General programme of work

(a) Implementation of the general programme of work for 2010-2011

Introduction

1. This report summarizes the activities undertaken by the UNWTO Secretariat since the last report presented during both the 37th session of the Programme Committee1 (April 2010) and the 88th session of the Executive Council (June 2010)2. This document was produced in August 2010; however, it includes references to some activities planned for September and the beginning of October 2010.

2. The presentation of the report follows the structure of the Programme of Work and Budget document (A/18/15), approved by the 18th Session of the General Assembly in Astana, Kazakhstan, along two strategic objectives: improving competitiveness and raising sustainability.

3. In addition, this document summarises a) the visits of UNWTO officials to Member States for policy support, b) technical cooperation services to Members, c) main collaborations with international bodies and d) the support to Affiliate Members, enhancing successful public-private partnerships.

A. Improving Competitiveness

A1: Statistics and TSA

4. Released publications:

5. UNWTO events and capacity-building activities:
   - Mission to El Salvador in the framework of the UNWTO Capacity-Building Programme on Tourism Statistics for Central America (May 2010)

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1 Jointly held with the 52nd session of the Committee on Budget and Finance on 23 April 2010
countries. A similar Programme will be conducted from 2011 for the French-speaking African countries.

6. Support to Members in their activities and participation in related international networks:
   - TSA Seminar organized by the NTA of the Czech Republic (May 2010)
   - United Nations Statistics Division (UNSD) Workshop on Tourism Statistics for CIS Countries, Moldova (June 2010)
   - 16th session of the Committee for the Coordination of Statistical Activities, Austria (September 2010)
   - Sectoral Mission on TSA, Uzbekistan (September 2010)
   - Collaboration with the UNSD in the World Statistics Day (October 2010) aiming at raising awareness on the role of statistics: production and dissemination of a Factsheet on TSA.

A2: Market Trends and Forecasts

7. Publications:
   - Released:
     - UNWTO World Tourism Barometer (Vol. 8, No. 2, July 2010) and Interim Update (August 2010). The next full issue is scheduled for end of October 2010.
     - UNWTO Tourism Highlights (August 2010)
     - Cruise tourism – Current situation and trends, English edition (September 2010)
   - Under preparation:
     - Tourism Towards 2030
     - Middle East Outbound Market, in collaboration with ETC
     - Japanese Tourism Outbound Market, in collaboration with ETC
     - Handbook on Tourism Product Development, in collaboration with ETC
     - The Spanish Outbound Market to the Americas 2010
     - Brochure: Tourism in Iberoamerica 2010, in collaboration with SEGIB and the Affiliate Members
     - Case study on Uruguay, in collaboration with the Themis Foundation and Instituto de Empresa

8. UNWTO events and capacity-building activities:
   - Fourth UNWTO/PATA Forum on Tourism Trends and Outlook, Guilin, China (September 2010): the forum aimed to provide a platform for government offices, NGOs, industry practitioners and academics to share their perspectives, strategies and practices.

A3: Innovative Marketing & Promotion Techniques

9. Publications:
   - Released:
     - Demographic Change and Tourism, in collaboration with ETC (June 2010)
     - Budgets of National Tourism Organizations 2008-2009, in collaboration with ETC (September 2010)
   - Under preparation:
     - Handbook on E-Marketing for Tourism Destinations, Spanish edition (UNWTO-ETC)
     - Handbook on Tourism Destination Branding, Spanish edition (UNWTO-ETC)
     - Tourism Marketing Handbook in collaboration with Themis Foundation, to be complemented with an online blended course
10. UNWTO events and capacity-building activities:
   - 6th World Congress of Snow and Mountain Tourism, Andorra (April 2010), in collaboration with the Andorran Government
   - UNWTO Seminar on E-Marketing Strategies for Tourism: Opportunities to boost Competitiveness. Seminar held in the framework of the 50th meeting of the UNWTO Commission for Africa, Algeria (May 2010)
   - Fifth Silk Road Mayor’s Forum, Iran (May 2010).
   - UNWTO/ETC Seminar on Tourism and Demographic Change, Austria (September 2010). Seminar based on the above-mentioned eponym study
   - Workshop on Analysis of Tourism Trends, Antigua, Guatemala (September 2010)
   - 5th International Meeting on the Silk Road, Uzbekistan (October 2010)
   - World Tourism Conference: Tourism Success stories and Rising Stars, Malaysia (October 2010)

11. Support to Members in their activities and participation in related international networks:
   - TCI Global Conference on Tourism Clusters, Dominican Republic (April 2010)
   - International Tourism Fair FITCUBA, Cuba (May 2010)
   - International Mayor’s Forum on Tourism, Zhengzhou, China (June 2010)
   - 5th Edition of EUROAL, Tourism, Art and Culture Fair for Latin America and Europe, Spain (June 2010)
   - 2010 World Leisure EXPO & Congress, Republic of Korea (August 2010)
   - East Asia Inter-Regional Tourism Forum (EATOF), Vietnam (September 2010)
   - FITA 2010 (International Tourism Fair for the Americas), Mexico (September 2010)
   - CAT 2010 (International Tourism Congress), Argentina (September 2010)
   - International Forum on Urban Tourism, Seoul, Republic of Korea (September 2010)

A4: Competitiveness Enhancement

The activities under this area of work can be classified under three main categories:

1. Follow-up on the Tourism Economic Recovery Agenda

12. Released publication: Brochure on Perspectives and Responses for Stimulating Recovery, summarising the conclusions from the UNWTO Affiliate Members’ International Seminar held during FITUR 2010.

13. UNWTO events and capacity-building activities:
   - UNWTO Conference on Tourism as a Key Driver for Socio-Economic Development in Asia and the Pacific, in the framework of the 22nd Joint Meeting of the UNWTO Commission for Asia and the Pacific - Vietnam (May 2010)
   - 2nd T.20 Ministers’ Meeting, Republic of Korea (October 2010), focusing on how to advance the key issues agreed in South Africa during the first T.20 meeting, particularly in relation to tourism’s role in job creation, economic development and trade. The main output was the T.20 Tourism Charter, which contains concrete policy measures for further joint action.

14. RIVAF3 Project4: The joint UNWTO-ILO project was launched in May 2010. The team of experts have completed a preliminary desktop research assessment with missions to the Maldives, Costa Rica, and other destinations.
Rica and Tanzania. It is expected that the final report of the project will be presented by November 2010.

2. **Enhancing Tourism Investments**

The UNWTO Secretariat has participated in the following events and networks:
- Cooperation with *Casa Africa* on INVESTOUR: preparation of the next seminar on *Tourism Investment Forum for Africa* to be held during FITUR 2011
- *Tokyo International Conference on African Development*: a major global framework for Asia and Africa to collaborate in promoting Africa’s development, Nigeria (April 2010)
- *Sixth International Tourism Investment Market Forum*, Syria (April 2010)
- *Conference on Hotel Investment*, Morocco (April 2010)
- Cooperation with *ROUTES* regarding the expansion of airport activity and related air services in developing countries: participation in *ROUTES Africa* (May 2010, Swaziland) and in *ROUTES* high-level meeting (September 2010, Canada).
- *Caribbean Hotel & Tourism Investment Conference*, Puerto Rico (May 2010)
- *Palestine Investment Conference* (June 2010)

3. **Public-Private Partnership (PPP) for Tourism Competitiveness**

15. UNWTO events and capacity-building activities:
- *First meeting of the Latin American UNWTO Affiliate Members*, in the framework of the integration and regionalization of the work of the Affiliate Members announced by the Secretary-General. This event was followed by the *first UNWTO Seminar of the Latin American Affiliate Members* on public-private cooperation as a driver of integration and development in tourism destinations.

16. International events allowing an in-depth reflexion on PPP in tourism:
- *UN Private Sector Focal Points Meeting*, Switzerland (April 2010)
- *IMEX Association meeting*: worldwide exhibition for meetings and incentive travel, Germany (May 2010)
- *IATA Annual General Meeting and World Air Transport Summit*, Germany (June 2010)
- *IGLA - International Gay and Lesbian Travel Meeting*, Belgium (June 2010)
- *Forum on Tourism in the Mediterranean*, organized by the Malaga Chamber of Commerce (September 2010)
- *Seminar on Corporate Social Responsibility*, LAN Group, Chile (September 2010)
- *Congress of ABAV and Fair of the Americas*, Brazil (October 2010)

**A5: Risk and Crisis Management**

17. Publications:
- Under preparation:
  - *Toolbox for Crisis Communications: Checklists and Best Practices*
  - *Market Intelligence in Times of Crisis*
- In tender process:
  - *Integration of Tourism into National Emergency Structures and Processes*, supported through the voluntary contribution of the Government of the Netherlands

18. UNWTO events and capacity-building activities:
- UNWTO Workshop on *the Use of Roaming Messages within the Framework of Risk Prevention*
- UNWTO Workshop on *Social Media and its Impact on Travel and Tourism under Challenging Circumstances such as the Pandemic (H1N1) 2009*, USA (April 2010)
19. Support to Members in their activities and participation in related international networks:
- Second Humanitarian Pandemic Operations Consultation (HPOCN2): High Level Strategic Consultation on Pandemic Preparedness and Response Measures, hosted by the World Food Programme, Italy (May 2010)
- Steering Committee of the ICAO Cooperative Arrangement for the Prevention of Spread of Communicable Disease through Air Travel (CAPSCA) for Americas, USA (June 2010)
- Coordination with WHO on a) Public Health Emergency Preparedness Planning for International Travel, b) Review of the Pandemic (H1N1) 2009 and c) International Health Regulations (IHR)
- National Conference of the Ministry of Culture and Tourism on Destination Management Organization Development: Applying the Tsunami pilot project, Indonesia (August 2010)

20. Support to Haiti: the UNWTO Secretariat has continued its coordination activities within the UN networks aiming at contributing to the recovery of the Haitian economy, highlighting the importance of tourism in this process:
- First Plenary Session of the International Coordination Committee for the Safeguarding of Haitian Cultural Heritage, UNESCO Headquarters, France (July 2010)
- World Summit on the Future of Haiti, Dominican Republic (June 2010)

A6: Knowledge Management

21. UNWTO events and capacity-building activities:
- UNWTO Practicum, in English, focusing on tourism marketing, Spain and Andorra (May 2010). Next practicum is planned on the same subject for November 2010 in French and Spanish.
- ST-EP - Themis Foundation Course, Valencia, Spain (July 2010)
- UNWTO Regional Seminar on Innovation and Reform of Tourism Education and Training Systems in the Middle East and North Africa Region, Egypt (October 2010)
- Various Tourism Think-Tanks (TTT) organised with the Members (universities) of the UNWTO Knowledge Network

22. Preparation of the feasibility study (July 2010) for the establishment and the maintenance of an Intelligence Gathering System on Legal and Institutional Aspects of Tourism. The strategic objective of the system is to provide information on existing and new laws and regulations for tourism governance.

23. Support to Members in their activities and participation in related international networks: Workshop on System of Tourism Research and Development for Central America (SID), Guatemala (September 2010).

24. Development of PLATMA, online professional network for UNWTO Affiliate Members. This tool is technologically ready and the first wave of Affiliate Members is being invited to enter, upload and share content.
B. Raising Sustainability

B1: Sustainability and Quality

25. Publications:
   - Released: Ezine on *Tourism and the MDGs*<sup>5</sup> prepared as UNWTO contribution to the Global Compact Leaders Summit held in June in New York.
   - Under preparation: *Green Economy and Tourism* chapter within the Green Economy Report<sup>6</sup>, in close collaboration with UNEP. This chapter focuses on how investments in sustainable tourism solutions can contribute to the sustainable development of the sector and the transformation to the Green Economy at the national and global levels.

26. UNWTO events and capacity-building activities:
   - *World Tourism Day 2010 on Tourism and Biodiversity*<sup>7</sup>: in the framework of the UN Year of Biodiversity, the WTD theme provides a unique opportunity to raise public awareness of the importance of biodiversity to tourism and the role of sustainable tourism in the conservation of life on Earth. Official celebrations will be hosted by China on 27 September, with many other events taking place around the world. In addition to the publication prepared by the Bonn Unit (see below), a UNWTO position paper on tourism and biodiversity was published.
   - *Fourth International Conference on Responsible Tourism in Destination*, Oman (October 2010)

27. Specific activities undertaken by the UNWTO Consulting Unit on Tourism and Biodiversity<sup>8</sup>:
   - Released publication: *Practical guide for the development of tourism and biodiversity products*
   - Project document on *Linking Tourism and Biodiversity in Tsunami Affected Countries*
   - Implementation of projects for the sustainable use of biodiversity for tourism development with the Slovak Republic and the Carpathian Convention, as well as experts’ capacity-building on integration of biodiversity and participatory tourism planning
   - Contribution to UNWTO document for the 10<sup>th</sup> Conference of the Parties of the Convention on Biological Diversity

28. Support to Members in their activities and participation in related international networks:
   - *Conference on the Future of Africa through Sustainable Tourism*, Spain (June 2010)
   - *International Conference on World Heritage Status: Opportunities for Economic Gain for Tourism Destinations*, Portugal (June 2010)
   - *Third meeting of the Working Group on Sustainable Tourism*, Poland (September 2010)
   - *Conference on Quality of Tourism Products*, organized by SENATUR, Paraguay (September 2010)
   - *International Taskforce on Sustainable Tourism Development* (continuous collaboration)
   - *Tourism Sustainability Council* (continuous collaboration)

B2: Cultural, Social and Ethical Aspects of Tourism

29. Publications and reports:
   - Released: *UNWTO Report on the Implementation of the GCET, submitted to the 65<sup>th</sup> UN General Assembly* (September 2010)
   - Under preparation:
     - *Tourism and Cultural Intangible Heritage* (release expected for the end of 2010)

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<sup>5</sup> Available online: [http://www.unwto.org/tourism&mdgsezine/](http://www.unwto.org/tourism&mdgsezine/)

<sup>6</sup> [http://www.unep.org/greeneconomy/](http://www.unep.org/greeneconomy/)

<sup>7</sup> [http://www.unwto.org/worldtourismday](http://www.unwto.org/worldtourismday)

<sup>8</sup> See more details on the Bonn Unit at: [http://www.unwto.de/](http://www.unwto.de/)
30. UNWTO events and capacity-building activities:
   - UNWTO/UNIFEM Women in Tourism Empowerment Programme: providing employment opportunities for young women through training and capacity-building in the hospitality sector.

31. Support to Members in their activities and participation in related international networks: Conference on Time for Museums, Encounters with Living History, Poland (September)

B3: Tourism and Poverty Alleviation

32. Released publication: Manual on Tourism and Poverty Alleviation – Practical Steps for Destinations (June 2010), in collaboration with SNV

33. Current ST-EP Projects are presented in the Annex to this document, including their level of advancement and achieved results.

34. UNWTO events and capacity-building activities: Regional Seminar on Tourism Contributing to Poverty Reduction: The Experience of UNWTO ST-EP Programme and Development Partners, Burkina Faso (October 2010)

35. Technical support to Members in the framework of the following activities: Seminar on Entrepreneurship Development in Mozambique, organized by the Banesto Foundation within the framework of its programme on sustainable and supportive tourism (July 2010)

B4: Tourism and Climate Change

36. UNWTO events and capacity-building activities:
   - Hotel Energy Solutions Project\(^9\) (HES):
     - The beta version of the HES Toolkit will be tested in Bonn and Palma de Mallorca.
     - Adaptation of the HES Toolkit (language and capacity building) for Balkan States with SNV and UNEP, and for Mozambique with UNEP and UNIDO.
   - Energy Efficiency Project in Thailand and Climate Change Mitigation and Adaptation Project in Indonesia, implemented by the Bonn Unit

37. Technical support to Members and participation in related international networks:
   - Mediterranean Sustainable Energy Summit, 3rd Annual Climate and Energy Security Summit for Southeast Europe and the Mediterranean, Greece (May 2010)
   - Air Transport Action Group (ATAG) - 5th Aviation and Environment Summit, Switzerland (September 2010)

\(^9\) http://www.hotelenrgysolutions.net/
C. Cross-cutting Issues and Support to Members

Strengthening Relations with Members

38. UNWTO officials conducted visits in Algeria, Argentina, Australia, Bangladesh, Bahrain, Bosnia Herzegovina, Brazil, Cambodia, Chile, China, Colombia, Croatia, Cuba, Dubai, Egypt, Georgia, Germany, Iceland, Indonesia, Italy, Lebanon, Mauritania, Monaco, Mozambique, Nigeria, Oman, Palestine, Peru, Poland, Puerto Rico, Russian Federation, Saudi Arabia, Senegal, Serbia, Tajikistan, Timor-Leste, Thailand, The Gambia, United Kingdom and Uruguay. Several of these visits may include participation in a national event or fair.

39. In parallel, the UNWTO Secretariat is strengthening relations with infra-national tourism authorities and is building a database of Destination Management Organizations (DMOs). The main objective of it is to encourage exchange of best practices, notably in matters of governance.

40. In addition, UNWTO officials participated in the following events involving Members’ representatives:
   - Africa Travel Association (ATA) Annual Congress, The Gambia (May 2010)
   - Euro Mediterranean EU Ministers of Tourism Conference, Spain (May 2010)
   - Arab Executive Council and Arab Ministerial Council Meetings, Egypt (May 2010)
   - Ibero-American Conference of Tourism Ministers, Argentina (September 2010)
   - Meeting of Ministers of Tourism of Central America, Guatemala (October 2010)

Technical Cooperation and Services

41. Released publication: UNWTO Technical Product Portfolio: this publication compiles standardised, yet flexible, technical cooperation products that UNWTO can propose to its members on a wide range of topics such as a) Policy Planning and Economic Development, b) Human Resource Development, c) Product Development, Marketing & Promotion and d) Statistics and Quality Standards.

42. Missions to several countries were undertaken in relation with the on-going development assistance projects. Current technical cooperation projects are presented in an ad-hoc document, including the projects financed by the Spanish MDG Achievement Fund.

43. In addition, UNWTO has conducted a mission in Nassau on branding development and is planning other missions in Saudi Arabia on heritage management for tourism, in Syria on sustainable rural tourism development, and in Iraq and Libya on human resource development needs assessment.

Collaboration with International Bodies and in Networks

44. UNWTO Secretariat has collaborated with the following organizations and networks (non exhaustive list): Arab European Foundation, Arab Foundation, Conseil culturel de l’union pour la Méditerranée (Cultural Council for the Mediterranean Union), Convention on Biological Diversity (CBD), European Tourism Commission, Food and Agriculture Organization (FAO), International Forum of Travel and Tourism Advocates (IFTTA), International Labour Organization, International Trade Center, Man and the Biosphere (MAB) Programme, OECD Tourism Committee, the Tourism Society, UN Global Compact, United Nations Development Fund for Women (UNIFEM), United Nations Educational, Cultural and Scientific Organisation (UNESCO), United Nations Industrial Development Organization (UNIDO), World Economic Forum, World Trade Organization, World Travel and Tourism Council, etc.
Annex

Technical Cooperation

1. Technical Cooperation Projects (June-October 2010)

9 Ongoing projects:

Bahrain: Development of a Classification and Grading System for Hotels and Accommodation Establishments
Botswana: Implementation of the Tourism Satellite Account
Burundi: National strategy for the Sustainable Development of Tourism
China: Designing and Developing a Diploma Programme on Hospitality Management for the Guilin Institute of Tourism
Egypt: MDGF: Dahshour World Heritage Site Mobilization for Cultural Heritage for Community Development
Egypt: Review and Implementation of the New Hotel Classification System – Phase I completed and Phase II launched
India: Tourism Development Master Plan for Punjab (Phase II)
Oman: Tourism Manpower and Training Needs Analysis and Human Resources Action Plan
Oman: Tourism Satellite Account

In addition, 6 Projects are expected to be launched.

2. MDG-F PROJECTS

11 projects financed by the MDG Achievement Fund are under implementation:

Ecuador Conservation and Sustainable Management of the Natural and Cultural Heritage of the Yasuni Biosphere Reserve
Ecuador Development and Cultural Diversity for Poverty Reduction and social Inclusion
Egypt Dahshour World Heritage Site Mobilization for Cultural Heritage for Community Development
Honduras Creativity and cultural identity for local development
Nicaragua Cultural Revitalization
Nicaragua National Development Capacities for Improving Employment and Self-Employment Opportunities for Young People
Panama Network of Entrepreneurial Opportunities for Poor Families
Peru Inclusive Creative Industries
Senegal Promoting Initiatives and Cultural Industries
Serbia Sustainable Tourism for Rural Development
Turkey Alliance for Cultural Tourism in Kars
3. ST-EP Projects

The 2010 portfolio of 49 projects is well on track. It is expected that by the end of the year 10 additional projects will be completed.

<table>
<thead>
<tr>
<th>Country/Region</th>
<th>Project Title and Status</th>
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<tbody>
<tr>
<td>AFRICA</td>
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<tr>
<td>1 Benin</td>
<td>Promotion and Development of Sustainable Tourism in the Buffer Zone of Park W</td>
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<td>2 Burkina Faso</td>
<td>Sustainable Development of Tourism in the Town of Tambaga –Province of Tapoa (Park W)</td>
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<td>3 Benin/ Burkina Faso/ Niger</td>
<td>Development of Bird Watching Tourism in the Regional Park W</td>
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<td>4 Cameroon</td>
<td>Ecotourism Development at Kribi</td>
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<td>5 Ethiopia</td>
<td>Chencha-Dorze Tourism and Handicrafts Development Project</td>
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<td>6 Ghana</td>
<td>Konso Community Tourism Project</td>
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<td>7 Cameroon</td>
<td>West Coast Tourism Destination Area Development</td>
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<td>8 Ghana</td>
<td>Development of Local Market Linkages in Tourism Supply Chain and Community-based Tourism Enterprises Capacity for Poverty Reduction in the Western Region</td>
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<td>9 Kenya</td>
<td>Savannaland Destination Tourism Programme</td>
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<td>10 Cameroon</td>
<td>Business Case for Wildlife Conservation in Kasigau Community</td>
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<td>11 Kenya</td>
<td>Enhancement of Local Employment in Amboseli Tourism Destination through the Creation of a Pioneer Vocational Tourism School</td>
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<td>12 Ghana</td>
<td>Enhanced Market Access for Community-based Tourism Products</td>
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<td>13 Lesotho</td>
<td>Rural Home Stays Development</td>
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<td>14 Mali</td>
<td>Strengthening the Capacities of Tourism Stakeholders at Douenza and d’Hombori within the Framework of Ecotourism Development and Promotion of the Elephants of Gourma</td>
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<td>15 Mozambique</td>
<td>Community-based Lodges Training Programme</td>
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<td>16 Namibia</td>
<td>Supporting Platform for Inhambane ST-EP Tourism Initiatives</td>
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<td>17 Niger</td>
<td>Tourism Training for Rural Women</td>
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<td>18 Senegal</td>
<td>Institutional Development for the Tourism Sector in the Region of Saint Louis and Louga</td>
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<td>19 United</td>
<td>Cultural Tourism Enhancement and Diversification Programme</td>
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<td>20 Tanzania</td>
<td>Uluhuru Mountains Ecotourism Project</td>
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<td>21 Republic of</td>
<td>Pangani-Saadani Coastal Protection</td>
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<td>22 Republic of</td>
<td>Multidestination Marketing Programme for Benin, Burkina Faso, Ghana, Guinea, Mali, Niger, Senegal and Togo</td>
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<td>23 Republic of</td>
<td>Network of Cross Border National Parks and Protected Areas in 9 Countries: Benin, Gambia, Guinea, Guinea Bissau, Mali, Mauritania, Niger, Senegal and Sierra Leone</td>
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<td>24 Tanzania</td>
<td>Village Action for Sustainable Tourism</td>
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**TOTAL 49 PROJECTS**