

Agenda item 3(b)

**Implementation of the Programme of Work and financial situation of the Organization**

CE/113/3(b)  
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**Executive summary**

**Part I: Implementation of the Programme of Work**

This report gives an overview of the main activities and achievements of the Organization for the period July-December 2020. It includes the following annexes: Annex I. List of UNWTO events, Annex II. List of UNWTO publications, Annex III. UNWTO on the ground, Annex IV. Committee on Online Education, Annex V. Working Group of the Affiliate Members, Annex VI. Committee for the development International Code for Protection of Tourists, and Annex VII: UNWTO and United Nations Sustainable Development Group (UNSDG).

As the outbreak of the coronavirus disease (COVID-19) continues to develop, UNWTO has maintained and developed specific activities to respond to the crisis and support Members in restarting tourism.

The Executive Council is invited to reconsider potential membership to UNSDG, as requested by the General Assembly.

**Part II: Financial situation of the Organization**

*A. UNWTO Financial Report for the period ended 30 September 2020*

As at 30 September 2020, the Regular Budget budgetary income for the year 2020 has been estimated at EUR 13,290,000 and budgetary expenditure at EUR 12,600,000 bringing an expected budgetary cash balance of EUR 690,000. As of the same date, the total Regular Budget budgetary income received (cash-in) amounts to EUR 12,405,891, including the Members' arrears received (EUR 1,395,708) and the budgetary expenditure amounts to EUR 12,098,730.

The Secretary-General submits the Organization's interim provisional Statements of Financial Position and Financial Performance for the period ended 30 September 2020 as well as financial performance and position highlights for the same period. The Secretary-General also transmits to the Executive Council updated information on the Members falling under the provisions of Article 34 of the Statutes and/or paragraph 13 of the Financing Rules attached to the Statutes at 30 September 2020.

*B. Closing of the Audited Financial Statements of the twenty-second financial period (2018-2019)*

The Organization Audited Financial Statements for the twenty-second financial period (years ended 31 December 2018 and 2019), the budgetary cash balance of the Regular Budget and the Working Capital for the same periods will be presented to the twenty-fourth General Assembly for closure.

*C. Election of the External Auditor for 2022-2023*

The twenty-fourth General Assembly will designate an External Auditor for the Organization for the period 2022-2023. In accordance with the procedure established, any Member State of the Organization wishing to present its candidature to the post of External Auditor of the UNWTO for the period 2022-2023, for the external audit of the UNWTO Financial Statements for the years ended 31 December 2021 and 2022, may do so by written notice addressed to the Secretary-General.

*D. Plan of income and expenditure of the Regular Budget for 2021*

Subsequent to the declaration by the World Health Organization (WHO) on 11 March 2020 of the world-wide pandemic of the coronavirus (COVID-19), the financial outlook for UNWTO is uncertain for 2021. As of 31 October 2020, the Secretary-General reports the plan of income and expenditure of the Regular Budget for 2021 with the commitment to restrict expenditures to available and expected cash resources.

The Regular Budget budgetary income and expenditure for the year 2021 has been estimated at EUR 12,800,000. The Organization's ability to meet its short-term obligations and comply with the programme of work is dependent on the timing of the payment of assessed contributions by Members. Paragraph 12 of the Financing Rules attached to the Statutes stipulates that "The Members of the Organization shall pay their contribution in the first month of the financial year for which it is due..."

**Part III: Human resources report**

As of 1 December 2020, there are three staff recruitment processes whose outcome is pending.

Furthermore, and in line with the practices at other UN agencies, the Secretary-General has taken measures to address excess annual leave accumulated by staff as a result of the strict travel restrictions and domestic confinements arising from the COVID-19 pandemic in 2020.

**DRAFT DECISION<sup>1</sup>**

**Agenda item 3(b)**

Implementation of the Programme of Work and financial situation of the Organization  
(document CE/113/3(b))

*The Executive Council,*

*Having examined* the report on the Implementation of the Programme of Work and financial situation of the Organization,

**Part I: Implementation of the Programme of Work**

1. *Takes note* of the activities implemented and progress achieved, notably the considerable efforts in response to the COVID-19 crisis;

*Having read* the progress report presented by the Working Group for the Reform of the UNWTO Affiliate Membership Legal Framework,

2. *Takes note* of the report (section G);
3. *Thanks* the Members of the Working Group for their participation and asks them to a) keep the Executive Council informed of the progress of the reform and b) submit the proposed amendments to the Rules of Procedure of the Affiliate Members and the Committee of Affiliate Members to its next session;

*Having heard* the explanations of the Secretary-General regarding the implications for UNWTO of the United Nations Reform, and notably, of the UNWTO's membership in the United Nations Sustainable Development Group (UNSDG),

4. *Takes note* of the developments regarding the decision of the General Assembly to withdraw temporarily from the UNSDG in the unprecedented situation caused by the COVID-19 pandemic and requests the Secretary-General to update it on progress made at its next session;
  - (a) Decides that UNWTO shall reconsider its membership to the United Nations Sustainable Development Group (UNSDG) for the forthcoming biennium, and further requests that UNWTO take the necessary measures to re-join UNSDG prior to 2022-2023;
  - or
  - (b) Decides that UNWTO membership in the United Nations Sustainable Development Group (UNSDG) shall be reviewed in 2022-23 for a decision to re-join UNSDG for the biennium 2024-25.

**Part II: Financial situation of the Organization**

5. *Takes note with appreciation* of the comprehensive information contained in the documents and their annexes;
6. *Takes note* of the Secretary-General's Financial Report for the period ended 30 September 2020 and approves, as presented in this document, the Plan of income and expenditure of the Regular Budget for the financial year 2020 presented by the Secretary-General at 30 September 2020, the

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<sup>1</sup>This is a draft decision. For the final decision adopted by the Council, please refer to the Decisions document issued at the end of the session.

revised appropriations of the Regular Budget for 2020 and 2021 and the other information presented in the document and its annexes;

7. *Also takes note with satisfaction* of the submission of the interim provisional unaudited UNWTO Statement of Financial Position at 30 September 2020 and the UNWTO Statement of Financial Performance for the period ended 30 September 2020;
8. *Urges* Members that have not yet complied with their financial obligations to take the necessary steps to pay their contributions for 2020;
9. *Thanks* the Members shown in the table Arrear contributions received from Members for the period ended 30 September 2020 that have made the necessary efforts in order to fulfil their financial obligations;
10. *Welcomes with gratitude* the initiative of Ghana, the Union of the Comoros and Zambia to carry out the necessary procedures in order to fulfil their financial obligations whether partially or in full, to fall out of the provisions of Paragraph 13 of the Financing Rules attached to the Statutes;
11. *Notes* that Nicaragua has respected its agreed payment plan up to 2020 in full within the reporting period of this document;
12. *Requests* the Secretary-General to inform the General Assembly at its next session, about the Members' compliance with the agreements made with a view, as the case may be, to maintaining the temporary exemption from the provisions of paragraph 13 that they were granted by the General Assembly or reapplying those provisions to them if they have not fulfilled their commitments;
13. *Supports* the Secretary-General's proactive approach for the settlement of current year and arrear contributions in order to contribute towards the Organization's programme of work, especially in view of the rising demands on the Organization to assist the tourism sector to recover from the challenges resulting from the impact of COVID-19 on the sector with its limited resources;
14. *Recommends* to the General Assembly the endorsement of the Executive Council decisions CE/DEC/4(CX) and CE/DEC/6(CXII) on the approval of the UNWTO Financial Report and Audited Financial Statements for the years ended 31 December 2018 and 2019 respectively and the approval of the closing of the UNWTO Audited Financial Statements of the twenty-second financial period (2018-2019), the budgetary cash balance of the Regular Budget and Working Capital Fund situation for the same period;
15. *Encourages* Members to present their candidatures as the External Auditor to carry out the external auditing of the Organization for the period 2022-2023 for the external audit of the UNWTO Financial Statements for the years ended 31 December 2021 and 2022;
16. *Approves*, as presented in this document, the Plan of income and expenditure of the Regular Budget for the financial year 2021 presented by the Secretary-General at 31 October 2020, and recommends to restrict expenditures to available and expected cash resources;
17. *Urges* Members to pay their contributions within the time period stipulated by Paragraph 12 of the Financing Rules attached to the Statutes ("The Members of the Organization shall pay their contribution in the first month of the financial year for which it is due."); and

### **Part III: Human resources report**

18. *Takes note* of the updated information provided on the human resources of the Organization.

## Introduction

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1. At its 23rd session in Saint Petersburg, Russian Federation, the General Assembly approved the Programme of Work proposed by the Secretary-General based on his Management Vision, which specified clear objectives and priorities for the Organization for his mandate.
2. In order to respond to the specific constraints of a hybrid meeting, and taking into account the reduced period of time between the 112th and 113th sessions of the Executive Council (four months), the Secretary-General has decided to report in one single item the following points: the implementation of the programme of work and the situation of financial and human resources of the Organization.
3. The present report summarizes, in **Part I**, the activities carried out by the Organization in order to respond to such objectives and priorities. It is a continuation of document CE/112/3(b) rev.2 and covers the period July – December 2020.
4. Annexes include the following information: [Annex I](#). List of UNWTO events, [Annex II](#). List of UNWTO publications, [Annex III](#). UNWTO on the ground, [Annex IV](#). Committee on Online Education, [Annex V](#). Working Group of the Affiliate Members, [Annex VI](#). Committee for the development International Code for Protection of Tourists, and [Annex VII](#): UNWTO and United Nations Sustainable Development Group (UNSDG).
5. **Part II** of this document describes the financial situation of the Organization as at 30 September 2020. It includes information on the budgetary performance of the Regular Budget and presents the plans of income and expenditure for 2020 and for 2021.
6. It also provides updated information on the payment of assessed contributions and contribution arrears, along with the application of Article 34 of the Statutes and paragraph 13 of the Financing Rules.
7. Annex VIII and its sub-annexes provide more detailed information on the financial situation of the Organization.
8. **Part III** of this document presents the situation of the Organization's human resources as at 1 December 2020, including recruitment processes whose outcomes are pending, as well as measures taken to address personnel issues arising from the COVID-19 pandemic.

## I. Implementation of the Programme of Work

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### A. Increase resources and strengthen UNWTO's capacity through partnerships

9. The Secretariat is continuously exploring new and innovative ways to increase its regular budget and extra-budgetary resources to further strengthen the delivery to Members and for the Secretariat itself. To accomplish this objective, it is necessary to better equip the Organization and Members with tools and knowledge on mobilizing additional resources, including strengthening UNWTO's institutional framework to be aligned with donors' requirements.
10. The Secretariat has recently signed with the European Bank for Reconstruction and Development (EBRD) a Framework Cooperation Agreement for Project Activities, and is currently finalizing the negotiations, with the World Bank Group (WBG)<sup>2</sup> for the signature of a Standard Form of Agreement for Provision of Technical Assistance under Bank-Financed Projects as well as specific General Terms and Conditions Agreement for providing direct technical assistance to the WBG. Projects are summarized in [Annex III](#): UNWTO on the ground.
11. Additionally, and to further strengthen the delivery capacity of the Organization, namely on the ground, the Secretariat is engaged in discussions with several international partners, such as Japan International Cooperation Agency (JICA), the Organisation for Economic Co-operation and

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<sup>2</sup> The World Bank Group is formed by International Bank for Reconstruction and Development, International Finance Corporation, Multilateral Investment Guarantee Agency, International Centre for Settlement of Investment Disputes and the International Development Association

Development (OECD), as well as within the United Nations system, as UN Resident Coordinators and UN Country Teams at country-level and UN Agencies and other bodies at Headquarters, aiming to enhance or upscale the existing and new institutional relations and resource mobilization efforts.

12. The media partnership with CNN International boosted the UNWTO-owned #TravelTomorrow campaign, ensuring worldwide distribution in support of UNWTO visibility and reputation building. Confirming UNWTO's public standing, CNN will also run the follow-up #RestartTourism campaign-video produced by UNWTO free of charge during the latter part of 2020 and early 2021.
13. The negotiations towards signing MoUs with top-tier media outlets and agencies (Forbes Georgia, Forbes Latin America, Euronews and Africanews, EFE news agency, Xinhua news agency) have already led to close collaboration growing UNWTO presence in media articles.
14. The Members of the Council, during its 112th session in Georgia, warmly welcomed the Kingdom of Saudi Arabia's offer to establish and host a UNWTO Regional Office for the Middle East. As the Kingdom works to increase tourist arrivals, including through the relaxation of visa rules for visitors, the new office will provide UNWTO with a base from which to guide tourism's development across the whole region.
15. The agreement was signed in September 2020, within the framework of the 112th EC and will enter into force upon notification to the Secretariat of Saudi Arabia having completed the necessary formalities. The Regional Office will work to implement its activities in the Middle East and serve the countries belonging to this region, with the aim of achieving sustainable growth in the tourism sector, developing human capital and implementing specific tourism statistics for the Middle East.
16. The Kingdom's initiative to host the Middle East Regional Office comes in support of UNWTO's efforts in support of countries' focus on tourism as an important source of income, job creation, and to diversify their national economies. The expected date to inaugurate the regional office of the Middle East in Riyadh is Spring 2021.
17. In [Annex VII](#), the Executive Council Members are updated on the progress made in order to reconsider potential membership to UNSDG, as requested by the General Assembly (resolution 714 XXIII), which states that "UNWTO shall not be part of the UNSDG for the forthcoming biennium, and that UNWTO membership will be reconsidered for 2022-2023".

#### **B. Make tourism smarter: innovation and the digital transformation**

18. Harnessing innovation and digital advances provides tourism with opportunities to improve inclusiveness, local community empowerment and efficient resource management, amongst other objectives within the wider sustainable development agenda.
19. UNWTO and Google have partnered to develop an [online Acceleration Programme](#) in sub-Saharan Africa for Member States' tourism ministers, top travel associations and tourism boards to further develop innovation and digital transformation skills. The second Acceleration Programme was held virtually and hosted by Egypt, Saudi Arabia and UAE.

#### **C. Grow our competitive edge: investments and entrepreneurship**

20. The Ubuntu: Africa Invites You To Live campaign, developed by ATREVIA, a global Communication and Strategic Positioning company, won the Inspiration Africa Branding Challenge organized by UNWTO in collaboration with CNN International. Its proposal was selected from more than 200 entries received. The international call invited agencies, creative firms and entrepreneurs to present an innovative and original brand strategy with the aim of positioning the diversity of Africa and its destinations in the minds of travellers in the post-COVID era.
21. Investments are a crucial component to recover and strengthen the tourism ecosystem. Beyond the financial instruments to facilitate liquidity to support the tourism value chain in the short term; we need to develop investment vehicles to accelerate the diffusion of technology, inclusion and sustainability for the resilience of the sector post COVID-19. A specific investment forum was held back-to-back with the Executive Council in Georgia.

22. The Committee on Tourism and Competitiveness (CTC) held its 10th meeting (online) on 30 July 2020 and discussed a revised Work Plan for the Committee for the coming months which was presented by the Secretariat, and was agreed upon by consensus among the CTC members. See in [Annex I](#), list of events.
23. The following destination management organizations (DMOs) were awarded the UNWTO.QUEST Certification: Thompson Okanagan Tourism Association, TOTA (Canada) and Fundació Mallorca Turisme (Spain).
24. UNWTO launched a joint publication with the World Intellectual Property Organization (WIPO) which provides guidance on the relationship between tourism and intellectual property for tourism policymakers, destinations and key stakeholders. The publication explains how appropriately integrating IP rights can contribute to enhancing tourism competitiveness and it highlights good practice and features successful case studies and recommendations for policymakers and other tourism stakeholders within the tourism value chain. See in [Annex II](#), list of publications.

#### **D. Create more and better jobs: education and employment**

25. In June 2020, the World Tourism Organization (UNWTO) and Sommet Education launched the [Hospitality Challenge](#). This was designed to identify ideas and individuals capable of accelerating the recovery of the tourism sector in the wake of the COVID-19 pandemic. The initiative has received almost 600 applications from all around the world. The 30 top finalists will be granted a full-board scholarship for Bachelor or Master's degree-level courses at 30 different hospitality programs. All of them are hosted by Sommet's internationally renowned institutions specialized in Hospitality and Culinary Arts: Glion Institute of Higher Education, Les Roches, and École Ducasse. Out of the 30 selected finalists, the three winning projects will be announced in March 2021.
26. The Online Education Committee, proposed by UNWTO Secretariat and approved by the Executive Council, aims at ensuring that the content of the UNWTO Tourism Online Academy aligns with the priorities of UNWTO Member States and at providing recommendations to the Secretary-General regarding the management, content and communications strategy of the platform, among others. See [Annex IV](#) for more information.
27. In July, UNWTO hosted the first online Final 4 Competition of the 1st Global UNWTO Students' League. This is the result of an innovative online competition created to empower and motivate tourism students by bridging the gap between their studies and the realities of the tourism sector by giving them real-time experience working on creating and presenting innovative sustainable solutions for the challenges of our sector.
28. Over 5 months, more than 300 students in Teams from 62 Universities from around the world showed us that these young people, through the resilience they have proven even through this pandemic, are set to be the future leaders in our sector. The Teams worked tirelessly to come up with fresh innovative solutions for the challenges of our sector on subjects as diverse as Rural Development, Inclusive Tourism after COVID-19, a post COVID-19 monitoring solution for Spain, and Tourism Product diversification for Sharjah and finally on a strategic communication plan for Meliá Hotels International inclusion on the TikTok platform.
29. A strategic plan to carry out Challenges for different age groups as well as National Leagues has been set up for 2021 and 2022.
30. Online training: Under the umbrella figure of the International Centre associated with the UNWTO Academy in Portugal, work is underway to carry out online training, starting with a Masterclass on Digital Transformation for Tourism Educators and Trainers. Further Masterclasses and Train the Trainer courses are planned for 2021. Along the same lines, two workshops on Digital Events and Destination Marketing, as well as a Train the Trainers course have also been organized in the Russian Federation meanwhile a full training calendar is set up for 2021.
31. Webinars: Due to the COVID-19 pandemic, the UNWTO Academy launched a series of digital training initiatives under the format of webinars. Over 65 webinars have been held since May 2020, being viewed by close to 10,000 participants.

#### **E. Build resilience and facilitate travel: safe, secure and seamless travel**



32. As the outbreak of the coronavirus disease (COVID-19) continues to develop, UNWTO has maintained specific activities to respond to the crisis and support Members in restarting tourism.
33. The Sixth Meeting of the UNWTO [Global Tourism Crisis Committee](#) reminded participants of the need to work together as the only means of advancing the sustainable recovery of the sector. The meeting produced a commitment to create a new UNWTO Committee on Common Safety Protocols to increase confidence in international travel, as well as firm plans for enhanced consumer protection for consumers and measures to protect jobs.
34. The 42nd Plenary Session of the UNWTO Affiliate Members focused both on immediate priorities for tourism's vital restart and on the longer-term task of ensuring the sector continues to be a key pillar of sustainable development. With the theme "Recovering Tourism. Rebuilding Trust. Reinforcing Partnerships," the Session echoed the wider priorities of UNWTO, above all restoring confidence in international travel and promoting collaboration at every level. Participants were encouraged to make use of the new Affiliate Members [Virtual Corner](#).
35. The COVID-19 tourism recovery [technical assistance package](#) is structured around three main pillars: 1) economic recovery, 2) marketing and promotion and 3) institutional strengthening and building resilience. All technical assistance initiatives are detailed in [Annex III: UNWTO on the ground](#).
36. In a [joint statement](#), the World Tourism Organization (UNWTO) and the International Maritime Organization (IMO) highlighted the importance of the cruise sector for the world economy. According to industry data, the cruise sector supports 1.2 million jobs and contributes US\$150 billion to the global economy every year. Tourism is vitally important for Small Islands States, where it sustains millions of livelihoods and brings substantial socio-economic benefits.
37. As UNWTO guides the global restart of tourism, the Secretariat has been working closely with European leaders to ensure the sector receives the political and financial support needed to protect livelihoods and safeguard businesses. UNWTO urged the leaders of the European institutions (European Council, European Commission, European Parliament and the Committee of the Regions), to transform the ambitious plans for the recovery into reality by coordinating a package of response measures that will allow for tourism to return and to drive the recovery of the EU economy.
38. Furthermore, with the objective to find synergies within the framework of the European Green Deal, the Organization enhanced and widened its ongoing cooperation with the European Institutions.
39. The Organization is firmly committed to supporting the competitiveness and sustainability of the tourism sector in the Black Sea Region, particularly taking into account the current unprecedented situation caused by the COVID-19 pandemic and to assist the countries of the region to restart their tourism sector and to mitigate the socio-economic impact of the crisis within the framework of the Black Sea Economic Cooperation (BSEC).
40. UNWTO is working on strengthening ties between the public and private sectors and drive tourism's recovery from the impacts of the COVID-19 pandemic. Agreements were signed with the International Air Transport Association (IATA), Food and Agriculture Organization (FAO), Expedia Group, Giffoni Opportunity and Black Sea Economic Cooperation (BSEC).
41. UNWTO is currently participating as liaison organization in the recently created WG 18 on Measures to reduce the spread of Covid-19 in the tourism industry covering 22 industries within ISO TC 228 Tourism and related services. WG 18 is developing a new ISO Publicly Available Technical Specification PAS 5643 and UNWTO is fully involved in this process by providing comments and technical feedback on the document under preparation in collaboration with Member States. The document is expected to be published in March-April 2021.
42. The expected outcome (ISO PAS 5643 Measures to reduce the spread of COVID-19 in the tourism industry – Guidelines and Recommendations) is not a health protocol but guidelines and recommendations, aiming at helping the industry to operate in safer conditions both for the staff and for the customers/visitors (and residents), under the framework of what national health authorities determine and with reference to WHO. ISO PAS 5643 document will be available upon purchase according to ISO rules.



43. A partnership will see UNWTO harness the power of the Eightfold Talent Exchange, a marketplace connecting workers impacted by the COVID-19 pandemic with available jobs. Using advanced deep-learning AI, the Exchange matches people to the right jobs in companies that are hiring, creating a bridge between those looking for a job and organizations that need to hire quickly.
44. The publication of the [UNWTO World Tourism Barometer](#) has been made monthly to ensure the effective monitoring of international tourism data from countries. The analysis was expanded to include forward-looking scenarios for international tourism and specific survey to assess expectations about recovery times among the UNWTO Panel of Experts.
45. UNWTO has launched on the occasion of the 112th Executive Council a [Tourism Recovery Tracker](#), the most comprehensive tourism dashboard on recovery to date, the Tracker is the result of a partnership between international organizations and the private sector. It covers key tourism performance indicators by month, regions and subregions allowing for a real time comparison of the sector recovery across the world and industries.
46. The UNWTO Tourism Policy Tracker on [COVID-19: Measures to Support Travel and Tourism](#) continues to provide regularly updated information on measures taken by over 220 countries and 40 institutions in terms of fiscal and monetary policies, jobs and skills, market intelligence, public-private partnerships, domestic tourism and safety protocols.
47. The global pandemic has posed a significant challenge in the compilation of tourism statistics. UNWTO has conducted a survey on the impact of COVID-19 on tourism statistics activities. Results show that some of the main sources for tourism statistics have been heavily affected, especially border and household surveys. On the other hand, administrative sources have been affected to a lesser extent and have proved to be a very valuable source for data during the pandemic. In addition, UNWTO is releasing a set of conceptual guidelines based on the 2008 International Recommendations for Tourism Statistics for guiding countries in the compilation of tourism statistics during COVID-19.
48. UNWTO also issued a set of [Recommendations on Cultural Tourism & COVID-19](#), advocating for joint partnerships between the tourism and culture sectors to provide both immediate response and plan a unified recovery.
49. In partnership with the ONCE Foundation of Spain and the European Network for Accessible Tourism (ENAT), UNWTO has prepared a new set of recommendations to ensure accessibility for all and inclusivity as the responsible restart of tourism gets underway, in spite of the COVID-19 pandemic. The ["Reopening Tourism for Travellers with Disabilities"](#) guide notes the opportunities available to destinations and companies that take practical steps to accommodate the specific needs of persons with disabilities, those with specific access requirements and seniors, in particular.
50. UNWTO has released a series of Briefing Notes – Tourism and COVID-19 focusing on key issues such as [Domestic Tourism](#), [Policies to Support Tourism Mitigation and Recovery](#) and the impact of COVID-19 on Tourism in Small Island Developing States (SIDS). See in [Annex II](#), list of publications.
51. Pursuant to decision 4(CXII), the Secretary-General invited all Full Members of the Organization to be part of the Committee for the development of an International Code for the Protection of Tourists ("CICPT"). It is recalled that the mandate of the Committee is to draw from the work produced by the Organization – in particular on the draft "UNWTO Convention on the Protection of Tourists and on the Rights and Obligations of Tourism Service Providers" as endorsed by the General Assembly through resolution 686(XXII) – and develop a proposal for an International Code that includes minimum standards in emergency situations and consumer rights of tourists in the post-COVID-19 scenario.
52. In its first two meetings, the Committee, featuring the participation of almost hundred Full Members ([Annex VI](#)), adopted its own Rules of Procedure and the Action Plan 2020-2021 and elected on Brazil and Greece as its Chair and Vice-Chair, respectively. Members of the Committee are currently reviewing the ["Recommendations for the assistance to International Tourists in Emergency Situations"](#), with a view to integrating them as a Chapter of the Code. In fulfilling its mandate, the Committee is supported by independent experts of internationally recognized legal expertise and it also counts on the participation of a diverse range of international organizations

that have joined the work of the Committee as observers ([Annex VI](#)), reflecting the strong interest of the International Code across the public and private sector.

#### **F. Protect our heritage: social, cultural and environmental sustainability**

53. Since its establishment in 2004, the network of Sustainable Tourism Observatories has steadily grown in both size and influence. Now, as its members help guide tourism's recovery from the impacts of the COVID-19 pandemic, it met virtually for the second time since the start of the current crisis. The annual meeting provided more than 100 international experts with a platform for open dialogue about the future direction of tourism and on the support destinations need to maintain their efforts to place sustainability at the heart of future growth. The Canary Islands has been confirmed as the latest member of the [network](#).
54. Tourism Ministers of the G20 nations have committed to stepping up their efforts to place sustainability and inclusion at the heart of tourism recovery and future growth. The implementation of the AIUla Framework for Inclusive Community Development Through Tourism developed by UNWTO and the G20 Tourism Working Group (see [Annex II](#), publications), was presented on the occasion of the Ministerial Meeting, and welcomed by the G20 Tourism Ministers as a tool for achieving a fairer and more inclusive sector. G20 Leaders have in their Declaration further endorsed "the G20 Guidelines for Inclusive Community Development through Tourism" and encouraged the use of the AIUla Framework for Inclusive Community Development Through Tourism that aim to create jobs, empower local communities, especially rural, safeguard the planet, and preserve cultural heritage".
55. On the occasion of World Tourism Day (WTD), the Secretariat has published the 'UNWTO Recommendations on Tourism and Rural Development – A Guide to Making Tourism an Effective Tool for Rural Development' addressing all key stakeholders (see [Annex II](#), publications). On the back of the WTD, UNWTO and the Food and Agriculture Organization of the United Nations (FAO) have signed a Memorandum of Understanding that will see the two agencies work together to advance shared goals relating to the sustainable and responsible growth of rural tourism.
56. The virtual celebration of World Tourism Day 2020 – hosted for the first time by four countries – generated unprecedented visibility on social media and digital platforms. The relevance of the topic also made possible to partner with Google Arts & Culture, offering digital access to destinations the world over.
57. The EBRD and the World Tourism Organization (UNWTO) are joining forces to promote sustainable tourism, accelerate the transfer of climate finance and make green technologies more accessible for the tourism sector through the Bank's online shopping-style platform Green Technology Selector. This can complement existing UNWTO's online resource efficiency tools such Hotel Energy Solutions (HES) or the ambitious Nearly Zero Energy Hotels (neZEH).
58. The Executive Council agreed to the '[Tbilisi Declaration: Actions for Sustainable Recovery](#)'. The Declaration recognizes tourism as one of the worst-affected of all sectors by the pandemic and identifies the global standstill as a chance to realign the sector towards a more sustainable and inclusive future.
59. The [Global Tourism Plastics Initiative](#) has welcomed 26 new signatories, including businesses and organizations from every part of the global tourism value chain. Led by the World Tourism Organization (UNWTO) and the United Nations Environment Programme (UNEP) in collaboration with the Ellen MacArthur Foundation, the Initiative unites the tourism sector behind a common goal of addressing the root causes of plastic pollution.
60. As the revision of the Statistical Framework for Measuring the Sustainability of Tourism (SF-MST) is being finalized, its implementation is also advancing. In September 2020, a new publication on [Experiences from Pilot Studies in Measuring the Sustainability of Tourism: A Synopsis for Policymakers](#) was released and welcomed by the Executive Council at its 112th session. This publication covers a total of 11 (eleven) pilot countries that have implemented parts of the SF-MST. Interest from countries in implementing this framework has spiked during the last quarter of 2020.
61. As custodian of two SDG indicators of the Global Framework, UNWTO has collected and published new data on SDG indicators 8.9.1 (Tourism Direct GDP) and 12.b.1 (Implementation of standards for measuring the sustainability of tourism). As part of the SDG Global Framework, these data are

public and can be explored and downloaded [here](#). An update will be released in February 2021, with newly collected data.

62. The Republic of Indonesia has become the first signatory of the [UNWTO Framework Convention on Tourism Ethics](#), the landmark instrument created to ensure global tourism is fair, inclusive, more transparent, and sustainable and accessible to all. The Convention was hailed as a “big step forward” towards introducing a universal, legally binding ethical code for tourism, one of the world’s most important socio-economic sectors.
63. Following the signature period that was open from 16 October 2019 to 15 October 2020, the UNWTO Framework Convention on Tourism Ethics is now available for ratification, acceptance, approval or accession and shall enter into force on the thirtieth day following the date of deposit of the tenth instrument of ratification, acceptance, approval, or accession. Pursuant to Article 25 of the Convention, all depositary functions are discharged by the UNWTO Depositary Section ([treatydepositary@unwto.org](mailto:treatydepositary@unwto.org)) under the coordination of the Legal Counsel to ensure the action is promptly processed.
64. UNWTO has submitted to the Second Committee of the United Nations General Assembly the [report](#) on the [implementation of the Global Code of Ethics](#). Said report ([A/75/254](#)) offers an update on the implementation of the Code of Ethics and provides an overview of the activities of the World Committee on Tourism Ethics, elaborates on the adoption of the Framework Convention, presents a review of the implementation by the private sector of the Code of Ethics and lists other UNWTO activities in line with the principles of the Code. It also touches upon the impact of the ongoing coronavirus disease (COVID-19) pandemic and possible inclusive responses to the crisis.
65. In light of the current circumstances, the World Committee on Tourism Ethics issued a [statement](#) underlining the need to abide by ethical principles when applying the necessary measures for supporting a post-COVID-19 tourism recovery.
66. The World Committee on Tourism Ethics undertook, as a response to the COVID-19 pandemic, to revise the “[Tips for a Responsible Traveller](#)” which are addressed to tourists and travellers and give basic guidance on respecting common heritage, protecting the environment, supporting the local economy and, in sum, being an informed and respectful traveller. The updated version included recommendations relevant to ensuring safe and secure travel.
67. In the framework of UNWTO Recommendations on Sustainable Development of Indigenous Tourism and their association with intangible heritage, UNWTO presented the project [Weaving the Recovery, Indigenous Women in Tourism](#) at the Paris Peace Forum 2020. UNWTO’s initiative was recognized as one of the ten most promising governance projects of the Forum among more than 850 projects from around the world. This outstanding acknowledgement reinforces the key role of tourism in the international agenda.
68. In the same framework of the Recommendations and intangible heritage, UNWTO produced an awareness raising campaign to support the sustainable development of tourism in cultural destinations.
69. In its capacity as Convenor of the ISO TC228 WG14 entrusted with the elaboration of the ISO 21902 Accessible tourism for all — Requirements and recommendations, UNWTO led the discussions of 80 experts from 35 countries and further provided technical comments to the final draft. The adoption of this international standard by ISO has been postponed to the 1st quarter of 2021.
70. UNWTO has published the first *Regional Report on Women in Tourism in the Middle East* with the kind support of the Ministry of Tourism of Saudi Arabia. The report builds on the [Baseline Study on Women in Tourism in the Middle East \(2020\)](#) and complements the Global Report on Women in Tourism, Second Edition (2019) with an in-depth regional analysis of the participation of women in tourism across employment, entrepreneurship, education & training, leadership & policy and community & civil society. See [Annex II](#), list of publications.
71. The promotion of the [Action Plan for Women in Tourism](#), endorsed by the UNWTO Executive Council in September 2020, has continued with two webinars taking place on the subject and negotiations in the final stages with external partners for an implementation programme to begin in 2021.

72. UNWTO has regularly engaged with the Inter-Agency Network for Gender Equality and Women's Empowerment (IANGWE), led by UN Women, on a coordinated response to the COVID-19 pandemic for women and girls throughout 2020 which resulted in the women specific [Recommendations on an Inclusive Response for Vulnerable Groups](#).

#### **G. Working Group for the Reform of the UNWTO Affiliate Membership Legal Framework**

73. Following the Decision CE/DEC/4(CXII), whereby the Executive Council approved the proposal of the UNWTO Secretary General, the Working Group for the Reform of the UNWTO Affiliate Membership Legal Framework with the mandate to develop a proposal for an integral reform of the existing Rules of Procedures of the Affiliate Members, as well as to elaborate the legal basis for the creation and operation of a Committee for Affiliate Members and to present a proposal to the General Assembly for approval.
74. At its first meeting, the Working Group, which included 14 Member States and the Chair of the Board of Affiliate Members ([Annex V](#)), adopted its own Rules of Procedure and Action Plan 2020-2021. The members of the Working Group are currently reviewing the Rules of Procedure of the Affiliate Members and the Affiliate Members Committee. Several meetings of the Working Group are planned during 2021, at which the legal framework for Affiliate Members will be thoroughly reviewed and important points such as:
- (a) Define more specific criteria and requirements for admission, quality members oriented;
  - (b) Better define the responsibilities and operation procedures concerning the Review of Applications for Affiliate Membership;
  - (c) Set up the basis for the creation of a Committee of Affiliate Members. Currently there is a Committee for the Review of Candidatures for technical procedures;
  - (d) Improve the regulation on the withdrawal process; and
  - (e) Establish the structure, functions and election procedure of the governing bodies, defining the competencies and operation procedures of the Plenary Session and extending the mandate of the Board from 2 to 4 years.

## **II. Financial situation of the Organization**

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### **A. UNWTO Financial Report for the period ended 30 September 2020**

#### **Budgetary performance of the Regular Budget for the period ended 30 September 2020**

75. The UNWTO Regular Budget (RB) is financed from assessed contributions from Members and budgetary allocations. The Regular Budget of the Organization covering the two-year budget period 2020-2021 (A/23/5(b) rev.1) was approved by the General Assembly (A/RES/715(XXIII)) at EUR 30,096,000 broken down by the 2020 and 2021 annual budgets which amounted to EUR 14,899,000 and EUR 15,197,000 respectively.
76. The structure of the 2020 budget originally approved by the General Assembly has evolved since its last approved update at 31 March 2020 (CE/112/3(d) rev.1 approved by CE/DEC/6(CXII)) and up to 30 September 2020. The main changes referred to a) the merge of the Education and Training section into the Innovation, Investments and Digital Transformation section resulting in the renamed section Innovation, Education and Investments from 1 October 2020 and, b) movements of staff posts from the section Staff vacancies & ASEB (after-service employee benefits) provisions to the sections Innovation, Education and Investments and Conference Services. The structure of the 2021 budget approved by the General Assembly has evolved since its approval in 2019 and up to 30 September 2020 in the same terms than 2020 budget as shown in CE/112/3(d) rev.1 and in this document. These changes have resulted in the redeployment of appropriations amongst parts and sections within the approved resources.
77. Annex VIII.A.1.1, "2020-2021 approved and revised appropriations-Regular Budget", shows the approved 2020 and 2021 Regular Budget appropriations and the revised Regular Budget

appropriations for 2020 and 2021 in line with the Secretary-General's proposal of structure modification at 30 September 2020. Irrespective of these structural changes, the RB envelope of the Organization for 2020 and 2021 remains unchanged at EUR 14,899,000 and EUR 15,197,000 respectively.

78. Annex VIII.A.1.2 establishes a comparison between: (a) the approved income and appropriations for the year 2020 (approved income/original budget column), (b) an estimate of income receivable and consistent expenditure limits for the year 2020 as at 30 September 2020 (plan of income and expenditure column), and (c) the budgetary cash balance at 30 September 2020 based on cash received to date and actual expenditures to date and commitments to 31 December 2020 (budgetary cash balance column).

#### **Plan of income and expenditure of the Regular Budget for 2020**

79. In accordance with UNWTO Detailed Financial Rule (DFR) III.4, in line with the practice in previous years, the Secretary-General prepares a plan of income and expenditure in light of: (a) the approved budget and forecast income, (b) the experience of previous financial years, (c) the recommendation of the General Assembly at its 23rd session that care be taken to ensure that the programme of work and budget is executed according to the amounts collected (A/RES/715(XXIII)) and (d) the UNWTO Financial Report and Audited Financial Statements for the year ended 31 December 2019 disclosure 26 (Events after the reporting date) outlining the uncertain financial outlook for UNWTO subsequent to the declaration by the World Health Organization (WHO) on 11 March 2020 of the world-wide pandemic of the coronavirus (COVID-19) and the Secretary-General's commitment to restrict expenditures to available and expected cash resources. The plan of income and expenditure shows the forecast of budgetary income receivable, the proposed level of budgetary expenditure and the forecast of budgetary result for the financial year 2020.
80. This section shows the plan of income and expenditure prepared by the Secretary-General at 30 September 2020.

#### **Planned budgetary income**

81. Budgetary income from contributions assessed from Full, Associate and Affiliate Members to be received in the current financial year has been estimated at EUR 10,850,000, i.e., 77 per cent of total assessed contributions budgeted. This estimate is based on the average percentage of contributions received in the past five years (83%), in the variation of collection of assessed contributions in the years 2019/2018 (5.4%), 2018/2017 (-1.8%) and 2017/2016 (-2.3%) and in the uncertain financial outlook for 2020 due to the COVID-19, brought up to date using information on income actually received as of 30 September 2020.
82. The level of contribution receipts from Full, Associate and Affiliate Members at 30 September 2020 (EUR 10,273,166) represents 95% of the estimate plan of income. This percentage is slightly lower than that in previous four years (97% in both 2019 and 2018) and below the average level of collection of the period 2016-2020 at this date (i.e., EUR 10,439,049).
83. The budgetary allocations from 2018 RB cash balance and the Publications store accumulated surplus have been maintained at the level approved by the General Assembly (A/RES/715(XXIII)) (EUR 537,018 and EUR 200,000 respectively), so the budgetary income estimated for the financial year and its implementation stand at 100%.
84. As for budgetary income from arrear contributions, it has been estimated that an amount of around EUR 1,703,000 will be received during 2020 based on the average level of collection of the period 2015-2019 at 31 December (EUR 1,733,029) taking into account that 2018 and 2019 arrears collection (EUR 2,770,676 and EUR 2,260,231 at 31 December 2019 and 2018 respectively) was significantly above the average of previous years due to the management of the Secretary-General and the uncertain financial outlook for 2020, brought up to date using information on income actually received as of 30 September 2020.
85. The amount of arrears collected to 30 September 2020 (EUR 1,395,708) represents 82% of the estimated income. This percentage is lower than in the previous years (93% in 2019 and 89% in 2018 at same date) and this amount is lower the average level of collection of the five year period 2016-2020 at this date (i.e., EUR 1,516,112). Despite the Secretariat's best efforts and the good intentions of the Members with arrears, some Members are not yet in a position to make a firm

commitment to repay their contribution arrears or to adopt a suitable payment plan. The Secretariat will persist in its policy of encouraging those Members that are in arrears with their contributions to present proposals for the payment of their arrears at least in instalments.

86. All in all, budgetary income for the year 2020 has been estimated at EUR 13,290,000. The income received to date represents 93% of the estimated plan of income which is a higher percentage than in 2019 (91%), and a lower one than in 2018 (94%).
87. In order to meet the proposed plan of income, the Secretary-General will continue making a proactive approach to the Members to encourage them to settle their current year and arrears contributions in order to avoid hampering the execution of the Organization programme of work and the Organization's commitment to assist the tourism sector to recover from the unprecedented challenges resulting from the impact of COVID-19 on the sector.

#### **Planned budgetary expenditure and budgetary difference**

88. Budgetary expenditures in this financial year have been planned to be EUR 12,600,000 below the estimated income and which amounts to 85% of the approved appropriations (87% in 2019 and 87% in 2018) Planned budgetary expenditure broken down by staff and non-staff costs amount to 85% and 84% respectively over the approved budget.
89. The budgetary expenditure to date represents 96% of the estimated plan of expenditure for the current year, a higher percentage than in 2019 (92%) but a lower one than in 2018 (98%) at 30 September. For non-staff costs, the implementation level stays at 89% at 30 September 2020, a higher percentage than in 2019 (81%) but lower than in 2018 (97%) at the same date. As for staff costs, the implementation level amounts to 99%, a percentage that is in line with the ones in the period 2019-2018 (100% and 99% respectively). It should be noted that budgetary expenditures to date include budgetary and legal commitments up to the end of the year. Annex VIII.A.1.3 shows staff cost information by virtue of Article 16 of the "Agreement between the United Nations and the World Tourism Organization" adopted on 23 December 2003.
90. Through these adjustments, the planned budgetary income and expenditure for the financial year is expected to be positive by EUR 690,000. Therefore, as of 30 September 2020, the overall RB plan of income and expenditure for 2020 established by the Secretary-General, as shown in Annex VIII.A.2, is updated from the previous RB income and expenditure plan for 2020 at 30 June 2020 (CE/112/3(d)rev.1) and presented for Members' consideration.
91. The Secretary-General will closely monitor the plan of income and expenditure. Members will be kept informed of plans impacting the operations of the Regular Budget and measures taken.

#### **Budgetary result of the Regular Budget at 30 September 2020**

92. This section analyses the status of the budgetary result (cash balance) of the Regular Budget at 30 September 2020 based on cash received to date and actual expenditures to date and commitments to 31 December 2020.

#### **Budgetary income (cash-in)**

93. The total budgetary income received (cash-in) amounts to EUR 12,405,891, including the Members' arrears received during the period ended 30 September 2020 and budgetary allocations from accumulated surplus approved by the GA. The income received to date represents 84% of the actual amounts due (91% in 2019 and 94% in 2018).
94. The level of contribution receipts for the current year from Full, Associate and Affiliate Members amounts to EUR 10,273,166 which represents 73% of the assessed contributions receivable of this year (i.e., EUR 14,030,574), a lower percentage than in 2019 (77%) and 2018 (76%) at 30 September. Out of the challenging budgeted amount of Affiliate Members contributions (EUR 889,000), the amount of EUR 757,948 was invoiced.
95. Arrear contributions received to date (EUR 1,395,708) are below those received in the previous two years at 30 September (EUR 2,038,843 and EUR 2,374,784 in 2019 and 2018 respectively).



96. Budgetary allocations from accumulated surplus approved by the GA (EUR 737,018) represent a 5% over total budget.

### **Budgetary expenditure**

97. The budgetary expenditure amounts to EUR 12,098,730 which includes accrued expenses and reconciling items up to 30 September 2020 (EUR 8,734,963) and commitments up to 31 December 2020 (EUR 3,363,767). For non-staff costs, budgetary and legal commitments up to 31 December 2020 represent 29% of total expenditure (20% in 2019 and 37% in 2018) and accrued expenses and reconciling items up to 30 September 2020 represent 71% (80% in 2019 and 63% in 2018). As for staff costs, the amount paid in the form of salaries and allowances during the first nine months of the year amounts to EUR 6,334,786, an amount that is above the previous two years (i.e., EUR 6,024,103 in 2019 and EUR 5,990,809 in 2018) representing 73% of total staff costs budgetary expenditure (72% in 2019 and 73% in 2018) and budgetary commitments up to 31 December 2020 represent 27% (of total staff costs budgetary expenditure 28% in 2019 and 27% in 2018) after the measures taken by the Secretary-General.
98. At 30 September 2020 accrued travel expenses amounted to EUR 235,542 (EUR 1,107,473 at 30 September 2019) representing a decrease of 370% over the previous year at the same date broken down by non-donated travel (-359% over 2019) and donated travel (-378% over 2019).

### **Budgetary result (cash balance)**

99. At 30 September 2020, the budgetary cash balance (total budgetary income received (cash-in) less budgetary expenditure) may result in a cash surplus of EUR 307,161 (EUR -380,448 in 2019 and EUR 1,242,423 in 2018). Presently, on the basis of actual budgetary expenditures to date, there is a treasury surplus of EUR 3,670,928 (EUR 4,428,058 in 2019 and EUR 4,701,268 in 2018).
100. The budgetary cash balance is dependent on the timing of the payment of assessed contributions by Members.

### **Provisional interim Financial Statements for the period ended 30 September 2020**

101. In accordance with UNWTO Financial Regulation (FR) 14.7, the Secretary-General submits an interim financial statement to the Executive Council. Annex VIII.A.2.1 to this document include the provisional interim unaudited UNWTO Statement of Financial Position at 30 September 2020 and UNWTO Statement Financial Performance for the period ended 30 September 2020.

### **Financial performance and position highlights for the period ended 30 September 2020**

102. This section includes other relevant financial information for the period ended 30 September 2020.

### **Assessed contributions**

103. Assessed contributions due to the General Fund amounts to EUR 20,362,577 at 30 September 2020. Annex VIII.A.3.1 contains the "Statement of contributions due by Members at 30 September 2020" and Annex VIII.A.3.2 "Arrear contributions received from Members for the period ended 30 September 2020".

### **Voluntary contributions received and in-kind contributions**

104. Total voluntary contributions received (cash-in) for the period to 30 September 2020 amount to EUR 1,013,100, a lower amount compared to the voluntary contributions received for the same period in 2019-2018 (EUR 1,381,055 and EUR 1,871,294 in 2019 and 2018 respectively). Annex VIII.A.3.3 "Voluntary contributions for the period ended 30 September" shows a list of voluntary contributions received (cash-in) by project.
105. The Organization also receives in-kind contributions in the form of travel and use of conference facilities. For the period to 30 September 2020 these donations amount to EUR 1,185,889 (EUR 2,193,815 in 2019 and EUR 1,484,495 in 2018). Annex VIII.A.3.4 "In-kind donations for the period ended 30 September 2020" shows a list of in-kind contributions received per type and by donor.

### **Initiative and Project support costs project balances**



106. Annex VIII.A.3.5 shows the PSC (Project Support Cost) and PRF (project reserve funds or initiative projects) projects movements for the period ended 30 September 2020. PRF groups unused balances on completion of voluntary contributions projects which remain at UNWTO for aims of the Organization following stipulations of the agreement or subsequent agreement with the donor (CE/DEC/8(CIV) of document CE/104/7(a) rev.1). The variable indirect costs recovered from voluntary contributions are grouped under the Project Support Cost (PSC) project to support services which cannot be traced unequivocally to voluntary contributions, typically administrative units' services.

#### **Application of Article 34 of the Statutes and paragraph 13 of the Financing Rules**

107. In accordance with FR 8.3, the Secretary-General transmits to the Executive Council updated information on the Members falling under the provisions of Article 34 of the Statutes and/or paragraph 13 of the Financing Rules attached to the Statutes at 30 September 2020, texts shown in Annex VIII.A.4.1, thanking those that have made the necessary efforts in order to fulfil their financial obligations and reminding Members of the importance of settling their contributions within the time period stipulated thereby averting delays that could hamper the Organization's programme of work execution.

#### **Members subject to provisions of Article 34 of the Statutes and/or paragraph 13 of the Financing Rules attached to the Statutes**

108. At 30 September 2020, the provisions of Article 34 of the Statutes and/or paragraph 13 of the Financing Rules attached to the Statutes are applied to the 23 Members listed in the table shown in Annex VIII.A.4.2. These Members have been deprived of Member's privileges in the form of services and the right to vote in the Assembly and Council.
109. The stipulations of Article 34 of the Statutes and/or of paragraph 13 of the Financing Rules attached to the Statutes are applicable: a) as of 1 January 2020 to the Full Members Cameroon, Madagascar, Somalia and Venezuela respectively and, b) once again as of 1 April 2020 to the Full Members, Bolivia, Djibouti, Equatorial Guinea, Guinea, Guinea-Bissau, Mauritania, Niger, Sao Tome and Principe, Sudan, Syrian Arab Republic, and Yemen in accordance with paragraph 6 of resolution A/RES/715(XXIII) excerpts shown in Annex VIII.A.4.3.
110. The Secretary-General has communicated to all the Members subject to provisions of Article 34 of the Statutes and/or paragraph 13 of the Financing Rules attached to the Statutes, urging them to discharge their debts or propose plans for their payment in installments over a period of years according to their circumstances.
111. The update from the previous statement at 30 June 2020 (CE/112/3(d) rev.1) on the amount due by Members subject to provisions of Article 34 of the Statutes and/or paragraph 13 of the Financing Rules attached to the Statutes at 30 September 2020, as well as those Members no longer subject to provisions of Article 34 of the Statutes and/or paragraph 13 of the Financing Rules attached to the Statutes are also shown in tables of Annex VIII.A.4.2.

#### **Members granted temporary exemption from the application of paragraph 13 of the Financing Rules**

112. The degree of compliance with the conditions laid down by the Assembly for Members with agreed payment plans for the settlement of their outstanding balance, and which have been granted a temporary exemption from the application of the stipulations of paragraph 13 by the 23rd session of the General Assembly, is shown in table in Annex VIII.A.4.3. At the request of the Members mentioned in said table, the General Assembly agreed, in its resolution A/RES/715(XXIII), excerpts shown in Annex VIII.A.4, to grant them temporary exemption from the application of the aforementioned provisions, subject to the following conditions: (a) immediate payment of the contribution corresponding to the year before the General Assembly session at which their case is reviewed; and, (b) strict observance of the agreed payment plan for the settlement of arrears.

#### **B. Closing of the UNWTO Audited Financial Statements of the twenty-second financial period (2018-2019)**

##### **Introduction**

113. In accordance with the provisions of Article 23(2) of the Statutes, paragraph 11 of the Financing Rules attached to the Statutes, and regulation 17(2) of the Financial Regulations (FR), the Organization Audited Financial Statements for the twenty-second financial period (years ended 31 December 2018 and 2019) were submitted to the Executive Council for examination at its 110th and 112th sessions through documents CE/110/4(d) and CE/112/3(d)rev.1 respectively and will be transmitted to the General Assembly for approval together with the budgetary cash balance of the Regular Budget and the Working Capital Fund situation for the same period.

#### **UNWTO Audited Financial Statements for the years ended 31 December 2018 and 2019**

114. The Organization prepares annual Financial Statements in accordance with the UNWTO Financial Regulations and Rules, compliant with the International Public Sector Accounting Standards (IPSAS) and in line with the United Nations (UN) policy that IPSAS be used as the accounting standards by UN system organizations. By adopting and implementing IPSAS in 2014 and consolidating its implementation in the following years, UNWTO has enhanced its ability to produce relevant and useful financial information, its transparency and visibility using internationally recognized accounting standards. This increase in the quality, consistency and credibility of financial reporting leads to increased confidence of Member States and donors as to the accountability of the Organization and is a major achievement for an organization of the size of UNWTO.
115. The Financial Statements for the years ended 31 December 2018 and 2019 were subjected to external audit in accordance with Annex 1 to the Financial Regulations. The unqualified (positive) audit opinion and report of the External Auditor on the Financial Statements were submitted to the Executive Council in accordance with Financial Regulation 17.2.
116. The 110th and 112th Executive Council sessions took note with satisfaction and recommended the General Assembly to approve the UNWTO Audited Financial Statements for the years ended 31 December 2018 and 2019 through decisions CE/DEC/4(CX) and CE/DEC/12(CVIII) respectively, excerpts shown in Annex VIII.B.1.

#### **Budgetary cash balance of the Regular Budget and Working Capital Fund advance of the twenty-second financial period (2018-2019) at 31 December 2019**

117. Annex VIII.B.2 shows the budgetary cash balance of the Regular Budget and the Working Capital Fund (WCF) situation of the twenty-second financial period (2018-2019) at 31 December 2019.

#### **C. Election of the External Auditor for 2022-2023**

118. Article 26 of the Statutes and Financial Regulation (FR) 15 stipulate that two External Auditors shall be elected for a two-year (renewable) term of office: "The Assembly shall elect from among its Full Members, on the recommendation of the Council, two External Auditors to audit the accounts of the Organization."
119. However, based on the rationale provided in document A/21/8(II)(e), the twenty-first session of the General Assembly in resolution A/RES/661(XXI), elected for the first time in the history of UNWTO a single External Auditor for the period 2016-2017 for the external audit of the UNWTO Financial Statements for the years ended 31 December 2015 and 2016.
120. In the said resolution the General Assembly requested the Secretary-General to prepare an amendment to Article 26 of the Statutes and other statutory documents of the Organization to reduce to one the number of External Auditors and to submit it to the twenty-second session of the General Assembly for approval.
121. The twenty-second session of the General Assembly adopted the amendments to the Statutes, the Financing Rules, the Financial Regulations and the Detailed Financial Rules presented by the Secretary-General to reduce the number of External Auditors to one (A/RES/696 (XXII)). The Assembly, having noted that such amendments will only come into force on the date of entry into force of the amendment to the Statutes and its Financing Rules, decided nevertheless to elect a single External Auditor (Spain) for the period 2018-2019 for the external audit of the UNWTO Financial Statements for the years ended 31 December 2017 and 2018 (A/RES/693(XXII)).

122. In line with resolution A/RES/693(XXII), the twenty-third session of the General Assembly elected as well a single External Auditor (Spain) for the period 2020-2021 for the external audit of the UNWTO Financial Statements for the years ended 31 December 2019 and 2020 (A/RES/715(XXIII)).

#### **Procedure**

123. In accordance with the procedure established, any Member State of the Organization wishing to present its candidature to the post of External Auditor of the UNWTO for the period 2022-2023, for the external audit of the UNWTO Financial Statements for the years ended 31 December 2021 and 2022, may do so by written notice addressed to the Secretary-General.
124. The deadline for submission of candidatures will remain open until the corresponding agenda item is discussed by the General Assembly.
125. In accordance with the established practice, once elected by the General Assembly, the Member entrusted with the external auditing of the Organization's Financial Statements will be required to propose for this function a person or persons who are nationals of the Member State and who perform the function of controlling public accounts in their home country. The proposed person/s will be promptly communicated to the Secretariat.

#### **D. Plan of income and expenditure of the Regular Budget for 2021**

126. In accordance with UNWTO Detailed Financial Rule (DFR) III.4, in line with the practice in previous years, the Secretary-General prepares a plan of income and expenditure in light of: (a) the approved budget and forecast income, (b) the experience of previous financial years, (c) the recommendation of the General Assembly at its 23rd session that care be taken to ensure that the programme of work and budget is executed according to the amounts collected (A/RES/715(XXIII)) and (d) the UNWTO Financial Report and Audited Financial Statements for the year ended 31 December 2019 disclosure 26 (Events after the reporting date) outlining the uncertain financial outlook for UNWTO subsequent to the declaration by the World Health Organization (WHO) on 11 March 2020 of the world-wide pandemic of the coronavirus (COVID-19) and the Secretary-General's commitment to restrict expenditures to available and expected cash resources. The plan of income and expenditure shows the forecast of budgetary income receivable, the proposed level of budgetary expenditure and the forecast of budgetary result for the financial year 2021.
127. Annex VIII.D.1 establishes a comparison between: (a) the approved income and appropriations for the year 2021 (approved income/original budget column) adjusted as proposed in this document and (b) an estimate of income receivable and consistent expenditure limits for the year 2021 as at 31 October 2020 (plan of income and expenditure column).
128. This section shows the plan of income and expenditure of the Regular Budget for 2021 prepared by the Secretary-General at 31 October 2020.

#### **Planned budgetary income**

129. Budgetary income from contributions assessed from Full, Associate and Affiliate Members to be received in 2021 has been estimated at EUR 10,459,000, i.e., 73 per cent of total assessed contributions budgeted. This estimate is based on the planned percentage of contributions to be received in 2020 as at 30 September 2020 (77%), in the variation of collection of assessed contributions in the years 2020 (planned)/2019 (-5.8%), 2019/2018 (5.4%), 2018/2017 (-1.8%) and 2017/2016 (-2.3%), taking into account the impact of the challenging Affiliate Members contributions budgeted amount and the uncertain financial outlook for 2021 due to the COVID-19.
130. The budgetary allocations from 2018 RB cash balance, the Publications store accumulated surplus and the Project Reserve Fund (pool) balance have been maintained at the level approved by the General Assembly (A/RES/715(XXIII)) (EUR 537,018, EUR 200,000 and EUR 104,000 respectively), so the budgetary income estimated for the financial year and its implementation stand at 100%. Budgetary allocations from accumulated surplus approved by the GA (EUR 841,000) represent a 6% over total budget.
131. As for budgetary income from arrear contributions, it has been estimated that an amount of around EUR 1,500,000 will be received during 2021 based on the planned arrears to be received in 2020

as at 30 September 2020, average level of collection of the period 2015-2019 (EUR 1,496,575) taking into account that 2018 and 2019 arrears collection (EUR 2,770,676 and EUR 2,260,231 at 31 December 2019 and 2018 respectively) was significantly above the average of previous years due to the management of the Secretary-General and the uncertain financial outlook for 2021.

132. All in all, budgetary income for the year 2021 has been estimated at EUR 12,800,000. The Organization's ability to meet its short-term obligations and comply with the programme of work could be impacted if delays are encountered in the collection of Members' contributions. Therefore, Members are kindly urged to comply with paragraph 12 of the Financing Rules attached to the Statutes which stipulates that "The Members of the Organization shall pay their contribution in the first month of the financial year for which it is due..."

#### **Planned budgetary expenditure and budgetary difference**

133. Budgetary expenditures for 2021 have been planned to be EUR 12,800,000 in line with the estimated income amounting to 84% of the approved appropriations. 2020 planned budgetary expenditure as at 30 September 2020 amounts to 85% over 2020 budget. 2019 and 2018 budgetary expenditure at 31 December 2019 and 2018 respectively amounted to 84% and 83% respectively over the corresponding year budget.
134. Planned budgetary expenditure for 2021 broken down by staff and non-staff costs amount to 91% and 68% respectively over the approved budget. In regards to staff costs comparison, 2020 planned staff costs as at 30 September 2020 amounts to 85% over that year budget and 2019 and 2018 actual staff costs at 31 December of those years amounted to 79% and 80% respectively over corresponding year budget.
135. Through this increase in the 2021 planned staff costs over the approved budget compared with previous years, the Secretary-General plans to reinforce the regular staff of the Secretariat to execute the challenging programme of work of the Organization. As for non-staff costs comparison, 2020 planned non-staff costs as at 30 September 2020 amounts to 84% over that year budget and 2019 and 2018 actual non-staff costs at of those years amounted to 99% and 94% respectively over corresponding year budget.
136. In order to meet the proposed plan of expenditure, the Secretary-General will establish budgetary targets for staff and non-staff costs.
137. Through these adjustments, the planned budgetary income and expenditure for the financial year 2021 is expected to be in balance. The Secretary-General will closely monitor the plan of income and expenditure and adopt necessary measures to maintain expenditures within the plan. Members will be kept informed of plans impacting the operations of the Regular Budget and measures taken.

### **III. Reporting on the human resources situation of the Organization**

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138. This report contains updated information on the human resources situation of the Organization as at 1 December 2020. As in previous reports on human resources, it provides updated personnel statistics and information on personnel matters.

#### **Budget authority and organizational structure**

139. The introduction of management changes communicated by the Secretary-General in his report on the Management Vision and Priorities (document CE/108/5(b) rev.1) continues to be undertaken with the approved resources and number of staff positions, which remain at 106, while maintaining the possibility to allow financing of additional staff posts using extra-budgetary funds.
140. Information on the number of staff and their distribution by grade, gender, nationality and age as of 1 December 2020, is contained in Tables 1, 2, 3 and 4 below. As in previous reports to the Executive Council, the relevant breakdown has been made by category of staff within the UN Common System: Professional category and above (with grades ranging from P.1 to ASG) and General Service category (with grades ranging from G.1 to G.7) and as indicated in the Organization's Programme of Work and Budget.

**Table 1(a): Staff distribution by grade and gender as of 1 December 2020**

Grade	P.1	P.2	P.3	P.4	P.5	Above	Total
Female	7		4	8	5		24
Male	1	2	4	7	3	4	21
<b>Subtotal</b>	<b>8</b>	<b>2</b>	<b>8</b>	<b>15</b>	<b>8</b>	<b>4</b>	<b>45</b>
Grade	G.2	G.3	G.4	G.5	G.6	G.7	Total
Female		1	4	2	11	8	26
Male	1	2		4	5	2	14
<b>Subtotal</b>	<b>1</b>	<b>3</b>	<b>4</b>	<b>6</b>	<b>16</b>	<b>10</b>	<b>40</b>

**Table 1(b): Staff distribution by grade as of 1 December 2020**

Grade	P.1	P.2	P.3	P.4	P.5	Above	Total
<b>Subtotal</b>	<b>8</b>	<b>2</b>	<b>8</b>	<b>15</b>	<b>8</b>	<b>4</b>	<b>45</b>
Grade	G.2	G.3	G.4	G.5	G.6	G.7	Total
<b>Subtotal</b>	<b>1</b>	<b>3</b>	<b>4</b>	<b>6</b>	<b>16</b>	<b>10</b>	<b>40</b>

**Table 2: Staff distribution by category and gender as of 1 December 2020**

Gender	P and Above	GS Category	Total
<b>Female</b>	24	26	50
<b>Male</b>	21	14	35
<b>Total</b>	<b>45</b>	<b>40</b>	<b>85</b>

**Table 3: Staff distribution by category and nationality (including SG and ED positions) as of 1 December 2020**

Country	GS	P and above	Country	GS	P and above
Algeria	1		Morocco	1	1
Argentina	1	2	Netherlands		2
Austria	1	1	Nicaragua	1	
Bosnia and Herzegovina	1		Niger		1
Cambodia		1	Peru		1
Canada		1	Portugal	2	1
China		1	Republic of Korea		2
Colombia		1	Republic of Moldova	1	
Dominican Republic		1	Romania		1
France		4	Russian Federation		1
Georgia		2	Saudi Arabia		1
Germany	1	2	Seychelles		2
Ghana	1		Spain	22	8
Hungary		1	Switzerland	1	
India		1	United Kingdom		1
Indonesia	1		United States of America	1	
Italy	1	3	Uruguay		1

Lebanon	1	1	Uzbekistan	1	
Lithuania	1				
<b>Total number per category of staff</b>				<b>40</b>	<b>45</b>
<b>Total number of staff</b>				<b>85</b>	

141. Thirty-seven (37) nationalities are currently represented in the Secretariat's staff. It is important to reiterate the Organization's commitment to recruiting staff from as wide a geographical distribution as possible, while maintaining the highest standards of competence, efficiency and integrity, and taking into account the limited number of staff posts.

**Table 4: Staff distribution by category and as of 1 December 2020**

Age	GS Category	P and Above	Total
30 to 39	3	11	14
40 to 49	21	18	39
50 to 54	5	7	12
55 to 59	6	4	10
60	2		2
61	1	1	2
62 or more	2	1	3
<b>Total</b>	<b>40</b>	<b>42</b>	<b>82</b>

142. Staff members holding a managerial fixed-term appointment and the Secretary-General are not included in Table 4 above.
143. As previously presented in the Human Resources Report to the 103rd Executive Council, a new scheme was implemented on 1 January 2016 for personnel not subject to the UNWTO Staff Regulations and Rules. The scheme was developed pursuant to the recommendations of the JIU draft report A.385. The Executive Council is presented, in Tables 5 and 6 below, with information on the number of Service Contract holders, who are part of this scheme, and their distribution by gender, nationality and age, as of 1 December 2020.

**Table 5: Service Contract holders' distribution by nationality and gender as of 1 December 2020**

Country	Female	Male	Country	Female	Male
Australia	1		Kenya		1
Azerbaijan		1	Lebanon	1	
Belarus	1		Mexico	1	
Belgium		1	Philippines	2	
Chile		1	Portugal	3	
China		2	Romania	1	
Colombia		1	Slovenia	2	
Egypt	2		Spain	17	9
France	3		Syrian Arab Republic	1	
Georgia	1	1	United Kingdom	2	2
Greece		1	Uruguay	1	
Iran, Islamic Republic of	1		Uzbekistan		1

Italy	2	2	Venezuela		1
Japan		1			
<b>Total</b>				<b>42</b>	<b>25</b>
<b>Total number of Service Contract holders</b>				<b>67</b>	

Table 6: Service Contract holders' distribution by age as of 1 December 2020

Age	SC Holder
29 or less	18
30 to 39	30
40 to 49	17
50 to 54	1
55 to 59	1
60 to 61	
62 or more	
<b>Total</b>	<b>67</b>

### Personnel matters

144. Since its previous reports on personnel matters, several developments have taken place as indicated below.
145. In the interest of the Organization, an exception was made to Staff Regulation 28 and the Secretary-General decided to extend the appointment of a senior official currently holding a position of Executive Director, beyond the mandatory age of retirement, a decision that was endorsed by the Council at its 112th session (CE/DEC/7(CXII)).
146. As a result of the strict travel restrictions and domestic confinements arising from the COVID-19 pandemic in 2020, members of personnel have accumulated excess annual leave beyond the maximum allowed under the Staff Regulations and Rules for carry over from one calendar year to the next. In line with the practices at other UN agencies and following guidelines from the Chief Executives Board for Coordination (CEB) of the United Nations system, the Secretary-General decided to make an exception to Staff Rule 16 (1) (d) and exceptionally authorize the carry-over of excess annual leave of up to fifteen days, from 2020 to 2021, to be used by 31 May 2021.
147. Following the issuance of a vacancy announcement, the following positions have been filled:

Vacancy reference	Post title	Name of the incumbent and nationality
UNWTO/HHRR/VAC/10/RDEU/2020	Deputy Director, Regional Department for Europe (P.3)	Mr. Peter Janech (Hungary)
UNWTO/HHRR/VAC/11/RDAF/2020	Programme Officer, Regional Department for Africa (P.1)	Ms. Zineb Remmal (Morocco)
UNWTO/HHRR/VAC/35/HHRR/2019	Chief, Human Resources Department (P.4)	Mr. Paolo Velasco (France)
UNWTO/HHRR/VAC/38/COSE/2019	Conference Services Assistant, Conference Services Department (G.5)	Ms. Yolanda Sansegundo (Spain)



UNWTO/HHRR/VAC/34/IIDT/2019	Director, Innovation, Education and Investments Department (P.5)	Ms. Natalia Bayona (Colombia)
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148. Following the issuance of vacancy announcements, the recruitment and selection process for the following posts is currently being undertaken. The outcome of the selection processes will be communicated in a subsequent human resources report.
- (a) Director, P.5, Administration and Finance (UNWTO/HHRR/VAC/05/DAFN/2019)
  - (b) Manager, P.3, Information and Communication Technologies Department (UNWTO/HHRR/VAC/21/ICTC/19)
  - (c) Translator (Russian), P.2, (Language Services) Conference Services Department (UNWTO/HHRR/VAC/25/COSE/2020)
149. The efficiency of internal resources is gradually being improved through the ongoing implementation of various electronic systems, replacing current paper-based systems, allowing the Organization to provide more efficient customer service-oriented processes, client-responsive communications and data-drive decisions.
150. To further support the Organization's commitment to gender mainstreaming, in the framework of the *United Nations system-wide action plan for mainstreaming gender equality and the empowerment of women (UN-SWAP)*, UNWTO has conducted a peer review with another United Nations System Organization. This will enable the Organization to further improve in this important area and develop a gender policy in 2021.
151. To continue to position UNWTO as an attractive and competitive employer, the Organization is developing a new e-recruitment tool, which is expected to be launched in the first semester of 2021. The tool will allow for an improved submission and processing of applications, reduce paperwork, improve record-keeping and data compilation for the purpose of developing relevant statistics.
152. In the framework of this implementation, the Human Resources Department is developing a revised online employment page to improve on visibility and access to job postings. This revised page will also allow to better reflect the attractive working conditions of the Organization and enable the recruitment of qualified and experienced candidates, as well as largely securing their retention.
153. With the aim of further enhancing the efficiency and improving on retention and mobility of the contractual scheme implemented in 2016 for personnel who are not subject to the UNWTO Staff Regulations and Rules, namely Service Contract holders, Experts, Officials on Loan, Interns and Special Advisers, an improved scheme has been implemented in November 2020.
154. To ensure that newly appointed personnel are prepared for their new role and familiarize themselves with the Organization, thus helping them become effective as soon as possible, an induction programme for newly recruited personnel was developed in 2019. The programme is broadly structured in three main phases, two of which have already been implemented consisting of the issuance of an induction booklet to provide practical information for new personnel arriving in Madrid, and a new intranet site for all members of personnel providing relevant information on administrative procedures and entitlements.
155. The third phase of the induction programme, delayed due to the COVID-19 restrictions, is expected to be implemented in early 2021, and consists of a mandatory training for newcomers, prepared in coordination with all UNWTO departments, with valuable information regarding the Organization's mission, goals and objectives, values and competencies, internal procedures and activities. The aim of this third phase is to continue to create a positive and welcoming environment for the newly arrived.
156. In line with the health strategy announced by the United Nations, the Organization is developing a dedicated support network on health and well-being, focusing on four main strategic themes: (a) create a workplace that enhances mental and physical well-being, (b) develop, deliver and

continuously evaluate health and well-being services, (c) welcome and support personnel with health challenges and (d) ensure the sustainable funding for these services.

157. The Human Resources Department is developing a human resources strategy for the period 2021-2025. The strategy will be aimed at transforming the Organization's capacity, in line with UNWTO's mandate, to ensure that supervisors and members of personnel understand their responsibilities and effectively contribute to the work of the Organization, to create and foster a sustainable health and well-being environment, and therefore ensuring an appropriate work-life balance, to attract and retain talent to provide the best solutions to our Member States and stakeholders and to provide the Organization with modern tools and policies that will allow us to further improve on the delivery of our mandate.
158. The strategy will be based on the following main pillars: (a) foster health and well-being, (b) attract and select top talent, (c) ensure an agile workforce planning, (d) strive for a culture of high performance, (e) enhance learning and career development opportunities, (f) improve on human resources effectiveness and service, (g) foster employee engagement and (h) strengthen diversity.
159. Following the outbreak of a new Coronavirus (COVID-19), the Secretary-General established a working group with the purpose of monitoring the situation and providing advice and guidance to the Secretary-General. In this regard, measures to safeguard the health and well-being of all personnel continue to be undertaken in accordance with guidelines provided by the UN and the Host Country. In this context, an internal COVID-19 information page was created for the benefit of our members of personnel, to provide general information and resources.
160. In collaboration with the United Nations Department for Safety and Security (UNDSS), the Organization offered several webinars on the psychosocial impact of COVID-19 for all personnel as well as personnel with supervisory roles. The webinars focused on dealing with domestic confinement, stress and managing teams during COVID-19.
161. Also in 2020, there is an increasing interest among Member States in the Organization's capacity-building option, whereby tourism experts and officials may be sent by a Member State, on a non-reimbursable basis, to participate in the activities of the Secretariat for a set period of time. This arrangement is formally being done through a Memorandum of Understanding.
162. The UNWTO concluded with the UNDP an Agreement concerning the management of the UN-wide Junior Professional Officer programme. Interested Member States may place their young professionals at UNWTO for 1-3 years by financing the post through this framework agreement.

\* \* \*

## I. Part I Implementation of the Programme of Work

### Annex I: List of UNWTO events

#### 2020

##### January

16-17	UNWTO Acceleration Programme	Madrid, Spain
20-25	UNWTO-Anáhuac Doctorado Internacional en Turismo sobre "Comunidad y Cultura en el Turismo"	Mexico
21	Final of the Second Global Startup Competition	FITUR, Madrid, Spain
22	Launch of the UNWTO Global Tourism Dashboard	FITUR, Madrid, Spain
22	UNWTO: In Conversation "The future of sustainable tourism in the framework of the EU Green Deal"	FITUR, Madrid, Spain
23	Expert meeting on Tourism and SDGs: Case studies by the UNWTO Affiliate members	FITUR, Madrid, Spain
23	Affiliate Members Corner: Unleashing the power of the private sector	FITUR, Madrid, Spain
23	UNWTO Session at FITUR Talent	FITUR, Madrid, Spain
24	Committee on Tourism and Competitiveness (9th meeting)	FITUR, Madrid, Spain
24	Awards Ceremony: Accessible Tourism Destination (ATD2019)	FITUR, Madrid, Spain
24	50th Meeting of the Board of the Affiliate Members	FITUR, Madrid, Spain

##### February

20-22	UNWTO Global Tourism Investment Forum in Africa	Abidjan, Côte d'Ivoire
26	UNWTO Academy - Amadeus Masterclass on Data for Better Tourism Planning and Management	Podgorica, Montenegro
26	Launch of the 1 <sup>st</sup> edition of the UNWTO Students' League – Global edition	Virtual

##### March

19	Global Tourism Crisis Committee	1 <sup>st</sup> Virtual Meeting
25	Global Tourism Crisis Committee	2 <sup>nd</sup> Virtual Meeting

##### April

3	Live webinar sobre RUTAS: Metodología para el Fortalecimiento de iniciativas de turismo rural comunitario	Virtual
15-17	Live webinar sobre "El conocimiento turístico – Base para la eficiencia de empresas y destinos hacia los Destinos Turísticos Inteligentes"	Virtual
16	Global Tourism Crisis Committee	3 <sup>rd</sup> Virtual Meeting
17	UNWTO Europe Quo Vadis Tourism Webinar series: Communicating Crisis: pre, during, post COVID-19	Virtual
17	The Americas: Online Meeting – UNWTO Initiatives to mitigate COVID-19 impact on tourism (Spanish)	Virtual
21	Live webinar "Smart and Agile Tourism in real time"	Virtual
23	Live Webinar Managing Effective Crisis Communication – RDAF	Virtual
24	The Americas: Online Meeting – UNWTO Initiatives to mitigate COVID-19 impact on	Virtual

	tourism (English)	
24	G20 Meeting on COVID-19	Virtual
24	Meeting of the Board of the Affiliate Members from Spain and Latin America	Virtual meeting
28	UNWTO Asia-Pacific Webinar on Communicating Crisis: During and Post COVID-19	Virtual
30	UNWTO Webinar on the impact of COVID-19 on Tourism – Trying to make sense of so much or so little data (African insights)	Virtual
<b>May</b>		
4	UNWTO Middle East Webinar on Communicating Crisis: During, Post COVID-19	<a href="#">Virtual</a>
5	UNWTO Europe Quo Vadis Tourism Webinar series: "Exhibitions and Events: what future after Covid19?"	Virtual
5	El impacto del COVID-19 en el turismo – Tratando de dar sentido a tantos o tan pocos datos – American Insight	Virtual
7	UNWTO Webinar: The impact of COVID-19 on Tourism-Trying to make sense of so much or so little data - Asia and the Pacific Insights	Virtual
8	Seizing the opportunity: Enhancing digital skills for the development of rural tourism in post Covid-19	Virtual
11	UNWTO Webinar on The impact of COVID-19 on Tourism – Trying to make sense of so much or so little data (Middle East insights)	<a href="#">Virtual</a>
12	Webinar: SEO – Cómo conseguir que una organización turística aparezca en las primeras posiciones de Google	Virtual
14	Webinar - "SMART Travel and Education/Business. Beyond COVID-19"	Virtual
14	Réaligner nos priorités en période de COVID-19 : quelles mesures pour une relance du secteur du tourisme en Afrique?	Virtual
15	Webinar Basque Culinary Centre (BBC)- OMT: ¿Cómo afrontar el futuro del turismo gastronómico?	Virtual
19	Expert Live Webinar: La Publicidad en Internet – Cómo crear campañas efectivas en Google y en Facebook/Instagram en organizaciones turísticas	Virtual
20	UNWTO Live Webinar - Wine tourism post Covid 19	Virtual
21	BCC – UNWTO Webinar: How do we face the future of Gastronomy Tourism?	Virtual
25	UNWTO Live Webinar: El Impacto del Covid-19 en el Turismo Internacional	Virtual
26	Live Webinar: Como utilizar Instagram para promocionar el Turismo Cultural – Buenas prácticas	Virtual, in Spanish
27	UNWTO Europe Quo Vadis Tourism Webinar series: Agenda 2030 and SDGs in times of Covid-19: the chance to true recovery	Virtual
28	Global Tourism Crisis Committee	4 <sup>th</sup> Virtual Meeting

	29	UNWTO Students' League Webinar – presenting winning solution for Tourism Recovery Solution Challenge	Virtual
<b>June</b>			
	1	Road to Recovery virtual conference	Virtual Meeting
	2	Live Webinar: Cómo incrementar la conversión de un sitio web de una organización turística – Experiencia de Usuario y Analítica web	Virtual, in Spanish
	4	UNWTO Webinar on Green Investments	Virtual
	5	Meeting of the World Committee on Tourism Ethics - special session on the ethical aspects of post-COVID19 tourism	Virtual Meeting
	8	63rd meeting of the Regional Commission for Africa	Virtual meeting
	9	UNWTO Europe Quo Vadis Tourism Webinar series: The Future of consumer rights protection in tourism post Covid-19	Virtual
	11	UNWTO Webinar on Green Investments	Virtual
	12	Webinar on Tourism sustainability and statistics in the time of COVID-19	Virtual
	12	UNWTO Europe Quo Vadis Tourism Webinar series: Tourism sustainability and statistics in the time of COVID-19	Virtual
	18	UNWTO Webinar on Green Investments	Virtual
	18	65th meeting of the Regional Commission for the Americas	Virtual meeting
	22	UNWTO Webinar: Impacto de Covid-19 en los derechos de los Consumidores de servicios turísticos	Virtual
	25	UNWTO Webinar on Green Investments	Virtual
	25	65th meeting of the Regional Commission for Europe	Virtual meeting
	29	Innovative Healing Solutions for the Tourism Private Sector , Middle East	<a href="#">Virtual meeting</a>
	30	32nd joint meeting of the Regional Commissions for Asia and the Pacific &	<a href="#">Virtual meeting</a>
	30	UNWTO Webinar para las Américas: Maximizando el big data para generar valor en el mercado doméstico	Virtual meeting
	30	Brand Africa and the path towards tourism recovery: positive stories from the African continent	Virtual meeting
<b>July</b>			
	2	UNWTO Webinar: Rebuilding confidence among tourism consumers and businesses in Africa: an integrated regional response	Virtual
	6	46th meeting of the Regional Commission for the Middle East	Virtual meeting
	6	UNWTO/IFC Market Intelligence Masterclass for Africa: Big Data for Planning and Recovery	Virtual meeting
	7	UNWTO Webinar: Ready for take-off? What do travellers expect from destinations	Virtual meeting
	7	Buenas Prácticas en las Américas en respuesta a la COVID-19	<a href="#">Virtual meeting</a>
	14-15	UNWTO Academy online training programme: Facilitating Tourism Recovery in the Aftermath of Covid-19 in Jordan	Virtual
	14	Tourism Futures in the 2030 Agenda: Innovation and Sustainability as the New	<a href="#">Virtual meeting</a>

	Normal	
14-15	Meeting of the Board of the Affiliate Members	Virtual meeting
15	UNWTO Webinar: Future of Consumer rights protection in Tourism post Covid-19: the road to International Standards	Virtual
23	Final of the 1 <sup>st</sup> edition of the UNWTO Students' League	Virtual, English
30	10 <sup>th</sup> meeting (online) of the Committee on Tourism and Competitiveness (CTC)	Virtual meeting

**August**

10	UNWTO webinar: Innovative Healing Solutions for the Tourism Private Sector in the Middle East	Virtual
18	UNWTO Webinar - The future of the hospitality sector post COVID-19: Middle East Insights	<a href="#">Virtual meeting</a>
19	UNWTO Webinar: The future of the Hospitality Sector post Covid-19: Middle East	Virtual
24	The deep impact of COVID-19 on tourism from a statistical perspective, Middle East	<a href="#">Virtual meeting</a>
27	UNWTO Webinar: Inversión en Turismo: clave para la reactivación de las Américas	Virtual

**September**

1	Presentation of the RDEU workplan 2020-21 – part I	Virtual meeting
2	Webinar: Israeli Solutions for Tourism in COVID-19 Times	<a href="#">Virtual meeting</a>
10	Online event: UNWTO Tourism Tech Adventures on aviation technologies	<a href="#">Virtual meeting</a>
15-17	112 <sup>th</sup> session of the Executive Council and Investment Forum	Tbilisi, Georgia and virtual
22	UNWTO-OIV webinar: "innovating in wine tourism in the context of covid-19"	<a href="#">Virtual meeting</a>
23	UNWTO & Google Acceleration Programme, travel insights for recovery	Virtual meeting
25	UNWTO / IICA Webinar: food supply & tourism in the Caribbean: mitigating the impacts of covid-19 and accelerating recovery	<a href="#">Virtual meeting</a>
27	World Tourism Day 2020: Year of Tourism and Rural Development	Virtual meeting
28	UNWTO-ICCA Webinar on Recommendations on how to position Middle East in the new norm	Virtual meeting
30	UNWTO Webinar - Investments and the tourism ecosystem: opportunities, challenges, and the role of Silk Road tourism	Virtual
30	Presentation of the RDEU workplan 2020-21 – part II	Virtual meeting

**October**

7	G20 Tourism Ministers Meeting	Saudi Arabia
16	Final of the UNWTO Inspiration Africa Challenge	Virtual
21	Final of the 2 <sup>nd</sup> UNWTO Gastronomy Tourism Start-up competition	Virtual
21	2020 Global INSTO Meeting	<a href="#">Virtual meeting</a>
21	UNWTO-Casa Árabe webinar on the economic impact of covid-19 on the tourism	<a href="#">Virtual meeting</a>

	sector in the Arab World	
22	Webinar: Tourism Investment Guidelines, Global Greenfield Investments Trends in collaboration with the fDi Intelligence from the Financial Times	Virtual
26-27	Future Hospitality Summit, Saudi Arabia	Riyadh, Saudi Arabia
21	UNWTO-Casa Árabe webinar on the economic impact of covid-19 on the tourism sector in the Arab World	Virtual meeting
28	Enabling Frameworks for Tourism Investment, Presentation UNWTO Investment Guidelines	<a href="#">Virtual meeting</a>
<b>November</b>		
5	42nd Affiliate Members Plenary session: Recovering tourism. Rebuilding trust. Reinforcing partnerships	Madrid, Spain and virtual
11	Final of the Smart Solutions for Smart Destinations: Stadium's Challenge	Virtual
11	Webinar: Green investment mechanisms for a sustainable tourism recovery post Covid-19	Virtual meeting
16	Sharjah Hospitality forum 2020- Tourism Industry recovery from COVID-19, Domestic Tourism in light of current challenges, Middle East	Virtual meeting
19	UNWTO Virtual Training Workshop on the creation of a crisis unit in the tourism sector	Virtual meeting
23-25	UNWTO Academy workshop: Digital Events, Russian Federation	Virtual
25-26	UNWTO sessions in collaboration with ISO and UNE on WG18 within ISO TC 228	Virtual meeting
26	World Committee on Tourism Ethics (WCTE) Meeting	Virtual Meeting
30-02/12	UNWTO Academy Workshop: Destination Marketing, Russian Federation	Virtual
<b>December</b>		
1	10th IFTM-UNWTO Training Programme for the Greater Mekong Subregion	Virtual meeting
2	Meeting of the UNWTO Statistics Committee	Virtual meeting
2	1 <sup>st</sup> Meeting of Working Group for the Reform of the UNWTO Affiliate Membership Legal Framework	Virtual meeting
7-11	UNWTO Academy Online Train-the-trainers, Russian Federation	Virtual
8	THE 14th UNWTO/PATA Forum on Tourism Trends and Outlook	Guilin, China and virtual
9	UNWTO Webinar on Digital Transformation for Academia, within the "Upgrade training Programme" , Portugal	Online webinar
10	2 <sup>o</sup> UNWTO-Google Tourism Acceleration Programme	Virtual meeting
10	UNWTO-World Bank webinar on domestic tourism	Virtual meeting
14-18	UNWTO Academy Online Train-the-trainers, Russian Federation	Virtual
15-17	14th UNWTO Asia/Pacific Executive Training Programme: Tourism and Rural Development	Virtual meeting
17	2 <sup>nd</sup> UNWTO-ICCA webinar Let's Stay Connected	Virtual meeting



## 2021

January			
tbc	Launch of the UNWTO Academy	Saudi Arabia	
14	2 <sup>nd</sup> Meeting of Working Group for the Reform of the UNWTO Affiliate Membership Legal Framework	Virtual meeting	
tbc	The Meeting of the Board of the Affiliate Members	Virtual meeting	
tbc	The Meeting of the Committee for the Review of Applications for Affiliate Membership	Virtual meeting	
Tbc	Masterclass on Tourism: Regeneration & Climate resilience, within the “Upgrade training Programme”, Portugal	Online webinar	
18-19	UNWTO Executive Council, 113rd session	Madrid, Spain	
27	2nd UNWTO-Casa Árabe webinar (Topic and exact date being decided)	Virtual meeting	
February			
Tbc	Launch of 2021 UNWTO Students' League Initiative		
tbc	3 <sup>rd</sup> UNWTO-ICCA webinar (Topic tbc)	Virtual meeting	
9-10 (TBC)	Joint workshop on Tourism Statistics with the Caribbean Tourism Organization	Virtual	
March			
Tbc	Train the Trainers Programme (3 weeks), Portugal	Online Course	
8	Women in Tourism in the Middle East – Regional Report Launch	Webinar	
29 (tbc)	Mayors Forum	Portugal	
April			
May			
tbc	Accessible Tourism Champions: Tourism sector adopting new protocols for all visitors	Webinar	
May or June (tbc)	The Action Plan for Women in Tourism during the COVID19 recovery	Webinar	
18 (tbc)	Ministerial meeting in the framework of ATM 2021 (topic tbc)	Dubai	
21	Middle East Ministerial Forum	tbc	
June			
tbc	Accessible Tourism: Application of the International Standard Accessible Tourism for All	Webinar	
July			
2 <sup>nd</sup> semester	Webinar on Ethics, title tbc (second semester)	Webinar	
2 <sup>nd</sup> semester	Webinar on Culture, title tbc (second semester)	Webinar	
August			

<b>September</b>			
<b>October</b>			
	tbc	Ministerial meeting in the framework of ATM 2021 (topic tbc)	Dubai
	tbc	UNWTO General assembly, 24 <sup>th</sup> session	Morocco
<b>November</b>			
<b>December</b>			

## Annex II: List of UNWTO publications

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### [World Tourism Barometer: Volume 18, Issue 4, July 2020](#)

International tourist arrivals (overnight visitors) saw a decrease of 56% in the first five months of 2020 over the same period of last year, according to data reported so far by destinations worldwide.

### [World Tourism Barometer: Volume 18 • Issue 5 • August/September 2020](#)

International tourist arrivals (overnight visitors) declined 65% in the first half of 2020 over the same period last year, with arrivals in June down 93%, according to data reported by destinations.

### [World Tourism Barometer: Volume 18 • Issue 6 • October 2020](#)

Restrictions on travel introduced in response to the COVID-19 pandemic continue to hit global tourism hard, with the latest data from the World Tourism Organization (UNWTO) showing a 70% fall in international arrivals for the first eight months of 2020.

### [Experiences from Pilot Studies in Measuring the Sustainability of Tourism: A Synopsis for Policymakers](#)

This publication presents the efforts of 11 (eleven) countries from different regions in implementing different areas of the Statistical Framework for Measuring the Sustainability of Tourism (SF-MST). These countries include: Austria, Fiji, Germany, Italy, Mexico, Philippines, Samoa, Saudi Arabia, Sweden, Thailand and Vietnam. These countries focused on different areas of measurement in the three dimensions of sustainability: economic, environmental and social. The publication focuses on the results obtained in each of these countries and the policy implications that these efforts had.

### [Country Fact Sheets](#)

A new statistical product was released by UNWTO as part of World Statistics Day, on October 20, 2020. These Country Fact Sheets allow users to obtain a glimpse of the latest available statistics from about 220 countries and territories in the world, with just one click.

### **UNWTO Briefing Notes – Tourism and COVID-19:**

- [Issue 1. How are countries supporting tourism recovery?](#) This briefing note offers an overview and analysis of the main measures adopted by countries to mitigate the effects of COVID-19 in tourism and support recovery.
- [Issue 2. Tourism in SIDS – the challenge of sustaining livelihoods in times of COVID-19.](#) Many SIDS have deployed measures to sustain businesses and jobs, often supported by international and regional institutions yet more support is urgent.
- [Issue 3. Understanding Domestic Tourism and Seizing its Opportunities.](#) With travellers considering destinations closer to home in the early stages of travel normalization and with still important travel restrictions in place for international travel as a consequence of COVID-19, countries with higher shares of domestic tourism are likely to recover earlier and faster.

### [Covid – 19 related travel restrictions - A global review for tourism- eighth report as of 2 December 2020](#)

Launched by the World Tourism Organization at the start of the pandemic, the Travel Restrictions Report keeps track of measures being taken in 217 destinations worldwide, helping to support the mitigation and recovery efforts of the tourism sector. For this latest edition, the methodology has been updated to offer insights into the tourism flows of destinations, as well as to explore the link between health and hygiene infrastructure, environmental performance and any potential connection to travel restrictions.

### [AIUla Framework for Inclusive Community Development through Tourism](#)

Under the leadership of the 2020 G20 Saudi Presidency, the World Tourism Organization (UNWTO) and the G20 Tourism Working Group have developed the AIUla Framework for Inclusive Community Development through Tourism to help fulfil the sector's potential to contribute to and achieve inclusive community development and the Sustainable Development Goals. The Framework provides guidance and inspiration to all governments, as well as all other key stakeholders in the tourism sector – including regional and local governments, the private sector, industry associations, civil society, communities and

tourists – with the aim of fostering a truly holistic and integrated approach to inclusive community development through tourism.

#### [UNWTO Recommendations on Tourism and Rural Development – A Guide to Making Tourism an Effective Tool for Rural Development](#)

2020 marks the 'Year of Tourism and Rural Development', a theme shared with this year's World Tourism Day. The sustainability of tourism in rural areas will only be successful if a comprehensive, inclusive planning strategy is adopted and implemented based on a multi-action and multi-stakeholder participatory approach. The UNWTO Recommendations on Tourism and Rural Development aim to support governments at various levels, as well as the private sector and the international community developing tourism in rural territories in a way that contributes to inclusive, sustainable and resilient development.

#### [Boosting Tourism Development through Intellectual Property \(joint UNWTO-WIPO publication\)](#)

The use of IP rights in tourism and cultural promotion translates into important benefits to both business and destinations as well as to local communities and the economy as a whole. The publication aims at providing a better understanding of the links between tourism and IP rights to leverage the IP system's full potential within this sector, boost tourism development and contribute to achieving the SDGs and explains how appropriately integrating IP rights can contribute to enhancing tourism competitiveness.

#### [Buddhist Tourism in Asia: Towards Sustainable Development](#)

Buddhist Tourism in Asia: Towards Sustainable Development draws attention to various aspects of Buddhist tourism development in Asia and its interlinkages with the UN 2030 Agenda for Sustainable Development and its Sustainable Development Goals. The study is built on case studies of Buddhist tourism from 16 countries across Asia. These countries are not only home to large numbers of Buddhists, they also showcase the legacy of Buddhism, with many examples of its tangible and intangible heritage.

#### [Women in Tourism in the Middle East – Baseline Study](#)

The "Baseline Study on Women in Tourism in the Middle East" takes a first in-depth look at the situation of women in the tourism sector across the region. In doing so, it assesses the contribution of tourism to advancing the United Nation's Sustainable Development Goal 5 – to achieve gender equality and empower all women and girls. The study, published on the occasion of the 2020 G20 Saudi Presidency, acts as a foundation for further research ahead of the publication of an extended "Regional Report on Women in Tourism in the Middle East".

#### [Spanish Version of the Recommendations on Sustainable Development of Indigenous Tourism](#)

The aim of these Recommendations is to encourage tourism enterprises to develop their operations in a responsible and sustainable manner, while enabling those indigenous communities that wish to open up to tourism to take full grasp of opportunities that come along, following a thorough consultation process. The Recommendations also target tourists that visit indigenous communities, and whose numbers are steadily increasing given the growth of tourism motivated by the interest to experience indigenous cultures and traditional lifestyles.

#### [UNWTO Inclusive Recovery Guide – Sociocultural Impacts of Covid-19, Issue I: Persons with Disabilities](#)

These guides result from collaboration with relevant partners to help governments and businesses craft an inclusive response. Launched on the International Day of Persons with Disabilities, 3 December 2020, the first UNWTO Inclusive Recovery Guide - Sociocultural Impacts of COVID-19: Issue I Persons with Disabilities, outlines steps that the tourism sector should take to build back better, becoming more accessible and more competitive.

## Annex III: UNWTO on the ground

## AFRICA

Name	Start and end date, place	Beneficiary	Donor Institution	Remarks
Formulation of a Tourism Marketing and Promotion Strategy	2018-2020 <b>Algeria</b>	Ministry of Tourism	UNDP	Activities commenced in 2018. Last Phase: Branding component, implemented in March 2020. Tourism Marketing and Promotion Strategy shared with Government in June 2020 – waiting for inputs from Government. In October 2020, UNDP confirmed that project can be closed.
Name	Start and end date, place	Beneficiary	Donor Institution	Remarks
Project I - Hotel classification and licensing Project II – Tourism Statistics	2020-2021 <b>Benin</b>	Ministry of Tourism	World Bank	Agreement signed by UNWTO and submitted to Benin for signature.  Projects expected to be launched in January 2021.
Name	Start and end date, place	Beneficiary	Donor Institution	Remarks
Formulation of a Sustainable Tourism Master Plan for Kasane/Kazungula	2019-2020 <b>Botswana</b>	Ministry of Environment, Natural Resources, Conservation and Tourism	Ministry of Environment, Natural Resources, Conservation and Tourism	Agreement signed. Situation Analysis Phase completed (August to October 2020). Project activities will resume in January 2021 with deployment of project team to Botswana.
Name	Start and end date, place	Beneficiary	Donor Institution	Remarks
Formulation of a National Tourism Strategy for Botswana	2020-tbd <b>Botswana</b>	Ministry of Environment, Natural Resources, Conservation and Tourism	Ministry of Environment, Natural Resources, Conservation and Tourism	Agreement signed. Project activities expected to be launched in January 2021

Name	Start and end date, place	Beneficiary	Donor Institution	Remarks
Training needs assessment and formulation of a training strategy for Côte d'Ivoire's tourism sector.	2019-2020 <b>Côte d'Ivoire</b>	Ministry of Tourism and Leisure	Ministry of Tourism and Leisure	Agreement signed. Project activities completed and draft strategy submitted by SG at Investors' Forum held in Côte d'Ivoire in February 2020. Pending payment by Government.
Name	Start and end date, place	Beneficiary	Donor Institution	Remarks
Formulation of the National Tourism Policy for the Democratic Republic of Congo	July- December 2020 <b>Democratic Republic of Congo</b>	Ministry of Tourism	Ministry of Tourism	Agreement signed. Due to COVID, project activities have commenced through online consultations and desk research. Policy will be presented to stakeholders through a workshop to be held in December 2020
Name	Start and end date, place	Beneficiary	Donor Institution	Remarks
Enhancing Economic Diversification Project:	2019-2020: tbd due to COVID-19 <b>Lesotho</b>	Ministry of Tourism, Environment and Culture	African Development Bank (AfDB)	2 components: <u>Feasibility studies for 6 tourism areas:</u> Completed in April 2020. <u>Re-establishment of the Lesotho Council of Tourism:</u> re-scheduled to commence in January 2021
Name	Start and end date, place	Beneficiary	Donor Institution	Remarks
Developing the tourism sector in Liberia with a focus on surfing and destinations	Mid 2020 – 2021	Tourism stakeholders in Liberia, in particular in the coastal destination of Robertsport	Enhanced Integrated Framework/ International Trade Centre	2 components: <u>Sustainable Tourism Governance and Management areas:</u> commenced September 2020 <u>Marketing and branding:</u> commenced September 2020
Name	Start and end date, place	Beneficiary	Donor Institution	Remarks
Development of Tourism Statistics and Tourism Satellite Account	March 2019 May 2021: tbd due to COVID-19 <b>Malawi</b>	Ministry of Industry, Trade, and Tourism	Ministry of Industry, Trade, and Tourism	Project activities commenced in July 2019 – three missions undertaken in 2019. Three more missions planned for 2020-2021: tbd due to COVID-19

Name	Start and end date, place	Beneficiary	Donor Institution	Remarks
Establishment of a New System of Tourism Hotel Classification	June 2013 – December 2021 <b>Morocco</b>	Ministry of Tourism, Air Transport, Handicrafts, and Social Economy	UNDP	Once the decrees on Hotel Classification are officially approved by the Government, UNWTO will conduct official Mystery guest visits in 1600 establishments. Decrees still not published as of October 2020 – in discussions with UNDP and Ministry to revise Annual Work Plan.
Name	Start and end date, place	Beneficiary	Donor Institution	Remarks
Facilitating Tourism Recovery in Aftermath of Covid-19: Morocco.  Under the Framework Agreement with EBRD	October 2020-August 2021	Ministry of Tourism, Air Transport, Handicrafts, and Social Economy	EBRD and UNWTO	Agreement with EBRD just signed. Experts' TORs being negotiated with the country.
Name	Start and end date, place	Beneficiary	Donor Institution	Remarks
Establishment of a New System of Tourism Hotel Classification	2017 –ongoing <b>Republic of Congo</b>	Ministry of Tourism and Environment	UNDP	First phase: revision of hotel classification criteria – completed. Current phase – formulation of a Tourism Law and Governance scheme: on-going. Next phases: training of inspectors and classification of hotels to be implemented once the Tourism Law is approved.
Name	Start and end date, place	Beneficiary	Donor Institution	Remarks
Development of Tourism Statistics System and TSA	2018-2021: tbd due to COVID-19 <b>Seychelles</b>	Ministry of Tourism, Aviation, Port and Marine	Ministry of Tourism, Aviation, Port and Marine	First year activities: completed. Year II activities commenced in April 2020 with experts providing technical assistance remotely. Year III Agreement is under preparation
Name	Start and end date, place	Beneficiary	Donor Institution	Remarks
Development of a Tourism Resource Centre in Livingstone	2016-Dec 2021 <b>Zambia</b>	Ministry of Tourism	Korean Tourism Organization/ST-EP Foundation	Agreement signed. Project activities ongoing. Progress report on development of the recourse centre received and making arrangements to transfer final installment to complete the project.



Name	Start and end date, place	Beneficiary	Donor Institution	Remarks
Sustainable Tourism Development and Wildlife Conservation in Hwange National Park	2018-Dec 2021 <b>Zimbabwe</b>	Ministry of Tourism	Chimelong	Agreement signed. Project activities ongoing: waiting for the work plan of the project's next phase. Planned to commence once COVID-19 lockdown measures have been lifted.

## AMERICAS

Name	Start and end date, place	Beneficiary	Donor Institution	Remarks
Strengthening Tourism Statistics and Data	<b>2020-2021</b> <b>Peru</b>	Ministry of Foreign Trade and Tourism (MINCENTUR)	World Bank	Agreement signed in March 2020. Activities commenced with remote technical assistance.

### Ecuador

Upon the request of the Ministry of Tourism of Ecuador, UNWTO has also carried out a comprehensive technical revision of the national draft on "POLÍTICA PÚBLICA DE TURISMO ACCESIBLE 2030", providing technical advice to the Government.

## ASIA AND THE PACIFIC

### China

Name	Start and end date, place	Beneficiary	Donor Institution	Remarks
<b>Phase I:</b> International Tourism Marketing Strategy for Yunnan Province  <b>Phase II:</b> Source market strategy for the French Market	2018-March 2020 <b>Yunnan Province, China</b>	Yunnan Provincial Tourism Commission	Provincial Government	Both strategies have been approved. Final training seminar carried out in 2020

Name	Start and end date, place	Beneficiary	Donor Institution	Remarks
<b>Phase I:</b> International Tourism Marketing Strategy for Hainan Province  <b>Phase II:</b> Source market strategies for the Australian, German and Indonesian Market	Nov 2018 – TBD due to COVID-19 <b>Hainan Province, China</b>	Hainan Provincial Tourism Commission	Provincial Government	All strategies submitted to Hainan. Final project review meeting to be scheduled when situation allows.
Name	Start and end date, place	Beneficiary	Donor Institution	Remarks
<b>Component I:</b> Tourism Master Plan for Heilongjiang Province  <b>Component II:</b> Master Plan for Snow and Ice Tourism	April 2019-Mid- 2020 <b>Heilongjiang Province, China</b>	Heilongjiang Provincial Tourism Commission	Provincial Government	Final review meeting and training seminar carried out in January 2020. Final plans submitted to Heilongjiang.
Name	Start and end date, place	Beneficiary	Donor Institution	Remarks
<b>Phase I:</b> International Tourism Destination Plan for Jinan City, Shandong Province  <b>Phase II:</b> Marketing Strategy for Jinan City for the Expatriate Source market (Phase II)	Nov 2019 – TBD due to COVID-19 <b>Jinan City, Shandong Province, China</b>	Jinan City Tourism Commission	Provincial Government	Project activities launched in November 2019. Next missions to be scheduled when situation allows.
Name	Start and end date, place	Beneficiary	Donor Institution	Remarks
Capacity Building for Local Government, and the Development of a System of Tourism Statistics and Tourism Satellite Account in Mongolia	Nov 2019 (signed agreement) – Dec 2022, <b>Mongolia</b>	Ministry of Environment and Tourism	Ministry of Environment and Tourism	Agreement signed in 2019. However, due to COVID, Government requested TOR to be adapted to COVID. Amendment to Agreement submitted to Government in July 2020 but has not been signed yet by Ministry. Activities expected to commence in January 2021.

Name	Start and end date, place	Beneficiary	Donor Institution	Remarks
Development of a Strengthened System of Tourism Statistics for Myanmar and the States of Kayah and Tanintharyi	2018-2021 <b>Myanmar</b>	Ministry Hotels and Tourism of Myanmar	International Trade Center	Total of 4 capacity-building missions completed. Mission 5 was conducted remotely during July – August 2020. And Mission 6 is also currently under preparation to be conducted remotely. A total of 7 missions are planned for during this project.
Name	Start and end date, place	Beneficiary	Donor Institution	Remarks
Updating the Myanmar Tourism Master Plan	2020-tbd <b>Myanmar</b>	Ministry Hotels and Tourism	Luxembourg Agency for Development Cooperation	Agreement signed on Nov.2019. Initial evaluation of the tourism sector completed in December 2019. Remaining activities, scheduled for March 2020, postponed due to COVID-19. Due to the situation, it was agreed that LuxDev will use their experts and UNWTO will revise the output and deliverables of the project- Amendment to this effect was signed and funds will be returned to LuxDev
Name	Start and end date, place	Beneficiary	Donor Institution	Remarks
Development of an experimental Tourism Statistics and Tourism Satellite Account	2019-2020 <b>Nepal</b>	Ministry of Culture, Tourism and Civil Aviation	UNDP	A total of 2 capacity building missions were undertaken in 2019. Due to COVID-19, project activities for 2020 have been re-scheduled. A third mission, scheduled for April 2020, was postponed and no new date has been fixed yet. In the meantime, technical assistance is being provided remotely while discussions are being held with UNDP and NTB on possible extension to the project.

Name	Start and end date, place	Beneficiary	Donor Institution	Remarks
Strengthening the National Tourism Statistical System and Compilation of TSA tables	<b>2020- tbd (2 years) Sri Lanka</b>	Tourism Development Authority	Sri Lanka Tourism Development Authority	Agreement signed. Project activities start: tbd due to the COVID-19 situation

## EUROPE

Name	Start and end date, place	Beneficiary	Donor Institution	Remarks
Tourism and Women Empowerment	Feb 2020 –Dec 2021 <b>Moldova</b>	Moldova Investment Promotion Agency	Estonian Development Cooperation	First expert mission tentatively planned for January – April 2021
Name	Start and end date, place	Beneficiary	Donor Institution	Remarks
Integrated Cultural Heritage Framework  Romania: Moldova and Dobrogea Regions Initial Assessment on Tourism	September – October 2020; Romania	Ministry of Tourism of Romania Regional Tourism Authorities	European Bank for Reconstruction and Development (EBRD)	Call-Off signed. Activities commenced on 12 October (8-week Work Plan)
Name	Start and end date, place	Beneficiary	Donor Institution	Remarks
Tourism Development	2020 – 2021/2022; Tajikistan	Committee of Tourism Development under the Government of the Republic of Tajikistan	Asian Development Bank (ADB)	Agreement signed between UNWTO and Tajikistan, under the auspices of ADB, in August 2020.  Three project pillars: <ul style="list-style-type: none"> <li>• Tourist Profile Study: activities commenced (development of methodology)</li> <li>• TSA: pending commencement / expert memos with HR</li> </ul> Sustainable Tourism Plan: experts expected to be deployed in January 2021

Name	Start and end date, place	Beneficiary	Donor Institution	Remarks
Uzbekistan: Integrated Cultural Heritage Framework – Capacity Building for Tourism Development in Khiva and Khorezm Region	June 2019 – Dec 2020, <b>Khorezm, Uzbekistan</b>	Khorezm Region, Regional Tourism Authorities	European Bank for Reconstruction and Development (EBRD)	All planned missions have been completed. Agreement extended from 14 June 2020 to 31 December 2020, due to Covid-19 outbreak and related national measures. 3rd Data Collection for the Tourists' Study postponed; dependent on Covid-19 development.

## MIDDLE EAST

Name	Start and end date, place	Beneficiary	Donor Institution	Remarks
Facilitating Tourism Recovery in Aftermath of Covid-19 (under the EBRD/UNWTO collaborative framework for COVID-19 recovery).	<b>October 2020 – April 2021</b>	Ministry of Tourism and Antiquities	UNWTO/EBRD	Call-off signed by both parties Experts' contracts are under preparation
Name	Start and end date, place	Beneficiary	Donor Institution	Remarks
Facilitating Tourism Recovery in Aftermath of Covid-19 (under the EBRD/UNWTO collaborative framework for COVID-19 recovery).	<b>July 2020 – January 2021</b>	Ministry of Tourism and Antiquities	UNWTO/EBRD	Call-off signed by both parties Selection of experts is under discussion with the Ministry and EBRD

Name	Start and end date, place	Beneficiary	Donor Institution	Remarks
Phase II- further technical assistance on strengthening Tourism Statistical System	January-December 2'21	Ministry of Tourism	Ministry of Tourism	Based on the satisfaction of the Government on UNWTO's activities in February 2020, a second follow up request for further TA has been requested. TOR have been approved by Government and Agreement was signed in November 2020

## In the pipeline:

## AFRICA

Name	Start and end date, place	Beneficiary	Donor Institution	Remarks
Needs Assessment mission to prepare a comprehensive project proposal focused on formulating a Tourism Policy and Master Plan, reviewing and improving the tourism statistics, plus a value chain analysis of the country.	2020-2021 <b>Angola</b>	Ministry of Tourism	Ministry of Tourism	Agreement submitted to be submitted to OFSG for signature.  Project launch: expected for November 2020.
Name	Start and end date, place	Beneficiary	Donor Institution	Remarks
Project III – Tour Guiding	2020-2021 <b>Benin</b>	Ministry of Tourism	World Bank	Agreement currently being reviewed by UNWTO and Government of Benin.  Project launch: expected for January 2021.

Name	Start and end date, place	Beneficiary	Donor Institution	Remarks
COVID-19 Recovery: PPP and Training in Tourism Recovery	2020- tbd South Africa	Ministry of Tourism	Ministry of Tourism	Original TOR and Agreement, signed by UNWTO, submitted to Government on training for local government officials. Due to COVID-19, Government requested UNWTO to adapt TOR to COVID. Revised TOR submitted to Government in August.
Name	Start and end date, place	Beneficiary	Donor Institution	Remarks
Tourism Statistics and TSA	2020- tbd Zimbabwe	Ministry of Tourism	World Bank	Single Source Selection. Technical and Financial proposals submitted to World Bank and approved. Agreement under negotiation.

## EUROPE

Name	Start and end date, place	Beneficiary	Donor Institution	Remarks
Development and Implementation of common health and safety protocols and standards for ABEC	2020-2020/2021; Kazakhstan and Kyrgyzstan	National and regional tourism stakeholders of Kazakhstan and Kyrgyzstan	Asian Development Bank (ADB)	Single source selection. Agreement to be signed between ADB and UNWTO. Funded by ADB under a regional technical assistance project. Technical and financial proposal submitted and awaiting invitation to negotiations.
Name	Start and end date, place	Beneficiary	Donor Institution	Remarks
Facilitating Tourism Recovery in Aftermath of Covid-19: Croatia	2020-tbd	Ministry of Tourism of Croatia	European Bank for Reconstruction and Development	TOR being negotiated with the Croatian Government
Name	Start and end date, place	Beneficiary	Donor Institution	Remarks
Facilitating Tourism Recovery in Aftermath of Covid-19: Greece	2020-tbd	Ministry of Tourism of Greece	European Bank for Reconstruction and Development	TOR being negotiated with the Hellenic Government
Name	Start and end date, place	Beneficiary	Donor Institution	Remarks
Providing Tourism Recovery Technical Assistance on Marketing and Promotion to Skiathos Island, Greece.	2020-tbd	Municipality of Skiathos	Municipality of Skiathos	In the process of receiving the official support from the Hellenic Government. TOR being developed for Skiathos Island.

Name	Start and end date, place	Beneficiary	Donor Institution	Remarks
Facilitating Tourism Recovery in Aftermath of Covid-19 in Uzbekistan	2020-2021; Uzbekistan	National and regional tourism stakeholders of Uzbekistan	European Bank of Reconstruction and Development (EBRD)	UNWTO / EBRD COVID-19 Package Proposal submitted and under review
Name	Start and end date, place	Beneficiary	Donor Institution	Remarks
Tourism Diversification Strategy for the Khorezm Region (outside Khiva) Uzbekistan	2020-2021; Uzbekistan	National and regional tourism stakeholders of Uzbekistan	European Bank of Reconstruction and Development (EBRD)	Proposal submitted and currently under review by EBRD

## MIDDLE EAST

Name	Start and end date, place	Beneficiary	Donor Institution	Remarks
Evaluation of the Hotel Classification System	2020-tbd Oman	Ministry of Tourism	Ministry of Tourism	Agreement is being revised by Oman. Pending until the situation of international travel improves
Name	Start and end date, place	Beneficiary	Donor Institution	Remarks
Annual Tourism Experience Awards Program	2018-2020 Qatar	Qatar National Council of Tourism (QNCT)	Qatar National Council of Tourism (QNCT)	Project activities commenced in 2018 – categories for awards determined, application forms and all related documentation and website designed, criteria for awards formulated, and jury members selected. Launch of the Awards programme was put on hold in 2019 due to administrative changes in NCT. Government wants to resume project activities now and new Agreement is being prepared as old Agreement expired. Letter of termination of the old Agreement is under preparation with BDFN



Name	Start and end date, place	Beneficiary	Donor Institution	Remarks
Phase II- further technical assistance on strengthening Tourism Statistical System	January-December 2021	Ministry of Tourism	Ministry of Tourism	Based on the satisfaction of the Government on UNWTO's activities in February 2020, a second follow up request for further TA has been requested. TOR have been approved by Government and Agreement was signed in November 2020
Name	Start and end date, place	Beneficiary	Donor Institution	Remarks
Improving and strengthening the National Tourism Statistical System, and compilation of TSA tables	2020-tbd UAE	Ministry of Economy and Federal Competitiveness and Statistics Authority	Ministry of Economy and Federal Competitiveness and Statistics Authority	Agreement is under revision by UAE parties.

## Annex IV: Committee on online education

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### I. Introduction

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The Online Education Committee, proposed by UNWTO Secretariat to, and approved by, the Executive Council, in its 112th session held in Georgia, consists in the development of a Committee on Online Education for the UNWTO Tourism Online Academy (TOA) project.

TOA is an online platform which will provide contents and courses which will mainly focus on general management and on how to apply these concepts and fundamental principles to the tourism, hospitality and destination management industries. Participants will be able to study at their own pace. All decisions will be agreed upon in writing.

Project Phases of the project are:

#### Phase 1:

A Minimum Viable Product (MVP), launched in September 2019 at the UNWTO General Assembly in The Russian Federation. The MVP will be the first course on the “Fundamentals of Tourism-Industry Management” that will be launched in English and will be an open enrollment program, which will imply the payment of affordable enrollment fees.

It will include a Massive Open Online Course (MOOC) entitled “Introduction to Tourism-Industry Management” and an Online Certificate Program entitled “Fundamentals of Tourism-Industry Management”

Phase 2: Translation of the programs into Spanish, French, Arabic and Russian.

If the parties decide to launch Phase II, the terms and conditions, including the details and financial arrangements, will be formalized and subject to a separate agreement.

#### Phase 3:

Additional materials in the five general Management areas: Strategy, Finance, Digital Marketing, Operations Management and Digital Transformation. The objective is to develop Tourism Online Academy Certificates issued by the Tourism Online Academy with courses in each one of these areas and other areas focusing on the tourism industry.

Other academic institutions and course providers will join the platform to offer contents directed at specific segments of the Travel and Tourism sector. IE and UNWTO will establish the process, selection of partners, criteria and standards for this to happen in the future to be decided by UNWTO and IE. In Phase 3, prices may vary according to the World Bank table.

The platform is powered by IE University, founding partner. IE University is the ideal partner for the launch of the UNWTO Tourism Online Academy for its quality courses, teachers and innovation knowledge but also because it is a leading online university.

To achieve the mission and vision of the project it relies on the support of academic and destination partners. In order to count on these partners, a 10-year period is required to provide the necessary security and support that they expect.

### II. Areas of work and Functions of the Committee on Online Education

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The Committee on Online Education aims at:

- a. Ensuring that the content of the academy aligns with the priorities of UNWTO Member States
- b. Allocating scholarships to Member States
- c. Providing recommendations to the Secretary-General regarding the management, content and communications strategy of the platform

### III. Composition of the Committee on Online Education

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Until the next session of the UNWTO General Assembly, the Committee is composed of:

- Nine Full UNWTO Members, designated through an exceptional process for a two-year period, distributed as follows<sup>3</sup>:

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<sup>3</sup> The Full UNWTO Members of CTC and CTS were elected for a period of four years (2011-2015) at the 19th session of the General Assembly (see document CE/95/3(l)(e), paragraph 13)

<sup>3</sup> Article 12. Participation in the General Assembly, Executive Council, Regional Commissions and Technical Committees. (...)

- Africa: Morocco and Kenya
  - Americas: Chile and Brazil
  - East Asia and Pacific: Korea
  - Europe: Greece and Portugal
  - Middle East: Saudi Arabia
  - South Asia: Iran
- Cape Verde as Observer
  - One Associate Member, designated among them for a four-year period;
  - One Affiliate Member, according to article 12(2) of the Rules of Procedure of the Affiliate Members<sup>4</sup>;
  - In addition, academic participants, as proposed by the Secretary-General, in coordination with the Chair of the Executive Council, for approval by the Executive Council, for the Committee, will participate in the work of the Committee. Those academic participants include:
    - a) IE University, Founding Partner
    - b) Academic Partners of the Online Academy
7. For each Committee, its Full Members shall elect a chair and a vice-chair among them.

**Annex V: Working Group for the Reform of the UNWTO Affiliate Membership Legal Framework**

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Final list of the Members of the Working Group**AFRICA**

1. Côte d'Ivoire

**AMERICAS**

2. Argentina
3. Colombia
4. Honduras
5. Mexico

**EAST ASIA AND THE PACIFIC**

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6. China

**EUROPE**

7. Azerbaijan
8. Croatia
9. Spain

**SOUTH ASIA**

10. India
11. Islamic Republic of Iran

**MIDDLE EAST**

12. Bahrain
13. Egypt
14. Saudi Arabia

**BOARD OF THE AFFILIATE MEMBERS**

15. Chair of the Board, non-voting Member of the WG

**Annex VI: Committee for the development International Code for Protection of Tourists**

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**Final List of Participants****Europe:**

1. Albania
2. Armenia
3. Austria
4. Azerbaijan
5. Bosnia and Herzegovina
6. Bulgaria
7. Czech Republic
8. Flanders
9. France
10. Georgia
11. Germany
12. Greece
13. Hungary
14. Italy
15. Kazakhstan
16. Montenegro
17. Poland
18. Portugal
19. Russia
20. Serbia
21. Slovakia
22. Spain
23. Tajikistan
24. Turkey
25. Uzbekistan

**Africa:**

1. Algeria
2. Angola
3. Benin
4. Botswana
5. Burkina Faso
6. Cameroon
7. Comoros
8. Côte d'Ivoire
9. Democratic Republic of the Congo
10. Eswatini
11. Ethiopia
12. Ghana
13. Guinea
14. Guinea Bissau
15. Lesotho
16. Liberia
17. Madagascar
18. Mali
19. Morocco
20. Namibia
21. Niger
22. Nigeria
23. Rwanda
24. Sao Tome and Principe
25. Senegal
26. Seychelles
27. Sudan
28. Togo
29. The Gambia

30. Tunisia
31. Zambia

#### **Americas:**

1. Bahamas
2. Brazil
3. Chile
4. Colombia
5. Costa Rica
6. Dominican Republic
7. Ecuador
8. El Salvador
9. Guatemala
10. Jamaica
11. Mexico
12. Nicaragua
13. Paraguay
14. Peru
15. Puerto Rico

#### **Asia Pacific:**

1. Afghanistan
2. Cambodia
3. China
4. Fiji
5. India
6. Indonesia
7. Iran
8. Japan
9. Malaysia
10. Maldives
11. Mongolia
12. Myanmar
13. Republic of Korea
14. Samoa
15. Thailand

#### **Middle East:**

1. Bahrain
2. Egypt
3. Jordan
4. Kuwait
5. Lebanon
6. Saudi Arabia
7. Syria
8. Yemen

### **Provisional List of Observers**

#### **International Organizations:**

##### **EUROPEAN COMMISSION DG GROW**

- **Country:** *Belgium*
- **Website:** <https://ec.europa.eu/growth/>
- **Director:** *Mr. Thierry Breton (Commissioner)*
- **Sector:** *Business and Industry / Single Market (EU)*
- **Information:** *The European Commission's Directorate-General for Internal Market, Industry, Entrepreneurship and SMEs. DG Grow is responsible, among the others, for EU policy on tourism.*

*EU tourism policy aims to maintain Europe's standing as a leading tourist destination while maximising the industry's contribution to growth and employment. It also promotes cooperation between EU countries, particularly through the exchange of good practice. The EU's competence in the tourism sector is one of support and coordination the actions of member countries.*

## **DG JUSTICE**

- **Country:** Belgium
- **Website:** [https://ec.europa.eu/info/policies/justice-and-fundamental-rights\\_en](https://ec.europa.eu/info/policies/justice-and-fundamental-rights_en)
- **Director:** Mr. Didier Reynders (Commissioner Justice) and Ms. Helena Dalli (Commissioner Equality)
- **Sector:** Justice and Fundamental Rights / Consumers
- **Information:**  
*The European Commission's Directorate-General for Justice and Consumers. DG Justice is responsible for EU policy on justice, consumer rights and gender equality. The European policy in favour of consumers aims to safeguard the health, safety and interests of consumers. This policy promotes consumers' rights to information and education, and their right to organise in order to defend their interests.*

## **ICAO - The International Civil Aviation Organization**

- **Country:** Canada
- **Website:** <https://www.icao.int/Pages/default.aspx>
- **Director:** Dr. Fang Liu (Secretary-General)
- **Sector:** Transport
- **Information:**  
*A specialized agency of the United Nations whose core function is to maintain an administrative and expert bureaucracy supporting governments in their diplomatic interactions and their cooperation in air transport through the research of new air transport policy and standardization innovations.*

## **ISO – International Organization for Standardization**

- **Country:** Switzerland
- **Website:** <https://www.iso.org/home.html>
- **Director:** Dr. Eddie Njoroge
- **Sector:** International Standardization
- **Information:**  
*The International Organization for Standardization is an independent, non-governmental organization, the members of which are the standards organizations of the 165 member countries. It is the world's largest developer of voluntary international standards and it facilitates world trade by providing common standards among nations.*

## **UNCTAD - United Nations Conference on Trade and Development**

- **Country:** Switzerland
- **Website:** <https://unctad.org/>
- **Director:** Dr. Mukhisa Kituyi (Secretary General)
- **Sector:** Trade / Development
- **Information:**  
*United Nations Organization specializing in trade, investment and development issues, and seeking to maximize trade and investment by supporting developing countries in accessing the benefits of a globalized economy more fairly and effectively, including a focus in the protection of consumers.*

## **Private stakeholders:**

### **ECTAA – The European Travel Agents' and Tour Operators' Associations**

- **Country:** Belgium
- **Website:** <https://www.ectaa.org/en>

- **Director:** Mr Pawel Niewiadomski (President)
- **Sector:** Tourism / Travel
- **Information:**  
ECTAA is the umbrella organisation of travel agents and tour operators across Europe. It represents Travel Agents and Tour Operators of 27 EU Member States, as well as Switzerland and Norway, and international members from Tunisia, Morocco, Malaysia and Israel. ECTAA consults with the EU on policies that may have an impact on Travel Agents' and Tour Operators' activities (tourism policy, consumer protection, visa policy, standards, etc.).

#### EGFATT - European Guarantee Funds' Association for Travel and Tourism

- **Country:** Belgium
- **Website:** <http://www.egfatt.eu/>
- **Director:** Mr Alain Verwilghen (Secretary General)
- **Sector:** Tourism / Travel
- **Information:**  
European professional association in charge of all the interests of Travel Guarantee Funds in Europe. It includes members from Belgium, Luxemburg, France, Nederland, Ireland, Switzerland, UK and Norway. The main objective of EGFATT is to protect travellers against financial insolvency of tour operators or travel agencies in the EU and to share information between Travel Guarantee Funds and best practices.

#### HOTREC

- **Country:** Belgium
- **Website:** <https://www.hotrec.eu/>
- **Director:** Ms. Marie Audren (Director General)
- **Sector:** Hospitality
- **Information:**  
HOTREC is the umbrella Association of Hotels, Restaurants, Bars and Cafes and similar establishments in Europe. It brings together 45 National associations in 33 countries and is the voice of the hospitality industry in Europe. It aims to represent its interests towards the EU and international institutions, fosters knowledge sharing and best practice among its members, and acts as a platform of expertise for the European hospitality industry.

#### IATA - The International Air Transport Association

- **Country:** Canada
- **Website:** <https://www.iata.org/>
- **Director:** Mr. Alexandre de Juniac (Director General and CEO)
- **Sector:** Aviation
- **Information:**  
The trade association for the world's airlines, supporting aviation activity and helping to formulate industry policy on critical aviation issues. IATA's mission is to represent, lead, and serve the airline industry.

#### IFTTA - The International Forum of Travel and Tourism Advocates

- **Website:** <https://www.iftta.org/>
- **Director:** Ms. Jacqueline Tanti Dougall (President)
- **Sector:** Tourism law
- **Information:**  
IFTTA is a body of lawyers specialized in Travel and Tourism Law. It aims to provide a forum for the exchange of information on the legal aspects of travel law, encourage the establishment of common legal standards across the travel industry, work with educational institutes in fostering research on the legal aspects of travel, and sponsor conferences on the legal aspects of travel, furthering a spirit of collegiality.

#### IH&RA - International Hotel & Restaurant Association

- **Country:** Switzerland
- **Website:** <http://www.ih-ra.org/>



- **Director:** *Dr. Ghassan Aidi (President)*
- **Sector:** *Hospitality*
- **Information:**  
*An international trade association exclusively devoted to promoting and defending the interests of the hotel and restaurant industry worldwide. It is a non-profit organization and is officially recognized by the United Nations. IH&RA monitors and lobbies all international agencies on behalf of the hospitality industry. It is composed of national trade associations.*

**ISTO - The International Social Tourism Organisation**

- **Country:** *Belgium*
- **Website:** <https://isto.international/>
- **Director:** *Charles-Etienne Bélanger*
- **Sector:** *Tourism*
- **Information:**  
*A non-profit Organization aiming to bring together stakeholders from the social, sustainable and solidarity tourism sectors from all over the world, ISTO promotes accessible and responsible tourism.*

## Annex VII: UNWTO and United Nations Sustainable Development Group (UNSDG)

1. The Executive Council Members are updated of progress made in order to reconsider potential membership to UNSDG, as requested by the General Assembly (resolution 714 XXIII).
2. The United Nations (UN) reform is a progressive process for the UN system as a whole that has several implications on UNWTO's development work in both operational and financial terms. The reform places an enhanced central and decisive role that has been placed on UN country teams and their respective Resident Coordinators (RCs), which requires an improved transparent and comprehensive mechanism of cost-sharing support for the RCs, to enable them to fully support the UN system's development agenda on the ground. UNWTO, being a non-resident agency (NRA), can undeniably benefit from such support mechanism and must aim to better utilize the UN Sustainable Development Group (UNSDG) and its numerous resources at regional, national and local level.
3. Recalling UNWTO's Executive Council decision [CE/DEC/3\(CX\)](#) (par. 9, pg. 5) and its General Assembly resolution [A/RES/714\(XXIII\)](#) (par. 7, pg. 6) on the Implementation of the General Programme of Work, with regard to UNWTO's membership within the UNSDG, whereby it states that "UNWTO shall not be part of the UNSDG for the forthcoming biennium, and that UNWTO membership will be reconsidered for 2022-2023". Such decision was linked to the implied costs expected from the Secretariat in the amount of 200K USD per annum (and additional management costs), as well as the preparedness of the UN Reform to fully cater and support UNWTO as a non-Resident agency at the country level.
4. During the unprecedented crisis caused by the COVID19 pandemic, this decision consequently had an important impact for UNWTO by limiting its access to benefit from the UN system resources made available to UNSDG members only for recovery – for example the UN COVID 19 Response and Recovery Multi-Partner Trust Fund (COVID-19 MPTF) for socio-economic recovery <http://mptf.undp.org/factsheet/fund/COV00>, or other MPTF. The COVID-19 MPTF will continue to operate until April 2022 (for allocation of funding) and should not be a missed opportunity. *Under the current circumstance, UNWTO is not eligible to apply for the funds directly.*
5. Under this unprecedented situation, the Secretariat has initiated a mitigation strategy, by building on bilateral UN system collaboration and exploring the renewal of a strategic MOU with UNDP (the last MOU signed was in 1976); by reaching out to the UN system offices at country levels, as well as Resident Coordinators for supporting Tourism recovery efforts as part of the UN work on socio-economic recovery; by diversifying and successfully facilitating mobilization of extra-budgetary financial and non-financial resources with multilateral donors (International Finance Institutions) and strengthening its institutional framework with IFIs. UNWTO is preparing to better position itself for a return to a stronger and enhanced engagement with the UN country teams and the UNSDG.
6. The need for recovery of the impact of COVID-19 on tourism in all economies is fully supported by the United Nations Secretary-General Antonio Guterres, with the launched in August of a ***Policy Brief on COVID-19 and Transforming Tourism***. The Brief, which is part of a series of UN SG policy briefs<sup>5</sup>, provides an overview of the impacts of the pandemic on tourism including the millions of livelihoods it sustains. The brief was prepared at UNWTO's initiative as the lead author with 11 other UN entities. Most importantly the Brief provides an opportunity to mobilize the multilateral and bilateral development system to increase its support for tourism, for which the UNSDG teams at country level can be of a great support to join efforts with UNWTO. Furthermore the CE/DEC/5(CXII) decision of the Executive Council to establish a UNWTO Regional Office for the Middle East to strengthen the cooperation and support of the UNWTO for the Middle East Region requires a close collaboration with the Resident Coordinator and UN Country Teams to fully benefit UNWTO Members.

<sup>5</sup> United Nations Secretariat [UN Comprehensive Response to COVID-19](#)

## II. Part II: Financial situation of the Organization

### Annex VIII.A.1.1: 2020-2021 Approved and revised appropriations – Regular Budget

#### 2020 Approved and revised appropriations - Regular Budget

at 30 September 2020

Euros

Approved appropriations						Revised appropriations in accordance to new structure proposed by the Secretary-General							
Parts / sections		Posts <sup>1</sup>		Appropriations <sup>2</sup>		Parts / sections		Posts <sup>1</sup>		Appropriations <sup>3</sup>			
		P	G	Staff	Non-staff			Total	P	G	Staff	Non-staff	Total
		106							106				
Total		55	51	10,387,000	4,512,000	14,899,000	Total		55	51	10,387,000	4,512,000	14,899,000
A Member Relations		10	6	1,592,000	692,000	2,284,000	A Member Relations		10	6	1,592,000	692,000	2,284,000
A01 Regional Programme, Africa		3	0	375,000	272,000	647,000	A01 Regional Programme, Africa		3	0	375,000	272,000	647,000
A02 Regional Programme, Americas		1	2	239,000	122,000	361,000	A02 Regional Programme, Americas		1	2	239,000	122,000	361,000
A03 Regional Programme, Asia and the Pacific		2	1	307,000	117,000	424,000	A03 Regional Programme, Asia and the Pacific		2	1	307,000	117,000	424,000
A04 Regional Programme, Europe		2	1	307,000	114,000	421,000	A04 Regional Programme, Europe		2	1	307,000	114,000	421,000
A05 Regional Programme, Middle East		1	1	182,000	67,000	249,000	A05 Regional Programme, Middle East		1	1	182,000	67,000	249,000
A06 Affiliate Members		1	1	182,000	0	182,000	A06 Affiliate Members		1	1	182,000	0	182,000
B Operational		15	12	2,680,000	1,025,000	3,705,000	B Operational		16	12	2,805,000	1,025,000	3,830,000
B01 Sustainable Development of Tourism		4	2	614,000	117,000	731,000	B01 Sustainable Development of Tourism		4	2	614,000	117,000	731,000
B02 Technical Cooperation and Silk Road		3	2	610,000	114,000	724,000	B02 Technical Cooperation and Silk Road		3	2	610,000	114,000	724,000
B03 Statistics		2	2	364,000	119,000	483,000	B03 Statistics		2	2	364,000	119,000	483,000
B04 Tourism Market Intelligence and Competitiveness		2	2	364,000	176,000	540,000	B04 Tourism Market Intelligence and Competitiveness		2	2	364,000	176,000	540,000
B05 Ethics, Culture and Social Responsibility		1	2	239,000	79,000	318,000	B05 Ethics, Culture and Social Responsibility		1	2	239,000	79,000	318,000
B06 Education and Training		0	0	0	118,000	118,000	B06 Education and Training*		0	0	0	118,000	118,000
B07 Institutional Relations and Partnerships		3	1	432,000	125,000	557,000	B07 Institutional Relations and Partnerships		3	1	432,000	125,000	557,000
B08 Innovation, Investments and Digital Transformation		0	1	57,000	177,000	234,000	B08 Innovation, Education and Investments		1	1	182,000	177,000	359,000
C Support - Direct to Members		14	9	2,626,000	883,000	3,509,000	C Support - Direct to Members		14	10	2,683,000	883,000	3,566,000
C01 Conferences Services		4	1	557,000	158,000	715,000	C01 Conferences Services		4	2	614,000	158,000	772,000
C02 Management		9	6	1,830,000	562,000	2,392,000	C02 Management		9	6	1,830,000	562,000	2,392,000
C03 Communications		1	2	239,000	163,000	402,000	C03 Communications		1	2	239,000	163,000	402,000
D Support - Indirect to Members		16	24	3,489,000	1,912,000	5,401,000	D Support - Indirect to Members		15	23	3,307,000	1,912,000	5,219,000
D01 Budget and Finance		2	2	364,000	228,000	592,000	D01 Budget and Finance		2	2	364,000	228,000	592,000
D02 Human Resources		1	1	182,000	139,000	321,000	D02 Human Resources		1	1	182,000	139,000	321,000
D03 Information and Communication Technology		1	3	296,000	343,000	639,000	D03 Information and Communication Technology		1	3	296,000	343,000	639,000
D04 General Services		0	6	342,000	602,000	944,000	D04 General Services		0	6	342,000	602,000	944,000
D05 Staff vacancies & ASEB Provisions		12	12	2,305,000	600,000	2,905,000	D05 Staff vacancies & ASEB Provisions		11	11	2,123,000	600,000	2,723,000

Remarks:

<sup>1</sup> P posts include from P and above posts

<sup>2</sup> Before transfers. In accordance to parts/sections structure and appropriations approved originally by A/RES/715(XXIII) of document A/23/5(b) rev.1 and its structure update approved by CE/DEC/6(CXII) of document CE/112/3(d) rev.1.

<sup>3</sup> Before transfers. In accordance to parts/sections structure and appropriations approved originally by A/RES/715(XXIII) of document A/23/5(b) rev.1, its structure update approved by CE/DEC/6(CXII) of document CE/112/3(d) rev.1. and the Secretary-General proposal of structure modification.

\* B06 Education and Training discontinued from 01/10/2020 (SGB/13/20)

2021 Approved and revised appropriations - Regular Budget  
at 30 September 2020

Euros

Approved appropriations						Revised appropriations in accordance to new structure proposed by the Secretary-General							
		Posts <sup>1</sup>		Appropriations <sup>2</sup>				Posts <sup>1</sup>		Appropriations <sup>3</sup>			
Parts / sections		P	G	Staff	Non-staff	Total	Parts / sections		P	G	Staff	Non-staff	Total
		106							106				
Total		55	51	10,764,000	4,433,000	15,197,000	Total		55	51	10,764,000	4,433,000	15,197,000
A Member Relations		11	7	1,964,000	665,000	2,629,000	A Member Relations		10	6	1,654,000	665,000	2,319,000
A01 Regional Programme, Africa		3	0	390,000	266,000	656,000	A01 Regional Programme, Africa		3	0	390,000	266,000	656,000
A02 Regional Programme, Americas		1	2	248,000	116,000	364,000	A02 Regional Programme, Americas		1	2	248,000	116,000	364,000
A03 Regional Programme, Asia and the Pacific		3	1	570,000	111,000	681,000	A03 Regional Programme, Asia and the Pacific		2	1	319,000	111,000	430,000
A04 Regional Programme, Europe		2	1	319,000	108,000	427,000	A04 Regional Programme, Europe		2	1	319,000	108,000	427,000
A05 Regional Programme, Middle East		1	1	189,000	64,000	253,000	A05 Regional Programme, Middle East		1	1	189,000	64,000	253,000
A06 Affiliate Members (Knowledge Network)		1	2	248,000	0	248,000	A06 Affiliate Members (Knowledge Network)		1	1	189,000	0	189,000
B Operational		14	12	2,528,000	979,000	3,507,000	B Operational		16	12	2,909,000	979,000	3,888,000
B01 Sustainable Development of Tourism		3	2	508,000	111,000	619,000	B01 Sustainable Development of Tourism		4	2	638,000	111,000	749,000
B02 Technical Cooperation and Silk Road		2	2	378,000	108,000	486,000	B02 Technical Cooperation and Silk Road		3	2	629,000	108,000	737,000
B03 Statistics		2	2	378,000	113,000	491,000	B03 Statistics		2	2	378,000	113,000	491,000
B04 Tourism Market Intelligence and Competitiveness		2	3	437,000	167,000	604,000	B04 Tourism Market Intelligence and Competitiveness		2	2	378,000	167,000	545,000
B05 Ethics, Culture and Social Responsibility		1	2	248,000	75,000	323,000	B05 Ethics, Culture and Social Responsibility		1	2	248,000	75,000	323,000
B06 Education and Training (Themis)		0	0	0	118,000	118,000	B06 Innovation, Education and Investments		1	1	189,000	286,000	475,000
B07 Institutional Relations and Partnerships		4	1	579,000	119,000	698,000	B07 Institutional Relations and Partnerships		3	1	449,000	119,000	568,000
B08 Innovation, Investments and Digital Transformation		0	0	0	168,000	168,000							
C Support - Direct to Members		17	9	3,225,000	839,000	4,064,000	C Support - Direct to Members		14	10	2,773,000	839,000	3,612,000
C01 Conferences Services		4	1	579,000	150,000	729,000	C01 Conferences Services		4	2	638,000	150,000	788,000
C02 Management		12	6	2,398,000	534,000	2,932,000	C02 Management		9	6	1,887,000	534,000	2,421,000
C03 Communications		1	2	248,000	155,000	403,000	C03 Communications		1	2	248,000	155,000	403,000
D Support - Indirect to Members		13	23	3,047,000	1,950,000	4,997,000	D Support - Indirect to Members		15	23	3,428,000	1,950,000	5,378,000
D01 Budget and Finance		2	2	378,000	221,000	599,000	D01 Budget and Finance		2	2	378,000	221,000	599,000
D02 Human Resources		1	1	189,000	132,000	321,000	D02 Human Resources		1	1	189,000	132,000	321,000
D03 Information and Communication Technology		1	3	307,000	326,000	633,000	D03 Information and Communication Technology		1	3	307,000	326,000	633,000
D04 General Services		0	6	354,000	571,000	925,000	D04 General Services		0	6	354,000	571,000	925,000
D05 Staff vacancies & ASEB Provisions		9	11	1,819,000	700,000	2,519,000	D05 Staff vacancies & ASEB Provisions		11	11	2,200,000	700,000	2,900,000

Remarks:

<sup>1</sup> P posts include from P and above posts

<sup>2</sup> Before transfers. In accordance to parts/sections structure and appropriations approved originally by A/RES/715(XXIII) of document A/23/5(b) rev.1.

<sup>3</sup> Before transfers. In accordance to parts/sections structure and appropriations approved originally by A/RES/715(XXIII) of document A/23/5(b) rev.1, its structure update approved by CE/DEC/6(CXII) of document CE/112/3(d) rev.1. and the Secretary-General proposal of structure modification.

# Annex VIII.A.1.2: Comparison of budget, plan of income and expenditure and budgetary cash balance - Regular Budget

## Comparison of budget, plan of income and expenditure and budgetary cash balance - Regular Budget at 30 September 2020

Euros

	Approved income / Original budget <sup>1</sup>	Plan of income and expenditure	Budgetary cash balance (cash-in less expenditure)
<b>Budgetary difference</b>	<b>0.00</b>	<b>690,000.00</b>	<b>307,161.26</b>
<i>Budgetary income</i>	<i>14,899,000.00</i>	<i>13,290,000.00</i>	<i>12,405,891.39</i>
Contributions from Full and Associate Members	13,273,000.00	10,410,000.00	9,860,522.25
Other income sources	1,626,000.00	1,177,000.00	1,149,661.49
Allocation from Accumulated Surplus - PY RB cash balance	537,000.00	537,000.00	537,017.85
Allocation from Publication store accumulated surplus	200,000.00	200,000.00	200,000.00
Allocation from Project Reserve Fund (pool) balance	0.00	0.00	0.00
Affiliate Members	889,000.00	440,000.00	412,643.64
Arrear contributions		1,703,000.00	1,395,707.65
<i>Budgetary expenditure</i>	<i>14,899,000.00</i>	<i>12,600,000.00</i>	<i>12,098,730.13</i>

Remarks:

1 Before transfers. In accordance to parts/sections structure and appropriations approved originally by A/RES/715(XXIII) of document A/23/5(b) rev.1, its structure update approved by CE/DEC/6(CXII) of document CE/112/3(d) rev.1. and the Secretary-General proposal of structure modification included this document.

**Annex VIII.A.3: Staff costs by virtue of Article 16 of the “Agreement between the United Nations and the World Tourism Organization” adopted on 23 December 2003**

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1. By virtue of Article 16 of the “Agreement between the United Nations and the World Tourism Organization” adopted on 23 December 2003, UNWTO agreed to accept the Statute of the United Nations International Civil Service Commission (ICSC) and to develop with the United Nations uniform standards of international employment.
2. The remuneration of staff in the Professional and higher categories consists of a base salary and a post adjustment. The base salary scale is periodically published and updated by the ICSC. The post adjustment is an amount paid in addition to base salary which ensures that no matter where United Nations system staff work, their remuneration has a purchasing power equivalent to that at the base of the system, i.e., New York. The post adjustment index is monthly published by the ICSC reflecting the evolution of the cost of living, i.e. Madrid and Geneva in the case of UNWTO, and is normally updated every five years following the ICSC methodology based on place-to-place salary surveys. Last place-to-place salary surveys in Madrid and Geneva took place in 2016. The ICSC promulgated a salary scale showing annual gross salaries and net equivalents after application of staff assessment applicable to staff in the Professional and higher categories with effect as from 1 January 2020.
3. The remuneration of staff in the General Service category is based on a salary scale published by the ICSC and is annually updated on the basis of the 90% of the location, i.e. Madrid in the case of UNWTO, consumer price index (CPI) movement from the latest increase if such movement is positive following the ICSC methodology. Last revised scale for staff in the General Service category promulgated by the ICSC was effective 1 October 2019. As a result of the negative CPI for the period (October 2019 to October 2020), no revised scale for staff in the General Service category effective 1 October 2020 is foreseen.

## Annex VIII.A.2.1: Provisional interim Financial Statements for the period ended 30 September 2020

<b>Statement of financial position</b>			
<b>at 30 September 2020</b>			
Euros			
	<b>30/09/2020</b>	<b>30/09/2019</b>	<b>31/12/2019</b>
<b>Assets</b>	<b>33,493,670</b>	<b>30,404,786</b>	<b>29,114,908</b>
<i>Current Assets</i>	<i>32,678,408</i>	<i>29,426,481</i>	<i>28,241,480</i>
Cash and cash equivalents	22,933,748	20,444,752	21,789,454
Inventories	33,337	28,175	33,337
Members assessed contributions receivable, net	5,974,064	5,983,545	4,228,521
Other contributions receivables, net	3,241,166	2,577,168	1,835,414
Other receivables, net	355,976	270,662	258,931
Other current assets	140,117	122,179	95,823
<i>Non-current assets</i>	<i>815,262</i>	<i>978,305</i>	<i>873,428</i>
Investments	186,559	133,827	196,580
Members assessed contributions receivable, net	-	217,946	-
Property, plant and equipment	217,323	251,877	239,558
Intangible assets, net	408,211	371,486	434,121
Other non-current assets	3,169	3,169	3,169
<b>Liabilities and Net Assets/Equity</b>	<b>33,493,670</b>	<b>30,404,786</b>	<b>29,114,908</b>
<b>Liabilities</b>	<b>33,644,694</b>	<b>28,860,631</b>	<b>33,421,129</b>
<i>Current Liabilities</i>	<i>5,398,980</i>	<i>1,882,504</i>	<i>6,557,991</i>
Payables and accruals	921,603	880,174	1,039,594
Transfers payable	235,573	149,472	379,033
Employee benefits	113,130	126,182	542,998
Advance receipts and deferred revenue	3,436,661	189,843	3,882,584
Provisions	571,566	366,660	504,826
Other current liabilities	120,446	170,174	208,956
<i>Non-current Liabilities</i>	<i>28,245,715</i>	<i>26,978,126</i>	<i>26,863,138</i>
Employee benefits	28,240,468	26,953,495	26,842,998
Advance receipts and deferred revenue	-	14,740	14,740
Other non-current liabilities	5,247	9,891	5,400
<b>Net Assets/Equity</b>	<b>-151,025</b>	<b>1,544,156</b>	<b>-4,306,221</b>
Accumulated surplus/(deficit)	-6,429,573	-2,898,428	-8,795,289
Reserves	6,278,549	4,442,584	4,489,068

**Statement of financial performance**  
**for the period ended 30 September 2020**

Euros

	30/09/2020	30/09/2019	31/12/2019
<b>Revenue</b>	<b>17,659,976</b>	<b>20,115,390</b>	<b>20,813,222</b>
Members assessed contributions	14,599,626	14,470,510	14,470,510
Other contributions (VC and FIT), net of reduction	1,095,020	1,310,167	1,479,777
Publications revenue, net of discounts and returns	175,224	243,259	405,157
Changes in currency exchange differences	-	85,750	-
Other revenues	1,790,106	4,005,704	4,457,778
<b>Expenses</b>	<b>13,508,675</b>	<b>13,312,159</b>	<b>19,854,863</b>
Salaries and employee benefits	9,674,904	9,546,097	12,935,690
Grants and other transfers	118,026	243,620	497,340
Travel	235,542	1,107,473	1,575,631
Supplies, consumables and running costs	1,747,219	2,233,789	3,277,305
Changes in currency exchange differences	374,524	-	6,391
Depreciation, amortization and impairment	111,763	115,163	149,941
Other expenses	1,246,697	66,017	1,412,565
<b>Surplus/(deficit) for the year</b>	<b>4,151,301</b>	<b>6,803,231</b>	<b>958,359</b>



## Annex VIII.A.3.1: Statement of contributions due by Members at 30 September 2020

Statement of contributions due to the General Fund  
at 30 September 2020

Euros

Members	Years	Arrear	Contributions due	Total
		Contributions	2020	
<b>Total</b>		<b>16,339,503.18</b>	<b>4,023,073.60</b>	<b>20,362,576.78</b>
<i>Full Member</i>		<i>14,433,798.63</i>	<i>3,403,748.75</i>	<i>17,837,547.38</i>
<i>Budgetary contributions</i>		<i>14,362,459.63</i>	<i>3,387,038.75</i>	<i>17,749,498.38</i>
Afghanistan	81-87,89-08,10,12,14,19-20	731,645.66	333.25	731,978.91
Albania	-	0.00	0.00	0.00
Algeria	-	0.00	0.00	0.00
Andorra	-	0.00	0.00	0.00
Angola	-	0.00	0.00	0.00
Argentina	20	0.00	4,846.34	4,846.34
Armenia	-	0.00	0.00	0.00
Austria	-	0.00	0.00	0.00
Azerbaijan	-	0.00	0.00	0.00
Bahamas	19	50,129.00	0.00	50,129.00
Bahrain	-	0.00	0.00	0.00
Bangladesh	-	0.00	0.00	0.00
Barbados	20	0.00	33,419.00	33,419.00
Belarus	-	0.00	0.00	0.00
Benin	-	0.00	0.00	0.00
Bhutan	-	0.00	0.00	0.00
Bolivia	81-87, 89-98, 19-20	446,599.57	35,925.00	482,524.57
Bosnia and Herzegovina	-	0.00	0.00	0.00
Botswana	20	0.00	55,700.00	55,700.00
Brazil	19-20	193,073.55	274,921.00	467,994.55
Brunei Darussalam	-	0.00	0.00	0.00
Bulgaria	-	0.00	0.00	0.00
Burkina Faso	20	0.00	27,850.00	27,850.00
Burundi	77-07,11-13,15-20	836,331.78	27,850.00	864,181.78
Cabo Verde	20	0.00	373.81	373.81
Cambodia	84-92	225,187.68	0.00	225,187.68
Cameroon	17-20	89,311.33	33,419.00	122,730.33
Central African Republic	07-20	308,314.20	27,850.00	336,164.20
Chad	12-20	211,192.56	27,850.00	239,042.56
Chile	20	0.00	111,399.00	111,399.00
China	-	0.00	0.00	0.00
Colombia	19-20	8,614.63	90,487.00	99,101.63
Comoros	20	0.00	27,850.00	27,850.00
Congo	19-20	33,419.00	33,419.00	66,838.00
Costa Rica	-	0.00	0.00	0.00
Croatia	-	0.00	0.00	0.00
Cuba	-	0.00	0.00	0.00
Cyprus	-	0.00	0.00	0.00
Czech Republic	-	0.00	0.00	0.00
Côte d'Ivoire	20	0.00	11,047.85	11,047.85
Democratic People's Republic of Korea	19-20	27,850.00	27,850.00	55,700.00
Democratic Republic of the Congo	19-20	27,845.00	27,850.00	55,695.00
Djibouti	03-20	380,220.00	25,065.00	405,285.00
Dominican Republic <sup>1</sup>	-	0.00	0.00	0.00
Ecuador	16,19-20	1,885.52	59,878.00	61,763.52
Egypt	20	0.00	103,044.00	103,044.00
El Salvador	-	0.00	0.00	0.00
Equatorial Guinea	13-15,17-20	189,948.00	41,811.00	231,759.00

Members	Years	Arrear	Contributions due	Total
		Contributions	2020	
Eritrea	-	0.00	0.00	0.00
Ethiopia	17-18,20	55,566.00	33,267.00	88,833.00
Fiji	-	0.00	0.00	0.00
France	-	0.00	0.00	0.00
Gabon	15-20	269,569.56	55,700.00	325,269.56
Gambia	99-05,08-10,13,20	222,292.51	27,850.00	250,142.51
Georgia	-	0.00	0.00	0.00
Germany	-	0.00	0.00	0.00
Ghana	19-20	11,738.93	33,419.00	45,157.93
Greece	-	0.00	0.00	0.00
Guatemala	20	0.00	53,889.00	53,889.00
Guinea	96,98-00,07-09,14-20	293,915.01	27,850.00	321,765.01
Guinea-Bissau	92-96,99-20	584,992.55	27,850.00	612,842.55
Haiti	18, 20	596.67	27,850.00	28,446.67
Honduras	20	0.00	33,419.00	33,419.00
Hungary	-	0.00	0.00	0.00
India	-	0.00	0.00	0.00
Indonesia	20	0.00	159,682.00	159,682.00
Iran, Islamic Republic of	19-20	20,466.00	100,895.00	121,361.00
Iraq	92-06,12,20	1,682,696.88	50,448.00	1,733,144.88
Israel	-	0.00	0.00	0.00
Italy	-	0.00	0.00	0.00
Jamaica	-	0.00	0.00	0.00
Japan	-	0.00	0.00	0.00
Jordan	20	0.00	859.77	859.77
Kazakhstan	-	0.00	0.00	0.00
Kenya	-	0.00	0.00	0.00
Kingdom of Eswatini	-	0.00	0.00	0.00
Kuwait	98,20	34,309.21	154,566.00	188,875.21
Kyrgyzstan	97-10,12-15,20	401,737.12	27,850.00	429,587.12
Lao People's Democratic Republic	91-95,04,20	117,073.59	29,939.00	147,012.59
Lebanon	20	0.00	84,775.00	84,775.00
Lesotho	-	0.00	0.00	0.00
Liberia	12-20	211,199.00	27,850.00	239,049.00
Libya	14-20	358,431.00	61,827.00	420,258.00
Lithuania	-	0.00	0.00	0.00
Madagascar	17-19	80,804.44	0.00	80,804.44
Malawi	11-20	233,973.99	27,850.00	261,823.99
Malaysia	-	0.00	0.00	0.00
Maldives	-	0.00	0.00	0.00
Mali	-	0.00	0.00	0.00
Malta	-	0.00	0.00	0.00
Mauritania	79-05,16-20	709,496.46	27,850.00	737,346.46
Mauritius	-	0.00	0.00	0.00
Mexico <sup>1</sup>	20	0.00	222,798.00	222,798.00
Monaco	-	0.00	0.00	0.00
Mongolia	19	2,139.00	0.00	2,139.00
Montenegro	20	0.00	33,419.00	33,419.00
Morocco	-	0.00	0.00	0.00
Mozambique	20	0.00	27,850.00	27,850.00
Myanmar	-	0.00	0.00	0.00
Namibia	20	0.00	51,523.00	51,523.00
Nepal	19-20	27,850.00	27,850.00	55,700.00
Netherlands	-	0.00	0.00	0.00
Nicaragua	09	17,103.04	0.00	17,103.04
Niger	84-87, 90-07,10-11,14-17,19-20	680,132.81	27,850.00	707,982.81

Members	Years	Arrear	Contributions due	Total
		Contributions	2020	
Nigeria	15-17,20	80,907.74	11,547.57	92,455.31
Oman	-	0.00	0.00	0.00
Pakistan	19-20	40,329.01	50,129.00	90,458.01
Palau	-	0.00	0.00	0.00
Panama	19-20	1,095.09	66,535.00	67,630.09
Papua New Guinea	-	0.00	0.00	0.00
Paraguay	-	0.00	0.00	0.00
Peru	18-20	43,504.54	39,246.16	82,750.70
Philippines	-	0.00	0.00	0.00
Poland	-	0.00	0.00	0.00
Portugal	-	0.00	0.00	0.00
Qatar	-	0.00	0.00	0.00
Republic of Korea	-	0.00	0.00	0.00
Republic of Moldova	-	0.00	0.00	0.00
Romania	-	0.00	0.00	0.00
Russian Federation	-	0.00	0.00	0.00
Rwanda	19-20	27,850.00	27,850.00	55,700.00
Samoa	-	0.00	0.00	0.00
San Marino	-	0.00	0.00	0.00
Sao Tome and Principe	86-14, 18-20	627,590.65	16,710.00	644,300.65
Saudi Arabia	-	0.00	0.00	0.00
Senegal	18-20	47,688.10	29,939.00	77,627.10
Serbia	-	0.00	0.00	0.00
Seychelles	-	0.00	0.00	0.00
Sierra Leone	83-00,03-20	805,998.12	27,850.00	833,848.12
Slovakia	-	0.00	0.00	0.00
Slovenia	-	0.00	0.00	0.00
Somalia	20	0.00	27,850.00	27,850.00
South Africa	-	0.00	0.00	0.00
Spain	-	0.00	0.00	0.00
Sri Lanka	-	0.00	0.00	0.00
Sudan	89-03,06-08,13,14,18-20	521,451.18	35,925.00	557,376.18
Switzerland	-	0.00	0.00	0.00
Syrian Arab Republic	12-20	432,183.21	50,865.00	483,048.21
Tajikistan	20	0.00	27,700.00	27,700.00
Thailand	-	0.00	0.00	0.00
The former Yugoslav Republic of Mace	-	0.00	0.00	0.00
Timor-Leste	-	0.00	0.00	0.00
Togo	05-06,19	41,044.83	0.00	41,044.83
Trinidad and Tobago	-	0.00	0.00	0.00
Tunisia	-	0.00	0.00	0.00
Turkey	-	0.00	0.00	0.00
Turkmenistan	95-98,00-12,16-20	673,031.40	50,129.00	723,160.40
Uganda	98-00,02-04,10-12,15-18	285,146.96	0.00	285,146.96
Ukraine	-	0.00	0.00	0.00
United Arab Emirates	-	0.00	0.00	0.00
United Republic of Tanzania	-	0.00	35,925.00	35,925.00
Uruguay	02-03,20	89,577.22	75,752.00	165,329.22
Uzbekistan	-	0.00	0.00	0.00
Vanuatu	10-17, 20	164,998.00	26,613.00	191,611.00
Venezuela	16,18-20	215,719.27	114,348.00	330,067.27
Viet Nam	-	0.00	0.00	0.00
Yemen	79-89,95,14-20	419,295.45	33,419.00	452,714.45
Zambia	17, 19-20	36,507.18	33,267.00	69,774.18
Zimbabwe	19-20	30,890.43	28,625.00	59,515.43

Members	Years	Arrear	Contributions due	Total
		Contributions	2020	
<i>Extrabudgetary contributions</i>		71,339.00	16,710.00	88,049.00
Comoros	19	16,710.00	0.00	16,710.00
Palau	20	0.00	16,710.00	16,710.00
Somalia	18-19	54,629.00	0.00	54,629.00
<i>Associate Member</i>	-	49,166.00	25,065.00	74,231.00
Aruba	19-20	25,065.00	25,065.00	50,130.00
Flemish Community of Belgium	-	0.00	0.00	0.00
Hong Kong, China	-	0.00	0.00	0.00
Macao, China	-	0.00	0.00	0.00
Madeira	-	0.00	0.00	0.00
Puerto Rico	18	24,101.00	0.00	24,101.00
<i>Affiliate Member</i>	10-20	588,289.54	558,876.52	1,147,166.06
<i>Former Full Member</i>	79-99	918,478.93	0.00	918,478.93
<i>Former Associate Member</i>	86	1,947.90	0.00	1,947.90
<i>Former Affiliate Member</i>	12-20	347,822.18	35,383.33	383,205.51

## Remarks:

- Includes reclassification adjustment at 1 October 2020.
- Financial year of Full Members:

Full Members	Financial year start month
United Republic of Tanzania	July
Malawi	June
Bangladesh	July
Gambia	July
Uganda	July
Colombia	May
South Africa	April
Egypt	July
Iran, Islamic Republic of	March
Japan	April
Botswana	April
Indonesia	April
Lesotho	April
Mauritius	July
Turkey	March
Gabon	June
Pakistan	July

**Annex VIII.A.3.2: Arrear contributions received from Members for the period ended 30 September 2020****Arrear contributions received from Members due to the General Fund  
for the period ended 30 September 2020**

Euros

<b>Members</b>	<b>Contribution year</b>	<b>30/09/2020</b>
<b>Total</b>		<b>1,443,963.69</b>
<i>Full Members</i>		<i>1,366,136.65</i>
Albania	19	50,129.00
Brazil	18-19	148,552.41
Cambodia	84	15,012.57
Egypt	19	111,399.00
Ghana	17-19	85,716.07
Iran, Islamic Republic of	17, 19	85,324.00
Lebanon	19	91,649.00
Nicaragua	08-09	17,103.00
Niger	83-84, 18	54,629.00
Nigeria	18-19	90,582.00
Pakistan	15-19	57,759.25
Panama	19	60,797.91
Qatar	19	179,054.00
Republic of Moldova	19	2,159.00
Rwanda	15-18	89,204.04
The Union of Comoros	18	16,067.00
Timor-Leste	15-19	30,894.35
Uganda	96-98, 19	81,897.09
United Republic of Tanzania	17-19	69,105.57
Zambia	14, 17	29,102.39
<i>Affiliate Members</i>	<i>15-19</i>	<i>77,827.04</i>

### Annex VIII.A.3.3: Voluntary contributions for the period ended 30 September 2020

#### Voluntary contribution received

for the period ended 30 September 2020

Euros

Project	Donor	Curr	Amount	EUR
<b>Total</b>				<b>1,013,099.69</b>
Formulation of a Tourism Master Plan for Kasane/Kazungula	Botswana	USD	292,380.00	261,972.48
Joint Research on Asia Tourism Trends	Global Tourism Economy Research Centre	USD	100,000.00	89,300.00
UNWTO Technical Assistance in the Development of the Tourism Sector	Lesotho	USD	98,560.00	86,732.88
Toolkit on Project-based Indicators in Tourism for Achieving the Sustainable Development Goals	Japan International Cooperation Agency	EUR		85,000.00
Asia Activity Fund / Promotion in the Least Developed Countries in Asia	Republic of Korea	EUR		75,237.75
Strengthening the National System of Tourism Statistics and Developing a TSA	Seychelles	USD	79,621.00	71,340.42
Una Misión de Asistencia Técnica de la OMT	Angola	EUR		61,854.63
The Second UNWTO Tourism Start-up Competition	Portugal	EUR		50,000.00
El Plan de Trabajo Sobre Innovación y Transformación Digital 2020	Patrimonio Autonomo FONTUR	EUR		50,000.00
Système de classement des établissements d'hébergement touristique et République du Congo	UNDP Congo	USD	39,590.00	33,651.50
Capacity Building for the Compilation of the First Preliminary Experimental TSA in Nepal	UNDP	USD	33,710.00	30,103.03
La formulation de la Politique Nationale de Tourisme	Congo	USD	24,553.70	22,000.12
Updating of the Tourism Master Plan in Myanmar	Luxembourg Agency for Development Cooperation	EUR		21,340.00
For the Sponsorship of UNWTO/Fitur Gala Dinner	Spring Healthcare Services AG	EUR		20,000.00
Contribution Agreement Between The International Trade Center and UNWTO	International Trade Centre	USD	20,170.00	17,023.48
Needs Assessment and Formulation of Project Document in Ethiopia	UNDP Ethiopia	USD	16,874.00	15,119.10
Investour-UNWTO Sponsorships	Steward International	EUR		10,000.00
Investour-UNWTO Sponsorships	Institución Ferial de Canarias	EUR		8,000.00
UNDP / JPOs	UNDP	USD	4,803.80	4,424.30

Remarks:

Contributions received in currency other than EUR are converted to EUR using UN Operational Exchange Rate (UNORE) at the date of reception of fund.

### Annex VIII.A.3.4: In-kind donations for the period ended 30 September 2020

In-kind contributions received for the period ended 30 September 2020		
Euros		
Donor	Project	Total
<b>Total</b>		<b>1,185,888.73</b>
<i>Use of conference facilities and premise</i>		<i>1,048,968.38</i>
Spain	Headquarter premise	707,996.79
Côte d'Ivoire	Pour La Tenue du Forum Mondial de L'OMT Sur L'Investissement Touristique en Afrique	275,704.07
Georgia	Holding the 112th session of the UNWTO Executive Council	49,880.40
International Trade Centre	Geneva premise	15,387.12
<i>Donated travel</i>		<i>136,920.35</i>
Georgia		45,290.13
Consejería de Turismo, Ind. y Com.de Gran Canaria		18,680.42
Saudi Arabia		17,645.89
Côte d'Ivoire		15,265.46
Egypt		7,986.04
Italy		7,008.20
Saudi Commission for Tourism and Antiquities		6,592.14
EGEDA		5,728.60
Maldives Association of Tourism Industry (MATI)		3,787.74
Andorra		1,717.83
Greece		1,057.05
Montenegro		1,048.19
Donors with contribution below EUR 1,000		5,112.66

### Annex VIII.A.3.5: PSC and PRF projects movements for the period ended 30 September 2020

#### Project support costs (PSC) and Initiative projects (PRF) movements for the period ended 30 September 2020

Euros

Description	Net assets		Net assets 30/09/2020	Assets & reconciling items	Actual amounts 30/09/2020	Outstanding commitments	Actual
	01/01/2020	Movements					amounts after commitments 30/09/2020
<i>Project support cost projects</i>	866,947.16	-66,880.20	800,066.96	-160,647.08	590,872.76	211,500.86	749,213.18
<i>Initiative projects</i>	167,092.52	-4,468.12	162,624.40	4.71	162,619.69	30,216.80	132,402.89
Project Reserve Fund Pool	4.71	0.00	4.71	4.71	0.00	0.00	0.00
PRF-EU Horizon 2020	3,000.00	0.00	3,000.00	0.00	3,000.00	0.00	3,000.00
China Initiative Fund - Asia	56,092.61	-124.00	55,968.61	0.00	55,968.61	1,256.00	54,712.61
<i>Technical Cooperation Initiative</i>	107,995.20	-4,344.12	103,651.08	0.00	103,651.08	28,960.80	74,690.28
PRF-TECO	66,800.05	-4,344.12	62,455.93	0.00	62,455.93	28,960.80	33,495.13
China-Initiative-Funds-TECO	41,195.15	0.00	41,195.15	0.00	41,195.15	0.00	41,195.15

Legend:

PRF-EU Horizon 2020 (Project reserve fund - European Union Horizon 2020), PRF-TECO (Project reserve fund - Technical Cooperation).

Remarks:

Actual amounts includes basis differences (assets & reconciling items column) as detailed in chapter Financial Statements Highlights/Budgetary performance of the Regular Budget/Comparison of financial performance to budgetary result of the Regular Budget.



## **Annex VIII.A.4.1: Texts of Article 34 of the Statutes and Paragraph 13 of the Financing Rules attached to the Statutes**

### **Article 34 of the Statutes**

1. Article 34 of the Statutes concerning the suspension of Members provides as follows:

"1. If any Member is found by the Assembly to persist in a policy that is contrary to the fundamental aim of the Organization as mentioned in Article 3 of these Statutes, the Assembly may, by a resolution adopted by a majority of two-thirds of Full Members present and voting, suspend such Member from exercising the rights and enjoying the privileges of membership.

"2. The suspension shall remain in force until a change of such policy is recognized by the Assembly."

2. At its seventh session the General Assembly adopted the following resolution A/RES/217(VII) concerning the application of these provisions:

#### **A/RES/217(VII)**

#### **Suspension of Members in arrears in the payment of statutory contributions: Article 34 of the Statutes**

The General Assembly,

"Considering decision CE/DEC/2(XXX) by which the Executive Council recommended the Assembly to apply Article 34 of the Statutes and consequently to suspend the Members of the Organization whose contribution arrears are equal to or exceed the contributions owed by such Members for four financial years and who have not, within six months, agreed with the Secretary-General on a payment plan for reimbursing these arrears,

"Considering document A/7/10(j) prepared by the Secretary-General pursuant to the above Executive Council decision,

"Recognizing that Article 34 of the Statutes, which provides the sanction of suspension when a Member persists in a policy that is contrary to the fundamental aim of the Organization as mentioned in Article 3 of the Statutes, becomes applicable in the case of prolonged non-payment of obligatory contributions to the Organization's budget, such an attitude clearly constituting a policy contrary to the aims of WTO,

"1. Decides to apply henceforward the measure of suspension provided for in Article 34 of the Statutes:

(a) when a Member of the Organization has accumulated contribution arrears in respect of any four financial years, which need not be consecutive, partial payment of contributions not preventing the measure of suspension being applied, and;

(b) when the aforementioned Member has not agreed a payment plan for the contribution arrears with the Secretary-General within a period of one year from the date of the resolution by which the Assembly noted that the measure of suspension was applicable to the Member pursuant to Article 34 of the Statutes;

.....

3. Requests the Secretary-General to apply the present resolution and to inform each session of the Executive Council concerning its application."

### **Paragraph 13 of the Financing Rules attached to the Statutes**

4. The provisions of paragraph 13 of the Financing Rules attached to the Statutes read as follows:

"13. A Member which is in arrears in the payment of its financial contributions to the Organization's expenditure shall be deprived of the privileges enjoyed by the Members in the form of services and the right to vote in the Assembly and the Council if the amount of its arrears equals or exceeds the amount of the contributions due from it for the preceding two financial years. At the request of the Council, the Assembly may, however, permit such a Member to vote and to enjoy the services of the Organization if it is satisfied that the failure to pay is due to conditions beyond the control of the Members."

5. In this regard, at its sixth session the Assembly adopted the following resolution:

**A/RES/162(VI)**

"The General Assembly,

.....

"Confirms the following provisions;

"When a Full Member becomes subject to the provisions of paragraph 13 of the Financing Rules and Regulation 8(7) of the Financial Regulations, the Assembly may restore that Member's right to vote and to enjoy the services of the Organization, only on an exceptional basis, when:

- "1. the Member has explained the reasons for its failure to pay in writing and has requested the restoration of its rights in writing;
- "2. the Council finds that the circumstances are beyond the Member's control;
- "3. the Council and the country concerned have agreed to the measures which should be taken in order to settle the arrears."

## Annex VIII.A.4.2: Application of Article 34 of the Statutes and Paragraph 13 of the Financing Rules attached to the Statutes at 30 September 2020

### Members subject to provisions of Article 34 of the Statutes and/or paragraph 13 of the Financing Rules attached to the Statutes

#### Statement of Members subject to provisions of Article 34 of the Statutes and/or Paragraph 13 of the Financing Rules attached to the Statutes

at 30 September 2020

Euros

Full Members	Para. 13	Art. 34	Arrear contributions		
			Years	Number of years	EUR
<i>Total</i>					9,349,853.96
Bolivia	X	X	81-87,89-98,19	18	446,599.57
Burundi	X	X	77-07,11-13, 15-19	39	836,331.78
Cameroun	X		17-19	3	89,311.33
Central African Republic	X	X	07-19	13	308,314.20
Djibouti	X	X	03-19	17	380,220.00
Equatorial Guinea	X	X	13-15,17-19	6	189,948.00
Gabon	X	X	15-19	5	269,569.56
Guinea	X	X	96, 98-00, 07-09,14-19	13	293,915.01
Guinea Bissau	X	X	92-96, 99-19	26	584,992.55
Liberia	X	X	12-19	8	211,199.00
Malawi	X	X	11-19	9	233,973.99
Madagascar	X		17-19	3	80,804.44
Mauritania	X	X	79-05,16-19	31	709,496.46
Niger	X	X	84-87,90-07,10-11,14-17,19	29	680,132.81
Sao Tome et Principe	X	X	86-14,18-19	31	627,590.67
Sierra Leone	X	X	80-00,03-19	38	805,998.12
Somalia	X		18-19	2	54,629.00
Sudan	X	X	89-08,13-14,18-19	22	521,451.18
Syrian Arab Republic	X	X	12-19	9	432,183.21
Turkmenistan	X	X	95-98,00-12, 16-19	21	673,031.40
Uganda	X	X	98-00,02-04, 10-12, 15-18	13	285,146.96
Venezuela	X		16,18-19	3	215,719.27
Yemen	X	X	79-89, 95, 14-19	18	419,295.45

\* Any updates will be submitted in an addendum to this document

### Movements from previous statement of amount due by Members subject to provisions of Article 34 of the Statutes and/or paragraph 13 of the Financing Rules attached to the Statutes

#### Movements from previous statement of the amount due by Members subject to provisions of Article 34 of the Statutes and/or Paragraph 13 of the Financing Rules attached to the Statutes

at 30 September 2020

Euros

	30/06/2020	Increase	Decrease	30/09/2020
<i>Amount due</i>	9,594,403	-	244,549	9,349,854

### Movements from previous statement of Members no longer subject to provisions of Article 34 of the Statutes and/or paragraph 13 of the Financing Rules attached to the Statutes

#### Movements from previous statement of Members no longer subject to provisions of Article 34 of the Statutes and/or paragraph 13 of the Financing Rules attached to the Statutes

at 30 September 2020

Euros

	Para. 13	Art. 34	Arrears settled
Ghana	-	-	Partially
The Union of Comoros	-	-	Partially
Zambia	-	-	Full

### Annex VIII.A.4.3: Members granted temporary exemption from the application of paragraph 13 of the Financing Rules (Resolution A/RES/715(XXIII))

Members granted temporary exemption from the application of Paragraph 13 of the Financing Rules attached to the Statutes  
Compliance with the conditions laid down by the 23rd General Assembly (A/RES/715(XXIII))  
at 30 September 2020

Full Member	Arrears payment plan approval and details				Strict fulfilment of the agreed payment plan		
	GA/EC approval		Details		Payment made		
	Year	Payment made	Start from	Number of years	Year	Contribution for the year	Annual arrears
Cambodia	2006	Yes	2006	30	2006-2020	Yes	Yes
Chad	2019	No	2018	10	2018-2020	No	No
Gambia, Islamic Republic of	2015	Yes	2016	15	2016-2019 2020	Yes No	Yes No
Iraq	2010	Yes	2014	25	2014-2019 2020	Yes No	Yes No
Kyrgyzstan	2017	Yes	2016	21	2017-2019 2020	Yes No	Yes No
Lao People's Dem. Republic	2005	Yes	2005	26	2005-2019 2020	Yes No	Yes No
Nicaragua	2010	Yes	2010	12	2010-2020	Yes	Yes
Pakistan	2017	Part	2018	10	2018 2019-2020	Part No	Yes No
Uruguay	2017	No	2017	13	2007-2019 2020	Yes No	Yes No
Vanuatu	2019	Yes	2019	10	2019 2020	Yes No	No No

\* Any updates will be submitted in an addendum to this document

**Annex VIII.A.4.4: Excerpts of Resolution A/RES/715(XXIII)**

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“The General Assembly,

*Having examined* the different parts of the report in document A/23/5(b) rev.1 and the addendum A/23/5(b) Add.1 containing updated information as of 31 August,

(...)

5. *Decides* in view of their compliance with the agreed payment plans during the period of reference of this document, to renew the temporary exemption from provisions of Paragraph 13 of the Financing Rules attached to the Statutes to Full Members Gambia, Iraq, Kyrgyzstan, Nicaragua and Uruguay and to grant temporary exemption from the provisions of Paragraph 13 of the Financing Rules attached to the Statutes to Full Members Chad and Vanuatu as well as to the Affiliate Members PATWA and Azerbaijan Tourism & Management University;
6. Also decides to maintain the temporary exemption to Bolivia, Cambodia, Djibouti, Equatorial Guinea, Guinea, Guinea-Bissau, Lao People's Democratic Republic, Mauritania, Niger, Pakistan, Sao Tome and Principe, Sudan, Syrian Arab Republic, and Yemen, albeit making it clear that these provisions will be reapplied to these Members if they are not up to date with their payment plans by 1 April 2020;
7. Establishes the following conditions for the Members requesting temporary exemption from the provisions of Paragraph 13 of the Financing Rules attached to the Statutes and which propose payment plans to settle their arrears in installments: (i) to discharge the contribution corresponding to the present year before the General Assembly session at which their case is reviewed, and (ii) strict observance of the plan agreed for the settlement of arrears;

*Having regard* to Afghanistan's and Libya's special circumstances,

8. Grants them temporary exemption from the provisions of Paragraph 13 of the Financial Rules attached to the Statutes until further revision by the forthcoming 24th session of the General Assembly and calls upon the Full Members Afghanistan and Libya to agree on payment plans for the settlement of their arrears to be submitted to the 24th session of the General Assembly;
9. Requests the Secretary-General to report to the Governing Bodies about the application of this resolution and the Members' compliance with the agreements made with a view, as the case may be, to maintaining the temporary exemption from the provisions of Paragraph 13 of the Financing Rules attached to the Statutes or reapplying those provisions to them if they have not fulfilled their commitments;

**Annex VIII.B.1: CE/DEC/4(CX) and CE/DEC/6(CXII) decisions excerpts**

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**Excerpts of Decision CE/DEC/4(CX):**

- 1. Takes note with satisfaction of the unqualified opinion of the External Auditor that the UNWTO Financial Statements for the year ended 2018 present a true image of the financial position of the UNWTO as at 31 December 2018 and of its performance, its cash flows and changes in equity for the year ended 31 December 2018, in compliance with UNWTO Financial Regulations and Rules and International Public Sector Accounting Standards (IPSAS);*
- 2. Thanks the Secretary-General for correcting the deficit of previous years and ensuring the sound financial stability of the Organization within one year of his mandate;*
- 3. Approves and recommends the General Assembly to approve the UNWTO Financial Statements for the year ended 2018;*

**Excerpts of Decision CE/DEC/6(CXII):**

- 11. Takes note with satisfaction of the unqualified opinion of the External Auditor that the UNWTO Financial Statements for the year ended 2019 present a true image of the financial position of the UNWTO as at 31 December 2019 and of its performance, its cash flows and changes in equity for the year ended 31 December 2019, in compliance with UNWTO Financial Regulations and Rules and International Public Sector Accounting Standards (IPSAS) and thanks the Secretary-General for this major achievement for an organization of the size of UNWTO;*
- 12. Approves and recommends the General Assembly to approve the UNWTO Financial Statements for the year ended 2019;*
- 13. Takes note of the Secretary-General's financial report for the year ended 31 December 2019 including the net assets/equity analysis, the list of agreements with UNWTO contribution above the threshold or the donor contribution and other information presented in the document and its annexes;*

**Annex VIII.B.2: Budgetary cash balance of the Regular Budget and Working Capital Fund situation of the twenty-second financial period (2018-2019) at 31 December 2019**

**Budgetary cash balance of the Regular Budget and WCF advance**

**at 31 December 2019**

Euro

	2019	2018	2018-2019
<b>Approved budget</b>	<b>13,994,000.00</b>	<b>13,609,000.00</b>	<b>27,603,000.00</b>
<b>Budgetary cash balance</b>	<b>1,932,644.73</b>	<b>2,423,634.07</b>	<b>4,356,278.80</b>
<i>Budgetary income</i>	11,480,537.36	11,083,801.06	22,564,338.42
Assessed contributions	11,336,537.36	10,750,801.06	22,087,338.42
Amount spent from the allocations approved by the GA	144,000.00	333,000.00	477,000.00
Allocation from accumulated surplus - Publications store	144,000.00	333,000.00	477,000.00
<i>Budgetary expenditure</i>	-11,808,123.32	-11,430,842.82	-23,238,966.14
<b>Cash deficit/advance made from the WCF (FR 10.2(b))</b>	<b>-327,585.96</b>	<b>-347,041.76</b>	<b>-674,627.72</b>
<i>Arrear contributions receipts in the financial year</i>	2,260,230.69	2,770,675.83	5,030,906.52
<i>PSC transfer to WCF in the financial year<sup>1, 2</sup></i>	0.00	238,396.39	238,396.39
<b>WCF advance to the RB<sup>3</sup></b>	<b>0</b>	<b>0</b>	<b>0.00</b>

<sup>1</sup> CE/DEC/5(CVIX)

<sup>2</sup> CE/DEC/5(CX) of document CE/110/4(d) approved returning back to the PSC net assets the amount transferred in 2018 to WCF to cover the advance made by the WCF to the GF (EUR 238,396) in 2014 and returning from the 2018 RB budgetary cash surplus balance the 2014 pending WCF advance (EUR 238,396).

<sup>3</sup> Annex V on Working Capital Fund available balance and advance to the Regular Budget / Budgetary cash balance of the Regular Budget and WCF advance at 31 December 2019 of the UNWTO Financial Report and audited Financial Statements for the Year Ended 31 December 2019 (document CE/112/3(d)rev.1 includes a typo on 2018 WCF advance to the RB; please refer to Annex VI on Working Capital Fund available balance and advance to the Regular Budget / Budgetary cash balance of the Regular Budget and WCF advance at 31 December 2019 of the UNWTO Financial Report and audited Financial Statements for the Year Ended 31 December 2019 (document CE/110/4(d) on the correct 2018 WCF advance to the RB, i.e. EUR 0.00).

# Annex VIII.D.1: Comparison of 2021 budget and plan of income and expenditure for 2021– Regular Budget

## Comparison of 2021 budget and 2021 plan of income and expenditure - Regular Budget at 31 October 2020

Euros

	Approved income / Original budget <sup>1</sup>	Plan of income and expenditure
<b>Budgetary difference</b>	<b>0</b>	<b>0</b>
<i>Budgetary income</i>	<i>15,197,000</i>	<i>12,800,000</i>
Contributions from Full and Associate Members	13,321,000	10,000,000
Other income sources	1,876,000	1,300,000
Allocation from PY RB Budgetary cash balance	537,000	537,000
Allocation from Publication store Accumulated Surplus	200,000	200,000
Allocation from Project Reserve Fund (pool) balance	104,000	104,000
Affiliate Members	1,035,000	459,000
Arrear contributions		1,500,000
<i>Budgetary expenditure</i>	<i>15,197,000</i>	<i>12,800,000</i>

Remarks:

1 Before transfers. In accordance to parts/sections structure and appropriations approved originally by A/RES/715(XXIII) of document A/23/5(b) rev.1, its structure update approved by CE/DEC/6(CXII) of document CE/112/3(d) rev.1. and the Secretary-General proposal of structure modification of this document