

# ACTIVITY REPORT

2021-2022

---

International Social Tourism Organisation  
(ISTO)



**isto**

A fair and sustainable  
tourism for all

---

**JUNE 2022**

# ACTIVITY REPORT

2021-2022

---

International Social Tourism Organisation  
(ISTO)

## **WRITING AND CONTENT**

ISABEL NOVOA

YVES GODIN

CHARLES-E. BÉLANGER

VERÓNICA GÓMEZ

JACQUES RAYET

SABRINA URRUTIA

## **DESIGN**

SABRINA URRUTIA

---

**JUNE 2022**



# TABLE OF CONTENTS



<b>INTRODUCTION</b>	<b>4</b>	<b>COMMUNICATION</b>	<b>21</b>
A word from the President	4	Digital communication	21
ISTO's mission	6	International Week of Fair and Sustainable Tourism for All	23
Key figures	7		
<b>FUNCTIONING</b>	<b>8</b>	ISTO Awards	23
ISTO Secretariat	8	World Congress	24
<b>STATUTORY MEETINGS</b>	<b>10</b>	<b>TRAINING</b>	<b>25</b>
General Assembly	10	CafecISTO	25
Board of Directors	11		
Executive Committee	12	<b>REGIONAL SECTIONS</b>	<b>26</b>
<b>WORKING GROUPS</b>	<b>13</b>	ISTO Africa	26
Accessible tourism	13	ISTO Americas	28
Responsible and fair tourism	13	ISTO Europe	33
Gender equality, diversity and inclusion	14		
Conseil des Sages	15	<b>DEVELOPMENT OF THE ORGANISATION</b>	<b>38</b>
<b>REPRESENTATION &amp; INTERNATIONAL RELATIONS</b>	<b>16</b>	Members	38
		Partnership with ANCV	39
		Projects	42
<b>INFORMATION</b>	<b>18</b>	<b>LIST OF MEMBER ORGANISATIONS</b>	<b>44</b>
Observatory of Tourism for All	18		
Digital library	19		
Internal analysis of members	20		





# A WORD FROM THE PRESIDENT

Dear members and friends,

We are proud to present our activity report for 2021-2022. As you read the following pages, you will see that this report is the product of much labour and teamwork. This is why it's very important for me to highlight the support and contributions of our regional Presidents Joël Capo Chi-chi (Africa), Sergio Rodriguez (Americas) and Muriel Antoniotti (Europe); Yves Godin, our General Secretary; our Executive Committee; our Board of Directors; our Conseil des Sages; our ISTO International and ISTO Americas teams, of course; our member organisations ANCV, CGT and FLOREAL; and every person who participated in, and encouraged members to participate in, our working groups, committees and webinars. Finally, I'd like to thank our partners, who continually place their trust in us. Without you, none of this would be possible.

Through 2021 and 2022, the ongoing pandemic obliged us to continue connecting and sharing our vision primarily through digital channels.



**Isabel Novoa**

President of ISTO

Reaching over 5,500 views on our channels truly made us realise that audiovisual formats increase our reach manyfold and allow us to spread our vision and values more widely.

We have produced a good amount of original content. Thanks to invaluable contributions from our accessibility working group, led by Annette Masson, we have launched our second practical guide (available in three languages), entitled "Recommendations for Digital Accessibility in Tourism". Our Working Group on Gender Equality, Diversity and Inclusion, led by Iaia Pedemonte with the support of Anya Diekmann, produced the report "Gender Equality: What Role are Tourism Organisations Playing?".



# A WORD FROM THE PRESIDENT

Our 10 EDITO opinion pieces have covered an array of topics and reach a growing audience (more than 2,300 people currently).

All of these efforts have proved fruitful - indeed, 20 new members have joined ISTO.

We also dedicated considerable time and energy to representing ISTO's values through our participation in projects and other international events.

This period also marked the return of face-to-face ISTO events with the ISTO Europe and ISTO Americas regional forums.

Our next gathering is the International Week, from 20 to 26 of June. It will combine virtual and in-person events. Thanks to our partners at the INATEL Foundation, our next World Congress will take place from 12 to 15 October in the Azores Islands. Here, we will enjoy this beautiful archipelago, but also meet each other, learn and contribute to the event's success.

We will also celebrate the first edition of the ISTO Awards here. The Awards cover three categories - one for each type of member - with one prize awarded to a non-member organisation.

We have been very active, but there is still much to do - namely creating tools allowing us to present standardised and comparable information. This goal is closely linked to our Observatory and digital library projects. We are thrilled to meet you in the Azores, united in our shared goal to make tourism more inclusive, responsible, fair and sustainable.





# ISTO'S MISSION



ISTO, created in 1963, aims to “promote the development of tourism for all, and promote and support forms of tourism that benefit people, communities and local areas. These include responsible, solidarity, and fair and community tourism.” (ISTO statutes).

ISTO's mission draws inspiration from the values and goals shown by the social and solidarity economy, as well as those contained in the Montreal Declaration - “Towards a humanist, social vision of tourism” - adopted 25 years ago. ISTO's DNA, and the 5 main ideas which define it - quality of life, accessibility, solidarity, fair business, and the environment - are pillars supporting the organisation's actions in line with the UN's Sustainable Development Goals (SDGs).







# KEY FIGURES



**169**

MEMBER ORGANISATIONS



**30**

DIRECTORS FROM 15  
COUNTRIES



**3**

REGIONAL SECTIONS



**39**

COUNTRIES  
REPRESENTED



**25**

MEMBERS OF THE ALLIANCE  
FOR TRAINING AND RESEARCH



**100**

MILLION OVERNIGHT STAYS  
IN ACCOMMODATION  
FACILITIES OF MEMBER  
ORGANISATIONS'



# FUNCTIONING

## ISTO SECRETARIAT

ISTO's International Secretariat, based in Brussels, has a team supervised by General Secretary Yves Godin. The team works closely with Isabel Novoa, President of ISTO.

This team is made up of 3 people:

- Charles-E. Bélanger, ISTO's Director
- Jacques Rayet, Administration officer
- Sabrina Urrutia, Communication and projects officer

ISTO International also counts on the very active participation of the Director of ISTO Americas, Verónica Gómez, who participated in the implementation of several activities.



**Yves Godin**

General Secretary of ISTO

The Secretariat also received an exceptional amount of interns, who have contributed to developing many initiatives since the last General Assembly:

- José Luis Mira: 7-month internship carried out with the Eurodisney programme;
- Adriana López: 3-month internship as part of a Master's in tourism at the Université Libre de Bruxelles (ULB);
- Alexia Lacombe: 3-month internship as part of a Master's in tourism at the Université Libre de Bruxelles (ULB);
- Narjis Elk: 3-month internship as part of a Master's in translation at the Université Libre de Bruxelles (ULB);
- Jessica Pool: 7-month internship as part of a Master's within the Erasmus Mundus programme;
- Léa Bonnet: 5-month internship as part of a Master's in tourism at Université Paris 1 Sorbonne;
- Amandine Abraham: 5-month internship following a Master's in translation from the University of Geneva;
- Claude M'Peti: 2-month internship as part of a Master's in translation at Vrije Universiteit Brussel (VUB).





# FUNCTIONING

## ISTO SECRETARIAT

Regarding finances, ISTO and its Secretariat rely on the association's revenues, which are mainly made up of membership fees, partnerships (ANCV) and also European projects.

Beyond revenues, it is also important to highlight Belgian institutions' and organisations' commitment and contributions, even in these times of crisis:

- subsidies (Brussels regional employment office - ACTIRIS);
- the provision of offices and IT equipment, and providing support for various services (FGTB headquarters and FLOREAL group);
- the financing initiatives in the field of accessible tourism (Commissariat général au tourisme de la Région Wallonne)

Among other contributions which help ISTO function are those from the Conseil québécois du loisir, which hosts the Secretariat of ISTO's Americas section.

ISTO international also relies on the work carried out by its three regional sections: ISTO Africa, ISTO Americas and ISTO Europe.

Finally, it is important to mention the time volunteered by members of the Executive Committee. This includes the President and General Secretary, as well as the heads of the Working Groups and other people active within ISTO.





# STATUTORY MEETINGS

## GENERAL ASSEMBLY

Like the previous year, ISTO's General Assembly was held virtually, on 22 June 2021, with simultaneous interpreting available in three languages. Nearly 100 people participated, all belonging to ISTO's member organisations.

The Assembly adopted the activity report for 2020 - 2021, the 2020 financial report, and the 2021 budget proposal. This event was also the occasion to launch a call for applications for the World Congress 2022, as well as to award certain organisations with certificates recognising their contributions. These organisations have been a part of ISTO since 20, 25, 30, 35, or even 50 years (as is the case with the INATEL Foundation). Certain individuals, such as treasurer Eric Wolters, who has long been committed to the organisation, and Luc Gobin, who directed ISTO Europe since 2014 thanks to the support of Visit Flanders, also received certificates.



General Assembly 06.2021



# STATUTORY MEETINGS

## BOARD OF DIRECTORS

ISTO's Board of Directors, made up of 30 member organisations from 15 countries, met virtually on 22 March of 2022. On this occasion, ISTO presented a report on the implementation of the 2021 - 2022 Plan of Action, both regarding ISTO international's initiatives (working groups, observatory project, visibility, launching of the ISTO Awards, European projects, new members) and its regional sections (Africa, Americas and Europe).

This presentation was followed by a discussion about the main challenges facing the tourism sector, and the themes on which ISTO should take a stand. The Board also approved financial results for 2021, as well as the budget proposal for 2022, both presented by General Secretary Yves Godin. Other items presented include the meeting and events calendar for this year, as well as the 3rd edition of the International Week of Fair and Sustainable Tourism For All (20 - 26 June), ISTO's General Assembly (20 June) and ISTO's next World Congress, which will take place in the Azores (Portugal) from 12 to 15 October. This World Congress will be organised in partnership with, and with the support of, the regional government of the Azores, the INATEL Foundation and Turismo de Portugal.



Board of Directors 03.2022

# STATUTORY MEETINGS

## COMITÉ EXÉCUTIF

The executive committee met four times, always virtually (08/12/2021, 25-26/01/2022 and 31/05/2022). During its Annual Brainstorming Days, organised in January, the Committee discussed the 5 following themes: communications and concept evolution; the Observatory; ISTO's financial model; projects; and implementing the meetings and events calendar.

As a reminder, the Executive Committee is made up of the following people:

- ISTO's President, Isabel Novoa (Novojet - Chile),
- 3 Vice Presidents: Alain Clauwaert (Joie & Vacances - Belgium), Maurizio Davolio (AITR - Italy) and Anabela Correia (INATEL Foundation - Portugal),
- ISTO's General Secretary and treasurer, Yves Godin (Joie & Vacances - Belgium),
- the Presidents of ISTO's regional sections: 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.



Executive Committee 01.2022



# WORKING GROUPS

## ACCESSIBLE TOURISM

Led by Annette Masson (ATH - France), this working group for accessible tourism, made up of 22 organisations from 11 European countries and countries of the Americas, has met three times since ISTO's last General Assembly. The main outcome of these meetings was the publication of a new guide, available in three languages (English, French and Spanish) and entitled "Recommendations for Digital Accessibility in Tourism". The document was elaborated with support from PREDIF (Spain) for the design.

These accessibility recommendations were discussed during an international CafecISTO, held on May 4. The new project the group is working on aims to offer recommendations for accessibility in a range of touristic events.

### Recommendations for Digital Accessibility in Tourism



## RESPONSIBLE AND FAIR TOURISM

Since the implementation of the new action plan for 2021-2022, responsible and fair tourism has been adopted within various activities organised by ISTO. Nearly one-fourth of members are directly involved in responsible and fair tourism - hence the importance of having a working group to concentrate various efforts regarding this type of tourism.

The results of an ongoing questionnaire will give ISTO an idea of where its members are in their sustainability journey. The organisation will also be able to bring solutions to the table, in the form of information and services (training, conferences...). Simultaneously, each participating member will receive useful information on their organisation - thus allowing them to improve their sustainability practices.



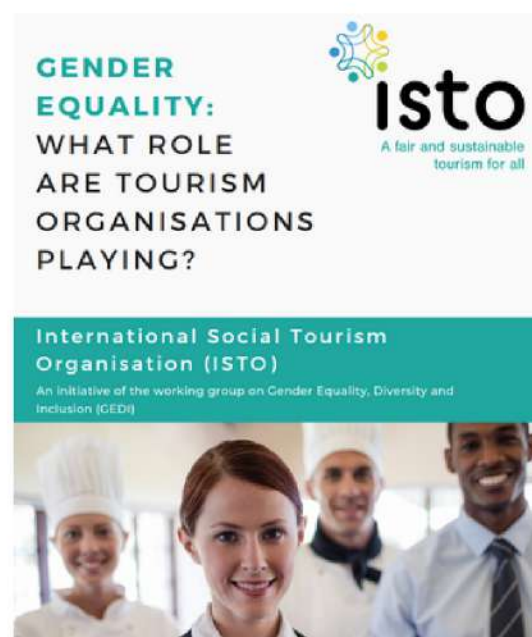
# WORKING GROUPS

## GENDER EQUALITY, DIVERSITY AND INCLUSION

In 2022, the Working Group on Gender Equality, Diversity and Inclusion coordinated several initiatives.

Semi-structured interviews were conducted with 25 members on the topic of their gender policies. A report was published on International Women's Day 2022 and is available in three languages (English, French and Spanish) on ISTO's website. A webinar was also held to present the research's outcome to the general public and encourage discussion on the topic.

The working group, led by Iaia Pedemonte (AITR - Italy) with the support of Anya Diekmann (ULB - Belgium), convened in April to welcome ISTO's new members and define priorities. One priority project is creating a charter on gender equality, diversity and inclusion, including policies aiming to eradicate all forms of discrimination and sexist prejudice. This approach is in line with ISTO's DNA, as well as the United Nations' 2030 Agenda.



This charter, subject to approval during ISTO's General Assembly, aims to formally adopt, implement and promote gender equality, diversity and inclusion among each of its member organisations and within its own administration. The charter will be revised every five years in order to add new items on gender equality, diversity and inclusion.

The group is now made up of a dozen members, who are committed to promoting gender equality within their organisations and within the sector.



# WORKING GROUPS

## CONSEIL DES SAGES

The Conseil des Sages was created last year and aims to offer an opinion on various topics, upon request from the Executive Committee. The Conseil convened in October 2021 and has given its point of view regarding the following issues:

- The evolving concepts of social and fair tourism as promoted by ISTO - How to combine environmental awareness and responsibility, while still developing social tourism?
- General proposal for the ISTO Awards following work conducted by the Secretariat

The Conseil des Sages is made up of five people: JM. Mignon (Honorary President of ISTO and Conseil Coordinator), Patrick Brault (Ex-President of UNAT and Vacances Ouvertes), Louis Jolin (Ex-President of ISTO Americas and founder of the Training and Research Alliance for Social and Fair Tourism), Bernard Fauville (Ex-Director of Les Auberges de Jeunesse) and Franco Ianniello (Ex-Head of the European Commission's Tourism Unit).



Conseil des Sages 10.2021

# REPRESENTATION & INTERNATIONAL RELATIONS

In 2021-2022, several visibility initiatives were held virtually due to the pandemic. However, some activities were held in person. Please find below a non-exhaustive list of the events in which ISTO participated:

- ISTO Europe Forum, organised with the Auvergne-Rhône-Alpes region from 4-6.10.2021 in Lyon: participation and networking events with ISTO's President, General Secretary and Director.
- 25th Inter-American Congress of Ministers and High-Level Authorities of Tourism, organised by the Organisation of American States (OAS) on 6.10.2021: ISTO Americas' President participated online as ISTO's representative.
- Future of Tourism World Summit - workshop titled "Are we doing enough to make tourism accessible for everyone?", organised from 26-27.10.2021 in Barcelona: ISTO's President participated online.
- Webinar on innovation in the field of sustainable tourism, organised by the WestMed Blue Economy Initiative on 03.11.2021: ISTO's President participated online.
- Workshop "Catalysing a Decade of Climate Action in Global Travel and Tourism", organised on 04.11.2021 as part of the COP26 Conference in Glasgow: ISTO's President participated online.
- Midterm Conference of the European Trade Union Confederation (ETUC) organised in partnership with the INATEL Foundation from 8-10.11.2021 in Lisbon: various ISTO members participated and met with Portuguese authorities.
- National Congress for the Federazione Italiana Tempo Libero (FITEL), held from 29-30.11.2021 in Rome: ISTO's President participated online.



Midterm Conference of ETUC 11.2021





# REPRESENTATION & INTERNATIONAL RELATIONS

- General Assembly of the World Tourism Organization (UNWTO), held from 30.11.2021 to 03.12.2021 in Madrid: ISTO's President participated in person, as well as Jean-Marc Mignon, Honorary President of ISTO, as representative of the World Committee on Tourism Ethics (WCTE).
- Webinar presenting the indicators of social tourism in Wallonia, organised by the Commissariat Général au Tourisme (CGT) on 07.12.21: ISTO's General Secretary and Secretariat participated online.
- Encuentro de las Américas de Turismo Social, held from 25-30.04.2022 in Bogota and Medellin: ISTO's President spoke at events and met with participants.
- Visit Flanders Day - Let's Talk About the Future of Tourism, organised in Leuven on 01.06.2022: ISTO's Secretariat participated.



Viroinval, Wallonia, Belgium.



# INFORMATION

## OBSERVATORY OF TOURISM FOR ALL

The Observatory's objectives are well-known. They have been mentioned many times during events over the past few months - whether with ISTO members, such as during the ISTO Europe Forum in Lyon, during the Encuentro de las Américas in Bogota and Medellin, or while meeting with external partners.



In order to work towards making this Observatory a concrete reality, three types of actions were implemented:

- Creating a document presenting the Observatory's components and identifying various scenarios related to its mode of operation. The Observatory's components revolve around the following five axes:
  - Data, statistics, indicators.
  - Digital library.
  - Cooperation, namely between national and regional tourism administrations.
  - Creating training modules with Alliance member expertise.
  - Producing analyses, reports and recommendations.
- Building a digital library (see description below).
- Contacting the European Parliament. These contacts were established at the Parliament's highest level and allowed for a first meeting in order to present both the Observatory project as a whole, and to give concrete information about ISTO's past initiatives, thus proving that the project rests upon a solid foundation of knowledge and experiences. This concerns both qualitative information and statistics on the following:
  - Social policies and tourism programmes.
  - Legislation aiming to provide tourism for all.
  - Statistics received in various countries, mainly focusing on employment in the tourism sector, seasonality, the role played by domestic tourism and holiday departure rates.
  - Materials that may be used to create training modules.



# INFORMATION



## DIGITAL LIBRARY

The digital library of Tourism for All will be an important part of the future Observatory. Much work has been done over the past months, both to find a substantial amount of studies, reports, articles, theses and reports listing best practices published by ISTO and its members in the past years, and to identify fields of research (theme/topic, document type, author(s), region, language, date of publication...). ISTO has also begun analysing, choosing and developing a platform serving as a place to gather these numerous references. The platform will be easy to access for ISTO members and partners.

All the while continuing to develop the Observatory, ISTO will be able to launch this digital library, containing a significant number of references, by its World Congress in October 2022. This library will be a unique tool, gathering numerous bibliographic references in the field of tourism in a single place. These references are sometimes hard to access otherwise. The aim is to make this library a real resource centre, with documents and audiovisual content added regularly. The catalogue will be regularly updated with new publications.



# INFORMATION



## INTERNAL ANALYSIS OF MEMBERS

The analysis of the members is ongoing and provides input for decisions to be taken within ISTO. Collected data can serve as an argument outside of ISTO - in order to raise awareness among partners - but also as decision-making tools within ISTO, as the organisation makes strategic decisions.

Analysing members' profiles and actions, as well as those of potential members, brought the Secretariat to adjust its modes of communication (newsletter recipients' and social media users' profiles and behaviours) and adapt its services to each member, since each member evolves in a unique environment.

The first results of a survey allow ISTO to note that 90% of members are most interested in fair, responsible and sustainable tourism; nearly 75% of members are preoccupied with social policies for tourism and accessible tourism.

Regarding priorities, 72% of surveyed members indicate that it is necessary to participate in working groups in order to make progress in attaining a sustainable, responsible and fair tourism.

In this spirit, ISTO's staff are available to examine any topic brought forward by members, as well as implementing actions accordingly.





# COMMUNICATION

## DIGITAL COMMUNICATION

ISTO's communications allow the organisation to contact members and the general public effectively, with content tailored to their interests as much as possible. Over the past years, digital communications have been reinforced; the trend has continued through 2021-2022.

In line with the communications strategy defined in 2019, ISTO's website shares information on recent news and events in the field of fair and sustainable tourism for all. More recently, the website has adapted to the needs expressed by members, working groups and regional sections, namely with pages dedicated to each region (Africa, Americas and Europe), working group and committees, such as the Working Group on Accessible Tourism, the Alliance for Training and Research and the Working Group on Gender Equality, Diversity and Inclusion.

ISTO has also created pages on its website for the three editions of the International Week of Fair and Sustainable Tourism for All. It's important to note that the website's content is available in Spanish, French and English.

There are other initiatives helping ISTO's members to stay informed. These include a newsletter, which covers ISTO- and social tourism-related news; diverse events and calls for proposals; recommended readings; an editorial; and a video interview with a member organisation. To this day, ISTO's newsletter reaches 2,300 subscribers, who receive it in Spanish, French or English, depending on their preferences.

Between 2021 and 2022, ISTO published a total of 10 EDITOs (monthly editorial). During this period, the EDITO served as a space for reflection and expression for ISTO's President and General Secretary, the Presidents of ISTO Africa and Europe, the Director of ISTO Americas, and the members who support ISTO and its initiatives.

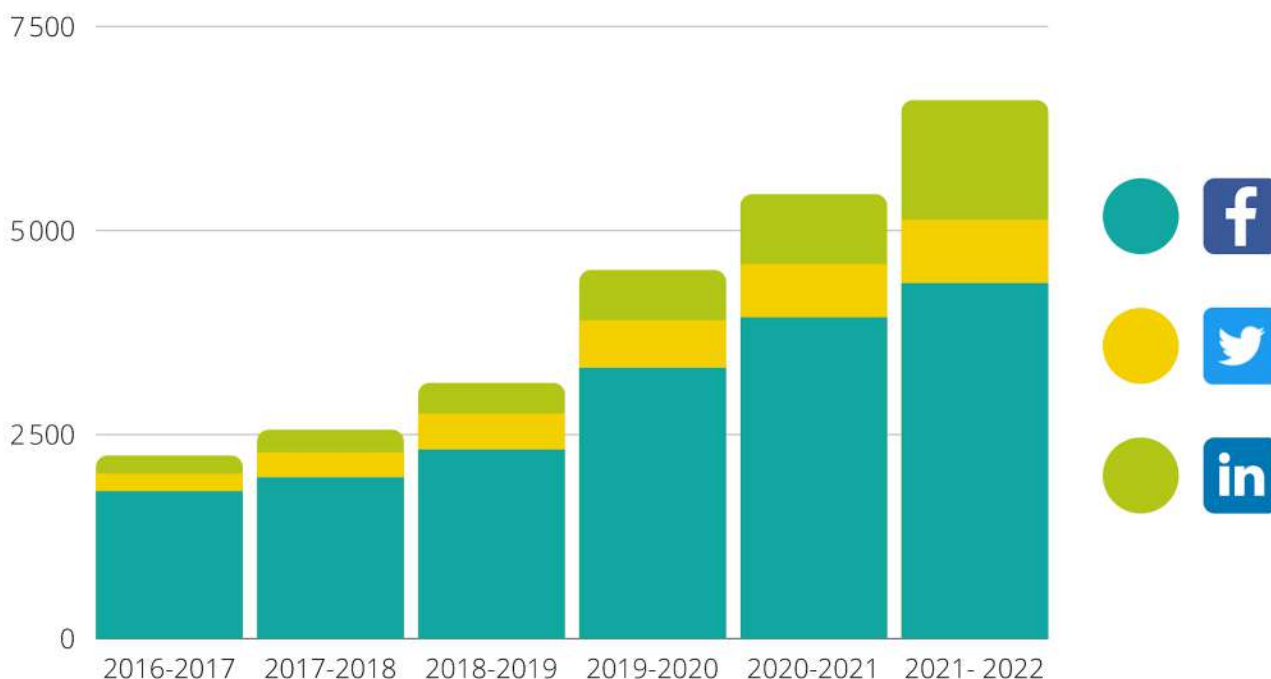
# COMMUNICATION

## DIGITAL COMMUNICATION

The video interviews ISTO has conducted with member organisations (In the Spotlight) have also continued. Over the last year, ISTO produced seven of these interviews with member organisations from the Americas and Europe. Since the goal is to widen members from different regions to access the content, each video is subtitled in Spanish, English and French.

ISTO has also continued creating content on three social media platforms: Facebook, Twitter and LinkedIn. Each of these platforms is a key tool for the organisation's visibility, as well as that of its members. Continuing past years' trend, all of ISTO's social media accounts have gained subscribers. However, it's important to note that over the past months, LinkedIn has seen the most growth.

ISTO's communications and content are all produced in three languages. This allows the organisation to communicate with more members.







# COMMUNICATION

## INTERNATIONAL WEEK OF FAIR AND SUSTAINABLE TOURISM FOR ALL

The third edition of the International Week of Fair and Sustainable Tourism for All will take place between 20 and 26 of June, 2022. The week will be filled with activities organised and coordinated by ISTO's members, as well as ISTO itself.

ISTO has invited its members to organise events, conferences, product or publication launches, trips, workshops, roundtable discussions, meetings, videos and more - either virtually or in person. All of these initiatives aim to inspire and show just how tourism for all can be palpably implemented. ISTO will organise its General Assembly, online workshops, the content of which will help prepare the October 2022 World Congress.

ISTO's International Week will also serve as a launching event for the first ISTO Connect meetings. This event will take place on a regular basis; its main goal will be to facilitate networking between ISTO's members and partners.

## ISTO AWARDS

On 23 May, ISTO launched the first edition of the ISTO Awards, under the slogan Inspiring the future of fair and sustainable tourism for all. These awards were created to recognise excellence in a range of programmes, projects, activities, initiatives and research projects carried out by ISTO's members.

This is why the organisation has created three categories and five awards for its members: The categories are: Public Authority Initiatives, Social, Fair and Responsible Initiatives, and Academy and Research.







# COMMUNICATION

## ISTO AWARDS

In addition, as ISTO wishes to discover and promote inspiring initiatives in the field of fair and sustainable tourism for all outside its network, an award will also be given to a non-ISTO member organisation.

The application process is open until 18 July. The winners will receive the awards at the ISTO World Congress 2022.

## WORLD CONGRESS 2022

Following the invitation and the steps taken by the INATEL Foundation (Portugal) to obtain the support of the Regional Government of the Azores Islands and the support of Turismo de Portugal, the next ISTO World Congress will be held from 12 to 15 October 2022 in Ponta Delgada, the capital of the Azores located on the Island of São Miguel. A technical mission was carried out jointly by ISTO and the INATEL Foundation at the beginning of March to meet with regional authorities and various service providers.



The Azores authorities, who have invested a great deal in the past years to make the Azores the first archipelago certified as a sustainable destination, showed much interest in ISTO and its members' expertise regarding the social side of sustainability. Thus, it was only natural that the Congress' programme revolved around the theme "Social sustainability - A key driver for the future of tourism".





# TRAINING

## CAFECISTO

Over the past 12 months, ISTO has also continued to offer its members and partners - as well as various representatives for the tourism sector who have expressed interest - monthly meetings, in the form of webinars. These meetings, known as CafecISTO, generally take place on the third Wednesday of each month.

Regarding the themes discussed during international CafecISTO meetings, the first meeting revolved around innovative cooperation tools used between traditional enterprises and creative and cultural industries in rural zones. The discussion highlighted the opportunities this could represent for local and sustainable tourism. The most recent CafecISTO, held this May, served as a launching event for the last publication by ISTO's Working Group on Accessible Tourism. The publication presents the Recommendations for Digital Accessibility in Tourism.

ISTO also organises regular CafecISTO events for its regional sections. Two were organised by the Africa section; four were organised by the Americas section; and three were organised by the Europe section. These events centre a range of topics relevant to sections' and members' needs, while strengthening their sense of belonging. They also showcase members' expertise and give them an essential space to discuss these topics with other members.

It's important to note that these webinars are available on ISTO's YouTube page; you can also read more about them in ISTO's monthly newsletter.

Between June 2021 and May 2022, between the CafecISTOs International events and the Regional CafecISTO for Africa, the Americas and Europe, 11 webinars took place, with nearly 350 people participating.



# REGIONAL SECTIONS

## ISTO AFRICA

ISTO's Africa section, led by Joël Capo-Chichi (Vision Solidaire - Burkina Faso), though limited in terms of the number of members within the section, has implemented broader means of communication regarding its current and upcoming events. This encourages non-member organisations to participate in events such as webinars and CafecISTO. This method has been beneficial regarding the integration of several new organisations and institutions.

On this topic, it's worth mentioning that for the first time in several years, a national tourism administration based on the African continent - the National Tourism Office of Mauritania - has joined ISTO.

Regarding activities, two CafecISTO Africa have taken place over the past months.

The first one was held on 17.11.2021 on the theme "Gender and Tourism in Africa: How to Promote Women's Empowerment in the Sector?", with the following speakers:

- Jacqueline Ondo, AFRECAM Association (Alliance des Femmes de la Réserve de Campo-Ma'an - Cameroon).
- Ewoenam Afua Afenyo-Agbe, University of Cape Town (South Africa).

The second was held on 25.05.2022, on Africa Day. The theme was "Social tourism uniting Africa", with the following speakers:

- Beulah Mosupye, Hauweng (South Africa).
- Livine Demanou Nguepi, Batoufam Tourisme et Loisirs (Cameroon).





# REGIONAL SECTIONS



## ISTO AFRICA

ISTO Africa, through the voice of its president, has always maintained active participation in the meetings and structures of ISTO International, whether it is during the meetings of the Executive Committee, the Board of Directors or the numerous exchanges with the ISTO Secretariat.

Finally, it's important to highlight the importance of the discussions taking place in ISTO Africa's WhatsApp group. This group allows the section to measure the large number of activities that African members take part in, whether on a national or continental scale.

Further than growing membership on the African continent, two priorities were identified by ISTO Africa for the coming months:

- Organising training sessions on boosting capacity in one country from West Africa (country proposed: Burkina Faso).
- Organising an African conference on social tourism (location proposed: South Africa).

# REGIONAL SECTIONS

## ISTO AMERICAS

On 25 April, ISTO's Americas section, presided by Sergio Rodríguez Abitia, representing CCC Consultores (Mexico), elected the members of its Board of Directors during its last General Assembly. The Board is made up of the following people:

- Francisca Retamal, representative of the Undersecretariat for Tourism and the National Tourism Service - SERNATUR (Chile).
- Vincent Bérubé, Treasurer, representative of Auberges de Jeunesse du St-Laurent (Canada).
- Leyla Solano Pacheco, representative of the Instituto Costarricense de Turismo (Costa Rica).
- Oscar León Trujillo, representative of the Guerrero State Secretaría de Turismo (Mexico).
- Stephanie Sheehy, representative of the Red Costarricense de Turismo Accesible (Costa Rica).
- Julian Calle Ospina, representative of Comfenalco Antioquia (Colombia).

The representatives of these member organisations in the Americas convene to coordinate the initiatives developed by Director Verónica Gómez. Since January 2022, ISTO Americas also counts on Pierre Thirion's participation. Based in Mexico, Pierre helps coordinate various activities with members from the Americas. ISTO also receives valuable help from Morgane Durand-Cheval, an intern from the University of Angers. Based in Colombia until July 2022, to support the coordination of the Encuentro de las Américas de Turismo Social, as well as following up with the Secretariat for Central American Tourism Integration (SITCA).



**saintlo**



RED COSTARRICENSE DE  
TURISMO ACCESIBLE

**Comfenalco**  
Antioquia







# REGIONAL SECTIONS

## ISTO AMERICAS

During this period, ISTO's Americas Secretariat has followed up on initiatives that are integral to its action plan, while supporting the implementation of ISTO's 2021-2022 Action Plan on an international scale. In addition to virtual events, in which both ISTO America's President and Director participated as speakers, in-person events have also made a strong comeback. All member and partner demands were addressed, resulting in over 40 representation events and 35 conferences. Virtual events took place in over 15 countries throughout the Americas, while in-person events were organised in 4 countries. Over 4,700 people attended events in which ISTO participated.

ISTO Americas has interacted with 93% of its members. The regional section also publishes and distributes a monthly article to the general public, discussing social, fair and sustainable tourism in the Americas. The article appears in the prestigious Spanish magazine "Revista Aire Libre".



Regarding training, in September 2021, ISTO Americas completed a 6-month training course, the "Diploma in Sustainable and Social Tourism". There were 50 participants, both as public authority representatives from 8 countries forming the SICA region (Central America and the Dominican Republic) and members from the Mesoamerican Reef region. This virtual training course concluded with participants attending the 5th edition of the Sustainable and Social Tourism Summit, which was organised with the support of ISTO Americas. Participants also visited Cancun, in Mexico.



# REGIONAL SECTIONS

## ISTO AMERICAS

Regarding international projects, in December 2021, the first Euro-Mediterranean - Americas Forum, "Cultural Itineraries - Social Tourism" was held in Pontevedra, Spain. This event was organised after a collaboration agreement was signed between ISTO Americas and the Route of the Phoenicians - the European Council's Cultural Itinerary, which aims to highlight cultural and social tourism both in Europe and the Americas.

During this period, ISTO's collaboration with SITCA continued. A Manual of Best Practices in Social, Fair and Sustainable Tourism was published, presenting eight experiences from Central American countries and the Dominican Republic. The document was officially launched in April 2022, on the occasion of the Encuentro de las Américas de Turismo Social, held in Colombia.



Members were able to enjoy four CafecISTO Americas, held in September and November 2021 and March and May 2022. These events allowed ISTO Americas to present current and upcoming events, and gave 11 new members the opportunity to speak and interact.

In order to implement ISTO's action plan on an international scale, ISTO Americas coordinated and set up monthly webinars - CafecISTO International and CafecISTO Africa, Europe and Americas - offering rich and diverse events to all ISTO members, as detailed in previous pages of this document. ISTO Americas also participated in statutory meetings and/or ISTO's working group meetings - for instance, those of the Executive Committee and a relevant collaboration to the Working Group on Accessible Tourism.



# REGIONAL SECTIONS

## ISTO AMERICAS



Several activities and actions were carried out during this period, and a special mention must be given to its most important action: the realisation of the Encuentro de las Américas de Turismo Social - Colombia 2022, organised from Montreal with the collaboration of the Colombian hosts, members of ISTO: the Instituto Distrital de Turismo de Bogotá, the Municipality of Medellín and its Greater Medellín Convention & Visitors Bureau, and the Compensation Fund Comfenalco Antioquia.

The Encuentro de las Américas de Turismo Social - Colombia 2022, which was held from 25 to 30 April, was held in Bogotá and Medellín. Over 400 people signed up to the event, with more than 50 international participants joining.



Throughout the week, ISTO members and partners had the opportunity to meet and exchange with each other, but also with Colombian organisations and enterprises that participated both in the academic sessions in both cities and with those that presented their products and services during the Social Tourism Fair - FET Social in Medellín.

The first part of the Encuentro was an opportunity to attend - both virtually and in-person - ISTO Americas' General Assembly. More than 50 representatives from 11 member countries participated. This meeting was followed by the Forum for Social, Responsible and Sustainable Tourism. The forum centred its discussions and presentations on the theme of ethics' role in sustainable tourism and accessible tourism networks as a driver of tourism for all.





# REGIONAL SECTIONS

## ISTO AMERICAS

The city of Medellin also hosted two days of events, during which various panels and conferences were organised on the theme “Tourism as a Pillar of Social Change”. Through presentations by more than 35 experts, national and international participants were able to discuss various experiences in Colombia and in the American continent as a whole.



Themes included public tourism policies in Colombia, Argentina, Chile and Mexico; the Colombian model of social tourism; women’s leadership; social tourism stemming from diversity and inclusion; tourism and new ideas of rurality; and wellbeing through tourism.

These interesting discussion were closed with an official announcement regarding the next Encuentro de las Américas de Turismo Social, which will take place in Mexico in 2023. The event will be co-organised by Morelos Tourism Secretariat and the holiday centre IMSS Oaxtepec. The Encuentro de las Américas de Turismo Social - Colombia 2022 generated over 140 news reports and publications, both by Colombian and Latinamerican news outlets and by ISTO’s members and partners.





# REGIONAL SECTIONS

## ISTO EUROPE

ISTO's regional Europe section is made up of 92 member organisations; its representatives have 14 different nationalities.

The 2021-2022 assessment of ISTO's Europe section, written thanks to joint efforts, reflects the Europe section's dynamism. Thanks to the Coordination Council's involvement, and that of the Secretariat and members, ISTO Europe was able to implement the proposed action plan despite the difficult context. We can genuinely be proud of the advances we've made, the results that have been reached and the work that has been accomplished together, while working in service of tourism for all.

However, it must be said that each organisation, including ISTO, has been severely affected by the major crises currently unfolding: a pandemic, an economic crisis, a political crisis in many states since last February, the horrors of war and its abuses. We must all question not our involvement - our values have never been more just - but our priorities, actions and development. ISTO's Europe section will rely on each of its members to help write its story for the year to come. It is more important than ever to continue supporting ISTO's vision of tourism for all.

ISTO Europe's Coordination Council has met twice since ISTO's last General Assembly - once on 04.10.2021, at the Lyon Forum; and a second time on 08.04.2022, virtually.



Coordination Council ISTO Europe 04.2022

The Council is made up of 16 members, who have entrusted a smaller Bureau - 4 members in total - with major decisions about ISTO Europe. The 16 Council members hail from 6 countries: Belgium, France, Spain, Hungary, Italy and Portugal.



# REGIONAL SECTIONS

## ISTO EUROPE

The Bureau is presided by Muriel Antoniotti (Auvergne-Rhône-Alpes Tourisme). The two Vice-Presidents are Benoit César (KALEO) and Luca Pastorelli (DIESIS); the Secretary is Anabella Correia (INATEL Foundation).

As a reminder, ISTO Europe's main goals are the following:

- Strengthening the relations between ISTO Europe and each of its members; strengthening its network of members; defining which services are needed and bringing concrete responses to needs.
- Strengthening member participation and commitment.
- Recruiting new members.
- Partnering with European institutions and their various representatives (technical and political).

Nearly 50 members participate in one of the three following working groups.

### COMMITTEE ON SOCIAL POLICIES OF TOURISM, LED BY ANABELA CORREIA

Strengthening and growing ISTO's European network around social tourism policies and modes of action, including domestic tourism. The Committee met officially on 9 July and 5 October 2021.

Main achievements:

- proposal and writing of a document presenting ISTO and the regional section ISTO Europe;
- writing (in progress) of an advocacy document on domestic tourism for European institutions and public authorities;
- preparation and support for the Azores' application to host the ISTO World Congress.







# REGIONAL SECTIONS

## ISTO EUROPE

### YOUTH TOURISM GROUP: LED BY BENOIT CÉSAR

To build advocacy in the field of Youth Tourism linked to the issues of mobility, leisure and training, to be brought to the attention of European authorities. To propose joint projects between members, and a source of potential funding. After several meetings and exchanges in the first half of 2021, the Group met face to face on 5 October 2022 in Lyon.

Main achievements:

- Publication of the advocacy document "Tourism and youth mobility: a European challenge". Distributed to all members, promoted on social networks, and communicated to European authorities;
- Drafting of a Discover Europe document with the aim of extending the existing system.

### ADVOCACY AND NETWORK DEVELOPMENT GROUP: LED BY GIANLUCA PASTORELLI

Strengthen the visibility and role of ISTO towards Europe: Institutions and other partners. Several contacts have been established with the European authorities in view of the Lyon Forum:

- Marie-Hélène Pradines, Head of the Tourism Unit (DG Grow) at the European Commission.
- Karima Delli, President of the Transport and Tourism Committee at the European Parliament.

The group also contributed to the preparation of the qualified directory of members which is currently being finalised.

And finally, thanks to the team at the headquarters and the follow-up of the Director of ISTO, ISTO Europe participated in all stages of the consultation launched by the European Commission (statement of proposals, participation in workshops) which led to the publication of the report Transition Pathway for Tourism.



# REGIONAL SECTIONS

## ISTO EUROPE

7 new organisations from France (2), Macedonia (1), Malta (1) and Portugal (3) also joined ISTO.

Special thanks to :

- The ANCV and its Director General, Alain Schmitt, with whom ISTO has renewed its partnership agreement in 2021.
- The INATEL Foundation, its President, Francisco Madelino, and its Director of Tourism, Anabela Correia, for their commitment which allows ISTO to organise its World Congress in the Azores in October 2022.



Regular one-hour webinars organised around a theme or one or more speakers. Three CafeciSTO Europe were held on the following themes

- November 2021 - Senior tourism: a top priority to be supported?
- January 2022 - Sustainable tourism & intangible cultural heritage: risks and benefits?
- May 2022 - 2030: Which practices of fair and sustainable tourism?

**Objectives of working on sustainable tourism**

- to act for the well-being of the planet and the people
- to ensure good conditions for future generations
- to make discover places while preserving them
- to favor local actors and places
- make tourists aware of their impact on the environment

CafeciSTO Europe 05.2022





# REGIONAL SECTIONS

## ISTO EUROPE

Despite a particularly severe health context, the ISTO Europe Forum was able to be organised face-to-face in Lyon and brought together nearly one hundred participants. 32 speakers took turns leading 4 working sessions.

Highlights:

- Opening Europe: message from Karima Delli of the European Parliament, speeches by István Ujhelyi, Vice-President of the European Parliament's Transport and Tourism Committee and Marie-Hélène Pradines of the European Commission.
- Tourism for All and Employment meeting with the participation of EFFAT and ETUC.
- Plenary session "A sustainable and responsible tourist destination: what does this mean in practice?".
- Intervention by Anya Diekmann, Coordinator of the ISTO Alliance on the theme of "Tourism and Health".
- Plenary session "Post-crisis: what future for stakeholders and accommodations in Tourism for All?".

This Forum also allowed Isabel Novoa, President of ISTO International, to meet several members and partners.



# DEVELOPMENT OF THE ORGANISATION

## MEMBERS

Today, ISTO has 169 member organisations in 39 countries as follows:

- Europe: 92 – 14 countries
- Americas: 58 – 15 countries
- Africa: 14 – 8 countries
- Asia: 1 – 1 country
- Oceania: 1 – 1 country
- International: 3



Since the last General Assembly, ISTO has had 10 withdrawals and 20 new memberships:

## NEW MEMBERSHIPS

- Tourisme Durable Québec - Canada
- Real Travel - Chile
- Servicios turísticos Calafates del Llaima - Chile
- Alcaldía de Medellín - Colombie
- Temps Jeunes - France
- CISL Lyon - France
- Poraka Nova - Macédoine
- OSA Digital Tavel Services LTD - Malta
- Ministère du Tourisme de Mauritanie – Mauritania
- Secretaría de Turismo del Estado de Guanajuato - Mexico
- Secretaría de Turismo de Guerrero - Mexico
- Secretaría de Turismo de Baja California - Mexico
- Secretaría de Turismo de Tlaxcala - Mexico
- Secretaría de Turismo de Nayarit - Mexico
- Municipio de Irapuato - Mexico
- Municipio de San Luis Potosí - Mexico
- Governo dos Açores - Secretaria Regional dos Transportes, Turismo e Energia - Portugal
- Movijovem - Portugal
- Turismo de Portugal - Portugal
- Hauweng Tourism for All Society - South Africa





# DEVELOPMENT OF THE ORGANISATION

## WITHDRAWALS

- Altervoyages - Belgium
- Centre Vincent Van Gogh - Belgium
- La Rose des Sables - Belgium
- FBO-TRS - Benin
- SESC Minas Gerais - Brazil
- CEGO - Ghana
- Uyacha Mountains Nest - Kirghizistan
- Municipio de Xalapa - Mexico
- Family Holiday Association - UK
- Alliance Coopérative Internationale ACI - International

## PARTNERSHIP WITH ANCV

Following the framework agreement concluded between the ANCV and ISTO in 2021, various actions have been carried out by ISTO around the three axes of work that were foreseen. Namely the development of the Observatory project, a research on the subject of the benefits resulting from going on holiday, and the participation and visibility of the ANCV during ISTO activities and events.



# DEVELOPMENT OF THE ORGANISATION

## PARTNERSHIP WITH ANCV

### SUPPORT FOR THE DEVELOPMENT OF THE OBSERVATORY

A document presenting the Tourism for All Observatory project has been produced (see previous section) with a view to approaching potential partners (national or regional public bodies), European or international institutions, private companies, which might be interested in supporting the implementation of this project.

The document is presented in three parts: a reminder of what ISTO is, the reason for this project and finally the third part which describes the profile of this observatory: the objectives, the main components, the possible options in terms of functioning as well as the aspects related to operations, financing and planning.

### RESEARCH ON TRENDS AND BEST PRACTICES ON THE BENEFITS OF GOING ON HOLIDAY

Within the framework of this research, which required the consultation of several scientific documents, a selection of almost 30 references was made and presented in a document. Each reference includes the following elements: year, authors, title, type of publication, link, target groups, country, methodology (participants, research tools, type of research, date of data collection, sample size), summary and main conclusions.





# DEVELOPMENT OF THE ORGANISATION

## PARTNERSHIP WITH ANCV

### ANCV'S VISIBILITY

Several ISTO initiatives have highlighted the mission and actions of the ANCV. Here are some examples:

- ANCV editorial published in the monthly ISTO newsletter of August 2021;
- Intervention of the ANCV Director General during the ISTO Europe Forum organised in partnership with the Auvergne-Rhône-Alpes Region from 4 to 6 October 2021 in Lyon;
- Organisation of a webinar (CafeciSTO Europe) on the theme of senior tourism on 17 November 2021 with the ANCV's Director of Social Policies as speaker;
- Video interview on 10 January 2022 with the Director General of the ANCV as part of the "In the Spotlight" section.
- Promotion of the holiday voucher and the experience of the ANCV to representatives of the Scottish Government (Visit Scotland) which has integrated a type of holiday voucher into its new tourism policy under the name ScottSpirit Holiday Voucher Scheme.
- Broadcasting on social networks of several news about the ANCV.



A new agreement for the year 2022 is being finalised and provides for actions around the following axes: creation of a digital library of social and fair tourism; launch of the ISTO Awards; publication of a note on European news and calls for projects; visibility for the 40th anniversary of the ANCV.

# DEVELOPMENT OF THE ORGANISATION

## PROJECTS

### LAUNCH OF THE ERASMUS+ PROJECT ONAT4ALL

ISTO, the Italian Chamber of Commerce for France in Marseille - CCIFM (France), PREDIF (Spain), Controvento (Italy), Trekkif (Italy), and I&F Education and Development (Ireland), form the consortium in charge of developing the "Outdoor Activities and Nature and Adventure Tourism for All" (ONAT4All) project which officially started in February 2022.

This project, funded by the European Commission through its Erasmus+ programme and which will run until mid-February 2024, has the following objectives:

- To strengthen the acquisition and development of useful and appropriate knowledge, skills and competences within the tourism value chain; to ensure the accessibility of adventure and nature tourism and outdoor activities.
- To promote the personal autonomy of people with disabilities, enabling them to fully enjoy adventure and nature tourism and outdoor activities.
- To raise awareness of the importance of accessibility in digital tourism marketing.



Kick-off meeting 03.2022

In the coming months, ISTO will share information about the development of this project and interested members will be invited to play an active role.



# DEVELOPMENT OF THE ORGANISATION

## PROJECTS

### PARTNER OF THE EU WEMED-NATOUR PROJECT

This project, which has already been positively evaluated (pre-approved) by the European authorities, aims to focus on natural marine sites and coastal destinations in the Western Mediterranean in order to develop a transnational eco-smart tourism programme combining cultural, sustainable and responsible tourism.

The overall objective is to create a transnational tourism product for the school trips market, aimed at primary and secondary schools, by increasing the competitiveness of tourism SMEs in the Western Mediterranean, capitalising on the common wealth of natural sites and coastal destinations in the Western Mediterranean and complementing national, regional and local policies.

The specific objectives of the project are to

- to support the revival of remote destinations (such as islands) after COVID19
- to support local SMEs in the tourism sector and involve them in the creation and delivery of tourism packages;
- raise awareness among younger generations of the importance of sustainability in tourism and the preservation of flora and fauna, as well as of the value of natural marine sites and coastal destinations in the Western Mediterranean as a means of cultural identity;
- to educate them about a responsible approach when visiting protected areas and natural landscapes, offering a new tourism product that can combine culture, nature and education.

This project (subject to final approval) will last 28 months and is due to start in October 2022 is presented by a Consortium formed by: Italian Tourism Office - ENIT (Italy) which will act as leader, Turismo de Portugal (Portugal), the National Tourism Office of Mauritania (Mauritania), Xoolab/Svilupo (Italy), Travel Without Plastic (Spain), Asociación Cluster Náutico de las Islas Baleares - BMC (Spain) and ISTO.





# LIST OF MEMBER ORGANISATIONS

## ALGERIA

- ATLED

## 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
- JEKA
- Joie et Vacances (Floréal Group)
- Kaleo
- NZ Vakanties
- Office national de vacances annuelles ONVA
- Pasar
- Regierung der Deutschsprachigen Gemeinschaft - Communauté Germanophone de Belgique
- Toerisme Vlaanderen
- Vaca vzw
- ViaVia Tourism Academy
- VisitBrussels
- Vlaamse Jeugdherbergcentrale vzw VJH
- Volkstoerisme vzw

## BOLIVIA

- Red Boliviana de Turismo Solidario Comunitario

## BRAZIL

- Araribá
- Flanar Turismo Pedagógico Técnico e Cultural
- SESC Departamento Nacional
- SESC São Paulo

## BURKINA FASO

- Vision Solidaire International

## CAMEROON

- Batoufam Tourisme et Loisirs

## CANADA

- Auberges de jeunesse du St-Laurent Inc. - Saintlo
- Conseil québécois du loisir CQL
- Global Tourisme
- Hostelling international Canada
- Kéroul
- Tourisme Durable Québec

## CHILE

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





# LIST OF MEMBER ORGANISATIONS

## COLOMBIA

- Alcaldía de Medellín
- Caja de Compensacion Familiar Comfenalco Antioquia
- Instituto Distrital de Turismo de Bogotá

## COSTA RICA

- BoaPaz
- Fundación Calidad de vida para las Personas con cáncer
- Instituto Costarricense de Turismo ICT
- País de Paz
- Red Costarricense de Turismo Accesible

## DOMINICAN REPUBLIC

- Confederacion Autonoma Sindical Clasista CASC

## FRANCE

- Acteurs du Tourisme Durable ATD
- Agence Nationale pour les Chèques-Vacances ANCV
- ANCAV-SC
- 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 Général des Pyrénées-Atlantiques
- Conseil Régional de Bretagne
- Conseil Régional de Nouvelle Aquitaine
- CPCV Île de France - Centre de formations et de rencontres internationales
- ESCAET
- Ethic Etapes
- FIAP Jean Monnet
- Fondation Villages Clubs du Soleil
- Institut de Recherches et d'Etudes Supérieures du Tourisme IREST
- Jeunesse au Plein Air
- La Rochelle Tourism and Hospitality School - Excelia Group
- Les Oiseaux de Passage
- Ligue de l'Enseignement
- Ministère de l'Economie et des Finances - DGE-Sous-direction du Tourisme
- Parcours
- Secours Catholique - Caritas France
- Secours Populaire
- Temps Jeunes
- Union Loisirs Vacances Familiales ULVF
- Union Nationale des Associations de Tourisme et de plein air - UNAT
- Université d'Angers
- Vacances et Familles
- Vacances Léo Lagrange





# LIST OF MEMBER ORGANISATIONS

## FRANCE (cont.)

- Vacances Ouvertes
- VVF Villages

## GERMANY

- BundesForum Kinder und Jugendreisen e.V. BUFO
- TourCert

## GUATEMALA

- Instituto Guatemalteco de Turismo
- The Labyrinth

## GUINEA-BISSAU

- Adunatours
- Kassumay Tours

## HAITI

- Queensland University

## HONDURAS

- Instituto Hondureño de Turismo

## HUNGARY

- Hungarian Tourism Agency HTA

## ITALY

- Associazione Italiana Cultura e Sport AICS
- Borghi Autentici d'Italia
- Borghi più Belli 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
- Istituto Cooperazione Economica Internazionale ICEI
- Italian Association for Responsible Tourism AITR
- La Rosa dei 4 Venti
- Legacoop Turismo
- Legambiente
- Ministero dei Beni e delle Attività Culturali e del Turismo Direzione Generale Turismo
- Regione Emilia Romagna - Assessorato Turismo e Commercio
- Regione Friuli Venezia - Agenzia Turismo FVG
- Sardegna en Liberté
- Unione nazionale Pro Loco d'Italia UNPLI

## MACEDONIA

- Poraka Nova

## MADAGASCAR

- ANTSO RE
- MahayExpédition







# LIST OF MEMBER ORGANISATIONS

## 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.

## MAURITANIA

- Association El Velah
- Ministère du Tourisme de Mauritanie

## MEXICO

- Altamex
- Ayuntamiento de Puebla
- CCC CONSULTORES
- Centro de Investigación para el Desarrollo Sustentable CIDES
- Centro Metropolitano de Convenciones Tijuana-Playas de Rosarito-Tecate
- Centro Vacacional IMSS Oaxtepec, "Lic. Adolfo López Mateos"
- Consejo Intermunicipal Pro Turismo Morelos
- Escuela Superior de Turismo

- Instituto Iberoamericano de Turismo Inclusivo
- Municipio de Irapuato
- Municipio de León
- Municipio de San Luis Potosí
- Secretaría de Turismo de Baja California
- Secretaría de Turismo de Guerrero
- Secretaría de Turismo de México SECTUR
- Secretaría de Turismo de Nayarit
- Secretaría de Turismo de Tlaxcala
- Secretaría de Turismo del Estado de Guanajuato
- Secretaría de Turismo del Gobierno del Estado de Tamaulipas
- Sustainable & Social Tourism Summit A.C.

## NEPAL

- Garima Voyage Travels and Tours

## NICARAGUA

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

## PANAMA

- Soluciones Turísticas Sostenibles STS CR SA



# LIST OF MEMBER ORGANISATIONS

## PERU

- Alfa Viajes y Servicios Generales EIRL
- Criterio Consultores
- Fundación Peruana de Turismo Social
- Ministerio de Comercio Exterior y Turismo MINCETUR
- Promotora de Integración y de Turismo Educativo Juvenil

## PORTUGAL

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

## PUERTO RICO

- Puerto Rico de Aventura Educa

## ROMANIA

- Romanian Mountain Guides Association AGMR

## RUSSIA

- Russian International Academy for Tourism RIAT

## SLOVENIA

- NEC Cerknica

## SOUTH AFRICA

- Book Tourism
- Hauweng Tourism for All Society

## SPAIN

- Escola Universitària d'Hosteleria i Turisme CETT
- Generalitat de Catalunya - Catalan Tourist Board
- KOAN Consulting, S.L. - Consultores Turísticos
- Ministerio de Sanidad, Consumo y Bienestar Social
- PREDIF
- Viajes Fidterra SLU

## SWITZERLAND

- Mountains for All

## UNITED KINGDOM

- Visit Scotland

## INTERNATIONAL

- Diesis Coop.
- Fédération Internationale de Camping et de Caravanning FICC
- World Youth Student & Educational Travel Confederation







# Many thanks to our partners!



# Isto

A fair and sustainable  
tourism for all





# ACTIVITY REPORT

2021-2022

---

International Social Tourism Organisation  
(ISTO)

*Rue Watteuu 2-6  
1000 Brussels  
Belgium*



## isto

A fair and sustainable  
tourism for all

---

**JUNE 2022**