



International Social Tourism Organisation
(ISTO)

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INTRODUCTION

Message from the President

Dear ISTO's friends and partners,

In this Activity Report 2023-2024, we are going to keep boosting our common vision to make ISTO the international reference in terms of Social Sustainability in the tourism sector as well as the main source of references, information and tendencies thanks to the Observatory. Thanks to you, our members, and to the precious work realised by our regional presidents, Muriel Antoniotti (ISTO Europe), Sergio Rodriguez (ISTO Americas) and Joël Capo Chi-Chi (ISTO Africa) as well as our Secretary General, Yves Godin, and members of the Executive Committee, the Board of Directors and the Conseil des Sages and the working groups and commissions' responsables along with all the members who, one way or another, help ISTO develop, we succeeded in concluding another year. I, therefore, wish to thank you all for your collaboration, which contributed in making the results mentioned hereinbelow possible.



Isabel Novoa
ISTO President

I would like to underline the major actions realised during the elapsed year in the light of the international Congress in the Azores (Portugal) organisation, which would not have been possible without our Portuguese partners' support, especially Foundation INATEL.

We celebrated the first-ever ISTO Awards and we also launched our eLibrary, which now includes over 1000 references. Simultaneously, we worked on our visibility through participating in international events such as the INSTO meeting hosted by the UNWTO or the European Tourism Day organised by the European Commission.



INTRODUCTION

Message from the President

In the meantime, we also organised the Meeting of the Americas in Mexico and we managed to increase our presence in Africa since we took part in national and regional events across the continent. For the first time, we hosted a meeting for public authorities on social indicators in the tourism sector in Brussels and in Mexico, enabling us to unify the criteria with the global vision that makes ISTO unique. We are also continuing to get involved in projects in Europe and Latin America.

Alongside these achievements, we also presented our Action Plan 2023-2024, emphasising our commitment to focus on developing knowledge through innovative content creation, while raising awareness among international bodies and public authorities thanks to our members' expertise. These actions allow us to strengthen our communications and the development of our network.

Finally, I would like to welcome to the 17 new organisations from 10 countries who joined ISTO over the past year. We are pleased about our ever-growing network of social tourism stakeholders.

Let's keep working together!



INTRODUCTION

ISTO's Mission



ISTO's double mission, established sixty years ago in 1963, aims to "encourage the development of tourism for all, and promote and support the different forms of tourism that benefit people, communities and the development of local areas, and relate to responsible, solidarity, fair or community tourism." (ISTO's Status).

The organisation bases its action on the Social and Solidarity Economy values and objectives described in the Montreal Declaration "Towards a humanist, social vision of tourism", which was adopted in 1996 and is still in force nowadays.

ISTO's DNA and the 5 main axes which define it - quality of life, accessibility, solidarity, fair business and environment - serve as guidelines for the implementation of the association's actions, which are aligned with the Sustainable Development Goals (SDGs).





INTRODUCTION



Key numbers



177

MEMBER ORGANISATIONS



30

DIRECTORS FROM 15
COUNTRIES



3

REGIONAL SECTIONS



44

REPRESENTED
COUNTRIES



26

ALLIANCE MEMBERS



100

MILLION OVERNIGHT STAYS
IN THE MEMBER
ORGANISATIONS'
ACCOMMODATION
STRUCTURES



ACTION PLAN

2023 - 2024

The Action Plan 2023-2024 comes within the scope of the strategic positioning ISTO wishes to reach by 2026: becoming the "Global leader in Social Sustainability for the Tourism Sector".

This leadership must be characterised by the definition of Social Sustainability in the tourism sector, as well as the standardisation of criteria, common priority indicators, recommendations, and practical reports, which summarise the data and trends while generating commitments in relation to Social Sustainability.

ISTO's global strategic objectives are the following:



Being the world's reference for social sustainability acting as the main source for consultation, information and trends, in the form of an Observatory.



Gathering as members the world's main public and private entities committed to social sustainability.



Strengthening the financial capacity of ISTO and reinforcing its team, its development and visibility.



Making ISTO a forum of exchanges and a force for positive change within members and international institutions.



ACTION PLAN

2023 - 2024



The Action Plan 2023-2024 hinges on 4 main axes:



KNOWLEDGE DEVELOPMENT

Create innovative content.



ADVOCACY

Becoming the reference of social sustainability.



MEMBERS' EXPERTISE

Thematic Working Groups and Research & Advising entities.



COMMUNICATION & NETWORKING

Enabling exchanges and connections & informing ISTO Members.



ISTO'S 60TH anniversary

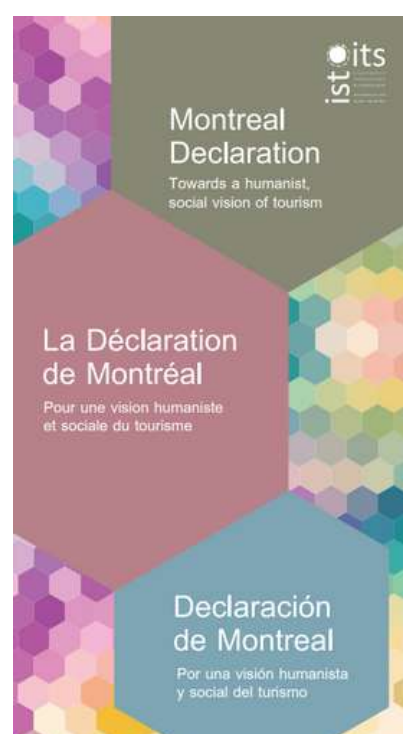
In 2023, ISTO celebrates its 60th anniversary and the Executive Committee wishes to take advantage of this special opportunity to not only highlight the important steps and achievements that punctuated the organisation's operations since 1963, but also to emphasise the current projects and present the future perspectives.

Today, more than ever, we are convinced that the values advocated by ISTO in relation to Social Sustainability are the ones which will most likely guarantee a future for the tourism sector as well as contribute to the people, communities and territories' welfare.

The work to prepare and highlight ISTO's 60th anniversary was launched on 5 December 2022 during an online brainstorming session with ISTO's different bodies' representatives in order to gather their proposals.

A set of activities and communication actions - as well as a special logo - are being devised to culminate in late November with the organisation of an event in Brussels to celebrate the 60th anniversary with ISTO's members and partners.

Among the initiatives which are currently being developed, we must emphasise the writing of a new addendum to the Montreal Declaration about Social Sustainability in the tourism sector.





ISTO'S 60TH anniversary



Tackling the climate emergency is at the core of every future tourism scenario and ISTO has an important role to play as it gives visibility to the social impact of tourism and ensures we take the right steps towards the conservation of our planet while avoiding leaving behind people's quality of life, both of travellers and local communities and continuing to promote discrimination-free access to tourism.

Taking into consideration this context, we acknowledge the complexity of these challenges. We, therefore, sent a call for input to the members of the Alliance to take part in the update of the Montreal Declaration in order to make sure that all current and future social challenges are being addressed. The new text will be submitted to ISTO's different bodies for advice before being adopted.





FUNCTIONING

ISTO's Secretariat

Brussels-based ISTO's international Secretariat operates with a team under the supervision of the Secretary General, Yves Godin, and in close collaboration with the President, Isabel Novoa.

This team is made up of 3 people:

- Charles-E. Bélanger, Director
- Jacques Rayet, Administrative Officer
- Sabrina Urrutia, Communications and Projects Officer

ISTO international also relies on the proactive participation of ISTO Americas' Director, Verónica Gómez, who took part in the implementation of several activities thanks to her colleagues Morgane Durand-Cheval and Pierre Thirion's support.

The Secretariat has also benefited from an essential input of university interns who contributed to the realisation of numerous activities during the past year:

- Pablo Brandolini, during 3 months within the framework of the Eurodyssey programme;
- Berta Loré, during 6 months within the framework of the Eurodyssey programme;
- Elias Raynal, during 2 months within the framework of a Master in Tourism at the Université Libre de Bruxelles (ULB);
- Julien Moriamé, during 3 months within the framework of a Master in Tourism at the Université Libre de Bruxelles (ULB);
- Franck Bouko, during 3 months within the framework of a Master in Translation at the Université Libre de Bruxelles (ULB).





FUNCTIONING

ISTO's Secretariat

On the financial front, ISTO and its Secretariat operate thanks to the association's incomes, which primarily consist of the members' subscription fees, the partnerships and the European projects.

Beyond incomes, it is essential to highlight the never-failing commitment and support from the Belgian institutions and bodies who support ISTO through:

- Employment subsidies (Office régional bruxellois de l'emploi-ACTIRIS),
- Provision of the offices, the IT material as well as several other services (Centrale générale de la FGTB and Groupe FLOREAL).
- Accessible Tourism actions funding (Commissariat général au tourisme de la Région Wallonne).

Among the other contributions useful to ISTO's smooth operations, we can mention the Conseil québécois du loisir (CQL), which host the American section's Secretariat.

ISTO International also relies on the work realised by its three regional sections: ISTO Africa, ISTO Americas and ISTO Europe.

Eventually, it is important to stress the Executive Committee members' voluntary engagement, especially those of its President and Secretary General as well as those of the Working Groups' managers and of several other people who are active among ISTO's bodies.





STATUTORY MEETINGS



General Assemblies

Just like last year, the ordinary General Assembly took place online with simultaneous interpretation in 3 languages on 20 June 2022 and about a hundred members attended it. The Assembly adopted the Activity Report 2021-2022, the Financial Report 2021 and the Budget 2022. This event also constituted the opportunity to adopt the Charter on Gender Equity, Inclusion and Diversity and to launch a call for applications in order to renew the Board of Directors members as their term was coming to an end in 2022.

Upon the World Congress in the Azores, an extraordinary in-person General Assembly was held on 12 October 2022 to promulgate the 18 elected candidates according to the procedure adopted during the General Assembly in June. The online library (eLibrary) has also been launched during this assembly.





STATUTORY MEETINGS



Board of Directors

ISTO's new Board of Directors made up of 30 member organisations (23 representing the group of stakeholders for Social and Fair Tourism and 7 representing the groups of local, regional and national authorities) from 15 countries also gathered during the Congress in the Azores on 12 October 2022. This Board's main objective was to proceed to the election of the Executive Committee members with elective powers, i.e; the President, the Vice-Presidents and the Secretary General.

The Board gathered online on 26 April 2023 in order to discuss and approve the new Action Plan 2023-2024. The administrators also approved the preliminary financial results of the 2022 fiscal year, the 2023 budget proposal and the year's main activities dates, especially those in relation to ISTO's 60th anniversary.





STATUTORY MEETINGS



Executive Committee

The Executive Committee gathered 4 times (on 29.09.22, 12.10.22, 30.11.22 and on 24-25.01.23) whether online or on site. During its yearly reflection Seminar held in January, the Committee worked around 4 essential themes: Action Plan 2023-2024, ISTO's 60th anniversary, development of the Observatory and other projects, resources and finances.

The Executive Committee is elected for the 2022-2026 period and is made up of the following people:

- President, Isabel Novoa (Novojet- Chile);
- Three vice-presidents: Alain Clauwaert (Joie & Vacances – Belgium), Maurizio Davolio (AITR – Italy), Coralie Marti (ATES – France);
- Secretary General who assumes the function of treasurer, Yves Godin (Joie & Vacances – Belgium);
- Regional sections' presidents: Muriel Antoniotti (Auvergne Rhône-Alpes Tourisme – France) for Europe, Sergio Rodríguez (CCC Consultores – Mexico) for the Americas and Joël Capo Chichi (Vision Solidaire – Burkina Faso) for Africa.





WORKING GROUPS

Accessible Tourism

Chaired by Annette Masson, (ATH, France), the working group on accessible tourism, which brings together 20 organisations from 15 countries in Europe and in the Americas has gathered twice since ISTO's last General Assembly - on 28.09.2022 and on 02.02.23. The main task was devising a handbook with all the recommendations in terms of accessibility in the events sector. The handbook, which is currently being finalised, begins with a reminder of the specific needs of disabled people according to the type of disability. The handbook also provides the reader with practical recommendations in order to include these people in different types of events.

It is essential to emphasise that, during ISTO's World Congress hosted in the Azores, some of the group members who attended the event gathered on 12.10.22 with the association Azores for All to debate issues and challenges related to accessible tourism in the Azores.

Responsible and Fair Tourism

Beyond the involvement in ISTO's activities of several representatives of member organisations which are engaged in responsible and fair tourism, the main result of this group headed by Maurizio Davolio (AITR, Italy) consists of the publication of the Self-Check report, a document about a pilot self-assessment tool developed by TourCert (who is part of ISTO's network) to give the users an overview of their organisation's status in terms of sustainability and Corporate Social Responsibility. It enables organisations to identify their weaknesses and strengths when it comes to sustainability. The tool heeds the following criteria: organisation's information, sustainable management, human resources sustainable management, sustainable and ecological mobility, regional fair and organic products purchase, resources sustainable management, prevention of waste and pollution production and efficient communication. The report is available in English, French and Spanish.



WORKING GROUPS



Gender Equity, Diversity and Inclusion

The Gender Equity, Diversity and Inclusion Working Group presided by Iaia Pedemonte (AITR - Italy) has gathered 4 times online since the last General Assembly (on 24.10.22, 29.11.22, 23.01.23, 15.02.23). Hosted in partnership with the CETT Group - Tourism School in Barcelona (ISTO's member), these meetings permitted to prepare and materialise two training sessions in Spanish and English on 6 and 13 March 2023 entitled "The fundamentals for the future of social tourism: gender perspective, intersectionality and tourism diversity". Over a hundred people attended and appreciated these two training sessions offered by Marta Salvador and Núria Abellan who are members of the CETT Group.

WORKSHOP

THE FUNDAMENTALS FOR THE FUTURE OF SOCIAL TOURISM

Gender perspective, intersectionality and tourism diversity

MONDAY | TIME
13 MARCH | 16:00 (Brussels time)

IN ENGLISH

REGISTER NOW



 Barcelona School of Tourism, Hospitality and Gastronomy

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A fair and sustainable tourism for all



WORKING GROUPS

Alliance on Training and Research

The Alliance on Training and Research supervised by Anya Diekmann (Université Libre de Bruxelles / Belgium) brings together 26 members (institutions and individuals) from 15 countries who have relentlessly supported ISTO's actions over the past few months. Among their input, we must highlight the following actions:

- Joana Lima from Evora University's participation. As the co-author of "Social Tourism – Global Challenges and Approaches", she took part in the World Congress in the Azores as one of the key speakers;
- Workshops offered by Marta Salvador and Nuria Abellan (CETT Group - Tourism School in Barcelona) within the scope of the Gender Equity, Diversity and Inclusion Working Group;
- Several Alliance members' contributions within the framework of the call for input in order to devise a new addendum to the Montreal Declaration about Social Sustainability in the tourism sector, especially the group who took on ensuring the follow-up: Anya Diekmann - ULB/Belgium; Louis Jolin - UQAM/Quebec-Canada, Caroline Murtas – Groupe Excelia/France and Erika Schenkel – Universidad Nacional del Sur/Argentina.
- The Alliance members' participation in various activities organised by ISTO's regional sections such as the meeting on youth tourism and mobility hosted by ISTO Europe in La Rochelle in January 2023 or the Meeting of the Americas, which took place in Oaxtepec, Mexico in May 2023.

Over the course of the year, the Alliance boasts new members as -besides the institutional memberships- three new individual memberships have been accepted:

- Dra. Angela Teberga, affiliated with Caxias do Sul University (UCS) in Brazil.
- Dr. Clément Marie dit Chirot, affiliated with Angers University in France.
- Dr. Luc Béal, affiliated with Excelia Group in France.



INTERNATIONAL

Relations and Representations

In 2022-2023, more on-site representation actions have been carried out than in the past two years. Here is a non-exhaustive list of the events ISTO international participated in:



Fitur 2023



Global Forum on innovation
in the tourism

- ISTO's President's speech and participation in the 6th edition of the Social and Sustainable Tourism Summit, which took place on 31.08-03.09.22 in Leon, Guanajuato, Mexico.
- ISTO's President's speech and participation in the UNWTO's International Network of Sustainable Tourism Observatories meeting on 20-21.10.22 in Madrid.
- ISTO's Director and ISTO Europe's President's participation in the 40th anniversary ceremony of the ANCV on 22.11.22 in Paris.
- ISTO's President, and ISTO Americas' President, Director and delegates' participation in the FITUR's Tourism Fair on 18-20.01.23 in Madrid.
- ISTO's Projects and Communications Officer and ISTO Europe's President's speech and participation in the Meeting on youth tourism and sustainable development hosted on 26-29.01.23 at the Auberge de jeunesse in La Rochelle.



INTERNATIONAL

Relations and Representations



Conference on inclusive
tourism



Sustainable Tourism
Destinations Summit

- ISTO's Director and ISTO Americas' member representative's speech and participation in the Meeting on social tourism organised by the Haute Ecole Charlemagne's students on 14.03.23 in Liège.
- ISTO's President's speech and participation in a think-tank on social tourism and sustainable development among developing communities within the framework of the Global Forum on innovation in the tourism sector hosted by the UNWTO on 14-17.02.23 in Tel-Aviv.
- Secretary General, Director and Vice-President A. Clauwaert's participation in the FGTB Centrale Générale Congress held from 22.03 until 25.05.23 in Blankenberge.
- ISTO's President, Secretary General and Director, and ISTO Europe's President's speeches and participation in the Conference on inclusive tourism organised by the Région Auvergne-Rhône-Alpes on 29.03.23 in Lyon.



INTERNATIONAL

Relations and Representations

- ISTO's Director's participation in the 2nd edition of the Sustainable Tourism Destinations Summit hosted by the UNWTO and the Balearic Islands government on 30-31.03.23 in Mallorca.
- ISTO's President and Director, and ISTO Europe's President and delegation's participation in the European Tourism Day organised by the European Commission on 05.05.23 in Brussels.
- ISTO's President speeches and participation in the Meeting of the Americas of Social Tourism hosted by ISTO Americas on 16-21.05.23 at the Holiday Centre in IMSS-Oaxtepec, Morelos, Mexico.
- ISTO's Director's participation in the Horizons Trophies Ceremony "For a Sustainable Tourism" organised by the Association Acteurs du Tourisme Durable (ATD) and award-giving in the category "Tourism for All" on 01.06.23 in Paris.

It is also essential to mention that thanks to ISTO's President's initiatives, ISTO could reach out to new organisations in order to gain visibility and survey the potential new partnerships. This is especially the case with the following organisations: Fédération internationale de l'automobile (FIA), Sustainable Hospitality Alliance (SHA), TUI Care Foundation, Travaxy, Les Roches.





OBSERVATORY FOR SOCIAL,



Sustainable and Fair Tourism for All

We continued to develop and promote the Observatory through the eLibrary and social sustainability indicators. Simultaneously, the public authorities which took part in the World Congress have confirmed their commitment to supporting and participating in this initiative conducted by ISTO.

eLibrary

The eLibrary is an important part of the Observatory. Since last year, an enormous amount of work has been carried out which enabled us to identify and provide ISTO's members with an important number of studies, reports, articles, thesis, books, webinars and best practices collections published by ISTO, its members and other organisations involved in the tourism sector.

This digital platform constitutes a precious tool for ISTO's international network as the organisation gathers resources and information which would otherwise be scattered. The eLibrary allows easy access to the required information, which could help understand decision-making processes and develop projects. In the meantime, the eLibrary could serve as an inspiration for pursuing the development of a fair and sustainable tourism for all.



OBSERVATORY FOR SOCIAL, SUSTAINABLE AND FAIR TOURISM FOR ALL

eLibrary

The eLibrary enables the user to find resources thanks to various search boxes: theme, resource type, author(s), region and language. The platform was officially launched during ISTO's World Congress, which took place in the Azores in October 2022. Through the eLibrary, ISTO's members and partners can currently read over 1000 references linked to the social, accessible, sustainable and fair tourism sector. One of the most important characteristics of this tool lies in its content, which is available in English, French and Spanish. Some references are also available in Italian, Portuguese, Dutch and many other languages.

The entire content is available to ISTO members using their website access details, but there is also a freely accessible part for everyone who wishes to make use of the platform. The eLibrary is continuously updated and ISTO's Secretariat's communication channels remain open for new inputs.



A fair and sustainable tourism for all

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ISTO Members Regions Themes International Week News eLibrary JOIN US

eLibrary.

Recherche...

Language: None Type: Select Region: Select Author: Select

Tourism (752) Research (573) Social (334) Accessibility (199) Sustainability (173) Disability (172) ISTO (163) Policies (148) Tourists (124) Inclusion (115)

Show 70 more



OBSERVATORY FOR SOCIAL, SUSTAINABLE AND FAIR TOURISM FOR ALL

Social Sustainability Indicators

One of the Observatory's important aspects can be found in the identification and development of common social sustainability indicators in the tourism sector.

Within the scope of this project, two meetings were held with the participation of public authorities to discuss “Measuring Social Sustainability in Tourism”. A first meeting took place in Brussels on 4 May 2023 where about 40 people from 12 European countries participated and a second one in Oaxtepec, Mexico within the framework of the Meeting of the Americas, which brought together representatives from 11 countries.

Before these meetings, ISTO presented the first elements of a note devised by the Alliance members, which presents the concept of Social Sustainability and the indicators’ fields of application, which can apply to visitors as well as residents, workers, public authorities and the tourism operational sector.

One of the meetings’ highlights was the exchanges between the members and their proposals regarding how to identify essential common indicators to promote Social Sustainability in Tourism. The attendees agreed on the importance of collaborating and the necessity of having a common framework, which can provide guidance to the stakeholders to measure and promote this Social Sustainability in Tourism. A synthesis report is currently underway and a follow-up will be conducted among the participants who will be invited to validate the proposed common indicators.



COMMUNICATION



Digital Communication

The bulk of ISTO's communication is carried out through digital channels, which allows ISTO to reach a larger audience all around the world. For instance, ISTO's website displays information about events and news linked with fair and sustainable tourism for all. The website was adapted to meet the members, working groups and regional sections' needs in order to provide them with judicious information in accordance with their demands. It is worth mentioning that the website contains the recently-launched eLibrary. Except for the eLibrary, the website's content is available in English, French and Spanish.

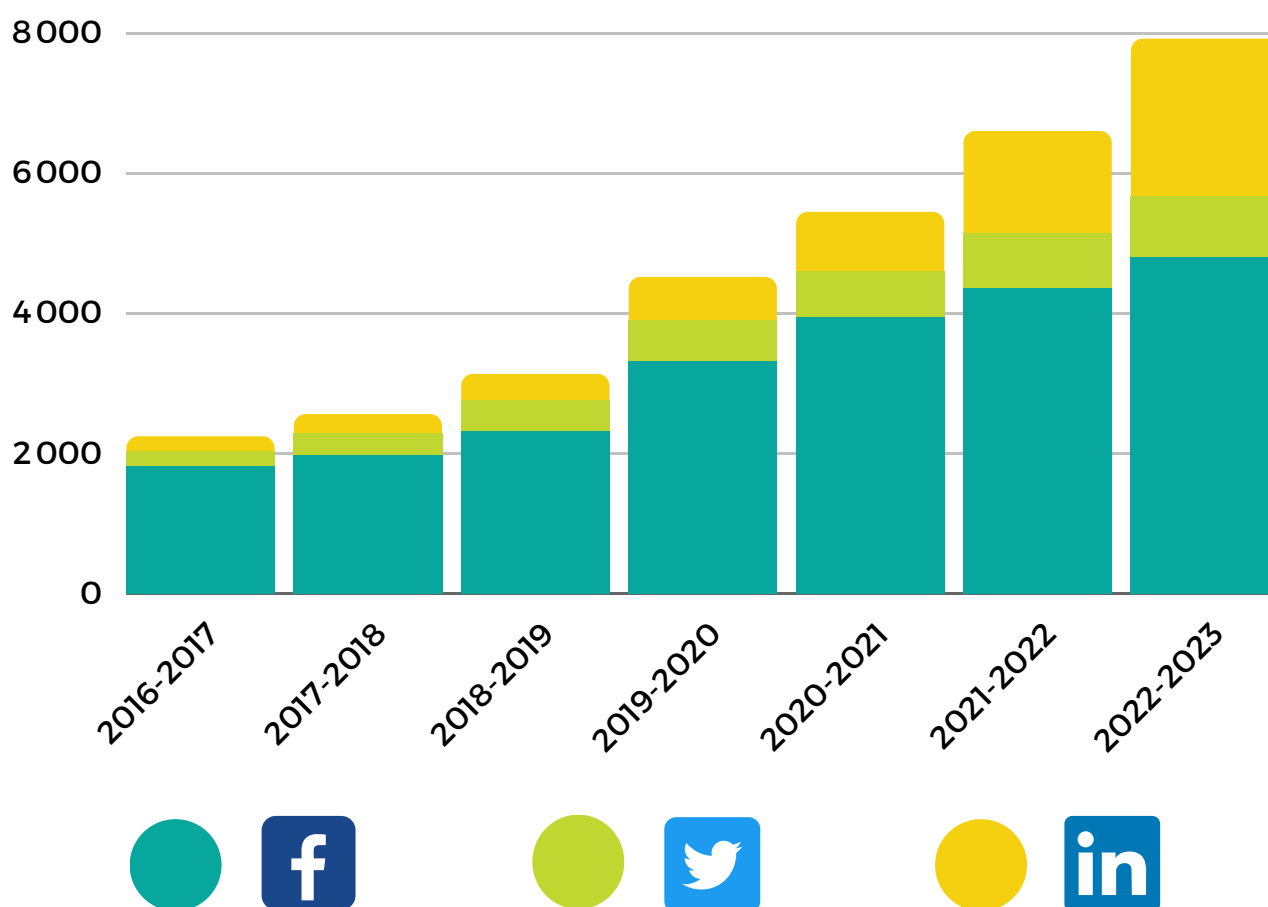
In order to complete the communication that is published on the website, informative newsletters are sent to the members and the people who are interested in ISTO. Newsletters are always sent in English, French and Spanish according to the person's preferred language and encompass news about ISTO and the sector, the EDITO, calls for projects, upcoming events and recommended readings. More than 2500 people currently receive ISTO's newsletter. During the 2022-2023 period, 6 newsletters were sent. Simultaneously, during the last period, 4 EDITO were published, which created a space of reflection and exchanges of opinions for ISTO's President and Director as well as for one of the Conseil des Sages' Vice-Presidents.



COMMUNICATION

Digital Communication

ISTO's social networks successfully carry on with their development. Just like the website and newsletters, the content shared on social networks is written in English, French and Spanish in order to maintain the organisation's international character. ISTO has managed to establish a strong presence on the three platforms mainly used by its professional target audience: LinkedIn, Twitter and Facebook. Even if Facebook tallies up the greatest number of followers with more than 4700 subscribers, a considerable increase has been observed over the last period on LinkedIn where over 2200 people follow ISTO. Furthermore, ISTO has a Youtube channel where it publishes original content as well as inputs from its members.





COMMUNICATION



International Week of Fair and Sustainable Tourism for All

During the 3rd edition of the International Week of Fair and Sustainable Tourism for All, 44 activities have been carried out in 18 countries with the aim to emphasise best practices linked to tourism for all. This event took place from 20 until 26 June 2022.

The events hosted by ISTO's members and partners included a large number of activities such as publications, videos, visits, excursions, themed days (yoga), webinars as well as roundtable discussions. The commitment demonstrated by ISTO's members and partners proves that it is possible to develop inclusive, fair and sustainable tourism at an international, national, regional and local level, which focuses on people and experiences.

During this edition of the International Week, ISTO organised its General Assembly on 20 June 2022 along with 3 workshops and networking events. On one hand, the workshops focused on topics that contributed to the preparation of the World Congress in Ponta Delga, Azores, Portugal. On the other hand, the networking events constituted a space where partners could broadcast their organisations, projects and initiatives as well as a platform to look for new collaboration opportunities between them.



COMMUNICATION

ISTO Awards

In October 2022, the ceremony of the ISTO Awards was organised within the framework of ISTO's World Congress in order to announce and reward the nominees. Before that, in September, the candidates were shortlisted for each category. A jury assessed the initiatives, considering their impact, innovation degree, and adaptation potential to new realities. Eventually, the winners were announced during the Congress on 14 October 2022. The awards were given during the ceremony attended by several ISTO representatives as well as the ANCV (Agence Nationale pour les Chèques Vacances) and TAP Air Portugal that supported this initiative. The winner of each category appears hereinbelow:



Pouvoir public régional ou local

- National public authority: Turismo de Portugal for its tourism programme, which promotes inclusivity and physical and informative accessibility conditions improvement within the tourism sector.
- Local or regional public authority: Honorable Ayuntamiento de San Luis Potosí (Mexico) for its initiative, which aims to position San Luis Potosí as the epicentre of Tourism for all, eliminating the hindrances that prevent people from enjoying tourism.
- Social Tourism: VVF (France) for its "Programme Easy" devised to overcome inequalities in terms of holiday-access through training for low-income working class families.

COMMUNICATION



ISTO Awards

- Responsible, fair and community-based Tourism: ATEs - Association pour le tourisme équitable et solidaire (France) for its project “Fair Breizh”, which promotes fair tourism.
- Academy and Research: Escuela de Turismo, Hostelería y Gastronomía CETT (Spain) for the development of an LGBT Tourism Master degree, which aspires to train staff mindful of the important issues related to the LGBTIQ community in the tourism field.
- Non-member: Global Himalayan Expedition (India) for the actions conducted in terms of solar electrification in secluded communities during trekking expeditions.



Winners ISTO Awards 2022

isto
ISTO Awards 2022



WORLD CONGRESS

2022

In Ponta Delgada, Azores, Portugal, over 150 participants from 20 European, American and African countries gathered for ISTO's 28th World Congress whose theme was: "Social Sustainability: a key driver for the future of tourism".

Organised in collaboration with Inatel Foundation and the support of the Azores regional government as well as the Turismo de Portugal's help, this Congress was punctuated with numerous speeches and exchanges, which emphasised the necessity to find new ways to strengthen the social pillar of Sustainable Tourism in order to increase the benefits for those who are involved in the tourism sector: visitors, residents and workers. With this in mind, the emeritus professor Rémy Knafo and Turismo de Portugal President Luis Araujo's keynote speeches were a source of inspiration to continue the actions.

The different sessions, which gathered experts and operators dealt with the following topics:

- How can proximity tourism influence people? What are the impacts on the residents and the travellers?
- How can the Social and Fair Economy (SSE) contribute to the Social Sustainability in Tourism?
- How can Social Sustainability in Tourism boost inclusion?
- How can we efficiently take up the challenges related to Social Sustainability in Tourism? Which policies can be developed?

Among the other highlights of the Congress, it is important to stress the organisation of a meeting, which gathered around twenty public authorities representatives who are committed to supporting the development of the Observatory of Social, Sustainable and Fair Tourism for All. This commitment was substantiated by the signature of a letter of support, whereupon ISTO's representatives reminded the objectives and the first actions they conducted.



TRAINING

CafecISTO



Since the last General Assembly, ISTO has continued to offer online meetings, i.e. webinars, named CafecISTO to members and partners all over the world as well as to different tourism stakeholders who express their interest in joining these sessions.

During this period, the three regional sections (Africa, Americas and Europe) offered to their members presentations, exchanges and debates about an array of topics while contributing to displaying ISTO's members' best practices. For example, ISTO Americas rounded off the year 2022 by organising a CafecISTO during which the new members have been introduced to the rest of the American members. During this event, ISTO Americas also broadcast a summary of the actions and activities carried out during the elapsed year. As for ISTO Europe, the regional section hosted in January 2023 a webinar in English and French on Social Tourism and people with disabilities, which stressed the best practices realised in Belgium, France, Switzerland and Italy.

It is also important to emphasise that all the CafecISTO are viewable on ISTO's Youtube page.

Moreover, ISTO's members are continuously informed of the topics which were discussed and the speakers who joined these CafecISTO through ISTO's social networks.





REGIONAL SECTIONS



ISTO Africa

ISTO Africa currently gathers 13 member organisations in 8 countries.

The section headed by Joël Capo-Chichi (Vision Solidaire/Burkina Faso) bases its operations on the collaboration with two essential partners to strengthen its development: Gamaliel Njoya (Batoufam Tourism et Loisirs/Cameroon) who is in charge of coordinating the actions in French-speaking African countries and Beulah Mosupye (Hauweng/South Africa) who is entrusted with coordinating ISTO's activities in English-speaking African countries.

Over the last year, ISTO Africa took part in the different meetings organised by ISTO's bodies, especially the meetings, which were held within the framework of ISTO's World Congress in the Azores where a delegation made up of representatives from Cameroon, Guinea-Bissau, Mauritania and São Tomé and Príncipe was present.



Sustainable Tourism
International Fair



REGIONAL SECTIONS

ISTO Africa

Regarding the section's visibility, ISTO Africa is represented by Gamaliel Njoya who joined two important events:

4th Sustainable Tourism International Fair - MERCATOUR, held in Yaounde (Cameroon) between 27 September and 1 October 2022

The first activity consisted of broadcasting ISTO's operations and goals during a television programme displayed on Crtv News. During approximately 10 minutes of interview, Batoufam's representative managed to explain the link between Mercatour and ISTO, while summarising the organisation's actions as well as the membership criteria.

ISTO Africa's representative also had the opportunity to be one of the speakers during the second day of the Sustainable Tourism International Fair. His presentation topic was: "Strengthening Social Tourism to rekindle tourism activities in Cameroon". In front of more than 200 people, he was able to demonstrate how Social Tourism can partially solve two issues: Cameroon's tourism offer decentralisation and the unequal distribution of tourism revenues. Thanks to a practical case, i.e. the tourism experiences observed within the BTL Association, Gamaliel Njoya was able to share with other professionals the advantages of Social Tourism in Cameroon.





REGIONAL SECTIONS



ISTO Africa

Sustainable Tourism African Meeting in Libreville (Gabon) between 5 and 7 May 2023

The event gathered over 200 African stakeholders from 15 countries, especially Mali which was represented by one of ISTO's members (Réseau malien pour le tourisme responsable et durable) alongside numerous representatives from Maghreb. ISTO Africa was promoted through participation in brainstorming workshops and exchanges with professionals as well as a session with tourism students.

Regarding communications and exchanges between the section's members, it is important to emphasise that the numerous initiatives and activities are shared through the Whatsapp group, which gathers several African members.

In addition, ISTO Secretariat worked in close collaboration with Hauweng, which aims to host an African conference on Social Tourism between 31 August and 1 September in South Africa in which ISTO's members will be invited to participate. This initiative is aligned with the African Union's 60th anniversary and aims to highlight the importance of democratising intra-African tourism and trips.



REGIONAL SECTIONS

ISTO Americas

ISTO Americas gathers 63 member organisations from 16 countries in the Americas!

The International Social Tourism Organisation's American section, ISTO Americas, is presided by Sergio Rodríguez Abitia, CCC Consultores representative (Mexico), who relies on a Board of Directors made up of representatives from 6 other member organisations from Canada (Auberges de Jeunesse Saintlo), Colombia (Comfenalco Antioquia), Costa Rica (Red Costarricense de Turismo Accessible and Instituto Costarricense de Turismo), Chile (Subsecretaria de Turismo - SERNATUR) and Mexico (Secretaria de Turismo de Guerrero). These representatives follow and lead actions developed by ISTO Americas' team, which is composed of Verónica Gómez, Director; Pierre Thirion, Membership Officer and Morgane Durand-Cheval, Projects Officer.

During this period, ISTO Americas pursued its actions with its usual dynamism. ISTO Americas contributed to the achievement of the international and regional Action Plan where its 4 main goals are spelt out:

- Supporting members in their activities and actions
- Representing its members
- Training activities
- Other projects

First and foremost, it is essential to know that, since the last General Assembly, 9 new organisations from Mexico (4), Colombia (3), Costa Rica (1) and Argentina (1) have joined the American section as well as 2 new members from Brazil and France who became members of the Alliance on Training and Research in Social and Fair Tourism.



ISTO Amériques



REGIONAL SECTIONS

ISTO Americas

Supporting members in their activities and action

Regarding ISTO Americas' support to the members in their activities and actions, the section held two meetings oriented toward Mexican members. The first meeting took place in June 2022 in collaboration with the Honorable Ayuntamiento de San Luis Potosí in order to display and know the actions, programmes and projects developed by all the members as well as coordinate actions related to Social, Sustainable and Fair Tourism for all around Mexico. The second meeting was organised in partnership with Sustainable & Social Tourism Summit in September 2022 with the aim to strengthen the links between Mexican members while creating a tourism network at a national level.

ISTO Americas also co-organised the first Forum on Social and Sustainable Tourism in Irapuato, Guanajuato in August 2022. Afterwards, the section also organised the Forum on Social, Fair and Sustainable Tourism, which took place in Guatemala between 4 and 6 October 2022, in collaboration with the Instituto Guatemalteco de Turismo - INGUAT.

This event was the opportunity to officially launch the Guidebook on Social, Sustainable and Fair Tourism Best Practices in the SICA region as 8 different national public authorities involved in the tourism sector in Central America and the Dominican Republic as well as different Guatemalan tourism stakeholders attended the event. Within the framework of this event, ISTO Americas also hosted a workshop about the way to implement the Social, Sustainable and Fair Tourism guidelines advocated by ISTO. This event led to the creation of a recommendation document, which serves as the basis for the new collaboration proposal between ISTO Americas and SITCA for the period 2023-2025.



REGIONAL SECTIONS



ISTO Americas

Representing its members

Among the different representation activities that have been held since the last General Assembly, it must be mentioned that ISTO Americas' team, along with its President, Sergio Rodríguez Abitia, took part in the Feria Internacional de Turismo, which took place in Madrid in January 2023. This event enabled the section to strengthen the links with the various members who attended it while boosting ISTO's international presence thanks to the numerous meetings with national, regional and local authorities, which operate in the Americas. ISTO Americas also participated in the Tianguis Turístico México 2023, between 26 and 29 March 2023, which consolidated its presence in Mexico where ISTO Americas boasts the greatest number of members.



Forum du Tourisme Social,
Solidaire et Durable



REGIONAL SECTIONS



ISTO Americas

Training activities

Regarding the training activities that represent one of ISTO Americas' important focus points, it is important to note that, for the second consecutive year, ISTO Americas organised the Social and Sustainable Tourism Certification Course at Sustentur and Sustainable and Social Tourism Summit's requests. This second group was made up of 29 tourism and environment professionals, operating in the public, private and associative sectors, mainly from SICA countries and Mexico. This 70-hour certification course was offered between August and November 2022 online and was divided into 3 units, which dealt with the following topics:

- Social and Sustainable Tourism - 2030 Shared Vision for Tourism in the Mesoamerican Reef ecoregion
- Circular Economy
- Mesoamerican Reef - identifying and analysing best practices

At several members' request, notably SERNATUR (Chile), SESC Departamento Nacional (Brazil), Instituto Costarricense de Turismo (Costa Rica), Universidad a Distancia UNED (Costa Rica), Secretaría de Turismo de Baja California (Mexico), etc., ISTO Americas also organised different workshops focused on training staff in order to align the people involved with the DNA of Social Tourism.



REGIONAL SECTIONS

ISTO Americas

Other projects

When it comes to the international collaborations successfully carried out by the American section, it is important to mention the analysis project “Strategic Plan and Governance Structure for the Alliance on Social and Sustainable Tourism in the Mesoamerican Reef” realised thanks to ISTO Americas’ advisor, Leyla Solano, at Sustentur and the Sustainable and Social Tourism Summit’s request. After months of research, interviews and consultation workshops, the project was summarised in a report whose objective was to analyse and highlight the collaborative and innovative opportunities related to Social Tourism issues, which could lead to exchanges of knowledge, experiences and best practices to promote the policies that contribute to the development of a responsible form of tourism in the Mesoamerican Reef. This first step enabled to ascertain the keen interest of the region’s stakeholders while identifying the sources as well as the main responsibilities for leading such an “Alliance”.



In addition, within the framework of the international cooperation agreement with the Federación de Cámaras de Turismo de Centroamérica (FEDECATUR), a virtual forum has been organised to raise awareness of the right to leisure and the importance to be involved in tourism for all among small, medium and micro enterprises professionals. The seminary gathered 60 entrepreneurs who attended the display of the current issues in the tourism sector as well as the opportunities for tourism operators in the SICA region.



REGIONAL SECTIONS

ISTO Americas

As previously mentioned, various activities and actions were carried out during this period, but it is essential to emphasise ISTO Americas' most important action: the Encuentro de las Américas de Turismo Social - Mexico 2023, organised from Montreal in collaboration with Mexican members, especially the Morelos Tourism and Culture Secretariat, the Fideicomiso Turismo Morelos and the Holiday Centre IMSS Oaxtepec between 16 and 21 May 2023.



**Encuentro de las Américas
de Turismo Social**

The Encuentro de las Américas de Turismo Social - Mexico 2023 welcomed almost 150 members and partners from 11 American countries in Morelos, which allowed them to progress in various important fields through workshops and conferences. During the Meeting, the participants worked cooperatively in order to find solutions to the region's most important problems: new proposals regarding inclusion in the tourism sector; new ways of measuring tourism with a social approach; development of new products with a cultural, educational and humanistic meaning for social tourism entrepreneurs; and the development of new public policies for responsible tourism. The Encuentro concluded with a Social Tourism Day dedicated to tourism entrepreneurs from the state of Morelos and an interesting Trade Fair, where various ISTO members took the opportunity to showcase their wealth and diversity to the residents of Cuernavaca.

The Encuentro was therefore an opportunity for members and partners to gather at the Holiday Centre IMSS Oaxtepec to share best practices in Social, Sustainable and Fair Tourism, as well as to discover projects developed in the state of Morelos.



REGIONAL SECTIONS



ISTO Europe

ISTO Europe: 95 members from 17 countries, of which 26% public authorities, 69% professional representatives, 5% tourism institutions. In 2022-2023, we had the great pleasure of welcoming 7 new members.

ISTO's European section has been severely affected by the major crisis that has struck the continent since February 2022, especially the horrendous war in Ukraine and the acts of violence accompanied by political disruptions; a major economic crisis that led to striking inflation; social crisis; ravaging natural disasters, especially in Italy where our member organisations experience diluvian rainfalls and floods.

In this context, we need more than ever to join our strengths, create and embody a network of mutual aid between the members, and continue to foster this humanist vision of tourism for all, which enlivens us.





REGIONAL SECTIONS

ISTO Europe

Various events punctuated ISTO Europe's year, especially the World Congress held in the Azores, which was made possible thanks to our Portuguese and Azorian members' commitment and great involvement. We want to especially thank the Tourism General Directorate of the Azores Government, the Portuguese Tourism Ministry and INATEL Foundation's President and team.

The ISTO Europe Coordination Council met by videoconference on 20 April 2023. The Council is made up of 16 members, who have entrusted a small Bureau of 4 members with leading the major orientations agreed for the ISTO Europe section. These members of the Coordination Council come from 6 countries: Belgium, Spain, France, Hungary, Italy and Portugal. Muriel Antoniotti is chairwoman, assisted by 2 vice-president Luca Pastorelli and Benoît César as well as a secretary Anabela Correia.

ISTO Europe and its members heartedly thank ISTO international's staff for their support and involvement, which permitted them to conduct the different activities.

The Action Plan is structured around 4 main areas and a reaffirmed desire to find the necessary funding to create a coordinator's position for ISTO Europe. The implementation of the action plan relies on the 4 volunteers of the Bureau and the commitment of the members. Despite everyone's strong commitment, and in order to better meet members' expectations in terms of network management, experience sharing and the development of joint projects, we would like to see a permanent ISTO Europe staff member. A partnership with a member organisation or an ally is also under consideration.



REGIONAL SECTIONS



ISTO Europe

Area 1: Strengthening ISTO's network and its extension in Europe

- Canvassing and contacts being made by Muriel Antoniotti and Charles Etienne Belanger. Intensified relations with DG GROW, and renewed contact with the European Committee of the Regions.
- At the last Coordination Council meeting, the proposal to create a local network dynamic within each member country was adopted. The aim is to encourage exchanges between members, to get to know each other better, to welcome new members and to develop collaborative projects. Several organisations have already expressed an interest, and this will be done in close collaboration with the organisations that promote Tourism for All in their own countries. A calendar will be posted on the ISTO website shortly.
- 25 January 2023: organisation of the first "A vos projets" session in La Rochelle (France), which enabled 8 organisations to present a partnership project, the results of an experiment or action, or to ask the group to look at a problem to be solved. This session will be offered at each of the face-to-face meetings. The next session will take place in November 2023 as part of the ISTO Europe Forum.



REGIONAL SECTIONS

ISTO Europe

Area 2: Carrying on with the 3 working groups whose priorities have been redefined during ISTO Europe members' meeting in the Azores.

Tourism and youth mobility led by Benoit César (KALEO)

- September 2022: publication V1 of the Advocacy for European youth tourism and mobility. Distributed to all members and European organisations.
- 25 and 26 January 2023: Extended meeting with participants from the Erasmus group hosted by Philippe Moretti and his team at the La Rochelle Youth Hostel (France). Theme of the meeting: Integrating the SDGs into holiday proposals for young people. The discussions provided input for V2 of the Advocacy document, which will be presented at the next ISTO Europe Forum.

Social policies of tourism led by Anabela Correia (INATEL Foundation)

- Drafting of a reference document on domestic tourism to be presented at the ISTO Europe Forum. Finalisation of the layout and translation is underway (English, Spanish, French). The document is divided into 4 sections: definition and overview of the existing situation, examples and analysis of initiatives, boosting domestic tourism, ISTO's role and actions.
- 4 May 2023: Meeting of public authorities in Brussels. Theme: Indicators of the social sustainability of tourism: which ones and for which objectives. Opening of the meeting by Isabel Novoa, Muriel Antoniotti and Yves Godin. Presentation by DG GROW.

Networking and lobbying led by Luca Pastorelli (DIESIS)

- A face-to-face meeting of European members was held in the Azores on 12 October 2022 during the World Congress. A group work session, led by Alessia Sebillio (DIESIS), enabled the themes and areas of work for 2023/2024 to be defined collectively.
- Updating of the ISTO Europe section's internal rules. V 1 will be presented to the ISTO Europe Coordination Council scheduled for 06.07.23 and will be put to a vote by members in November (ISTO Europe Forum).



REGIONAL SECTIONS



ISTO Europe

Area 3: Proactively supervising programmes, priorities and European fundings

- Ensure an "operational translation" for members. Publication of a Vademecum to be distributed at the next Forum.
- Identify programmes that will enable us to submit projects and fund them.

Area 4: ISTO Europe Forum

- This forum will be held as part of ISTO International's 60th anniversary celebrations from 28 to 30 November in Brussels. The proposed theme is: "Sustainability, transition, mobility, youth: building tomorrow's tourism". Financial partnerships are currently being sought. A proposed agenda will be finalised and sent to all members. The objectives are to facilitate participation, in particular by keeping registration fees as low as possible, while guaranteeing an essential budget balance, and to encourage and promote the exchange of best practices, projects and partnerships sought or proposed.



PROJECTS

Cooperation between Hostels in Quebec and in France

In 2022-2023, ISTO's Americas section contributed to the "Québec-France Youth Hostels International Cooperation Project".

The first stage of this cooperation took the form of a visit to Quebec, from 24 to 28 October 2022, so that the Auberges de Jeunesse 17 delegation could visit and discover four Quebec youth hostels belonging to the Saintlo collective, including those in Montreal, Quebec City, La Malbaie and Rivière-du-Loup.

The various actors were able to share their business model, their vision of local tourism and the social initiatives that stem from it, as well as their common challenges.

At the second meeting, which took place in France from 13 to 19 March 2023, it was the turn of the Auberges de Jeunesse 17 network to host and showcase three youth hostels - in La Rochelle, Saintes and Rochefort - where participants from Quebec and France were able to discuss a range of topics, including the use of digital technology, communication within youth hostels and the use of social networks. Strategic and operational workshops covered topics such as different approaches, ethical yield management and the co-construction of actions and activities between networks. This was an excellent initiative for cooperation between ISTO members in the Americas and Europe, with the support of ISTO Americas.





PROJECTS

EU WeMED_Natour

The main aim of this project is to develop a transnational programme of eco-smart tourism packages in natural marine sites and coastal destinations in the western Mediterranean. The project seeks to combine cultural, sustainable and responsible tourism and is aimed at primary and secondary schools in order to create a transnational tourism product designed for the school travel market.

The project began in July 2022 and is scheduled to last 28 months. The project partners are: XS23 (Italy), which leads the project, Turismo de Portugal (Portugal), Office national du tourisme mauritanien (Mauritania), Italian Tourist Office - ENIT (Italy), Travel Without Plastic (Spain), Association du pôle nautique des Îles Baléares - BMC (Spain) and ISTO.

To date, the project has focused on analysing and understanding the market, best practices and stakeholders in school tourism in the coastal destinations of the Western Mediterranean.

Future activities include the development of content aimed at SMEs in the tourism sector as well as schools and students. Over the coming year, the pilot programmes defined as part of the project will be implemented and tested by small groups of students aged between 6 and 16.





PROJECTS

ONAT4All

ISTO, the Italian Chamber of Commerce in Marseille (France) - CCIFM (France), PREDIF (Spain), Controvento (Italy), Trekkify (Italy) and I&F Education and Development (Ireland) have formed an international consortium that has taken on the project "Outdoor activities, nature tourism and adventure tourism for all" (ONAT4All). This project, which officially began in February 2022 and has funding from the European Commission through the Erasmus+ programme, is primarily aimed at promoting inclusion and equal opportunities in the tourism sector.

The consortium has focused on giving people with disabilities the opportunity to participate fully in outdoor activities or nature and adventure tourism experiences, while at the same time seeking to raise awareness in the tourism industry of the importance of accessibility and building the skills needed to deliver inclusive services.

So far, the project has reached the first stage, which consists of developing and implementing a self-assessment tool for businesses in the tourism sector. This tool enables businesses to analyse their levels of accessibility and offers a wide range of resources for improving any shortcomings in the services they offer.

The consortium is currently working on training modules for personal assistants in outdoor activities and nature tourism.

During the 2022-2023 period covered by this report, the project's stakeholders met on numerous occasions, both face-to-face and online, to discuss progress and develop the project's methodologies.

The screenshot shows the ONAT4All self-assessment tool interface. At the top is the ONAT4All logo, which consists of a stylized human figure with arms raised, enclosed in a circle, with the text "ONAT4All" below it. Below the logo is a green box containing the text: "Évaluez le niveau d'accessibilité de votre organisation en ce qui concerne l'offre de services de tourisme de plein air aux personnes souffrant d'un handicap physique ou intellectuel." Below this is a section titled "Commencer ici: Êtes-vous ... ? (Sélectionnez parmi les propositions suivantes)". This section lists four options, each with a radio button: "Agence de voyages/opérateur touristique", "Hébergement touristique (Hôtel, B&B, camping, agritourisme, etc.)", "Organisation d'événements ou d'activités en plein air (TPE, PME, Association, Club, Organisation sportive, Guide touristique, etc.)", and "Établissement public (Commune, Office de tourisme, Organisation de marketing de destinations, Parcs locaux, régionaux et nationaux, etc.)". The first option is selected. At the bottom right is a yellow button labeled "DÉMARRER".



PARTNERSHIPS

With the ANCV



Following the framework agreement signed between the ANCV and ISTO in 2022, various actions have been carried out by ISTO around the five areas of work that were planned, namely participation in the creation of a virtual library of social and fair tourism, the launch of the ISTO Awards, the publication of a note on European news, the development of international relations and visibility for the 40th anniversary of the ANCV.

In terms of international relations, the ISTO World Congress held in the Azores gave Agency representatives, including Dominique Ktorza, Director of Social Policies, the opportunity to establish contacts with several of the representatives of national or regional public authorities attending the congress.

It was in this context that, on 6 December 2022, a videoconference was organised between ANCV management and representatives of Turismo de Portugal. Alain Schmitt, ANCV's Director General, gave a more detailed presentation of the Agency's system and programmes. The presentation gave rise to discussions with the Portuguese representatives, who expressed an interest in possible collaborations, in particular via the INATEL Foundation, which has extensive experience in social programmes for certain population groups, such as senior citizens.





PARTNERSHIPS

With FEDECATUR



A new international cooperation agreement was signed by ISTO Americas with the Federación de Cámaras de Turismo de Centroamérica FEDECATUR, on 20 January 2023, as part of the Feria Internacional de Turismo in Madrid. This agreement will strengthen the capacities of micro, small and medium-sized tourism businesses in the Central American region through support for the REACTUR project.

With SITCA

The work identified under the collaboration agreement signed in 2019 was concluded satisfactorily for both ISTO Americas and the Secretaría de Integración Turística Centroamericana - SITCA in December 2022. Subsequently, in April 2023, a new agreement was renewed for the period 2023-2025, further enabling the development of tourism for all, in a spirit of solidarity and sustainability in the region, with the support of the Ministries of Tourism of the SICA region.





ORGANISATION DEVELOPMENT



Members

ISTO now has 177 member organisations in 44 countries, as follows:

- Europe: 95 - 17 countries
- Americas: 63 - 16 countries
- Africa: 13 - 8 countries
- Asia: 2 - 2 countries
- Oceania: 1 - 1 country
- International: 3

Since the last General Assembly, ISTO has recorded 7 withdrawals and 17 new memberships:

Withdrawals:

- Book Tourism - South Africa
- Conseil général Pyrénées-Atlantiques - France
- Escaet - France
- Rosa dei 4 Venti - Italy
- Mahay Expedition - Madagascar
- Centro Metropolitano de Convenciones Tijuana - Playas de Rosarito - Tecate - Mexico
- Secretaría de Turismo de Tamaulipas - Mexico





ORGANISATION DEVELOPMENT

Members

New memberships:

- Udhetim I Lire – Liberi Di Viaggiare - Albania
- Universidad Provincial de Ezeiza – Argentina
- Go Africa – Cameroon
- Consejo Iberoamericano de Diseño, Ciudad y Construcción Accesible - CIDCCA, Colombia
- Corporación Coserba – Colombia
- Keizen Travel - Colombia
- Universidad Estatal a Distancia – UNED - Costa Rica
- PROTOUR – Greece
- World of Travel Factory - Greece
- Fideicomiso Turismo Morelos – Secretaria de Turismo de Morelos – Mexico
- Fundación Educación por la Experiencia A.C. - Mexico
- Promotora de Símbolos Ah Chihuahua! S.C. (Parque Aventura Barrancas del Cobre) – Mexico
- Secretaría de Turismo del Estado de Querétaro - Mexico
- Direction du Tourisme et des Congrès - Monaco
- CRESAÇOR – Açores - Portugal
- Turismo de Barcelona - Spain
- Visit València – Spain





LIST OF MEMBER ORGANISATIONS

Albania

- Udhetim I Lire - Liberi Di Viaggiare

Algeria

- ATLED

Argentina

- Universidad Provincial de Ezeiza

Australia

- Magical Getaway Foundation

Belgium

- AEP - Centre national de services de vacances
- AMT Concept
- Commissariat général au Tourisme - Région wallonne
- Commission communautaire française
- Floreal Holidays
- JEKA
- Kaleo
- Les Auberges de Jeunesse
- MN Vacances / NZ Vakanties
- Office National des Vacances Annuelles - ONVA
- Pasar
- Regierung der Deutschsprachigen Gemeinschaft

Belgium (cont.)

- Vaca vzw
- Visit Brussels
- Visit Flanders
- Vlaamse Jeugdherbergcentrale
- Volkstoerisme

Bolivia

- Red Boliviana de Turismo Solidario Comunitario - Red TUSOCO

Brazil

- Arariba Turismo y Cultura
- Flamar Turismo
- Serviço Social do Comércio - Departamento Nacional
- Serviço Social do Comércio - São Paulo

Burkina Faso

- Vision Solidaire

Cameroon

- Batoufam
- GO AFRICA Business sarl



LIST OF MEMBER ORGANISATIONS

Canada

- Auberges de Jeunesse du St-Laurent - Saintlo
- Conseil Québécois du Loisir - CQL
- Global Tourisme
- Hostelling International Canada
- Kéroul
- Tourisme Durable Québec

Chile

- Asociación Chilena de Turismo Rural - ACHITUR
- Grupo Novojet
- Real Travel
- Servicio Nacional de Turismo de Chile - SERNATUR
- Servicios Turísticos Calafates del Llaima

Colombia

- Alcaldía de Medellín
- Caja de Compensación Antioquia - COMFENALCO Antioquia
- Consejo Iberoamericano de Diseño, Ciudad y Construcción Accesible
- Corporación Corserba
- Instituto Distrital de Turismo de Bogotá - IDT
- Kaizen Travel

Costa Rica

- BoaPaz
- Fundación Calidad de Vida para las Personas con Cáncer - FUNCAVIDA
- Instituto Costarricense de Turismo - ICT
- País de Paz
- Red Costarricense de Turismo Accesible
- Universidad Estatal a Distancia - UNED

Dominican Republic

- TURISSOL - Confederación Autónoma Sindical Clasista - CASC

France

- Acteurs du Tourisme Durable - ATD
- Agence Nationale pour les Chèques-Vacances - ANCV
- Ancav SC
- Association Européenne Route d'Artagnan - AERA
- Association pour le Tourisme Equitable et Solidaire - ATES
- Association Tourisme & Handicaps - ATH
- Auberges de jeunesse Charente-Maritime



LIST OF MEMBER ORGANISATIONS

France (cont.)

- Auvergne Rhône-Alpes Tourisme
- CISL Lyon
- Comité Régional du Tourisme et des Loisirs d' Occitanie
- Conseil Régional de Bretagne
- Conseil Régional du Tourisme - Nouvelle Aquitaine
- CPCV Île de France
- ESTHUA - Université d'Angers
- Ethic étapes
- Excelia
- Fédération Nationale Léo Lagrange
- FIAP Jean Monnet
- Institut de Recherche et d'Etudes Supérieures du Tourisme - IREST
- Jeunesse au Plein Air - JPA
- La Ligue de l'Enseignement
- Les Oiseaux de Passage
- Ministère de l'économie, des finances et de la relance - Sous-direction du tourisme
- Parcours Vacances
- Secours Catholique
- Secours Populaire
- Temps Jeunes
- Union Loisirs Vacances Familiales - ULVF

France (cont.)

- Union Nationale des Associations de Tourisme et de Plein Air - UNAT
- Vacances et Familles
- Vacances Ouvertes
- Villages Clubs du Soleil
- VVF Villages

Germany

- BundesForum Kinder und Jugendreisen e.V.
- TourCert

Greece

- PROTOUR
- World of Travel Factory

Guatemala

- Instituto Guatemalteco de Turismo - INGUAT
- The Labyrinth - Viaggi Responsabili

Guinea-Bissau

- Adunatours
- Kassumay Tours

Haiti

- Université Queensland



LIST OF MEMBER ORGANISATIONS

Honduras

- Instituto Hondureño de Turismo - IHT

Hungary

- Hungarian Tourism Agency

Italy

- Associazione Italiana Cultura e Sport - AICS
- Associazione Italiana Turismo Responsabile - AITR
- Borghi Autentici d'Italia
- Centro Turistico Giovanile - CTG
- Ente Nazionale Democratico di Azione Sociale -ENDAS
- Ente Nazionale tempo Libero - ENTEL
- Federazione Italiana tempo Libero - FITEL
- Federcultura Turismo Sport - Confcooperative
- Happy Age
- I Borghi Piu Belli d'Italia
- Istituto Cooperazione Economica Internazionale -ICEI
- LEGACOOOP
- LEGAMBIENTE
- Ministero del Turismo
- PromoTurismo FVG - Friuli Venezia Giulia

Italy (cont.)

- Regione Emilia-Romagna - D. G. Economia della Conoscenza, del Lavoro e dell'Impresa
- Sardegna en liberté
- Unione Nazionale Pro Loco d'Italia - UNPLI

Kyrgyzstan

- Uyacha Mountains Nest

Macedonia

- Poraka Nova

Madagascar

- Association Nationale pour le tourisme solidaire et responsable - ANTISO RE

Mali

- Association Dunanba
- Association Malienne pour la Promotion du Tourisme Social - AMPTS
- Réseau Malien pour le Tourisme responsable et Durable - Rematourd

Malta

- OSA Digital Travel Services LTD



LIST OF MEMBER ORGANISATIONS

Mauritania

- Office National de Tourisme - ONT
- ONG El Velah

Mexico

- Altamex
- CCC Consultores
- Centro de Investigación para el Desarrollo Sustentable - CIDES
- Centro Vacacional IMSS Oaxtepec, "Lic. Adolfo López Mateos"
- Consejo Intermunicipal Pro Turismo Morelos
- Escuela Superior de Turismo
- Fideicomiso Turismo Morelos
- Fundación Educación por la Experiencia
- Honorable Ayuntamiento de San Luis Potosí
- Instituto Iberoamericano de Turismo Inclusivo
- Municipio de Irapuato
- Municipio de León, Mexique
- Parque de Aventura Barrancas del Cobre
- Secretaría de Turismo de Baja California
- Secretaría de Turismo de Guanajuato
- Secretaría de Turismo de Guerrero

Mexico (cont.)

- Secretaría de Turismo de México - SECTUR
- Secretaría de Turismo de Nayarit
- Secretaría de Turismo de Querétaro
- Sustainable & Social Tourism Summit A.C.

Monaco

- Direction du Tourisme et des Congrès

Nepal

- Garima

Nicaragua

- Instituto Nicaraguense de Turismo - INTUR
- Red Nicaragüense de Turismo Rural Comunitario - RENITURAL

Panama

- Soluciones Turísticas Sostenibles



LIST OF MEMBER ORGANISATIONS

Peru

- Criterio Consultores E.I.R.L.
- Fundación Peruana de Turismo Social
- Ministerio de Comercio Exterior y Turismo - MINCETUR
- Promotora de Integración y Turismo Educativo Juvenil - INTEJ
- Ruta Alfa Turismo Vivencial

Portugal

- CRESAÇOR
- Fundação INATEL
- Governo dos Açores - Secretaria Regional dos Transportes, Turismo e Energia
- Movijovem
- Turismo de Portugal

Puerto Rico

- Puerto Rico de Aventura

Romania

- Romanian Mountain Guides Association

Russia

- Russian International Academy for Tourism -RIAT

Slovenia

- NEC Cerknica

South Africa

- Hauweng

Spain

- Fundació Gaspar Espuña - CETT
- Generalitat de Catalunya
- IMSERSO
- Interrias
- KOAN Consulting
- PREDIF
- Turismo de Barcelona
- Visit Valencia

Switzerland

- Mountains 4 All

United Kingdom

- Visit Scotland

International

- Fédération Internationale de Camping et de Caravaning - FICC
- DIESIS
- World Youth Student & Educational Travel Confederation



MANY THANKS
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