

UNWTO NETWORK OF SUSTAINABLE TOURISM OBSERVATORIES (INSTO)

2020 Global Virtual INSTO Meeting

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

Programme¹

- 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

Insights into Local satisfaction / Visitor satisfaction

Presentations by:

- 14:35 – 15:20
- 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**

¹ Please note: the working language of the meeting will be English.



- Mr. Sérgio Guerreiro, Tourism Portugal

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

