Conclusions and recommendations adopted by the UNWTO Commission for the Americas at its sixty-seventh meeting

Contents

I. Conclusions and recommendations 2
II. Annex I - List of participants 12
MINUTES OF THE SIXTY-SEVENTH MEETING OF THE UNWTO COMMISSION FOR THE AMERICAS

On 19 May 2022, the Regional Commission for the Americas held its 67th meeting in Punta del Este, Uruguay, under the chairmanship of Paraguay, represented by the Minister - Executive Secretary, Mrs. Sofia Montiel de Afara in charge of the National Secretariat of Tourism (SENATUR). The meeting was attended by representatives of the following Member States of the Commission: Argentina, Bahamas, Brazil, Chile, Cuba, Dominican Republic, Ecuador, Guatemala, Honduras, Jamaica, Mexico, Nicaragua, Panama, Paraguay, Peru and Uruguay. Furthermore, a large number of Affiliate Members of the region, regional and international organizations, as well as other special guests, also attended the event.

1. **Agenda**

1. Adoption of the agenda
2. Communication of the Chair (Paraguay)
3. Report of the UNWTO Secretary-General
4. UNWTO in the Americas
5. UNWTO Affiliate Members: Latest developments, reforms and future outlook
6. Place and date of the 68th Regional Commission meeting for the Americas
7. Other matters
8. Tourism Policies Discussion
1. Adoption of the agenda
(Document CAM/67/ODP)

The Commission,

Having examined the agenda

1. Adopted the agenda of its sixty-seventh meeting as set forth in page 2 of this document.

2. Communication of the Chair (Paraguay)
(Document CAM/67/2)

The Commission,

Having heard the communication from the Chair of the Regional Commission for the Americas, Ms. Sofía Montiel de Afara, Minister of Tourism of Paraguay, on the importance of working together as a region to promote the recovery of tourism,

1. Supports the creation of 4 subregional committees to work on the issues of tourism sustainability, joint tourism promotion, innovation and technology and air and cruise transport;

2. Shares her opinion on the importance of organizing training sessions aimed at the region of the Americas on topics of relevance to be defined according to the needs of the countries of the Americas;

3. Thanks the Secretariat for its efforts to create a centralized platform containing health protocols for entering countries;

4. Highlights the enormous spirit of resilience that characterizes the tourism sector and the attitude of integrity and cooperation that allowed it to go through the hard times caused by the COVID-19 pandemic; and

5. Invites all Members of this Commission to continue to work together, in harmony and in peace, for the benefit of their citizens, and to continue to make tourism a key element in the growth of their countries.
3. Report of the Secretary-General

(Document CAM/67/3)

The Commission,

Having considered the Report of the Secretary-General on the vision and initiatives of UNWTO to address the effects of the pandemic at the global and regional levels, the main challenges of the tourism sector in the region and the priorities for their joint work within the work of the Organization towards the recovery of the sector,

Notes with great interest the presentation made by the Secretary-General on the UNWTO response to the challenges created by the Covid-19 pandemic to support members globally and in the region in monitoring and evaluating the impacts of COVID-19 on tourism (UNWTO-IATA Destination Tracker and Dashboards), monitoring travel restrictions, directing and coordinating public policies through the Global Tourism Crisis Committee, providing technical assistance to revive tourism and tourism security, managing risks and crises affecting the sector, and using digital technology applications in modern ecosystems; stimulating and encouraging investment and entrepreneurship, education and employment, safe, protected and accessible travel, and social, cultural and environmental sustainability services, as well as its brief review of tourism trends and scenarios;

1. Notes that, in 2021, international tourism had a slight rebound of 5%, that is, 18 million more international arrivals than in 2020 although globally we remain 71% below pre-pandemic levels in 2019. That last year, the Americas were, along with Europe, one of the regions with the best results, with an increase of 18%, although it continues 61% below 2019. By subregions, Central America presents the best data in this period and the Caribbean in general registered a small decrease in 2021, although international arrivals in some destinations are close to or exceed pre-pandemic levels.

2. Recognizes that the restart of tourism remains fragile and uneven and that in the future it depends on a number of factors, including increasing equal access to vaccination, lifting travel restrictions where possible, restoring consumer confidence and increasing demand.

3. Highlights the efforts to advance around the five axes of priorities of the Organization and in space in the digitalization of tourism through Innovation forums and digital training in connectivity, business growth, e-commerce, big data and analysis.

4. Appreciates the promotion of investments and sustainable entrepreneurship, which continues to advance in the Sustainable Revitalization for Hotels programme, developed with the International Finance Corporation of the World Bank, to reduce the footprint in emerging markets; as well as the creation of Destination Investment Guides, the first in the Dominican Republic, followed by Colombia and currently underway in Ecuador and Argentina.

5. Supports the launch of the UNWTO Knowledge Lab in the area of tourism education promotion and job creation, the development of the UNWTO Roadmap for Tourism Education that will help Members develop strategies for tourism education, as well as the creation of the first Observatory on the Quality of Education and Employment in the Tourism Sector to monitor the progress of the strategy.
6. **Takes note** of the holding of the Global Youth Tourism Summit, which will connect young talent with industry leaders to inspire change.

7. **Encourages** Member States to participate in the UNWTO Students’ League, which encourages young people to create projects and will engage them in the conversation on tourism.

8. **Appreciates** the organization of an Education Forum with Save the Children this year in the Dominican Republic.

9. **Appreciates** the availability of the first MOOC in Spanish on tourism challenges by the Pontificia Universidad Católica de Chile.

10. **Commends** the work done in improving the **quality of information** and the support provided in the **development of market intelligence systems**, as well as the forthcoming implementation of **international standards for the governance** of destination management in collaboration with the International Organization for Standardization, the updating and expansion of the **UNWTO.QUEST** programme and the launch of the **League of Cities** for Sustainable Tourism, on the occasion of the UNWTO Forum of Mayors for Sustainable Urban Tourism, in October in Madrid.

11. **Takes note** of the accession of Ecuador and Paraguay to the International Code for the Protection of Tourists, whose principles and recommendations **protect travellers** in emergency situations and clarifies the **rights of consumers** and offers **guarantees to international tourists** in the post-pandemic scenario.

12. **Calls on** UNWTO and UN Member States in the region to adhere to the **International Code for the Protection of Tourists** for further harmonization of consumer rights policies and with the aim of restoring confidence and attractiveness in travel.

13. **Welcomes with satisfaction** the incorporation of **55 countries** at different levels to undertake a pilot **statistical framework for measuring the sustainability of tourism (MST)** method to study the economic, social and environmental linkages of tourism.

14. **Urges** UNWTO and UN Member States to accede to the **UNWTO Framework Convention on Tourism Ethics** and will follow up on the actions taken by the signatories of the Private Sector Commitment to the Global Code of Ethics for Tourism.

15. **Congratulates** Argentina, Brazil, Chile, Mexico, Paraguay and Peru for having been selected as “Best Tourist Villages” in the first edition of the UNWTO Best Tourism Villages initiative.

16. **Welcomes with satisfaction** the fact that five months after launching the **Glasgow Declaration on Climate Action in Tourism** at COP26, more than **520 companies and destinations** around the world have signed it. Likewise, the **Global Tourism Plastics Initiative** continues to grow. On the other hand, the **International Network of Sustainable Tourism Observatories** already has observatories in Mexico, Guatemala, Panama, Brazil, Argentina, the United States and Canada, which evaluate and monitor the impact of tourism on destinations.
17. **Appreciates** the forthcoming elaboration of a set of recommendations for our Member States to incorporate the **economy and creative industries**, as part of the growing scope of **cultural tourism**, as well as a compendium of case studies on tourism and creative industries in Latin America.

18. **Appreciates** the initiatives related to women’s empowerment such as "Weaving the Recovery" aimed at indigenous women in tourism, through the formulation of a program to address **systemic inequalities** in Guatemala, Mexico and Peru, as well as the pilot project "**Centre Stage: Empowering women during the recovery from COVID-19**" currently being implemented in Costa Rica, Mexico and the Dominican Republic and seeking to **strengthen gender equality** in government institutions and tourism companies, while recovering from the pandemic. In addition, the **guidelines on gender mainstreaming in the public sector** are now available in English, Arabic, French and Spanish.

19. **Highlights** the work on **social responsibility** with the International Organization for **Standardization** with the aim of validating universal standards on accessible tourism and creating a guide to support implementation by UNWTO Members.

20. **Welcomes** the first presence of tourism and UNWTO at the United Nations General Assembly, which represents a historic milestone for our Organization and for our sector.

21. **Appreciates** the work being done with the **Indonesian G20 Presidency to produce a document based on UNWTO's work on supporting and recovering from the pandemic**, in addition to previous work with the G20 Tourism Working Group.

22. **Highlights** the region’s interest in the opening of regional (thematic) offices in Brazil, Argentina and the Dominican Republic (Sustainability) and **recalls** that the Organization is open to receiving candidatures from all Member States that wish to present them.

23. **Takes note** of the appointment of Mr. Gustavo Santos to the post of Regional Director for the Americas.

24. **Takes note** of the meeting on Innovation, Digitalization and Investments to be held in Paraguay at the end of July to continue developing actions to achieve objectives proposed at this meeting; and

**Having heard** the presentation of the Director of Innovation, Education and Investments on the activities of this Department in relation to innovation and entrepreneurship ecosystems,

**Appreciates** the Department's support for start-ups, connecting them with investors for the creation of their ventures.

**Urges** Member States to promote the participation of entrepreneurs from the region in the various innovation forums.

**Welcomes with satisfaction** the efforts made to increase the number and variety of Online Academy courses, as well as the inclusion of Spanish language courses; and

**Appreciates** the offer of scholarships given to all Member States.
4. UNWTO in the Americas

The Commission,

Having listened with great interest to the presentation made by the Secretary-General of UNWTO under Agenda Item 3,

1. Takes note of the activities carried out by UNWTO in the Americas since the previous meeting of the Regional Commission, as presented in the report of the Secretary-General.

2. Appreciates the activities that have been carried out by the Regional Department for the Americas, following the five strategic axes of the Organization.

5. UNWTO Affiliate Members:
Latest developments, reforms and future outlook

The Commission,

Having heard the intervention of the First Vice-Chair of the Board of Affiliate Members, represented by Mr. Horacio Reppucci, Secretary of Institutional Relations of the Argentine Chamber of Tourism,

1. Appreciates the Department’s efforts to add value to UNWTO Members by attracting and sharing initiatives along with the design of sound projects, in order to contribute to the Organization’s overall efforts to accelerate the recovery of the sector.

2. Appreciates the excellent outcome of the Reform of the Legal Framework for Affiliate Members, which was adopted at the 24th UNWTO General Assembly.

3. Welcomes with satisfaction the establishment of a Committee on Matters Related to Affiliate Membership, a specialized institutional framework that will act as an operational channel for the interaction of Affiliate Members with the statutory bodies of the Organization and for integration and networking with Member States.

4. Looks forward to receiving input from the newly established Committee on Matters Related to Affiliate Membership in order to create synergies that can contribute to the qualitative growth of the Affiliate Membership in the Member States of this Commission.

5. Appreciates the participation of the representative of the Board of Affiliate Members in this ministerial meeting on behalf of the Affiliate Members as an effective way to share with the Member States of the region their needs and views on priority issues for the Organization.

6. Expresses the full readiness of the Member States of the region of the Americas to work with the Affiliate Members to achieve the goal of greater integration and joint participation in the activities of the Organization; and
7. **Appreciates** the commitment and willingness of the Affiliate Members to become more involved in the main UNWTO initiatives and projects on priority issues such as sustainability, rural development, education, innovation and digitalization.

6. **Place and date of the 68th Regional Commission meeting for the Americas**
   
   (Document CAM/67/6)

The Commission,

**Having considered** the candidatures of Paraguay and Ecuador to host the 68th meeting of the UNWTO Commission for the Americas,

**Taking note** of the withdrawal of its candidature by Paraguay,

1. **Thanks** both candidates for their interest and accepts the proposal of Ecuador as host country of the next meeting of the Regional Commission, in the spring of 2023, at the place and date to be determined later; and

2. **Welcomes** Paraguay’s interest in hosting the 69th edition of the meeting, to be decided at the meeting of the 68th meeting upon presentation of the candidature.

7. **Other matters**

The Commission,

**Having listened** to the presentation of Latina Towers,

1. **Appreciates** the commitment of this initiative to the tourism and cultural sector.

2. **Appreciates** the involvement of the UNWTO in this project through the signature of a Memorandum of Understanding between the two entities.

**Having listened** to the intervention of the Development Bank of Latin America (CAF).

1. **Expresses** the full readiness of UNWTO to work together with this institution in support of tourism development in the region, as agreed in the Memorandum of Understanding signed at the end of 2021.
8. Tourism Policies Discussion
“Accelerating Recovery and Building Resilience”

Having heard the interventions, in order of participation, of Brazil, Chile, Jamaica, Argentine Chamber of Tourism, Association of Caribbean States, IGLTA, Peru, Guatemala, Puerto Rico, Argentina, Dominican Republic, Cuba and Ecuador,

Brazil
Brazil's Minister of Tourism, Mr. Carlos Alberto Gomes de Brito, mentioned some of the challenges facing the region: connectivity at the regional and national level; it was also stressed that the lack of credit constitutes an impediment to the reactivation and invited countries to create partnerships with each other to stimulate the presence of visitors from third countries to the region.

Chile
The Undersecretary of Tourism, Mrs. Verónica Kunze, informed the delegations that Chile is working on the reopening through the implementation of the following specific points: the homologation of vaccines, to achieve an effective recovery of about one hundred thousand jobs; the incorporation and empowerment of women in the sector and decentralization for efficient management.

Jamaica
The Permanent Secretary, Mrs. Jennifer Griffith, pointed out the challenges that Jamaica must face to achieve a complete reactivation: the interruptions in the value chain in terms of goods and services, the need to constitute a true resilience and, for this, they have built the tourism resilience corridors which will allow to visualize the need to find financing for the private sector and the development of human capital.

Argentine Chamber of Tourism – CAT (by its Spanish acronym)
The representative of the CAT, Mr. Horacio Repucci, pointed out that the pandemic made possible the strengthening of the institutions, since the associates realised that their interests were taken care of by the institution and currently, there is a contained demand that will have an impact in the short term in economic terms. He vindicated the concept of optimism for the future.

Paraguay
The Minister of Tourism of Paraguay, Mrs. Sofia Montiel de Afara, called for the recovery of air frequencies, the opening of borders and the lifting of restrictions. The main challenge is to gain consumer trust.

Association of the Caribbean States - ACS
The Advisor of the Directorate of Trade and Sustainable Development, Mr. Kennedy Pemberton, pointed out that he has a transversal perspective from an intergovernmental association that brings together thirty-five countries. Also, he shared the opinions of the speakers on “communality” (a feeling or a spirit of cooperation and belonging that arises from common interests and objectives).

ACS worked hard with destinations supporting them to increase their competitiveness and helping them to maximize their marketing and promotion efforts.
Also, partnerships with IATA and CLIA have contributed to these common goals; as well as taking advantage of the use of technology in order to return to a more comprehensive and inclusive tourism industry.

IGLTA
In his remarks, Mr. Clovis Casemiro, Members Coordinator, noted that tourism not only strengthens supply chains, improves the productivity of local businesses and generates income for local communities, but is also a lever of development and generator of dialogue that leads to greater understanding between cultures. LGBTQ+ travellers are more than ready to discover the world again, as reflected in the travel survey data conducted in 2020 and 2021, representing a valuable and loyal audience for tourism businesses that strive to genuinely welcome them.

To truly participate in this market, the tourism industry will need to elevate its efforts at diversity, equity and inclusion.

Together, the global tourism sector could be revitalized towards a more diverse and inclusive industry by harnessing its market-creating power to support economies, jobs creation, and fostering development that benefits local people and their communities.

Peru
The Deputy Minister of Tourism of Peru, Mrs. Julia Isabel Álvarez Novoa, highlighted the need to empower and make visible the history and culture of the region through the indigenous communities which exalt the tourism sector through their art, gastronomy and vision of the world.

We must take a more introspective look at the role of women’s integration and empowerment in the sector, making intensive use of governance and public-private partnerships.

Guatemala
The Minister of Tourism of Guatemala, Mrs. Anayansy Rodríguez, highlighted the work that has been done in terms of public and private partnerships and stressed that they are working to value the Mayan circuits and, as a public policy, to ensure the safety of visitors.

Puerto Rico
The Minister of Tourism of Puerto Rico, Mr. Carlos Mercado Santiago, highlighted four challenges to be faced: the lack of workforce in customer services and the hotel/restaurant industry, the air connectivity that affects all destinations in terms of cancellations and delays, the health issue that is still pending in certain destinations and an improvement in the quality of service.

Argentina
The Secretary of Tourism Promotion of Argentina, Mrs. Yanina Martínez, highlighted the need for strategic alliances to carry out national and regional objectives.

Dominican Republic
The Permanent Representative to UNWTO, Mr. Anibal de Castro, highlighted the concept of more ambition and determination in the implementation of public tourism policies.

Cuba
The Director of the Legal Area of the Ministry of Tourism, Mr. Juan José Álvarez Sardiñas, highlighted the actions carried out by his government and recognized that connectivity remains a challenge. Also, he highlighted the significant participation of women in managerial positions.
The emergence of new economic sources such as micro and small tourism enterprises (in the private sector) will give a new impetus to the economy generating more jobs. Also, it was emphasized the government's action to strengthen and diversify strategic management for local development with a strong impact on communities and with close links to tourism.

He concluded by mentioning that peace is a prerequisite for the development of tourism: the future must be one of peace, security and health.

**Ecuador**

The Director of the area of Protection of the User of Tourism Services of the Ministry of Tourism, Mrs. Mª Gabriela Suárez, mentioned some of the current challenges in need of immediate action; such as, international protocols, the creation of public and private partnerships that will serve to convey the importance of tourism not only in terms of economic spill over but its contribution to peace and diversity.

1. **Appreciates** the participation of the above-mentioned Members who contributed to the dynamism of the discussion.

2. **Takes note** of the exchange of actions and policies carried out by the Members during the pandemic, in order to contribute to the acceleration of the recovery and building resilience of the travel and tourism sectors in the Americas; and

3. **Appreciates** the fact that these actions, which were the subject of discussion, reflected that this pandemic has served to highlight:

   - The relevance and visibility that the tourism sector obtained from the pandemic represented by media and political mainstreaming.
   - Two underlying concepts: ambition and optimism.
   - The need to improve national and regional air connectivity.
   - Trust as a new currency.
   - New business models where diversity and inclusion must be integrated.
   - The empowerment of women and indigenous communities.
**ANEXO I – LISTA DE PARTICIPANTES**

### 1. Presidente de la Comisión

**PARAGUAY**  
**Jefe de delegación**  
Sra. Sofía Montiel de Afara  
Ministra  
Secretaría Nacional de Turismo (SENATUR)

**Delegados**  
*Sra. Marcela Afara*  
Consejera  
Embajada del Paraguay en España

*Sra. Gianina Riboldi*  
Directora de Gabinete  
Secretaría Nacional de Turismo (SENATUR)

*Sra. Rosa Sanabria*  
Directora de Relaciones Internacionales  
Secretaría Nacional de Turismo (SENATUR)

*Sra. Graciela Arca*  
Jefa de Cooperación Internacional  
Secretaría Nacional de Turismo (SENATUR)

### 2. Miembros Efectivos

**ARGENTINA**  
**Jefe de delegación**  
Sra. Yanina Martínez  
Secretaria de Promoción Turística  
Ministerio de Turismo y Deportes

**Delegados**  
*Sr. Leandro Balasini*  
Subsecretario de Relaciones Institucionales y Cooperación Internacional  
Ministerio de Turismo y Deportes

*Sra. Ana García Allievi*  
Directora de Relaciones Internacionales  
Ministerio de Turismo y Deportes

**BAHAMAS**  
**Jefe de delegación**  
Sra. Lynette Virgil  
Jefa de Relaciones Internacionales  
Ministerio de Turismo, Inversión y Aviación

**BRAZIL**  
**Jefe de delegación**  
Sr. Carlos Alberto Gomes de Brito  
Ministro  
Ministerio de Turismo

**Delegados**  
*Sr. Silvio Nascimento*  
Presidente  
EMBRATUR

*Sr. Heitor Kadri*  
EMBRATUR
CHILE
Jefe de delegación
Sra. Verónica Kunze
Subsecretaria de Turismo
Ministerio de Economía, Fomento y Turismo

Delegados
Sra. Mª Fernanda Noriega
Asesora Internacional
Ministerio de Economía, Fomento y Turismo

CUBA
Jefe de delegación
Sra. Zulan Popa Danel
Embajadora
Embajada de Cuba en Uruguay

Delegados
Sr. Juan José Álvarez Sardiñas
Director
Dirección Jurídica
Ministerio de Turismo

Sr. Lázaro Vázquez Delgado
Encargado - Oficina Comercial
Embajada de Cuba en Uruguay

ECUADOR
Sr. Roberto Illingworth Cabanilla
Embajador
Embajada del Ecuador en Uruguay

Sra. Verónica Aguilar Ministra
Ministra - Embajada
Embajada del Ecuador en Uruguay

Sra. Mª Gabriela Suárez
Directora – Protección al Usuario de Servicios Turísticos
Ministerio de Turismo

GUATEMALA
Jefe de delegación
Sra. Anayansy Rodríguez
Ministra
Instituto Guatemalteco de Turismo (INGUAT)

Delegados
Sr. William Haroldo Cordón
Embajador
Embajada de Guatemala en Uruguay

HONDURAS
Jefe de delegación
Sra. Tatiana Siercke
Gerente de Gestión Institucional y Relaciones Internacionales
Instituto Hondureño de Turismo (IHT)

JAMAICA
Jefe de delegación
Sra. Jennifer Griffith
Secretaria Permanente
Ministerio de Turismo

Delegados
Sra. Tyesha Turner
Directora de Comercio Turístico y Relaciones Internacionales
Ministerio de Turismo
NICARAGUA
Jefe de delegación
Sr. Licio Ettore Gelli
Encargado de Negocios
Embajada de Nicaragua en Uruguay

PANAMÁ
Jefe de delegación
Sra. Mirlo Guerra Londoño
Diplomática
Embajada de Panamá en Uruguay

PERÚ
Jefe de delegación
Sra. Julia Isabel Álvarez Novoa
Viceministra de Turismo
Ministerio de Comercio Exterior y Turismo

Delegados
Sr. Marco Balarezo
Embajador
Embajada del Perú en Uruguay

Sr. Jonathan Coronado Flores
Director de Facilitación y Cultura Turística
Ministerio de Comercio Exterior y Turismo

R. DOMINICANA
Jefe de delegación
Sr. Aníbal de Castro
Representante Permanente ante la OMT
Embajada de la República Dominicana en España

URUGUAY
Jefe de delegación
Sr. Tabaré Viera
Ministro de Turismo

Delegados
Sr. Remo Monzeglio
Viceministro

Sr. Ignacio Curbelo
Director General

Sr. Roque Badeau
Director Nacional

1. Miembros Asociados

PUERTO RICO
Jefe de delegación
Sr. Carlos Mercado Santiago
Director Ejecutivo
Compañía de Turismo de Puerto Rico

Delegados
Sra. Leslie A. Díaz López
Directora - Comunicaciones y Asuntos Gubernamentales
Compañía de Turismo de Puerto Rico

2. Miembros Afiliados

CÁMARA ARGENTINA DE TURISMO
Sr. Horacio Repucci
Secretario de Relaciones Institucionales

IGLTA
Sr. Clovis Casemiro
3. Organismos Internacionales

ASOCIACIÓN DE LOS ESTADOS DEL CARIBE (ACS)

Sr. Kennedy Pemberton
Asesor
Dirección de Comercio y Desarrollo Sostenible

BANCO DE DESARROLLO DE AMÉRICA LATINA (CAF)

Sr. Óscar Rueda
Director | Presidencia Ejecutiva
Sr. Jorge Srur
Gerente Regional Sur

CATA

Sra. Ana Carolina Briones
Secretaria General

4. Invitados Especiales

CÁMARA DE DIPUTADOS - ARGENTINA

Sr. Gustavo Santos
Diputado

Sr. Diego Barberis
Asesor – Comisión de Turismo

Sra. Romina Nardi
Asesora – Comisión de Turismo

LATINA TOWER

Sr. Enrique Bañuelos
Presidente

Sr. Jose María F. Ameneiro
Partner

Sr. Antonio Magraner
FIJE

Sra. Gloria Bañuelos
Partner

WAKALUA

Sra. Leticia Lauffer
Directora
5. Otros

CAMARA URUGUAYA DE TURISMO

Sra. Marina Cantera
Presidente

6. Organización Mundial del Turismo

Sr. Zurab Pololikashvili
Secretario General

Sr. Mikhail Ninua
Director de Administración y Finanzas

Sra. Alicia Gómez
Asesora Jurídica

Sr. Marcelo Risi
Director de Comunicación

Sra. Natalia Bayona
Directora de Innovación, Educación e Inversiones

Sra. Daniela Urcuyo
Coordinadora – Dpto. Regional para las Américas

Sra. Esther Ruiz
Asistente – Dpto. Regional para las Américas

Sra. Emily Steinmayr
Especialista Legal Senior