



# isto

A fair and sustainable  
tourism for all

## ACTIVITY REPORT

## 2023-2024



**INTERNATIONAL SOCIAL TOURISM  
ORGANISATION**

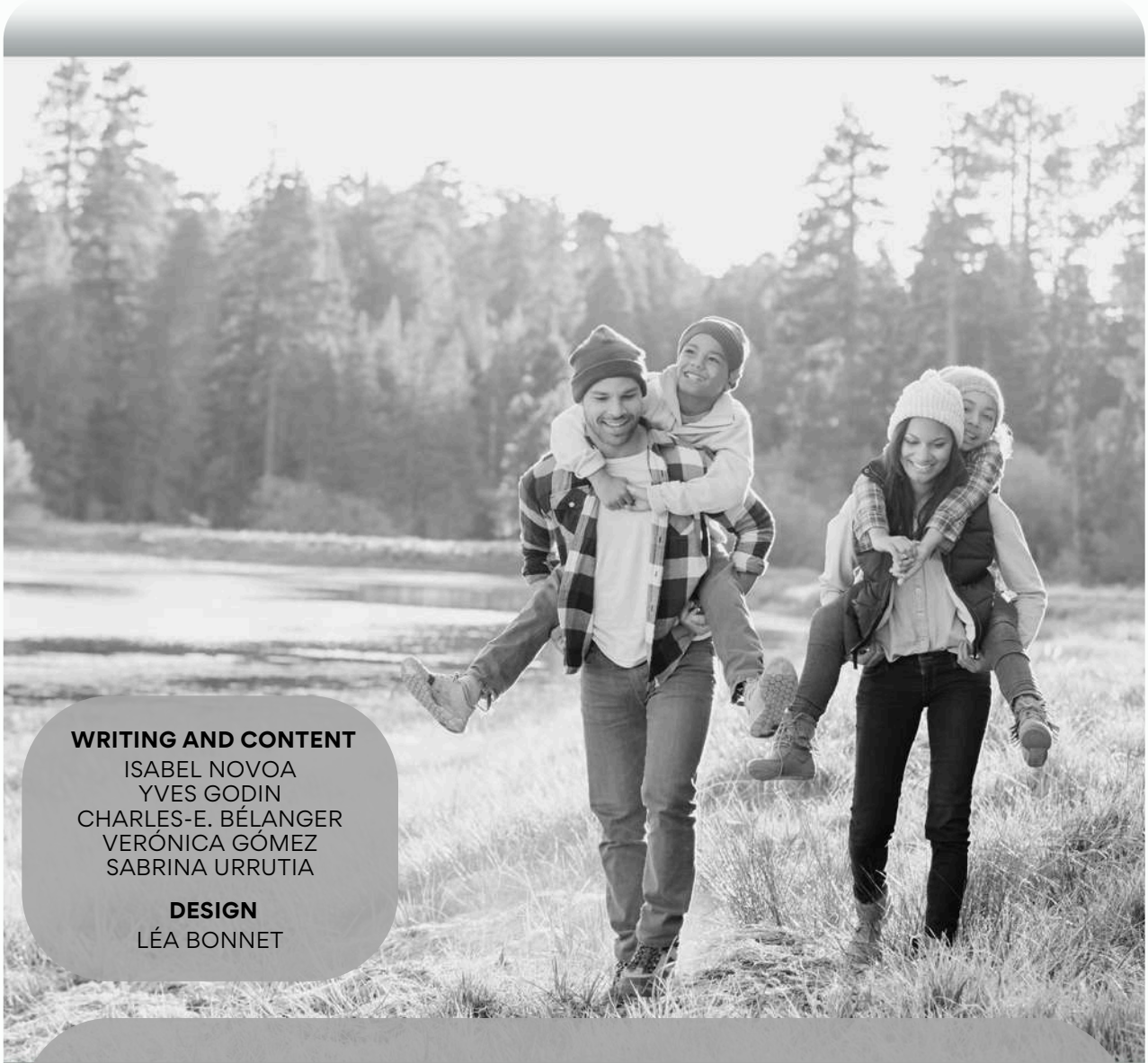


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## ACTIVITY REPORT

## 2023-2024



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## INTERNATIONAL SOCIAL TOURISM ORGANISATION



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# INTRODUCTION

## MESSAGE FROM THE PRESIDENT



**ISABEL  
NOVOA**  
ISTO President

Dear members and partners of ISTO,

In 2023, we celebrated the 60th anniversary of our organisation, honouring our history and values in the best possible way: through mutual collaboration and the building of a shared vision. We have co-created the Brussels Addendum, which provides the tourism sector with an up-to-date and much-needed definition of the social sustainability of tourism and its fields of action. This participatory process lasted 9 months, coordinating the participation of 75 persons from 28 countries and 3 continents. We would like to thank the members of the Alliance on Training and Research for their invaluable contribution to the definition of this intellectual framework, which enriches our experience.

We had the honour of officially presenting the Brussels Addendum at the celebration of the 60th anniversary of ISTO in Brussels, thus paying tribute to our city of origin. We would like to thank all the participants and organisations who made this valuable gathering possible. In parallel with the drafting of the Addendum, we undertook another collaborative effort to define indicators. We organised three workshops with 140 participants from 45 different destinations, including one during the meeting of the Americas, which led to agreements on indicators for the areas of action defined in the Brussels Addendum.

We can be proud of these results; ISTO is the only organisation in the world capable of leading a process that brings together global experts committed to the socially sustainable development of tourism, generating agreements and building a common vision. Measures of the social dimension of tourism sustainability need to be strengthened. Thanks to the work done in recent years, we have a way forward and can continue to work in this direction.



# INTRODUCTION

## MESSAGE FROM THE PRESIDENT

These efforts have already begun to bear fruit and raise our visibility. We have taken part in more than a dozen international events, including the presentation of an initial summary of our indicators at the UN Tourism INSTO meeting, the coordination of a working group on indicators as part of the European Commission's T4T programme, our participation as a jury member in the first edition of the FITUR tourism accessibility awards and the Sustainable and Social Tourism Summit awards in Mexico. In addition, we received recognition from UN Tourism for our 40 years as affiliate members and established 4 international collaboration agreements.

We also delivered new documents, such as advocacy to public authorities, a guide of recommendations for organisers and service providers in the events sector by our accessible tourism working group, strengthened the eLibrary thanks to the support of the ANCV, produced a special edition of the Partances magazine and welcomed 16 new members.

ISTO is all of us. I would therefore like to thank the regional Presidents Muriel Antoniotti for Europe, Joël Capo-Chichi for Africa and Sergio Rodriguez for the Americas for their invaluable leadership; the Secretary General Yves Godin, the Executive Committee, the Board of Directors, the Conseil des Sages, our highly committed staff and all those who participate in the working groups or collaborate with ISTO.

Together with our members, we continue to move towards a fairer, more inclusive and more sustainable tourism.

“

ISTO is the only organisation in the world capable of leading a process that brings together global experts committed to the socially sustainable development of tourism, generating agreements and building a common vision.

”



# INTRODUCTION



## MISSION OF ISTO

The double mission of ISTO is 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” (Statutes of ISTO).

The association undertakes a series of actions following the values of social and solidarity economy as well as the objectives of the Montreal Declaration from 1996. The actions of ISTO revolve around 5 main axes that are considered the DNA of ISTO: quality of life, accessibility, solidarity, fair trade and environment.

Today, ISTO keeps working towards a better consideration of the social pillar of the sustainable development of tourism, by defining and ensuring the proper implementation of the evaluation criteria presented in the Brussems Addendum “Towards Social Sustainability of Tourism” adopted in November 2023.



# INTRODUCTION

## KEY FIGURES



**185**

member organisations



**30**

administrators from 15 different countries



**3**

regional sections



**44**

represented countries



**29**

members of the Alliance



**100 M**

overnight stays in the member organisations' accommodation structures



# 2023-2024 ACTION PLAN

## AREA 1: KNOWLEDGE DEVELOPMENT



### PRIORITIES 2024

- Social sustainability of tourism – promotion of the Addendum and development of indicators
- e-Library – updates and promotion to the members
- Projects – end or pursuit of the ongoing projects

## AREA 2: ADVOCACY



### PRIORITIES 2024

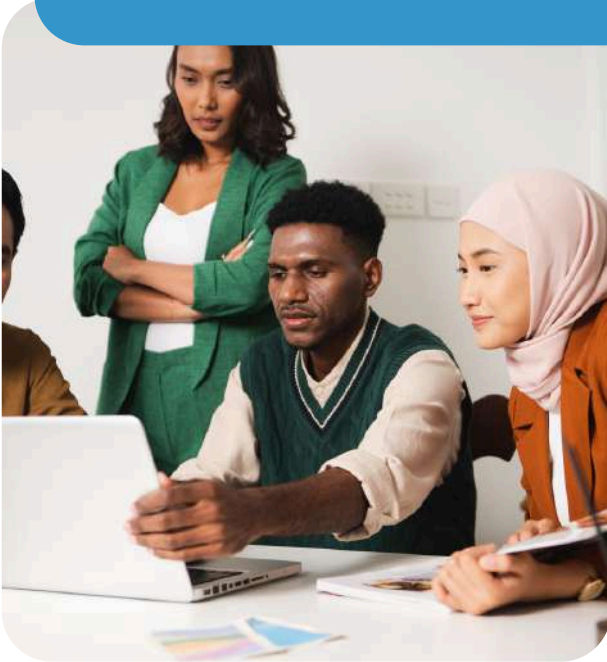
- Advocacy towards public authorities to raise awareness
- Participation and interventions in international or regional conferences
- Implementation of partnerships with new organisations





# 2023-2024 ACTION PLAN

## AREA 3: MEMBERS EXPERTISE



### PRIORITIES 2024

Actions with the Working Groups with support from the Trade Union Task Force

- Accessible tourism
- Gender equity, diversity and inclusion
- Social policies of tourism

## AREA 4: COMMUNICATION AND NETWORKING



### PRIORITIES 2024

- Regular updates of the website and on social media
- Newsletter - new format and new frequency
- Specific regular contacts with the members
- International Week of Tourism for All
- New edition of the ISTO Awards
- ISTO World Congress 2024 in Costa Rica



## 60TH ANNIVERSARY OF ISTO

### ONE GATHERING AND SEVERAL EVENTS

There were almost 190 participants from 25 countries of Europe, Americas and Africa taking part in the various events organised by ISTO in Brussels to celebrate the 60 years of the organisation. Amongst these events, there was a conference of the Alliance on Training and Research in social and solidarity tourism, the ISTO Europe Forum (see the presentation later in this report), statutory meetings and, of course, the special session for the 60th anniversary of ISTO followed by a reception.

**190**

participants



**25**

represented  
countries



The session organised on 29 November 2023 to celebrate the 60 years of ISTO and co-hosted by the Director of ISTO and the Director of ISTO Americas offered a wealth of content and a wide range of interventions:



# 60TH ANNIVERSARY OF ISTO



- As an opening, a speech by the Walloon Minister of Tourism, Valérie de Blue, and a message from the French Deputy Minister of Tourism, Olivia Grégoire.
- A presentation of the Brussels Addendum by Yves Godin, General Secretary of ISTO, with Louis Jolin and Anya Diekmann of the Alliance for Training and Research.
- A session on the social policies of tourism with Alberto Lopez, Director of the Costa Rican Tourism Institute and Alain Schmitt, Managing Director of the ANCV.
- Testimony of the social and solidarity economy: Hilde Vernailen, CEO of the P&V Group.
- ISTO - yesterday, today and tomorrow: Isabel Novoa, President of ISTO, with the representatives of the regional sections - Hamidou El Hajdi Touré (ISTO Africa), Vincent Bérubé (ISTO Americas), Luca Pastorelli (ISTO Europe).
- A session with representatives from international organisations: Hubert Gambis, Deputy Managing Director of DG Grow in the European Commission, and Dirk Glaesser, Executive Director for the sustainable development of tourism at UN Tourism.
- At the closing of the event, awards were presented to organisations that collaborate with ISTO.





# 60TH ANNIVERSARY OF ISTO



Those who participated in the 60th anniversary of ISTO also received a number of souvenirs and documents, including:

- The Brussels Addendum in 3 languages “Towards Social Sustainability of Tourism”
- The “60 years of service to Tourism for All, Fair and Sustainable” publication.

Two videos including interviews and excerpts filmed on November 29 were also produced and published to ISTO’s network in February 2024. The presentation of the mini-exposition “Does travel forge happiness?” on the day of the 60th anniversary.

Organising all these events was made possible by the support and funding from several organisations: ANCV, Centrale générale FGTB, European Commission, Floreal Holidays, Fondation Groupe EDF, KALEO, P&V, Région Bruxelles-Capitale, SPF Mobilité et Transports, Visit Brussels, Wallonie Tourisme.





## **FUNCTIONING**

### **ISTO SECRETARIAT**

ISTO International Secretariat and its team in Brussels operate under the supervision of the Secretary General, Yves Godin, and in close collaboration with the President, Isabel Novoa.

This team is made up of 4 people:

- Charles-E. Bélanger, Director
- Sabrina Urrutia, Communication and Projects Officer
- Rebeka Rosenova, Administrative assistant
- Léa Bonnet, Communication and Membership assistant



ISTO International also relies on the proactive participation of ISTO Americas Director, Verónica Gómez, who took part in the implementation of several activities.

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

- Giorgia Calò, during 6 months within the framework of the Eurodyssey programme;
- Thomas Lequesne, during 4 months within the framework of a Master in Translation at the Université Libre de Bruxelles (ULB).



## **FUNCTIONING**

### **PARTNERS**

In addition to the income from membership fees, projects and partnerships, the functioning of ISTO and its Secretariat depends first and foremost on the commitment and continuous support of Belgian institutions and organisations:

- 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, the support from the Conseil québécois du loisir (CQL) can be mentioned, which hosts the Secretariat of ISTO Americas.

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' coordinators and of several other people who are active among ISTO's bodies.



# STATUTORY MEETINGS

## GENERAL ASSEMBLY

The General Assembly was held virtually with simultaneous interpretation in 3 languages on 20 June 2023 and was attended by around one hundred ISTO members. The meeting approved the Activity Report 2022-2023, the Financial Report 2022 and the Budget 2023. It was also an opportunity to present the ISTO Action Plan 2023-2024 for adoption by the General Assembly, to present the initiatives being prepared for ISTO's 60th anniversary and to launch a call for nominations for the organisation of the 2024 World Congress.

An extraordinary General Assembly was held online on 14 November 2023 to approve the modifications to the statutes proposed in accordance with the Belgian law on non-profit organisations, which provides that associations have to adapt their statutes to conform with the new Companies and Associations Code (CSA).



The screenshot shows a presentation slide titled "ISTO International Action Plan 2023-2024" with four main pillars:

- 01 Knowledge Development**: Create innovative content. Sub-points: 1.1 Innovation, 1.2 Projects & Consulting.
- 02 Advocacy**: Becoming the reference of social sustainability. Sub-points: 2.1 Advocacy towards public authorities, 2.2 Participation in events, 2.3 Strategic partnerships.
- 03 Members' Expertise**: Thematic Working Groups and Research & Advising entities. Sub-points: 3.1 Declaration on Social Sustainability in Tourism, 3.2 Working Groups, 3.3 Advising entities.
- 04 Communication & Networking**: Enabling exchanges and connections & informing ISTO Members. Sub-points: 4.1 Digital Communication, 4.2 Events, 4.3 ISTO Awards & recognitions, 4.4 Brand.

On the right, a virtual meeting interface is visible with several participants' video feeds, including Daria Campora, Pierre Martin..., Pierre Martin A. Thize, Isabel Novak, Charles Selinger, Sergio Rodriguez, and CGU-Sonia Vellancourt.



# STATUTORY MEETINGS

## BOARD OF DIRECTORS

ISTO's Board of Directors is composed by 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 gathered on 3 occasions:

- once online on 26 October 2023 to approve the project of Addendum on Social Sustainability of Tourism as well as the proposition of modification of the statutes to be adopted by the General Assembly;
- a second time in person on 30 November 2023 in Brussels, as part of the 60th anniversary of ISTO. The application of Costa Rica to host the next World Congress was approved on this occasion;
- a third time online on 16 May 2024, to approve the priority actions for 2024, the financial results of 2023 and the 2024 budget that will be presented during the next General Assembly.



## EXECUTIVE COMMITTEE

The Executive Committee gathered online twice, on 13 October 2023 and on 22 March 2024.

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.





# KNOWLEDGE DEVELOPMENT



## OBSERVATORY

### Indicators on the social sustainability of tourism

Following the 2023 workshops on “Measuring the Social Sustainability of Tourism” and using the evaluation criteria set in the Brussels Addendum, different actions were undertaken to further the development of indicators.



An initial summary and proposal of potential indicators was drawn up and presented at the conference bringing together the members of the UN Tourism's International Network of Sustainable Tourism Observatories (INSTO) in Madrid in November 2023. These proposals are based in particular on indicators already developed or under development in countries and destinations with observatories, such as Argentina, Barcelona and the State of Guanajuato in Mexico.



# KNOWLEDGE DEVELOPMENT

A second important action was carried out as part of the work of the European Commission's Expert Group (Together for EU Tourism), where ISTO chaired a Working Group on Social Sustainability Indicators during the first quarter of 2024. The proposals presented to the Commission are based on a review of the work carried out within ISTO and several international bodies, as well as discussions held within the Group. A list of 12 indicators for residents, workers and visitors has been proposed to the Commission.

A third major action was carried out via the submission in April 2024 of a project proposal to SEGITTUR, a Spanish public body specialised in the management of innovation and tourism technologies. This project offers a precise methodology for developing and testing social sustainability indicators with a number of partners in connection with the system of smart tourism destinations developed by SEGITTUR.

The goal of ISTO is to be able to present a first series of priority indicators that are easy to implement, can be compared and can serve as an international benchmark during the World Congress in October 2024.



## PROJECTS

In 2024, ISTO continued to participate in various projects, particularly at the European level. One of these projects, focusing on accessibility, was successfully completed, while another concerning youth tourism is still in progress and promises excellent results. In addition, ISTO remains in constant contact with its members and partners, submitting innovative proposals in response to calls for projects that correspond to the organisation's objectives and priorities.



# KNOWLEDGE DEVELOPMENT

## ONAT4ALL

After two years of work, the ONAT4ALL project was finalised in February 2024. This project, co-funded by the European Union through the Erasmus+ programme, aimed to develop tools to make tourism SMEs more accessible, particularly those working in nature tourism and outdoor activities.

Together with the other members of this project, ISTO developed a self-assessment tool enabling SMEs to evaluate their level of accessibility and thus be able to take steps to improve their services in this area.

In addition, a "Practical Guide to Outdoor Tourism for All" has been produced, with practical rules for designing and marketing accessible tourism products in various fields. This guide is [available for consultation here](#).



Similarly, an online training course on inclusive tourism and serving customers with special needs has been created for professionals and tourism workers. Finally, the project has allowed for the development of a guide that serves as a tool for implementing accessibility strategies and marketing actions in SMEs in the tourism sector.



ISTO had the opportunity to publish and disseminate the results of this project during an international event on 28 November 2023 in Brussels, as part of the celebrations surrounding the organisation's 60th anniversary. Around 130 people attended the event in person, and over a hundred more were present via the live streaming on social media. The project's final report received a good evaluation from the competent authority, showing that it has had a positive impact on SMEs in the European tourism sector.



# KNOWLEDGE DEVELOPMENT

## EU WEMED-NATOUR



The EU WeMED Natour project is coming to an end. Its primary objective is to develop eco-smart tourism products that respect the values of sustainability and responsibility. To get there, ISTO, along with the consortium partners, developed tourism packages for young Spanish, Italian, Portuguese and Mauritanian students (between 6 and 16 years old) to put the spotlight on natural and marine ecosystems.



During the course of the project, several stages were completed. One of them was the development of training modules for tourism entrepreneurs working on sustainability in the broadest sense.

It was in this context that ISTO emphasised the importance of including the social sustainability of tourism. In addition, the teaching modules developed give the teachers who accompany the students on their trips the opportunity to provide them with interesting, relevant information related to their field of study.

Destinations are currently piloting these trips, so as to use the data from the different groups involved in order to put forward recommendations for continuing to develop this type of tourism product that facilitates access and learning for young travellers.



# ADVOCACY



## ADVOCACY TOWARDS PUBLIC AUTHORITIES

Numerous meetings were held over the past year with public institutions. Whether with international organisations (UN Tourism, UNESCO), European organisations (European Commission and Parliament), American organisations (SITCA) or local, regional or national authorities, ISTO has spoken on numerous occasions to reinforce its position on the social sustainability of tourism. Some of these actions were carried out during the preparations for and the holding of ISTO's 60th anniversary, others during events in which ISTO international took part or during initiatives from the regional sections.



## REPRESENTATION AND INTERNATIONAL RELATIONS

In 2023-2024, representatives of ISTO took part in a significant number of events and representation actions, both physical and online. Here is a non exhaustive list that reflects the diversity of actions in which ISTO International was involved:



# ADVOCACY



- Participation of the Secretariat of ISTO in the Destination Europe Summit organised by the European Tourism Commission (ETC) in partnership with Euronews in Brussels on 27.06.23.
- Participation and interventions of the President of ISTO, as well as the President and the Director of ISTO Americas at the 7th edition of the Sustainable and Social Tourism Summit in León (State of Guanajuato, Mexico) from 30.08.23 to 02.09.23.
- Participation and interventions of the President of ISTO, as well as the President and the Director of ISTO Americas at the 1st International Symposium on Social Tourism - Training and Challenges for a Regional Agenda, held in Mar del Plata, and meeting in Buenos Aires with the Minister and the people in charge of social tourism (Argentina) from 3-8.10.23.



- Participation of the President of ISTO in the Mainstreaming Net Positive Hospitality Summit of the World Sustainable Hospitality Alliance (SHA) in London on 17-18.10.23.
- Participation of the Secretariat of ISTO and interventions by the Secretary General at the Journée de réflexion sur le tourisme social organised by Wallonie Tourisme in Namur on 10.11.23.
- Participation and intervention of the President of ISTO at the meeting of the International Network of Sustainable Tourism Observatories (INSTO) of UN Tourism in Madrid on 21-22.11.23.
- Participation, meetings with over 40 members and partners and interventions by the President of ISTO, the President and the Director of ISTO Americas at the Tourism Fair (FITUR) in Madrid from 24-26.01.24.





# ADVOCACY

- Participation of the Secretariat of ISTO and speech by the Director at the Ethic Etapes GA organised with Kaleo at the Jacques Brel Youth Hostel in Brussels on 6.02.24.
- Participation of the ISTO Secretariat and intervention of the Director during a panel at the Together for EU Tourism (T4T) Conference organised by the European Commission to mark the 2 years of the Transition Pathway for Tourism in Brussels on 15.03.24.
- Participation and presentation by the Director of ISTO at a webinar organised as part of the T4T working group on social sustainability indicators, with presentations by representatives of the Catalan Tourism Agency, EFFAT and Villages Clubs du Soleil on 23.04.24.



- Reception at the Secretariat of ISTO of a delegation from Latin America (Colombia and Honduras) and interventions by the Director and the ISTO Projects Officer in the framework of a European project - Green Pymes - led by DIESIS in Brussels on 8.05.24.
- Participation and speech by the President of ISTO Europe at the Conference on Social Economy organised by the INATEL Foundation in Lisbon on 21.05.24.
- Participation by the Director of ISTO in the Trophées Horizons ceremony organised by the association Acteurs du tourisme durable (ATD) and presentation of the award in the "Tourism for All" category in Paris on 05.06.24.



# ADVOCACY



## STRATEGIC PARTNERSHIPS

### ANCV

Following the renewal of the Framework Agreement with the Agence nationale pour les chèques-vacances (ANCV) in 2023, ISTO has carried out various actions in five main areas: developing relations with public

authorities in other countries and regions and with partners working on the subject of holiday travel assistance; participating in work on youth tourism and domestic tourism; promoting the partnership at the ISTO Europe Forum and at ISTO's 60th anniversary event; taking steps to develop an Observatory within ISTO; and publishing notes on European current affairs.



In terms of relations with public authorities in other countries, ISTO has facilitated the transfer of information on ANCV programmes to organisations interested in the subject of holiday departure assistance, whether using the "holiday voucher" model or for more specific schemes (young people, senior citizens, etc.).





# ADVOCACY

Regarding the steps to develop an Observatory, they involved the adoption of a positioning and commitment text on the social sustainability of tourism (Brussels Addendum) and the consolidation of the eLibrary, in particular through the integration of several studies, reports and surveys carried out by the ANCV into this digital library, which currently holds more than 1,000 references and has undergone technical improvements.

It is also in this context that ANCV Director General, Alain Schmitt, spoke at the official session of the 60th anniversary of ISTO as part of a session titled "Social policies of tourism in action", to which the Director of the Costa Rican Tourism Institute (ICT), which will be hosting the next World Congress, also took part. Also at the ISTO Europe Forum, a series of workshops were organised, including one on tourism for senior citizens, in which Nicolas Randy, Head of the Social Action Department at the ANCV, took part as a speaker, along with a representative of Portugal's INATEL Foundation.

## SHA

ISTO and the World Sustainable Hospitality Alliance (SHA) have signed a cooperation agreement dated 9 January 2024 which provides for a range of actions from reciprocal associate membership to combining sector expertise, from jointly promoting initiatives, disseminating information about each organisation, collaborating on research and data sharing to advance the understanding of accessibility, social impact and related innovation, to partnering to create, test and deploy innovative solutions to social and environmental sustainability issues.



The SHA brings together the hotel industry and its strategic partners to tackle the major challenges facing the planet and its inhabitants, destinations and local communities. Together, they develop practical and free resources and programmes to create a thriving, responsible hotel industry that gives more than it receives. Alliance members represent 50,000 hotels - 7 million rooms - and include some of the world's leading hospitality companies.



# ADVOCACY

## SITCA

During this period, the fruitful collaboration between ISTO Americas and the Secretaría de Integración Turística Centroamericana (SITCA) continued under the renewed agreement for the 2023-2025 period. Work under this agreement has progressed satisfactorily, demonstrating the continued commitment of both parties to the development of fair, inclusive and sustainable tourism in the region. The second edition of the Fair and Sustainable Social Tourism Forum was held in El Salvador, marking an important milestone in the implementation of the agreement's objectives. At the same time, efforts have been made to seek funding to support the implementation of concrete projects aimed at promoting these shared values. These initiatives are supported by the Tourism Ministries of the SICA region, underlining the importance attached by public authorities to regional cooperation in the field of social, fair and sustainable tourism.



## SOAD

On 22 February 2024, ISTO and the State of African Diaspora (SOAD) signed an agreement which lays the foundations for collaboration between the two organisations in order to carry out actions contributing to the promotion and development of social and sustainable tourism in Africa. SOAD is an entity with a single goal: to strengthen Africa through the Diaspora, and the Diaspora through Africa. SOAD, which was inaugurated at the African Union Summit in 2018, has a constitution, a government, numerous ambassadors and a Parliament with members in every region of the world. The agreement provides for action in 4 areas of activity: political representation within national and international bodies, networking and collaboration between its members through awareness-raising and training activities, dissemination of information and participation in projects co-funded by the EU and partners from other countries.



# MEMBERS EXPERTISE



## DOCUMENT ON THE SOCIAL SUSTAINABILITY OF TOURISM

Launched in March 2023, the process of drafting a reference text on the social sustainability of tourism was carried out in several stages over 9 months, with the participation of the various ISTO bodies, several member organisations (more than 75 from 28 countries in Europe, the Americas and Africa) and the leading role of the Alliance for Training and Research, which provided contributions and central coordination work (A. Diekmann, L. Jolin, C. Murtas, E. Schenkel).

The aim of the initiative to develop the concept of social sustainability of tourism, both in its definition and in its scope of application, on the occasion of the 60th anniversary of ISTO, was to complement the text of the Montreal Declaration (1996) and its Aubagne Addendum (2006) by integrating this new dimension. It also followed on from the work carried out in 2018-2020 on ISTO's DNA and the Sustainable Development Goals, as well as the work of the 2022 World Congress held in the Azores, the general theme of which was "Social sustainability in tourism: an essential factor for the development of tourism".





## MEMBERS EXPERTISE

By adopting and making public this second Addendum, ISTO, a key actor in social and fair tourism, affirms that social sustainability of tourism is the major pillar of its sustainable development, the entry axis that acts as a lever to activate the other two pillars, economic and environmental.

This addendum presents a definition of the social sustainability of tourism, which is "stakeholders taking into account the social aspects of tourism for the people living in the places visited, the workers in the sector and the visitors themselves, with a view to ensuring their long-term survival", and the criteria for evaluating this sustainability according to five major categories: local populations, tourism workers, visitors, operational sector in tourism and public authorities.

The Brussels Addendum is aimed not only at ISTO members, but also at all tourism stakeholders. With this document, ISTO invites them to exchange and collaborate on the implementation of actual social sustainability, which in the future will have to take the form of the introduction of indicators enabling the measurement and comparison of the progress made in this area.





# MEMBERS EXPERTISE



## WORKING GROUPS

### Accessible tourism

The ISTO Accessible Tourism Working Group is made up of over 20 organisations representing a total of 15 countries in Europe and the Americas.

Annette Mason, from Tourisme & Handicaps (France), played a key role in facilitating the group's various initiatives. Thanks to the collaborative and voluntary work carried out by each member of the working group, it has been possible to develop several initiatives over the years. These mainly took the form of guides for best practices, which helped to highlight the actions that can then be put in place to promote accessible tourism throughout the world.

Over the last period, this group has been working on a guide of recommendations for organisers and service providers in the events sector to better welcome people with disabilities. The relevance of this type of document lies in its diversity, as it covers different types of events such as seminars, festivals, trade fairs and exhibitions. Another aspect worth highlighting is that it not only provides practical recommendations for people with physical disabilities, it also takes into account the needs of people with hearing, intellectual, motor and visual impairments and mental health problems.





## MEMBERS EXPERTISE

### Gender equity, diversity and inclusion

ISTO's Gender Equity, Diversity and Inclusion Working Group remains a vital part of the organisation. Over the past year, this group has taken action to ensure that ISTO is committed to these fundamental principles. As a result, the importance of diversity and inclusion has been highlighted in all of the organisation's initiatives. As an international network, ISTO provides a platform to showcase the diversity of lived realities that make up tourism, at all levels. As a result, it is crucial that all people are effectively represented.

Over the past few months, the Working Group has contributed to the preparations for the ISTO World Congress, to ensure that the event takes place in a safe, violence-free environment that provides an enriching experience for all participants. To this end, a protocol is being drawn up and will be shared with members and partners so that they can adapt it to their needs.





## MEMBERS EXPERTISE



### Alliance on training and research

Over the course of 2023-2024, the ISTO Training and Research Alliance has carried out a number of activities that highlight the crucial work of teaching and research establishments and the researchers themselves. First and foremost among these actions is the collaboration between Alliance members in drafting the Brussels Addendum. While all ISTO bodies were invited to take part in drafting the Addendum, the Alliance's contribution was central. This Addendum now constitutes a solid foundation for placing the social sustainability of tourism at the heart of sustainable development.

Thanks to the work of the ISTO Alliance, and to celebrate the organisation's 60th anniversary, a special issue of the "Partances" magazine dedicated to research and studies on access to holidays has been published. This special edition features five articles written by Alliance members on topics such as the effects of tourism on self-esteem, tourism for older people, the evolution of the IMSERSO programme and the inclusion of the LGBTQ community in tourism.



Finally, it is important to note that an Alliance Conference was held as part of ISTO's 60th anniversary celebrations. On 28 November, seven renowned researchers gathered in Brussels: Nur Abellán (Spain), Luc Béal (France), Anya Diekmann (Belgium), Martin Vincent (Belgium), Scott McCabe (United Kingdom), Laure Pourcin (France) and Louis Jolin (Canada). During their presentations, these researchers shared their studies and analyses with over 100 participants at the event, strengthening the links between the academic world and the operational sector of tourism.



# COMMUNICATION AND NETWORKING



## DIGITAL COMMUNICATION

Based on current trends and best practices, ISTO's communication relies heavily on digital media. This includes not only the organisation's social networks (Facebook, X and LinkedIn), which have a combined audience of 8 800, but also the website, emails and YouTube channel.

The diversity of media used allows to reach as many member and partner organisations as possible, as well as providing visibility in the tourism ecosystem and highlighting the work carried out by the association. In recent years, the social network that has seen the greatest growth is LinkedIn, although Facebook remains the platform with the largest audience.

Strategically, ISTO has chosen to send out newsletters only when the need arises, so that it can reach its members at the right time with information that is relevant to them.

It is important to note that ISTO tries to produce content and information in English, Spanish and French. This form of communication strengthens links with the majority of members, who have less effort to make to stay close to the organisation. In addition, a presence on YouTube offers the opportunity to share audiovisual content, which enriches the experience of subscribers and increases the reach of communications.

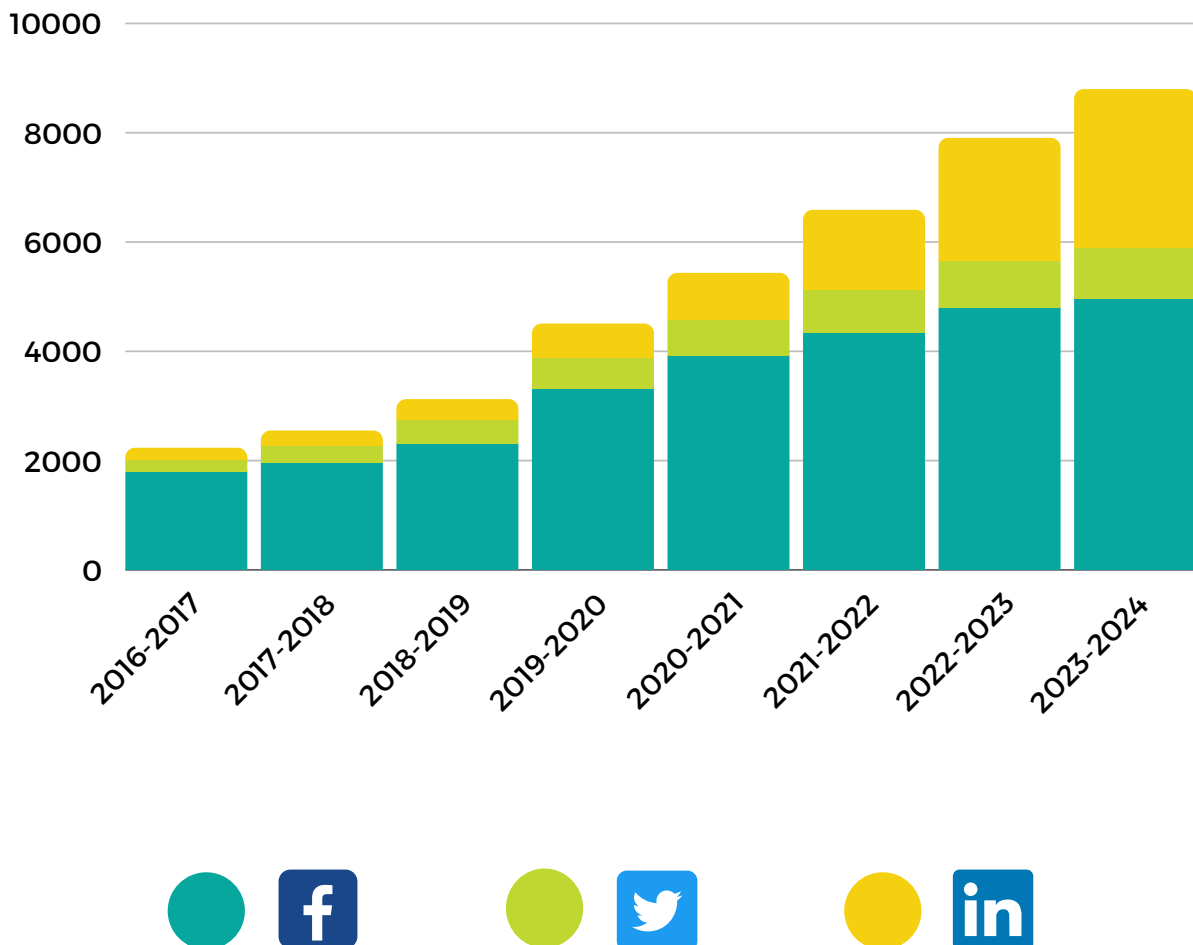




# COMMUNICATION AND NETWORKING

However, there is always a need to pay attention to emerging trends in terms of digital communication, and there is a clear interest in exploring new platforms and tools that can improve interactions with the community and the tourism sector in general.

## ISTO social network statistics





# COMMUNICATION AND NETWORKING



## EVENTS - INTERNATIONAL WEEK AND OTHERS

A number of international events have taken place over the past year. Firstly, the 4th edition of the International Week of Fair and Sustainable Tourism for All, from 5 to 11 June 2023. To mark this event, 39 activities were organised in 12 countries in Africa, the Americas and Europe to bring tourism for all closer to the corresponding stakeholders.

These activities, organised by ISTO and its members, took a variety of forms, from guided tours to conferences and webinars, publications and the ISTO General Assembly. The importance of the International Week lies in the fact that it enables ISTO members to put in the spotlight their initiatives and their commitment to a fairer and more responsible tourism.





# COMMUNICATION AND NETWORKING

During the second half of 2023, ISTO focused on preparations for its 60th anniversary celebrations, which took place from 28 to 30 November in Brussels, Belgium. One of the preparatory activities was the development of a dedicated website to manage registrations and publish the event programme. The site, available in English and French, was designed to be easy to access and use, both for potential participants and for guests who had confirmed their attendance.



Other key activities included, of course, the preparation of the extensive programme of events surrounding ISTO's 60th anniversary, ranging from the Alliance for Training and Research Conference to the ISTO Europe Forum, the celebration of the organisation's 60th anniversary and the related statutory meetings. These preparatory efforts mobilised the ISTO team and its members, who put all their energy into ensuring the success of the 60th anniversary celebrations and providing a platform for reflecting on the organisation's past and thinking about its future prospects.

ISTO is currently working on the organisation of the next World Congress, which will be held in San José, Costa Rica from 21 to 25 October 2024. Organised with the support of the Costa Rican Tourism Board (ICT), the theme will be "Social Sustainability of Tourism: Connecting the Essential in 360°".



# COMMUNICATION AND NETWORKING



## AWARDS AND RECOGNITIONS

The celebration of ISTO's 60th anniversary was an exceptional platform to thank the people and organisations that showed a spectacular commitment by the side of ISTO, in its mission and its projects. During the ceremony, held on 29 November 2023, the Agence Nationale pour les Chèques-Vacances (ANCV), the Centrale Générale FGTB, the Commissariat général au Tourisme de la Wallonie, the Conseil québécois du loisir (CQL) and Floreal Holidays were thanked for their continuous support over the course of ISTO's history.



On the other hand, the second edition of the ISTO Awards is underway, to build on the success of the 2022 edition. Building on the lessons learned from the first edition, and in line with the organisation's priorities, the ISTO Awards 2024 will be aiming to highlight initiatives that promote and guarantee social sustainability at different scales. The awards ceremony is scheduled to take place during the ISTO World Congress 2024, to be held in Costa Rica in October this year.



## BRAND

To commemorate ISTO's 60th anniversary, a special logo was created based on the 2019 design, which represents the organisation's DNA through a flower. By incorporating the number 6 on the side, a new logo was generated and widely distributed in 2023. This adaptation of the logo highlighted the organisation's trajectory from 1963 to 2023 and incorporated the essential aspects of tourism for all, reflecting the DNA of social tourism. This logo was used in all ISTO communications during 2023, and was also used on the gifts given to the participants in the celebrations.



## ISTO AFRICA

The African section currently has 13 member organisations in 8 countries.



Chaired by Joël Capo-Chichi (Vision Solidaire in Burkina Faso), ISTO Africa took part, via certain member organisations, in various events and conferences on the African continent and was able to be present, despite visa obstacles, at ISTO's 60th anniversary celebrations in Brussels via the participation of representatives from the Malian Sustainable Tourism Network (REMATOURD).

Amongst the events marked by the presence of members of ISTO Africa, the following need to be mentioned:

- World Tourism Day - African Network of Tourism Professionals, 27 September 2023.
- Ouagadougou International Tourism and Hospitality Fair, 26-29 October 2023.
- Mali International Tourism Fair, from 23 to 25 November 2023.
- T&M African Tour, 2024 edition in Libreville, Gabon from 24 March to 2 April 2024.
- International Convention on Sustainable Tourism in Ivory Coast from 3 to 5 May 2024.



Over the past year, the director of ISTO has also met in Brussels with representatives of a number of member associations, including Batoufam Culture et Tourisme (Cameroon) and the Dunamba Association (Mali) in July 2023, and Vision Solidaire (Burkina Faso) in May 2024.

In terms of projects, it is also worth noting that the Office national du tourisme de Mauritanie, an ISTO member, is also one of the partners in the EU WeMED-NaTOUR project, in which ISTO is participating along with 5 other organisations from Italy, Spain and Portugal, thereby promoting cooperation between Europe and Africa.

Finally, in terms of exchanging information between ISTO Africa members and partners, the importance of the ISTO Africa WhatsApp Group should be emphasised, as it enables everyone to keep up to date with initiatives, projects and conferences taking place on the African continent.

# REGIONAL SECTIONS

## ISTO AMERICAS

The Americas gather 70 member organisations from 17 different countries

The Americas section of ISTO, ISTO Americas, is presided by Sergio Rodríguez Abitia, who represents CCC Consultores (Mexico). The board of directors of this section also benefits from the contribution and expertise of representatives from other member organisations from Canada (Auberges de Jeunesse Saintlo), Costa Rica (Red Costarricense de Turismo Accessible and the Costa Rican Tourism Institute), Chile (Subsecretaría de Turismo - SERNATUR) and Mexico (Secrétariat du Tourisme de Guerrero). They play a key role in supervising and guiding the initiatives of the section under the supervision of its director, Verónica Gómez.



In the Americas, the diversity and representativeness of ISTO's members is an invaluable asset for the organisation, bringing a wide variety of perspectives and experiences. Each year, ISTO Americas welcomes new members from the public, private, associative and academic sectors, which strengthens its impact on the region while broadening the scope of ISTO's mission.

During the last period, 11 new members from Mexico (7), Peru (1), Colombia (1), Costa Rica (1) and Uruguay (1) joined the section, testifying to the growing appeal of the network and the importance of ISTO Americas' work in the region.

Building on this wealth of experience, the ISTO Americas section has continued its dynamic work during this period, aligning its actions with the main guidelines of the 2023-2024 Action Plan adopted by ISTO.





# REGIONAL SECTIONS

## ISTO AMERICAS

This diversified approach is materialised through four major components:

- Support for members in their activities and actions
- Representation activities
- Training activities
- Various projects



In terms of supporting members in their activities and actions, ISTO Americas took part in more than 25 conferences, seminars and congresses, presenting keynote lectures or speaking on thematic panels on subjects as diverse as the social tourism policies developed in the Americas, the evolution and trends in social tourism, accessible tourism and its social and economic impact, the social sustainability of tourism, etc. It is important to highlight, as an example, the collaborations made with various members and partners, notably in Peru (V Forum National de Turismo Social, Mincetur Perú), Brazil (1st Congresso brasileiro de turismo social, Sesc Departamento Nacional and Sesc Brasilia), Canada (Colloque L'accessibilité : un pilier essentiel du tourisme durable, Kéroul; Forum québécois du loisir, Conseil québécois du loisir), Argentina (1° Simposio Internacional de Turismo Social, Ministerio de Turismo de l'Argentine and Universidad Nacional de Mar del Plata) and Mexico (Sustainable and Social Tourism Summit, Guanajuato, World Tourism Day, Morelos Tourism Secretariat). A dozen virtual conferences (webinars) were also offered to various members, including the Guanajuato Tourism Secretariat, the Costa Rican Tourism Institute and the Baja California Tourism Secretariat.





# REGIONAL SECTIONS

## ISTO AMERICAS

Regarding training, ISTO Americas has supported its members in their demands, in particular in Brazil, Costa Rica and Mexico, offering them training opportunities suited to their needs. It is worth highlighting as an example the continuous training cycle organised by Sesc Departamento Nacional, in which a series of 7 webinars were held to discuss best practices in social tourism with over 80 representatives of regional Sesc from all over Brazil.

### CafeciSTO Américas - 24 abril 2023



Following the Encuentro de las Américas de Turismo Social in Oaxtepec (Mexico), the members from the Americas gathered for the Sustainable & Social Tourism Summit in Guanajuato in August 2023, as well as online for several CafeciSTO Americas, webinars that allow for productive exchanges with the members and for the spotlight to be brought onto their actions and projects.

During this period, in terms of representations, the section's commitment was marked by an active participation in various international events and fairs such as FITUR in Spain, enabling the section to consolidate its position by visiting all the members from the Americas present. As co-organisers of the 7th edition of the Sustainable & Social Tourism Summit, ISTO Americas demonstrated its leadership and expertise in the sector. Visits to members strengthened ties and the network, while participation in events in Europe and the Americas promoted ISTO Americas' initiatives and actions. Other important events included the Tianguis Turístico de México and the Tourism convention in Quebec, where it was possible to exchange ideas with professionals from all over the world and explore new opportunities for collaboration.





## ISTO AMERICAS

ISTO Americas has continued to strengthen its strategic partnerships and international cooperation initiatives. In collaboration with the Secretaría de Integración Turística Centroamericana (SITCA), and with the support of the Instituto Salvadoreño de Turismo (ISTU), ISTO Americas co-organised the second edition of the Social, Solidarity and Sustainable Tourism Forum. The event took place in San Salvador (El Salvador) in December 2023, marking an important milestone in the promotion of socially responsible, fair and sustainable tourism practices in the region. The presence of representatives from the various national public tourism authorities in Central America and the Dominican Republic, as well as Salvadoran tourism stakeholders, enriched the discussions and strengthened the ties of collaboration. During the forum, ISTO Americas led a workshop focusing on the importance and impact of developing tourism products with a social, solidarity-based and sustainable tourism approach.



Finally, ISTO Americas played a major role in accompanying and supporting the proposal of the Costa Rican Tourism Institute to host the next ISTO World Congress in Costa Rica. Strategic advice and logistical assistance were provided and ISTO Americas actively advocated to the stakeholders. This involvement culminated in a Congress launch breakfast at FITUR in Spain, attended by some 50 representatives of ISTO members from national, regional and local authorities, who received a warm invitation from the Costa Rican Minister of Tourism. Holding this event is of strategic importance, and unwavering support for this initiative in Costa Rica was given, with a firm belief in the significant benefits for the country and the region.

Integrating the diverse perspectives of its members is how the Americas section has developed initiatives to meet the unique challenges and needs specific to the region, all the while contributing to the overarching mission of ISTO.

## ISTO EUROPE

The ISTO Europe section totals 96 members from 16 countries.

ISTO Europe's members are distributed between representatives of public authorities (23%), players in social and fair tourism (72%) and academic institutions (5%). Over the last 12 months, the section has welcomed 5 new members.

### Operations

The section was presided by Muriel Antoniotti (Auvergne Rhône-Alpes) until 1 December 2023, when Luca Pastorelli (DIESIS) took the presidency of ISTO Europe; the vice-president is Benoît César (KALEO) and the secretary is Anabela Correia (Fondation INATEL). The orientation of ISTO Europe is discussed and decided by a Coordination Council made of around 15 member organisations. Over the last period, this council gathered on 3 separate occasions (July and October 2023 as well as April 2024) online. The operation of the Europe section is regulated by new Internal Regulations, adopted in 2023, in compliance with the Statutes and Regulations of ISTO.

Moreover, the annual meeting of the European members was held on 30 November 2023 in Brussels during the celebrations of the 60th anniversary of ISTO. It was the occasion to take stock of what has been achieved since 2020, particularly within the 3 working groups (advocacy, domestic tourism, mobility and youth tourism) and with regard to the organisation of the European Forums in 2021 (Lyon) and 2023 (Brussels).





# REGIONAL SECTIONS

## 2023 ISTO Europe Forum

The organisation of this new edition of the European Forum has been the main contribution of the Europe section, requiring significant dedication from its members alongside the Secretariat of ISTO International. The overall theme of the Forum was “Sustainability, transitions, mobilities: building the tourism of tomorrow”, and over 150 participants came over the two days to discuss and understand the trends that need to be integrated today, and the fundamental questions that need to be asked in terms of social, economic and environmental sustainability.

Among the topics discussed were inclusive tourism and territorial development, accessibility to adventure and outdoor tourism (ONAT4ALL project), the future of Tourism for All policies, the EU's priorities with the Transition Pathway for Tourism, sustainable mobility (cycling, rail, greenways) and the challenges of innovation and governance in relation to the Sustainable Development Goals (SDGs).



Other subjects were also addressed in workshops to provide answers to questions and issues concerning employment in tourism and how to attract the young people of tomorrow, ethics and yield management, developments concerning the Alpha generation, entrepreneurial models for sustainable tourism in youth organisations and tourism for senior citizens.

In total, more than 40 speakers and moderators took part in the forum, including representatives from the European Commission (DG GROW/Tourism Unit) and the European Parliament (Transport and Tourism Committee).





# REGIONAL SECTIONS

## Belgian presidency of the UE

While Belgium holds the Presidency of the Council of the European Union from January 1 to June 30 2024, the Belgian Presidency is committed to promoting tourism as a path for sustainable economic development and to ensuring that tourism remains a priority in the European agenda. In this context, an informal meeting of the Ministers for tourism was held in Louvain-la Neuve on 20 February 2024.

On this occasion, ISTO's Secretariat prepared a document on the topic of tourism indicators and the importance of social sustainability indicators for the Walloon Minister of Tourism who presided over this meeting.

With tourism currently facing a number of challenges in the EU, such as sustainability, seasonality, managing tourist flows and maintaining the quality of life in destinations, digitalisation and attractiveness to workers, it is important to identify possible solutions and the opportunities that the development of indicators can offer to ensure a better balance between social, economic and environmental interests in tourism.

### **T4T Expert Group - EU Transition Pathway for Tourism**



As part of the implementation of the European Commission's Transition Pathway for Tourism, ISTO was asked and selected to be part of an expert group called Together for EU Tourism (T4T), made up of around fifty representatives of organisations and institutions, whose work is based around three axes: digital transition; green transition; and resilience, inclusion and skills. ISTO's contribution was focused on this third axis and more specifically on leading a working group on indicators for the social sustainability of tourism, which met on several occasions in the 1st quarter of 2024, with the main result being recommendations for indicators to be submitted to the Commission (see section on social sustainability indicators).

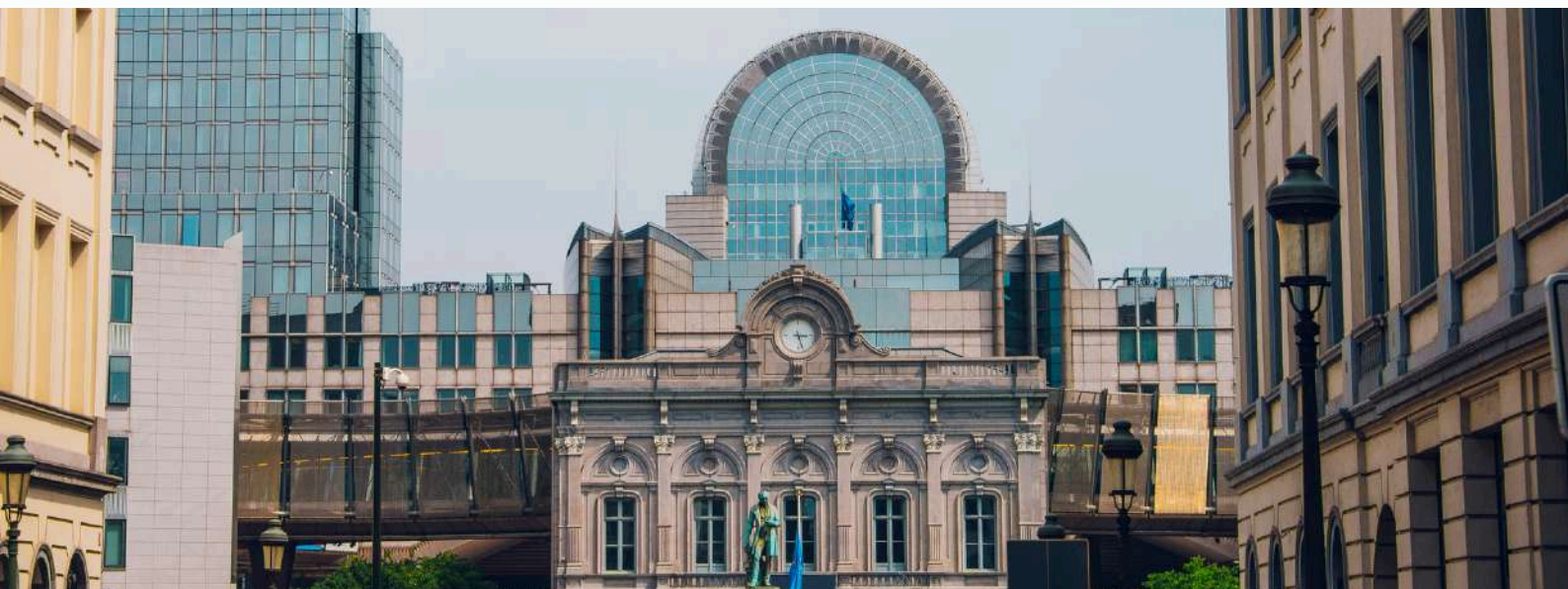


# REGIONAL SECTIONS

## Call for action European elections 2024

On the occasion of the European elections (6 to 9 June 2024), the ISTO Europe Coordination Council decided to prepare a text to strengthen ISTO's positioning on the theme of the social sustainability of tourism as a major axis of its sustainable development by publishing in May a « Call for Action for an effective implementation of social sustainability in tourism ».

In line with the work carried out by the European bodies on the evolution of the social, economic and environmental dimensions of tourism, ISTO stresses the need to develop common and comparable indicators of social sustainability for the sector and calls on the European institutions to support initiatives and pilot projects for the development and implementation of social sustainability indicators in tourism, with specific actions suggested.

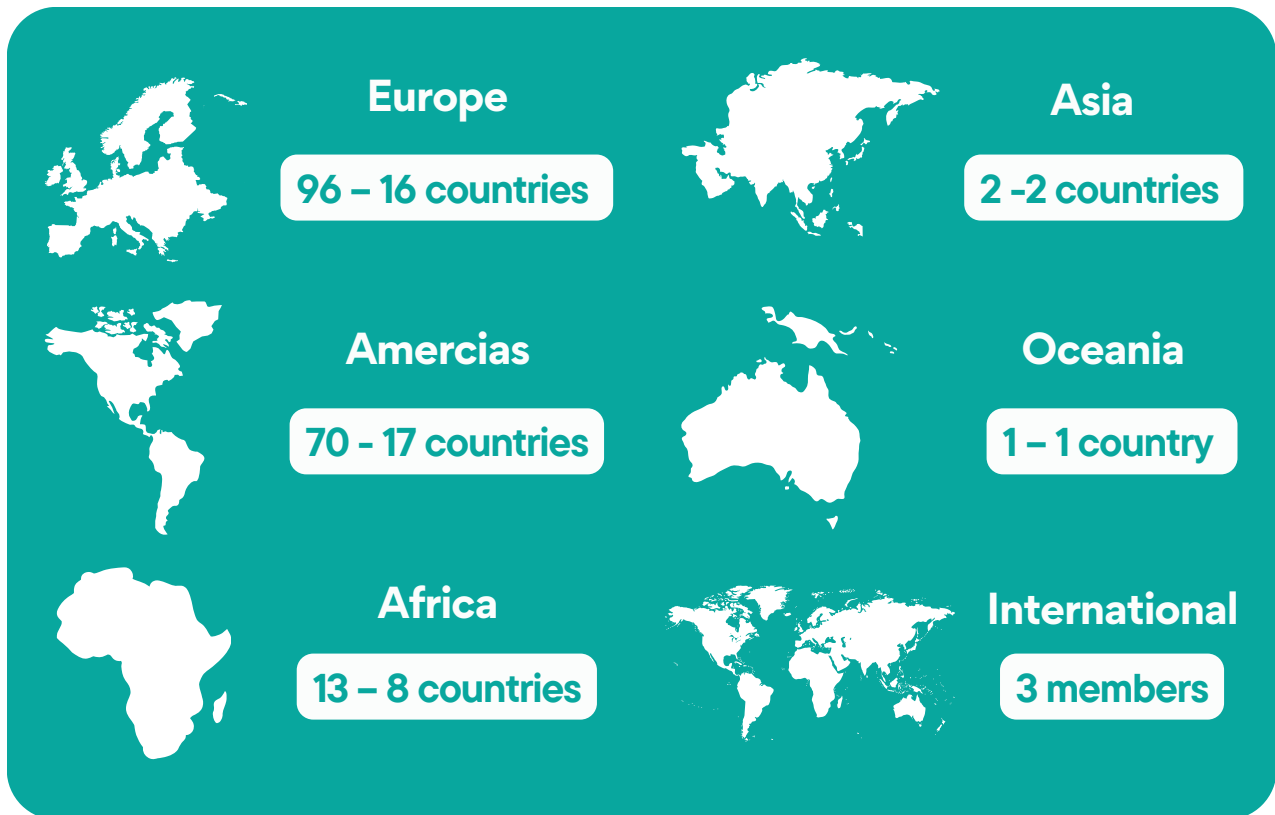




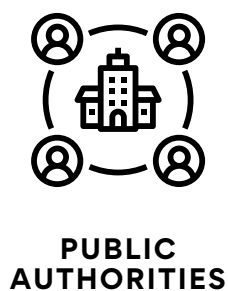
# ORGANISATION DEVELOPMENT

## MEMBERS

As of 2024, ISTO boasts 185 member organisations from 44 different countries, as follows:



The distribution of members according to the type of organisation is as follows:



26%



68%



6%



# ORGANISATION DEVELOPMENT

## MEMBERS

Since the last General Assembly, ISTO has recorded 8 withdrawals and 16 new members:

### NEW MEMBERS

- Cultura Contro Camorra, Belgium
- Ministerio de Comercio, Industria y Turismo de Colombia, Colombia
- Il Viaggio Travel - San Jose, Costa Rica
- Hérault Tourisme, France
- KiEZ Prebelow - Prebelower Kinderland e.V. - Prebelow, Germany
- DT America Latina S.C, Mexico
- Escuela Nacional de Estudios Superiores (ENES) - León de los Aldama, Guanajuato, Mexico
- Instituto Municipal de Planeación (IMPLAN) Los Cabos, Mexico
- Secrétariat du Tourisme de la Ville de Mexico, Mexico
- Secrétariat du Tourisme de Nuevo Leon, Mexico
- Secretaría de Turismo de Sonora - Sonora, Mexico
- Sustentur, Mexico
- Universidad Nacional Autónoma de Huanta (UNAH), Peru
- Asociación de Turismo Sostenible Étnico (AETHNIC), Spain
- Ilunion Accesibilidad, Spain
- Ministerio de Turismo de Uruguay, Montevideo, Uruguay

### WITHDRAWALS

- BoaPaz – Costa Rica
- País de Paz – Costa Rica
- Ente Nazionale Tempo Libero (ENTEL) – Italy
- Happy Age – Italy
- Legambiente – Italy
- Consejo Intermunicipal Pro Turismo Morelos – Mexico
- Puerto Rico de Aventura Educa – Puerto Rico
- Romanian Mountain Guides Association (AGMR) - Romania



# ORGANISATION DEVELOPMENT

## LIST OF MEMBERS

### 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
- Auberges de Jeunesse de Belgique francophone
- Commissariat Général au Tourisme - Région wallonne - CGT
- Commission Communautaire Française COCOF
- Cultura contro camorra
- Floréal Group
- JEKA
- Kaleo
- NZ Vakanties
- Office national de vacances annuelles ONVA
- Pasar
- Regierung der Deutschsprachigen Gemeinschaft - Communauté Germanophone de Belgique
- Toerisme Vlaanderen
- Vaca vzw

### Belgium (cont.)

- ViaVia Tourism Academy
- VisitBrussels
- Vlaamse Jeugdherbergcentrale vzw VJH
- Volkstoerisme vzw

### Bolivia

- Red Boliviana de Turismo Solidario Comunitario - Red TUSOCO

### Brazil

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

### Burkina Faso

- Vision Solidaire

### Cameroun

- Batoufam
- GO AFRICA Business sarl

### Canada

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





## LIST OF MEMBERS

### Chile

- Asociación de Turismo Rural A.G. ACHITUR
- Grupo Novojet Chile
- RealTravel
- Servicio Nacional de Turismo de Chile SERNATUR
- Turismo Inclusivo Araucanía (Servicios turísticos Calafates del Llaima)

### Colombia

- Alcaldía de Medellín
- Caja de Compensación Familiar Comfenalco Antioquia
- Consejo Iberoamericano de Diseño, Ciudad y Construcción Accesible
- Corporación CORSERBA
- Instituto Distrital de Turismo de Bogotá
- Kaizen Travel S.A.S.
- Ministerio de Comercio, Industria, y Turismo de Colombia

### Costa Rica

- Fundación Calidad de vida para las Personas con cáncer (FUNCAVIDA)
- Il viaggio travel
- Instituto Costarricense de Turismo ICT
- Red Costarricense de Turismo Accesible
- Universidad Estatal a Distancia – UNED

### Dominican Republic

- Confederación Autónoma Sindical Clasista - CASC

### France

- Acteurs du Tourisme Durable ATD
- Association Européenne de la Route d'Artagnan AERA
- Association pour le tourisme Équitable et Solidaire ATES
- Association Tourisme & Handicaps ATH
- Auberges de jeunesse Charente-Maritime
- Auvergne Rhône-Alpes Tourisme
- CISL Lyon
- Comité Régional du Tourisme d'Occitanie
- Conseil Régional de Bretagne
- Conseil Régional de Nouvelle Aquitaine
- CPCV Île de France - Centre de formations et de rencontres internationales
- Éthic Etapes
- FIAP Jean Monnet
- Fondation Villages Clubs du Soleil
- Hérault Tourisme
- Institut de Recherches et d'Études Supérieures du Tourisme IREST
- Jeunesse au Plein Air - JPA
- La Rochelle Tourism and Hospitality School - Excelia Group
- Les Oiseaux de Passage
- Ligue de l'Enseignement
- Ministère de l'Économie et des Finances - DGE-Sous-direction du Tourisme
- Parcours Vacances
- Secours Catholique - Caritas France
- Secours Populaire
- Temps Jeunes
- Union Loisirs Vacances Familiales ULVF



# ORGANISATION DEVELOPMENT

## LIST OF MEMBERS

### France (cont.)

- Université d'Angers
- Vacances et Familles
- Vacances Léo Lagrange
- Vacances Ouvertes
- VVF Villages
- Union Nationale des Associations de Tourisme et de plein air - UNAT

### Germany

- BundesForum Kinder und Jugendreisen e.V.
- TourCert
- KiEZ Prebelow - Prebeler Kinderland e.V.

### Greece

- Promotion Tourism Organisation of Rhodes – PROTOUR
- World of Travel Factory

### Guatemala

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

### Guinea Bissau

- Adunatours
- Kassumay Tours

### Haiti

- Université Queensland

### Honduras

- Instituto Hondureño de Turismo (IHT)

### Hungary

- Hungarian Tourism Agency

### Italy

- Associazione Italiana Cultura e Sport - AICS
- Borghi Autentici d'Italia
- Borghi più Belli d'Italia
- Centro Turistico Giovanile - CTG
- Confcooperative Cultura Turismo Sport
- Ente Nazionale Democratico di Azione Sociale - ENDAS
- Federazione Italiana Tempo Libero FITEL
- Istituto Cooperazione Economica Internazionale - ICEI
- Italian Association for Responsible Tourism - AITR
- Legacoop Turismo
- Ministero del Turismo Italia
- Regione Emilia Romagna - Assessorato Turismo e Commercio
- Regione Friuli Venezia - Agenzia Turismo FVG
- Sardaigne 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 - ANTSO RE

### Mali

- Association Dunanba



# ORGANISATION DEVELOPMENT

## LIST OF MEMBERS

### Mali (cont.)

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

### Malta

- OSA Digital Travel Services LTD

### Mauritania

- Office National de Tourisme - ONT
- ONG El Velah

### Mexico

- Altamex
- Ayuntamiento de Puebla
- CCC CONSULTORES
- Centro de Investigación para el Desarrollo Sustentable - CIDES
- Centro Vacacional IMSS Oaxtepec, "Lic. Adolfo López Mateos"
- DT América Latina
- Escuela Nacional de Estudios Superiores (ENES) Unidad León de la Universidad Nacional Autónoma de México (UNAM)
- Escuela Superior de Turismo
- FITUR Morelos / Secretaría de Turismo y Cultura del Estado de Morelos
- Fundación Educación por la Experiencia
- H. Ayuntamiento de San Luis Potosí
- Instituto Iberoamericano de Turismo Inclusivo
- Instituto Municipal de Planeación de Los Cabos - IMPLAN

### Mexico (cont.)

- Municipio de Irapuato
- Municipio de León
- Parque de Aventura Barrancas del Cobre
- Secretaría de Turismo de Baja California
- Secretaría de Turismo de Ciudad de México
- Secretaría de Turismo de Guerrero
- Secretaría de Turismo de México SECTUR
- Secretaría de Turismo de Nayarit
- Secretaría de Turismo de Nuevo León
- Secretaria de Turismo de Sonora
- Secretaría de Turismo del Estado de Guanajuato
- Secretaría de Turismo del Estado de Querétaro
- Sustainable & Social Tourism Summit A.C.
- Sustentur SC

### 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

### Peru

- Alfa Viajes y Servicios Generales EIRL
- Fundación Peruana de Turismo Social



# ORGANISATION DEVELOPMENT

## LIST OF MEMBERS

### Peru (cont.)

- Ministerio de Comercio Exterior y Turismo MINCETUR
- Promotora de Integración y de Turismo Educativo Juvenil (INTEJ)
- Universidad Nacional Autónoma de Huanta

### Portugal

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

### Russia

- Russian International Academy for Tourism - RIAT

### Slovenia

- NEC Cerknica

### Spain

- Asociación de Turismo Sostenible Étnico (AETHNIC)
- Consorci de Turisme de Barcelona
- Escola Universitària d'Hosteleria i Turisme - CETT
- Generalitat de Catalunya - Catalan Tourist Board
- Ilunion Accesibilidad
- Impulsa Igualdad
- KOAN Consulting, S.L. - Consultores Turísticos
- Ministerio de Sanidad, Consumo y Bienestar Social IMSERSO

### Spain (cont.)

- Viajes Fidterra SLU (Interrias)
- Visit Valencia

### Switzerland

- Mountains 4 All

### United Kingdom

- Visit Scotland

### Uruguay

- Ministerio de Turismo de Uruguay

### International

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



# THANK YOU VERY MUCH TO OUR PARTNERS!





# ACTIVITY REPORT 2023 - 2024



RUE HAUTE 26-28,  
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