**UNWTO NETWORK OF SUSTAINABLE TOURISM OBSERVATORIES (INSTO)**

**2020 Global Virtual INSTO Meeting**

14:00 to 16:40 Madrid Time, Wednesday 21 October 2020

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**Programme**

<table>
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| 14:00 – 14:05 | **Opening 2020 Global INSTO Meeting**  
Dr. Dirk Glaesser, Director, Sustainable Development of Tourism, UNWTO,  
Moderator of the meeting |
| 14:05 – 14:10 | **Updates on the latest developments in UNWTO’s COVID-19 crisis response**  
Dr. Manuel Butler, Executive Director, UNWTO |
| 14:10 – 14:20 | **Recognition of the Tourism Observatory of the Canary Islands as new INSTO member and Presentation** |
| 14:20 – 14:35 | **Keynote 1**: The role of public health for the responsible restart of tourism  
Ms. Lisa Christensen, Yukon, Canada  
Dr. Anna Scuttari and Mr. Felix Windegger, The Sustainable Tourism Observatory of South Tyrol (STOST), Italy |
| 14:35 – 15:20 | **Insights into Local satisfaction / Visitor satisfaction**  
Presentations by:  
- Ms. Sarah Marsh, Manager, Yukon, Canada  
- Prof. Dr. Harald Pechlaner Dr. Andreas Dibiasi, The Sustainable Tourism Observatory of South Tyrol (STOST), Italy  
- Ms. Alba Lajusticia, Director, Barcelona Tourism Observatory, Spain  
- Mr. Federico Esper, Director General, Buenos Aires Tourism Observatory, Argentina |
| 15:20 – 15:35 | **Keynote 2**: Destinations in the frontline of response and recovery, boosting the capacity of local actors |

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1 Please note: the working language of the meeting will be English.
15:35 – 15:40  UNWTO’s recovery tracker and COVID-19 impact scenarios
Mr. Michel Julian, Officer, Tourism Market Intelligence and Competitiveness, UNWTO

Governance: The role of INSTO observatories

Presentations by:
15:40 – 16:25
- Mr. Glenn Mandziuk, President & CEO, Thompson Okanagan Tourism Observatory (TOTA), BC, Canada
- Dr. Michael Volgger, Australia’s South West Tourism Observatory (ASWTO), Australia
- Ms. Miriam Adame Alcaraz, Technical Secretary, Guanajuato Tourism Observatory (GTO), Mexico

16:25 – 16:40  Open Discussion
Closing