



CAP/CSA/32/DEC

**DECISIONS TAKEN BY THE UNWTO COMMISSION FOR EAST ASIA AND THE PACIFIC &  
THE UNWTO COMMISSION FOR SOUTH ASIA  
AT THEIR THIRTY-SECOND JOINT MEETING**

**(VIRTUAL MEETING)**

30 June 2020, 09:00 – 11:30 (Madrid time)

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**UNWTO COMMISSION FOR EAST ASIA AND THE PACIFIC AND**  
**UNWTO COMMISSION FOR SOUTH ASIA**

**Thirty-second Joint Meeting (Virtual Meeting)**  
**Tuesday, 30 June 2020, 09:00-11:30 (GMT+2)**

**AGENDA**

1. Adoption of the Agenda
2. Communication of Sri Lanka  
(Designated country of the 32nd CAP-CSA Joint Meeting)
3. Communication of the Chairperson of the 32nd CAP-CSA Joint Meeting (Maldives)
4. Communication of the Co-chairperson of the 32nd CAP-CSA Joint Meeting (Malaysia)
5. Report of the Secretary-General on UNWTO Initiatives and Activities in Response to the COVID-19 Outbreak
6. Presentation: International Protection of Tourists: Rebuilding Consumers' Confidence
7. Interventions by CAP-CSA Members on Policy Issues in Response to COVID-19
8. Presentation: Investment, Innovation & Technology
9. Brief Interventions of Affiliate Members and Partners
10. Place and Date of the 33rd CAP-CSA Joint Meeting

## **PREAMBLE**

1. The thirty-second meeting of the UNWTO Commission for East Asia and the Pacific and the UNWTO Commission for South Asia (32<sup>nd</sup> CAP-CSA Joint Meeting) was held virtually on 30 June 2020. This meeting was scheduled to be held in Sri Lanka from 30 June to 1 July 2020. However, owing to the COVID-19 outbreak which has resulted in global restrictions on travel and the closure of borders to international tourism, it could not take place in Sri Lanka this year as was endorsed unanimously by the 2 commissions in Bhutan in June 2019 at their 31st Joint Meeting.

2. The meeting was jointly chaired by **the Maldives** – the Chair of CSA and **Malaysia** – the Chair of CAP. There were one hundred and five participants representing Afghanistan, Bangladesh, Bhutan, Cambodia, China, Democratic People's Republic of Korea, Fiji, India, Indonesia, Islamic Republic of Iran, Japan, Lao PDR, Malaysia, the Maldives, Myanmar, Mongolia, Nepal, Pakistan, Papua New Guinea, Philippines, Republic of Korea, Samoa, Sri Lanka, Thailand, Timor Leste, Vanuatu and Vietnam. The Associate Members from Hong Kong, China and Macao, China as well as Affiliate members from India, Iran, Hong Kong, China, Japan, Macao, China, Malaysia, the Republic of Korea, Thailand and from Spain (Europe) were also represented. A list of participants with the names and contact details of all attendees is annexed to this report.

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## **DECISIONS**

CAP/CSA/DEC/1(XXXII)

### **ADOPTION OF THE AGENDA** **Agenda item 1 (document CAP/CSA/32/Prov.Ag.)**

The two commissions,

Adopt the provisional agenda of their 32<sup>nd</sup> Joint Meeting as contained in the document CAP/CSA/32/Prov. The final agenda of the meeting is located on the previous page (i.e. page 2).

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CAP/CSA/DEC/2(XXXII)

### **COMMUNICATION OF SRI LANKA** **Agenda item 2 (document CAP/CSA/32/2)**

The Commissions,

Having heard the communication of Sri Lanka – the designated host of the 32<sup>nd</sup> CAP-CSA,

1. Thank him for his communication;
2. Commend him for taking the appropriate policy measures to curb the spread of COVID-19 and for facilitating the safe departures of all international tourists to their homelands during the lockdown;
3. Applaud Sri Lanka's willingness to host the 33<sup>rd</sup> CAP-CSA Joint Meeting in 2021 (proposed by the Secretary-General with the consent of the Chairs of the two commissions) in compensation for the

lost opportunity to host this current 32<sup>nd</sup> Joint Meeting.

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CAP/CSA/DEC/3(XXXII)

**COMMUNICATION OF THE CHAIRPERSON**

**Agenda item 3 (document CAP/CSA/32/3)**

The Commissions,

Having heard the communication of the Chairperson (i.e. the Maldives),

1. Thank him for his communication;
  2. Concur with his view that as many South Asian countries (including the Maldives) and small island developing states in the Pacific depend heavily on tourism, government stimulus packages as well as technical and financial assistance of international institutions will be sorely needed to alleviate the impact of COVID-19 on their tourism sectors in order to put them back on track;
  3. Note with concern that since international tourism started in the Maldives 47 years ago, the country had 0 arrivals in the heat of the pandemic with socio-economic repercussions which far outweigh those of the December 2004 Asian Tsunami and the 2008 Global Financial Crisis;
  4. Appreciate the Maldives' positive outlook on the post-pandemic recovery of the tourism industry as it adapts to the "new normal" and note with satisfaction that the country reopens its doors to international tourism this July.
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CSA/CAP/DEC/4 (XXXII)

**COMMUNICATION OF THE CO-CHAIRPERSON**

**Agenda item 4 (document CAP/CSA/32/4)**

The Commissions,

Having heard the communication of the Co-Chairperson (i.e. Malaysia),

1. Thank him for his communication;
2. Agree that Asia-Pacific region has been the hardest hit by the unprecedented impact of the COVID-19 crisis which resulted in the imposition of travel restrictions by almost all destinations worldwide thus bringing global tourism to a complete standstill;
3. Feel encouraged that with the easing of restrictions, most countries in the region are beginning to see positive developments; leading to UNWTO's prediction in its May 2020 Barometer that Asia and the Pacific is expected to rebound first as this region has seen a change of trend earlier and is less affected by seasonality towards the end of the year;

4. Share the Co-Chair's optimism and viewpoint that though the region and the world at large has yet to overcome the health, political and socio-economic challenges COVID-19 has brought on us, by staying connected with each other as members of the two Commissions and capitalising on UNWTO's innovative solutions and recommendations, recovery of travel and tourism as we have always known it is attainable.
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CAP/CSA/DEC/5(XXXII)

**REPORT OF THE SECRETARY-GENERAL ON UNWTO  
INITIATIVES AND ACTIVITIES IN RESPONSE TO THE COVID-19 OUTBREAK**  
**Agenda item 5 (document CAP/CSA/32/5)**

The Commissions,

Having heard the report of the Secretary-General,

1. Thank him for his review of UNWTO's overall initiatives and activities in response to the COVID-19 Outbreak as well as the regional component focusing on Asia and the Pacific region;
2. Concur with the Secretary-General that the world is facing an unprecedented global health, social and economic emergency due to the COVID-19 pandemic making travel and tourism the most affected sectors;
3. Note with dismay that available data points to a decrease of 44% in the first four months of 2020, with arrivals in April down by 97%, which translates into a loss of 180 million international arrivals and about USD 195 billion in export revenues from international tourism; with arrivals to Asia and the Pacific (the first region to suffer the impact of the pandemic) seeing a 51% decrease in arrivals;
4. Appreciate the Secretariat's efforts in response to the pandemic by providing comprehensive and updated information on the impact of COVID-19 on international tourism, through the UNWTO World Tourism Barometer, the UNWTO Global Tourism Dashboard on Tourism and COVID-19 (i.e. the interactive online system of regular update of data and insight), as well as regular reports on travel restrictions providing overview and analysis of the implementation of travel restrictions by governments as one of the means to address the global health crisis of COVID-19;
5. Commend the Secretary-General for establishing the Global Tourism Crisis Committee made up of international public and private sector stakeholders to oversee the preparation of a recovery plan and to guide the travel and tourism sector as it responds to the COVID-19 crisis and lays the foundation for future resilience and sustainable growth;
6. Praise the Committee for adopting two strategic guidance documents: namely, UNWTO Recommendations for Actions – Supporting Jobs & Economies through Travel and Tourism; and UNWTO Global Guidelines to Restart Tourism;
7. Thank the Secretary-General for launching the COVID-19 Tourism Recovery Technical Assistance Package and the UNWTO Healing Solutions for Tourism Challenge; for providing online training

initiatives through UNWTO Academy on different topics in collaboration with partner institutions and experts under the slogan “By studying from home today, we can acquire skills for tomorrow”; and for organizing a series of webinars for the Member States on a number of subjects regarding the impact of COVID-19 and on other relevant subjects offered by globally recognized experts;

8. Commend the Secretariat for reinforcing UNWTO’s social media and digital presence through regular news releases, social media posts, the Secretary-General’s statements on the Organization’s response to the pandemic and support to member states in mitigating its impact and accelerating recovery;
9. Note with satisfaction the success of UNWTO’s promotion of #TravelTomorrow on all social media platforms – a campaign embraced and actively promoted by Member States, individual destinations, the private sector and key influencers.

### **Regional activities:**

Having heard the report of the Director *ad interim* of the Regional Department for Asia and the Pacific,

1. Thank him for the various activities carried out in the region within the framework of UNWTO’s initiatives and activities in response to COVID-19 including:
  - *UNWTO Asia-Pacific Webinar on Healing Solutions to Mitigate Impact of COVID-19 on Tourism* (8 April 2020)
  - *UNWTO Asia-Pacific Webinar on Crisis Communication during and post COVID-19* (28 April 2020)
  - *UNWTO webinar on the Impact of COVID-19 on Tourism – Trying to make sense of so much or so little data – Asia and the Pacific insights* (7 May 2020)
  - *UNWTO Asia-Pacific Webinar on Technical Assistance for Tourism Recovery* (10 June 2020)

Additionally, other COVID-19 Tourism Recovery or Related Activities in collaboration with UNWTO such as:

- *Indonesia’s Webinar on Tourism: Facing the Impact of Covid-19 and a Glimmer of Hope for the Tourism Industry* (22 April 2020)
  - *Philippines’ #TravelTomorrow: A DOT-UNWTO Webinar on Travel and Tourism Recovery* (4 June 2020)
  - *ASEANTA’s (ASEAN Tourism Association) Webinar on the New Normal in Tourism* (25 June 2020)
2. Note the following upcoming and planned events for the rest of the year:
    - UNWTO/IFTM online training webinars (21, 23, 28, 30 July 2020)
    - UNWTO Executive Training Programme for Asia and the Pacific (Phnom Penh, Cambodia, dates to be determined)
    - Global Tourism Economy Forum (Macao, China 8-10 December 2020)
    - Tourism Expo Japan (Okinawa, 29-31 October 2020)
    - 14<sup>th</sup> UNWTO/PATA Forum on Tourism Research and Outlook (dates to be determined)

Having heard the report of the Chief of UNWTO Regional Support Office for Asia-Pacific (RSOAP),

1. Thank him for RSOAP's response to the crisis in support of members in the region through the delivery of translations of UNWTO material and promoting activities such as Healing Solutions and Travel Tomorrow Campaign;
2. Note that the Third Future Tourism Leaders Workshop on recovery from COVID-19 will be organised jointly with Toyo University (UNWTO Affiliate member) and the Japan International Cooperation Agency (JICA) (Tokyo, March 2021).

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CAP/CSA/DEC/6 (XXXII)

**PRESENTATION: INTERNATIONAL PROTECTION OF  
TOURISTS: REBUILDING CONSUMERS' CONFIDENCE**  
Agenda item 6 (document CAP/CSA/32/6)

The Commissions,

Having heard the presentation of UNWTO's Legal Counsel,

1. Thank her for the overview of the challenges faced by international tourists during COVID19 crisis including closure of borders with little or no notice; millions of tourists stranded; outbreaks on cruise ships, in resorts and hotels; cancellation of millions of flights; and default on reimbursement of travel and health insurances;
2. Agree that there is the need for the adoption of minimum standards on International assistance and protection of tourism consumer rights in emergency situations, and the harmonization and development of international standards on tourism consumer protection towards an International Code on the protection of tourists' rights;
3. Note that a preliminary proposal of a draft Convention prepared by the UNWTO Working group on the protection of tourists as consumers was endorsed by the 22nd session of the General Assembly in Chengdu (China) in 2017;

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CAP/CSA/DEC/7 (XXXII)

**INTERVENTIONS BY CAP-CSA MEMBERS ON  
POLICY ISSUES IN RESPONSE TO COVID-19**  
Agenda item 7

Having heard the interventions of the Member States on their policy measures in response to the COVID-19 outbreak to ensure business continuity, employee retention and revival of the tourism sector, note the following:

- Governments established Tourism Crisis Management Committees responsible for monitoring the pandemic situation and for formulating an effective recovery plan to control and mitigate the devastating impact of COVID-19 on the tourism industry;
- Control measures including nationwide curfews, travel restrictions and lockdowns were enacted to control the spread of the virus;
- Assistance was given to stranded foreign and domestic tourists to return to their local homes or home countries upon the imposition of travel restrictions worldwide;
- Governments have given economic stimulus packages and economic relief plans such as soft loans to support particularly MSMEs including tourism enterprises to stimulate economic recovery in the tourism sector;
- Relevant national agencies and the private sector have worked together to craft Tourism Response and Recovery Plans with guidelines for restarting tourism activities and strategies for a sustainable and resilient tourism industry for the future;
- Work and activities in the tourism industry have resumed under thorough and rigorous measures of prevention and control to check further spread of the virus, e.g. reopening tourist attractions gradually with limited admission and reservation under collective control mechanisms.
- COVID-safe guidelines have been formulated for restaurants, tourist attractions, tour operators, hotels and other accommodation establishments to control the spread of coronavirus as they re-open to tourism.
- In this current restarting phase, there is the need to balance maintaining socio-economic activity and the prevention of further spread of infections. To achieve this, measures for resumption of tourism activities are subject to stringent protocols based on best global practices;
- Travel facilitation campaigns have been launched to stimulate domestic tourism, with destinations offering free entrance or discounted tickets for tourists; air carriers reducing the price of air-tickets; hotels giving discounted room rates; and tourism businesses jointly creating promotion tours, providing discounted products or package tours;
- Domestic tourism is also being used to ease the economic impact of the pandemic on the tourism industry and to act as a starting point to test the waters to ensure that the destination is COVID-free before welcoming international visitors;
- Safety, hygienic and health standards and protocols are being enhanced to build the confidence of both domestic and international tourists in the quality of tourism products and offers;
- Continued engagement and sharing of insights among members in the region are strongly recommended, particularly in the areas of business continuity, technology adoption and sustainable tourism practices for the industry to emerge from this crisis stronger and more resilient to future shocks;
- Other recommendations include strengthening public-private partnerships to overcome the current challenges; supporting domestic tourism to mitigate the economic impact of the pandemic; formulating marketing and promotion strategies to revitalise national and regional tourism and adopting a phased approach to destination re-opening.



CAP/CSA/DEC/8 (XXXII)

**PRESENTATION: INVESTMENT, INNOVATION & TECHNOLOGY**  
**Agenda item 8 (document CAP/CSA/32/8)**

The Commissions,

Having listened to presentations by the UNWTO's Senior Expert on Innovation and Digital Transformation and by the Founder and CEO of *Fundación Metropoli*,

Thank her for her presentation on Investment Readiness for Green Tourism Mechanisms – a new initiative of UNWTO being undertaken in collaboration with IFC (International Finance Corporation) – a member of the World Bank Group, through the conduct of technical training programmes designed for the stakeholders of the tourism industry;

Note that this initiative focuses on both stimulating tourism's recovery from the current crisis, while at the same time promoting green financing to enhance the development of a competitive and sustainable economic growth across the whole of the tourism value chain.

Thank him for briefing them on the success of the development of Bintan Island of Indonesia based on a planning process designed to adapt to the natural features of the territory and aimed at environmental excellence and the use of new technologies as the key to sustainable tourism development.

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CAP/CSA/DEC/9 (XXXII)

**BRIEF INTERVENTIONS OF AFFILIATE MEMBERS AND PARTNERS**  
**Agenda item 9**

The Commissions,

Having heard the presentation of the 2<sup>nd</sup> Vice-Chair of the Board of Affiliate members in the Asia-Pacific region (i.e. Founder and CEO of Chameleon Strategies) and the interventions of some Affiliate members and partners,

1. Thank him for pointing out that with Asia and the Pacific representing only 13% of UNWTO's Affiliate members as opposed to 57% in Europe, it will be good to increase membership by capitalising on the presence of prestigious and innovative companies and organisations in the region whose expertise and resources can benefit UNWTO in carrying out its strategic objectives;
2. Appreciate Affiliate Members' active involvement in UNWTO's COVID-19 response through sharing innovative tourism recovery best practices and initiatives including guidelines and protocols; and collaborating with UNWTO in the execution of some projects and activities such as the launch of the CNN & #TravelTomorrow video;
3. Applaud Affiliate Members' readiness and commitment to joining UNWTO's efforts to place tourism as a strategic pillar for the recovery of the global economy;

4. Commend IFT (Institute for Tourism Studies) for the 8 training programmes that have been organized in Macao in collaboration with UNWTO since 2016; for the 170 officials from the Asia-Pacific region, Europe, Africa who have benefitted from these training series thanks to the sponsorship of the Government of Macao;
5. Thank Hong Kong Polytechnic University for its long-term collaboration with UNWTO evidenced by the annual organisation of the UNWTO/PATA Forum on Tourism Research and Outlook since 2007; the UNWTO TedQual Certified programmes, and the visiting scholar programme;
6. Welcome the online training course in international hospitality management which the University is currently working with UNWTO to customise for UNWTO Member States and Affiliate Members;
7. Appreciate JTB's (Japan Travel Bureau) updates on the composition of the new Board of Members of JTB Corporation; the re-opening of Japan's tourism market and the formulation of the necessary protocols to restart domestic tourism.

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CAP/CSA/DEC/10 (XXXII)

**PLACE AND DATE OF THE**  
**THIRTY-THIRD CAP-CSA JOINT MEETING FOR THE TWO COMMISSIONS**  
**Agenda item 10 (document CAP/CSA/32/10)**

The Commissions,

Having heard from the Secretariat that Sri Lanka's election as host of the 33<sup>rd</sup> CAP-CSA Joint Meeting in 2021 is mainly because of the lost opportunity to host the 32<sup>nd</sup>-CAP-CSA owing to travel restrictions and closure of borders related to COVID-19,

1. Unanimously applaud the Secretary-General's recommendation in consultation with the Chairs of the Commission for East Asia and the Pacific and the Commission for South Asia, and reiterate Sri Lanka's election as host of the 33<sup>rd</sup> CAP-CSA Joint Meeting in 2021;
2. Thank Sri Lanka for its short intervention and confirmation to welcome the 2 commissions on its territory during the first half of 2021.

## **ANNEX**

### **LIST OF PARTICIPANTS**

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