment, lift/slip facilities, repair and maintenance, Wi-Fi, laundry, fuelling, and provision for auxiliary craft. It also requires drills and corporate identity for customer-facing staff.

ISO 13687-3 (high service level) requires compliance with Parts 1 and 2 plus enhanced provisions: office staff available 12 hours/day for information and movements; ≥50% of staff per shift trained in first aid; regular staff evaluations; and, where permitted, at least one AED on site. Administration must include a quality management system with improvement planning based on customer feedback and acceptance of electronic payments. Environmental and safety provisions are strengthened (e.g., recycling/waste points within 500 m on foot; absorbent agents available; on-site facilities to discharge black, grey and bilge water; shorter spacing between safety ladders ≤100 m on each jetty; emergency plans that also address security threats). Services extend to concierge and guest transportation and extra means for embarking/disembarking.

Across the three parts, the series provides marina operators with a practical tool that emphasises health and safety and respect for the environment, shares global good practice for harbour development, and offers nautical tourists harmonised information and services.

WHALE WATCHING Case and the Certification for Whale Watching Operators: World Cetacean Alliance (WCA)

Whale watching integrates conservation, maritime safety, environmental education and economic activity, and is carried out under multilevel legal frameworks (EU, regional and international conventions, and national and regional regulations). In territories such as the Canary Islands, the Azores, Madeira and Martinique, instruments such as the Habitats Directive and the Natura 2000 network, the CMS (Convention on Migratory Species), OSPAR (in the Portuguese-Atlantic area) and the SPAW Protocol (Caribbean) converge, as well as specific administrative decrees and procedures (authorisations, minimum distances, observation times, guide training, 'Blue Boat', etc.). This regulatory and ecological complexity, coupled with the sensitivity of the species and the reputational exposure of the destination, requires detailed treatment; for this reason, this section is more extensive, in order to rigorously map the applicable legal framework and the operational obligations that guarantee a legal, safe and environmentally responsible activity.

Alongside this regulatory compliance, the market and the scientific community are promoting the adoption of verifiable best practice standards. In this context, the World Cetacean Alliance (WCA) offers voluntary certification for whale watching operators that complements (does not replace) current legislation, aligning operations with global guidelines on animal welfare, environmental education, risk management and relations with the local community. The following sections detail these regulatory aspects, as well as the most relevant issues regarding voluntary certification by the World Cetacean Alliance (WCA).

Legal Framework

Whale and dolphin watching in the waters of territories such as the Canary Islands, the Azores, Madeira, or Martinique must be carried out in compliance with the applicable legal framework, which ensures that the activity is conducted in a respectful and environmentally responsible manner.

In the case of Portugal (including the Azores and Madeira), the activity is regulated by national legislation aligned with European Union Directives. These regions are also covered by the OSPAR Convention, which governs marine environmental protection in the North-East Atlantic, as well as by the Convention on the Conservation of Migratory Species of Wild Animals (CMS), which provides a global framework for the conservation of migratory species such as cetaceans.

The Canary Islands, although part of Spain, lie outside the geographic scope of the OSPAR Convention. Whale and dolphin watching in this region is therefore governed by EU Directives, Spanish national and regional legislation, and the CMS.

Martinique, as an overseas department of France located in the Caribbean, is governed by French national legislation and falls under two key international frameworks: the SPAW Protocol of the

Cartagena Convention, which regulates biodiversity protection in the Wider Caribbean Region, and the CMS, which also applies to Martinique as part of French territory.

These legal instruments provide the foundation for conducting whale watching activities legally and responsibly. They include requirements such as obtaining administrative permits, maintaining minimum approach distances, limiting observation time, regulating vessel speeds, and ensuring that guides or crew members receive proper training. Understanding and respecting these rules is essential to ensure that the activity supports the conservation of species and the health of marine ecosystems.

One of the central regulatory frameworks for the conservation of cetaceans and their habitats in the European Union is the Habitats Directive (Directive 92/43/EEC). Together with the Birds Directive (Directive 79/409/EEC), it forms the backbone of the EU's biodiversity conservation policy and provides the legal foundation for the creation of the Natura 2000 Network, a coherent ecological network of protected areas across all EU Member States.

The Habitats Directive aims to ensure the long-term preservation of Europe's most valuable and threatened habitats and species by promoting their conservation or restoration to a favourable status. Cetaceans, being species of community interest, are listed in Annex IV of the Directive, meaning they are subject to strict protection measures, not only within designated conservation areas but also throughout national territories and marine waters.

Under this legal framework, EU Member States are required to:

- Designate Special Areas of Conservation (SACs / ZECs) for habitat and species protection.
- Implement regulatory measures to prevent disturbance, capture, or killing of listed species.
- Monitor and manage human activities, such as tourism, that could negatively affect conservation objectives.
- Assess the environmental impact of plans and projects that may significantly affect Natura 2000 sites.

This framework applies uniformly across the EU, but each Member State must transpose and enforce these obligations through its own national legislation.

Application in Spain

Whale and dolphin watching in Spain is not only framed by European directives but also by a detailed national and regional legal structure designed to manage marine biodiversity conservation alongside responsible tourism development. In Spain, the Habitats Directive has been transposed into national law through Law 42/2007 on Natural Heritage and Biodiversity, which governs the establishment and management of the Natura 2000 network. This network includes numerous Special Areas of Conservation (SACs), including marine areas designated specifically due to the presence of cetaceans. The management plans for these sites include targeted measures to regulate marine wildlife tourism and ensure that such activities are conducted in a way that supports the long-term protection of the species involved.

Complementing these provisions, whale and dolphin watching activities in marine environments are also subject to Law 41/2010 on the Protection of the Marine Environment, which transposes the Marine Strategy Framework Directive (Directive 2008/56/EC) into Spanish law. This law establishes marine strategies for each marine demarcation, including the Canary Islands, and aims to ensure a good environmental status of Spanish waters through integrated planning and coordination of all activities with potential environmental impacts, including ecotourism.

Specifically, Law 41/2010 requires that any activity involving the observation of cetaceans, as regulated under Royal Decree 1727/2007, must obtain prior authorization and comply with the objectives and measures established in the relevant marine strategy. These strategies include environmental assessments, conservation objectives, monitoring programs, and concrete protective measures for each demarcation.

Royal Decree 1727/2007 provides specific legal protections for cetaceans in all Spanish waters. It introduces the concept of the Mobile Cetacean Protection Zone and defines zones of exclusion, restricted permanence, and controlled approach. The decree establishes precise behavioural requirements for vessels, aircraft, and other means of approach, explicitly prohibiting actions that disturb, pursue, or harm cetaceans. It also includes a regime of administrative sanctions for violations of these protections.

In the Canary Islands, cetacean watching is further regulated by Decree 178/2000 of the Government of the Canary Islands, which establishes the legal framework for both touristic and scientific observation activities within the region. This decree requires operators to obtain official authorization, submit a Basic Environmental Impact Study, and ensure the presence of certified marine guides on board. It imposes detailed operational conditions, including minimum approach distances, observation time limits, vessel navigation protocols, and limits on the number of boats allowed near groups of animals. The decree also prohibits aerial observation at low altitudes and the use of jet skis near cetaceans. Authorized vessels must display the official "Barco Azul / Blue Boat" flag, which certifies compliance with all environmental and legal requirements.

Additional Procedures and Sanctions

To legally conduct whale and dolphin watching in Spain, operators must follow specific administrative procedures. In the case of the Canary Islands, these are regulated by Decree 178/2000, which requires:

- Submission of an application to the Directorate-General for Tourism Infrastructure and Planning (for tourism) or the Vice-Ministry for the Environment (for scientific or conservation purposes);
- Provision of the following documents:
    - Identity and ownership of vessel(s)
    - Authorization for discretionary maritime transport
    - Valid liability insurance
    - Proof of payment of the administrative fee
    - Basic Environmental Impact Study and declaration
    - Proof of financial guarantee for possible sanctions
    - Documentation of a certified Sectoral Tourism Guide

- Technical specifications of the vessel and operations

The permit is valid for up to one year and must be renewed with at least two months' notice. A copy of the authorization must be always kept on board.

The Barco Azul / Blue Boat certification, issued annually by the Canary Islands Government, is mandatory for all vessels engaged in this activity. It certifies that the operator complies with all legal and environmental obligations.

Violation of these rules may result in:

- Fines (based on the seriousness of the infraction)
- Suspension or revocation of the activity
- Loss of the Barco Azul certification
- Obligation to restore any environmental damage

The *Agencia de Protection del Medio Urbano y Natural* is the competent body for inspections and enforcement. Sanctions are based on both Decree 178/2000 and Law 42/2007, which classifies infractions affecting protected species as serious or very serious depending on the impact and provides fines up to €200,000 for the most severe cases.

Application in Portugal (including Azores and Madeira)

Whale and dolphin watching in Portuguese waters, including those surrounding the Azores and Madeira archipelagos, is governed by a robust legal framework aimed at ensuring the protection of marine biodiversity and the sustainable management of natural habitats. The activity is subject to both European Union directives and specific national legislation that transposes and implements these standards into Portuguese law.

Portugal's commitment to the protection of cetaceans stems from the transposition of:

- The Habitats Directive (92/43/EEC), via Decree-Law No. 140/1999, as amended by Decree-Law No. 49/2005 and Decree-Law No. 156-A/2013, which updated annexes listing protected habitats and species.
- The Birds Directive, also covered under this legal framework.

The Natura 2000 Network includes SACs (ZECs) and SPAs (ZPEs) in Portuguese mainland and island territories. Activities such as whale watching within these areas require prior authorization and, when applicable, environmental assessments. Even outside these zones, activities must comply with conservation obligations under Law 19/2014.

Operators must demonstrate that:

- Their activity will not significantly disturb habitats or species.
- There is no environmentally safer alternative.
- Any potential impact on priority habitats or species is justified by imperative reasons of public interest and approved by the competent authority.

Whale watching operations may be subject to:

- Environmental Impact Assessments (EIA) or Environmental Incidence Analyses.
- Review and approval by the Instituto da Conservação da Natureza e das Florestas (ICNF) or relevant regional development commissions.
- Compliance with binding conditions and possible compensatory measures when required.

Even outside Natura 2000 areas, whale watching activities must respect conservation rules and may require licensing under Article 19 of Law 19/2014 on the environmental legal framework.

The legal regime strictly prohibits:

- Capturing, harassing, or disturbing cetaceans—especially during sensitive periods such as breeding or migration.
- Destroying or damaging breeding or resting sites.
- Using non-selective or harmful observation methods (e.g., acoustic devices, low-flying aircraft, high-speed vessels).

Violations may result in administrative fines ranging from €125 to €44,890, and in severe cases, criminal charges under Article 278 of the Portuguese Penal Code for environmental harm.

Additional Procedures and Enforcement

To conduct whale and dolphin watching legally in Portugal, operators must submit requests for prior authorization to the ICNF (on mainland Portugal) or to the Regional Directorates for the Environment in the Azores and Madeira.

The application must include:

- Identification and ownership of the vessel.
- Description of the planned activity and target species.
- Environmental risk assessment if applicable.
- Description of the route and methods of approach.
- Evidence of operator training or qualifications.
- Any existing conservation measures in place on board.

While Portugal does not have an official flag certification system like the "Blue Boat" in the Canary Islands, authorized operators may be listed or promoted through regional sustainable tourism programs.

Authorities responsible for enforcement include:

- The ICNF
- Regional environmental agencies (Direção Regional do Ambiente in the Azores, Instituto das Florestas e Conservação da Natureza in Madeira);
- Local police and maritime authorities.

Inspections may lead to warnings, fines, or the suspension of the activity. Additionally, in the event of unauthorized environmental impacts, operators may be obliged to:

- Restore affected habitats.
- Pay compensation for ecological damage.
- Cease operations or demolish illegal installations.

The Convention on the Conservation of Migratory Species of Wild Animals (CMS)

The Convention on the Conservation of Migratory Species of Wild Animals (CMS), also known as the Bonn Convention, is an international treaty that aims to ensure the protection of migratory species throughout their entire range. Adopted in 1979 and in force since 1983, the CMS recognizes that migratory species cross national borders and require coordinated international action for their conservation.

Migratory species are defined as populations or geographically distinct parts of wild animals that cross national jurisdictions in a cyclical and predictable manner. Cetaceans, given their large-scale and cross-border movements, fall within this definition and are subject to the protective measures provided by the CMS.

The Convention establishes its legal framework through two main annexes:

Appendix I – Endangered Migratory Species

Appendix I includes species that are in danger of extinction across all or a significant portion of their range. Parties to the Convention that are Range States of these species are required to:

- Prohibit their capture or killing, except in strictly defined exceptional cases.
- Conserve and, where necessary, restore habitats critical for their survival.
- Remove or mitigate barriers to their migration.
- Control other factors that may jeopardize their conservation.

Appendix II – Species Needing International Cooperation

Appendix II lists species with an unfavourable conservation status that would benefit significantly from international agreements. These agreements can be legally binding or informal (e.g., Memoranda of Understanding, Action Plans), allowing for tailored conservation measures at the regional or global scale.

The Samarkand Strategic Plan for Migratory Species (2024–2032)

Adopted at COP14 in 2024, the Samarkand Strategic Plan (SPMS) outlines the vision and strategic direction of the CMS for the coming decade. Its vision is that "by 2032, migratory species will thrive and live in fully restored and connected habitats."

The plan is structured around six strategic objectives:

1. Improve the conservation status of migratory species:

- Ensure all species with unfavourable conservation status are listed and covered by CMS instruments or actions.
- Regularly assess species' conservation status.
- Demonstrate measurable improvements by 2032.

2. Restore and maintain migratory habitats and ecological connectivity:
    - Identify, monitor, and protect key habitats.
    - Integrate habitats into well-managed, representative, and connected protected area networks.
3. Reduce or eliminate threats to migratory species:
    - Regulate unsustainable harvest, incidental bycatch, and trade.
    - Mitigate impacts from infrastructure, pollution, invasive species, and climate change.
4. Build capacity, knowledge, and resources for effective implementation.
5. Strengthen governance and decision-making, based on best available science and collaboration among Parties.
6. Enhance visibility and synergies with other international frameworks, including the Kunming-Montreal Global Biodiversity Framework.

The Strategic Plan also encourages integration with national biodiversity policies, coordination among environmental agreements, and engagement of stakeholders, Indigenous Peoples, and local communities

As Contracting Parties to the CMS, Spain, Portugal, and France are responsible for implementing the Convention through their national legal frameworks. According to the Samarkand Strategic Plan (SPMS 2024–2032), all Parties must demonstrate that they possess the necessary legislation, policies, and plans to fully apply the obligations of the CMS (Strategic Objective 5.1). They are also required to report regularly to the CMS Conference of the Parties (COP) on their implementation measures and progress (Strategic Objective 5.2). These obligations are reflected in national biodiversity laws, such as Law 42/2007 in Spain or Law 19/2014 in Portugal and in conservation strategies integrated within the Natura 2000 network and marine management plans.

In the case of overseas and outermost regions such as the Canary Islands, the Azores, Madeira, and Martinique, the CMS is applicable via their respective national jurisdictions. This means that the core principles and obligations of the Convention, including species protection, monitoring, and environmental assessment, must be respected and implemented in the regulation of activities such as whale and dolphin watching.

The OSPAR Convention

In addition to EU legislation and global frameworks such as the CMS, Portugal (including the Azores and Madeira) is also governed by the OSPAR Convention, the Convention for the

Protection of the Marine Environment of the North-East Atlantic. This regional agreement plays a vital role in protecting marine biodiversity and regulating human activities in Atlantic waters under Portuguese jurisdiction. It does not apply to the Canary Islands, which lie outside the OSPAR geographical scope.

Signed in 1992, the OSPAR Convention unifies and updates earlier agreements on marine pollution and conservation in the North-East Atlantic. Its legal framework is supported by binding Decisions, non-binding Recommendations, and Agreements that establish monitoring programs, guidance for implementation, and coordinated actions among Contracting Parties.

Portugal, as an OSPAR Contracting Party, is actively involved in implementing various commitments under the Convention, including:

- Applying Best Available Techniques (BAT) and Best Environmental Practices (BEP) to prevent and control pollution, including radioactive discharges (e.g., through the implementation of PARCOM Recommendation 91/4).
- Participating in the Joint Assessment and Monitoring Programme (JAMP), which includes biodiversity monitoring and the conservation of marine species.
- Enforcing national controls over industrial emissions, wastewater discharges, and marine traffic in alignment with OSPAR goals.
- Contributing scientific data and technical reports from the mainland and outermost regions such as the Azores and Madeira.

While OSPAR does not establish specific rules for whale and dolphin watching, it plays a complementary role to the EU Habitats Directive and the CMS by requiring countries to monitor biodiversity trends, evaluate human pressures on the marine environment, and report progress toward environmental objectives. The Convention's focus on ecosystem-based management and marine spatial planning indirectly supports sustainable maritime tourism by helping to identify sensitive habitats and regulate cumulative impacts.

Through its implementation, Portugal enhances the protection of cetaceans by integrating OSPAR commitments into national conservation policies and by supporting cross-border scientific cooperation in the North-East Atlantic region.

The SPAW Protocol of the Cartagena Convention

The Protocol concerning Specially Protected Areas and Wildlife (SPAW) is one of the three protocols of the Cartagena Convention, the only legally binding regional agreement for the protection and sustainable development of the marine environment in the Wider Caribbean Region. Signed in 1990 and in force since 2000, the SPAW Protocol provides a unique legal framework for biodiversity conservation in the region, supporting international agreements such as the Convention on Biological Diversity and CITES.

Its main objectives include:

- Protecting and sustainably managing ecologically valuable areas such as coral reefs, seagrass beds, and mangroves.

- Conserving threatened or endangered species and promoting recovery and restoration efforts.
- Establishing cooperative frameworks to manage biodiversity at both national and regional levels.

Scope and Legal Obligations

The SPAW Protocol applies to all marine and coastal areas within the Greater Caribbean Region, including associated terrestrial zones like watersheds and coastal plains. Its obligations apply to all Contracting Parties in areas under their sovereignty or jurisdiction.

Signatories, including France (and thus Martinique, Guadeloupe, and other overseas territories), are required to:

- Establish protected areas in their territories.
- Prohibit or regulate activities that may negatively impact these zones.
- Implement strict measures for the protection of species listed in its Annexes:
  - Annex I: Threatened plant species (prohibiting collection, possession, trade, etc.).
  - Annex II: Endangered animal species (prohibiting capture, killing, trade, and disturbance, especially during sensitive periods).
  - Annex III: Species that may be sustainably used, subject to regulated management and recovery plans.

Implementation and Support Mechanisms

Countries must:

- Nominate and register protected areas under SPAW criteria.
- Adopt national legislation and plans to fulfill obligations.
- Report regularly to the SPAW Secretariat and attend biennial meetings to assess implementation progress.

Implementation is supported by the UNEP Caribbean Environment Programme and the SPAW Regional Activity Center (RAC) based in Guadeloupe, which provide technical assistance, research coordination, and access to international funding initiatives.

Application in Martinique

As an overseas department of France located in the Caribbean, Martinique falls under the jurisdiction of the SPAW Protocol. France, as a Contracting Party, has extended the application of SPAW to all its Caribbean territories, including Martinique. This means that:

- Marine and coastal zones in Martinique can be designated as SPAW-protected areas.
- Activities such as whale and dolphin watching must respect the species protection provisions of the Protocol.

- Marine mammals listed in Annex II of SPAW, such as certain species of dolphins and whales, receive full protection from capture, harassment, and disturbance.
- France must ensure that relevant monitoring, enforcement, and conservation measures are implemented in Martinique in accordance with SPAW guidelines.

The SPAW Protocol therefore provides an essential legal and ecological framework for regulating whale and dolphin watching activities in Martinique.

Cetaceans are fully protected under Annex II of the SPAW Protocol, which lists all species of whales and dolphins occurring in the Wider Caribbean Region as strictly protected. This includes species such as the blue whale (*Balaenoptera musculus*), sperm whale (*Physeter macrocephalus*), and bottlenose dolphin (*Tursiops truncatus*), among others. As a result, all activities in Martinique involving these species, such as whale watching, must avoid any form of disturbance, interaction, or unregulated observation, and be aligned with SPAW's strict conservation mandates.

Martinique has designated SPAW-recognized marine protected areas, such as the Parc Naturel Marin de Martinique, which contributes to biodiversity protection and sets regulatory frameworks for sustainable marine activities. These protected areas serve as key reference points for managing tourism activities, including cetacean observation, in line with SPAW obligations.

The implementation of the protocol in Martinique is further supported by the SPAW Regional Activity Centre (RAC-SPAW), based in Guadeloupe. This centre operates as the technical and operational arm of the Protocol under the UNEP Caribbean Environment Programme. It provides scientific guidance, legal and policy support, regional coordination, and capacity building to help States Parties meet their obligations.

In Martinique, RAC-SPAW plays a strategic role in supporting the implementation of measures for marine mammal protection, including the regulation of whale and dolphin watching. It leads and coordinates initiatives such as the CARI'MAM project, which has developed regional guidelines for responsible whale watching, training materials, and monitoring tools for marine mammal tourism operators. These tools are used to inform and regulate practices in Martinique and other Caribbean territories.

RAC-SPAW also contributes to the revision of the Marine Mammal Action Plan (MMAP) under SPAW, which identifies tourism disturbance as a key threat to cetaceans and promotes specific mitigation actions. It provides technical platforms, such as the "Teamwork" portal, and contributes to scientific networks (e.g., GCRMN-Caribbean, WIDECAST) that help monitor and manage species and habitats related to cetacean conservation.

Through its activities, RAC-SPAW ensures that Martinique benefits from coordinated regional strategies and access to technical tools that strengthen the protection of cetaceans and enhance the sustainability of whale and dolphin watching practices in accordance with SPAW standards.

Checklist for Legal Whale and Dolphin Watching

To ensure compliance with the applicable legal frameworks, individuals or companies wishing to carry out whale and dolphin watching must follow specific procedures depending on the territory:

Canary Islands (ES)

- Apply for authorization from the Directorate-General for Tourism Infrastructure and Planning (for tourism) or the Vice-Ministry for the Environment (for scientific or conservation purposes).
- Comply with Decree 178/2000, including:
  - Minimum distance of 60 meters, maximum of 30 minutes per group.
  - Limit on number of vessels present.
  - Prohibition of jet skis and low-flying aircraft.
- Ensure a certified Sectoral Tourism Guide is on board.
- Obtain and display the "Barco Azul / Blue Boat" flag.

Azores and Madeira (PT)

- Submit requests for authorization to the ICNF (mainland) or Regional Environment Directorates (Azores/Madeira).
- Demonstrate that the activity does not significantly disturb species or habitats.
- Ensure compliance with Natura 2000 conservation objectives.
- Prepare environmental assessments if required.
- Follow national rules for observation distances, speed limits, and vessel behaviour.

Martinique (FR)

- Verify whether the activity is taking place within a SPAW-designated protected area.
- Respect Annex II of the SPAW Protocol, which strictly protects all cetaceans:
  - No capture, disturbance, pursuit, or use of harmful methods.
  - Maintain safe distances and avoid loud noises or erratic movements.
- Consult SPAW guidelines and seek support from the RAC-SPAW for best practices and compliance with regional norms.

These practical steps are essential to ensure that whale and dolphin watching activities are legally authorized, environmentally responsible, and contribute positively to the conservation of marine biodiversity.

Certification for Whale Watching Operators: World Cetacean Alliance (WCA)

In addition to complying with international and national legal frameworks, whale watching operators can voluntarily seek certification of best practices through recognized organizations such as the World Cetacean Alliance (WCA). This certification does not replace existing legal regulations in each territory but offers an additional guarantee of sustainability, environmental responsibility, and commitment to cetacean conservation.

WHAT IS THE WCA?

The World Cetacean Alliance is a non-profit international organization that brings together tour operators, scientists, NGOs, and industry experts. Its mission is to promote responsible and sustainable whale and dolphin watching tourism worldwide. The WCA establishes best practice standards, coordinates certification processes, and accredits destinations as Whale Heritage Sites locations that stand out for their respect and harmonious coexistence between cetaceans and human communities.

What does WCA certification involve?

WCA certification ensures that an operator complies with the Global Best Practice Guidance for Responsible Whale and Dolphin Watching, which establishes clear standards for:

- Minimizing environmental impact and stress on cetaceans.
- Educating clients and local communities about marine conservation.
- Ensuring safety and animal welfare in all interactions.
- Implementing sustainable practices at environmental, social, and economic levels.

Certification Process

Application and initial audit:

- The operator must demonstrate compliance with WCA guidelines, which include navigation rules, minimum distances, approach protocols, guide training, among others.
- An independent audit is conducted to verify compliance with mandatory minimum standards and provide recommendations for improvement.

Review and approval:

- If all requirements are met, the operator is granted certification as a "WCA Responsible Whale Watching Operator."
- The certified operator is added to the official WCA directory: https://worldcetaceanalliance.org/whale-watching-directory/,
  where clients can view certified companies by region (e.g., Azores or Madeira).

Follow-up and renewal:

- The certification must be renewed periodically through a follow-up audit to ensure the continuity of good practices.
- Sanctions or removal of certification may occur if the operator engages in harmful practices affecting cetaceans or the environment.

Key Requirements

- No chasing or corralling of cetaceans.
- Minimum approach distances: 100 meters for whales, 50 meters for dolphins.
- Maximum of 3 vessels per group of cetaceans.

- Short observation times: maximum 30 minutes per group.
- Onboard guides trained in cetacean behaviour.
- Environmental education for passengers and local communities.
- Support for local employment, citizen science, and community-based actions.

WHY IS THIS CERTIFICATION RELEVANT?

- It gives clients confidence in the operator's genuine commitment to animal welfare.
- It helps distinguish certified operators from unregulated or irresponsible ones.
- It reinforces alignment with existing legal norms and current scientific standards.
- It contributes to improved tourism perception and destination reputation.

Table 6. Summary table on WHALE WATCHING Case and certification for whale watching operators: World Cetacean Alliance (WCA)

Country/ Region	International and Regional Legal instruments	Applicable EU Directives/ National Legislation	WCA Certification
Spain (Canary Islands)	• **Habitats Directive** (92/43/EEC) • **Marine Strategy Framework Directive** (2008/56/EC) • **CMS Convention** (Convention on Migratory Species) ⚠️ **OSPAR Convention does NOT apply**	• **Law 42/2007** on Natural Heritage and Biodiversity • **Law 41/2010** on the Protection of the Marine Environment • **Royal Decree 1727/2007** on cetacean protection • **Decree 178/2000** (Blue Boat certification)	✅ Yes
Portugal (Azores and Madeira)	• **Habitats Directive** and **Birds Directive** • **CMS Convention** • **OSPAR Convention**	• **Decree-Law 140/1999**, amended by Decree-Laws 49/2005 and 156-A/2013 • **Law 19/2014** on the environmental legal framework • Regional regulations (via Regional Environmental Directorates)	✅ Yes
France (Martinique)	• **CMS Convention** • **SPAW Protocol** of the Cartagena Convention	• **French Environmental Code**	✅ Yes

Country/ Region	International and Regional Legal instruments	Applicable EU Directives/ National Legislation	WCA Certification
	(Caribbean biodiversity protection)	• Implementation of the SPAW Protocol through the **Marine Natural Park of Martinique** • Observation rules based on **SPAW Annex II** species protections	

STARLIGHT

The Starlight Certification is an international accreditation system developed by the Starlight Foundation, whose primary objective is to protect the night sky as a scientific, cultural, environmental, and tourism-related heritage, while also promoting astrotourism as a form of sustainable development. This certification is based on the principles outlined in the "Declaration on the Defence of the Night Sky and the Right to Starlight," known as the La Palma Declaration, which was adopted at the First International Starlight Conference in 2007. The Starlight Foundation, a non-profit entity established in 2009 by the Instituto de Astrofísica de Canarias (IAC), promotes this certification as a tool that brings together science, environmental stewardship, and tourism.

There are several categories within the Starlight Certification system, including Starlight Reserves, Starlight Tourist Destinations (including villages and cities), Starlight Accommodations (rural hotels and houses or camps), Stellar Parks, Starlight Stellariums or Starlight Stellar gazer, Starlight Wilderness, and other modalities where companies are located, notably several nautical companies, thanks to the work carried out in the sister project called Sea Starlight.

Starlight Reserves are territories that maintain natural lighting conditions and high-quality night skies, with a strong commitment to their protection. These reserves integrate the value of the night sky into areas already protected for their biodiversity or landscape, such as Biosphere Reserves or National Parks. Starlight Tourist Destinations are visitable areas with exceptional sky quality, free from light pollution, making them ideal for astronomy-based tourism activities. This certification aims to diversify local economies, especially in rural regions, by promoting innovative, sustainable, and high-quality tourism. Starlight Accommodations, including hotels, rural houses, and campsites, are recognized for their commitment to the Foundation's values, fostering interest in astronomy among guests and providing tools for star observation. Estelarios are permanent educational and recreational facilities dedicated to astronomy, accessible to both students and the general public.

The Starlight certification process involves a rigorous audit that evaluates technical, environmental, and social criteria. These include the quality of both night and day skies, the availability of natural and cultural resources, smart lighting strategies, relevant tourism infrastructure and services, the involvement of local stakeholders, and the satisfaction of both providers and visitors. A key requirement for obtaining certification is formal institutional commitment, with local councils adopting the La Palma Declaration through official agreements.

In addition to granting certifications, the Starlight Foundation provides consulting services to help territories develop their potential in star tourism. These services include the design of star-gazing routes and viewpoints, awareness programs for accommodation providers, promotional content creation, and technical guidance on sustainable lighting projects. The Foundation also plays a vital role in professional training through specialized courses for Starlight guides and monitors, auditors, lighting technicians, and experts in light pollution prevention. This training responds to growing demand for skilled professionals in the expanding astrotourism sector, which holds strong economic and educational potential.

With support from international organizations such as UNESCO, the International Astronomical Union (IAU), the World Tourism Organization (UNWTO), the MaB Programme, Ramsar, and other United Nations bodies, the Starlight Certification has expanded globally.

This certification system represents an innovation in recognizing the night sky as an added value to natural and cultural resources, integrating it into sustainability policies, rural development, and environmental education. Through its methodology, international partnerships, and technical and educational services, the Starlight Foundation offers a comprehensive approach that unites science, environment, and tourism under a shared commitment to preserve the night sky as humanity's heritage.

Underwater acoustics - Standards and Legislation ISO 17208

Marine acoustics is establishing itself as a key discipline for understanding ocean dynamics, assessing the impact of human activities, and developing new educational and tourist experiences based on listening to the sea. Although it has traditionally been a scientific tool for environmental monitoring and marine species conservation, TWINNEDbySTARS explores its possibilities in blue tourism, such as interpretive sound trails or immersive experiences that allow visitors to 'hear' underwater biodiversity. To move towards responsible and sustainable use of acoustics in this field, it is essential to have consistent technical references that guarantee the quality of measurements and the protection of the marine environment.

In this regard, the ISO 17208 standard focuses mainly on underwater noise generated by human activity, rather than the natural sounds of the ocean. However, several of its procedures, such as measurement methodology, equipment calibration, determination of sound pressure levels and management of environmental conditions during measurements, can serve as a basis for defining standardised actions in marine acoustics for tourism or educational purposes. At the same time, European initiatives such as the ECoSS (European Catalogue of Sound Signatures) project, led by the Naval Technology Centre, are creating a reference infrastructure for the collection, analysis and comparison of marine acoustic signatures in different environments in the Atlantic and Mediterranean. These types of projects demonstrate how scientific and technological standards can also be applied to the tourism value of the ocean, promoting sustainable experiences that combine knowledge, innovation and conservation of the marine sound heritage.

As a current framework, below are some aspects of ISO 17208 that may be of interest for actions related to the use of hydrophones as a tourist resource.

ISO 17208 is a series of international standards that establishes procedures for measuring underwater sound emitted by vessels, differentiating between shallow and deep waters. This standard provides technical guidelines for quantifying the level of noise radiated by ships, a crucial aspect for assessing the environmental impact of maritime activities, especially in sensitive ecosystems.

WHAT DOES THIS CERTIFICATION MEAN FOR A COMPANY?

The implementation of ISO 17208 requires accurate measurements of underwater sound under specific conditions. This includes the installation of hydrophones at appropriate depths, the calibration of equipment and the consideration of environmental factors such as salinity, temperature and sound velocity profile. In addition, corrections must be applied for the effects of sound propagation and reflection on the seabed and surface. The measurements obtained allow the calculation of the radiated noise level and sound pressure level, providing essential data for environmental impact studies and regulatory compliance.

CERTIFICATION PROCESS

The process for obtaining ISO 17208-3 certification involves several stages:

- Study planning: Define the measurement objectives, select the test site, and determine the operating conditions of the vessel.
- Equipment installation: Place hydrophones and other measuring devices in strategic positions, ensuring their calibration and proper functioning.
- Measurements: Operate the vessel according to the established parameters, recording acoustic data during the tests.
- Data analysis: Process the information collected, applying the necessary corrections and calculating the corresponding noise levels.
- Report and validation: Prepare a technical report detailing the procedures followed, the results obtained and compliance with ISO 17208.

This process can be carried out by accredited entities that have the necessary experience and resources to perform accurate measurements and comply with the requirements established by the standard.

WHY IS THIS CERTIFICATION RELEVANT?

ISO 17208 certification is essential for several reasons:

- Protection of the marine environment: Underwater noise generated by vessels can affect marine fauna, especially sensitive species such as cetaceans and fish.
- Regulatory compliance: Increasingly, environmental authorities require proof that maritime activities comply with noise limits established to protect marine ecosystems.

- Improved sustainability: Implementing practices that reduce underwater noise contribute to more sustainable and responsible navigation.
- Access to international markets: Certification provides internationally recognised validation, facilitating participation in projects and markets that value environmental sustainability.

ANALYSIS OF RESPONSES OBTAINED IN THE NAUTICAL TOURISM CERTIFICATION FORM

This section presents an analysis of the current state of certification among companies and entities linked to nautical tourism in the regions participating in the project, which took part in the questionnaire during the project's co-creation workshops, from which a total of 13 responses were obtained.

The objective was to identify the degree of implementation of existing certifications, the most representative types within the sector, and the level of interest in obtaining new accreditations related to sustainability, quality, and environmental management, for example. Although the sample is limited, the results provide a preliminary overview of trends in the sector and identify opportunities to promote greater adoption of international standards that strengthen the competitiveness and professionalisation of nautical tourism.

1. Current Certification Status (Do you have any certification related to nautical tourism?):

- **12 responses "No"**: The majority of companies do not have any certifications, indicating a lack of standards in the sector or a lack of awareness about available certifications.
- **1 response "Yes"**: Only one company has a certification, suggesting that certifications are rare in the sector.

The lack of certifications among the majority of companies is notable. This could indicate that certifications are not prioritized, or companies may not be well-informed about their availability or benefits. A potential area for improvement would be raising awareness and facilitating the implementation of certifications, especially in the nautical tourism sector.

2. Types of Certifications Companies Have (Which ones?):

- **2 mentions of "Blue Flag":** but one of them are a public authority. This is the most mentioned certification, indicating that some companies are aware of this recognized standard in sustainable tourism.

Blue Flag is the most well-known and adopted certification in the nautical tourism sector. However, the variety of certifications mentioned is limited, reinforcing the idea that the adoption of international standards beyond Blue Flag is low.

3. Interest in Obtaining Certifications (Are you interested in any specific certification?):

- **8 affirmative responses ("Yes")**: This indicates a significant interest in obtaining certifications. This is a positive sign, as it shows that despite low current adoption, many companies are willing to commit to higher standards in the future.
- **5 negative responses ("No")**: A portion of companies is not interested in certifications, which may be due to perceptions that certifications are costly, complicated, or unnecessary for their operations. However, three of the five negative responses are from public entities or business associations, so it makes sense that they would not be interested in certifications linked to nautical tourism.

The majority of companies are open to considering obtaining certifications, suggesting an opportunity to provide information and resources that make the process easier, particularly in terms of benefits and funding.

4. Types of Certifications Companies Are Interested In (Which ones?):

The certifications mentioned include:

- **Astrotourism – Starlight**
- **Greenkey**
- **Green Globe**
- **Biosphere tourism**
- **Blue Flag**
- **SDG** (Sustainable Development Goals)
- **Gold Anchor**
- **ISO 13687**
- **Clean Marina**

There is considerable interest in a range of certifications, indicating that companies are looking for standards related to both environmental sustainability and service quality. This shows a growing trend toward continuous improvement in service quality and environmental responsibility. The mention of multiple combinations of certifications, such as "Starlight, Blue Flag" or "Biosphere or Starlight", suggests that some companies are considering implementing more than one certification to maximize their impact and credibility in the market. The mention of SDG (Sustainable Development Goals) is also notable, as it shows that some companies aim to align with the UN's SDGs, which are increasingly important to consumers and stakeholders focused on sustainability.

Overall Conclusion:

1. **Low level of current certification**: Although there is a significant interest in obtaining certifications, the number of certified companies is low, with Blue Flag being the most common certification.
2. **High interest in certification**: The responses show significant interest in obtaining certifications, especially in areas related to sustainability and responsible tourism.
3. **Diverse range of certifications of interest**: Companies are considering a variety of certification options, reflecting a growing awareness of the importance of certifications to enhance competitiveness and meet international standards.
4. **Opportunity to promote certifications**: There are clear opportunities to encourage the adoption of more diverse certifications and help companies implement international standards, particularly those that are already interested but have not yet started the process.

To improve, it would be useful to provide more training, consultancy, and funding resources to support companies in implementing certifications, as well as improving communication about the tangible benefits of these certifications.

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Underwater Sound Forum – Standards and Legislation

https://projects.noc.ac.uk/usf/standards-and-legislation

Unlocking sustainability in the hospitality industry. Join Green Key

https://www.greenkey.global/

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https://www.miteco.gob.es/es/calidad-y-evaluacion-ambiental/temas/sistema-comunitario-de-ecogestion-y-ecoauditoria-emas/ventajas_emas.html

What is the Gold Anchor Scheme?

https://www.tyha.co.uk/gold-anchor/what-is-the-gold-anchor-scheme

ANNEX 1: FORM FOR COMPANIES ON CERTIFICATIONS

During the co-creation workshops held in 2024, a survey was conducted for companies and other stakeholders representing the quadruple helix of the project, in order to gather basic information on interest in certifications and training. The form was created using the free online application Google Forms.

Link: https://forms.gle/MQDtD7We7u85GERM8

CERTIFICATIONS FOR NAUTICAL TOURISM

EN This form does not collect personal data, only statistical details. However, you have the option to include information about your organisation (company) so that you can receive further communications about the standardisation and promotion of certification in the nautical tourism sector.

The aim of this research is to carry out a comprehensive exploration of certifications (ISO, tourism-specific, environmental, digital and sustainability-related) relevant to maritime and coastal tourism companies, with a particular focus on marinas and small and medium-sized enterprises (SMEs) in the outermost regions of the European Union. The aim is to help these businesses improve their sustainability, digitalisation and operational standards, aligning themselves with global best practices and regulatory frameworks.

ES Este formulario no recoge datos personales, solo datos estadísticos, sin embargo, se da la oportunidad de incluir la información de la entidad (empresa) para poder participar en posteriores comunicaciones sobre la Homogeneización y promoción de la certificación en el sector del turismo náutico.

El objetivo de esta investigación es llevar a cabo una exploración exhaustiva de las certificaciones (ISO, específicas del turismo, medioambientales, digitales y relacionadas con la sostenibilidad) relevantes para las empresas de turismo marítimo y costero, con especial atención a los puertos deportivos y las pequeñas y medianas empresas (PYMEs) de regiones ultraperiféricas de la Unión Europea. El objetivo es ayudar a estas empresas a mejorar su sostenibilidad, digitalización y estándares operativos, alineándose con las mejores prácticas y marcos regulatorios globales.

PT Este formulário não recolhe dados pessoais, apenas dados estatísticos, no entanto é dada a oportunidade de incluir a informação da entidade (empresa) para poder participar em futuras comunicações sobre Homogeneização e promoção da certificação no sector do turismo marítimo.

O objetivo desta investigação é realizar uma exploração exaustiva das certificações (ISO, específicas do turismo, ambientais, digitais e relacionadas com a sustentabilidade) relevantes para as empresas de turismo marítimo e costeiro, com especial incidência nos portos de recreio e nas pequenas e médias empresas (PME) das regiões ultraperiféricas da União Europeia. O objetivo é ajudar estas empresas a melhorar a sua sustentabilidade, digitalização e normas operacionais, alinhando-as com as melhores práticas e quadros regulamentares mundiais.

FR Ce formulaire ne recueille pas de données personnelles, mais uniquement des données statistiques. Toutefois, il est possible d'inclure les informations relatives à l'entité (entreprise) afin de pouvoir participer à d'autres communications sur l'homogénéisation et la promotion de la certification dans le secteur du tourisme maritime.

L'objectif de cette recherche est de réaliser une exploration complète des certifications (ISO, spécifiques au tourisme, environnementales, numériques et liées à la durabilité) pertinentes pour les entreprises de tourisme maritime et côtier, avec une attention particulière pour les ports de plaisance et les petites et moyennes entreprises (PME) dans les régions ultrapériphériques de l'Union européenne. L'objectif est d'aider ces entreprises à améliorer leur durabilité, leur numérisation et leurs normes opérationnelles, en s'alignant sur les meilleures pratiques et les cadres réglementaires mondiaux.

¿CUÁL ES SU SECTOR DE ACTIVIDAD? // QUAL É O SEU SETOR DE ATIVIDADE? // QUEL EST VOTRE SECTEUR D'ACTIVITÉ ?

* Respuesta obligatoria // Resposta obrigatória // Réponse obligatoire

☐ Puertos y marinas // Portos e marinas // Ports et marinas

☐ Servicios a embarcaciones de recreo y deportivas // Serviços para embarcações de recreio e desporto // Services aux navires de plaisance et de sport

☐ Fabricación y compraventa de embarcaciones de recreo y deportivas // Fabrico e venda e compra de embarcações de recreio e desporto // Fabrication, vente et achat de bateaux de plaisance et de sport

☐ Chárter y excursiones marítimas // Fretamentos e excursões marítimas // Charters et excursions en mer

☐ Turismo costero y actividades náuticas // Turismo costeiro e actividades náuticas // Tourisme côtier et activités nautiques

☐ Servicios al turismo costero y actividades náuticas // Serviços para o turismo costeiro e actividades náuticas // Services au tourisme côtier et aux activités nautiques

☐ Formación y titulaciones náuticas // Formação e qualificações náuticas // Formation et qualifications nautiques

☐ Inversores // Investidores // Investisseurs

☐ Turismo activo y experiencial // Turismo ativo e experimental // Tourisme actif et expérientiel

☐ Asociaciones empresariales // Associações empresariais // Associations d'entreprises

☐ Medios de comunicación // Os media // Les médias

☐ Otro:

¿TIENE IMPLANTADA ALGUNA CERTIFICACIÓN RELACIONADA CON EL TURISMO NÁUTICO? // DISPÕEM DE ALGUMA CERTIFICAÇÃO RELACIONADA COM O TURISMO NÁUTICO? // AVEZ-VOUS MIS EN PLACE UNE CERTIFICATION RELATIVE AU TOURISME NAUTIQUE ?

* Respuesta obligatoria // Resposta obrigatória // Réponse obligatoire

☐ Sí // Oui

☐ No // Non

¿CUÁL? // QUAL DELES? // LEQUEL ?

* Respuesta obligatoria // Resposta obrigatória // Réponse obligatoire

☐ ISO 9001 (Gestión de la calidad // Gestão da qualidade // Gestion de la qualité)

☐ ISO 14001 (Gestión medioambiental // Gestão ambiental // Gestion de l'environnement)

☐ ISO 45001 (Salud y seguridad en el trabajo // Saúde e segurança no trabalho // Santé et sécurité au travail)

☐ ISO 27001 (Gestión de la seguridad de la información // Gestão da segurança da informação // Gestion de la sécurité de l'information)

☐ ISO 50001 (Gestión de la energía // Gestão da energia // Gestion de l'énergie)

☐ Bandera Azul // Bandeira Azul // Pavillon bleu

☐ Green Key

☐ Travelife

☐ GOLD ANCHOR

☐ Clean Marina

☐ EMAS (Sistema Comunitario de Ecogestión y Ecoauditoría // Sistema comunitário de ecogestão e auditoria // Système communautaire d'éco-gestion et d'audit)

☐ Green Globe

☐ EarthCheck

☐ Biosphere Tourism

☐ Cyber Essentials (UK)

☐ GDPR Compliance Certifications

☐ SDG (Sustainable Development Goals)

☐ Global Reporting Initiative (GRI)

☐ Fundación STARLIGHT // Fundação STARLIGHT // Fondation STARLIGHT

☐ Otro:

¿ESTÁ INTERESADO EN ALGUNA CERTIFICACIÓN EN CONCRETO? // ESTÁ INTERESSADO NUMA CERTIFICAÇÃO ESPECÍFICA? // ÊTES-VOUS INTÉRESSÉ PAR UNE CERTIFICATION SPÉCIFIQUE ?

* Respuesta obligatoria // Resposta obrigatória // Réponse obligatoire

☐ Sí // Oui

☐ No // Non

¿CUÁL? // QUAL DELES? // LEQUEL ?

____

¿Estaría interesado en formación sobre certificaciones específicas? // Estaria interessado numa formação sobre certificações específicas? // Seriez-vous intéressé par une formation sur des certifications spécifiques ?

* Respuesta obligatoria // Resposta obrigatória // Réponse obligatoire

☐ Sí // Oui

☐ No // Non

Entidad // Entidade // Entité

____

Correo electrónico // Endereço de correio eletrónico // Adresse e-mail

____

TWINNED By Stars

Unlocking the potential of innovation, circularity, and digitalization for accelerating new marine-based ecotourism, joint practices, and businesses in ORs

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