GROW TOGETHER WITHIN ISTO!

ISTO GENERAL ASSEMBLY 2021

22 June 2021
Welcome from the President
Agenda

1. Adoption of the agenda

2. Adoption of the minutes of the General Assembly 2020

3. Activity Report 2020-2021
   - Presentation
   - Report from the regional Sections
   - Adoption of the activity Report

4. Financial report 2020 and budget 2021
   - Presentation and adoption of the profit & loss accounts, balance sheet for 2020
   - Report of the auditors
   - Discharge to the directors and to the auditors
   - Information about the financial situation for 2021
   - Adoption membership fees for 2022

5. Upcoming activities for 2021
   - 2nd Edition International Week – Fair and Sustainable Tourism for All
   - European Forum
   - CafecISTO and other activities

6. World Congress 2022 – Call for candidates

7. Recognitions for ISTO Members
1. Adoption of the agenda

2. Adoption of the minutes of the General Assembly 2020
3. Activity Report 2020-2021
ISTO International Plan 2021-2022

**Functioning**
- Internal Methodology
- Committees & Working Groups
- Committee of Honors & Wise
- International Partnerships & Development

**Information**
- Observatory - Concept & Viability
- Social Tourism Library
- Deep Analysis of members Database

**Education**
- CafecISTO, Business Circles
- Training

**Communication**
- Digital Communication
- ISTO Best Practices Awards
- ISTO Events
- ISTO Label & recognitions

**Financial Viability**
- Maintain / Enlarge Membership
- Partners & Sponsors for Observatory
- European & International Projects
Key figures

159 MEMBER ORGANISATIONS

25 MEMBERS OF THE ALLIANCE FOR TRAINING AND RESEARCH

3 REGIONAL SECTIONS

30 DIRECTORS FROM 15 COUNTRIES

100 MILLION OVERNIGHT STAYS IN ACCOMMODATION FACILITIES OF MEMBER ORGANISATIONS’

40 COUNTRIES REPRESENTED
Welcome!

+2 new countries

+7 new members
The ISTO Team

Yves Godin
Secretary-General

ISTO Director
Charles-E. Bélanger

ISTO Americas Director
Verónica Gómez

Project and Administration Officer
Jacques Rayet

Communications Officer
Sabrina Urrutia

Project Assistant
Emilie Chapuis

Intern
Léa Stagnetto

The ISTO Team

Functioning  Information  Internal Information  Education  Communication  Financial Viability
Technological tools to facilitate information sharing
The 2020 General Assembly
23 September 2020

2 Board of Directors
15 December 2020
29 March 2021

6 Executive Committee
12 November 2020
04 February 2021
12 February 2021
26 February 2021
18 March 2021
26 May 2021
ISTO Working Groups
Accessible Tourism

Anette Masson
Association Tourisme et Handicaps

+ 17 organisations from around 10 countries

Recommendations to help

Tourism providers welcoming people with disabilities during a health crisis such as COVID-19

JOIN US
Proposal to recognise participation in leisure, tourism and holiday activities as one of the indicators of the quality of life and well-being of European citizens.
Alliance for Training and Research

Anya Diekmann
Université Libre de Bruxelles (ULB)

+ 25 individual
from around 17 countries

CafecISTO international
16.06.2021
Gender Equality, Diversity and Inclusion

Iaia Pedemonte
AITR-Associazione Italiana Turismo
Responsabile

+ 5 organisations
from around 5 countries

CafecISTO International
17.02.2021
Youth initiative

Emilie Chapuis
Project Assistant ISTO

+ 8 participants from around 4 countries
Representation & international relations
ISTO’s participation in the First World Leisure Day on 16.04.21

Meeting with World Leisure Organisation (WLO) to reinforce cooperation 23.02.21

Meeting with UNWTO Regional Department for Asia 11.02.21
Meeting with ICA Asia Pacific 17.02.21

Webinar with the International Cooperative Alliance (ICA) Asia-Pacific on 29.04.21
To have quantitative and qualitative information that allows us to understand what social and fair tourism represents

To make ISTO a key partner in providing qualified information and services to all entities

To integrate the numerous data, statistics, legislative texts, studies and reports from ISTO members and partners in order to strengthen the network

To be a laboratory to contribute to innovation in the field of social policies of tourism
Internal analysis of members

New analysis tools
- Data Studio
- Mailchimp
- Monday.com
Workshops on Sustainable development Goals (SDGs)

3 workshops for members of the accommodation sector

+12 organisations from Brazil, Canada, France, Kyrgyzstan, Mexico and Portugal.
In total, **11 webinars** have been offered since December 2020 for ISTO members!
Digital Communication

- 6 Newsletter
- 6 Editorial
- 10 In the Spotlight
- 1 new presentation ISTO benefits of membership
- New certificate membership affiliation
- Team presentation document
- ISTO Institutional Presentation (EN-FR-ES)
- Social networks and website
Social Networks

Facebook: 3957 followers
Twitter: 655 followers
Linkedin: 886 followers
Youtube: 114 followers

Français English Español
14 webinars
Simultaneous interpretation in English, French and Spanish
+20 international speakers
Regional Sections
ISTO Africa

Joël Capo-Chichi
President ISTO Africa

Coordination Committee
November 2020
ISTO Americas

Sergio Rodríguez
President ISTO Americas

General Assembly 15
December 2020
Development of the organisation
Development of the organisation

Members
- Renewal
- New members

Partnerships

Projects
- OECD
- COSME
- ERASMUS +
Comments or Questions
We want to know your opinion!

GO TO: www.menti.com
and enter the code
Are you satisfied with the activities presented by ISTO?/
Êtes-vous satisfait des activités présentées par ISTO?/
¿Está satisfecho con las actividades
Your answers
5. Upcoming activities for 2021
ISTO International Week

International Week 2021

The International Week of Fair and Sustainable Tourism for All will take place online between 22-25 June 2021

Transforming and improving world tourism

Check the programme
From 4 to 6 October in Lyon

ISTO Europe Forum Lyon
DATES FOR THE NEXT CAFECISTO'S

- CafecISTO International 4 - August 18, 2021
- CafecISTO Africa / Americas / Europe - September 22, 2021
- CafecISTO International 5 - October 20, 2021
- CafecISTO Africa / Americas / Europe - November 17, 2021
- CafecISTO International 6 - December 08, 2021
6. World Congress 2022
Call for candidates
7. Recognitions for ISTO Members
Thank you!

Eric Wolters  
Luc Gobin  
Caroline Mignon  
Marie-Odile Beau
Thank you for your support!
ISTO's Partners
Comments or Questions?
THANK YOU!

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22 June 2021