

Social Tourism World Congress

Driving Tourism through Inclusion

Preliminary program

Tuesday 18 October

14h30 - 16h30	ISTO Board of Directors
16h30 - 17h00	Coffee break
17h00 - 18h30	ISTO Board of Directors - continuation
17h00 - 20h00	Opening registration desk
19h30	Dinner for the Board members and the organizing Committee

Wednesday 19 October

08h00 - 20h00	Congress Opening Day
09h30 - 11h00	Alliance conference
09h30 - 11h00	ISTO General Assembly
11h00 - 11h30	Coffee break
11h30 - 13h00	Alliance conference - continuation
11h30 - 13h00	ISTO General Assembly - continuation
13h00 - 14h30	Lunch
14h30 - 16h30	Alliance conference – continuation
14h30 - 16h30	General Assembly – European Alliance of Responsible Tourism and Hospitality (EARTH)
14h30 - 16h30	ISTO Europe meeting
14h30 - 16h30	ISTO Americas meeting
16h30 - 17h00	Coffee break
17h00 - 18h30	Guided tour of Zagreb
19h30	Welcome reception

Thursday 20 October

08h00 -18h00	Opening registration desk
09h30 -10h30	Official opening session <ul style="list-style-type: none"> ▪ Mayor of Zagreb ▪ Minister of Tourism of Croatia ▪ Representatives other Ministries ▪ Representative of the Local Organizing Committee ▪ Jean Marc Mignon, ISTO President

10h30 - 11h15	<p>Plenary session – 1st part</p> <p>Conference on the theme of inclusion in the tourism sector</p> <ul style="list-style-type: none"> ▪ Introduction by Yves Godin, ISTO Secretary General ▪ François Soulage, President of the ALERTE Group – Fight against poverty and for social inclusion (France)
11h15 - 11h30	Coffee break
11h30 - 13h00	<p>Plenary session – 2nd part</p> <p>Introduction to the three major themes of the conference</p> <p>Moderator: Yves Godin, ISTO Secretary general</p> <ul style="list-style-type: none"> ▪ Accessible Tourism for all Anna Grazia Laura, President of the European Network for Accessible Tourism (ENAT) ▪ Social policies, domestic tourism growth tool Jean Marc Mignon, ISTO President ▪ Tourism as a tool for regional development and sustainability Martha Isabel Ruiz Corzo, Founder and Director of the Sierra Gorda Ecological Group (Mexico)
13h00 - 14h30	Lunch
14h30 - 16h30	<p>Simultaneous participatory workshops on the 3 main themes of the conference.</p> <p>These participatory workshops are structured in a way that ideas can be linked to a bigger group and to gather the collective knowledge and experience of participants. The participants will be invited to form small groups and to discuss around 3 sets of question on the theme of the workshop.</p> <p>Workshop 1 – Accessible tourism for all</p> <p>For the World Tourism Day 2016, the World Tourism Organisation (UNWTO) has chosen the theme “Tourism for All. Promoting Universal Accessibility”. Three specific topics will be covered in this workshop: staff training, product development customer information and the development of accessible products, tours or destinations.</p> <ul style="list-style-type: none"> ▪ Moderator : Anna Grazia Laura, President of the European Network for Accessible Tourism (ENAT) ▪ Rapporteur : Annette Masson, President of the Tourism and Handicap Association (France)

Workshop 2 – Social politics, domestic tourism growth tool

Domestic tourism has long been an important dimension of tourism. In most countries, it far exceeds the international tourism. Long underestimated, domestic tourism is booming today and is part of a general trend in favour of sustainable local tourism. This workshop questions strategies and actions to develop this kind of tourism.

- Moderator : Sergio Rodriguez, ISTO Americas Vice-President (Mexico)
- Rapporteur : Representative INATEL Foundation (Portugal)

Workshop 3 - Tourism as a tool for regional development and sustainability

Whether through sustainability indicators taking into account the social, economic or environmental dimensions or through a Virtual Observatory; destinations have developed new tools to enable them to measure what has been done in this area. This workshop raises specific questions on how to implement actions in this field.

- Moderator: Julien Buot, Director “Agir pour un Tourisme Responsable-ATR ”and Secretary of “Acteurs du tourisme durable - ATD” (France)
- Rapporteur to be confirmed

16h30 - 17h00

Coffee break

17h00 - 18h15

Plenary session

- Moderator : Fabrizio Pozzoli, President ISTO Europe (Italy)

1st part – Inclusion and access : experiences from Croatia, host country

- Improving access to the labor market in the tourism sector for vulnerable groups
Ozren Pavlovic Bolf, Head of Service, System and Control coordination, Ministry of Tourism (Croatia)
- The Adriatic region – Health Tourism and destination for All
Miljenko Bura, President of the local organising committee of the congress (Croatia)

- Moderator : Flavia Roberta Costa, President ISTO Americas (Brazil)

2nd part – Conclusions of the day – Workshop reports

- Rapporteurs of the workshop 1, 2 and 3

3rd part - Awards of the World Leisure Organisation

- Sonia Vaillancourt, *Conseil québécois du Loisir* (Canada)
- Matti Vandemaele, Peace Village (Belgium)

20h00

Official congress dinner

Friday 21 October

08h00 - 18h00 Opening registration desk

09h15 - 11h15 Plenary session – 1st part

- Introduction by Sonia Vaillancourt, ISTO Vice President (Canada)
- Marcio Favilla Lucca de Paula, Executive Director for Competitiveness, External Relations and Partnerships at the World Tourism Organization (UNWTO)

Plenary session – 2nd part

Panel with representatives of international organisations

Tourism for All, Sustainable and Inclusive: cooperation with the actors of the Social and Solidarity Economy

The aim of this panel is to strengthen the links between Tourism for All actors and other sectors, to see what the contribution of ISTO could be and this of other partner organisations on the Sustainable Development Goals (SDG) and identify cooperation opportunities in the framework of the International Year of Sustainable Tourism for Development declared by the United Nations in 2017.

Moderator: Sonia Vaillancourt, ISTO Vice President (Canada)

- Maurizio Davolio, President of the European Alliance of Responsible Tourism and Hospitality (EARTH)
- Bruno Roelant, General Secretary CICOPA, International Co-operative Alliance (ICA)
- Representative of the Global Social Economy Forum (GSEF)
- Emilio Ferrero, International Union of Food, Agricultural, Hotel, Restaurant, Catering, Tobacco and Allied Workers' Association (IUF)
- Jean-Philippe Poulnot, Responsible of political partnerships at the International Up Group and Vice-president of the Mont Blanc Meetings

11h15 - 11h30 Coffee break

11h30 - 13h00 Simultaneous workshops, presentation of best practices – 1st part

Workshop 1 – Social policies to promote domestic tourism: examples of good practices on regional level

- Moderator : Marianne Schapmans, Director of the Holiday Participation Center, Visit Flanders (Belgium)
- Lee McDonald, International Partnerships Manager, Visit Scotland (United Kingdom)
- Fernando Oliveira Rocha, Secretary of Tourism of the State of Guanajuato (Mexico)
- Muriel Antoniotti, Director of the *Maison commune du Tourisme Pour Tous*, Rhône-Alpes (France)

Workshop 2 – Accessible Tourism Destinations

- Moderator : Representative of the Tourism Ministry (San Marino)
- Katrien Mampaey, Chef of the product management department of Visit Flanders (Belgium)
- Isabelle Ducharme, President of the Board of Kéroul (Canada)
- Montserrat Solé Aubia, General Direction of Tourism, Catalonia (Spain)

Workshop 3 –Responsible and Solidarity Tourism

- Moderator : Jose Maria de Juan Alonso, Spanish Center of Responsible Tourism (Spain)
- Caroline Mignon, Director of the Association of Fair and Solidarity Tourism (ATES) (France)
- Gautier Amoussou, Coordinator of Benin Eco-Tourism Concern (Benin)
- Alberto d’Aurea Sobral Pereira Filho, Director of Leisure, SESC – National Department (Brazil)

13h00 - 14h00

Lunch

14h00 - 15h30

Simultaneous workshops, presentation of best practices – 2nd part

Workshop 4 – Social policies to promote domestic tourism: examples of good practices on national level

- Moderator : Charles-E. Bélanger, ISTO Director
- Damir Kresic, Associated researcher, Tourism Institute of Zagreb (Croatia)
- Representative of the Tourism Ministry (South Africa)
- Representative of *Viajemos Todos por México* program, Tourism Secretariat – SECTUR (Mexico)

Workshop 5 - Accessible and inclusive information for people with disabilities

- Moderator : Veronica Gomez, Director ISTO Americas
- Representative of the Guatemalan Institute of Tourism (Guatemala)
- Judy Bendel, Director Access-Unlimited (Israel)
- Vanda Sagovac, President of the Association World of Silence (Croatia)

Workshop 6 – Sustainable tourism and territories

- Moderator : name to be confirmed
- Representative of the *Union nationale des associations de tourisme* - UNAT (France)
- Representative European Region
- Speaker to be confirmed

15h30 - 15h45

Coffee break

15h45 - 16h30

Closing session

- Conclusions
 - Jean Marc Mignon, ISTO President
 - Croatian representative
- Invitation Congress 2018