DECISIONS TAKEN BY THE UNWTO COMMISSION FOR EUROPE AT ITS FIFTY-FIFTH MEETING

Çesme (Izmir), Turkey, 27 March 2013

CONTENTS

<table>
<thead>
<tr>
<th>Section</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Agenda</td>
<td>2</td>
</tr>
<tr>
<td>2. Decisions taken by the Commission</td>
<td>3</td>
</tr>
<tr>
<td>3. List of Participants</td>
<td>13</td>
</tr>
</tbody>
</table>
1. AGENDA

PROVISIONAL AGENDA

1. Adoption of the agenda
2. Communication of the Chairman
3. Report of the Secretary-General
   (a) International tourism in 2013
   (b) Mainstreaming tourism in the global agenda
   (c) Implementation of the general programme of work for the period 2012-2013
   (d) New publications
   (e) Update on the draft UNWTO convention on the protection of tourists and tourism service providers
   (f) Progress report on the Global Code of Ethics for Tourism
   (g) Report on the Survey on Member States’ priorities for 2014-2015
4. Programme of Work for Europe:
   (a) Priorities and sub-regional initiatives
   (b) Tourism trends in Europe
5. Update on UNWTO work on travel facilitation
6. Roundtable discussion on domestic tourism
7. Preparations for the twentieth session of the UNWTO General Assembly
8. Place and date of the fifty-sixth meeting of the Commission
9. Other matters
2. DECISIONS TAKEN BY THE COMMISSION

CEU/DEC/1(LV)

ADOPTION OF THE AGENDA
Agenda item 1 (document CEU/55/1/Prov.Agenda)

The Commission,

Adopts the agenda of its fifty-fifth meeting as contained in document CEU/55/Prov. Agenda, with agreement of the Secretary-General’s request for possible adjustment during the meeting in the order of the different agenda items.

CEU/DEC/2(LV)

COMMUNICATION OF THE CHAIRMAN
Agenda item 2 (document CEU/55/2)

The Commission,

Having heard the communication of its Chairman on:

- The successful organization of the regional seminar “World Heritage Sites: Challenges and opportunities” held on 26 March 2013, in Çesme (Turkey);

- The importance of raising awareness on the preservation and protection of the continent’s cultural heritage, which can serve as a vehicle of cultural identity and as a factor for economic development;

- The Global and European Tourism trends: overview for 2011-2012:
  - Acknowledges 2012 as a challenging year for tourism, nevertheless even in an uncertain economy, tourism has continued to grow and has showed remarkable resilience;
  - Welcomes the fact that Europe is still the number 1 tourism destination in the world with 535 million tourist arrivals, which represent a 3% increase and 17 million more tourists than in 2011;
  - Takes note that important traditional source markets showed particularly good results in Europe, and that despite economic pressure expenditure, international tourism has grown;
  - Takes note on the expected growth forecast (+3% to 4%) for 2013.

- The importance of an effective visa Policy:
  - Recognizes that while improving visa processes extra tourism receipts could be generated and additional jobs could be created as outlined by the joint research of UNWTO and the World Travel and Tourism Council;
  - Calls for working on the elimination of barriers, by increasing intra-governmental cooperation;
  - Asks for securing support from the highest levels of government.
The significance of observatories for sustainable tourism, which enable local authorities and other tourism stakeholders to address existing or potential negative environmental, cultural, social and economic impacts;
   - In this regard outlines the Agreement between Greece and UNWTO on the “Monitoring Centre for Sustainable Tourism Observatories” on the Aegean islands

The progress achieved on the Silk Road Project:
   - Welcomes the new joint UNWTO/UNESCO “Silk Road Heritage Corridors” tourism strategy project, which will commence in 2013, with the support of UNESCO Netherlands Funds-in-Trust

The importance of the UN General Assembly landmark resolution adopted on 21 December 2012: “Promotion of ecotourism for poverty eradication and environment protection”, which stresses the role of ecotourism in the fight against poverty and the protection of the environment;

The significance and the important role that the UNWTO Global Code of Ethics for Tourism plays and expresses, her appreciation for the UNWTO efforts to reach out to tourism associations and companies worldwide;

Accessibility as one of the key areas of UNWTO’s work in sustainable tourism development;

The important and impact of the joint initiative “Global Leaders for Tourism campaign” (“Golden Book”) of WTTC and UNWTO;

The need to focus on the promotion of a sustainable, responsible and high quality tourism offer in Europe;

1. Thanks her for it;

2. Takes cognizance of its Chairwomen’s views on the above-mentioned subjects;

3. Expresses its appreciation to the UNWTO Secretariat for the very good cooperation and communication.

CEU/DEC/3(LV)

REPORT OF THE SECRETARY-GENERAL
Agenda item 3 (a), (b), (c) (document CEU/55/3)

The Commission,

Having heard the presentation by the Secretary-General, of his report,

1. Thanks him for it;

2. Welcomes the update on international tourism 2012 and prospects for 2013;

3. Acknowledges that despite growing global economic volatility, particularly affecting the Eurozone, international tourist arrivals grew by 3.8% in 2012 to reach an historic milestone of over one billion (1.035 billion);
4. Takes note that international tourist arrivals to Europe, the most visited region in the world (52% share), were up by 3%, a very positive result in view of the economic situation and that total arrivals reached 535 million or 17 million more than in 2011;

5. Takes note that in Europe, UNWTO forecasts a growth in international tourist arrivals between 2% and 3% in 2013, and worldwide UNWTO expects between 3% to 4% growth;

6. Emphasises the need to mainstream tourism in the global agenda;

7. Welcomes the “Global Leaders for Tourism Campaign”, which 48 leaders have joined by the end of March 2013 and encourages Member states to provide assistance in the further prioritization of tourism as a national economic development tool;

8. Acknowledges that travel facilitation, taxation and connectivity have been identified as key policy issues for the year 2013;
   - Highlights the importance of the UNWTO study “Visa facilitation: Stimulating economic growth and development through tourism”, its contents and recommendations, and informs Member states about the UNWTO database on visa procedures.
   - Advocates for intelligent taxation and informs Member states that a pilot project on a possible econometric model to assess the impact of changes in fiscal policies in tourism is under way.
   - Notes that UNWTO has also started to work on the promotion of connectivity - in close cooperation with the International Civil Aviation Authority (ICAO), particularly in terms of air transport, with the aim of raising awareness at the international level of the importance of a closer relationship between tourism and aviation so as to ensure mutual benefits.

9. Highlights the importance and usefulness of the UNWTO Publications, and encourages the Member States to use the database of the E-Library, which is an important source of information;

10. Welcomes that tourism has been included into the Rio+20 meeting documents first time ever;

11. Applauds and congratulates UNWTO for the great work carried out with the DEVCO Project and believes that the Project will have a great impact in promoting sustainability in LDC countries;

12. Takes note with interest the cooperation with the Council of Europe’s European Institute on Cultural Routes;

13. Welcomes the success of Hotel Energy Solutions, which help hotels evaluate their energy consumption and assist them in improving their energy management; it furthermore takes note, with interest, that UNWTO moves ahead with a new project called Nearly Zero Emission Hotels (NEZEH);

14. Appreciates the growing number of institutions, organizations and enterprises joining to the UNWTO Knowledge Network;

15. Welcomes that UNWTO has been recognized as an ODA Eligible Organization for Bilateral Aid, and takes note that funds channelled through UNWTO for projects in ODA eligible countries can now be considered as an official development assistance aid;

16. Acknowledges the need for countries to further support the ongoing discussions in OECD to back the position of UNWTO in this regard;

17. Acknowledges the presentation of the Secretary-General regarding financial and administrative matters;

18. Takes note with satisfaction of the establishment of an ethics function at the UNWTO;
19. **Welcomes** the developments achieved regarding the legal and procurement procedures of UNWTO;

20. **Asks** the Secretariat to invite representatives of the European Commission to participate in the meetings of the Commission, with the aim to hear their views on the development of tourism within Europe;

21. **Encourages** Member States to provide ideas to the UNWTO Programme and Budget Committee for the future programme of work of UNWTO;

22. **Notes with interest** the Chairwomen’s information on the successful and extended Pilot Visa Programme run by 5 Greek Aegean Islands, applied to tourists coming from Turkey.

---

**CEU/DEC/4(LV)**

REPORT OF THE SECRETARY-GENERAL

Agenda item 3 (e) (Document CEU/55/3(e))

The Commission,

Having considered the report on the draft convention on the protection of tourists and tourism service providers;

1. **Thanks** for the information regarding the results achieved by the UNWTO Working Group;

2. **Welcomes** the activities of the Working Group and the Secretariat in the field of tourist protection;

3. **Takes note** of the revised text of the draft international convention;

4. **Appreciates** the active participation and cooperation of the European Union and OECD with the Member states within the Working Group;

5. **Asks** for more coordination and closer work, in particular, with the European Union;

6. **Takes note** of the assurance by the Secretary-General that the Convention will be complementary to other instruments that are being elaborated by other regional institutions; and that it will be consistent with existing European Directives.

---

**CEU/DEC/5(LV)**

REPORT OF THE SECRETARY-GENERAL

Agenda item 3 (d)

The Commission,

1. **Thanks** him for the update on the New Publications Deputy Regional Director for his presentation;

2. **Expresses the importance** of the UNWTO studies (particular county-specific ones), which are important source of information;
3. **Encourages** Member states to use the E-Library of the UNWTO;

4. **Asks** the Secretariat to make the E-Library more user friendly, and more accessible;

5. **Asks** for more consumer-oriented studies;

---

**CEU/DEC/6(LV)**

**REPORT OF THE SECRETARY-GENERAL**

Agenda item 3 (f) (Document CEU/55/3(f))

The Commission,

Having considered the Progress report on the Global Code of Ethics for Tourism;

1. **Thanks** for the information ;

2. **Welcomes** the growing number of entities (47 prominent entities and alliances signed already) adhering to the UNWTO Global Code of Ethics’ commitments;

3. **Welcomes** the actions undertaken by the Permanent Secretariat directed towards the dissemination, communication and implementation of the Code of Ethics, and **encourages** the practical application of the Code through the adoption of codes of conduct in the field of child protection, accessibility and the hospitality industry;

4. **Encourages** the Member States to renew their commitments and keep continue to support the Initiative in the future;

5. **Brings** attention to the recent conferences and events organized and study on “Tourism and Intangible Cultural Heritage” published by the UNWTO in this field;

6. **Notes with satisfaction** that UNWTO is working on the renewal of the General Assembly Decision of 2005 on “Accessible tourism for all” and, **welcomes** the signing of the trilateral agreement between UNWTO, ONCE Foundation and ENAT in order to create guidelines, collect best practices and create a manual on accessible tourism for all;

7. **Congratulates** the signature of the renewed agreement with Italy on the Secretariat which has been renamed: “Center for the promotion of the Global Code of Ethics for tourism”;

8. **Calls upon** the Member States to nominate representatives for the World Committee on Tourism Ethics, as requested by the letter of the Secretary of February 2013;

9. **Notes with interest** the additional information provided by the representative of Italy; and **acknowledges** the request to share and disseminate relevant county experiences within the work of the World Committee on Tourism Ethics.
REPORT OF THE SECRETARY-GENERAL
Agenda item 3 (g) (Document CEU/55/3(g))

The Commission,

Having heard the report on the Survey on Member States’ Priorities for 2014-2015

1. Thanks him for the presentation
2. Appreciates the work carried out by the UNWTO Secretariat on this subject;
3. Welcomes that around 60% of Member States answered to the survey, which provides a solid basis for the design and preparation of UNWTO’s next programming cycle for 2014-2015;
4. Thanks the Secretary-General for sharing with them the current version of the outcome of the Survey.

PREPARATION OF THE 20TH SESSION OF THE GENERAL ASSEMBLY
Agenda Item 7 (Document CEU/55/7)

The Commission,

Takes note of the report on the preparation of the 20th General Assembly that will be held in the Victoria Falls area, at the border between Zambia and Zimbabwe, from 24 to 29 August 2013;

Expresses its gratitude and appreciation to Zambia and Zimbabwe for hosting the UNWTO General Assembly and for the ongoing preparations.

PROGRAMME OF WORK FOR EUROPE
Agenda item 4 (a)

The Commission,

Having regard to the report by the Regional Director for Europe on the following key themes and planned activities within the European Region:

- Employment in tourism
  - Key issues, e.g. part-time work and seasonality, HR & Training, Vulnerable Groups
  - Measurement
  - Evidence-based policy
- Measurement in tourism
  - Sub-national measurement
  - Statistics capacity building courses
  - Trends and forecasting
• Cultural heritage
  o Communicating heritage
  o Cross-border cooperation and routes: Amber Road, Wine Conference, Silk Road
  o Sustainable management
• IT and Innovation
  o Social media
  o Mobile marketing
  o Performance indicators

1. **Thanks** her for the presentation;
2. **Expresses** its satisfaction with these activities and initiatives that are of particular importance for the region;
3. **Appreciates** all on-going activities and **notes with interest and appreciation** the various seminars, events and conferences to be organized during 2013;
4. **Takes note with interest** of the information presented concerning the 2nd UNWTO Training on Tourism and Biodiversity by the Bonn Unit (14 to 26 April 2013);
5. **Thanks** the Regional Director for the information on the seminar to be held in Belgrade, Serbia on 26-27 May 2013 on “Sustainable Tourism at Inland Water Destinations”, on the occasion of the 95th session of UNWTO’s Executive Council meeting, and about the conference to be held on Réunion Island on 11-13 September 2013 on “Tourism development in islands”;
6. **Thanks** the Secretariat and the Statistical department on the work done in respect to the Danube Cooperation in general and regarding the statistical measurement and monitoring in the region in particular;
7. **Asks the Secretariat** about the possibilities to consider carrying out a technical capacity building programme on statistics for the Danube Region countries in the next POW;
8. **Welcomes** the sub-regional initiatives that reflect the need for cross-border cooperation and enhanced regional cooperation;
9. **Welcomes** the appointment of the newly elected Director for Statistics & Tourism Satellite Account.

CEU/DEC/10(LV)

**PROGRAMME OF WORK FOR EUROPE**

Agenda item 4 (b)

The Commission,

**Having regard to** the report regarding the Tourism trends in Europe:

1. **Thanks** for the presentation;
2. **Underlines** the importance of Europe remaining as the number one tourist destination;
3. **Takes into account** that the European region will grow at a slightly slower rate in 2013 - between 2 % to 3% - than in 2012 when the growth rate reached 3,8%.
4. Acknowledges that International tourist arrivals to Europe increased by 17 million in 2012 and reached 535 million international tourist arrivals;

5. Welcomes that International Tourism Expenditure grow by US$ 330 billion from US$ 645 billion in 2006 to about US$ 1,075 billion in 2012 (current terms) in spite of crisis, with China taking the biggest share of it followed by the Russian Federation, Brazil and Australia.

CEU/DEC/11 (LV)

**UPDATE ON UNWTO WORK ON TRAVEL FACILITATION**

**Agenda item 5**

The Commission,

Having regard to the update by the Secretary-General on UNWTO work on travel facilitation:

1. Thanks for it;

2. Praises the work of the Secretary-General on this important issue and congratulates UNWTO to its work on travel facilitation,

3. Notes with satisfaction that the G20 Declaration of June 2012 recognized for the first time “the role of travel and tourism as a vehicle for job creation, economic growth and development” and committed to, within the sovereign right of States to control the entry of foreign nationals, “work towards developing travel facilitation initiatives in support of job creation, quality work, poverty reduction and global growth.”;

4. Thanks the collaborative efforts of T20 Ministers in the above mentioned Declaration;

5. Acknowledges the decision of the 94th UNWTO Executive Council, which requested the Secretary-General to “maintain visa facilitation as a priority in the work of the Secretariat and advance it through advocacy at the highest political level and the identification and dissemination of case studies” working “in close cooperation with other international and regional organizations”;

6. Welcomes that visa facilitation has been placed in the global and national agendas;

7. Also commends the important initiatives, ongoing studies presented by the Secretary-General towards facilitation of visa procedures and hopes that these can be used by other countries to advance their policy making;

8. Takes note with interest that a database on visa policy has been assembled by UNWTO;

9. Congratulates UNWTO on signing a Memorandum of Understanding with ICAO on cooperation “regarding visa and other travel document formalities and issuance, including the simplification of visa processing and the development of multi-State regional visas and e-visas”.

10. Asks the UNWTO Secretariat to continue working on this important topic in close cooperation with other international organization and specialised bodies.
The Commission,

1. **Thanks** the Secretary-General and the Regional Director for Europe for the introductory remarks on the subject;

2. **Thanks** the Member States for their constructive presentations and for the fruitful discussions;

3. **Recalls** that the UNWTO White Paper calls for increased focus on Domestic tourism;

4. **Acknowledges** the importance of domestic tourism;

5. **Takes note** that domestic tourism plays a vital role in the socio-economic development of the countries, while providing jobs, stimulating activities in other industries and sectors particularly in less developed regions and rural areas;

6. **Acknowledges** that domestic tourism can be more resistant to various external shocks and crisis; but facing harsh difficulties due to the economic crisis;

7. **Takes note** of domestic tourism’s role in contributing to the reduction of seasonality; in this respect **acknowledges the importance** of special tourism programmes such as social tourism which, due to its distinct characteristics, is particularly useful in fight against seasonality;

8. **Recognizes** the needs of statistical information on domestic tourism which could provide relevant and reliable information to policy makers; thus **calls for** a better data collection and comparability;

9. **Highlights the importance** of domestic tourism infrastructure development, which contributes increasing the attractiveness of tourism destinations;

10. **Points out** that targeted marketing and promotion building on research and development of the tourism market information system could foster the growth of domestic tourism;

11. **Takes note** that different holiday voucher systems/cards could be an effective tool in supporting domestic tourism;

12. **Calls for** new training and education tools, in particular for leadership, both in governance and promotion of destinations;

13. **Welcomes** the role that educational institutions and the press play in raising public awareness, which effectively contributes to raising domestic tourism demand;

14. **Draws attention** to the importance that special events could play in terms of promotion of domestic tourism;

15. **Thanks** the Secretariat for collecting the valuable contributions of the Member States and for sharing and making available the documents/interventions, which serves an excellent practice of sharing country experiences, knowledge and best practices.

---------------------------------------------------------------------------------------------------

World Tourism Organization - a Specialized Agency of the United Nations

World Tourism Organization (UNWTO) - Capitán Haya 42, 28020 Madrid, Spain. Tel: (34) 91 567 81 00 / Fax: (34) 91 571 37 33 - unwt@unwto.org / unwto.org
CEU/DEC/13 (LV)

PRESENTATION OF THE UNWTO TEDQUAL PROGRAMME

The Commission,

Having heard the information by the Director of the UNWTO.THEMIS Foundation:

1. Thanks him for the comprehensive and precise presentation of the programme;
2. Acknowledges that Member States should consider joining the Programme;
3. Acknowledges that the programme is designed to improve the quality of the tourism education, training and research programmes;
4. Appreciates the useful information which they have been provided.

CEU/DEC/14 (LV)

PLACE AND DATE OF THE FIFTY-SIXTH MEETING
OF THE COMMISSION

Agenda item 8 (document CEU/55/8)

The Commission,

Having taken cognizance of document CEU/55/8:

1. Takes note that the fifty-sixth Meeting of the UNWTO Commission for Europe is scheduled for the morning of Sunday 25 August 2013, from 09:30 to 11:30, in Victoria Falls (Zambia);
2. Entrusts the Secretariat with making the necessary arrangements for the holding its fifty-sixth meeting;
3. Takes note that the Decision on the venue of the 57th Meeting of the Commission for Europe will be decided at the 56th Meeting of the Commission (25 August 2013);
4. Takes note that Members are invited to present their candidatures and that interested Members should send their candidature addressed to the Secretary-General, before the 56th meeting.

VOTE OF THANKS TO THE HOST COUNTRY

The Commission,

Addresses its warmest appreciation to H.E. Mr. Omer Çelik, Minister of Culture and Tourism, H.E. Dr. Abdurrahman Arici, Deputy Minister and Mr. Özgür Ozaslan, Undersecretary as well as to Mr. Önur Gozet, Head within the General Directorate for Promotion, Mr. Temuçin Sayar and their team, for their warm hospitality and for the optimal arrangements made for the holding of its fifty-fifth meeting of the Commission and the technical seminar, in Çesme (Izmir), Turkey.
3. PARTICIPANTS IN THE FIFTY-FIFTH MEETING

1. The following Member States belonging to the European region:
   Austria, Azerbaijan, Belarus, Bulgaria, Croatia, Cyprus, Czech Republic, France, Georgia, Germany,
   Greece, Hungary, Italy, Lithuania, Malta, Monaco, Poland, Portugal, Republic of Moldova, Romania, San
   Marino, Serbia, Slovakia, Slovenia, Spain, Switzerland, Turkey, Turkmenistan and Uzbekistan.

1. The following Associate Members: The Flemish Community of Belgium and Madeira

2. The following Affiliate Members: Bogaziçi University, the Organisation Internationale du Tourisme Social
   (OITS), the Russian International Academy for Tourism, the Turkish Tourism Investors Association (TYD),
   TURSAB (Association of Turkish Travel Agencies) and TUROFED (Turkish Hoteliers Federation)

---------------------------------------------------------------
LIST OF PARTICIPANTS / LISTE DE PARTICIPANTS

I. EUROPEAN FULL MEMBERS / MEMBRES EFFECTIFS EUROPÉENS

AUSTRIA/ AUTRICHE
Ms. Ingrid WEHRMANN
Expert, Division of International Tourism Affairs
Federal Ministry of Economy, Family and Youth

AZERBAIJAN/ AZERBAİDJAN
H.E. Mr. Nazim SAMADOV
Deputy Minister
Ministry of Culture and Tourism

Mr. Rauf PASHAYEV
Deputy Head of Tourism Department
Ministry of Culture and Tourism

BELARUS/ BELARUS
Mr. Vadim KARMAZIN
Director of Tourism Department
Ministry of Sports and Tourism

BULGARIA/ BULGARIE
Ms. Nataliya DIMITROVA
Chief Executive
Unit “WTO and Other International Economic Organizations”
Foreign Economic Policy Directorate
Ministry of Economy, Energy and Tourism

Ms. Diyana Naydenova
Director
Foreign Economic Policy Directorate
Ministry of Economy, Energy and Tourism
CEU/55/DEC

Ms. Tsvetelina GEORGIEVA  
Senior Specialist  
UN and Development Cooperation Directorate  
Ministry of Foreign Affairs

Mr. Vasil PETKOV  
Minister Plenipotentiary, Head of Department  
UN and Development Cooperation Directorate  
Ministry of Foreign Affairs

CROATIA/ CROATIE  
Ms. Blanka BELOSEVIC  
Head of International Cooperation  
Ministry of Tourism

CYPRUS/CHIPRE  
Mrs. Olga THEOCHAROUS  
Tourist Officer ‘A’  
Strategic Planning and Research Department  
Cyprus Tourism Organization

CZECH REPUBLIC/ REPUBLIQUE TCHÈQUE  
Mr. Ales HOZDECKY  
Director of the Tourism Department  
Ministry of Regional Development

Ms. Denisa PROŇKOVÁ  
Tourism Specialist  
Tourism Department  
Ministry of Regional Development

Mrs. Ludmila PISOVA  
Tourism Specialist  
Tourism Department  
Ministry of Regional Development

FRANCE/ FRANCE  
Mr. Jacques AUGUSTIN  
Head of Department for Tourism

GERMANY/ ALLEMAGNE  
Dr. Marion WEBER  
Head of the Tourism Policy Division  
Federal Ministry of Economics and Technology

GEORGIA/ GEORGIE  
Ms. Rusudan MAMATSASHVILI  
Head of Planning and Development Department  
Georgian National Tourism Administration  
Ministry of Economy and Sustainable Development

GREECE/ GRÈCE  
H.E. Mrs. Olga KEFALOJIANNI  
Minister for Tourism

Prof. Harry COCCOSSIS  
Special Adviser to the Minister  
Ministry of Tourism
Dr. Spyridon PARTHENIS
Deputy Director of International Relations
General Secretariat of Tourism
Ministry of Tourism

Mr. Nikolaus CHORVALAKOS
Security Guard

HUNGARY/ HONGRIE
Dr. Andrea NEMES
Head of Tourism and Catering Department
Ministry for National Economy

ITALY/ ITALIE
Ms. Danielle FABRIZI
Officer, International Relations
Department for Regional Affairs, Tourism and Sport
Presidency of the Council of Ministers

LITHUANIA/ LITUANIE
H.E. Mrs. Birutė VĖSAITĖ
Minister of Economy

H.E. Mr. Kestutis KUDZMANAS
Ambassador of Lithuania to Turkey

Mrs. Vilija VERTELIENĖ
Minister’s Adviser
Ministry of Economy

Mrs. Laura PAULAUSKIENĖ
Head of Tourism Policy Division
Department of Investment and Export
Ministry of Economy

MALTA/ MALTE
Mr. Francis ALBANI
Director, Corporate Services
Deputy Permanent Representatiave of Malta to UNWTO
Ministry for Tourism, Culture and Environment

MONACO/ MONACO
Mr. Jean-José BERTANI
Director for Responsible Tourism
Directorate for Tourism and Congresses

POLAND/ POLOGNE
Ms. Maria NAPIORKOWSKA
Director of the Tourism Department
Ministry of Sport and Tourism

Mr. Tomasz DZIENDZIURA
Specialist, Tourism Department
Ministry of Sport and Tourism

PORTUGAL/ PORTUGAL
Mr. Sergio GUERREIRO
Director of the Studies and Planning Department
Turismo de Portugal, I.P.
REPUBLIC OF MOLDOVA/ REPUBLIQUE DE MOLDAVIE
Ms. Ludmila DUMITRAS
General Director
Tourism Agency of the Republic of Moldova

Mr. Eugeniu LEVITCHI
Adviser to the General Adviser
Tourism Agency of the Republic of Moldova

ROMANIA
Mr. Constantin APOSTOL
Senior Counsellor, Brand Management
National Authority for Tourism

SAN MARINO/ SAINT-MARIN
Mr. Mauro MAIANI
UNWTO Liaison Officer
Ministry of Tourism, Sports and Economic Planning

SERBIA/ SERBIE
Dr. Renata PINDZO
Deputy Minister, Sector of Tourism
Ministry of Finance and Economy

SLOVAKIA/ SLOVAQUIE
Mrs. Eliska ROMANOVÁ
Chief State Counsellor, Tourism Section
Ministry of Transport, Construction and Regional Development

SLOVENIA/SLOVENIE
Mr. Marjan HRIBAR
Director General
Tourism and Internationalisation Directorate
Ministry of Economic Development and Technology

SPAIN/ ESPAGNE
Mrs. Cristina RECORDER DE CASSO
Head of the International Relations Area
Department for Cooperation and Tourism Competitiveness
Secretariat of State for Tourism
Ministry of Industry, Energy and Tourism

SWITZERLAND/ SUISSE
Mr. Davide CODONI
Deputy Head, Promotion Activities Directorate
State Secretariat for Economic Affairs SECO
Federal Department of Economic Affairs

TURKEY/ TURQUIE
Dr. Abdurrahman ARICI
Deputy Minister of Culture and Tourism

Mr. Özgur ÖZASLAN
Undersecretary
Ministry of Culture and Tourism
Mr. Temuçin SAYAR  
Deputy Head  
Foreign Relations and EU Coordination Department

Mr. Abdurahman MAMMETNIVAZOV  
Head of the International Relations Department  
State Committee for Tourism

Ms. Farangiz ABDULLAEVA  
Head of Department  
NC “Uzbektourism”

Ms. Christel LEYS  
Policy Officer, Tourism  
Flemish Department of Foreign Affairs

Dr. Bruno FREITAS  
Regional Director of Tourism  
Regional Directorate of Tourism

Prof. Dr. Meral KORZAY  
Department of Applied Tourism Administration and Research Centre

Mr. Charles-Étienne BELANGER  
Director

Prof. Dr. Elena MOSHNYAGA  
Master’s Degree Training Department

Dr. Turgut GÜR  
Chairman

Ms. Günnur ÖZALP  
Secretary-General

Mr. Mehmet ISLER  
Vice-Chairman

Ms. Isabella BREGA  
Managing Editor, National Geographic Touring

Mr. Graham BROOKS  
President Emeritus, ICOMOS International Cultural Tourism Committee
Mr. Jean-Louis LUXEN  
Senior legal expert - Euromed Heritage

Mr. Faruk PEKIN  
President, FESTTRAVEL, Tour Operator, Turkey

Mr. Douglas PRITCHARD  
Director, CyArk Europe Ltd

Mr. Kishore RAO  
Director, World Heritage Centre, UNESCO

Dr. Franz SATTLER  
Director General, Schloß Schönbrunn Kultur- und Betriebsges.m.b.H, Austria

Mr. Osman Murat SÜSLÜ  
General Directorate for Cultural Heritage and Museums  
Ministry of Culture and Tourism, Turkey

Ms. Dilek TAN  
Chief Controller  
Foreign Relations and EU Coordination Department  
Ministry of Culture and Tourism

IV. UNWTO SECRETARIAT/ SECRÉTAIRIAT DE L’OMT

Mr. Taleb RIFAI  
Secretary-General

Mr. Zoltan SOMOGYI  
Executive Director, Members Relations and Services

Mr. Frédéric PIERRET  
Executive Director, Programme and Coordination

Ms. Isabel GARAÑA  
Regional Director for Europe

Ms. Esençan TERZIBASOĞLU  
Coordinator  
Destination Management Programme

Mr. Chris IMBSEN  
Deputy Regional Director for Europe

Mr. Peter JANECH  
Regional Programme for Europe
V. OTHER PARTICIPANTS/ AUTRES PARTICIPANTS

POLAND/POLOGNE

Mr. Henryk HANDSZUH
Head of Scientific Council
International Documentation and Research Centre
on Industrial Heritage for Tourism in Zabrze

Ms. Dorota KOSINSKA
Promotion and Tourism Unit
Municipal Office in Zabrze

TURKEY/ TURQUIE

Ministry of Culture and Tourism

Ms. Tugçe ACIR
Foreign Relations and EU Coordination Department
Ministry of Culture and Tourism

Ms. Gülara ALKAÇIR
Culture and Tourism Expert
Ministry of Culture and Tourism

Mr. Bahadir KARA
Culture and Tourism Expert
Ministry of Culture and Tourism

Ms. Sener KORUYUCU
Assistant Expert of Culture and Tourism
Ministry of Culture and Tourism

Mr. Oskay KAVUZLU
Foreign Relations and EU Coordination Department
Ministry of Culture and Tourism

Ms. Şener KORUYUCU
Tourism and Culture Assistant Expert
Foreign Relations and EU Coordination Department
Ministry of Culture and Tourism

Ministry of Foreign Affairs

H.E. Mr. Gürcan BALIK
Permanent Delegate Ambassador of the Republic of Turkey to UNESCO

UNESCO National Commission for Turkey

Associate Prof. Dr. Erkan YONCA
Vice-President, Tangible Heritage Committee