

Agenda item 3(b)
General Programme of Work

CE/117/3(b) rev.1
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Executive summary

This report presents the various activities carried out by the Secretariat to implement the programme of work approved by the General Assembly at its 24th session.

In response to the different strategic objectives and programmatic priorities, the Secretariat has developed many initiatives that aim at helping Member States to face the current triple crisis, COVID-19, climate change and war, and build a more resilient, sustainable and inclusive tourism sector.

The report includes the following annexes:

[Annex I: UNWTO on the ground, Summary of technical cooperation projects](#)

[Annex II: Calendar of UNWTO events for 2022 and 2023](#)

[Annex III: Report of the Committee on Tourism and Competitiveness](#)

[Annex IV: Report of the Committee on Tourism and Sustainability](#)

[Annex V: UNWTO Gender Mainstreaming Guidelines](#)

[Annex VI: Progress on JIU recommendations](#)

DRAFT DECISION¹

Agenda item 3(b) General Programme of Work (document CE/117/3(b) rev.1)

The Executive Council,

Having examined the report on the general programme of work,

1. *Thanks* the Secretary-General for all the activities carried out;
2. *Takes note with satisfaction* that, as a result of the successful implementation of the One Planet Sustainable Tourism Programme (STP), tourism has been identified as one of the high-impact sectors in the new Global Strategy for Sustainable Consumption led by UNEP;
3. *Decides* therefore to support the renewal of the mandate of UNWTO as Lead of the One Planet Sustainable Tourism Programme in view of the extension of the mandate of the 10-Year Framework of Programmes on Sustainable Consumption and Production until 2030 by the UN General Assembly (resolution A/RES/76/202), and invites Member States to support the One Planet STP;
4. *Also takes note* of the reports of the Committee on Tourism and Competitiveness (Annex III) and the Committee on Tourism and Sustainability (Annex IV) and thanks their respective members for their work;

Having considered in Annex V the Gender Mainstreaming Guidelines,

5. *Endorses* the guidelines;

Having examined the Annex VI regarding the progress on JIU recommendations,

6. *Takes note* of the latest reports issued by the Joint Inspection Unit (JIU) referenced in the document and thanks the JIU for its insights;
7. *Approves* the acceptance and implementation status for each one of them and requests the Secretary-General to report accordingly on them to the JIU;
8. *Considers closed* those recommendations that have been fully implemented; and
9. *Requests* the Secretary-General to keep reporting yearly on this issue.

¹This 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.

I. Introduction

1. The present report follows report [CE/116/3\(b\) rev.2](#) presented at the 116th session of the Executive Council (Jeddah, Saudi Arabia). It briefly recalls the objectives and priorities of the programme of work for the biennium 2022-2023, approved by the General Assembly in its 24th session, and presents the main achievements for the period May-October 2022.
2. While recovering from COVID-19, the world is facing a three-dimensional crisis: on food, energy and finance. Likewise, the effects of climate change are every day more present in our lives, reminding us that many of our consumption and production patterns require substantial changes.
3. The last UNDP Human Development Report² has announced that for the first time since it was created over 30 years ago, the Human Development Index -- a measure of countries' life expectancies, education levels, and standards of living -- has declined for two years straight, in 2020 and 2021.
4. In such uncertain times, building resilience, while limiting adverse impacts on People, Planet, Prosperity and Peace, remains a key element of UNWTO activities, as reflected in the different objectives and priorities of its programme of work. Crises are opportunities to rethink the tourism sector and build it back more sustainable, inclusive, prosperous, and resilient.
5. [Annex I](#) gives a summary of technical cooperation projects, [Annex II](#) includes a calendar of UNWTO events for 2022 and 2023, [Annex III](#) is the Report of the Committee on Tourism and Competitiveness, [Annex IV](#) is the Report of the Committee on Tourism and Sustainability, [Annex V](#) includes the UNWTO Gender Mainstreaming Guidelines, and [Annex VI](#) summarizes the progress on JIU recommendations.

II. Strategic Objectives and Priorities

6. The UNWTO programme of work is based on three strategic objectives and five programmatic priorities, as follows:

Strategic objectives:

- A. Strong coordination, effective policy guidance, and new partnerships.
- B. Diversification of services to members and expansion of membership, crisis, recovery, and resilience.
- C. Management and modernization of the organization.

Programmatic priorities:

- A. Invest in people: human capital, education, and jobs.
- B. Foster sustainable and green transition: social aspects, culture, and environment.
- C. Boost investments, financing, and entrepreneurship.
- D. Enhance competitiveness and resilience - market intelligence, statistics, and product development.
- E. Scale up innovation and digital transformation.

² [UNDP Human Development Report 2021-2022, Uncertain Times, Unsettled Lives: Shaping our Future in a Transforming World](#)

A. STRONG COORDINATION. EFFECTIVE POLICY GUIDANCE AND NEW PARTNERSHIPS

7. In the face of an unprecedented crisis and against a backdrop of heightened uncertainty, multilateralism is evermore key. UNWTO needs to continue leading in the coordination of international efforts to support the sector's recovery and transformation.
8. **The United Nations General Assembly [High Level Thematic Debate "Putting sustainable and resilient tourism at the heart of an inclusive recovery"](#)**, convened by the President of the 76th General Assembly in cooperation with the UNWTO, on 4 May 2022, at the UN Headquarters in New York, has created a strong momentum towards a concerted approach on tourism at the highest level to maximize its contribution to the sustainability agenda. Holding a similar high-level event as a regular feature of a statutory consultation on tourism in the UN system would be a useful step towards maintaining and propelling further the momentum and to continue the work already started. Kaunertal village (Austria) participated in the event in representation of the 44 villages recognized as Best Tourism Villages by UNWTO 2021 alongside Ministers and high-level representatives.
9. **G20 and Tourism – MSMEs and Communities at the forefront of a people-centred recovery.** UNWTO has worked closely with the Indonesian Presidency of the G20 and the G20 Tourism Working Group to deliver the [G20 Bali Guidelines for Strengthening Communities and MSME as Tourism Transformation Agents: a People-centred Recovery](#). The Guidelines provide guidance for key policies that can create resilient and sustainable MSMEs and communities spanning five key pillars: 1) Human Capital, 2) Innovation, digitalization and the creative economy, 3) Women and youth empowerment, 4) Climate action, biodiversity conservation, and circularity, and 5) Policy, governance and investment. They also draw up over 40 cases studies from G20 members and guest countries focused on the promotion of MSMEs and communities.
10. **Coordination with WHO – UNWTO leading on Tourism and Health.** Since the outset of the pandemic UNWTO has worked closely with the World Health Organization (WHO) at the highest coordination and technical levels on measures and messaging impacting on tourism. WHO has been also an active member of the UNWTO Crisis Committee. Moving forward, the ["Montenegro Statement"](#), released on the occasion of the eighth high-level meeting of the WHO/Europe Small Countries Initiative (SCI) held in Montenegro, recognizes that health and tourism are deeply interconnected in the globalized world, and the reopening of travel and tourism is crucial for economic recovery, jobs and livelihoods in small countries. In this meeting the creation of a coalition of partners on health and tourism, jointly coordinated by the WHO Regional Office for Europe and UNWTO, to elaborate the evidence for policy measures and facilitate country dialogue was agreed. This new initiative will allow to consolidate on the lessons learned and increase tourism preparedness to health crisis.
11. **A United Nations global assessment of progress towards the Sustainable Development Goals (SDGs)** recognized the important role that tourism must play in achieving the ambitious agenda for change. Launched at the High-Level Political Forum on Sustainable Development, which this year was held around the theme of 'building back better' from the pandemic, the UN reports draw on [UNWTO's statistical database and normative work](#) to track tourism's role in delivering meaningful progress for people and the planet. Specifically, the [UN SG Progress report on SDGs](#) with its [statistical annex](#) served as input to the deliberations of the HLPF. Alongside this, the [Sustainable Development Goals Extended Report](#) is aimed at the wider public and provides an overview of all 17 Goals with infographics, including those illustrating the relevance of tourism.
12. **United Nations High-Level Political Forum (HLPF) Side Event on "Tourism and the SDGs: Accelerating the 2030 Agenda"**, organized by the World Tourism Organization (UNWTO) with the Japan International Cooperation Agency (JICA). The [side event](#) showcased a better understanding of the SDGs from the perspective of tourism and recognized the true potential of the sector as a driver to achieve the SDGs. The event gathered different tourism stakeholders to discuss how tourism contributes to several goals, namely through the work of One Planet Network – Sustainable Tourism Programme as well as in the form of community-based interventions, socio-economic recovery plans and regional tourism strategies.

13. UNWTO leads in monitoring impacts and trends in tourism, thanks to its [UNWTO World Tourism Barometer](#) and the Tourism [Data Dashboards](#), providing updated information on international tourism and industry indicators including the most complete data on current travel restrictions in cooperation with IATA.
14. UNWTO and **Union for the Mediterranean** signed a Memorandum of Understanding that will see the parties work together to enhance cooperation and promote tourism as a tool for sustainable development, peace, and security in the Euro-Mediterranean region, capitalizing on tourism's potential to advance sustainable economic growth, social inclusiveness, decent employment, MSME development, women and youth empowerment and poverty alleviation.
15. UNWTO has continued its fruitful collaboration with **FAO** particularly by favouring exchanges between experts on each organization's policies, projects, and activities being implemented in the field of sustainable rural tourism. Strategic discussions are planned to take place in Q3 of 2022 to identify priority areas of cooperation specifically together with the FAO teams in charge of the Globally Important Agricultural Heritage Sites (GIAHS) and Digital Villages. Linking with UNWTO's youth engagement, notably the Global Youth Tourism Summit, active exchanges are taking place with the World Food Forum which is associated to FAO.
16. **Sustainability and Green Transformation** is at the core of Members' concern and many lines of action have been developed by the Secretariat to address such pressing needs: Climate action, Tourism and the Blue Economy, including [the Glasgow Declaration on Climate Action in Tourism](#) and [the Global Tourism Plastics Initiative](#) and the [One Planet Sustainable Tourism Programme](#), Biodiversity, UN General Assembly Report on the "Promotion of Sustainable Tourism", the Global Roadmap on Food Waste Reduction in Tourism, the Measuring Sustainability in Tourism (MST) initiative, and the International Network of Sustainable Tourism Observatories (INSTO) (see more on tourism and sustainability under part III. B.).
17. **International Code for the Protection of Tourists.** By developing and harmonizing minimum standards for the protection of tourists at the international level, the [International Code for the Protection of Tourists](#) (ICPT)³ provides all tourism stakeholders, both in the public and private sector, with practical guidance for the assistance to tourists in emergency situations and consumer rights of tourists in the post COVID-19 scenario.⁴ Member States of both UNWTO and the United Nations are now encouraged to adhere to the ICPT [fully](#) or [partially](#) and to integrate its non-binding recommendations into their relevant policies, legislation and regulations, as well as to report to the Secretary-General on the application of the ICPT within their country with a view to sharing knowledge, experiences and best practices.⁵ To date, six Member States have adhered to the ICPT ([list](#)). In the framework of the advocacy strategy for the promotion of the ICPT, the Secretariat has undertaken a number of activities aimed at the dissemination of the Code at global and regional level and the promotion of adherence thereto by Member States including, among others, the launch of the 'ICPT Champion Countries Initiative', the holding of a 'Technical Seminar on the ICPT' in Uruguay in the framework of the 67th Regional Commission for the Americas, the organization of a round of Regional Webinars in collaboration with UNWTO's regional departments and participation in a number of academic conferences on Tourism Law and Consumer Protection Law.⁶
18. UNWTO continues strengthening and expanding its relations with international financial institutions (IFIs) through the negotiation of global framework agreements which will scale up and facilitate further joint delivery. Among the main results are the signature of a [Memorandum of Agreement](#) (March 2022) with the World Bank that introduces a [Standard Form of Agreement for the provision of Technical Assistance by the UNWTO under Bank-](#)

³ The ICPT is available as a fully-fledged publication in [all official languages](#) of UNWTO.

⁴ Adopted by [Resolution 732 \(XXIV\)](#) of the General Assembly at its 24th session held in Madrid, Spain, from 30 November to 3 December 2021.

⁵ Interested Member States may consult the [Guidelines for the Adherence to the ICPT](#) summarizing the steps by which States may adhere to the ICPT fully or partially and subsequently, submit the ICPT to the attention of the competent national authorities for consideration.

⁶ Academic conferences include, among others, the 80th Biennial Conference of the [International Law Association](#), the XXII International Conference of the [Spanish Association of Tourism Experts](#) and the and the [SERDAUT Conference at Sorbonne University](#) in Paris.

[Financed Projects](#), as well as the extension of the existing framework agreement (May 2022) with the European Bank of Reconstruction and Development.

19. **UNWTO Affiliate Membership – strengthening the public-private partnership:** please see documents CE/117/6(a) and CE/117/6(b) regarding the message of Chair of the Affiliate Members on the potential of Affiliate Members to contribute to the mission of UNWTO and the report of the Committee on Matters Related to Affiliate Membership (CMAM), indicating the changes in the UNWTO Affiliate Membership as well as the inputs received regarding the management of the network of the Affiliate Members and their interaction with UNWTO and Member States.
20. **World Tourism Day:** This year, the Tourism's International Observance Day (27 September) put people at the centre of key discussions. Where is tourism going? Where do we want to go? And how do we get there? The [WTD 42nd edition](#) was hosted by Indonesia, in Bali, and brought together stakeholders from every part of tourism's uniquely broad value chain - from political and private sector leaders to community representatives, and youth and indigenous ambassadors. It amplified the message of tourism as an inspirational and transformational force, and the role of UNWTO and the whole of the sector in fulfilling this potential.

B. DIVERSIFICATION OF SERVICES TO MEMBERS AND EXPANSION OF MEMBERSHIP, CRISIS, RECOVERY AND RESILIENCE

21. The UNWTO Secretariat is expanding its portfolio of services to better adapt to the new situation and better prepare for the future.
 - (a) The list of current UNWTO cooperation projects, including the **Covid Technical Assistance Package**, is presented in Annex II.
 - (b) The UNWTO "[Tourism Stories Pacific 2022 – Resilience Through Crisis](#)" e-book showcases seven portraits of Pacific tourism entrepreneurs who served as examples of resiliency at the peak of the COVID-19 crisis.
 - (c) **International Code for the Protection of Tourists (ICPT).** In the framework of the 67th Regional Commission for the Americas, UNWTO organized together with the Ministry of Tourism of Uruguay a Seminar on the International Code for the Protection of Tourists, which took place on 20 May 2022. The Code is progressively available as a fully-fledged publication in all official [languages](#).
 - (d) **Quality-oriented expansion of the Affiliate Membership:** After the official establishment and start of operations of the Committee on Matters Related to Affiliate Membership (CMAM), UNWTO seeks to take advantage of the new framework to promote a quality-oriented and geographically balanced expansion of the UNWTO Affiliate Membership, identifying potential Member States in priority Member States. See documents CE/117/6(a) and CE/117/6(b).
 - (e) **Survey on priorities for the preparation of the programme of work 2024-2025 and beyond** the Secretariat has started the preparation of a wide consultative process among all UNWTO Members in order to define priorities for the 2024-2025 biennium, as well as strategic lines for the future of tourism in the coming decade or so. Ensuring as many as possible contributions in building the programme of work will reinforce the sense of ownership from Members, as well as stimulate them in driving initiatives. The survey is expected to be launched in December 2022 and its results presented during the 2023 Regional Commission meetings.

C. MANAGEMENT AND MODERNIZATION OF THE ORGANIZATION

22. Based on the results of the survey above-mentioned, the Secretary-General is working on a long-term **UNWTO Strategic Vision**, realigning the Management vision and the mission of the Organization, through a systematic process of envisioning a desired future, and

translating it into broadly defined objectives and outcomes, and a sequence of actions to achieve them.

23. **UNWTO Research Committee:** Among its purposes, UNWTO is serving as a permanent source of knowledge for its Members and the tourism community at large and strengthening its position as the authority in tourism research and knowledge. With this endeavour in mind, the Secretariat has created an internal Research Committee mandated with enhancing the relevance and impact of UNWTO knowledge creation and dissemination, while ensuring alignment of UNWTO research with the vision and mission of UNWTO, as well as its Programme of Work. The Committee will work to promote the quality, relevance, applicability and added value of UNWTO research and its impact on policies and strategies for the sustainable development and management of the tourism sector.
24. The Secretary-General has been reporting on governance achievements every year in a **Report on the Reform of the Organization**, which also includes a monitoring of implementation of the Joint Inspection Unit (JIU) recommendations. This year, as in previous ones, the Secretariat has focused on measures that a) have an impact on budget control and cost optimization for the Organization, and b) reinforce compliance with UN standards and policies. This information is included as annex of the present report. See [Annex VI](#).
- 25.

III. Key initiatives and activities responding to the programmatic priorities

26. The Secretary-General has strengthened the priorities for the programme of work 2022-2023 to better respond to Members' current needs and priorities.

A. INVEST IN PEOPLE: HUMAN CAPITAL, EDUCATION AND JOBS

27. In order to support a proper development and to achieve tourism sector competitiveness and sustainability, UNWTO Member States need the right tourism human capital base that meets current and future market demands. The Secretariat is supporting the scaling up of new partnerships in the Education sphere in order to better respond to Member State needs.
28. UNWTO is preparing the first **Education Policy Paper: UNWTO Tourism Education Roadmap to Tourism Nations** on how to create a tourism education strategy and build a professional path in the sector. It sheds light on how to modernize and rebuild a more sustainable, inclusive, and innovative educational and professional pathway to increase accessibility to tourism education and create a clear connection and correlation between education and employment for tourism careers. Also, it provides Member States with the relevant knowledge, information, and tools by combining theory and practice in an integrated manner to allow institutions to build the required skills, creating the capacity to become agents for lifelong learning.
29. In the process of providing more high-quality education opportunities, UNWTO has continuously focused its efforts on its programmes:
 - (a) [UNWTO Tourism Online Academy](#), which has trained more than 18,000 students and currently displays a portfolio of 26 courses from top-quality universities in languages such as English, Spanish, and Arabic.
 - (i) The latest course releases have been:
 - a. Marketing Museums and Visitor Attractions by Bilkent university (Türkiye).
 - b. Sustainable Destination Management by UNWTO and the Lucerne University of Applied Sciences and Arts (HSLU) (Switzerland).
 - (ii) Furthermore, its **Scholarships Programme** has allocated a total of 4,905 free-of-charge certificate coupons for Member States in all regions.

- (iii) Ensuring the platform's sustainability, UNWTO and IE University have signed the Addendum to already set Partnership Agreement for the Phase III of the joint collaboration.
 - (b) Curated education programmes **by UNWTO Academy**:
 - (i) **Partnerships in education**: 4 Masters (Destination and Attractions Management; Trends and Issues in Tourism and Leisure; Sustainable Tourism Planning and Development; and Tourism Destination Management) and 1 PhD in International Tourism are being taught in China with IFT Macau and Mexico with Anáhuac University. Total of students benefited: 70.
 - (ii) **Executive training**: 9 courses and 7 webinars impacting over 450 people have been developed in Andorra, Croatia, Georgia, Tanzania, and Tunisia. Main themes: strategy and planning for tourism MSMEs; content and digital marketing; e-commerce; and web analytics and business intelligence.
 - (c) **UNWTO Ted.Qual** certification has been given or renovated to 46 education programmes from 14 institutions covering 11 countries from the Americas, Asia and the Pacific and Europe. Additionally, 93 programmes from 34 institutions covering 19 countries are under the process for certification or renovation.
30. To keep strengthening the UNWTO Tourism Online Academy platform, the Organization is currently working to reach over 60 courses and 5 new academic partners, which includes the implementation of the Human Capital Development by E-learning project with the Kingdom of Saudi Arabia.
31. The first **Observatory on Quality of Tourism Education and Jobs** for the Kingdom of Saudi Arabia is currently being developed to reach objectives such as: addressing the need for monitoring current and future skills, facilitating intelligent labour market data collection, and spearheading similar initiatives worldwide. It will lead change by crossing education and jobs data for improving tourism employment. Specifically, it will feature:
- (a) **Tourism and jobs data collection**: data gathering and analysis of existing documentation and identification of the most relevant KPIs: capabilities available, educational levels and certifications, performance evaluations, amongst others.
 - (b) **Jobs market analytics and diagnosis**: analysis and cleaning of data available, construction of the analytical data set, and in-depth analysis, generating:
 - (i) Tourism Labour Market Report
 - (ii) Industry Status Report
 - (iii) Industry Forecast Report
32. The **UNWTO Ulysses Prize** award has been resumed. It is awarded to a distinguished scholar for his/her outstanding contribution to create and disseminate innovative knowledge in tourism. Its 16th edition will take place in Uzbekistan in 2023 on the occasion of the 25th session of the UNWTO General Assembly. Being established in 2003, the Prize is given to a prominent representative from Academia in tourism with outstanding achievements. All the proceedings – nomination of candidates, selection criteria, and evaluation – strictly follow the common practice of previously held editions.
33. **Youth and Talent Development** are at the centre of human capital development, with the aim of empowering the future tourism leaders by raising awareness on Tourism and the SDGs from younger ages and bridging the gap between studies and the realities of our sector. Several initiatives stand out in 2022:
- (a) **Global Youth Tourism Summit (GYTS)**. The first edition of the GYTS took place in Sorrento, Italy, in July 2022 jointly organized with the Government of the Italian Republic. It brought together some of the brightest young minds, to hear their concerns, but above all, their vision for the sector. This was a landmark first – for the young people, for UNWTO and for the tourism sector as a whole. It put young people

in the driving seat. Out of the week came the [Sorrento Call to Action: Youth for Sustainable Tourism](#), a call from the young participants to have a greater say in the decisions that will affect them whether as tourists themselves or as beneficiaries of the sector. The GYTS platform will continue in the coming weeks with a series of activities aimed at the establishment of a network of national/regional youth tourism summits, with the next global event foreseen for the summer of 2024.

- (b) [The Impact of COVID-19 on Youth – Focus on Asia and Italy](#). Ahead of the UNWTO Global Youth Tourism Summit (GYST), this report has been prepared at a propitious time as it examines how to support young people throughout the recovery and beyond. It includes an initial list of measures to support young people through the post-pandemic recovery.
 - (c) A Youth-led Recovery of Global Tourism – Priorities and Recommendations. As a continuation of the UNWTO youth tourism series, this research report presents an overview of the issues and concerns that young people face across all regions of the world experience against the backdrop of the pandemic, as well as their priorities and ambitions for the recovery of the global tourism sector.
 - (d) **UNWTO Students' League:** UNWTO and SECO have launched the first National 2022 UNWTO Students' League-Switzerland in September. The Students' League is designed to promote local talent development and work with young people to design solutions for some of the most pressing challenges facing tourism. All national leagues will conclude with a Grand Global Final. Affiliate Member universities are being strongly encouraged to participate.
34. In relation to **developing capacities in tourism statistics**, UNWTO continues to invest in the development of countries' Systems of Tourism Statistics through regional capacity building programmes, ad-hoc training workshops and technical assistance projects (20-25 projects worldwide per year). Noteworthy are:
- (a) The completion of the multi-year Regional Capacity Building Programme on Tourism Statistics with the [third and final workshop](#) (23-24 May 2022 online), organized by UNWTO and Algeria for Northern and Western African countries. Initiated in 2017 series of three workshops, the programme gathered over 40 participants—representing the main institutions involved with tourism statistics from 13 African countries—who gained knowledge on the state of affairs of tourism measurement in the COVID-19 context, on the measurement of tourism employment and, with the special collaboration of the INSEE France, on the use of privately-held data (big data) for tourism statistics.
 - (b) With UNWTO's expansion of the System of Tourism Statistics to include also Measuring the Sustainability of Tourism (MST), the development of a new technical assistance product and a new training modality in the form of a workshop to respond to increasing requests for support in MST, which are being implemented in selected countries (i.e., the Philippines and Sri Lanka).

B. FOSTER SUSTAINABLE AND GREEN TRANSITION: SOCIAL ASPECTS, CULTURE AND ENVIRONMENT

- 35. Tourism, if well managed, is in a very special position to benefit local communities, economically and socially, and to raise awareness and support for the conservation of the environment.
- 36. UNWTO centred the discussions on tourism in special side-events taking place Stockholm and Lisbon during the **Stockholm+50 Global Summit** and the **UN Ocean Conference** respectively. The events were held within the framework of the One Planet Sustainable Tourism Programme and focused on Green nudges to increase circularity of plastics in tourism and Tourism Ocean Action. In the latter, collaboration with the governments of Portugal and Kenya took place and the discussions highlighted the strong incentive that

tourism provides for ocean conservation. Official events will also be organized on 10-11 November 2022 during the **UN Climate COP27** taking place in Sharm El Sheikh, Egypt.

37. **Climate change:** Following the launch of the [Glasgow Declaration on Climate Action in Tourism](#) in November 2021 at UN Climate COP26 about the need to accelerate climate action in tourism, over 700 stakeholders (businesses, destinations, associations, etc.) have subscribed the Declaration committing to support the global goals to halve emissions by 2030 and achieve net zero by 2050; to develop climate action plans aligned with the 5 pathways of measure, decarbonize, regenerate, collaborate and finance; and to report on an annual basis on the implementation of those plans. The release of the results of the **Global Survey of Climate Action in Tourism** is scheduled for October 2022 and will provide a baseline for the progress being steered by the Glasgow Declaration and its signatories. Also in October 2022, the **Technical Brief on Measuring Tourism Greenhouse Gas Emissions** will be released in the run-up to UN Climate COP27. The consultation with Member States on the **Policy Brief on the Integration of Climate Action in National Tourism Policies** is expected to start in November 2022.
38. **Circular Economy:** UNWTO continues addressing the integration of circularity in the tourism value chain through the coordination of the [Global Tourism Plastics Initiative](#) which is implemented in collaboration with UNEP and the Ellen MacArthur Foundation. The initiative has 124 signatories including accommodation providers, destinations, supporting organizations, suppliers, tour operators and travel agents and platforms. The initiative operates as a voluntary mechanism which includes an annual reporting mechanism for signatories to share their progress eliminating problematic and unnecessary plastics, integrating reuse models and collaborating with suppliers and waste managers. The Global Tourism Plastics Initiative has released the [Plastics Measurement Methodology for Accommodation Providers](#), as well as the [Recommendation and Guidance on Addressing Plastic Pollution in Tourism through Sustainable Procurement in October 2022](#). The launch of the methodology was preceded by a training session for the signatories of the initiative on the use of the methodology. These reports were launched within the framework of the Ninth Environment for Europe Conference of Ministers of Environment organized on 5-7 October by the UN Economic Council for Europe in Cyprus – an event where one of the plenary discussions focussed on Applying Circular Economy Principles to Sustainable Tourism. In the area of food waste, the launch of the [Global Roadmap on Food Waste Reduction in Tourism](#) is planned for December 2022. UNWTO is also participating in the 2022 edition of the [Circular Economy Regional Preparatory Meetings and Global Consultation](#) led by UNIDO.
39. **Sustainable Consumption and Production:** UNWTO has been leading the Sustainable Tourism Programme of the One Planet network in collaboration with UNEP since its launch in November 2015. At the end of 2022, the second 4-year mandate of UNWTO as lead of the programme, which has counted on the support of the governments of France and Spain as co-leads, is coming to an end. Through the One Planet Sustainable Tourism Programme, UNWTO has translated the complexity of sustainable consumption and production into actionable areas for tourism stakeholders, bringing added value to more than 700 members, and generating dialogue between environment and tourism stakeholders. During these 4 years, the programme transitioned into a more targeted approach to advance sustainable consumption and production through voluntary commitments, such as the [Glasgow Declaration on Climate Action in Tourism](#) and the [Global Tourism Plastics Initiative](#). The programme has also positioned, circularity and sustainable consumption and production as a key strategy to accelerate climate action in tourism as well as the blue economy. All progress reports and reports to the UN ECOSOC are available [online](#). As a result of the successful implementation of the One Planet Sustainable Tourism Programme, the UN General Assembly, in resolution A/RES/76/202, recognized and extended the mandate of the 10-Year Framework of Programmes on Sustainable Consumption and Production until 2030. **Tourism has been identified as one of the high-impact sectors in the new Global Strategy for Sustainable Consumption and Production** led by UNEP. UNWTO's leadership will provide a new strategy which offers interested Member States to further support the One Planet Sustainable Tourism program, by becoming co-Leads or partners.
40. The [UNGA Report A/77/219, Promotion of sustainable tourism, including ecotourism, for poverty eradication and environment protection](#), prepared by UNWTO, has been officially issued and is available in all UN official languages. The report highlights the importance of tourism as a tool for development and engine of growth for many countries, as seen in the

national policies, with many direct and multiplier effects for job creation and poverty reduction; emphasizes the major efforts undertaken by Member States to promote sustainable tourism for poverty eradication and environmental protection amid the COVID-19 pandemic and stresses the importance for the sector to become more sustainable and resilient. Furthermore, the report notes that lessons learnt from the COVID-19 pandemic underline the importance of a healthy environment, not only for the competitiveness of the tourism sector but as a natural barrier for future pandemics, which illustrates the need to advance a multi-disciplinary, multi-sectoral approach to sustainable tourism development and planning. The Kingdom of Morocco is the Sponsor of the resolution in the past 18 years at the United Nations through its Permanent Mission in New York, this year UNWTO is looking forward that an additional feature requesting that Tourism features on a yearly basis at the UN General Assembly.

41. **Biodiversity: The UN Biodiversity Conference (CBD COP15)**, to be held on 5-17 December 2022 in Montreal, Canada, under the Presidency of the People's Republic of China, is expected to adopt the Post-2020 Global Biodiversity Framework (GBF) which will set out an ambitious plan to implement broad-based action for the protection of nature. In preparation for COP15 and as a follow up to the "Cancun Declaration on Mainstreaming the Conservation and Sustainable Use of Biodiversity for Well-Being" adopted at COP13 in December 2016, which highlighted the unique role tourism can play for the protection of biodiversity and emphasized the importance of integrating biodiversity into policies for tourism as an enabling agent for change, UNWTO is in the process of drawing up a research paper on these issues, to be submitted to CBD COP15 as an official information document.
42. **Measuring the Sustainability of Tourism (MST)**: UNWTO, in collaboration with the UN Statistics Division and leading countries, is propelling the development of the Measuring the Sustainability of Tourism (MST) programme to provide to all countries in the world a common framework to measure the impacts and contributions of tourism on the economy, society and the environment, at both the national and sub-national levels. The MST programme is composed of the following main lines of work:
 - (a) **The development of a Statistical Framework for Measuring the Sustainability of Tourism (SF-MST)**. The revision of each chapter of the Statistical Framework is currently underway. A new version will be made available by the end of the year for the forthcoming meeting of the Working Group of Experts on MST (tentatively planned for 14-16 December 2022, in Madrid, Spain).
 - (b) **MST piloting in countries**. One of the main means of advancing the implementation of the SF-MST is through pilot projects in countries or destinations. These experiences contribute to incorporating lessons and feedback from practical experiences, ensuring that the SF-MST is technically feasible and policy-relevant, and supporting the consensus-building effort. To date, 55 countries have implemented, plan to implement or have expressed interest in undertaking an MST pilot. A 2nd edition of the publication *Experiences from Pilot Studies in Measuring the Sustainability of Tourism* will showcase new findings of 4 existing pilots and as 8 new pilots, in the following destinations and countries: Arab countries, Austria, Canary Islands, Costa Rica, Fiji, Indonesia, Italy, Mexico, New Zealand, South Africa, Sweden and Uganda.
 - (c) **The identification of indicators and compilation of international datasets**. UNWTO is currently leading the development of a set of indicators derived from the SF-MST for international comparability purposes with the view to initiate an international dataset and country reporting. In parallel, through the newly established Task Team on Sustainable Tourism of the UN Inter-agency and Expert Group on SDG Indicators, UNWTO is contributing to the positioning and monitoring of tourism in the UN Global SDG Agenda.
43. **The International Network of Sustainable Tourism Observatories (INSTO)**: UNWTO has welcomed the Sustainable Tourism Observatories of Bogotá and Málaga into its growing International Network, expanding this global network to 33 committed observatories. The main objective of the Observatories is to support the continuous improvement of sustainability and resilience of the tourism sector in destinations through systematic, timely and regular monitoring in eleven key mandatory issue areas, ranging from economic benefits to environmental aspects, such as climate action, water and waste

management to social issues, such as accessibility. Based on an inclusive and participatory approach, the measurement of risks, costs, impacts, limits and opportunities facilitates evidence-based decision-making. To support the network, webinars have been held on the key issue areas and online tools and resources have been made available.

44. **Ethics:** A follow-up questionnaire was sent, on April 2022 to the Signatories of the Private Sector Commitment to the Global Code of Ethics for Tourism, to gauge which measures proved useful in fighting COVID-19 virus among the signatories, as well as to analyse the progress of the measures introduced in 2020, and the extent of resilience characterizing services providers, businesses, and trade associations committed to CSR and sustainability. A report summarizing the responses of 57 signatories was issued and shared with the World Committee on Tourism Ethics. In its turn, the World Committee on Tourism Ethics will hold its first in-person meeting since the pandemic, on 1-2 December 2022 at the UNWTO HQ. The Committee will discuss various topics around the priority areas that were previously identified by the Committee's new composition. In addition, it is expected that the number of said Signatories will increase as various entities and associations are interested in joining.
45. With regard to the [Framework Convention on Tourism Ethics and its Optional Protocol](#), four States (Albania, Lebanon⁷, Nigeria and Seychelles) have acceded to the Convention, two of which (Albania and Seychelles) have also acceded to the Optional Protocol⁸. The Convention has not yet entered into force⁹. Member States of both UNWTO and the United Nations are once again invited to express their consent to be bound by the Convention and its Optional Protocol.
46. **Culture:** UNWTO will produce a set of recommendations, addressed to Member States, on incorporating the creative economy and creative industries into the cultural tourism offer. In cooperation with the Council of Europe, a "Compendium of Good Practices in Creative Economy and Cultural Tourism along Cultural Routes" is being prepared, with the 2023 prospects. A compilation of cases studies on Indigenous Tourism in the Americas (in collaboration with the World Indigenous Tourism Alliance) will be published by the end of 2022. Within the [Weaving the Recovery – Indigenous Women in Tourism](#) project, UNWTO and partners have carried out a training on digital literacy, marketing and networking targeting women master weavers in Mexico.
47. **Social Responsibility:** The issue of Accessible Tourism for All keeps being in the spotlight, in particular in relation to the distribution and the application of the ISO 21902:2021 standard on accessibility, published under the aegis of the International Standards Organisation (ISO) in 2021. UNWTO and partners will produce, for the International Day of Persons with Disabilities (3 December), a user guide to apply this standard and support public administrations and destination authorities of the Member States in advancing their accessibility agenda. This action will be followed by the standard's promotion with a special focus on tourism service providers and the industry.
48. In the area of **women's empowerment and gender equality**, the twin publications on gender mainstreaming guidelines for the [public](#) and [private](#) sectors, respectively, provide guidance to the sector on integrating a gender perspective into policy, programming and strategies with a view to increasing tourism's contribution to SDG 5. These guidelines are available in English, French, Spanish and Arabic and are submitted to the Executive Council for endorsement. See Annex V to access the guidelines in all languages.
49. The implementation of the pilot project "[Centre Stage: Women's empowerment during the COVID-19 recovery](#)", together with GIZ and UN Women, has continued to strengthen, coordinate and focus work towards gender equality in tourism governmental institutions and businesses, as they recover from the pandemic. As part of the project, UNWTO held in-person technical workshops for women in Jordan (May 2022), the Dominican Republic (June 2022) and Costa Rica (2022). Surveys on the impact of COVID-19 on women's

⁷ The instrument of accession to the Convention deposited by Lebanon contains a reservation to its Article 11.

⁸ Further information is available at the [website](#).

⁹ In accordance with its Article 20(1), the Convention shall enter into force on the thirtieth day following the date of deposit of the tenth instrument of ratification, acceptance, approval or accession.

employment were conducted in the four pilot countries (Costa Rica, Dominican Republic, Jordan and Mexico).

50. In addition, 35 Member States from across all UNWTO world regions attended a series of virtual Centre Stage capacity building workshops on conducting a Rapid Gender Assessment, the Women's Empowerment Principles and an Introduction to Women's Employment Data, organized in collaboration with the UNWTO Statistics Department. The recorded workshops plus supporting materials are [available on the UNWTO website](#) as an additional educational resource for Member States.

C. BOOST INVESTMENTS, FINANCING AND ENTREPRENEURSHIP

51. UNWTO strongly believes that strategic public/private partnerships on investments have a critical role to play in the economic recovery and in fostering the green transition.
52. UNWTO has once again partnered with fDi Intelligence from the Financial Times to develop the report [Tourism Investment 2022: global greenfield investment trends in tourism](#). Using data from both institutions, it was found that while the tourism sector has been showing signs of recovery, foreign direct investment (FDI) into the sector remained low in 2021 and continued a downward trajectory in the first half of this year.
53. At national level, UNWTO has continued with the creation investment promotion guidelines, each one including the following chapters: economic outlook, investments outlook, value proposition, competitiveness outlook, and conclusions and recommendations.

Editions released: Algeria, [Colombia](#), [Dominican Republic](#), and [Tanzania](#).

Upcoming editions to be published: Chile, Morocco, Mozambique, Uruguay.

54. Also, the Cooperation Agreement for promoting tourism investments and digitalization in the Kingdom of Morocco has been duly formalized. Specifically, it includes capacity building on tourism investment promotion; start-up competition; and pilot of the UNWTO Digital Futures for SMEs Programme.
55. **UNWTO Investment Forums:** Colombia, the Dominican Republic and Tanzania featured high-level events for the launch of their guidelines. The third country specially added a focus on innovative and sustainable investments under the name "[Rebuilding Africa's Tourism Resilience for Inclusive Socio-Economic Development](#)" within the 65th meeting of the Regional Commission for Africa, including panels on conservation finance, green investments, innovation and digitalization of SMEs.

D. ENHANCE COMPETITIVENESS AND RESILIENCE - MARKET INTELLIGENCE, STATISTICS, AND PRODUCT DEVELOPMENT

56. In relation to **Global Tourism Statistics**, UNWTO is responsible for the most comprehensive [Tourism Statistics Database](#) which comprises over [145 tourism statistics](#) on inbound, outbound and domestic tourism, tourism industries, employment and macroeconomic indicators. Data corresponds to official statistics from countries all over the world and is updated throughout the year. The database is packaged in different formats and published through various channels, including through the recently revamped [UNWTO Tourism Statistics Database website](#), the two e-books [Compendium of tourism Statistics](#) and [Yearbook of Tourism Statistics](#) (2022 Editions), the UNWTO [eLibrary](#) and it also feeds [the UNWTO Tourism Data Dashboard](#), the UNWTO World Tourism [Barometer](#) and the [UN Data](#) portal.
57. UNWTO is custodian for two indicators in the UN Global SDG Indicator Framework and compiles data from all countries in world on Tourism direct GDP (SDG indicator 8.9.1) and on countries' implementation of tools to measure sustainable tourism (SDG indicator 12.b.1). Data is available from 2008 onwards on the [UNWTO website Economic Contribution and SDG](#), the [UN Global SDG Indicators Database](#), the [UN Open SDG Data Hub](#) as well as in the [UN Secretary-General's report Progress Towards the SDGs](#) and the [UN SDG Extended report](#).

58. From September 2022 onwards, to address the increasing demand for more tourism economic data from stakeholders in tourism and beyond, UNWTO has expanded its SDG related data compilation to include additional key indicators on:
- (a) Internal tourism consumption, including inbound tourism expenditure and domestic tourism expenditure
 - (b) Tourism Direct Gross Value Added (TDGVA)
 - (c) Total Gross Value Added of the tourism industries
 - (d) Additional data and indicators on employment
59. UNWTO continues to step up its work in **Market Intelligence** as a critical component to monitor crises impact, stimulate recovery and provide data for adequate planning and management:
- (a) Release of six issues of the UNWTO World Tourism Barometer to monitor short-term tourism trends, including regular updates of the impact assessment of the impact of COVID-19 on tourism, as well as the impact of the Russian offensive in Ukraine in tourism, and the economic contribution of tourism.
 - (b) Monthly updates of the [UNWTO Tourism Data Dashboards](#) including UNWTO Recovery Tracker, UNWTO/IATA Destination Tracker – easy travel and the UNWTO and COVID-19 Dashboard.
 - (c) On the occasion of the High-Level Meeting on Safe International Travel (Ibiza, Spain, July 2022), UNWTO and OECD released an [impact assessment of the pandemic on tourism](#) showcasing how the sector was among the most affected.
 - (d) Training and technical assistance to Members, including the UNWTO/ETC Data Lab initiative which was launched in June 2022 and has delivered two technical webinars, as well as training activities, and technical assistance (ongoing support to Jordan and Colombia).
 - (e) Research on Changing Traveller Trends in the face of COVID-19 to be released in 2023.
60. UNWTO and Expedia continue to share data on tourism trends and developments, both at the global and the local scale, and engage in other joint initiatives. This helps achieve informed decision-making, producing data-based policies aimed at tourism's sustainable recovery post COVID-19 and future development.
61. With the increased relevance of the area of **Destination Management**, UNWTO is working on the following:
- (a) Launch the UNWTO League of Cities for Sustainable Tourism (on the occasion of the UNWTO Mayors' Forum for Sustainable Urban Tourism, Madrid, Spain, February 2023);
 - (b) Collaboration with Spain in the Smart Destinations Conference 2022 (Valencia, Spain, 23-25 November 2022);
 - (c) UNWTO/ISO cooperation in ISO TC 228 – Tourism and related services (i.e. WG 3 Tourist Information Services, WG 4 Brand Evaluation – Tourist Cities, WG 13 Sustainable Tourism); and
 - (d) Ongoing revision and update of UNWTO.QUEST criteria and indicators and the role of DMOs in the post COVID-19 era.

62. [MOOC on Sustainable Tourism, Destination Management and DMOs](#) with UNWTO Tourism Online Academy and Lucerne University, which was launched in June 2022.

Product Development & Diversification: Support Member States in innovating in product development with a special programme to advance tourism as a tool for rural development.

- (a) **Tourism for Rural Development Programme:** [UNWTO's Tourism for Rural Development Programme](#) aims to strengthen awareness, skills, knowledge, frameworks, and opportunities for rural areas through tourism, with the vision of making tourism a driver of rural development and well-being. The programme, which has the Best Tourism Villages as one of the flagship initiatives, is developed around four main pillars, 1) advocacy and outreach, 2) skills development, 3) technical assistance and 4) knowledge creation and dissemination. At the outset a dedicated Executive Training for Members States in the Middle East will be held in December 2022 in the UNWTO Regional Office in the Middle East. The programme is based in the UNWTO Regional Office in the Middle East within the Tourism Market Intelligence Department of UNWTO.
- (b) **Best Tourism Villages by UNWTO:** With the vision of making tourism a positive force for transformation, rural development and community wellbeing, UNWTO launched the second edition of the '[Best Tourism Villages by UNWTO](#)'. The deadline for applications closed on 28 June 2022. More than 130 applications from more than 50 countries have been received. Villages that will be recognized as BTV in 2022 and those selected to participate in the Upgrade Programme will be announced in a UNWTO event at the end of the year. Best Tourism Villages by UNWTO Network and Upgrade Programme have also advanced in 2022. Since its kick-off in March 2022 several Masterclasses with UNWTO Partners (Meta, TripAdvisor) as well as good practices sessions with BTV 2021 villages have been organized and more training activities are scheduled until the end of the year. The Upgrade Programme will start the customized mentoring with the 20 selected villages from the 2021 edition in November 2022 and will expand until March 2023 and a fast track scheme for resubmission of applications will be made available in 2023.
- (c) **Survey on rural tourism:** the Secretariat is conducting a survey to determine a baseline of the status of rural tourism in the Member States with the aim to have a deeper understanding of the current status of tourism and development in rural areas within the UNWTO Member States in order to generate knowledge and solid grounds for future UNWTO initiatives.
- (d) **Wine and Gastronomy Tourism:**
 - (i) Under the theme '[What's next? Wine tourism pairs with Innovation...](#)' and building up on the success of the past five editions, this 6th edition, including the 2nd meeting of the UNWTO/OIV Working Group on Measuring Wine Tourism, took place in September 2022, in Alba in the Piemonte region, Italy. The 7th edition of the World Tourism Organization (UNWTO) Global Conference on Wine Tourism will be held in La Rioja, Spain, in 2023.
 - (ii) In line with UNWTO's efforts to promote gastronomy tourism as a tool for development to enhance destinations' value proposition, gastronomy tourism brochures of Algeria, Maldives, Mozambique, Senegal and Tanzania were prepared and released.
 - (iii) The [7th UNWTO World Forum on Gastronomy Tourism](#) will be held in Nara, Japan, on 12-15 December 2022, under the theme 'Gastronomy Tourism for People and Planet: Innovate, Empower and Preserve', The Forum will focus on the role of gastronomy tourism in promoting women empowerment and young talents, advancing cultural exchange and authenticity, enhancing the value for destinations and food producers, as well as showcasing best practices in destination branding through gastronomy tourism and supporting a Global Roadmap on Food Waste Reduction in Tourism. It will also include the final pitching session of the 3rd UNWTO Global Gastronomy Tourism Startup Competition.

- (iv) Within the Agenda for Africa UNWTO will include a specific session on African Gastronomy at the [UNWTO Global Conference on Linking Tourism, Culture and Creative Industries: Pathways to Recovery and Inclusive Development in Nigeria](#).
- (e) **Mountain Tourism:** Following the strengthened relationship between UNWTO and the FAO Mountain Partnership, a report on the measurement and impact of Mountain Tourism is being prepared to be released at the end of the year. Preliminary findings were presented at the [6th Global Meeting of the Mountain Partnership](#) in September 2022. In addition, and in the context of the International Year of Sustainable Mountains, UNWTO and FAO will also release a Policy Paper on Mountain Tourism in December 2022.
- (f) **Coastal and maritime tourism:** UNWTO continues to support and monitor the work of the research and monitoring centre for coastal and maritime tourism in the Eastern Mediterranean, established under the auspices of the Greek Ministry of Tourism. Algeria, Croatia, Cyprus, Egypt, Israel, Malta, Montenegro and Morocco already confirmed their availability to collaborate in the work of the centre.
- 63. **Branding:** The guide "[Brand Africa – A Guidebook to Strengthen the Competitiveness of African Tourism](#)" is now also available in [French](#). It offers guidance on possible strategies and actions that African countries can adopt and implement with a view to strengthening their destination brands and rebuild their tourism sectors stronger.
- 64. **Product Development & Diversification based on collaboration with Affiliate Members.** Building on the pilot projects launched in recent years by AMD with the engagement of Affiliate Members, UNWTO is further developing these topics, by involving more specialized Affiliate Members and carrying out new initiatives, focused mainly on:
 - (a) **Thermal tourism:** UNWTO has joined the European Historic Thermal Towns Association (EHTTA) and the Spanish region of Galicia in the north of the country to announce plans for this year's "International Congress on Thermal Tourism", which kicks off on World Tourism Day (27-29 September in Ourense, Galicia)
 - (b) **Audiovisual tourism:** UNWTO continues to work with its Affiliate Members on developing capacity and knowledge about the synergies between tourism and the audiovisual industry. UNWTO supported the organization of thematic events by Affiliate Members: Conecta Fiction & Entertainment (21-24 June, Toledo), Terres CHECK-IN International Hospitality Film Awards (6 September, Barcelona), by CETT and Iberseries Platino Industria (27-29 September, Madrid) by Egeda, aimed at raising awareness about the potential of the audiovisual industry as a marketing tool for the organizations that make up the tourism, hospitality, and gastronomy industry.
 - (c) **Sports Tourism:** Tourism and sports are closely interrelated. Sports involve a considerable segment of traveling and major sporting events have become powerful tourism attractions. UNWTO will continue to reinforce this thematic area to raise awareness about the synergies of sports and tourism, involving relevant Affiliate Members seeking UNWTO's support in preparation to host the second edition of the World Sports Tourism Congress in 2023.

E. SCALE UP INNOVATION AND DIGITAL TRANSFORMATION

- 65. Harnessing innovation and digital advances provide tourism with opportunities to improve inclusiveness, local community empowerment and efficient resource management, amongst other objectives within the wider sustainable development agenda. Initiatives are on the way to encourage the digitalization process of tourism Small and Medium Enterprises (SMEs), as well as to support start-ups in seeking for the most disruptive projects that are changing the way people travel.
- 66. The [UNWTO Digital Futures for SMEs Programme](#), specially supported by Mastercard and Amadeus, was launched on 17 May 2022 and it is currently in the process of targeting participants, who will be able to undertake a diagnostic tool to start their journey in any of the following digital training paths: connectivity; business growth; e-commerce; big data and analytics; and payments and security. Aimed to reach over 1 million beneficiaries, its

first stage under execution is planned to reach 30,000 SMEs from 30 countries, including pilots in the Kingdoms of Morocco and Saudi Arabia.

67. **UNWTO Tourism Tech Adventures (TTAs) innovation forums:** as of today, a total of 21 on-site editions in 14 countries were held, with an additional 8 online editions. Future editions will be held in the Dominican Republic, Panama and Qatar.
68. Several **UNWTO Startup Competitions and Innovation Challenges** has taken place during 2022:
 - (a) [UNWTO Awake Tourism Challenge](#): The annual flagship competition that sources startups at a global level was launched in April and its application processed finished on 15 October. This edition included the SDGs horizontally and focused on 6 verticals that needed to receive extra attention for the reconstruction of the sector. Finalists will be announced by the end of the year, and a final event and mentorship programmes are scheduled to take place in January 2023.
 - (b) [3rd UNWTO Global Gastronomy Tourism Startup Competition](#): It received more than 180 applications from 100 countries. Finalists from Armenia, Bulgaria, Colombia, Italy and Japan will be mentored and presented in December in the occasion of the 7th World Forum on Gastronomy Tourism in Nara, Japan.
 - (c) [Education for the Future Innovation Challenge in Central America and the Caribbean](#): the regional competition in collaboration with Save the Children Dominican Republic received 30 projects from 15 countries that will be mentored and presented by the end of 2022 in the Dominican Republic.
 - (d) **Innovative experiences for community-based tourism in Panama Challenge**: the competition was launched on 25 October and aims at strengthening the connection between local communities and tour operators. A Tourism Tech Adventure will be held in Panama in 2023 in order to accelerate and present the winning projects.
69. The **UNWTO Innovation Network** now includes more than 14,500 members including: 473 education centres, 1,274 corporations, 447 investors, 239 UN contacts, 47 accelerators and 519 government officials for supporting startups to grow.
70. Fostering **public-private collaboration**, during this period UNWTO has also signed:
 - (a) MoUs with Amadeus and the Ministry of Labour of the Republic of Colombia to boost innovation.
 - (b) Agreements with Wakalua and Gesth  tel S  RL (Les Roches) for sponsoring the UNWTO Awake Tourism Challenge. The last partner offering 12 winners services of incubation and accommodation at its Spark Innovation Center in Switzerland.

F. UNWTO on the ground

71. In the COVID-19 aftermath, countries have to face a new reality of the tourism and travel industry and make every possible effort to shape the sector accordingly. It is advisable that countries try to make optimum utilization of available resources, knowledge and experience to put the sector back on the rails. In order to assist Member States to address the impact of the COVID-19 pandemic on the tourism sector and develop an approach to recovery and to reinforcing tourism in the post COVID-19 framework, UNWTO has developed a [“COVID-19 Tourism Recovery Technical Assistance Package”](#). The Package is structured around three main pillars: 1) Economic Recovery; 2) Marketing and Promotion; and 3) Institutional Strengthening and Building Resilience.
72. The European Bank for Reconstruction and Development (EBRD) partnered with UNWTO to implement this technical assistance package in 10 countries including Croatia, Egypt, Georgia, Greece, Jordan, Montenegro, Morocco, Tunisia, T  rkiye and Uzbekistan.
73. At the invitation of the Inter-American Development Bank (IDB) and in collaboration with the Organization of American States (OAS), UNWTO provided its technical assistance and

support in the development of harmonized Biosafety Protocols in the Tourism Sector for Latin America and Caribbean Countries.

74. UNWTO has also partnered with the Asian Development Bank (ADB) in implementing (i) COVID-safety protocols, and (ii) a common Accommodation Classification System (ACS). Both projects helped establish a travel bubble between Almaty (Kazakhstan) and Bishkek (Kyrgyz Republic).
75. In collaboration with the United Nations Development Programme (UNDP), UNWTO provided technical assistance to undertake a socio-economic impact assessment of COVID-19's impact on Zambia's tourism sector.
76. In collaboration and with the support from the World Bank, UNWTO provided technical assistance for the implementation of the National Tourism Satellite Account (TSA) in Zimbabwe.
77. On 1 April 2022, the World Bank and UNWTO concluded the Technical Assistance Standard Agreement (TASA), a framework agreement for the implementation of technical assistance and advisory services, including training activities, by UNWTO in the territory of its Member States under Bank-financed operations.
78. Under the African Development Bank-funded project "Promoting Investment and Competitiveness in the Tourism Sector (PICTS)," UNWTO is providing technical assistance to the Ministry of Industry, Trade and Tourism in Malawi for the development of the Tourism Statistics System and Tourism Satellite Account (TSA).
79. In collaboration with the Japanese International Cooperation Agency (JICA), UNWTO implemented a COVID-19 Tourism Recovery project in the Dominican Republic, and is implementing a COVID-19 Tourism Recovery project in the Maldives.
80. UNWTO is cooperating with the Enhanced Integrated Framework (EIF) to implement a project on Women Empowerment and Tourism Recovery in Timor-Leste.
81. A COVID-19 Tourism Recovery component was also included in 18 projects that had been developed/launched prior to the pandemic.
82. In addition, UNWTO has also supported India, Indonesia, Lao PDR, Jordan, Namibia, Malta, Maldives, Mauritius, Namibia, Pakistan, South Africa, Tanzania and Timor-Leste during the pandemic with reviewing COVID-19 protocols, advice on policies and recovery strategies, and consulting on current tourism trends.
83. UNWTO is also expanding its tourism recovery efforts on the ground through technical assistance at a local level, implementing pilot projects with municipalities in Greece to understand the changes tourism underwent during the pandemic and set up systems to integrate strategic tourism planning and the participation of local communities in framing the future of destinations.
84. While most focus has been on COVID-19 recovery projects, it is worthwhile to mention that donors continue to partner with UNWTO on regular tourism development projects such as World Bank in Benin funding a project focusing on tourism legislation, hotel classification, statistics, and training for tour guides, while, the Asian Development Bank is funding a project in Tajikistan including the formulation of a sustainable tourism master plan, statistical strengthening and training, and, design and implementation of visitor surveys. Moreover, UNWTO, together with SENATUR of Paraguay, is engaged in a technical

cooperation project focused on reviewing and updating its Sustainable Tourism Master Plan, hereby establishing a sustainable development path until 2030.

85. To date, UNWTO has a portfolio of approximately 50 projects currently under implementation or in final stages of conceptualization for a budget of approximately USD 9 million.
86. The complete list of technical cooperation projects is presented in Annex I.

Annex I: UNWTO on the ground

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; Strengthening tourism statistics; and Preparing a value chain analysis of the tourism	2020-2021 Angola	Ministry of Tourism	Ministry of Tourism	Agreement signed by both parties. Project activities completed at the end of 2021.
Project I - Hotel classification and licensing Project II – Tourism Statistics Project III – Tour Guiding	2021-2022 Benin	Ministry of Tourism	World Bank	Agreement signed by both parties. <ul style="list-style-type: none"> Hotel Classification: UNWTO has reviewed and formulated new regulatory texts governing the granting of licenses and accreditations for tourism trades and activities and reviewed the current hotel classification system and formulated new classification procedures and classification criteria. UNWTO is developing computerized systems for the automation of formalities and the granting of approvals through a one-stop shop. Tourism Statistics: UNWTO has undertaken an assessment of the tourism statistics system and has started supporting the Government with data collection and tourism surveys to prepare an experimental TSA for Benin. Tour Guide Training: 54 tour guides were trained, and a flexible capacity building mechanism was developed for governance and continued training of the tour guiding system. Specialized guide training provided for niche products based on the various tourism products of Benin.
Formulation of a Sustainable Tourism Master Plan for Kasane/Kazungula	2019-2021 Botswana	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 resumed in April 2021 with deployment of project team to Botswana. Master Plan completed, submitted and approved by Government in December 2021.

Name	Start and end date, place	Beneficiary	Donor Institution	Remarks
Formulation of a National Tourism Strategy for Botswana	2020-2022 Botswana	Ministry of Environment, Natural Resources, Conservation and Tourism	Ministry of Environment, Natural Resources, Conservation and Tourism	Agreement signed. Activities launched in February 2022 – situation analysis completed. Draft Master Plan was submitted to the Reference Group in Botswana and a presentation were delivered end of August. All comments provided by the Ministry were addressed and resubmitted for the final approval in September 2022
Preparation of a Tourism Code (Law)	2020 - 2021 Comoros	Ministry of Tourism	World Bank	This project is being directly implemented by the World Bank with the in-kind contribution of UNWTO which involved recommendations of experts to be recruited, providing briefing to the experts and review of all outputs and deliverables. The Draft law was approved by the Ministry in 2021.
Enhancing Economic Diversification Project: Re-establishment of the Lesotho Council of Tourism	2019-2022 Lesotho	Ministry of Tourism, Environment and Culture	African Development Bank (AfDB)	<u>Re-establishment of the Lesotho Council of Tourism:</u> commenced in January 2021 and was completed in April 2022. A series of achievements have been made including: development of an operational framework; development of a sustainable Financing Mechanism; development of a strategic plan; development of a constitution that will be used in the governance and registration of the organization – culminating to the Final LCT Strategy, organigramme, funding strategy, and 3-year action plan. The final Strategic Plan and Funding Strategy for LCT was submitted to Government for review and was approved.
Developing the tourism sector in Liberia with a focus on surfing and destinations	2020 – 2022 Liberia	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 December 2020, and completed mid-2021 <u>Marketing and branding:</u> commenced September 2020, and Marketing and Branding Strategy completed mid-2021 and official launched in January 2022 Due to COVID impact, certain components of the project field missions were cancelled and carried out through remote work.

Name	Start and end date, place	Beneficiary	Donor Institution	Remarks
Development of Tourism Statistics and Tourism Satellite Account	2019-2022 Malawi	Ministry of Industry, Trade, and Tourism	African Development Bank funded project Ministry of Industry, Trade, and Tourism	Project activities commenced in July 2019. Due to COVID-19, activities were suspended and were resumed in December 2021. The final training session will be conducted end of September and the main event of launching the TSA will be held on 30 September 2022
Establishment of a New System of Tourism Hotel Classification	2013-2022 Morocco	Ministry of Tourism, Air Transport, Handicrafts, and Social Economy	UNDP	New hotel classification criteria developed, Government inspectors trained in the application of the new system. More than 300 Mystery Guest visits conducted. Once the decrees on Hotel Classification are officially approved by the Government, UNWTO will conduct official Mystery guest visits in 1600 establishments. Decrees still pending to be published as of September 2022.
Facilitating Tourism Recovery in Aftermath of Covid-19: Morocco. (Within the UNWTO/EBRD collaboration to support COVID-19 Tourism Recovery in 10 countries)	2020-2022 Morocco	Ministry of Tourism, Air Transport, Handicrafts, and Social Economy	EBRD and UNWTO	Most project activities have been completed such as: Developing a Tourism Recovery Program including a review of the measures taken to stimulate tourism recovery and proposals of long-term sustainable measures; Preparing a marketing and product development strategy for domestic and near-shore markets; Reviewing the SOPs prepared by MoT for COVID-related safety, hygiene and security and trainings put in place for the adoption of the SOPs, and develop trainings for the SMEs on key areas envisaged under the Recovery Program to support its implementation. One activity is still ongoing: Improving and strengthening the Dashboard of the MoT to better reflect qualitative data related to the measurement of the impacts of COVID-19 on the tourism sector.
Establishment of a New System of Tourism Hotel Classification	2017-ongoing Republic of Congo	Ministry of Tourism and Environment	UNDP	First phase: revision of hotel classification criteria – completed. Second phase: formulation of a Tourism Law and Governance scheme – completed. Third phase: training of inspectors and classification of hotels – completed. Next phase to be implemented: Accompanying the Ministry's auditors on classification visits

Name	Start and end date, place	Beneficiary	Donor Institution	Remarks
Development of Tourism Statistics System and TSA	2018-2022 Seychelles	Ministry of Tourism, Aviation, Port and Marine	Ministry of Tourism, Aviation, Port and Marine	Year I activities: completed. Year II activities were completed in June 2021 with experts providing technical assistance remotely. Year III Agreement signed and activities commenced in mid-September 2021. The project activities completed with the final presentation of the TSA held on 12 September 2022 The final report will be submitted to the Ministry end of September 2022
Women in Tourism Empowerment Programme Pilot Programme in Limpopo Province	2020- 2022 South Africa	Department of Tourism South Africa, Limpopo Province	Department of Tourism South Africa	This project is being directly implemented by the Department of Tourism of South Africa with an in-kind contribution of UNWTO which involved inputs and feedback to the ToR, briefing of expert team, attending review meetings and sharing experiences, and review of all project reports. An interim project report was submitted, compiling a Situational Analysis, Training Needs Analysis and Gender-Based Analysis, and a Project Business and Implementation Plan was prepared, which will form the basis for further implementation of project activities to strengthen women's involvement in the tourism sector in Limpopo.
Tanzania Tourism Recovery through Digital Transformation and Local Economy Development	2022- 2023 Tanzania	Tanzania Association of Tour Operators	UNDP	This project includes two components that are jointly implemented with UNDP Tanzania: - Component 1. UNWTO Training Programme in Tanzania: Tourism International Digital Marketing and Communication - training activities will be carried out in the fourth quarter of 2022. - Component 2. Preparation of an Integrated Tourism and Local Economic Development Strategy - field research and consultations took place in the first semester of 2022 and the situation analysis of the Strategy was drafted and presented. The Strategy is expected to be completed and presented to key tourism stakeholders towards the end of 2022.
Facilitating Tourism Recovery in Aftermath of Covid-19: Tunisia.	2022 Tunisia	Ministry of Tourism	EBRD and UNWTO	Project activities have mainly been completed:

Name	Start and end date, place	Beneficiary	Donor Institution	Remarks
(Within the UNWTO/EBRD collaboration to support COVID-19 Tourism Recovery in 10 countries)				<p>Developed a Tourism Recovery Roadmap including a review of the measures taken to stimulate tourism recovery and proposals of sustainable measures;</p> <p>Prepared a Digital Strategy on Promotion and Communications for domestic and near-shore markets, including digital aspects;</p> <p>Promotion of Gender Equality through Tourism, looking into the Participation and involvement of Women in the tourism sector, explore their attitudes, and provide respective trainings.</p> <p>Delivered trainings to support the work of the National Agency for Tourism Training through a Train-the-Trainers programme as well as build the capacities of top and middle management of the MoT, National Tourism Agency, Tourism Board and market representatives on sustainable tourism development and digital marketing and promotion.</p> <p>Final reports are currently being translated and finalized for formal submission to EBRD.</p>
Development of a Tourism Resource Centre in Livingstone	2016-2022 Zambia	Ministry of Tourism	Korean Tourism Organization/ST-EP Foundation	<p>Agreement signed.</p> <p>Project activities nearing completion . Progress report on development of the recourse centre received and final instalment transferred to complete the project.</p>
Socio-Economic Impact Assessment of the COVID-19 in the tourism sector	2021-2022 Zambia	Ministry of Tourism	UNDP	<p>Agreement signed in May 2021 and project activities launched in June. The project developed a Guidelines Document for the Zambian stakeholders that collect and compile the tourism intelligence information and a Recovery Strategy, which defines the vision and strategy of how Zambia will recover from COVID-19 in the short and medium term. Activities concluded in April 2022.</p>
Sustainable Tourism Development and Wildlife Conservation in Hwange National Park	2018-2022 Zimbabwe	Ministry of Tourism	Chimelong	<p>Agreement signed. Project activities were suspended for some time due to COVID-19 lockdown measures and were resumed in the course of 2021. A Wildlife Viewing Platform, community campsite and two ranger units are being constructed.</p>

Name	Start and end date, place	Beneficiary	Donor Institution	Remarks
Tourism Statistics and TSA	2021-2022 Zimbabwe	Ministry of Tourism	World Bank	Agreement signed. Activities commenced in May 2021 and were carried out remotely based on thorough consultations for data collection, and great collaboration among IFC, UNWTO, the Ministry of Environment, Climate, Tourism and Hospitality Industry, the Zimbabwe National Statistics Agency (ZIMSTAT) and a Technical Working Group. Activities concluded in December 2021 and culminated in a validation workshop among all stakeholders for the completion of the TSA Report. The TSA Report was officially launched on 31 March 2022.

AMERICAS

Name	Start and end date, place	Beneficiary	Donor Institution	Remarks
COVID-19 Tourism Recovery Technical Assistance for The Dominican Republic	2021-2022 Dominican Republic	Ministry of Tourism	IC Net Limited	Project successfully implemented and concluded within stipulated timeframe in February 2022. Together with a consortium of two companies, Atrevia and Inmark, UNWTO implemented following five activities: 1. Tourism Diversification Strategy 2. International Marketing Strategy 3. Tourism Market Intelligence Review and Analysis: destination management and big data 4. Support Programme for Tourism MSMEs 5. Building Resilience of Tourism Enterprises to adapt to the COVID-19 Reality, including Safety and Hygiene.
Update of the Sustainable Tourism Master Plan of Paraguay	November 2021 - February 2022 Paraguay	Secretaría Nacional de Turismo de Paraguay (SENATUR)	UNWTO	Project successfully implemented within stipulated timeframe. Update of the Sustainable Plan taking into consideration COVID-19 impact on tourism projections, goals and overall activities to be implemented until 2025.
Development of an updated Sustainable Tourism Master Plan for Paraguay 2023-2030	September 2022 – March 2023 Paraguay	Secretaría Nacional de Turismo de	SENATUR	Technical cooperation project focused on reviewing and updating tourism strategies and actions to increase validity

Name	Start and end date, place	Beneficiary	Donor Institution	Remarks
		Paraguay (SENATUR)		of tourism vision until 2030, especially in light of structural changes produced by the COVID-19 pandemic.

ASIA AND THE PACIFIC

Name	Start and end date, place	Beneficiary	Donor Institution	Remarks
Phase I: International Tourism Marketing Strategy for Yunnan Province Phase II: Source market strategy for the French Market	2018-2020 Yunnan Province, China	Yunnan Provincial Tourism Commission	Provincial Government	Both strategies have been approved. Final training seminar carried out in 2020. The follow-up activities put on hold in 2020 due to COVID
Phase I: International Tourism Marketing Strategy for Hainan Province Phase II: Source market strategies for the Australian, German and Indonesian Market	2018 – TBD due to COVID-19 Hainan Province, China	Hainan Provincial Tourism Commission	Provincial Government	All strategies submitted to Hainan and approved Final training seminar postponed due to COVID-19.
Component I: Tourism Master Plan for Heilongjiang Province Component II: Master Plan for Snow and Ice Tourism	2019-2020 Heilongjiang Province, China	Heilongjiang Provincial Tourism Commission	Provincial Government	Final review meeting and training seminar carried out in January 2020. Final plans submitted to Heilongjiang and approved. The final project activities put on hold in 2020 due to COVID-19.
Phase I: International Tourism Destination Plan for Jinan City, Shandong Province Phase II: Marketing Strategy for Jinan City for the Expatriate Source market (Phase II)	2019 – TBD due to COVID-19 Jinan City, Shandong Province, China	Jinan City Tourism Commission	Provincial Government	Project activities launched in November 2019. Next missions to be scheduled when situation allows.
Data Collection Survey on Recovery of Tourism affected by COVID-19	2021 - 2022 Maldives	Ministry of Tourism	JICA	Agreement signed in 2021. Draft component I and component II reports were submitted. Four capacity building workshops were delivered in May 2022. Report of Component III is under preparation.
Tourism Recovery Technical Assistance to Mongolia and Development of the System of	2019 – 2022, Mongolia	Ministry of Environment and Tourism	Ministry of Environment and Tourism	Agreement signed in 2019 and amended in 2020 because the Government requested TOR to be adapted to address COVID-19 tourism-related issues.

Name	Start and end date, place	Beneficiary	Donor Institution	Remarks
Tourism Statistics and Tourism Satellite Account in Mongolia				Activities pending to be launched upon receipt of funds.
Development of an experimental Tourism Statistics and Tourism Satellite Account	2019-2022 Nepal	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 and 2021 were rescheduled and conducted remotely. An online survey for tourism establishment was designed and launched in early 2022. The Agreement is extended till December 2022.
Strengthening the National Tourism Statistical System and Compilation of TSA tables	2020-2022 Sri Lanka	Tourism Development Authority	Sri Lanka Tourism Development Authority	Agreement signed. Project activities started in June 2021
Women Empowerment and Tourism Recovery - Timor-Leste	2022-2023 Timor-Leste	Ministry of Tourism, Commerce and Industry	EIF	Agreement signed in March 2022. The project activities have been launched. The experts are completing a Tourism Gender Analysis and have carried out a Training Needs Analysis, which will form the basis to undertake awareness raising activities on women empowerment and tourism and to deliver training to at least 150 women entrepreneurs and employees in the country to support their business and career development in the tourism sector. A Train the Trainers Seminar will be delivered in November 2022, and afterwards the vocational training seminars will take place.

EUROPE

Name	Start and end date, place	Beneficiary	Donor Institution	Remarks
Facilitating Tourism Recovery in Aftermath of Covid-19: Croatia (Within the UNWTO/EBRD collaboration to support COVID-19 Tourism Recovery in 10 countries)	2021-2022 Croatia	Ministry of Tourism of Croatia	European Bank for Reconstruction and Development	Agreement signed in May 2021. Project activities were launched in September 2021 and are scheduled to be completed by October 2022. Main activities are: Measurement of the COVID-19 Tourism Impact; Review and update Marketing Strategies; Development of a Support Programme for Croatian Tourism MSMEs; and Review and propose improvements to the protocols prepared by the Government for COVID-related safety, hygiene and security and develop a Safety Label

Name	Start and end date, place	Beneficiary	Donor Institution	Remarks
Facilitating Tourism Recovery in Aftermath of Covid-19: Georgia (Within the UNWTO/EBRD collaboration to support COVID-19 Tourism Recovery in 10 countries)	2021-2022 Georgia	Georgia National Tourism Administration	European Bank for Reconstruction and Development	Agreement signed in June 2021. Project activities started in September 2021 and concluded in March 2022. Main Activities Include: Develop a Change Mechanism for MSMEs to Cater to the Domestic Tourism Markets. Adapt the Tourism Marketing Strategy to respond to the COVID-19 Tourism Impact. Development of a Capacity Building Training Programme.
Facilitating Tourism Recovery in Aftermath of Covid-19: Greece (Within the UNWTO/EBRD collaboration to support COVID-19 Tourism Recovery in 10 countries)	2021 - 2022 Greece	Ministry of Tourism of Greece	European Bank for Reconstruction and Development	Agreement signed in May 2021. Project activities started in September 2021 and concluded in April 2022, and the translations of the deliverables by September 2022. Main Activities include: Measurement of the COVID-19 Tourism Impact and Develop Monitoring Guidelines Roadmap to Support Tourism MSMEs and Job Retention Update the Tourism Marketing Strategy to respond to the COVID-19 Tourism Impact Development of a Tourism Crisis Management Plan
Providing Tourism Recovery Technical Assistance on Marketing and Promotion to Skiathos Island, Greece.	2021-2022 Skiathos Island, Greece	Municipality of Skiathos	Municipality of Skiathos	Agreement signed and the activities have commenced. Expected to finish by November 2022.
Common Health and Safety Protocols and Standards along the Almaty-Bishkek Economic Corridor (ABEC)	2021-2022 Kyrgyz Republic and Kazakhstan	Department of Tourism under the Ministry of Economy and Finance of the Kyrgyz Republic, and Tourism Industry Committee of Kazakhstan	Asian Development Bank (ADB)	Covid-19 relief project focused on establishing ABEC as a safe travel bubble by developing joint health and safety protocols and standard. Project, including COVID-19 Safety Report and onsite training workshops, successfully concluded in May 2022.

Name	Start and end date, place	Beneficiary	Donor Institution	Remarks
Common Accommodation Classification System along the Almaty-Bishkek Economic Corridor (ABEC)	2021 Kyrgyz Republic and Kazakhstan	Department of Tourism under the Ministry of Economy and Finance of the Kyrgyz Republic, and Tourism Industry Committee of Kazakhstan	Asian Development Bank (ADB)	Covid-19 relief project focused on establishing ABEC as a safe travel bubble by developing joint accommodation standards. Submission of ACS Report and successful organization of training webinars. Project finalized in November 2021.
Empowering Young Women: Sustainable Livelihoods through Tourism	2020-2022 Republic of Moldova	Tourism Agency of Moldova	Estonia Development Corporation (Donor)	Agreement signed in December 2018 and activities commenced in May 2020, all remotely, and focussed on consultations with a range of stakeholders to conduct a rapid tourism gender value chain analysis and a rapid tourism training needs assessment. In the first semester of 2022, focus group discussions were conducted with local tourism stakeholders and a work plan for Phase II was devised for the roll out of several training programmes.
Facilitating Tourism Recovery in Aftermath of Covid-19 (Within the UNWTO/EBRD collaboration to support COVID-19 Tourism Recovery in 10 countries).	2021-2022 Montenegro	Ministry of Economic Development	European Bank for Reconstruction and Development	Agreement signed in May 2021. Project activities commenced in September 2021 and completed in April 2022, as scheduled Main Activities include: Situation analysis focused on measuring the impacts of COVID-19 Development of Tourism Recovery Plan Review and Update Marketing Strategies to Support Tourism Recovery Review the Effectiveness of Operational Protocols on Safety, Hygiene and Security (SOPs)

Name	Start and end date, place	Beneficiary	Donor Institution	Remarks
Sustainable Tourism Development Project	2020 – 2022/23 Tajikistan	Committee of Tourism Development under the Government of the Republic of Tajikistan	Asian Development Bank (ADB)	<p>Joint project between UNWTO, ADB and CTD focused on the implementation of 3 tourism activities:</p> <p>International and Domestic Tourist Profile Studies: Finalization of activity expected by March 2023.</p> <p>Preparing Tajikistan for its first experimental TSA: TSA Report submitted in February 2022.</p> <p>Sustainable Tourism Plan: Submission of Sustainable Tourism Master Plan in March 2022. Third Domestic Workshop in April 2022. Regional workshop to take place by March 2023.</p> <p>Project extended until March 2023.</p>
Facilitating Tourism Recovery in Aftermath of Covid-19 – Turkey (Within the UNWTO/EBRD collaboration to support COVID-19 Tourism Recovery in 10 countries)	2021-2022 Turkey	Ministry of Culture and Tourism	European Bank for Reconstruction and Development	<p>Agreement signed in June 2021 and renewed until 30 September 2022, with extension until end of 2022 ongoing.</p> <p>Activities include: Digital Marketing Assessment Report for Pilot Provinces, and training workshop. Project to be developed with the assistance of UNDP (Turkey Office).</p>
Facilitating Tourism Recovery in Aftermath of Covid-19 – Uzbekistan (Within the UNWTO/EBRD collaboration to support COVID-19 Tourism Recovery in 10 countries)	2021-2022 Uzbekistan	Ministry of Tourism	European Bank for Reconstruction and Development	<p>Valid agreement until September 2022, with planned extension until end of 2022.</p> <p>Activities include: Situation analysis focused on measuring the impacts of COVID-19– activity finalized. Tourism recovery plans finalized. , Domestic Tourism Marketing Strategy currently ongoing and planned to conclude within timeframe Review the Effectiveness of Operational Protocols on Safety, Hygiene and Security finalized.</p>

Name	Start and end date, place	Beneficiary	Donor Institution	Remarks
				Specialised Training Course aimed at Building Resilience of Tourism Enterprises to Adapt to the COVID-19 Reality, including Safety and Hygiene finalized. Tourism Support Masterclasses for Tourism MSMEs finalized. Developing Tourism Human Resource Development Action Plan finalized.

MIDDLE EAST

Name	Start and end date, place	Beneficiary	Donor Institution	Remarks
Facilitating Tourism Recovery in Aftermath of Covid-19 (Within the UNWTO/EBRD collaboration to support COVID-19 Tourism Recovery in 10 countries)	2020- 2022 Egypt	Ministry of Tourism and Antiquities	UNWTO/EBRD	Agreement signed and project activities commenced in January 2021 and ended in March 2022. Four Activities (Tourism Impact Analysis, HR Strategy and UNWTO Academy Trainings, SOPs, and Institutional Restructuring) have been completed and the documents have been translated
Facilitating Tourism Recovery in Aftermath of Covid-19 (Within the UNWTO/EBRD collaboration to support COVID-19 Tourism Recovery in 10 countries).	2020 – ongoing Jordan	Ministry of Tourism and Antiquities	UNWTO/EBRD	Agreement signed and project activities commenced in July 2020 with training of inspectors on the newly launched safety and operational protocols. In March 2021, SOPs were further reviewed and strengthened, and the activity completed in July 2021. The activity of Market Intelligence Systems and Dashboard, as well as the Future of Tourism Roadmap have commenced and are still ongoing, both at the final stage.
Annual Tourism Experience Awards Program	2018-2023 Qatar	Qatar National Council of Tourism (QNCT)	Qatar Tourism (QT)	Project activities commenced in 2018 – however, the launch of the Awards programme was put on hold in 2019 due to administrative changes in NCT and due to COVID in 2020. The new Agreement for the remaining activities was signed and the project activities resumed in preparation for the awards' launch in May 2023 and the final ceremony in September 2023.
Evaluation of Tourism Statistics System	2020-2022 Saudi Arabia	Ministry of Tourism	Ministry of Tourism	A project formulation mission on the Evaluation of the National Tourism Statistical System and Calculation Methodology of Inbound Tourism and Tourism Expenditure was successfully completed in February 2020.

Name	Start and end date, place	Beneficiary	Donor Institution	Remarks
				<p>A follow-up project was launched in January 2021 and is being implemented in two phases. Phase I was completed successfully in September 2021 and focused on reviewing and improving the methodologies of calculating inbound, outbound and domestic tourism and investigating the use of credit/debit cards, mobile phone data and artificial intelligence in tourism statistical processes.</p> <p>Activities of Phase II were launched in September 2022 and focus on ensuring that the recommendations devised in Phase I are applied correctly and within the framework of the UNWTO recommendations of tourism statistics; delivering a three/four-day capacity building workshop with officials in charge of operating the model and collecting, processing, and analysing data.</p>
Tourism Statistics and TSA	2021-2026 UAE	Ministry of Economy	Ministry of Economy	Project activities were launched in November 2021 with a detailed analysis of the situation of tourism statistics in the UAE. A detailed Road Map for the compilation of a TSA for the UAE was presented in February 2022 and activities for the implementation of the Road Map are ongoing.

Annex II: Calendar of UNWTO Events

2022

Date	Name Event	Venue	Comments
January			
16-22	ASEAN Tourism Forum	Preah Sihanouk Province, Cambodia	
19-23	FITUR	IFEMA	
20	55 th Meeting of the Board of the Affiliate Members	IFEMA	
21	AM Corner: "Strategies by Tourism Boards"	IFEMA	
27	Technical Sessions on Glasgow Declaration on Climate Action in Tourism – Introducing the operating guidelines	Online	SDT
February			
2	Launch of the Global Youth Tourism Summit and 1 st webinar for the participants	Online	https://youtu.be/_miSmeMfv_c
9	High-level workshop on Sustainable Tourism in the Blue Economy at the One Ocean Summit	Brest, France	
16	Sciences Po International Organizations Virtual Career Fair	Online	
17	2 nd webinar for the participants of the Global Youth Tourism Summit	Online	https://youtu.be/QOwwM1kUZoA
24	Technical INSTO Webinar on Employment	Online	
March			
3	Briefing on the Affiliate Members' Legal Framework	Online	
3	3 rd webinar for the participants of the Global Youth Tourism Summit	Online	https://youtu.be/GiZe2VxMi3o
3 and 9	Virtual Workshop Rapid Gender Assessment in Tourism (English)	Online	ECSR in the framework of the Centre Stage project Link: Rapid Gender Assessment in Tourism (English)
3 and 9	Virtual Workshop Rapid Gender Assessment in Tourism (Spanish)	Online	ECSR in the framework of the Centre Stage project Link: Rapid Gender Assessment in Tourism (Spanish)
7-10	Seminario/Taller sobre el Sistema de Calidad Unwto.Tedqual para Programas Formativos, Educativos y de Investigación en Turismo para sus Instituciones de Formación y Educación	Online	
16	Webinar on Gender Mainstreaming Guidelines - Public and Private Sectors	Online	Launch of the mentioned guidelines.
21	UNWTO Briefing for the Affiliate Members: Global Youth Tourism Summit – GYTS	Online	
23-25	11 th World Congress on "Snow and Mountain Tourism Mountain likers: a new approach to the future"	Canillo, Andorra	

24	One Planet Consultation Meeting on the Global Strategy for Sustainable Consumption Production and SDG12	Online	SDT
24	Technical INSTO Webinar on Solid Waste	Online	
25	The UNWTO Tourism Tech Adventures (TTA) In the Side-Lines of The Dubai Expo 2020: Connecting Minds, Creating the Future	Dubai, UAE	
28-29	UNWTO 48th Regional Commission for the Middle East and The "Tourism Awareness And Human Capacity Building: Towards A Sustainable Tourism Society" Conference	Cairo, Egypt	RDME
TBC	UNWTO Tourism Tech Adventures innovation forum	Egypt	Within the Regional Commission for The Middle East
29	UNWTO Workshop on Measuring the Sustainability of Tourism for Asia and the Pacific	Manila, the Philippines/Online	STTC/RDAP
30	28 th World Committee on Tourism Ethics Meeting	Online	ECSR
31	1 st Meeting of the BTV Network	online	TMIC
April			
5	Working Group Consultation on the Global Tourism Plastics Initiative – Developing a plastics measurement methodology	Online	SDT
6	4 th webinar for the participants of the Global Youth Tourism Summit	Online	https://youtu.be/QhbZEDTJSGI
7-9	Sustainable Tourism Destination's Summit - Leading the Transformation	Mallorca, Spain	
20 April	UNWTO Workshop on Tourism Statistics and Mobile positioning data-PART 1	Online	
21	Webinar on how to use the AMConnected Platform	Online	
27-28	First Extraordinary Session of the General Assembly	Madrid, Spain	https://www.unwto.org/event/first-extraordinary-session-of-the-general-assembly
28	Technical INSTO Webinar on Economic Benefits	Online	
28	Introductory workshop on tourism employment data disaggregated by sex: measurement challenges and solutions (in Spanish)	Online	STTC / ECSR in the framework of the Centre Stage project Link: Introductory workshop on tourism employment data disaggregated by sex: measurement challenges and solutions (Spanish)
May			
TBC	UNWTO Tourism Tech Adventures innovation forum Panama	Panama	Forum on Digitalization of Routes and Tour operators
1-5 (TBC)	UNWTO Tourism Tech Adventures innovation forum	Dominican Republic	Within the UNWTO Forum on Communications
3	Write a Review Day		Tripadvisor
4	UNGA High Level Thematic Debate on "Putting sustainable and resilient tourism at the heart of an inclusive recovery"	New York, USA	SDT
4	Working Group Consultation on the Global Roadmap on Food Waste Reduction in Tourism	Online	SDT
5	5 th webinar for the participants of the Global Youth Tourism Summit	Online	https://youtu.be/OvDCvAwd2Qk

5	Partnerships for tourism and innovation: start-ups accelerating the achievement of the SDGs – A side event at the 7th annual Multi-Stakeholder Forum on Science, Technology, and Innovation (STI Forum)	Online	IEI
9 and 11	Women Empowerment in-person Training Workshops	Amman & Petra, Jordan	ECSR/RDME, Centre Stage Project Workshop Link: The Future Leaders of Tourism Workshops
10	6 th webinar for the participants of the Global Youth Tourism Summit	Online	https://youtu.be/hMv2ORSzr7M
10-11	1 st G20 Tourism Working Group Meeting	Online	
17	Launch event of the UNWTO Digital Futures Programme for SMEs	Madrid, Spain	IEI
19-20	67th UNWTO Commission for the Americas meeting and Seminar on the Intl. Code for the Protection of Tourists	Punta del Este, Uruguay	
23-24	Final Workshop of the Regional Capacity Building Programme for French speaking African countries	Online	STTC / RDAF Supported by Algeria
24	56 th AM Board	Online	
24-26	13 th IFTM-UNWTO Training Programme	Macao, China (online)	
26	Technical INSTO Webinar on Energy Management	Online	
26	1 st Meeting Committee on matters related to Affiliate Membership	Online	
30	1 st Best Practices Session of the Best Tourism Villages Network – Promotion and conservation of cultural resources	Online	TMIC
30	Launch of the UNWTO-ETC DataLab Initiative	Online	TMIC RDEU
31	Virtual Workshop Applying the Women's Empowerment Principles in the tourism Sector (WEPs) (Spanish)		ECSR, in the framework of the Centre Stage project Link: Applying the Women's Empowerment Principles in the tourism sector (WEPs) (Spanish)
June			
1	Workshop on "Changing the Way We Travel" within the framework of One Planet Forum, an associated event to Stockholm+50	Stockholm, Sweden	SDT
1	Introductory Workshop on women's employment data in tourism: measurement challenges and solutions (English)	Online	STTC / ECSR in the framework of the Centre Stage project Link: Introductory Workshop on women's employment data in tourism: measurement, challenges and solutions UNWTO (English)
1	Virtual Workshop Applying the Women's Empowerment Principles in the tourism Sector (WEPs) (English)	Online	ECSR, in the framework of the Centre Stage project Link: Applying the Women's Empowerment Principles in the tourism sector (WEPs) (English)
1-3	67th UNWTO Commission for Europe Side Event on Tourism and Rural Development: how local experiences build the image and value of a destination	Yerevan, Armenia	RDEU TMIC

2	UNWTO Workshop on Tourism Statistics and Mobile positioning data-PART 2	Online	
7-8	UNWTO 116th Session of the Executive Council and the "Tourism Futures – New Governance and Advocacy" Forum	Jeddah, Saudi Arabia	
8	Global Communications Forum	Riyadh, Saudi Arabia	
14-16	34th Joint Meeting of the UNWTO Commission for East Asia and the Pacific & the Commission for South Asia, Asia-Pacific & Ministerial Roundtable on Tourism Resilience through Innovation and Digitalization in Asia and the Pacific & UNWTO Global Summit on Community-based Tourism	Maldives	
21	UNWTO Briefing for AMs-Forum on Gastronomy Tourism	Online	
22	Women's Empowerment in-person Training Workshops	Dominican Republic	ECSR/RDAM, Centre Stage Project Workshop Link: Taller 'Emprendedoras que impactan el turismo dominicano' OMT (unwto.org)
23	Working Group Consultation on the Glasgow Declaration on Climate Action in Tourism – Developing an overview of measurement methodologies	Online	SDT
23-26	International Tourism Industry Conference	Seoul, Republic of Korea	
28	Side-event at Forum Ocean on Blue Ecosystems for Regenerative Tourism	Lisbon, Portugal	SDT
29	Side event at the UN Ocean Conference on Tourism Ocean Action – Towards a Circular and Regenerative Blue Economy	Lisbon, Portugal	SDT
29-30	1 st Masterclass of the Best Tourism Villages Network – The use of social media in rural destinations promotion	Online	TMIC
27 June-1 July (TBC)	Side-event at the UN Ocean Conference	Lisbon, Portugal	
27 June-3 July	1st Global Youth Tourism Summit	Sorrento, Italy	https://www.unwto.org/europe/global-youth-tourism-summit
July			
05	2 nd OneUN, Diverse Talents Outreach Webinar Series	Online	
13	Side-event in framework of High-level Political Forum on Sustainable Development (HLPF) 2022: Tourism and the SDGs – Accelerating the 2030 Agenda	Online	Led by IRP & JICA, w/SDT support.
21	2 nd Masterclass of the Best Tourism Villages Network – Building online presence and reputation	Online	TMIC
28	2 nd Best Practices Session of the Best Tourism Villages Network – Value chain integration	Online	TMIC

August			
September			
12	12 th online Meeting of the Committee on Tourism and Competitiveness (CTC)	Online	TMIC
12	Online Training AMs: Online Reputation for Tourism Businesses	Online	AMD
20	Women's Empowerment in-person Training Workshops	Costa Rica	ECSR/RDAM, Centre Stage Project Workshop Link: Taller 'Empresarias que impactan el turismo costarricense' OMT
20	3rd Best Practices Session of the Best Tourism Villages Network – Tourism development	Online	TMIC
20-21	6 th UNWTO Global Conference on Wine Tourism	Alba, Italy	TMIC RDEU
22	5th Tourism EXPO Japan Ministerial Round Table in collaboration with UNWTO	Tokyo, Japan	
23	AMCorner- Sustainability & Digitalization in Tourism Product Development	Tokyo, Japan	AMD
23	Second G20 Tourism Working Group Meeting	Bali, Indonesia	TMIC
26	G20 Tourism Ministers Meeting	Bali, Indonesia	
27	World Tourism Day Celebration	Bali, Indonesia	
27	AM Corner- Iberseries Platino Industria	Madrid, Spain	
28	Training Workshop on Plastics Measurement Methodology for signatories of the Global Tourism Plastics Initiative	Online	SDT
October			
5-7	65th UNWTO Commission for Africa	Arusha, Tanzania	RDAF
5-7	Investments within the Forum on “Rebuilding Africa’s Tourism Resilience for Inclusive Socio-Economic Development”	Tanzania	RDAF, IEI
17	Technical Sessions on the Glasgow Declaration on Climate Action in Tourism – Introducing the Technical Brief on Measuring Tourism Greenhouse Gas Emissions	Online	SDT
20-21	2022 Global INSTO Meeting	hybrid	SDT
TBC (24-25)	Launch event of the Innovation Challenge Panama	Panama	RDAM, IEI
24-29	AstroFest 2022,	La Palma, Spain	Fundación Starlight
25	Technical Session on the Glasgow Declaration on Climate Action in Tourism – Consultation: Baseline Report on Climate Action in Tourism	Online	SDT
25 (TBC)	4 th Best Practices Session of the Best Tourism Villages Network – Environmental sustainability	Online	TMIC
TBC	3rd Masterclass of the Best Tourism Villages Network – Sustainable gastronomy tourism development	Online	TMIC

From Oct.2022 to March 2023 (TBC)	The UNWTO.THEMIS Course "Training for Tourist Guides"	Kingdom of Bahrain	RDME/Themis
TBC	UNWTO-ETC DataLab Webinar: Monitoring Tourism Flows: Strategies to reduce overcrowding	Online	TMIC
November			
4-6 (TBC)	16th UNWTO/PATA Forum on Tourism Trends and Outlook	Guilin, China	RDAP TMIC Postponed from Oct to Date TBC
7-11	16 UNWTO Asia/Pacific Executive Training Programme on Tourism Policy and Strategy	Seoul, Republic of Korea	RDAP
8	Presentation of the Centre Stage Project Results (WTM) (tbc)	London, UK	ECSR, Centre Stage Project
9	57 Meeting of the Board of the Affiliate Members	London (WTM)	AMD
10 (TBC)	16 th CTS Meeting	Sharm El-Sheikh, Egypt	SDT
10	Technical INSTO webinar on Climate Action	Online (in framework of COP 27 in Sharm El-Sheikh in Egypt, 6-18 November)	SDT
10-11	COP27 – Side-events on Scaling-up Climate Action in Tourism	Sharm El-Sheikh, Egypt	SDT
TBC	UNWTO Attraction and Promotion of Tourism Investments Capacity Building	Mozambique	
14-16	UNWTO Global Conference on Linking Tourism, Culture and Creative Industries: Pathways to Recovery and Inclusive Development	Lagos, Nigeria	RDAF TMIC
15 (TBC)	5th Best Practices Session of the Best Tourism Villages Network – Social sustainability	Online	TMIC
15	Training Workshop on Sustainable Food Management	Online	SDT
17	Training Workshop on Sustainable Food Procurement	Online	SDT
17	2 nd Meeting Committee on matters related to Affiliate Membership	Online	AMD
22	Technical INSTO Webinar on Governance	Online (in the framework of the II Smart Destinations Conference, organized by Valencia in collaboration with UNWTO in Valencia, Spain)	SDT
23-25	Smart Destinations Conference	Valencia, Spain	TMIC RDEU
23	Session - UNWTO Committee on Tourism Online Education	Marrakesh, Morocco	Within the 117th session of the Executive Council - Morocco

23-25	117th session of the UNWTO Executive Council	Marrakesh, Morocco	COSE
25	EC117 - Policy Debate SMEs and Talent: Transforming Tourism – Presentation of the UNWTO Digital Futures for SMEs Programme	Marrakesh, Morocco	Within the 117th session of the Executive Council - Morocco
25	Virtual workshop Combatting violence against women in tourism	Online	ECSR/RDAM, Centre Stage Project
28	Training Workshop on Sustainable Food Service and Communication	Online	SDT
28-30	6 th World Tourism Conference (WTC 2022)	Kota Kinabalu, Malaysia	RDAP TMIC
30	Training Workshop on Food Waste Management	Online	SDT
30	Training Workshop on Sustainable Food (Spanish)	Online	SDT
TBC	UNWTO-ETC DataLab webinar: Monitoring and enhancing destination e-reputation	Online	TMIC
December			
TBC (1)	Closure of the UNWTO Innovation Challenge on Tourism Education	Dominican Republic	RDAM, IEI
1	Technical INSTO Webinar on Local Satisfaction with Tourism	Online	SDT
1-2	29 th World Committee on Tourism Ethics Meeting	UNWTO HQ	ECSR
TBC	Plastic Webinar	Online	
5-7	14 th IFTM-UNWTO Training Programme	Macao, China and online	
8	UNWTO Students' league-Switzerland-Live Final4 Event	Zürich, Switzerland	YTD
12-15	7th UNWTO World Forum on Gastronomy Tourism Launching of the UNWTO Pacific Tourism Stories project (TBC)	Nara, Japan	TMIC/RDAP
13-15 (TBC)	UNWTO Tourism Tech Adventures innovation forum	Nara, Japan	IEI, Within the 7th UNWTO World Forum on Gastronomy Tourism
14	Workshop on MST Pilots	Madrid, Spain	In the framework of the 3 rd meeting of the Working Group of Experts on MST
15-16	3 rd meeting of the Working Group of Experts on MST	Madrid, Spain	
17-19	UNWTO activities at the UN Biodiversity Conference (CBD COP 15)	Montreal, Canada	SDT The UN Biodiversity Conference will convene governments from around the world to agree to a new set of goals for nature over the next decade through the post-2020 Global Biodiversity Framework providing for a strong action and mainstreaming of biodiversity across all sectors, including tourism, as the role tourism can play in the conservation and sustainable use of biodiversity is vital
TBC	1 st UNWTO Global Conference on Tourism and Rural Development 1 st Presential Meeting of the UNWTO Best Tourism Villages Network	TBA Riyadh, Saudi Arabia	TMIC 1 st Week of December

	Announcement of the 2022 Best Tourism Villages by UNWTO		
TBC	8 th Masterclass of the Best Tourism Villages Network – Quality standards & intellectual property	Online	TMIC
Dec. 2022- Jan. 2023 (TBC)	UNWTO Regional Workshop on Measuring Tourism: TSA and MST in South Asia	Nepal	STTC/RDAP

2023

Events with no approximate date/ venue:

- 2nd Quarter, Global Tourism Economy Forum (GTEF), Macao, China, RDAP
- Second half, 17th Meeting of the CTS, Croatia, SDT
- IFTM-UNWTO Training Programme, Macao, China, RDAP
- UNWTO capacity building programme on Community-based Tourism / Rural Tourism Development, Cebu, the Philippines, RDAP
- 55th Meeting of the UNWTO Commission for East Asia and the Pacific, RDAP
- 58th Meeting of the UNWTO Commission for South Asia, RDAP
- UNWTO Capacity Building Programme on Digitalization, Bhutan, Sept./Oct. (TBC), RDAP
- 3rd Quarter, 17th Executive Training Programme on Tourism Policy and Strategy, RDAP
- Regional Executive Training on Strategic Planning for Tourism and Rural Development (one per region)
- 7th UNWTO Global Conference on Wine Tourism (La Rioja, Spain)
- 8th UNWTO World Forum on Gastronomy Tourism (San Sebastian, Spain)
- First UNWTO Conference on Tourism for Rural Development (TBC)
- 4th Quarter, Rural Tourism Conference, Viet Nam, RDAP

Date	Name Event	Venue	Comments
January			
TBC	Final of the UNWTO Awake Tourism Challenge	Madrid	IEI Within the framework of Fitur
TBC	Workshop on tourism statistics for South Asia countries	Nepal (TBC)	STTC/RDAP
TBC	58 th AM Board	FITUR	AMD
TBC	AMCorner	FITUR	AMD
18-22	Fitur	IFEMA	COMM
19	Technical INSTO Webinar on Water Management	Online	SDT
TBC	5th Masterclass of the Best Tourism Villages Network – Quality standards & intellectual property	Online	TMIC
February			
TBC	Mayors' Forum	Madrid, Spain	TMIC
TBC	UNWTO Tourism Tech Adventures innovation forum Israel	Israel	IEI
1-3 (TBC)	ASEAN Tourism Forum 2023 (ATF)	Yogyakarta, Indonesia	RDAP

7-9	UNWTO Tourism Tech Adventures innovation forum Qatar	Qatar	IEI
14-15	UNWTO Tourism Tech Adventure (TTA) Israel on Innovation , Technology And Manpower	Tel Aviv, Israel	IEI
16	Technical INSTO Webinar on Solid Waste Management	Online	SDT
16	Technical INSTO Webinar on Solid Waste Management	Online	SDT
end February – beginning of March (TBC)	Measuring the Sustainability of Tourism side event in the framework of the 54 th UN Statistical Commission	New York	STTC
TBC	3rd UNWTO Mayors Forum for Sustainable Urban Tourism	Madrid	TMIC
TBC	6th Masterclass of the Best Tourism Villages Network - Global Tourism Plastics Initiative	Online	TMIC
March			
TBC	UNWTO Tourism Tech Adventures innovation forum Panama	Panama	IEI
TBC	Training session for the UNWTO Digital Futures for SMEs Programme	Morocco	IEI
TBC	UNWTO Tourism Tech Adventures innovation forum Morocco	Morocco	IEI
TBC	AM Corner	ITB Berlin	AMD
TBC	Sustainable Destinations Summit	Mallorca, Spain	SDT
7- 9	ITB Berlin	Berlin	UNWTO participation: TBC
7-9 (tbc)	ITB: Side event on Glasgow Declaration on Climate Action in Tourism	Online	SDT
TBC	7th Masterclass of the Best Tourism Villages Network - Gender and accessibility	Online	TMIC
30-31	2 nd Edition of the Sustainable Destinations Summit (organized by Fundació de Turisme de Mallorca in collaboration with UNWTO)	Mallorca	SDT
April			
4-6	World Travel Market Latam	Sao Paolo	UNWTO participation: tbc
20	Technical INSTO Webinar on Economic Benefits	Online	SDT
3-7 (TBC)	35 th Joint Meeting of the UNWTO Commission for East Asia and the Pacific and the UNWTO Commission for South Asia (35 th CAP-CSA Joint Meeting)	Phnom Penh, Cambodia	RDAP

May			
April/May (TBC)	21 st Committee on Statistics	TBC	STTC
1-4	Arabian Travel Market	Dubai	UNWTO participation: tbc
3 (TBC)	UNGA High Level Thematic Debate on “Solutions through sustainable and resilient tourism: time for action and implementation”	UN Headquarters, New York USA	SDT
TBC	8th Masterclass of the Best Tourism Villages Network - Digital solutions to drive participation for tourism	Online	TMIC
18 May	Technical INSTO Webinar on Energy Management	Online	SDT
TBC	3rd Meeting CMAM	Virtual	AMD
TBC	68 th Regional Commission for the Americas	Galápagos, Ecuador	RDAM
May-June (TBC)	68 th meeting of the Commission for Europe	Bulgaria	RDEU
May-June (TBC)	49th Meeting of the Regional Commission for the Middle East+ Conference	Jordan	RDME
May-June (TBC)	UNWTO Students' league Grand Global Final	TBC	YTD
TBC	World Tourism Industry Conference	Republic of Korea	RDAP
May-June (TBC)	International Silk Road Conference	Baku, Azerbaijan	TCSR
June			
TBC	One Planet Forum	TBC	SDT
5 (tbc)	Technical session on Biodiversity and Tourism	Online	SDT
8	Technical INSTO Webinar on Tourism Seasonality	Online	SDT
TBC	9th Masterclass of the Best Tourism Villages Network - Integration of local producers into the tourism value chain	Online	TMIC
21	G20 Tourism Ministers' Meeting	Goa, India	RDAP, TMIC
22	Technical INSTO Webinar on Wastewater Management	Online	SDT
TBC	2nd World Sport Tourism Congress	Croatia	AMD
TBC	118 th session of the Executive Council	Dominican Republic	COSE
TBC	Tourism Investment Forum	Indonesia	RDAP
July			
6	Technical INSTO Webinar on Accessibility	Online	SDT
August			
TBC	International Conference on Responsible Tourism and Hospitality 2022	Bogor, Indonesia	RDAP
September			

TBC	Expert meeting on audio-visual	Madrid	AMD
13	Technical INSTO Webinar on Employment	Online	SDT
27 Sept	World Tourism Day	Riyadh, Saudi Arabia	
October			
TBC	25 th session of the UNWTO general assembly	Uzbekistan	COSE
TBC	13 th Meeting of the Committee on Tourism and Competitiveness (CTC)	Uzbekistan	TMIC Within the framework of the Twenty-fifth session of the GA of UNWTO
TBC	18 th Meeting of the CTS	Uzbekistan	SDT Within the framework of the Twenty-fifth session of the GA of UNWTO
TBC	High-Level Summit on "Sustainable Tourism and Inclusive Green Growth for a Sustainable and Resilient Future"	Uzbekistan	SDT Within the framework of the Twenty-fifth session of the GA of UNWTO
TBC	4th meeting CMAM	Uzbekistan	AMD
TBC	59 AM Board	Uzbekistan	AMD
TBC	44th AM Plenary	Uzbekistan	AMD
TBC	2023 Global INSTO Meeting	Madrid, Spain	SDT
TBC	17h UNWTO/PATA Forum on Tourism Trends and Outlook	Guilin, China	RDAP
November			
TBC	World Travel Market	London	
TBC	Annual Meeting of the Best Tourism Villages Network Best Tourism Villages 2023 Ceremony	TBA	TMIC
6-17 (TBC)	UNFCCC COP28: Side-events on Glasgow Declaration on Climate Action in Tourism	UAE	SDT
December			
TBC	BTV Annual Meeting & Awards Ceremony	TBC	TMIC

Annex III: Report of the Committee on Tourism and Competitiveness

I. Background and objectives

1. The Committee on Tourism and Competitiveness (CTC) was established in 2013 as a UNWTO technical committee ([CE/DEC/7\(XCV\)](#)) with an advisory role. It is meant to be the first step of a validation process that channels technical outputs referring to principles, policies, practices and processes such as guidelines, definitions, criteria and standards to the corresponding governing organs of the Organization for adoption.
2. The CTC is governed by the Rules of Procedure of the Technical Committees on Competitiveness and Sustainability” approved by the Executive Council in CE/DEC/9(XCVI).
3. The main objectives of the CTC are:
 - To support the Organization in fulfilling its normative role;
 - To provide a dialogue mechanism between the public and the private stakeholders and the academia within a coherent framework to provide guidance and recommendations in building and strengthening tourism competitiveness policies and strategies;
 - To identify and delve into the key factors of tourism competitiveness.
4. In fulfilment of its mandate, the CTC’s achievements in the previous mandates include:
 - i. Elaboration of operational definitions on concepts related to the tourism value chain.
 - ii. Elaboration of operational definitions on selected tourism types.
The definitions (available [here](#)) were adopted as recommendations by the 22nd General Assembly ([A/RES/684\(XXII\)](#)).
 - iii. Identification of the factors defining the competitiveness of a tourism destination was submitted to the 105th Executive Council, for information ([CE/105/5\(a\) - Annex I Report of the Committee on Tourism and Competitiveness](#)).
 - iv. Based on the consensus reached by the CTC members, the Committee agreed on delving into one of the prioritized factors for competitiveness, tourism policy and strategic planning and elaborating a [position paper on the theme](#), which was presented in the 8th CTC Meeting, held on 10 September 2019 in Saint Petersburg, Russian Federation, immediately before the 23rd General Assembly.

II. Composition

5. The Committee renewed its composition for the period of 2019-2023 and the new members nominated by the respective Regional Commissions held in 2019 were approved by the 111th session of the Executive Council ([CE/DEC/2\(CXI\)](#)).
6. The members of the CTC (2019-2023) are:

Full members:

- **Africa:** Kenya
Senegal (Chair)
- **Americas:** Bahamas
Brazil
- **Asia and the Pacific:** Fiji (Vice-Chair)
India
- **Europe:** Israel
Republic of Moldova
- **Middle East:** Bahrain

Representative of the Associate Members: Macao, China (2019-2021); Puerto Rico (2022-2023)

Representatives of the Affiliate Members: Chairman of the Affiliate Members Board: FITUR, Spain (2019-2021); Asociación Empresarial Hotelera de Madrid, AEHM, Spain, (2022-2023)

7. Senegal and Fiji were elected among its Full Members as Chair and Vice-Chair, respectively at the 9th CTC meeting, held on 24 January 2020 at UNWTO Headquarters.

III. Scope and areas of work

8. As a technical committee, the work of the CTC is key to deliver value to the UNWTO Members and to guide them in competitiveness-related issues ensuring that it is relevant to Members and the sector at large and that its outcome has an operational approach which supports UNWTO Members in practical terms.
9. In line with its main objectives, it was recommended that the CTC adopt a more practical approach in the current mandate (2019-2023) and advances in the elaboration and validation of tangible outcomes with the technical contribution of the Committee members. The outputs of the CTC will be subsequently channelled to the governing organs (Executive Council and General Assembly) for adoption, as appropriate.

Work Plan

10. The initial Work Plan discussed by the CTC was revised in light of the unprecedented global COVID-19 crisis. Priority was given to adapting it to the crisis situation and assisting UNWTO members to mitigate the impact of the outbreak, provide stimulus, regain growth and prepare for the future ensuring leaving no one behind. The revision of the Work Plan was agreed upon by consensus among the CTC members.
11. Accordingly, the work plan 2020-2021 covered the three areas of action of the Tourism Market Intelligence and Competitiveness Department, namely, 1) knowledge and market intelligence, 2) policy and destination management, and 3) product development, and focused on:
 - Policy Recommendations and Guidelines: the CTC contributed to the 'UNWTO Recommendations on Tourism and Rural Development – A Guide to Making Tourism an Effective Tool for Rural Development' (2020);
 - Competitiveness: the CTC engaged in the contribution of UNWTO to the Advisory Group created by the World Economic Forum (WEF) to revise the Travel and Tourism and Competitive Index (TTCI). UNWTO is also data partner (credited source) to the WEF to elaborate the Travel and Tourism and Development Index (TTDI) whose latest edition was published in May 2022.
12. The Work Plan 2022-2023 was also agreed upon with the CTC Members based on the three areas of action of the Tourism Market Intelligence and Competitiveness Department, namely, 1) knowledge and market intelligence, 2) policy and destination management, and 3) product development and focuses on:
 - Revision and update of the UNWTO.QUEST criteria and indicators in line with the new role of DMOs in the post COVID-19 era
 - Domestic tourism: measurement, recommendations and policy analysis
 - Strengthening relation with the International Standardization Organization (ISO)
 - Continue collaboration with WEF on the TTDI.

Meetings

13. The Committee on Tourism and Competitiveness held one online meeting since last reporting to the 24th session of the General Assembly: the 12th Meeting, which was held virtually on 12 September 2022
14. Full list of meetings of the CTC since its establishment:

1st Meeting: 25 August 2013, Victoria Falls, Zambia/Zimbabwe (during 20th UNWTO General Assembly)

1st Virtual Meeting: 27 March 2014

2nd Virtual Meeting: 3 July 2014

3rd Virtual Meeting: 22 October 2014

2nd Meeting: 28 January 2015 Madrid, Spain
3rd Meeting: 13 September 2015, Medellin, Colombia (during 21st UNWTO General Assembly)
4th Meeting: 22 January, 2016 Madrid, Spain
4th Virtual Meeting: 21 April 2016
5th Meeting: 20 January 2017, Madrid, Spain
5th Virtual Meeting: 2 March 2017
6th Meeting: 11 September 2017, Chengdu, China (during 22nd UNWTO General Assembly)
7th Meeting: 19 January 2018, Madrid, Spain

8th Meeting: 10 September 2019, Saint Petersburg, Russian Federation (during 23rd UNWTO General Assembly)
9th Meeting: 24 January 2020, Madrid, Spain
10th Virtual Meeting: 30 July 2020
11th Meeting: 30 November 2021, Madrid, Spain (during 24th UNWTO General Assembly)
12th Virtual Meeting: 12 September 2022

Annex IV: Report of the Committee on Tourism and Sustainability

I. Background and composition

1. As part of its mandate to advise and guide the Secretariat, the Committee on Tourism and Sustainability (CTS), a subsidiary organ of the Executive Council, conducted one meeting since reporting last to the Council.
2. The CTS is governed by the Rules of Procedure of the Technical Committees on Competitiveness and Sustainability” approved by the Executive Council in CE/DEC/9(XCVI).

II. Meeting of the CTS

Fifteenth meeting of the Committee on Tourism and Sustainability

3. The fifteenth meeting of the CTS took place in Madrid in November 2021 within the framework of the 24th General Assembly of the World Tourism Organization. All nine State members participated, namely: Algeria, Angola, Bhutan, Croatia, Egypt, El Salvador, Honduras, the Philippines and Serbia. Flanders attended the meeting in its capacity as representative of the Associate Members of UNWTO.

4. During the meeting, the Secretariat presented the main areas of developments in the area of sustainability: [UNWTO's travel restrictions reports](#); [Recommendations for the transition to a green travel and tourism economy](#), prepared for the G20 tourism working group; [The Glasgow Declaration](#); the 2021 report on Sustainable Tourism and Sustainable Development in Central America ([A/76/217](#)) submitted to the 76th session of the UN General Assembly (UNGA76); the [International Network of Sustainable Tourism Observatories](#) and the measurement of sustainable tourism development at destination level; and [The Global Plastics Initiative](#).

5. UNWTO regularly prepares global and regional reports within its mandate for the UN General Assembly. During the meeting, the CTS Members were informed of the roadmap to the UNGA Report (2022) on the Promotion of Sustainable Tourism including Ecotourism for Poverty Eradication and Environment Protection to be submitted to the 77th session of the UN general Assembly (UNGA 77). They were provided with a detailed timeline for the preparation of the report.

6. The Secretariat highlighted the important role of the committee to advance the sustainability work of the UNWTO: the Secretariat encourages this opportunity for the members of the CTS to actively support the development of the resolution and to become facilitator of the negotiation, through their respective missions in New York and to make use of the CTS's capability of consolidating an agenda and reflecting this agenda to the General Assembly of the UN to shape the desired resolution.

7. A handover ceremony of the Chair and Vice Chair of the Committee on Tourism and sustainability took place. The first mandate of Egypt and Serbia as Chair and Vice-Chair respectively (2019-2021) which ended at the 24th session of the General Assembly and, consequently the second mandate of Croatia and Angola, as Chair and Vice-Chair, respectively started in 2021 and end in 2023 at the 25th session of the General Assembly. The handover for the second mandate (2021-2023) for the chairmanship and vice-chairmanship of the Committee took place as follows:

2019-2021	2021-2023
Outgoing Chair: Egypt	Incoming Chair: Croatia
Outgoing Vice-Chair: Serbia	Incoming Vice-Chair: Angola

8. The Secretariat suggested to conduct an in-person meeting at least once a year to allow better engagement with CTS members and to allow experts in the sustainability fields to influence discussions. As the COVID-19 pandemic prevented Egypt to host as previously

agreed the CTS Meeting in 2020, it was agreed that the place of the next in-person meeting of the CTS in 2022 shall be in Egypt in 2022. Furthermore, it was agreed that Croatia, as Chair of the second mandate, will host the subsequent in-person meeting of the CTS in 2023.

III. Other issues

9. Members of the Committee were invited to review the draft document which has come to be known as [The Glasgow Declaration](#), a commitment to a decade of tourism climate action. Taking into consideration the recent climate related risks and extreme unprecedented events, the Glasgow Declaration is crafted timely to act as a catalyst for increased climate action across travel and tourism. It addresses the need to accelerate climate action during COVID-19 recovery and beyond.

10. Members of the Committee were invited to provide feedback on the [Global Tourism Plastics Initiative](#) (GTPI): Measurement Methodology for Accommodation Providers. GTPI is a voluntary commitment to address the root causes of plastic pollution. It enables businesses, governments, and other tourism stakeholders to take concerted action, leading by example in the shift towards circularity in the use of plastics. The methodology has been developed to provide guidance for hotels to measure plastics in operations.

11. UNWTO is leading [the Sustainable Tourism Programme of the One Planet network](#) together with the governments of France and Spain for 3 years. Recently, the mandate for the One Planet activities were extended by the United Nations General Assembly and a new strategy is being developed.

12. Members of the Committee were invited in July 2022 to review the draft report on the Promotion of sustainable tourism, including ecotourism, for poverty eradication and environment protection prepared for the General Assembly of the United Nations, following UNGA resolution [75/229](#). The draft was developed based on research across the national tourism policies the department of Sustainable Development of Tourism collected at the beginning of 2022 and the feedback received from International Organizations.

13. Members of the Committee were notified in September 2022 that the report prepared by UNWTO in response to [A/RES/75/229](#) has now been officially issued in the official UN document website. UN Report [A/77/219](#), Promotion of sustainable tourism, including ecotourism, for poverty eradication and environment protection is available in all UN official languages.

14. UNWTO encourages members of the Committee to reach out to their diplomatic missions for further coordination and active participation.

Annex V: Gender mainstreaming guidelines

The following guidelines are submitted to the Executive Council for endorsement.

English

Gender Mainstreaming Guidelines for the Public Sector in Tourism

<https://www.e-unwto.org/doi/10.18111/9789284423248>

Gender Inclusive Strategy for Tourism Businesses

<https://www.e-unwto.org/doi/10.18111/9789284423262>

Español

Orientaciones para la incorporación de una perspectiva de género en el sector público

<https://www.e-unwto.org/doi/10.18111/9789284423286>

Estrategia de igualdad de género para las empresas turísticas

<https://www.e-unwto.org/doi/10.18111/9789284423233>

Français

Lignes directrices à l'usage des acteurs publics du tourisme pour la prise en compte de la dimension de genre

<https://www.e-unwto.org/doi/book/10.18111/9789284423620>

Stratégie de prise en compte de la dimension de genre pour les entreprises touristiques

<https://www.e-unwto.org/doi/book/10.18111/9789284423644>

العربية

في القطاع العام للسياحة (جنדר) المبادئ التوجيهية بشأن تعميم ادماج منظور النوع الاجتماعي (Public)

<https://www.e-unwto.org/doi/book/10.18111/9789284423323>

استراتيجية شاملة للجنسيتين للمؤسسات السياحية (Private)

<https://www.e-unwto.org/doi/book/10.18111/9789284423347>

Annex VI: Progress on JIU recommendations

Introduction

1. The present Annex follows document A/24/16 rev.1 presented at the General Assembly at its 24th session (Madrid, Spain).
2. The Joint Inspection Unit of the United Nations (JIU) is a body of the UN Secretariat with the mandate to provide an independent view through inspection and evaluation, aimed at improving management and methods and at achieving greater coordination between organizations (ref. JIU Statutes, Article 5.2).
3. UNWTO, as a participating agency in the UN system and having accepted the Statute of the JIU, has the mandate to review JIU reports and to submit them to its Governing Bodies. Since 2012 and to that effect, reports have been issued yearly to the Executive Council or the General Assembly.
4. Part I considers the last issued JIU reports, for which the Secretariat has indicated, for those relevant, their proposed acceptance and implementation status, for the Council's approval.
5. Part II considers recommendations previously produced by the JIU and still in progress, for information and possible comments of the Executive Council. The UNWTO Secretariat is following up on 134 JIU recommendations.
6. This year, as in previous ones, the Secretariat has focused on measures that:
 - have an impact on budget control and cost optimization for the Organization, and
 - reinforce compliance with UN standards and policies.
7. The following results can be highlighted:
 - **Internal oversight:**
 - (i) Oversight services related to audit are outsourced to the United Nations Office for Internal Oversight Services (OIOS). For this purpose, an agreement was signed in December 2019 that includes the conduct of recurrent three-year audit plans.
 - (ii) OIOS conducted its first assignment, review of project management, in 2021. The audit report includes 10 recommendations for the Secretariat, whose implementation has started.
 - (iii) A new risk assessment took place in 2022 in preparation of a second audit, on human resources, to be carried out in 2023.
 - **Environmental responsibility:** The Secretariat continues its efforts towards more environmental responsibility. 2021 greenhouse gas emissions related to UNWTO's business activities have been calculated using UNEP's methodology and offset (certified emission reductions, CERs) and, for the seventh continuing year, the Organization is considered as climate neutral.

Part I. Proposed status for recent JIU reports

8. Between the dates of the previous and present report, the JIU produced the following six reports:

- (a) JIU/REP/2021/6: Business continuity management in United Nations system organizations
 - (b) JIU/REP/2021/5: Review of the ethics function in the United Nations system
 - (c) JIU/REP/2021/3: Cybersecurity in the United Nations system organizations
 - (d) JIU/REP/2021/2: Review of United Nations system support for landlocked developing countries to implement the Vienna Programme of Action
 - (e) JIU/LETTER/2021/11: Management letter on securing the integrity of documents, records and archives of the United Nations system organizations
 - (f) JIU/REP/2019/9: Review of outsourcing of services to commercial service providers by UN system organizations
9. These six reports are relevant to UNWTO and include **22 recommendations** for consideration and/or implementation. For each recommendation, the Secretariat proposes an acceptance and an implementation status for the approval of the Executive Council.

JIU/REP/2021/6: Business continuity management in United Nations system organizations

Nº	Text of the recommendation	Proposed Acceptance reporting to JIU	Proposed Implementation reporting to JIU	Achievements	Proposed actions	Responsible persons/dept.
1	The executive heads of the United Nations system organizations should, by the end of 2023, review their business continuity management framework and ensure that the core elements identified in the present report are established and owned by relevant stakeholders to enable effective coordination of business continuity processes and practices, build coherence in their implementation and promote accountability at all levels.	Under consideration	Not started			HR, DAFN
2	The executive heads of the United Nations system organizations should, by the end of 2023, ensure that the maintenance, exercise and review components of their business continuity plans are applied through a consistent and disciplined approach to confirm that the plans remain relevant and effective.	Under consideration	Not started			HR, DAFN
3	The executive heads of the United Nations system organizations should, by the end of 2023, strengthen their learning mechanisms to contribute to organizational resilience by requiring after-action reviews following disruptive incidents and periodic internal management reviews of their business continuity management frameworks.	Under consideration	Not started			HR, DAFN
4	The executive heads of the United Nations system organizations should, by the end of 2024, report to their legislative organs and governing bodies on progress towards the	Under consideration	Not started			HR, DAFN, OFSG

	implementation of the policy on the organizational resilience management system and its revised performance indicators, and highlight good practices and lessons learned, especially in the area of business continuity management.					
5	In 2023, the executive heads of the United Nations system organizations should conduct an internal management assessment of the continuity of business operations during the COVID-19 pandemic to identify gaps, enablers, good practices and lessons learned and adjust policies, processes and procedures, in particular in areas such as human resources, information and communications technology management and occupational safety and health, and indicate necessary measures to better prepare for and respond to future disruptive incidents.	Accepted	In progress	New policies on flexible work arrangements and health and well-being, among others.		HR, DAFN
6	The legislative organs and governing bodies of the United Nations system organizations should consider, at the earliest opportunity, the conclusions of the internal management assessment of the continuity of operations during the COVID-19 pandemic prepared by the executive heads of their respective organizations and, on that basis, take appropriate decisions to address the identified gaps and risks and to ensure continuity of business operations.	Under consideration	Not started			HR, DAFN, OFSG

JIU/REP/2021/5: Review of the ethics function in the United Nations system

Nº	Text of the recommendation	Proposed Acceptance reporting to JIU	Proposed Implementation reporting to JIU	Achievements	Proposed actions	Responsible persons/dept.
1	The executive heads of United Nations system organizations who have not yet done so should with immediate effect ensure that the contracts of newly appointed heads of Ethics Offices are issued for a full term.	Accepted	Implemented	The Ethics Officer is a staff member of the Secretariat, with permanent contract.		OFSG
3	The executive heads of the United Nations system organizations who have not yet done so should ensure that periodic refresher courses in ethics are introduced as mandatory for all staff and non-staff of their respective organization, irrespective of seniority, category and level, every three years, from 2023 onwards.	Accepted	In progress		The Ethics Officer, with the support of the ICT Department, is working on an updated online ethics onboarding course as well as a new online refresher course based on the Ethics and Integrity Courses of the UN Secretariat.	Ethics Officer
4	The executive heads of the United Nations system organizations who have not yet done so, supported by the ethics functions of their respective organizations, should, at the latest by 2025, evaluate the effectiveness and efficiency, including “value for money”, of their financial disclosure and declaration of interest programmes and, on the basis of the findings, propose changes to the relevant policies where appropriate.	Under consideration	Not started			Ethics Officer, OFSG, DAFN

JIU/REP/2021/3: Cybersecurity in the United Nations system organizations

Nº	Text of the recommendation	Proposed Acceptance reporting to JIU	Proposed Implementation reporting to JIU	Achievements	Proposed actions	Responsible persons/dept.
1	The executive heads of the United Nations system organizations should prepare, as a matter of priority and no later than 2022, a comprehensive report on their cybersecurity framework and present it to their respective legislative and governing bodies at the earliest opportunity, covering the elements contributing to improved cyberresilience examined in the present report.	Accepted	Not started			ICT, DAFN
2	The legislative and governing bodies of the United Nations system organizations should consider the reports on the elements contributing to improved cyberresilience prepared by the executive heads and provide strategic guidance on further improvements to be implemented in their respective organizations, as necessary.	Accepted	Not started			DAFN, OFSG

JIU/REP/2021/2: Review of United Nations system support for landlocked developing countries to implement the Vienna Programme of Action

Nº	Text of the recommendation	Proposed Acceptance reporting to JIU	Proposed Implementation reporting to JIU	Achievements	Proposed actions	Responsible persons/dept.
1	The executive heads of United Nations system organizations should designate, if they have not already done so, by the end of 2022, an organizational focal point on landlocked developing countries with clear terms of reference, developed with guidance from UN-OHRLLS, that define the focal point's role and responsibilities in supporting implementation of the programme of action for landlocked developing countries.	Accepted	Not started		Creation of clear terms of reference for focal point on landlocked developing countries. Management to approve the TOR and designate a focal point and possible alternate.	IRP, ED
3	The executive heads of United Nations system organizations should develop, by the end of 2022, a clear results framework for support for landlocked developing countries, including linkages among the outcomes to be achieved, the main outputs strategy and core activities.	Accepted	Not started		Creation of clear results framework for support for landlocked developing countries.	ED, IRP, OFSG
7	The legislative organs and governing bodies of United Nations system organizations should issue directives, if they have not already done so, by the end of 2022, for their organizations to mainstream the priorities of the programme of action for landlocked developing countries that are pertinent to their mandated work and request that their organizations report periodically on its implementation.	Under consideration	Not started			OFSG, ED

JIU/LETTER/2021/1: Management letter on securing the integrity of documents, records and archives of the United Nations system organizations

Nº	Text of the recommendation	Proposed Acceptance reporting to JIU	Proposed Implementation reporting to JIU	Achievements	Proposed actions	Responsible persons/dept.
1	The Inspectors request the executive heads of United Nations system organizations to give due consideration to devising and applying appropriate safeguards to secure their current and historical documents, records and archives including by revisiting, if necessary, the security parameters applied to the storage of such documents in both the physical and cyber-environment and including the matter in their organizations' risk registry, and to report to the Joint Inspection Unit through the web-based tracking system no later than the end of 2022 on the measures taken to implement the present recommendation.	Accepted	In progress	In the process to migrate our current data to a safer and updated platform and create a centralized repository of the historical documents		ICT, COMM, DAFN

JIU/REP/2019/9: Review of outsourcing of services to commercial service providers by UN system organizations

Nº	Text of the recommendation	Proposed Acceptance reporting to JIU	Proposed Implementation reporting to JIU	Achievements	Proposed actions	Responsible persons/dept.
1	The executive heads of United Nations system organizations should task the relevant offices with developing, through consultations with relevant internal stakeholders, by the end of 2021, a common organization-wide definition of outsourcing and further concretize it by developing approaches and procedural guidelines on the subject matter.	Under consideration	Not started			DAFN, OFSG
2	The legislative bodies of the United Nations system organizations should request their executive heads to ensure that, by the end of 2022, annual reports on procurement include a subsection on expenditures on services sourced from commercial service providers.	Under consideration	Not started			DAFN, LGCO (procurement)
3	The executive heads of United Nations system organizations should instruct all requisitioning offices to actively work towards assessing their use of sources of supply from vendors in developing countries and economies in transition, and increase it, as applicable, based on such assessment, with the provision that such activities shall not contravene policies established by organizations to ensure effective competition.	Not applicable				
4	The executive heads of United Nations system organizations should encourage all offices to ensure that, by the end of 2021, the sourcing of any strategic, sensitive or high-value service and related goods from a commercial service provider is preceded by the conduct of a clearly-documented strategic analysis that includes short and long-term considerations and costs, and that the	Under consideration	Not started			DAFN, LGCO (procurement)

	analysis has been reviewed and approved by the appropriate authority, prior to a formal decision on the sourcing option.					
5	The executive heads of United Nations system organizations should instruct all offices to ensure that, by the end of 2021, strategic, sensitive and high-value commercially outsourced services under their purview are subject to periodic review, including risk assessments, to ascertain whether appropriate risk management measures are developed by the relevant functions in each organization.	Under consideration	Not started			DAFN, LGCO (procurement)
6	The executive heads of United Nations system organizations should instruct relevant offices to develop criteria that need to be met for outsourced service contracts to be considered for extensions beyond standard time frames, and to present such criteria to the relevant decision-making authority for adoption and incorporation into policy documents by the end of 2021.	Under consideration	Not started			DAFN, LGCO (procurement)
7	The executive heads of United Nations system organizations should instruct all offices to ensure that, by the end of 2021, following any decision to source a service and related goods of strategic, sensitive or high value from a commercial service provider, the requisitioning office should develop clearly detailed guidelines for managing vendor transition, including corresponding backup arrangements, and ensure that solicitation documents clearly outline the responsibility of the vendor as regards transitional assistance and knowledge transfer to the organization and incoming vendor.	Under consideration	Not started			DAFN, LGCO (procurement)

Part II: Monitoring the implementation of previously issued JIU reports

JIU/REP/2020/8: Environmental Sustainability across Organizations of the United Nations System

Nº	Text of the recommendation	Proposed Acceptance reporting to JIU	Proposed Implementation reporting to JIU	Achievements	Proposed actions	Responsible persons/dept.
1	The executive heads of United Nations system organizations that have not yet done so should, by the end of 2022, develop an organization-wide policy for environmental sustainability in the areas of internal management functions.	Under consideration	Not started			DAFN, OFSG
2	The legislative organs and governing bodies of the United Nations system organizations that have not yet done so should, by the end of 2022, direct the executive heads to embed environmental sustainability considerations into the management of their organizations and request them to include in the annual report on the work of the organization the results of efforts to mainstream environmental sustainability in the internal management functions of the organization.	Under consideration	Not started			DAFN, OFSG
3	The executive heads of the United Nations system organizations should, by the end of 2022, devote adequate resources in specific budget plans, including by better utilizing existing available resources, to mainstreaming environmental sustainability in their respective organizations, and report on the implementation to their legislative organs and governing bodies from 2023.	Under consideration	Not started			DAFN, OFSG

4	The executive heads of the United Nations system organizations that have not yet done so should, by the end of 2022, task procurement offices with incorporating specific provisions for integrating environmental sustainability considerations into procurement policies, procedures, manuals and guidelines, including through the relevant inter-agency mechanisms, as necessary.	Accepted	Implemented	The UNWTO Procurement Manual includes a chapter on sustainable procurement		LGCO
5	The executive heads of the United Nations system organizations should, by the end of 2022, ensure that all recruitment and selection processes, as well as performance appraisal systems, incorporate and give adequate weight to environmental sustainability understanding and behaviours, and report on the implementation to their legislative organs and governing bodies from 2023.	Under consideration	Not started			HR
8	The executive heads of the United Nations system organizations that have not yet done so should, by the end of 2022, task the relevant offices responsible for organizing conferences, meetings and events with developing a policy for incorporating provisions relating to environmental sustainability considerations into policies, procedures, manuals and guidelines, including through the relevant inter-agency mechanisms, as necessary.	Accepted	Not started			DAFN, OFSG, COSE,
9	The executive heads of organizations of the United Nations system should ensure that, by the end of 2022, information and communications technology services' actions and	Under consideration	Not started			ICT

	projects comply with environmental sustainability considerations, including ensuring that greenhouse gas emissions are at a level compatible with the United Nations Framework Convention on Climate Change Paris agreement.					
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JIU/REP/2020/7: Blockchain applications in the United Nations system: towards a state of readiness

Nº	Text of the recommendation	Proposed Acceptance reporting to JIU	Proposed Implementation reporting to JIU	Achievements	Proposed actions	Responsible persons/dept.
1	The governing bodies of the United Nations system organizations should ensure that, when applicable, the use of blockchain applications will be integrated, together with other digital technologies, into the innovation strategies and policies adopted by their respective organizations.	Under consideration	Not started			IEI
2	The executive heads of the United Nations system organizations should make sure that the examination of possible blockchain use cases will be based on assessments of project risks, including with respect to relevant organizational policies and regulations on privileges and immunities, data protection, confidentiality, cybersecurity, system integrity, and reputation.	Under consideration	Not started			IEI, DAF
3	The executive heads of the United Nations system organizations, if they have not already done so, should endorse the Principles for Digital Development by the end of 2022, as a first step to ensuring a general common understanding of digital transformation at the organizational	Under consideration	Not started			IEI, ICT

	level, including the possible use of blockchain.					
4	The executive heads of the United Nations system organizations should ensure that any decision on using blockchain should be based on an appropriate determination of the business case and of the most suitable solution, using as guidance a decision-making matrix	Under consideration	Not started			IEI, ICT
6	The governing bodies of the United Nations system organizations should encourage Member States to engage with the United Nations Commission on International Trade Law in its exploratory and preparatory work on legal issues that relate to blockchain in the broader context of the digital economy and digital trade, including on dispute resolution, which is aimed at reducing legal insecurity in that field.	Under consideration	Not started			IEI, LGCO
8	The executive heads of the United Nations system organizations, through the relevant coordination mechanisms, including with support from the United Nations International Computing Centre, should consider the adoption of a non-binding inter-agency blockchain governance framework for use by interested organizations, with a view to ensuring coherent and consistent blockchain approaches across the system by the end of 2022, including for projects that may involve multiple United Nations organizations.	Under consideration	Not started			IEI, ICT, IRP

JIU/REP/2020/6: Multilingualism in the UN System

Nº	Text of the recommendation	Proposed Acceptance reporting to JIU	Proposed Implementation reporting to JIU	Achievements	Proposed actions	Responsible persons/dept.
1	The legislative or governing bodies of the United Nations system organizations should request the executive heads of their respective organizations that have not yet done so, to prepare a strategic policy framework for multilingualism, accompanied by administrative and operational guidelines for its implementation, and submit this for adoption by the end of 2022.	Under consideration	Not started			COSE, TRAD
2	The legislative or governing bodies of the United Nations system organizations should request the executive heads of their respective organizations that have not yet done so, to appoint, by the end of 2022, a senior official as a coordinator or focal point for multilingualism, with clearly defined responsibilities and delegated authority, tasked with the coordination of the implementation of the strategic policy framework for multilingualism across their respective organizations.	Accepted	In progress			COSE, TRAD

4	The legislative or governing bodies of the United Nations system organizations should request the executive heads of their respective organizations that have not yet done so, to introduce, by the end of 2022, learning policies that encourage continuous learning and improvement of the language skills of their staff members in the official languages of the respective organizations as well as in other languages, as appropriate, securing sufficient funding for this.	Accepted	In progress	UNWTO supports language learning as a form of continuous learning and improvement for its personnel. The Organization developed a language development policy in all official languages of the organization, as well as in other languages.	The Organization is in the process of developing a learning and development policy to further foster these learning opportunities.	HR
5	The executive heads of the United Nations system organizations should request the High-level Committee on Management of the United Nations System Chief Executives Board for Coordination (CEB) to establish a working group on the preparation for adoption, by the end of 2022, of a United Nations system language framework for language teaching, learning, assessment, and certification in the six official languages of the United Nations, which could be based, inter alia, on the results of the work already undertaken by the United Nations Secretariat in this area.	Under consideration	Not started		This recommendation is outside the sole remit of the organization. UNWTO would support this initiative in coordination with other UN system organizations	HR
6	The executive heads of the United Nations system organizations, in their capacity as members of the United Nations System Chief Executives Board for Coordination, should direct the High-level Committee on Management to develop a system-wide, comprehensive and coordinated approach to multilingualism as a core value of the United Nations system organizations.	Under consideration	Not started			COSE, TRAD

JIU/REP/2020/5: Enterprise risk management

Nº	Text of the recommendation	Proposed Acceptance reporting to JIU	Proposed Implementation reporting to JIU	Achievements	Proposed actions	Responsible persons/dept.
1	In order to fulfil their oversight roles and responsibilities, legislative/governing bodies should incorporate ERM into their meetings at least annually, with substantive coverage determined by the organization's mandate, field network and risk exposure.	Under consideration	Not started			DAFN, OFSG
2	By the end of 2021, executive heads should undertake a comprehensive review of their ERM implementation against JIU benchmarks 1 to 9, as outlined in the present report.	Under consideration	Not started			DAFN, OFSG
3	By the end of 2021, members of the High-level Committee on Management of the Chief Executives Board for Coordination should ensure that its Cross-Functional Task Force on Risk Management is continued as a viable mechanism to further promote and facilitate inter-agency cooperation, coordination and knowledge-sharing and to explore shared risks associated with United Nations reform efforts	Under consideration	Not started			DAFN, OFSG
4	By the end of 2022, legislative/governing bodies of participating organizations should request executive heads to report on the outcomes of a comprehensive review of the organization's implementation of ERM against JIU benchmarks 1 to 9, as outlined in the present report.	Under consideration	Not started			DAFN, OFSG

JIU/REP/2020/2: Policies and Platforms in support of learning

Nº	Text of the recommendation	Proposed Acceptance reporting to JIU	Proposed Implementation reporting to JIU	Achievements	Proposed actions	Responsible persons/dept.
1	The executive heads of United Nations system organizations, if they have not already done so, should establish a minimum set of key performance indicators and associated targets for the efficiency of learning programmes and their effectiveness in support of business outcomes, which the organizations should monitor and report upon to the governing bodies.	Under consideration	Not started		This recommendation is under consideration in alignment with the strategic HR plan of the organization for the period 2021-2025. UNWTO will aim at including appropriate indicators.	HR, IEI
3	The executive heads of the United Nations system organizations should, in consultation with the United Nations Sustainable Development Group, examine the existing options for a comprehensive joint curriculum or at least system-wide quality assurance of courses related to the 2030 Agenda for Sustainable Development, by the end of 2021.	Accepted	In progress	The UNWTO Tourism Online Academy (https://www.unwto-tourismacademy.ie.edu/) is currently offering 26 courses within the framework of the SDGs and it has over 18,000 enrolled students.		HR, IEI
8	The governing bodies of United Nations system organizations should, by the end of 2023, approve a common United Nations Organizational Learning Framework, agreed through relevant inter-agency mechanisms, which should contain a set of principles and a plan of action for gradual implementation.	Under consideration	Not started	This recommendation is outside the sole remit of UNWTO and must be coordinated with other agencies. The organization is readily available to contribute to this initiative for its gradual implementation.		HR

JIU/REP/2020/1: Investigation function in the UN System

Nº	Text of the recommendation	Proposed Acceptance reporting to JIU	Proposed Implementation reporting to JIU	Achievements	Proposed actions	Responsible persons/dept.
1	The legislative bodies of United Nations system organizations should request that organizations that have not yet done so include in their internal oversight charters a provision for the periodic revision and, where necessary, update of the charters and a requirement for their endorsement by the legislative bodies. The updated charters should be submitted for endorsement by the legislative bodies by the end of 2021.	Accepted	Not started	<p>No internal oversight unit at UNWTO.</p> <p>The internal oversight Charter was approved by the Executive Council in 2010 (decision 5(LXXXVIII)).</p> <p>A Memorandum of Understanding with the UN Office of Internal Oversight Services (OIOS) on the provision of audit services was signed in December 2019.</p>	<p>Internal Oversight Charter to be updated.</p> <p>Agreement with OIOS Investigation is being negotiated.</p>	Ethics Officer (EO), OFSG, HR
2	The executive heads of United Nations system organizations who have not yet done so should ensure that the heads of internal oversight offices periodically review and, where necessary, update their investigation policies and guidance on the basis of new developments, the jurisdiction of the administrative tribunals, lessons learned and good practices. In doing so, due attention should be paid to ensure coherence with applicable provisions of other existing relevant rules, regulations and policies.	Under consideration	Not started		<p>As above.</p> <p>UNWTO has no investigation policy. The Ethics Officer is the only internal independent function, but the mandate does not cover the investigation function.</p>	EO, OFSG, HR
3	The legislative bodies of United Nations system organizations should request that organizations that have not yet done so consolidate by the end of 2022 all investigations and related activities (namely intake, preliminary assessment and the decision to open	Accepted	In progress		Intake and preliminary assessment are partially covered by the Ethics Function until an agreement with an external	EO, OFSG, HR

	an investigation), irrespective of the type of misconduct, in the internal oversight office of each organization.				OIOS body for investigation can be concluded.	
4	The legislative bodies of United Nations system organizations that have not yet done so should ensure by the end of 2021 that the heads of internal oversight offices/investigation functions are authorized to open investigations without the approval of the executive heads.	Under consideration	Not started		Pending agreement with external OIOS body for investigation.	EO, OFSG , HR
7	The legislative bodies of United Nations system organizations that have not yet done so should develop and adopt appropriate formal procedures for the investigation of complaints of misconduct by executive heads and adopt appropriate policies by the end of 2021.	Accepted	In progress	The Executive Council (decision 6(CIX)) authorized the EO to conduct an initial consideration of complaints on allegations of misconduct by the Secretary-General and to make recommendations on any further action as appropriate, and requested her to review the policy on whistle-blower (decision (CX)). The EO revised the policy on whistle-blowing to include the intake and preliminary assessment of allegations against the executive head. The proposed text is pending internal approval, but investigation procedures are not considered.	Pending agreement with external OIOS body for investigation.	EO, OFSG , HR
9	The legislative bodies of United Nations system organizations that have not yet done so should request that the respective organizations' annual internal oversight activity reports contain information on both complaints and investigations, including details on the number, type and nature of the complaints and investigations and trends in this regard.	Accepted	In progress	Information about complaints and investigations is provisionally included in the annual report of the Ethics Officer.	Pending agreement with external OIOS body for investigation.	EO, OFSG, HR

10	The legislative bodies of United Nations system organizations should review the adequacy of resources and staffing of the investigation function, taking into consideration the recommendations of the respective audit and oversight committees, where available.	Under consideration	Not started		No internal investigation function at UNWTO, pending agreement with external OIOS body for investigation.	OFSG, EO, HR
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JIU/REP/2019/8: Review of staff exchange and similar inter-agency mobility measures in United Nations system organizations

Nº	Text of the recommendation	Proposed Acceptance reporting to JIU	Proposed Implementation reporting to JIU	Achievements	Proposed actions	Responsible persons/dept.
2	Executive heads should, by the end of 2021, review all administrative issuances to clarify how inter-agency mobility is treated in each of those contexts.	Under consideration	Not started			HR
6	The Secretary-General, in coordination with other executive heads in the framework of the High-Level Committee on Management, as he considers appropriate, should, by the end of June 2022, articulate the business case for inter-agency mobility by setting out what it should accomplish for the organizations as well as how it contributes to human resources management objectives and to the delivery of programmatic results. Such a business case could usefully examine success stories, such as the impact on career trajectories.	Accepted	Not started			HR
7	The Secretary-General, working with other executive heads, should assess the impact of the United Nations system leadership framework on the development of a common management culture supportive of a One United Nations mindset and report	Accepted	Not started			HR

	to the Economic and Social Council at its 2022 session in the context of his report on the work of CEB. They should also consider the possibility of using this framework to strengthen a common management culture in United Nations organizations through the inter-agency mobility of a pool of managers, as had been envisaged through a Senior Management Service that CEB had planned to implement in 2004.					
8	Executive heads should enable all United Nations system staff members to compete for vacant posts on a basis equal to that established for their own staff, while considering downsizing contexts, the abolition of posts and positions, and the administration of rotational placements.	Accepted	In progress	UNWTO is part of the appropriate recruitment, outreach and workforce planning working group, and is currently discussing the possibility of implementing common rosters and shared recruitment profiles.		HR
9	The Secretary-General and other executive heads who are members of CEB should, by the end of 2021, define how the mutual recognition of rules and procedures will be applied to overcome regulatory and procedural barriers to inter-agency mobility, and report on measures taken to the Economic and Social Council at its 2022 session in the context of the annual report of the Secretary-General on the work of CEB.	Under consideration	Not started			HR

JIU/REP/2019/5: Managing cloud computing services in the United Nations system

Nº	Text of the recommendation	Proposed Acceptance reporting to JIU	Proposed Implementation reporting to JIU	Achievements	Proposed actions	Responsible persons/dept.
1	The executive heads of the United Nations organizations should ensure that business continuity planning includes strategies and measures to mitigate the risk of failure by cloud service providers to deliver the contracted services.	Accepted	Not started			ICT
2	The governing bodies of the United Nations organizations should request the heads of their respective organizations to include provisions in their financial strategies that facilitate the adaptation, responsiveness and efficient use of operational expenditures and capital investments related to new technologies.	Under consideration	Not started			ICT
3	The executive heads of the United Nations organizations should put in place periodic procedures to ensure that their corporate ICT strategies, including those for cloud computing services, are aligned with the organizations' business needs and priorities, and yield value for the investment.	Accepted	Not started			ICT
4	The executive heads of the United Nations organizations should ensure that a comprehensive risk analysis exercise is undertaken before contracting ICT services, including cloud-based services. The risk analysis exercise should consider both technical and financial risks and benefits, and relevant safeguards should be included in the service-level agreement.	Accepted	Not started			ICT

JIU/REP/2019/4: Review of change management in United Nations system organizations

Nº	Text of the recommendation	Proposed Acceptance reporting to JIU	Proposed Implementation reporting to JIU	Achievements	Proposed actions	Responsible persons/dept.
1	Governing/legislative bodies are encouraged to ensure that executive heads embed change management approaches and methods in their organizational reforms and report on the results.	Under consideration	Not started			HR
2	Executive heads should embed structured and comprehensive change management approaches in their ongoing and future organizational reforms and report thereon to their governing/legislative bodies.	Accepted	Not started			HR
3	Executive heads, through the United Nations System Chief Executives Board for Coordination, should support the development and standardization of organizational staff surveys across the United Nations system.	Accepted	Implemented	UNWTO has supported various standardized staff surveys, notably in the area of health and well-being.	Continue to support this initiative across the UN system.	HR, OFSG
4	Executive heads should ensure that resources allocated to change management are clearly earmarked and the intended results are measured, tracked and evaluated.	Under consideration	Not started			HR, OFSG
5	Executive heads should give greater prominence to the role that their strategic human resources management functions play in organizational change management. This would include promoting changes in individual attitudes and behaviours, establishing mechanisms to reinforce these, and creating channels to communicate feedback across all personnel.	Accepted	Implemented	The Organization has included these elements through various learning and development initiatives and has also created communication channels through the Staff Association Committee and the services of a Staff Counsellor.		HR
6	Executive heads should include an item on the agenda of the next meeting	Accepted	Not started			HR, DAFN, IRP

	of the High-level Committee on Management of the United Nations System Chief Executives Board for Coordination to consider how to support the United Nations Laboratory for Organizational Change and Knowledge to play a greater role in United Nations system reforms.					
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JIU/REP/2019/2: Review of the United Nations System-wide Action Plan on Gender Equality and the Empowerment of Women

Nº	Text of the recommendation	Proposed Acceptance reporting to JIU	Proposed Implementation reporting to JIU	Achievements	Proposed actions	Responsible persons/dept.
1	The executive heads of the United Nations system organizations should critically assess on a regular basis the quality assurance mechanisms in place in their organization to ensure that ratings by indicator under the United Nations System-wide Action Plan on Gender Equality and the Empowerment of Women are accurate according to the technical notes issued by the United Nations Entity for Gender Equality and the Empowerment of Women and that such ratings are appropriately supported by evidence.	Accepted	In progress	<p>The assessment is carried out on an annual basis, within the limited resources of UNWTO. The last report to the UN-SWAP includes already various improvements in the indicators.</p> <p>The organization undertook a peer review for its 2019 reporting with another UN agency to further improve on the indicators.</p>		HR, ECSR, IRP
2	Before the end of 2020, the members of the United Nations System Chief Executives Board for Coordination should coordinate within the Board's existing mechanisms to comprehensively review the results achieved following the implementation of the first phase of the United Nations System-wide Action Plan on Gender Equality and the Empowerment of Women and provide a forum for	Accepted	Not started			HR, ECSR, IRP

	endorsing the framework as revised in 2018.					
4	The legislative and governing bodies of the United Nations system organizations should review the UN-Women annual letter addressed to the executive management, accompanied by indications of strategies and measures envisioned by the executive heads to be undertaken to improve compliance with the indicators included in the System-wide Action Plan and their expected contribution to gender equality and the empowerment of women.	Under consideration	In progress	Some improvements have been made. In 2021, UNWTO participated in a peer review with another UN agency. Furthermore, ToRs for the Gender Focal Points were developed.	In 2023, the Organization intends to issue guidelines on diversity and inclusion.	HR, ECSR, IRP
5	Before the completion of the System-wide Action Plan 2.0, the executive heads of the United Nations system organizations should ensure an independent assessment of effective progress towards gender mainstreaming to promote gender equality and the empowerment of women within their organization, using the Action Plan as a benchmark, as applicable.	Accepted	Not started			HR, ECSR, IRP

JIU/REP/2018/7: Strengthening policy research uptake in the context of the 2030 Agenda for Sustainable Development

Nº	Text of the recommendation	Proposed Acceptance reporting to JIU	Proposed Implementation reporting to JIU	Achievements	Proposed actions	Responsible persons/dept.
1	The Executive Heads of the United Nations system organizations that do not have research guidelines and policies in place should consider establishing, as appropriate, a minimum set of standard on research production and uptake by the end of 2021.	Accepted	Implemented	Publication Policy included in the POW Report to the 117 th Executive Council meeting for endorsement	Creation of an internal Research Committee under development	ED, Operational Departments
2	The Executive Heads of United Nations system organizations should establish, in the set-up of their programme budgets and finance (cost accounting) systems, a means to report on the cost of research activities by the end of 2020.	Under consideration	In progress	UNWTO Financial Management Information Systems (FMIS) include outputs and activities. Data can be encoded by output and activity	IO to include outputs and activities variables per projects.	ED, Operational Departments,
4	The Executive Heads of United Nations system organizations should carry out periodic assessments of specific research needs and of potential suppliers of research products and associated costs, with the long-term objective of strengthening internal capacities for research, as appropriate, and making systematic use of research produced by academia.	Accepted	in progress	Every two years, UNWTO conduct a priority survey among members in order to prepare upcoming programme of work. This serves as a basis for research agenda.		ED, Operational Departments

9	The governing bodies of the United Nations system organizations should take measures to ensure that commitments to inter-agency collaboration, including through the establishment of a global data knowledge platform and the facilitation of academic exchanges, as stipulated in the Global Compact for Safe, Orderly and Regular Migration, are implemented by the end of 2020.	Accepted	In progress	<p>UNWTO provides access to all UN organizations to the e-library upon request.</p> <p>UNWTO partakes in the UN Committee for the Coordination of Statistical Activities (CCSA) and in the Committee of the Chief Statisticians of the United Nations System (CCS-UN), which entail a commitment to data sharing and exchange. As a UN System agency, UNWTO is also required to align its data practices to the UN SG's Data Strategy, which calls for "unleashing the full strength of data in our organization and for global good" and requires improvement of "data management practices so everyone can discover, access and share the data they need" and for "cross-cutting data governance and oversight to ensure data are managed as a shared strategic asset".</p> <p>Some research results have a free access on UNWTO website.</p>		TMIC, STTC, SDT, AMD, IRP
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JIU/REP/2018/6: Enhancing accessibility for persons with disabilities to conferences and meetings on the United Nations system

Nº	Text of the recommendation	Acceptance reporting to JIU	Implementation reporting to JIU	Achievements	Proposed actions	Responsible persons/dept.
1	The executive heads of United Nations system organizations should task the relevant offices with developing, by the end of 2020, a draft policy on the accessibility of conferences and meetings for persons with disabilities,	Under consideration	In progress	<p>Comment:</p> <p>The rules of the Depository Libraries have such a provision for easy access through inter library loan.</p>	A draft UNWTO policy on disability inclusion should be prepared in 2021 and discussed internally with all key	ECSR, COSE

	as well as guidelines for policy implementation, and present them to their respective legislative bodies, should the endorsement of those bodies be required for the policy to take effect.			2018 UNWTO Smart destinations conference (Oviedo) met accessibility criteria.	departments. It should include a chapter on meetings & conferences.	
2	For all major conferences that are hosted off the premises of United Nations system organizations, the executive heads of these organizations should ensure that accessibility requirements are clearly stipulated in individual agreements concluded with the hosting entity for specific conferences and meetings.	Accepted	In progress	A preliminary list of requirements has been proposed	Preliminary list of requirements to be further discussed. Accessibility criteria to be included in agreements and submitted to the UNWTO Executive Council for its formal adoption.	ECSR, COSE
3	The executive heads of United Nations system organizations that have not yet done so should appoint, by December 2021, a focal point on accessibility within their organization under terms of reference that clearly define the focal point's role and responsibilities as regards enhancing the accessibility of conferences and meetings for persons with disabilities.	Accepted	Not started	Focal point on accessibility has been appointed in 2021. The Head of the Department of Ethics, Culture and Social Responsibility has been entrusted with that role.	ToRs yet to be defined, in collaboration with other UN bodies that already have the officer in charge.	ECSR
4	The executive heads of United Nations system organizations should instruct relevant offices that address accessibility-related matters to develop, by December 2021, standard operating procedures with regard to their operational responsibilities to improve the accessibility of conferences and meetings for persons with disabilities.	Accepted	In progress		This action will be developed in conjunction with the inclusion of the accessibility checklist in hosting agreements as guidelines may be similar.	ECSR, COSE
5	The executive heads of United Nations system organizations should make it mandatory for organizers of meetings and conferences to ensure, by	Accepted	In progress	For events focused on accessibility and other events organized by the ECSR Department, attendees with	The accessibility checklists to be included in all hosting agreements in future	COSE, ECSR

	<p>December 2021, that: (a) The participation of persons with disabilities is fully supported by registration processes that are accessible for persons with diverse disabilities;</p> <p>(b) Clauses are included in accessible registration forms to ask specifically about accessibility requirements;</p> <p>(c) Information on accessible facilities and services is disseminated to all potential participants through accessible websites and information notes;</p> <p>(d) Accessible post-conference and post-meeting satisfaction surveys consistently include questions to assess satisfaction with the accessibility of facilities and services.</p>			<p>specific access requirements are encouraged to indicate their needs and contact the organizers if deemed necessary to resolve any accessibility-related doubt. Registration forms are made accessible and satisfaction surveys are facilitated on the spot, at accessible tourism events, in cooperation with DPO partners.</p>	<p>should cover the provisions suggested under a), b) and c).</p>	
6	<p>The executive heads of United Nations system organizations should, by December 2021, provide the option for remote participation in all meetings and conferences that they organize, with no prejudice to the efforts to make attendance at meetings and conferences accessible to persons with disabilities.</p>	Accepted	Not started			COSE, ICT, ECSR
7	<p>The executive heads of United Nations system organizations should issue instructions to information and communications technology and facilities management offices to undertake periodic accessibility assessments of organizational facilities and services for conferences and meetings, and to ensure that organizations of persons with disabilities are adequately consulted at all stages of the process.</p>	Accepted	Not started		<p>High accessibility standards to be applied in the new UNWTO HQ (moving date tbc) in cooperation with the Government of Spain and relevant DPO partners. International ISO standards should be observed. However,</p>	DAFN, HR, COSE, ECSR

					UNWTO does neither own its current premises nor the future ones, which always belong to the host Government.	
8	The executive heads of United Nations system organizations should task procurement offices with drafting, by December 2021, provisions for incorporating accessibility checks and/or requirements into procurement policies and guidelines for consideration and adoption by the relevant decision-making authority.	Accepted	Not started		UNWTO to implement the procurement accessibility checklist by consulting relevant DPO and UN System partners and suggest the new provisional policy to the UNWTO Executive Council for adoption.	LGCO, ECSR
9	The executive heads of United Nations system organizations should develop and implement through relevant inter-agency mechanisms, by December 2021, a common system-wide mandatory specialized training module on disability inclusion and accessibility for personnel involved directly or indirectly in the servicing of conferences and meetings, including, but not limited to, staff in conference management, facilities and services management, human resources management, and procurement, legal, ICT, medical, public information and safety and security services.	Accepted	In progress	UNWTO has implemented trainings on disability inclusion and accessibility.		ECSR, HR
10	The legislative bodies of United Nations system organizations should include in their agendas the review of periodic reports submitted to them on the state of accessibility of conference and meeting facilities and services for	Accepted	Not started		To be conducted in the framework of the present yearly report	COSE, OFSG

	persons with disabilities, including the state of progress of actions to address accessibility deficits.					
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JIU/REP/2018/4: Review of whistle-blower policies and practices in United Nations system organizations

Nº	Text of the recommendation	Acceptance reporting to JIU	Implementation reporting to JIU	Achievements	Proposed actions	Responsible persons/dept.
1	Legislative bodies should adopt measures by 2020 to ensure that all policies related to misconduct/wrongdoing and retaliation specify appropriate channels and modalities, such as independent oversight committees, for reporting and investigating allegations against the executive head of the organization, as well as against any other functions that may entail a potential conflict of interest in the handling of such issues.	Accepted	In progress	Pursuant to Executive Council decision CE/DEC/6(CVIX), the Ethics Officer has reviewed and updated UNWTO's policy on misconduct/wrongdoing and retaliation of 2013, to include a special section related to reporting allegations against the executive head of the organization. The revised policy is under final approval phase.	Whistleblower policy under approval phase	Ethics Officer
2	In United Nations system organizations that do not have an external and independent mechanism for appeals when a prima facie case of retaliation is not determined, the executive head should instruct the relevant office(s) to develop, by 2020, appropriate options to address this deficiency for his or her timely consideration, and to outline any agreed-upon mechanisms and processes in updates to protection against retaliation policies.	Accepted	In progress		Ethics Officer to consult with UN system organizations and propose an appropriate alternative option for an external and independent mechanism to address such appeals.	Ethics Officer
3	Executive heads of United Nations system organizations should update their relevant whistle-blower policies by 2020 to address shortcomings and gaps identified in the JIU best practices ratings.	Accepted	in progress	Partly achieved, pending final approval of the policy update.		Ethics Officer

Nº	Text of the recommendation	Acceptance reporting to JIU	Implementation reporting to JIU	Achievements	Proposed actions	Responsible persons/dept.
4	By 2020, the legislative bodies of the United Nations system organizations should request executive heads to ensure that the independence of the head of ethics, head of oversight and ombudsman/mediator functions is clearly defined, in accordance with recommendations contained in JIU reports (JIU/REP/2006/2, JIU/REP/2010/3, JIU/REP/2011/7, JIU/REP/2015/6 and JIU/REP/2016/8), and that these functions report periodically to the legislative body.	Accepted	In progress	Since its establishment in May 2018, the in-house Ethics Function is the only independent internal function at UNWTO. It reports to the governing bodies on an annual basis.	The degree of independence of the Ethics Function still needs be to clearly defined.	Ethics Officer
5	By the end of 2019, executive heads of United Nations system organizations should develop comprehensive communications tools for all personnel on what, how, where and to whom to report misconduct/wrongdoing, including harassment and retaliation, in all the working languages of the organization.	Accepted	In progress	A policy on addressing discrimination, harassment, including sexual harassment, and abuse of authority is currently being prepared in coordination with relevant departments, based on ST/SGB/2019/8 and subject to the establishment of an investigation policy. The communication tool will include information on the modalities to report misconduct/wrongdoing.	Communication tool to be developed f.	Ethics Officer
6	Executive heads of United Nations system organizations should develop by 2020 standard operating procedures for proactively protecting those who report misconduct/ wrongdoing from retaliation, which should include undertaking relevant risk assessments and clearly identifying available support mechanisms and resources.	Accepted	Not started		Under consideration.	Ethics Officer

Nº	Text of the recommendation	Acceptance reporting to JIU	Implementation reporting to JIU	Achievements	Proposed actions	Responsible persons/dept.
7	Executive heads of United Nations system organizations should develop standard operating procedures by 2020 for handling retaliation cases, with specific checklists and protocols for investigation, support services and communication.	Accepted	In progress		Consult with UN Ethics system. No internal investigation function in place at UNWTO. External investigation options to be arranged.	Ethics Officer
8	Executive heads of United Nations system organizations should ensure that, by 2020, anonymous channels to report misconduct/wrongdoing are: (a) developed and operational; (b) available in all the working languages of the organization; (c) accessible to all personnel, vendors and beneficiaries; (d) reflected in their relevant policies; and (e) widely communicated.	Accepted	In progress		Under internal discussion Anonymous channels need to be carefully assessed.	Ethics Officer
11	By 2020, executive heads of United Nations system organizations should conduct global staff surveys on a biennial basis, in order to gauge staff views on “tone at the top” issues, accountability and ethics-related topics and to develop a comprehensive action plan to address the issues identified.	Accepted	In progress		Coordinate the global staff survey and action plan with other UN Ethics Offices.	Ethics Officer, HR

JIU/REP/2018/1: Review of internship programmes in the United Nations system

Nº	Text of the recommendation	Acceptance reporting to JIU	Implementation reporting to JIU	Achievements	Proposed actions	Responsible persons/dept.
5	The executive heads of JIU participating organizations should put in place a mechanism to systematically track information related to internships, including on gender, country of origin, university from which the highest diploma was received, duration of the internship for each intern engaged and related costs (direct and indirect) generated by the internship programme. A report should be presented for information to the governing and/or legislative bodies of the organizations at their next sessions.	Accepted	In progress	Systematic tracking of information related to internship is being done. The report will be developed, to be presented to the governing and/or legislative bodies	Develop this report upon implementation of HR IT tool.	HR
6	Legislative and/or governing bodies of the organizations of the United Nations system should consider approving the establishment of ad hoc multi-donor trust funds to pledge voluntary contributions to support internship schemes and request executive heads to present for their consideration proposals for other suitable innovative mechanisms to receive voluntary contributions, with no strings attached regarding selection criteria.	Under consideration	Not started			HR, DAFN, IRP
7	Executive heads of the organizations of the United Nations system should establish a collaboration mechanism between the public information services of the organizations and the permanent representatives of Member States to facilitate outreach to their capitals on a worldwide basis so as to attract young candidates for internships from diverse educational backgrounds from all recognized educational entities, based on the World Guide to Higher Education published by the United Nations	Not applicable	Not applicable	Internships at UNWTO are open to nationals of all Member States and educational backgrounds.	This recommendation seems unlikely to be implemented at this stage.	HR

Nº	Text of the recommendation	Acceptance reporting to JIU	Implementation reporting to JIU	Achievements	Proposed actions	Responsible persons/dept.
	Educational, Scientific and Cultural Organization.					

JIU/REP/2017/9: Review of mechanisms and policies addressing conflict of interest in the United Nations system

Nº	Text of the recommendation	Acceptance reporting to JIU	Implementation reporting to JIU	Achievements	Proposed actions	Responsible persons/dept.
1	Executive heads of the United Nations system organizations should direct their officials entrusted with the ethics function to map the most common occurrences and register the risks of situations exposing their respective organizations to organizational conflicts of interest, no later than December 2019.	Accepted	Not started	Under discussion.	To map the most common occurrences and register the risks of situations exposing the Organization to organizational conflict of interest	Ethics officer, HR
3	The governing bodies of the United Nations system organizations should request the executive heads of the organizations to prepare a detailed report on existing financial disclosure programmes and propose any changes to the rationale and scope of those programmes that are needed to increase their effectiveness	Accepted	In progress	The review exercise of the financial disclosure programme was initiated in 2017. In 2019, the UNWTO Financial Disclosure Programme was revised and replaced by the new policy released in Administrative Instruction AI/915/19, entitled Declaration of Interest Statement.		HR, Ethics officer
4	Executive heads of the United Nations system organizations, who have not yet done so, in consultation with the Legal Network of the United Nations system organizations, should take the necessary steps to introduce, by December 2019, adequate legal clauses in contractual agreements with their staff and non-staff, as appropriate, binding them to the period of restriction set for their function that prohibits them from engaging in clearly defined post-employment	Accepted	In progress	Review of contractual agreements with staff and non-staff to include adequate legal clauses regarding periods of restriction for engaging in post-employment activities within the Legal Network of the United Nations.	To be coordinated with UN legal network	LGCO, HR, Ethics officer

Nº	Text of the recommendation	Acceptance reporting to JIU	Implementation reporting to JIU	Achievements	Proposed actions	Responsible persons/dept.
	activities for the duration of that period of time.					
5	Executive heads of the United Nations system organizations, who have not yet done so, should take the necessary steps, no later than the end of December 2019, to: (a) ensure that all staff members, irrespective of their level and grade, successfully complete the initial and periodic mandatory ethics training course and obtain the respective certification; (b) link certification of the required ethics training course to the annual staff performance appraisal cycle; (c) include ethics training in the induction training of non-staff, including refresher courses after service intervals, as appropriate.	Accepted	In progress	a) All UNWTO personnel took the “Ethics and integrity at the UN” training during the first semester of 2019. c) Ethics training is now included in the induction training of both staff and non-staff.	b) Link to the annual appraisal in the new performance management system	HR, Ethics officer
6	The governing bodies of the United Nations system organizations should, in exercising their oversight role on the accountability framework of their respective organizations, regularly monitor conflict of interest issues, including updates to relevant policies, administrative instruments and mechanisms.	Accepted	Not started			DAFN, OFSG

JIU/REP/2017/8: The United Nations system – Private sector partnership arrangements in the context of the 2030 Agenda for Sustainable Development

Nº	Text of the recommendation	Acceptance reporting to JIU	Implementation reporting to JIU	Achievements	Proposed actions	Responsible persons/dept.
5	The heads of United Nations organizations should enhance the role and responsibilities of the Private Sector Focal Points Network with regard to sharing knowledge, promoting good practices and finding innovative solutions to problems related to partnerships with	Accepted	In progress	The UNWTO Affiliate Membership Department, the Institutional Relations and Partnership Department, as well as other technical departments that are working with the support of the Legal		AM, IRP, TMIC

Nº	Text of the recommendation	Acceptance reporting to JIU	Implementation reporting to JIU	Achievements	Proposed actions	Responsible persons/dept.
	the private sector, including by entrusting them with specific tasks and agenda items on which to report.			<p>Office and the Finance department are working on partnership arrangements with the private sector.</p> <p>In 2021, the General Assembly updated and modernized the legal framework for the UNWTO Affiliate Members.</p> <p>Development and sharing of knowledge and tools in partnerships with the Private Sector has been enhanced in 2020 / 2021 with the impact of the pandemic on tourism (examples include UNWTO/Google training to on data and insights and the UNWTO – IATA Destination Tracker providing information on travel restrictions worldwide)</p>		
6	All heads of the United Nations system organizations, assisted by the United Nations Global Compact, should jointly create a common database on the profiles and performance of the businesses that are involved, or potentially interested, in partnerships with the United Nations, based on the information voluntarily submitted by the participating organizations.	Accepted	In progress	<p>UNWTO works with UN Global Compact on profiles and performance of the business before engaging with such.</p> <p>UNWTO/ECSR has established a database in 2011 of all tourism enterprises and trade associations that have voluntarily signed the Private Sector Commitment to the UNWTO Global Code of Ethics. These entities report periodically on the implementation of ethical principles within their business operations and programmes.</p>		AM, ECSR, IRP

Nº	Text of the recommendation	Acceptance reporting to JIU	Implementation reporting to JIU	Achievements	Proposed actions	Responsible persons/dept.
				A policy on partnering with the private sector is being developed		
7	The Secretary-General of the United Nations and all the executive heads of participating organizations should identify and agree on a minimum set of common standard procedures and safeguards for an efficient and flexible due diligence process, to be applied system-wide in a transparent way by the United Nations operational staff engaged in the initiation and implementation of partnerships with the private sector.	Accepted	In progress	UNWTO has set up a working group on due diligence issues for internal elaboration of standards and procedures.	Elaborate guidelines for due diligence based on common standards and procedures available so far for UNWTO and await UN SG corresponding instructions.	LGCO, DAFN, HR, AM, IRP

JIU/REP/2017/7: Review of donor reporting requirements across the United Nations system

Nº	Text of the recommendation	Acceptance reporting to JIU	Implementation reporting to JIU	Achievements	Proposed actions	Responsible persons/dept.
1	The governing bodies of the United Nations system organizations should encourage the Secretary-General and executive heads of other organizations, in the framework of the United Nations System Chief Executives Board for Coordination, to develop a common position and pursue a high-level strategic dialogue with donors, in order to address the challenges posed by the current funding models and practices and the impact of strict earmarking of voluntary contributions and reporting to donors.	Accepted	In progress	Proposal to include in future HLCM meetings that this recommendation is being included as an agenda item accordingly.		ED, IRP, BDFN
2	The executive heads of the United Nations system organizations that have not yet done so should put in place measures for ensuring that partnership agreements, concluded at the corporate	Accepted	In progress	Donee's financial reporting including donor commitment in regards to funding: UNWTO template agreements include clauses on financial reporting	Tools are considered to be implemented	IRP, TECO, BDFN

Nº	Text of the recommendation	Acceptance reporting to JIU	Implementation reporting to JIU	Achievements	Proposed actions	Responsible persons/dept.
	level with the donors and at the corporate and field levels for individual programmes and projects, spell out the needs and requirements of the donors and the mutual commitments of the organizations and the donors, with respect to the details of reporting on the use of funds provided.			and some of them include financial reporting templates; Consistent implementation of the said reporting may vary according to the discussions with donors In addition, as a practice, UNWTO Secretariat informs on projects in Statutory documents, as well as through UNWTO website and newsletters		
4	The executive heads of the United Nations system organizations that have not yet done so should regularly update guidance on donor reporting and put in place measures for the professional skills development and training needed to improve reporting to donors, for personnel at headquarters and in the field.	Accepted	Not started	Relevant guidance on donor reporting and measures for professional skills development and training for improved reporting to donors under consideration.		HR, BDFN, TECO, IRP
5	The executive heads of the United Nations system organizations that have not yet done so should work systematically with donors to include in donor agreements the costs associated with preparing donor reports.	Accepted	Not started	Note: As per UNWTO Financial Rules and Regulations (FRR), direct costs related to the implementation of a project are to be charged to the corresponding voluntary contribution project.	Relevant discussions with donors on this aspect to take place accordingly. To consider including in donors agreements	IRP, TECO, BDFN
6	The Secretary-General and executive heads of other United Nations system organizations should, preferably within the framework of the United Nations System Chief Executives Board for Coordination, develop and adopt a common report template accommodating the information needs and requirements of donors and the regulatory frameworks and capacities of the organizations, as a basis for negotiations with donors.	Accepted	Not started	UNWTO supports the development and adoption of a common report template to be used across the UN system as a basis for negotiations with donors to reduce the complexity and multiplicity of reports and thus reduce reporting costs – aspect of high relevance especially for smaller agencies such as UNWTO.	Attendance of HLCM and relevant discussion to be followed up.	IRP BDFN

Nº	Text of the recommendation	Acceptance reporting to JIU	Implementation reporting to JIU	Achievements	Proposed actions	Responsible persons/dept.
7	The governing bodies of the United Nations system organizations should request the executive heads to task, and adequately support, the internal audit and evaluation offices of their respective organizations with ensuring that the relevant oversight reports provide the required levels of assurance that would help minimize reporting to individual donors on the use of their earmarked contributions.	Accepted	Not started	UNWTO uses standard financial reports for financial reporting.		DAFN, IRP, BDFN

JIU/REP/2017/5: Outcome of the review of the follow-up to the Joint Inspection Unit reports and recommendations by the United Nations system organizations

Nº	Text of the recommendation	Acceptance reporting to JIU	Implementation reporting to JIU	Achievements	Proposed actions	Responsible persons/dept.
6	The executive heads of organizations, when considering JIU recommendations intended to enhance coordination and cooperation, should propose the inclusion of the consideration of these recommendations on the programme of work of CEB and its applicable mechanisms with a timeline for taking a decision, with effect from 2019.	Accepted	In progress	Secretary- General to be in relevant discussions on this matter during CEB Meetings.	All preparatory documents for SG participation in CEB should include a specific part on relevant JIU recommendations to be considered.	ED, IRP, JIU FP

JIU/REP/2017/3: Review of air travel policies in the United Nations system: achieving efficiency gains and cost savings and enhancing harmonization

Nº	Text of the recommendation	Acceptance reporting to JIU	Implementation reporting to JIU	Achievements	Proposed actions	Responsible persons/dept.
4	The executive heads of the United Nations system organizations, that have not yet done so, should ensure by 2019 that effective measures are taken to enforce and monitor compliance with an advance purchase policy, including	Accepted	In progress	Under implementation UNWTO has developed for the past 10 years a Travel Planning mechanism to ensure the advanced	In view of better evaluating the efficiency of the Travel Management and identifying sources of possible savings,	TRAVEL

Nº	Text of the recommendation	Acceptance reporting to JIU	Implementation reporting to JIU	Achievements	Proposed actions	Responsible persons/dept.
	incorporation of advance planning rules and key performance indicators in travel policies that are regularly measured.			planning of the official missions. The Travel Policy specifies that, in order to benefit from better airline fares and to enable due approval process, travel requests should reach the Travel Department as early as possible and at least 10 working days before the date of departure. A KPI monitors this aspect.	UNWTO is currently evaluating the possibility of implementing several Key Performance Indicators (KPI) and Key Program Metrics (KPM) that would also allow defining certain standards and objectives.	
5	The executive heads of United Nations system organizations should schedule periodic monitoring and assessment to ensure conformity with their own air travel policies, conduct periodic risk assessments and identify measures for further efficiency gains by their next budgetary cycle.	Accepted	In progress	Annually, back to office reports are analyzed and lessons learnt extracted to identify issues for further improvement. After the implementation of the new UNWTO Travel policies UNWTO increased the monitoring of expenses by requesting the corresponding invoices from the traveler, the DSA payable also has to be justified, Whenever possible, agreements with mostly used Airlines are negotiated. Agreements for the special prices and discounts with the hotels are also negotiated trying to reduce the expenses.	In view of better evaluating the efficiency of the Travel Management and identifying sources of possible savings, UNWTO is currently evaluating the possibility of implementing several Key Performance Indicators (KPI) and Key Program Metrics (KPM) that would also allow defining certain standards and objectives.	TRAVEL
6	The executive heads of the United Nations system organizations, if they have not already done so, should encourage the use of online booking tools for air travel, update their travel	Accepted	Implemented	As of today, UNWTO travel policy does not allow travellers to book their own trips. Only exceptionally, travellers may book their own		TRAVEL

Nº	Text of the recommendation	Acceptance reporting to JIU	Implementation reporting to JIU	Achievements	Proposed actions	Responsible persons/dept.
	policies with guidelines for optimal use of such tools, and consider integrating them with their existing systems by 2020.			trips, requiring specific approval from the Secretary-General. Given the dimensions of the Organization, its volumes of purchase and the current central administrative system, the OBT, at the moment, is not considered a cost-effective solution. Nevertheless, UNWTO constantly looks into new possibilities and evaluate the options.		

JIU/REP/2017/2: Donor-led Assessment of the United Nations system organizations

Nº	Text of the recommendation	Acceptance reporting to JIU	Implementation reporting to JIU	Achievements	Proposed actions	Responsible persons/dept.
1	The legislative/governing bodies of the United Nations system organizations should encourage better access to, dissemination of and exchange of information concerning donor assessments among the Member States and should, in this context, call upon the executive heads to make such assessments publicly available by uploading them in an online global repository to be established by the Secretary-General of the United Nations for that purpose not later than 2018.	Accepted	Not started	UNWTO encourages a high-level strategic dialogue with the donors fully convinced of the importance of ensuring transparency, trust and confidence, while endeavouring to reduce the transactions costs related to donor reporting.	Build capacity to unlock aid at country and global level with Member states	IRP, TECO
3	The executive heads of the United Nations system organizations should designate, on the basis of the volume and variety of donor reviews, an appropriate central function in their	Accepted	In progress	UNWTO has a relevant department managing the information provided to donors, namely the Institutional Relations and Partnerships Department.	Access to Aid is bound and challenged by UNWTO current rules and regulations	OFSG, IRP

Nº	Text of the recommendation	Acceptance reporting to JIU	Implementation reporting to JIU	Achievements	Proposed actions	Responsible persons/dept.
	respective organizations for coordinating the multiplicity of donor assessments, managing the information provided to donors, standardizing communications, ensuring consistency and tracking the follow-up action on findings and recommendations by the responsible organizational units.				and requires a reform for aligning better with donors requirements.	
4	The executive heads of the United Nations system organizations should engage with donors to determine the key elements in their assessments and should encourage their audit and evaluation bodies, with due regard for their independence, to consider taking these elements into account in their risk assessments and work plans, in order to avoid potential duplication and overlap.	Accepted	Not started	Senior Management of UNWTO committed to engage in such discussions with donors on these key elements for avoiding duplication and overlap.	Consider conducting assessments, risk assessment and work plans, including creation of audit/evaluation bodies with independent and impartial roles.	DAFN, IRP, OFSG
5	The legislative/governing bodies of the United Nations system organizations should request the executive heads to identify and provide adequate resources and support to the internal audit and evaluation offices of their respective organizations to enable them to provide the required levels of assurance that would help minimize duplication and overlap with external reviews, verifications and assessments conducted by third parties.	Under consideration	In progress	UNWTO has signed an agreement with OIOS in December 2019 for the provision of internal audit services		DAFN, OFSG
6	The executive heads of the United Nations system organizations and the Secretary-General, in the context of the United Nations System Chief Executives Board for Coordination, should develop a common position for	Accepted	Not started	Secretary- General to be in relevant discussions on this matter during CEB Meetings. Other senior official to address the matter at HLCM and HLCP	Secretary- General to be in relevant discussions on this matter during CEB Meetings and its networks.	IRP, DAFN

Nº	Text of the recommendation	Acceptance reporting to JIU	Implementation reporting to JIU	Achievements	Proposed actions	Responsible persons/dept.
	initiating a high-level dialogue with donors to determine shared priorities and define a multi-stakeholder assessment platform with a robust framework and methodology to capture a collective reflection of an agency's performance and reduce the need for additional bilateral assessments.				Other senior official to address the matter at HLCM and HLCP	

JIU/NOTE/2017/1: Results-based management in the United Nations system: description of a high-impact model for managing for achieving results

Nº	Text of the recommendation	Acceptance reporting to JIU	Implementation reporting to JIU	Achievements	Proposed actions	Responsible persons/dept.
1	To promote collaboration in and furtherance of mainstreaming results-based management across United Nations system organizations, executive heads may wish to endorse the high-impact model and use it within their respective organizations, taking into account the progress already achieved and organizational specificities.	Accepted	Not started		Requires an inception and analysis phase to identify gaps and current challenges for complying with RBM	OFSG, DAFN
2	To enhance inter-agency collaboration in the use, adaptation or expansion of the high-impact model across United Nations system organizations, executive heads may wish to establish an inter-agency - task force or interim mechanism, using existing formal or informal inter-agency arrangements, as deemed appropriate.	Accepted	Not started		To monitor opportunities through CEB networks (HLCM and HLCP)	OFSG, DAFN

JIU/REP/2016/10: Knowledge Management in the United Nations System
JIU/REP/2016/9: Safety and Security in the United Nations System

Nº	Text of the recommendation	Acceptance reporting to JIU	Implementation reporting to JIU	Achievements	Proposed actions	Responsible persons/dept.
5	The Executive heads of the United Nations system organizations that have not yet done so should, by no later than January 2018, incorporate safety and security compliance indicators in the performance assessments at every management level, including senior management.	Accepted	In progress	Safety and Security is not explicitly addressed in performance assessments of managers	Consider inclusion of safety and security assessment at managerial levels	HR, SECU

JIU/REP/2016/7: Comprehensive Review of United Nations System Support for Small Island Developing States: Final Findings

Nº	Text of the recommendation	Acceptance reporting to JIU	Implementation reporting to JIU	Achievements	Proposed actions	Responsible persons/dept.
1	The governing bodies of the United Nations system and of the multilateral environment agreements, taking into account the findings of the comprehensive review, should give precise system-wide coordinated guidance to the organizations so as to ensure that the priorities of the SAMOA Pathway are mainstreamed in the strategic plans, within the realm of the organizations' mandates, and should encourage all stakeholders to make sufficient and predictable resources available for the effective and accelerated implementation of the Pathway.	Accepted	In progress	<p>The UNWTO is following developments on SIDS and tourism. Its work on tourism and climate change includes a specific focus on SIDS.</p> <p>In addition:</p> <ul style="list-style-type: none"> - Dashboards “International Tourism and COVID-19” and “Global and Regional Tourism Performance” (the only that have a partial country grouping filter) - UNWTO Briefing Note – Tourism and COVID-19, Issue 2: “Tourism in SIDS: the challenge of sustaining livelihoods in times of COVID-19” - UN Secretary-General Policy Brief: COVID-19 and Transforming Tourism” (August 2020), led by UNWTO gives special attention to SIDS in different moment <p>The UNWTO report on transport-related CO2 Emissions from the tourism sector was launched on 3/12/2019.</p>	UNWTO Secretariat is working for the new SAMOA Pathway action plan that should be adopted end 2024.	SDT, RDs, IRP, TMIC
2	The governing bodies of the United Nations system should ensure that the strategic plans and work programmes of the system organizations include specific objectives related to the implementation of the SAMOA Pathway, within the realm of their respective mandates, to be measured against a set of	Accepted	In progress	<p>The UNWTO is following developments on SIDS and tourism.</p> <p>Data on SIDS is included in the bi-monthly UNWTO World Tourism Barometer as well as on the UNWTO Data Dashboards</p> <p>The UNWTO report on transport-related CO2 Emissions from the</p>	<p>Consider appropriate actions in UNWTO's POW, as SIDS have been very impacted by the crisis.</p> <p>UNWTO Secretariat is working for the new SAMOA Pathway action plan that</p>	SDT, RDs, IRP, TMIC

Nº	Text of the recommendation	Acceptance reporting to JIU	Implementation reporting to JIU	Achievements	Proposed actions	Responsible persons/dept.
	established key performance indicators to monitor and report on the achievements.			tourism sector was launched on 3/12/2019 and the Glasgow Declaration at COP 26. The Glasgow Declaration counts now more than 700 signatories..	should be adopted end 2024.	
3	The governing bodies of the United Nations system, in adopting the strategic plans and work programmes of the organizations, should encourage the organizations to ensure that the activities in support of sustainable development of SIDS, within the realm of the mandate of each organization, are aligned with the regional and national priorities identified by the Governments of those States, regional organizations and SIDS development partners, so as to foster the implementation of the SAMOA Pathway as the blueprint of the 2030 Agenda for Sustainable Development of SIDS.	Accepted	In progress	<p>The UNWTO is following developments on SIDS and tourism.</p> <p>The Secretariat is participating in a working group of UN OHRLLS dedicated to sustainable tourism, with regional tourism organizations.</p>	Consider appropriate actions in UNWTO's POW, as SIDS have been very impacted by the crisis	SDT, RDs, IRP, TMIC
4	The governing bodies of the United Nations system should request the organizations to coordinate the planning and implementation of their capacity-building activities in close consultation with the small island developing States and all partners for development so as to strengthen effectiveness and efficiency in providing support to achieve the goals defined in the SAMOA Pathway, while avoiding saturation of the absorptive capacity of SIDS at the country level.	Accepted	In progress	<p>The UNWTO is following developments on SIDS and tourism.</p> <p>The UNWTO report on transport-related CO2 Emissions from the tourism sector was launched on 3/12/2019 and the Glasgow Declaration at COP 26. The Glasgow Declaration counts now more than 700 signatories.</p>	Consider appropriate actions in UNWTO's POW, as SIDS have been very impacted by the crisis	SDT, RDs, IRP, TMIC

Nº	Text of the recommendation	Acceptance reporting to JIU	Implementation reporting to JIU	Achievements	Proposed actions	Responsible persons/dept.
5	The executive heads of the United Nations system should ensure the participation of their organizations in the process led by the Inter-Agency Task Force on Financing for Development to actively contribute to addressing the specificity of SIDS as a special case with tailor-made solutions, and should also ensure that new parameters of eligibility are designed for better access to financing for development for SIDS.	Accepted	In progress	The UNWTO is following developments on SIDS and tourism	Consider appropriate actions in UNWTO's POW, as SIDS have been very impacted by the crisis	ED, IRP, SDT
6	The governing bodies of the United Nations system organizations should encourage the allocation of predictable multi-year funding to facilitate the effective implementation of programmatic activities in support of the small island developing States, based on needs assessments prepared by the United Nations system organizations in consultation with SIDS and their relevant partners.	Accepted	In progress	The UNWTO is following developments on SIDS and tourism	Consider appropriate actions in UNWTO's POW, as SIDS have been very impacted by the crisis	IRP, SDT
7	The legislative and governing bodies of the United Nations system organizations should ensure, based on the on-going work of the United Nations Statistical Commission and, when relevant, on the work of the inter-agency forums and expert groups created to advise Member States, that the specificity of SIDS is explicitly considered in defining the elements of monitoring and accountability frameworks to report on progress made on the Sustainable Development Goals, so	Accepted	In progress	The UNWTO is following developments on SIDS and tourism. Initiatives such as INSTO or MST partly respond to this recommendation. Measuring the Sustainability of Tourism has been recognized by the UN Statistical Commission as the framework to monitor tourism in the SDGs. The following SIDS are engaged in the process of developing MST, either through membership in the Working Group	Consider appropriate actions in UNWTO's POW	STTC, RDs, SDT

Nº	Text of the recommendation	Acceptance reporting to JIU	Implementation reporting to JIU	Achievements	Proposed actions	Responsible persons/dept.
	that processes and indicators are adapted to their needs and priorities identified at the national and regional levels.			<p>of Experts or through piloting studies: Cabo Verde, Fiji, Jamaica and Samoa.</p> <p>A Task Team on sustainable tourism of the Inter Agency and Expert Group on the SDGs has been created to better reflect the position of SIDS with regards to the development of SDG indicators related to tourism.</p> <p>UNWTO contributed a specific chapter on tourism and its statistics in the UNCTAD "Development and Globalization: Facts and Figures 2021 – SIDS".</p>		
8	The governing bodies of the United Nations system organizations should coordinate their efforts in designing monitoring and accountability frameworks and tools adapted to the capacity of SIDS to monitor and report on the implementation of the SAMOA Pathway and other sustainable development related global mandates, while avoiding the burden of multiple reporting frameworks.	Accepted	In progress	<p>The UNWTO is following developments on SIDS and tourism. Initiatives such as INSTO or MST partly respond to this recommendation.</p> <p>MST has been recognized by the Pacific Sustainable Tourism Policy Framework and is the backbone of the Pacific Tourism Statistics Strategy 2021-2030.</p>	Consider appropriate actions in UNWTO's POW	STTC, SDT

JIU/REP/2016/4: Fraud Prevention, Detection and Response in United Nations System Organizations
(request to JIU on 17/10/2019 to put this report back into the online tracking system)

Nº	Text of the recommendation	Acceptance reporting to JIU	Implementation reporting to JIU	Achievements	Proposed actions	Responsible persons/dept.
3.	On the basis of a comprehensive needs assessment, the executive heads of the United Nations system organizations should establish a dedicated anti-fraud training and fraud awareness strategy for all members of the organization. At a minimum, anti-fraud training should be mandatory for staff in functional areas most prone to fraud and staff operating in fragile and high-risk field environments.	Accepted	In progress	The Secretary-General has issued a bulletin on these issues (SGB/06/19)	A training on fraud prevention should be included in the 2023 training analysis and delivered to all personnel.	HR, DAFN, OFSG, EO
4.	The executive heads of the United Nations system organizations should, if they have not already done so, conduct a comprehensive corporate fraud risk assessment, as an integral part of their enterprise risk management system or as a separate exercise, addressing frauds at all levels of their respective organization, including headquarters and field offices, as well as internal and external fraud risks. Such assessments shall be conducted at least biennially at the corporate level, and more frequently, based on need, at the operational level.	Accepted	Not started		Include in one of the next internal audits to be conducted.	DAFN, OFSG, EO
5.	The executive heads of the United Nations system organizations, if they have not already done so, should develop organization-specific comprehensive anti-fraud strategies and action plans for implementing their respective fraud policies. Such anti-fraud strategies	Accepted	Not started			DAFN, OFSG, EO

Nº	Text of the recommendation	Acceptance reporting to JIU	Implementation reporting to JIU	Achievements	Proposed actions	Responsible persons/dept.
	should be based on the organization's corporate fraud risk assessments and shall be an integral part of the overall organizational strategies and operational objectives. Based on the level of fraud risk, proportionate resources should be dedicated to operationalize the strategies and action plans.					
6.	The executive heads of the United Nations system organizations, if they have not already done so, should initiate a review of their internal control framework to ensure that proportionate anti-fraud controls do exist and that fraud risks identified in the fraud risk assessments are adequately addressed in the internal control frameworks.	Accepted	In progress	A review of internal control mechanisms in the areas of procurement, non-staff contracts and sponsorships was undertaken in February 2018, and a follow-up took place in 2020. The Secretary-General is currently reviewing all possibilities for the establishment of an internal control function that would also ensure that proportionate anti-fraud controls exist	Strengthen the internal control mechanisms.	DAFN, OFSG, EO
7.	When introducing or updating statements of internal controls, the executive heads of the United Nations system organizations should ensure that the statements address the adequacy of organization-wide anti-fraud controls, in accordance with good practices and applicable international standards. In the absence of a formal statement of internal controls, executive heads should certify in their annual reports to legislative and governing bodies that their organization has in place proportionate anti-fraud controls based on fraud risk assessments, and that appropriate fraud prevention, detection, response and	Accepted	In progress	UNWTO adopted the United Nations Framework against Fraud and Corruption through SGB/06/19. UNWTO secretariat applies a zero tolerance policy against Fraud and Corruption.	Further report to Governing Bodies	DAFN, HR, OFSG, EO

Nº	Text of the recommendation	Acceptance reporting to JIU	Implementation reporting to JIU	Achievements	Proposed actions	Responsible persons/dept.
	data collection procedures and processes exist.					
9.	The executive heads of the United Nations system organizations, if they have not already done so, should revise their whistle-blower policies with a view to adopting good practices, and extend the duty to report fraud and other misconduct to contract employees, United Nations volunteers, interns and other non-staff, as well as to third parties, including vendors, suppliers, and implementing partners.	Accepted	In progress	Pursuant to Executive Council decision CE/DEC/6(CVIX), the Ethics Officer has reviewed and updated UNWTO's policy on misconduct/wrongdoing and retaliation of 2013. The revised policy is under approval process		DAFN, OFSG, EO
10.	The executive heads of the United Nations system organizations should present to their legislative and governing bodies on an annual basis a consolidated and comprehensive management report on the performance of anti-fraud activities, based on key performance indicators. The report shall include, inter alia, the level of fraud exposure, status of compliance with anti-fraud policies, fraud statistics, sanctions imposed, fraud losses and recovery of assets, and lessons learned.	Accepted	Not started			DAFN, OFSG, EO
11.	The legislative and governing bodies of the United Nations system organizations should: place on their respective agendas a permanent or standing item relating to fraud prevention, detection and response; review on an annual basis the consolidated and comprehensive management report presented by the executive head on anti-fraud	Accepted	In progress		To be included in the agendas of the Governing Bodies, as part of internal audit. SG will report on the progress in the establishment of an anti-fraud strategy, policy and measures.	DAFN, OFSG, EO

Nº	Text of the recommendation	Acceptance reporting to JIU	Implementation reporting to JIU	Achievements	Proposed actions	Responsible persons/dept.
	policy and activities; and provide high-level guidance and oversight on fraud-related matters.					

JIU/REP/2015/5: Review of activities and resources devoted to address climate change in the United Nations Organizations

Nº	Text of the recommendation	Acceptance reporting to JIU	Implementation reporting to JIU	Achievements	Proposed actions	Responsible persons/dept.
1	The executive heads of United Nations system organizations should present to the governing bodies of their organizations a long-term United Nations system-wide climate change strategy responsive to the outcome of the twenty-first session of the Conference of the Parties to the United Nations Framework Convention on Climate Change, and request its endorsement and the support necessary for its effective implementation, in order to achieve measurable interim results by 2020.	Accepted	In progress	<p>Due to its cross-sectorial nature, tourism can contribute to a more resource efficient value chain and stimulate behavioural change towards low-carbon destinations.</p> <p>The UNWTO report on transport-related CO2 Emissions from the tourism sector was launched on 3/12/2019 and complemented by the launch of the Glasgow Declaration on Climate Action in Tourism at UNFCCC COP 26, through which signatories commit to support the global goals of halving emissions by 2030 and reach net zero by 2050 at the latest. The Glasgow Declaration counts now more than 700 signatories..</p>	Pending approval of a long term UN-system-wide climate change strategy. Issue to be taken into account by UNWTO	SDT
2	The governing bodies of the United Nations system organizations should support and endorse the participation of their respective organizations involved in cross-cutting areas directly or indirectly related to climate change in a system-wide United Nations strategy to combat climate change, in a manner consistent with the outcome of the twenty-first session	Accepted	In progress	The UNWTO Executive Council in its 116 th Session held in June 2022 endorsed the Glasgow Declaration on Climate Action in Tourism as a voluntary commitment launched by UNWTO in November 2021 at the UN Climate Change Conference COP26 to accelerate climate action in tourism and encouraged all UNWTO Member States to promote the Declaration	Pending approval of a long term UN-system-wide climate change strategy. Issue to be taken into account by UNWTO	SDT

Nº	Text of the recommendation	Acceptance reporting to JIU	Implementation reporting to JIU	Achievements	Proposed actions	Responsible persons/dept.
	of the Conference of the Parties to the United Nations Framework Convention on Climate Change (COP21).			https://webunwto.s3.eu-west-1.amazonaws.com/s3fs-public/2022-06/CE116_Decisions_En_4.pdf?VersionId=acWSB6ge.5MRO5t9w6lp_a60.vOsGIB7 The One Planet Sustainable Tourism Programme of the 10-Year Framework of Programmes on Sustainable Consumption and Production Patterns (10YFP), led by UNWTO, supports cooperation between stakeholders to advance resource efficiency and low-carbon practices in the tourism sector. UNWTO is a climate-neutral Organization for its operations since 2015.		
3	The executive heads of the United Nations system organizations involved in areas with clear cross-linkages with climate change should elaborate and agree upon a common methodology to establish criteria to ensure the traceability of specific funding for climate change adaptation and mitigation, seeking consistency and coherence in the context of the climate change regime methodologies.	Accepted	In progress	The Programme on Sustainable Tourism of the 10-Year Framework of Programmes on Sustainable Consumption and Production Patterns (10YFP STP), led by UNWTO, supports cooperation between stakeholders for the development and implementation of innovative projects and good practices in resource efficient and low-carbon tourism planning, improving sustainable livelihoods and adapting to the reality of a changing climate.	Assess the involvement of UNWTO as this initiative progresses	SDT
4	Executive heads of the member organizations of the CEB, under the leadership of the Secretary-General in his capacity as Chair of the CEB, should promote the development of	Accepted	In progress	An application for the Glasgow Declaration on Climate Action in Tourism to form part of the Global Climate Action Portal led by UNWTO has been submitted to	Assess the involvement of UNWTO in the initiative under the CEB as it progresses	ED, SDT, IRP, OFSG

Nº	Text of the recommendation	Acceptance reporting to JIU	Implementation reporting to JIU	Achievements	Proposed actions	Responsible persons/dept.
	a common information-sharing system for the measurement and monitoring of the United Nations system activities and resources aimed at addressing climate change, by sector and type of funding, so as to ensure the most cost-efficient and effective delivery of activities to tackle climate change.			strengthen its connection with the Marrakech Process. The Glasgow Declaration on Climate Action in Tourism was also reported as part of the UNFCCC Global Stocktake under the Paris Agreement.		

JIU/REP/2015/4: Public information and communications policies and practices in the United Nations system

Nº	Text of the recommendation	Acceptance reporting to JIU	Implementation reporting to JIU	Achievements	Proposed actions	Responsible persons/dept.
1	The legislative/governing bodies of the United Nations system organizations should request the executive heads to embrace the nine benchmarks proposed in the present report, in order to enhance the strategic role of the public information and communications function in contributing to the achievement of organizational goals and priorities, thereby promoting global support for their organization.	Accepted	In progress	<ul style="list-style-type: none"> The nine benchmarks have been assessed and factored into the UNWTO Communication Strategy. The majority of applicable benchmarks (1, 2, 3, 4, 5, 7) are now active components of the UNWTO Communication Strategy. Benchmarks 8 and 9 are expected to be incorporated end of 2019 and during 2020. 	To assess the benchmarks and their applicability to the UNWTO. To be incorporated in the communication strategy	COMM
2	Starting from the forthcoming programme and budget cycle, the executive heads of the United Nations system organizations should reinforce in a sustainable manner the strategic role of the public information and communications function within their organization, by adhering to	Accepted	In progress		To assess the benchmarks and their applicability to the UNWTO. To be incorporated in the communication strategy	COMM

Nº	Text of the recommendation	Acceptance reporting to JIU	Implementation reporting to JIU	Achievements	Proposed actions	Responsible persons/dept.
	the nine benchmarks proposed in the present report, as applicable.					
5	The executive heads of the United Nations system organizations that have not yet done so should develop an effective social media strategy that is based on updated guidelines and is properly aligned with the other respective policies and frameworks/strategies for public information and communications.	Accepted	In progress	<ul style="list-style-type: none"> Social media guidelines for contributions by personnel while on mission/external events are being developed and a first one has been disseminated. Guidelines for the use of personal SoMe accounts by personnel (in coordination with HR) have been developed and disseminated. The UNWTO Communications Department has now dedicated social media profiles among its team. The newly developed SoMe strategy will be incorporated in the Communications Strategy. 	To assess the benchmarks and their applicability to the UNWTO. To be incorporated in the communication strategy	COMM

JIU/REP/2014/9: Contract management and administration in the United Nations System

Nº	Text of the recommendation	Acceptance reporting to JIU	Implementation reporting to JIU	Achievements	Proposed actions	Responsible persons/dept.
5	The executive heads of the United Nations system organizations should develop a specific contract-management training programme in their organizations that would include courses offered as a requirement for all persons managing contracts of a certain size, value and complexity.	Accepted	In progress	Training on procurement has been delivered to all personnel including summary introduction to contract management.	Contract management training to be included as part of the 2023 training analysis.	LGCO, HR
8	The executive heads of the United Nations system organizations should ensure that a system exists in their organizations for documenting and reporting on a contractor's performance in meeting	Accepted	In progress	Certification of delivery is made for each contract. Each manager monitors performance of the contractor.	To develop a specific system for reporting on contractor's performance and a registry containing contractors with	LGCO

Nº	Text of the recommendation	Acceptance reporting to JIU	Implementation reporting to JIU	Achievements	Proposed actions	Responsible persons/dept.
	contract requirements, and assign responsibility and management accountability for completeness of the contractor's performance reporting.				unsatisfactory performance.	

JIU/REP/2014/5: Follow-up inspection of the 2009 review of Management and Administration in the World Tourism Organization

Nº	Text of the recommendation	Acceptance reporting to JIU	Implementation reporting to JIU	Achievements	Proposed actions	Responsible persons/dept.
	The Secretary General should develop modalities of cooperation with the respective foundations and offices and submit them to the 2011 UNWTO General Assembly for consideration and approval, together with the outcome of the mentioned JIU investigation on the subject	Accepted	In progress	<p>The General Assembly adopted in 2015 through resolution 656(XXI) the criteria and conditions applying to controlled entities (Category 1 entities) and non-controlled entities (Category 2 entities).</p> <p>A new agreement with the Government of Andorra for the Themis Foundation was signed in 2014 clarifying the responsibilities of the parties towards the Foundation and discussions have been engaged on the possibility to convert the Foundation into a fully integrated UNWTO Office.</p> <p>The Government of the Republic of Korea confirmed on early 2022 that the dissolution date of the STEP Foundation on 8 February 2018 under the Korean legal system.</p> <p>Discussions for a host country agreement for the Regional Support Office for Asia and the Pacific (RSOAP) in Nara, Japan, resumed in late 2020 following the notification</p>		LGCO, DAFN

Nº	Text of the recommendation	Acceptance reporting to JIU	Implementation reporting to JIU	Achievements	Proposed actions	Responsible persons/dept.
				that Japan undertakes to apply the provisions of the 1947 Convention of the Privileges and Immunities of the Specialized Agencies and its Annex XVIII to UNWTO, in accordance with resolution 656(XXI).		
	The UNWTO General Assembly should endorse the results-based management (RBM) framework developed by the JIU and request the Secretariat to use it in the implementation of RBM. The Secretary-General, making use of the results based benchmarks and framework developed by the JIU, should present to the Programme and Budget Committee in 2015 a report demonstrating how, within its particular constraints in terms of size and resources, the Secretariat has moved towards the implementation of the results-based management (RBM).	Accepted	In progress	The Secretariat prepares a programme of work based on the priorities of its Members, and recurrently reports on its implementation.	Comments: Results-based budget and management implies a medium-term approach which requires substantive resources for IT adaptation and management change. Proposed actions: (i) Members could assess information gaps required in the programme of work and its implementation (ii) new approaches to formulating, implementing and reporting/evaluating the programme of work could be explored	DAFN, OFSG
	The Inspector is of the view that the Secretary General could take measures to improve the gender balance at the senior grade level (item newly raised)	Accepted	Implemented	6 of the 11 staff at grades P5 and above are female. Vacancies at senior levels provide opportunities to improve gender balance. Applications from qualified female candidates are encouraged.		HR

JIU/REP/2009/1 Review of Management and Administration at UNWTO

Nº	Text of the recommendation	Acceptance reporting to JIU	Implementation reporting to JIU	Achievements	Proposed actions	Responsible persons/dept.
14	The UNWTO General Assembly should adopt the status, basic rights and duties of United Nations staff members (ST/SGB/2002/13) and the corresponding financial disclosures policy, while promoting ethics and integrity at work, and allocate resources for relevant training of staff on these issues.	Accepted	In progress		Training proposal for 2023 will include appropriate allocation of resources for training of staff on ethics and integrity at work.	HR, Ethics officer