



# Awards & Certification Program

Audit Report

Torroella de Montgrí-L'Estartit



April 2026



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# 1. Introduction and background

This report presents the results of evaluating the destination of **Torroella de Montgrí-L'Estartit** against the Green Destinations Standard.

The Green Destinations Standard is 'Recognised' by the Global Sustainable Tourism Council to be aligned with commonly agreed and regularly updated set of guidelines (GSTC-Destination criteria) that define sustainability of tourism destinations.

Evaluation with the Green Destinations Standard aims to:

- Assist destinations in identifying and analysing weak elements in their policies, as a basis for an agenda for improvement;
- Inform consumers and the travel industry on the sustainability levels of participating destinations.

The system enables destinations to show how exactly they “make a difference” when they receive recognition through the Awards program or become certified. In combination with the Green Destinations Reporting System, this destination award and certification program provides transparency on all issues that consumers associate with sustainability.

The system informs the creation of quality and sustainability maps for destination policymakers and stakeholders. In addition, it enables consumers to compare destinations through performance; this can help consumers in the process of holiday selecting their next holiday destination.

This report sets out how the Awards and Certification are attributed; the details of the audit; the assessment results and remarks on non-compliances; and presents the auditors' final conclusions.

## **Green Destinations Assessment & Certification**

Green Destinations offers two types of recognition for sustainability good practice:

1. 'Certification' is attributed in case all mandatory Green Destinations Standard criteria are fully complied with.
2. 'Awards' (Bronze, Silver, Gold, Platinum) are attributed based on scores calculated from compliance to the Green Destinations Standard Criteria.

## Attribution of Ratings and Awards

Scores are assigned to all Green Destinations Standard criteria, ranging from 0 to 2:

- “0” (red) means non-compliant (or not sufficient motivation/information/evidence provided)
- “1” (orange) means partially compliant, or compliance is expected in the near future (e.g. policy is being drafted, there is evidence that this is being executed)
- “2” (green) indicates full compliance for a criterion.

These scores are re-calculated to 6 GD Standard Theme scores on a 10-point scale.

## Bronze, Silver, Gold and Platinum awards

The simple average of the 6 themes provides the Overall Score, which defines the Award level:



Awards are branded as 'QualityCoast Award' or 'Green Destinations Awards'; as benchmark in the process towards destination Certification.

If the compliance to the mandatory criteria is 80% or higher, the destination qualifies for “Green Destinations Certified”. Applicants for this recognition undergo a rigorous audit and are required to have solid evidence of compliance to all criteria. *GD Certified* destinations are entitled to carry the logo of the Global Sustainable Tourism Council (GSTC) – the UN body that oversees and accredits sustainability certification in the tourism sector.

## Assessment Results and Follow-up

Green Destinations issues this Report with an overview of criteria scores and with suggestions for further improvements. Successful applicants will be featured on our websites. No public reference will be made about unsuccessful applications.

## **Successful applicants become Awarded Destinations**

Applicants who achieve Bronze or higher Award levels will be invited to one of our international events, where they will receive the Award Certificate, and an Award Flag. Awarded Destinations can order extra flags and banners, which can be displayed throughout the destination's territory during the validity of their Award (24 months) or Certified (36 months) status.

Prior to the lapsing of their Award or Certification validity period, applicants will be encouraged to submit an application for Renewal. The assessment of the new application will take into consideration the coherence between the improvements indicated in the previous one and the integration of the suggestions and recommendations made by the Auditor.

## **Appeals & Complaints**

An appeal is a formal, written request by an applicant that deals with a formal reconsideration of an Award or certification decision, following receipt of their audit result or any further feedback provided regarding post-audit improvement evidence, made by Green Destinations.

A complaint is a formal written communication of dissatisfaction, other than appeal, by Applicants, Auditors, and other relevant stakeholders, relating to the activities of Green Destinations staff, contractors, auditors, or Members holding a Green Destinations Award or Certification where a response from Green Destinations is expected.

Applicants can make Appeals within 90 days after any award or certification decision made by Green Destinations, following communication of the audit result and during the initial period granted for the submission of improvements, which is within 90 days of the communication. Green Destinations reserves the right to refuse any appeal which is not submitted within this timescale.

Appeals and complaints are requested to be sent by email to [contact@greendestinations.org](mailto:contact@greendestinations.org), marking the subject line with 'Appeal' or 'Complaint'.

It is not possible to make any appeals by telephone, fax or other communication channels.

Appeals and Complaints will be reviewed by an Appeals & Complaints Panel that will be appointed by the Programme Manager and consist of a Senior Auditor and two members of the GD Appeals & Complaints Committee with sustainable tourism and certification experience.

## 2. Evaluation and audit process: Desk Audit

The pre-certification **Awards** are issued for periods of two years; require an on-site audit every 4 years; and a desk-audit every 2 years. **Certification** is valid for a period of 3 years and every 3-yearly audit will be on-site.

In this case, **Torroella de Montgrí-L'Estartit** received a **desk audit**.

Evaluation of the application of **Torroella de Montgrí-L'Estartit** started with the submission of a self-assessment on the online platform. The Green Destination Secretariat subsequently performed a 'Technical Check' to evaluate whether the self-assessment was complete; and has reported back to the Destination on any missing aspects. When the self-assessment was deemed sufficiently complete by the secretariat, the audit was ordered.

During the audit, information relevant to the audit objectives, scope and criteria, including information relating to interfaces between functions, activities and processes was collected and recorded by appropriate sampling. Verifiable information has been used as audit evidence. The audit evidence is based on samples of the documented information and information provided by staff members. Therefore there is an element of uncertainty in auditing, and those acting upon the audit conclusions should be aware of this uncertainty. All objective evidence is uploaded to, and contained in the online reporting and audit system.

The audit was performed in two phases. During the first step (digital verification), all documentation and documented proof such as procedures, policies, contracts, statistics, etc. provided by the destination were checked to confirm: existence and implementation of the sustainability management system; consistency in the implementation of policies and procedures; and compliance to the minimum required by the Green Destinations Standard. The auditor prepared a list of remarks for any inconsistencies, insufficiently documented compliance or other doubts.

Based on the Desk Audit, the auditor has drawn up his/her verdict on criteria compliance (non-compliant, partially compliant or fully compliant) and indicator performance; which was finally presented as 'recommendation' to the Certification Committee. The Committee has reviewed the auditor recommendations and made the final decision on criteria compliance and indicator performance.

### Confidentiality

Unless required by law, the audit team, the Committee and those responsible for managing the audit program will not disclose the contents of documents, any other information obtained during the audit, or the audit report, to any other party without the explicit approval of the audit client. If disclosure of the contents of an audit document is required, the audited client will be informed as soon as possible.

### 3. QualityCoast & Green Destinations Awards

QualityCoast and Green Destinations Awards are labels indicating achievement levels against the **Green Destinations Standard**. QualityCoast Awards were initiated in 2007 by the Coastal & Marine Union (EUCC) as a program to measure the success of Integrated Coastal Zone Management (ICZM) for coastal communities, towns and islands.



In 2016, the successful QualityCoast sustainability assessment methodology was made available to non-coastal destinations through the **Green Destinations Standard** which received 'Recognised' status by the UN body for sustainable tourism – the Global Sustainable Tourism Council (GSTC) for adhering to globally agreed standards for sustainable destination management. In 2017 QualityCoast became part of Green Destinations' Assessment & Certification Programme, which in 2018 received 'Accredited' status by the GSTC for adhering to procedures for sustainability certification. In the same year, the '**Green Destinations Award**' was launched: equivalent to the QualityCoast Award but applicable to non-coastal destinations.

#### **The importance of QualityCoast and Green Destinations Awards for tourism sustainability**

Participation of destination management organisations in the Award program improves their awareness performance and achievements in an international context. The comparison with other awarded destinations provides the community with a good picture of its strengths and weaknesses. The assessment and recommendations provide the local authority with guidance to be considered in an agenda for improvement. QualityCoast and Green Destinations Awarded destinations join a network of like-minded communities and share their experiences and best practices in order to improve sustainability and social responsibility in tourism.

## Promotional benefits of participation in Green Destinations Awards & Certification Program

Green Destinations carries out marketing & communication of the Awarded destinations to promote them as the most attractive destinations for visitors interested in nature and landscape, environment, and cultural identity; and to highlight their performance in tourism quality and sustainability. The marketing includes:

- invitation to present a Good Practice Story at yearly Global Green Destinations Days conferences
- social media publicity campaign on Facebook, Instagram and LinkedIn
- promotion via the yearly Top 100 Story competition (Awarded & Certified destinations automatically pre-qualify for Top 100 selection - [www.greendestinations.org/top100](http://www.greendestinations.org/top100))
- newsletters
- a page on [www.goodtravel.guide](http://www.goodtravel.guide) - a Green Destinations affiliate platform to promote sustainable destinations and committed businesses to consumers

The destination's own international tourism marketing can profit from the status of Awarded or Certified destination as a credible, independent endorsement of sustainability commitments and achievements. Sustainability-based marketing efforts will increase the "green profile" of the destination both externally and internally and this will help to mainstream sustainability on local policy agenda and decision making. Contact [certification@greendestinations.org](mailto:certification@greendestinations.org) for promotional materials such as flags, banners, high-resolution logos, imagery etc.

"QualityCoast" is registered by Coastal & Marine Union - EUCC as a European Union trademark; the use of the name is restricted under European law. However, QualityCoast and Green Destinations Awards are open for applications from all continents.

## 4. Audit details

### General

Name destination	Torroella de Montgrí-L'Estartit
Lead auditor name	Patricia Marull
Additional auditors	-
Date(s) onsite audit	April 2026 - Online audit
Scope of the certification	Green Destinations Award
Scope of the audit	The municipality of Torroella de Montgrí-L'Estartit, situated in the county of Baix Empordà, Girona (Spain)

### Locations visited

Name	Location	Date
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### Persons met / consulted

Name	Position	Date
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## 5. Audit results

The audit and evaluation have generated the following results.

The **Total Score** is generated by the simple average of the scores on each of the 6 themes.

The **Award level** is defined by the Total Score value: >5.9 = **Bronze**; >6.9= **Silver**; >7.9= **Gold**; >8.9 = **Platinum**

Award scores	
Destination Management	8.4
Nature & Scenery	9.4
Environment & Climate	7.6
Culture & Tradition	10.0
Social Well-being	8.9
Business & Communication	8.3
Total	<b>8.8</b>

<b>Total</b>	8.8
<b>Award level</b>	Gold Award
<b>“GSTC Certified” Compliance level*</b>	69.3%

\*The “GSTC-Certified Compliance level” indicates the share of mandatory criteria from the Green Destinations Standard considered 'fully compliant', and thereby indicates how far the destination is from “GSTC Certified” level. “Certified” destinations are committed to full compliance to the Green Destinations Standard mandatory criteria, and will receive worldwide recognition through the Global Sustainable Tourism Council (GSTC) – the UN body that has accredited the Green Destinations Certification Program.

## Green Destinations Standard Scores

The overview below indicates compliance with the Green Destinations policy standard.

- **Green:** # compliant criteria
- **Orange:** # partially compliant criteria
- **Red:** # non-compliant criteria
- **Grey:** # non-audited criteria (e.g. optional or N/A)

Theme	Criteria	Achievements
1. Gestión del destino	20	13 Green, 6 Orange, 1 Grey
2. Naturaleza y paisaje	8	7 Green, 1 Orange
3. Medio ambiente y clima	20	9 Green, 8 Orange, 3 Grey
4. Cultura y tradición	6	6 Green
5. Bienestar social	18	14 Green, 4 Orange
6. Negocios y Comunicación	12	8 Green, 4 Orange

## 6. Remarks & non compliances

This section lists remarks that have been formulated by the auditor and Certification Committee for specific criteria. Criteria without remarks are not included in this section.



Remarks can be of the following types:

- Remarks to 'compliant' criteria
  - Positive remark recognising particular best practice performance
  - Criteria compliance approved but additional information (evidence) will be required upon award renewal
- Remarks to 'partially compliant' or 'non-compliant' criteria:
  - Recommendation to improve in the short term: aspects that are not in order or in place; but can be solved or improved with limited efforts
  - Recommendation to improve in the mid-term: aspects that require more thorough action to improve on and should be considered of high importance for the next application in 24 months

To qualify for "Green Destinations Certified" only mandatory criteria that are not yet compliant should be addressed. Improving non-compliant criteria will improve award level, but not the GD Certification compliance percentage.

Please note that the indicated deadlines for completion are suggestions in order to assist planning ahead for the next Award renewal.

 Approved
  Partial compliance
  Non compliance

1. Gestión del destino		
Gestión del destino		
<b>1.2. Estructura de gestión</b>		It is verified that the entity has provided reports and/or sustainability plans demonstrating the implementation of actions and the achievement of objectives, ensuring transparency in management. It is therefore considered that the recommendation from the previous audit has been adequately addressed.
<b>1.4. Participación de las partes interesadas (antes de la participación del sector turístico)</b>		The destination cooperates with civil society and the public and private sectors through ongoing working groups focused on sustainability. For the next audit, it is recommended to provide evidence of

		activities with direct participation of civil society.
<b>Gestión del destino</b>		
<b>1.5. Inventario de activos de destino</b>	✓	Online verification confirms that the TIA inventory is comprehensive, includes all relevant natural and cultural sites, describes individual assets, and is kept up to date.
<b>1.6. Tourism Impact Assessment</b>	✓	The destination has conducted a Tourism Impact Assessment (TIA) addressing impacts and risks on the natural, cultural and socio-economic environment. Note that the Indicator 2: Year of last conduct of assessment needs to be updated to 2025
<b>1.7. Política o estrategia de gestión de destinos</b>	✓ <sub>R</sub>	The destination has available a multi-year tourism strategy (2024–2026), developed through stakeholder participation and aligned with sustainability principles. It addresses environmental, social, cultural, economic, quality, and health and safety aspects, and applies to the full destination scope. The strategy supports broader sustainable development policies. The reporting text should be updated to reflect the submitted documentation.
<b>1.8. Tourism action plan</b>	✓	The destination is implementing a sustainable tourism action plan within its current multi-year scope, addressing key sustainability issues. The plan includes defined actions, responsibilities and planning, and applies to the full destination area. Stakeholder and community participation is evidenced through consultations and participatory processes.
<b>1.9. Transparency and enforcement of planning</b>	✓ <sub>R</sub>	It is recommended to describe consultation mechanisms and provide recent examples of stakeholder and public engagement, including how planning decisions are publicly communicated. Stakeholder and resident consultation is carried out through ETIS surveys; however, the latest results are from 2022.
<b>Gestión del destino</b>		
<b>1.10. Seguimiento de visitantes</b>	✓	Visitor monitoring is carried out regularly,

		including data on visitor numbers, characteristics, activities and preferences, supported by surveys and statistical analysis. Results are publicly available through reports on the destination's website. It is recommended to include a clear reference in the report to the document "Dades estadístiques de l'Àrea de Turisme de Torroella de Montgrí i l'Estartit, Any 2025" as part of the report for this criterion.
<b>1.11. Satisfacción de los visitantes</b>	✓ <sub>R</sub>	It is recommended to strengthen the monitoring of visitor satisfaction through a regular programme or surveys, in line with guidance, to consistently capture data on satisfaction and complaints related to quality and sustainability. While the document "Dades estadístiques de l'Àrea de Turisme de Torroella de Montgrí i l'Estartit, Any 2025" (found on website) includes relevant information, it should be better structured and include aggregated indicators to support clearer interpretation and ongoing monitoring.
<b>1.12. Gestión de la afluencia de los visitantes (antes: Estacionalidad)</b>	✓	Seasonality is a key issue, with high visitor concentration in summer. Measures such as off-season promotion, product diversification and events have been implemented to extend the season. It is recommended to further formalise the visitor management system and define clearer mechanisms to manage visitor flows across time and areas.
<b>1.13. Gestión de visitantes para los activos del destino</b>	✓ <sub>R</sub>	Key challenges such as seasonality, visitor concentration and coordination are identified, and actions to strengthen governance and collaboration are included. However, the report does not fully demonstrate how visitor flows are managed in relation to the capacity and sensitivity of the destination's natural and sociocultural assets.
<b>1.14. Comportamiento de los visitantes en lugares sensibles</b>	✓ <sub>R</sub>	Guidelines for appropriate visitor behaviour at cultural events and in sensitive natural and cultural sites are established and publicly available through the tourism office website and the Natural Park. For the next

		audit, it is recommended to provide additional evidence on how tour operators support the creation and dissemination of this information.
<b>Gestión del destino</b>		
<b>1.15. Indicadores de sostenibilidad y seguimiento ( antes "Indicadores")</b>	✓ <sub>R</sub>	The criterion requires to establish a monitoring system covering key sustainability aspects and to respond to identified issues with concrete actions. It is recommended to include this in the report for the next audit.
<b>1.16. Revisión y evaluación</b>	✓	Progress on the objectives and targets of the sustainable tourism policy and action plan is monitored and evaluated, and results are provided through reports such as "Dades estadístiques de l'Àrea de Turisme de Torroella de Montgrí i l'Estartit, Any 2025" and the "Memòria d'activitats 2025". These documents demonstrate ongoing monitoring and evaluation of actions and outcomes.
<b>Gestión del destino</b>		
<b>1.20. Competencia leal y contratación pública responsable</b>	—	El cumplimiento de este criterio requiere que la descripción y la explicación se den con claridad, de acuerdo con el documento de política sobre contratación pública justa y responsable.
<b>2. Naturaleza y paisaje</b>		
<b>Naturaleza y paisaje</b>		
<b>2.1. Conservación de la naturaleza</b>	✓	The destination has a structured conservation system, with policies and regulations covering natural assets (sites, habitats, species and ecosystems).
<b>2.2. Impacto del turismo en la naturaleza</b>	✓	The destination monitors tourism impacts on the natural environment through visitor flow data and monitoring reports, with results provided. It is recommended to update the report with more recent data and clearly demonstrate how identified impacts are addressed with concrete management actions for the next audit.
<b>2.4. Especies (exóticas) invasoras</b>	✓	The destination monitors environmental impacts, as described in the documents

		<p>“Dades estadístiques de l’Àrea de Turisme de Torroella de Montgrí i l’Estartit, Any 2025” and the TIA report. No presence of invasive species is identified. However, specific prevention measures are not clearly demonstrated. For the next audit, it is recommended to provide evidence of preventive actions and protocols related to invasive species.</p>
Naturaleza y paisaje		
<b>2.8. Bienestar de los animales en cautividad</b>	✓ <sub>R</sub>	<p>The destination includes animal-based attractions such as the Parc de les Aus, contributing to the tourism offer. However, limited evidence is provided on animal welfare standards. As highlighted in the previous audit, further reporting is required. For the next audit, provide clear documentation on compliance with animal welfare regulations and good practices.</p>
<b>3. Medio ambiente y clima</b>		
Medio ambiente y clima		
<b>3.1. Ruido</b>	✓	
<b>3.2. Contaminación lumínica</b>	✓	<p>Light pollution is regulated under Decret 190/2015, which sets technical requirements, zoning, and control measures to minimise environmental impacts. This provides a solid regulatory basis at destination level.</p>
Medio ambiente y clima		
<b>3.4. Abastecimiento de agua</b>	✓ <sub>R</sub>	<p>The destination demonstrates a structured approach to water management and identifies key risks such as drought and flooding. However, as noted in the previous audit, the results of the study “Girona, a region sensitive to water (2018–2021)” have not been presented. In addition, limited evidence is provided on how tourism water use is managed. For the next audit, include the study results and strengthen evidence on measures and collaboration with the tourism sector to ensure sustainable water use.</p>

<b>3.5. Reducción del consumo de agua</b>	✗	Limited evidence is provided on how water consumption is systematically monitored and whether quantitative reduction targets have been established and tracked over time. For the next audit, it is recommended to include data on water consumption monitoring, defined reduction targets, and evidence of achieved results.
<b>3.6. Control y respuesta de la calidad del agua</b>	✓	As noted in the previous audit, the report does not clearly explain how water quality is systematically monitored and supervised. In addition, no analysis of water quality results is provided in comparison with other destinations or national averages. For the next audit, it is recommended to describe the monitoring and control system in more detail and to include analysis of results in a comparative context.
<b>3.7. Tratamiento de aguas residuales</b>	✓ <sub>R</sub>	The destination has a well-established wastewater treatment system, including tertiary treatment and water reuse, supported by clear regulations and full connection of tourism facilities. For the next audit, include evidence on compliance, monitoring systems, and treatment performance.
<b>Medio ambiente y clima</b>		
<b>3.8. Reducción de residuos sólidos</b>	✓ <sub>R</sub>	For the next audit, it is recommended to include measurable targets, monitoring results over time, and more specific actions and evidence related to plastics reduction and food waste prevention. Please note that the reference to the year in the reporting is required.
<b>3.9. Separación y reciclaje de residuos</b>	✓ <sub>R</sub>	A waste separation system is in place. However, no evidence was found of quantitative targets or a clear monitoring system. As noted in the previous audit, the report should describe separation objectives and monitoring, supported by reporting.
<b>3.10. Waste disposal</b>	✓ <sub>R</sub>	Remains unclear which is the final disposal of residual waste. The provided link to Urbaser webpage does not include this information. Information, goals and

		indicators on the Solius dumping site should be provided.
<b>3.11. Tirar basura</b>	✗	To maintain full compliance, it is expected to include relevant initiatives addressing this criterion in a current and up-to-date manner. The documentation provided needs to be updated.
<b>Medio ambiente y clima</b>		
<b>3.12. Emisiones de gases de efecto invernadero y mitigación del cambio climático</b>	✓ <sub>R</sub>	As indicated in the previous audit remark, it is expected that for the next audit, monitoring reports on the percentages of reduction in greenhouse gas emissions, in line with the implemented plan, will be added. According to the guidance, the objectives must be monitored periodically, and progress should be presented in an annual climate report.
<b>3.13. Reducción de las emisiones del transporte por viajes</b>	✓ <sub>R</sub>	For next audit is recommended to provide a clear overview of local and national measures to reduce emissions, ensuring actions have solid targets and are tracked with proper carbon measurement tools.
<b>3.16. Reducir el consumo de energía</b>	✓	Update the information for the current period. The report should provide an overview of local and national measures to reduce energy use, set and promote clear and measurable energy reduction targets, and demonstrate improvements in efficiency across buildings, transport, and operations. It should also consider more energy-efficient solutions and include actions that encourage energy savings.
<b>3.17. Energía renovable</b>	✓ <sub>R</sub>	The criterion requires information on renewable energy production targets.
<b>Medio ambiente y clima</b>		
<b>3.19. Respuesta a los riesgos climáticos</b>	✓	The LIFE Pletera project demonstrates strong action on ecosystem restoration and climate resilience. For next audit provide evidence on how climate adaptation is integrated into tourism planning and management.
<b>4. Cultura y tradición</b>		

Cultura y tradición		
<b>4.2. Gestionar el impacto del turismo en la cultura</b>	✓	The destination promotes cultural heritage and offers a wide range of cultural events and traditional festivals, contributing to the appreciation of local culture by visitors. For the next audit, it is recommended to include monitoring systems, risk assessments, and concrete measures to manage tourism impacts on cultural assets and community life.
<b>4.3. Protección de los bienes culturales</b>	✓	Cultural assets are protected under regional and national legislation, which provides a solid regulatory framework.
Cultura y tradición		
<b>4.4. Patrimonio intangible</b>	✓	The destination actively promotes and celebrates its intangible cultural heritage through traditional festivals, cultural events, and local gastronomy, contributing to the preservation of local identity. It is recommended to update the supporting documentation, such as the calendar of cultural activities, to ensure it reflects current and comprehensive information.
<b>4.5. Respeto a la autenticidad</b>	✓	The destination promotes tourism that values and respects local culture and traditions, supporting authentic experiences and community involvement. It is recommended to update the supporting documentation to ensure it reflects current practices and initiatives demonstrating respect for authenticity.
5. Bienestar social		
Bienestar social		
<b>5.7. Participación de la comunidad en la planificación</b>	✓ <sub>R</sub>	The criterion requires providing examples of how the destination enables and promotes public participation in sustainable planning and management, which extends beyond urban planning alone.
<b>5.9. Contribuciones de las partes interesadas</b>	✓ <sub>R</sub>	Durante la visita se observó una reunión con las empresas locales sobre la Carta Europea de Turismo Sostenible en Espacios Naturales Protegidos (CETS) y la

		implementación de la Fase 2. Sería interesante conocer sobre los conclusiones de estas reunion y las actividades a seguir.
<b>5.10. Satisfacción de los habitantes</b>	✓	For next audit, it is required to upload the updated document for the ETIS survey to take place in 2026.
Bienestar social		
<b>5.11. Seguimiento del impacto económico</b>	✓ <sub>R</sub>	The destination collects data on the economic impact of tourism through ETIS indicators. For next audit, the public report should be updated to provide a clearer, more structured analysis, including information on the distribution of economic benefits.
<b>5.12. Apoyo a los empresarios locales</b>	✓ <sub>R</sub>	The destination supports local businesses; however, limited evidence is provided on current measures to retain tourism expenditure locally. Reporting and supporting documents need to be updated.
<b>5.13. Promoción de productos y servicios locales</b>	✓	The destination promotes local products demonstrating support for local producers and sustainable products. For the next audit, it is recommended to ensure that all broken links are broken and supporting documentation are updated.
Bienestar social		
<b>5.15. Evitar el turismo excesivo</b>	✓	The destination recognises challenges related to visitor concentration and seasonality and includes these aspects in its strategic planning. For the next audit, it is recommended to include measures demonstrating how overtourism and its social impacts are actively managed, including the results of the regular surveys carried out by the Tourism Department to evaluate the impact of tourism.
<b>5.16. Explotación de la propiedad</b>	✓	The destination has regulatory frameworks in place, including rental price controls and relevant legislation, to manage the socio-economic impacts of property use related to tourism.
6. Negocios y Comunicación		

Negocios y Comunicación		
<b>6.1. Promover la sostenibilidad entre las empresas</b>	✓	The destination promotes sustainability among businesses, including through CETS. It is recommended to include the results of the adhesión de empresas turísticas, showing results of the participation and outcomes.
<b>6.2. Estándares de sostenibilidad</b>	✓ <sub>R</sub>	For the next audit, it is recommended to provide evidence on participation rates, measures adopted by businesses, and monitoring of initiatives.
<b>6.4. Consumo de agua (empresas)</b>	✓ <sub>R</sub>	The destination encourages tourism enterprises to monitor and manage water consumption. Limited evidence is provided on how enterprises regularly measure, report, and publicly communicate their water use. For the next audit, it is recommended to include examples and data demonstrating regular monitoring and reporting practices by businesses.
<b>6.5. Residuos sólidos (empresas)</b>	✓	Limited evidence is provided on the uptake and results of these measures within tourism businesses, particularly regarding reduction of single-use items and food waste. For the next audit, it is recommended to include data or recent examples demonstrating business participation and the effectiveness of these actions.
<b>6.6. Consumo energético (empresas)</b>	✓ <sub>R</sub>	The destination promotes energy management through regional frameworks and initiatives such as CETS and ETIS indicators, encouraging enterprises to monitor and reduce energy consumption. However, as noted in the previous audit, limited evidence is provided on how energy reduction is actively promoted across the wider tourism sector, as well as on monitoring systems and achieved results.
<b>6.7. Emisiones de gases de efecto invernadero (empresas)</b>	✓ <sub>R</sub>	The destination encourages sustainability practices among tourism enterprises; however, limited evidence is provided on specific measures for monitoring, reporting, and reducing greenhouse gas emissions. As noted in the previous audit, it is

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	recommended to support businesses with tools to calculate emissions, promote reduction measures, and facilitate access to carbon offsetting programs
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## 7. Auditor recommendations and conclusions

### Overall impression

Torroella de Montgrí-L'Estartit continues to demonstrate a strong and consistent commitment to sustainable tourism, reinforced by its long-standing engagement with recognised frameworks such as Green Destinations, ETIS and CETS. These certifications and initiatives reflect a mature governance model where sustainability is embedded across municipal departments and supported by active collaboration with the private sector.

The destination stands out for its integrated approach to sustainability, combining environmental protection, cultural preservation, and socio-economic development. The presence of the Natural Park Montgrí, Illes Medes i el Baix Ter remains a key asset, underpinning conservation efforts and shaping a tourism model based on quality, authenticity, and respect for natural values. At the same time, the promotion of cultural and intangible heritage, including festivals and local traditions, contributes to a diversified and resilient tourism offer.

Stakeholder engagement is a notable strength, particularly through the European Charter for Sustainable Tourism (CETS), which fosters cooperation between public authorities and tourism businesses and supports the adoption of sustainable practices across the sector.

In recent years, the destination has also made progress in developing monitoring systems and strategic planning tools, including the use of indicators and data to support decision-making. However, a recurring challenge is that plans, reports, and supporting documentation are not always sufficiently up to date or fully consolidated. While many relevant actions and initiatives are in place, these are not always reflected in recent public reports or clearly presented in a structured manner.

Overall, the destination demonstrates a high level of performance and a clear strategic direction. To further strengthen its position, it is recommended to focus on updating, consolidating, and clearly communicating the most recent data, results, and achievements, ensuring that the strong work already being carried out is fully evidenced and visible.

### Additional remarks

The destination shows strong progress in engaging tourism businesses in sustainability, particularly through the increasing number of companies involved in CETS, reinforcing its commitment to a sustainable tourism model.

Building on this positive momentum, the destination is well positioned to further expand the use of sustainability standards across the wider tourism sector. Tools such as the Good Travel Scan could

support businesses in identifying priorities and advancing their sustainability performance.

In addition, the destination has an opportunity to further strengthen its leadership on climate action by continuing to develop approaches to monitor, reduce, mitigate, and compensate greenhouse gas emissions, while raising awareness among tourism stakeholders.

### **Auditor recommendation**

The destination demonstrates a strong strategic framework, supported by multiple plans, solid data collection practices, and active stakeholder engagement.

To build on these strengths, it is recommended to prioritise the updating and consolidation of plans, reports, and supporting documentation, ensuring that recent actions, results, and progress are clearly reflected. Improving the consistency, accessibility, and clarity of reporting will help to better demonstrate the destination's performance and achievements.

In parallel, the destination is encouraged to continue promoting the adoption of sustainability standards and practical tools (such as the Good Travel Scan), and to further advance its work on climate action, particularly in relation to greenhouse gas monitoring, reduction, mitigation, and compensation, in collaboration with tourism stakeholders.

# Signature

The report was electronically signed within the Green Destinations online system.

Marta Vilavedra, Sustainability coordinator, signed on NOT SIGNED YET.

Patricia Marull, Green Destinations auditor, signed on 27 April, 2026