TRANSITION PATHWAY FOR TOURISM: Overview of Pledges & Commitments

> Marlène BARTES Policy Officer - Tourism & Textiles European Commission (DG GROW)

TOGETHER FOR EU TOURISM

STAKEHOLDER MEETING 11 September 2023



Why submit pledges & commitments?



-@

Serve as best practice example



- Demonstrate leadership
- Show your commitment to the Transition Pathway
- Get visibility
 - Benefit from synergies between stakeholders and initiatives
- Contribute to the Commission's yearly assessment of progress
- Help identify key areas for EU support
 - Help address policy gaps
- Be part of the Together for EU Tourism (T4T) community



Who can submit pledges?



- Academic and research institutions
- Business associations



- Microenterprises, SMEs, large companies
- Consumer / tourist organisation



Destination management/marketing organisations



- International organisations
- Networks of organisations

🖁 NGOs



- Local, regional and national administrations
- Trade unions, etc.



70 actions grouped under key topic areas

Greentransition

Circular tourism services

Sustainable mobility



Collaborative and smart destination governance

Comprehensive tourism strategies

Expanding tourism indicators

Multimodal travelling

Short-term rentals

Networking, Best practice sharing

Awareness raising (skills needs, transition benefits)

One-stop-shop to resources (skills, funding)

Facilitating travelling (crossborder, coordinated rules sharing)

Skills and education development

Fair and good quality jobs

Companies reducing environmental impacts

R&I projects and pilots on sustainable tourism

Experimenting environmental footprint

Accessible tourism services Diversification of tourism services, including resident perspective

Policy & governance

Stakeholder support

Skills & resilience

Where do we stand?



3 rounds of publication

October 2022

CONTENTS EXECUTIVE SUMMARY

INTRODUCTION

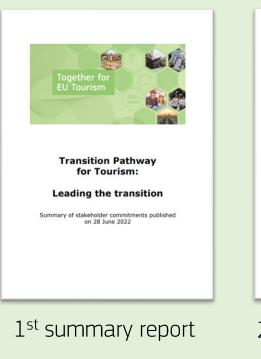
Overview of pledges Policy and governance...

CONCLUSIONS

ANNEX: ACTION TOPICS OF TRANSITION PATHWAY FOR TOURISM

OVERVIEW OF ORGANISATIONS WITH SUBMISSIONS . SUMMARY OF PLEDGES

June 2022





2nd summary report



March 2023

SUMMARY OF PLEDGES

As described in the introduction, the published piedges do not recreter all the submission records, as many piedge proposal as eall in the process of being further elaborated and clarified by the submitting organisations. The number of all activities taking piece among the tourism actors. However, they provide interesting insights and excellent examples of leadership with concrete actions that different types of stakeholders can undertake to support the ambitions and identified action topics of the Transition Pathway for Tourism.

Overview of pledges

In March 2023, there are **382 published piedges, addressing now all Transition Pathway topics.** In contrast to previous rounds, in this third bath, development of sectoral category rules for the tourism coxystem) and 24 (Parimess and equality in tourism johs) have published piedges. Topic **13** process exploring product environmental dotprint methods for tourism and Topic 24 addresses attractiveness and farmess of tourism jobs. Thedes, stakeholders how they pion address the issue of start frames at their level. This scapures particular relevance in the year of the present publication (2023), which has been declared the <u>European Year of Selfs</u>.



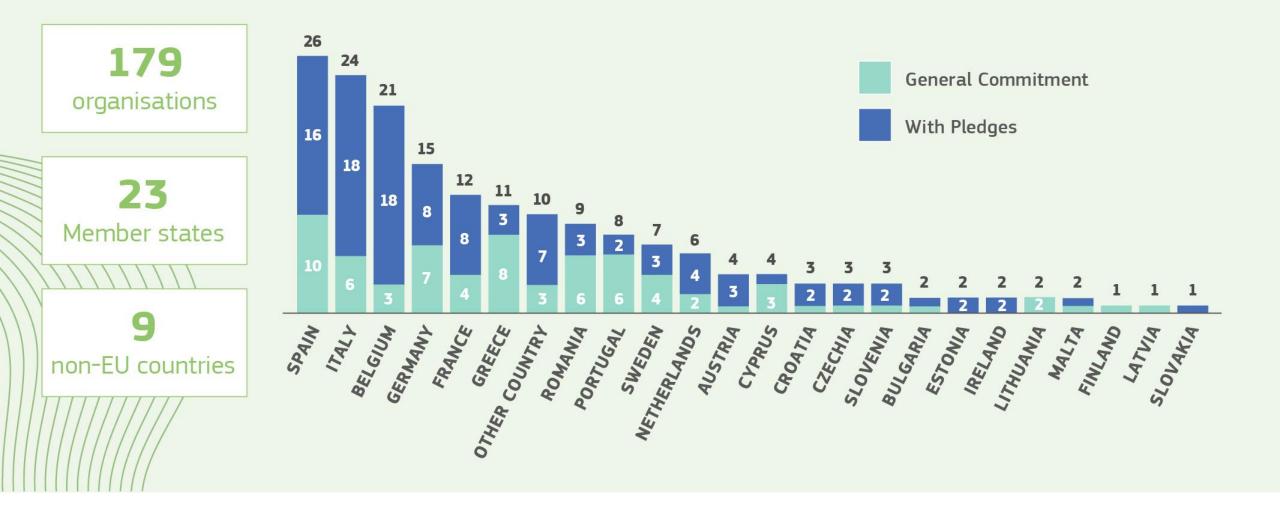
Figure 5 demonstrates that, unlike the previous rounds of publication, the most commonly published pledges are presented under Topic 8 on "Green transition of tourism companies and SMEs". Thom the new pledge submissions, a significant services). These three topics, alongisde the pledges submitted for Topics 12 (Research and innovation projects and plotts on circular and dimate friendly tourism) and 13 (aforementioned) are focusing on the green transition. This shows that stakeholders are trying to offer more sustainable solutions to European

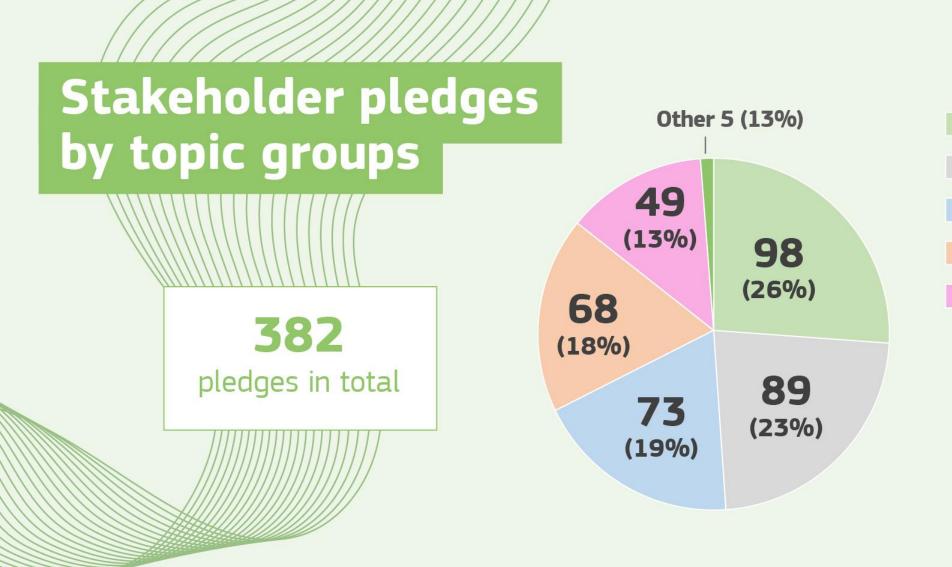
3rd summary report



Organisations with commitments



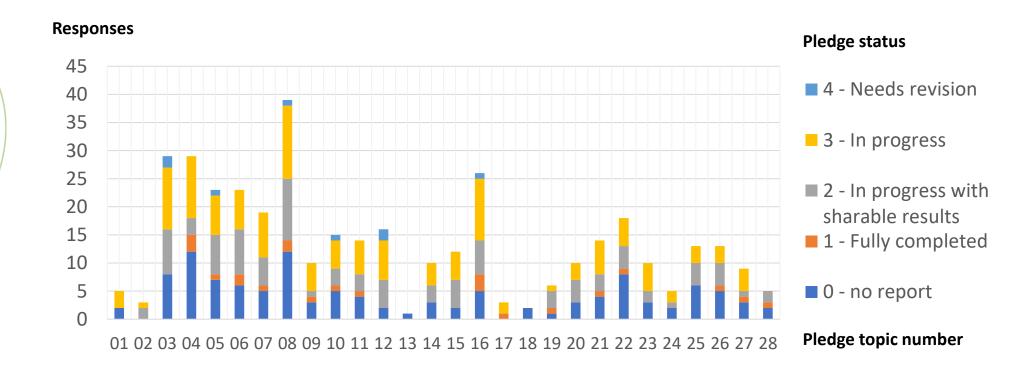








PROGRESS ON STAKEHOLDER PLEDGES



Please remember to respond to the reporting request on your pledges' progress!



TRANSITION PATHWAY FOR TOURISM: In the Spotlight

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IN THE SPOTLIGHT

Stakeholder pledges & commitments



Sven WILTINK Global Senior Director Sustainability Radisson Hotel Group



Nick HALL Founder & CEO Digital Tourism Think Tank



Oriol PAMIES Founder Queer Destinations



Edgar WEGGELAAR CEO Queer Destinations



Anouk VAN EEKELEN Director Destination Development Netherlands Board of Tourism & Conventions



Silvia DE GERONIMO Officer and Project Coordinator Emilia-Romagna Region - Italy



Accelerating sustainability

To net positive Hospitality

Sven WILTINK, Radisson Hotel Group, Belgium

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Our Global Brand Footprint Expanding around the world

Expertise across all key segments and business models, with ten vibrant brands ranging from economy to luxury lifestyle.



*Hotel and room count: Global Data Book August 2022 *Hotels located in the United States, Canada, Latin America and the Caribbean are owned and managed by Choice Hotels. Radisson Hotel Group operates the business in EMEA and APAC since September 2022.

Transition pathway for Tourism Pledges and commitments of Radisson Hotel Group

As pioneer in the hospitality industry pushing towards the green transition





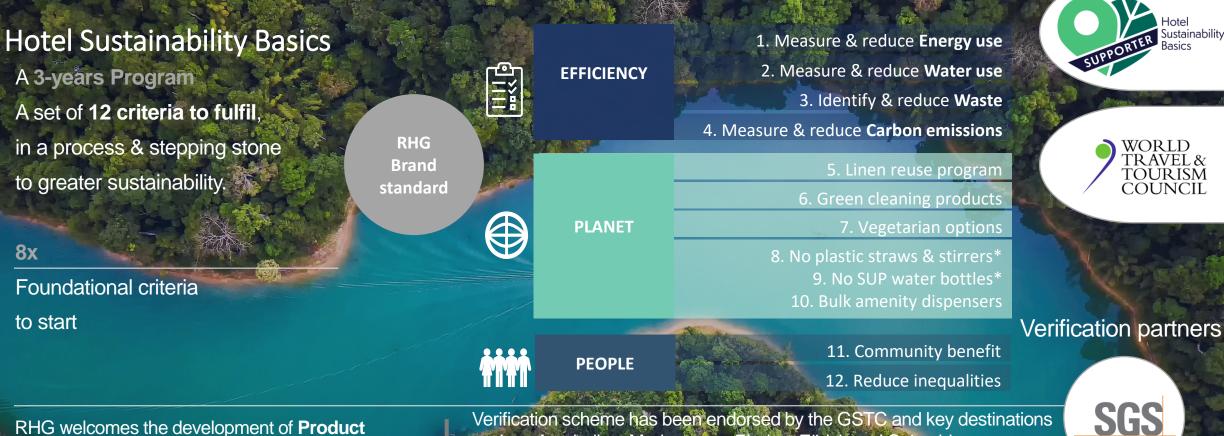
Topic 8: Green transition of tourism companies and SMEs

RadissonTacklingGreenOperations Appfood wastemobility

Topic 16: Support for digitalisation of tourism SMEs and destinations

Topic 7: Circularity of tourism services Topic 6: Sustainable mobility





RHG welcomes the development of **Product** Environmental Footprint Category Rules (PEFCR) for hotel accommodations and has participated to the tender and is willing to constructively partner with the EU Commission to achieve the new EU goals on sustainability standards for the sector.

* Already banned in EU hotels since 2019 - SUPD Directive

8x

Verification scheme has been endorsed by the GSTC and key destinations such as Azerbaijan, Madagascar, Phuket, Zürich and Colombia.

Verification is a requirement for hotels to obtain the Hotel Sustainability Basics logo and recognition and holds hotels accountable as a binding commitment and required actions.







Lean Ops Focus: Radisson Operations App by hotelkit

Knowledge and key daily tasks can be planned, and best practices shared across hotels

Knowledge Base	Checklist and Task sharing	House Keeping	Maintenance	
 Single place for all Corporate documents Digitalizing compliance and control of company policies A community composed sharing Best Practice across multi priorities Easy Search functionality Avoid unnecessary calls and mails Secure that valley times are fill out with clear activities Split tasks more effectively, leading to more efficient model 		 ✓ Workload and room allocation in record time ✓ Housekeepers with clear tasks and able to report incidents ✓ Measuring timing and linking cleanness to efficiency 	 Reactive maintenance clearly identified Preventive maintenance plans standardized, and control improved Align best practices and sharing technical knowledge 	
17:30 * Il 4G · • Safari · = Handbook Madisson Hotel Group Q. 000 Overview · • 1. Operations • 2. Administration & General • 3. Repair & Maintenance • 4. Revenue Generation	Inspections to ensure quality and brand standards	List of cleanings of a housekeeper	Repairs document systematically & process efficiently	
 5. Security and Crisis Management 6. Radisson Rewards 7. Responsible Business 8. Meetings & Events 	Handovers efficient & transparent communication	#106 Cleaning in progress #108 Cleaning in progress #108 Cleaning in progress © Checkout © Arrival Waiting for checkout Section 1 #109 Cleaning in progress © Checkout © Arrival Waiting for checkout #101 © *1 #109 Cleaning in progress © Checkout © Arrival Waiting for checkout #101 © *1 @ Tool © @ #101 © *1 #102 © * @ Tool © @ #101 © *1 #102 © * @ Tool © @ #101 © *1 #105 © * @ Tool © @ #100 © @ © * #100 © # 000 © @ © *	Created and done repairs by hour of the day	
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Lean Ops Focus: Radisson Operations App by hotelkit

Case study: Radisson Blu Hotel, Handong An

8,000

Sheets of paper saved per hotel per year

Safety &

Security

all fire and security walks can be immediately communicated with security partners, authorities and Area/Central Office

Engineering House-

Adding connected meter measurements devices for Energy consumption and preventive maintenance

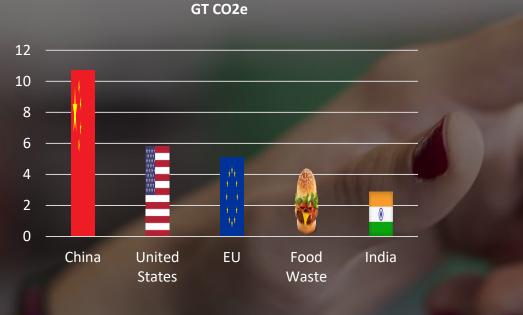
keeping

Consistent delivery of housekeeping services



Tackling food waste

Global issue, local impact



59M tons of food waste



€132B in food value wasted

- Committed to reducing its residual food waste disposed of in landfills or by incineration as a result of over-ordering, over-preparation, and over-trimming in restaurants and has implemented several measures to help prevent needless food wastage, including portion control and correct food storage.
- Too Good To Go app allows businesses, including European RHG hotels, to sell excess meals left over at the end of the shift or day to combat food waste. The app enables the Group's European hotels to sell surplus food for a set, reduced price, helping to reduce waste and protect the planet. RHG saves food and help preserve the environment by reducing food, energy, and water wastage, as well

as CO2e emissions.



20 countries

37 tons CO2e reduction

Frutal - Chamber

100



14,800 meals saved



Tackling food waste

Case study: Radisson Collection Hotel Strand, Stockholm

423 meals saved

1,058 kg CO2e reduction

1 disponible(s)

14 flights Brussels -

Tutas y Verduras Agudo - Chamberi

2,49 EUK

2,99 EUR

Frutal - Chamberi Stockholm

Honesto - Champeri



A Responsible Business, committed to Net Zero by 2050

1. Pioneers in green mobility

Radisson Hotel Group is pushing forward the transition to green mobility and expanding its green travel options and infrastructure and decarbonizing the business to achieve net zero by 2050.

2. Offering guests green travel options

 Radisson Hotel Group works with green mobility car companies and transport providers to offer guests green options and the Group has set up several EV-mobility partnerships with the aim of bringing EV charging solutions to all European Radisson Hotel Group properties by 2025.



GOAL

Each European RHG property can offer EV charging to its guests on site by 2025

EV STATUS

700+ car chargers installed already (93 hotels)

TAXI STATUS

25% of hotels can offer hybrid or full electric taxi solutions

Thank you.

Questions?





Leading Tourism's Digital Transition

Nicholas Hall, Digital Tourism Think Tank, Belgium

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1. Sustainable, digital transition **methodology & blueprint** for driving transformation

Topic 4: Comprehensive tourism strategies development or update

2. Corporate **book of pledges** highlighting actions to **accelerate transformation** in tourism

Topic 10: Improving the availability of online information on tourism offer

3. **'Open Access' Growth Membership** to SMEs, opening knowledge, inspiration and leadership programmes to all

Topic 11: Easily accessible best practice, peer learning and networking for SMEs

4. Horizon Technologies in Tourism Lab to build a knowledge-hub of pioneering research

Topic 15: R&I for digital tools and services in tourism

5. Leading Tourism's Transition Podcasts to establish deep insights together with those leading the change

Topic 20: Awareness raising on changes in tourism demand and the opportunities of twin transition for tourism



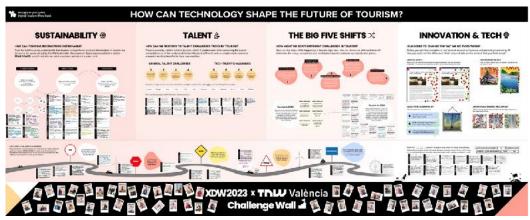


1. Sustainable, digital transition methodology & blueprint for driving transformation



Topic 4: Comprehensive tourism strategies development or update

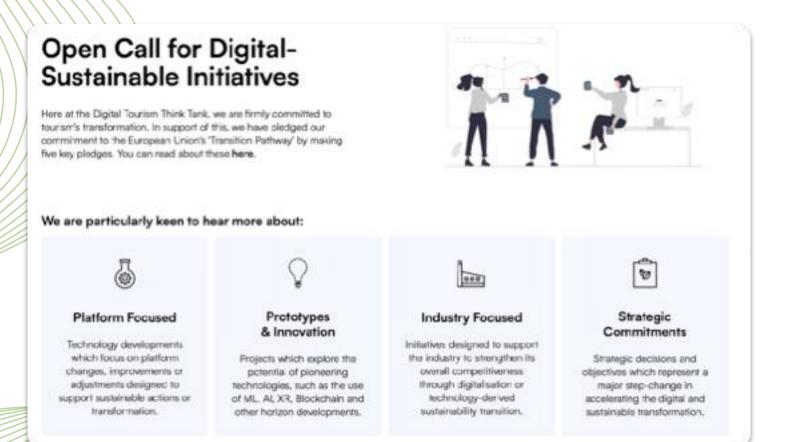
- An open source design-based blueprint offering a model supporting the EU Transition Pathway
- Informed by experience, co-design, and collective aligned with European policy
- Concept based on success of the Business Model Canvas





2. Corporate book of pledges highlighting actions to accelerate transformation in tourism

Topic 10: Improving the availability of online information on tourism offer



- Inviting the wider landscape of online and digital players to engage with the transition pathway
- Championing digital initiatives which further the transition of European tourism
- Building a catalogue of solutions, actions and initiatives with granular tagging by technology and segment



3. 'Open Access' Growth Membership to SMEs, opening knowledge, inspiration and leadership programmes to all

Topic 11: Easily accessible best practice, peer learning and networking for SMEs

2024 Launch of a new membership for 'Innovation Clusters'

Sustainability Leadership

Al Strategy and Leadership

Human Centred Design

- Shared knowledge-pool on digitalisation and design methods

B & A & B

- 'Open-access' membership for European SMEs and Start-ups with **Innovation Partners**

Digital-Sustainable Transformation

- Tourism industry digitalisation
- Experiential travel
- Horizon technologies
- Digitally driven sustainable transformation
- Open data strategy, policy & management

Digital Trends & Marketing

- Long-form media Short-form media enerative Al mmers ve content Brand mashups Data driven marketing Mega trends



4. Horizon Technologies in Tourism Lab to build a

knowledge-hub of pioneering research

Topic 15: R&I for digital tools and services in tourism

Horizon Technologies Lab

Building bridges between Academia and Industry by pooling insights from applied research programmes

Call for Applied Research Initiatives



We are particularly keen to learn about studies in the following fields:



Building a Specialists Ecosystem for Europe Call for specialised experts, partners and technology suppliers

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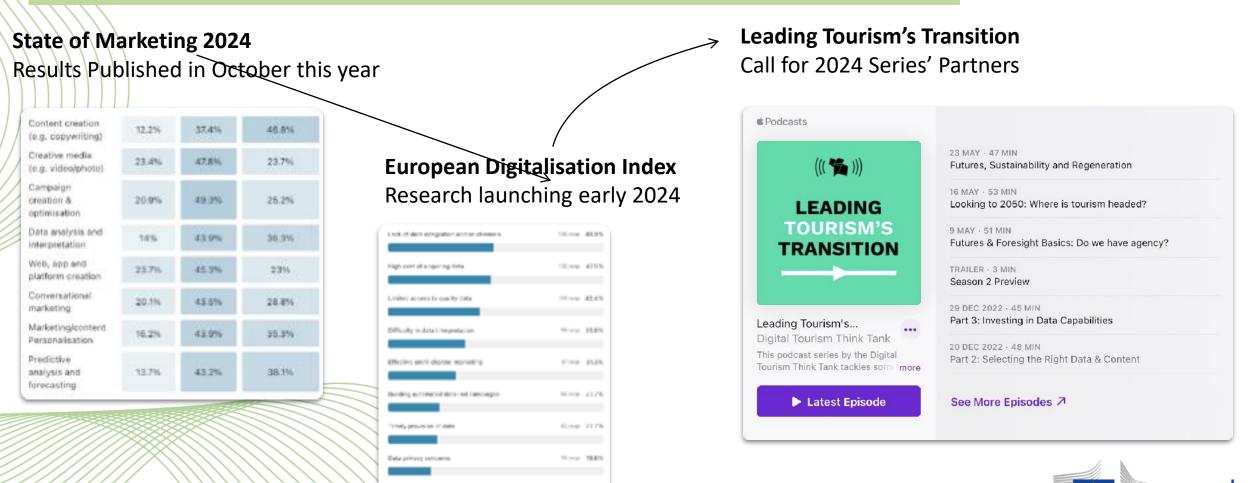
European

Commission

• 5. Leading Tourism's Transition Podcasts to establish deep insights together with those leading the change

Topic 20: Awareness raising on changes in tourism demand and the opportunities of twin transition for tourism

Cille



1 mar. 3.25





Co-Designing Together Sustainable-Digital Transition - Methodology & Blueprint

Place Purpose Playfulness

10 - 12 APRIL 2024 LATHENS

A two-day gathering, exploring the major shifts in lourism, immerse yourself in a transformative design experience, or the key themes defining future visitor experiences and tackling the challenges faced by the industry.

Spend three days with destination pros, innovators, designers and entrepreneurs.

It's time to re-design tourism.

Athens, Greece - 10 - 12 April 2024



Platform for Industry Collaboration Celebrating Digital Innovation in Tourism



Tallinn, Estonia - 27-28 November 2024



• Reach out and say hi! Nicholas Hall

Founder & CEO

Digital Tourism Think Tank

nick.hall@thinkdigital.travel +32 495 32 20 40

thinkdigital.travel





Queer Destinations

Oriol Pàmies, Edgar Weggelaar

Queer Destinations, España/México

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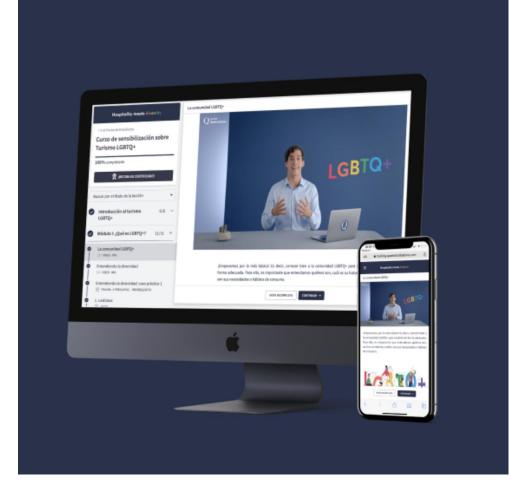
- An international standard of safety and excellence
- Queer Destinations was born to create safer and more inclusive travel experiences for the LGBTQ+ community.
- Through educational awareness-raising programmes and consulting services specialising in the traveler experience, we are the bridge that connects governments, destinations and companies with the queer community.





• Educational Program: Hospitality meets diversity

 Awareness-raising is the most important requirement to obtain the distinction. It consists of an educational program through our e-learning platform that includes up-to-date statistical data, interviews and case studies to create a safe environment for discussion and training about the LGBTQ+ community, their consumption habits and how to welcome them appropriately.





• Credentials Queer Destinations



Present in 12
 countries worldwide



 4 Languages available: English, Spanish, Portuguese & French



 +200 Companies Queer Destinations Committed

30 Average Days to

sensitise 100% of staff

٠



 3 Hospitality Sectors: Hotels, Restaurants & Transport



 4.9 Average Rating Course satisfaction rate



 +50K Tourism Professionals trained with our Program



 +180 Media Mentions becoming leaders in the sector



Queer Destinations Global Community

- Americas: United States, Mexico, Costa Rica, Panama, Colombia, and Dominican Republic
- **Europe:** Spain, United Kingdom, Belgium, The Netherlands, Germany, and Italy.





- Next Steps
- Towards Diversity and Inclusion

• 2023	2023 - 2024	2024
• Belgium	Italy	Sweden
France	Germany	Czech Republic
• Greece	Finland	Denmark
The Netherlands	Portugal	Poland





Questions?

edgar@queerdestinations.com

oriol@queerdestinations.com





Destination management

Implementing our Perspective 2030 goals

Anouk van Eekelen, Netherlands Board of Tourism & Conventions, The Netherlands

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Who we are

Netherlands Board of Tourism & Conventions

Inspire

Connect

Collaborate



Topic 5: collaborative destination governance

The Dutch model

Triple helix

Joint approach

Sustainable destination

Balance



The 7 steps of effective destination management

Everyone wishes for the positive impact of the hospitality domain to be as great as possible. That not only the economy would flourish, but also local communities and the local environment. We can achieve this through destination management.

Destination management refers to all efforts, which in conjunction with each other, are aimed at maximising the positive impact of the hospitality domain for a city or region. The positive impact value. Destination management contributes to quality of life for residents, optimisation of visitor experiences and a future-proof sector for entrepreneurs and employees.

Towards a conscious destination

This summary of Destination management: ambitions and guidance outlines the seven steps through which we can effectively work towards a so-called conscious destination; with each other and for the sector. The steps can be applied at any scale; from a local to a national level.

Tailored locally

In this context, the guideline is not a blueprint, but a helping hand that works towards integral customisation, perfectly tailored to local dynamics.



The full document Destination management: ambitions and guidance is available at www.NLbestemmingsmanagement.nl.



Where does it come from?

Growth of tourism (international and national)

New strategy

Tourism as a mean instead of goal

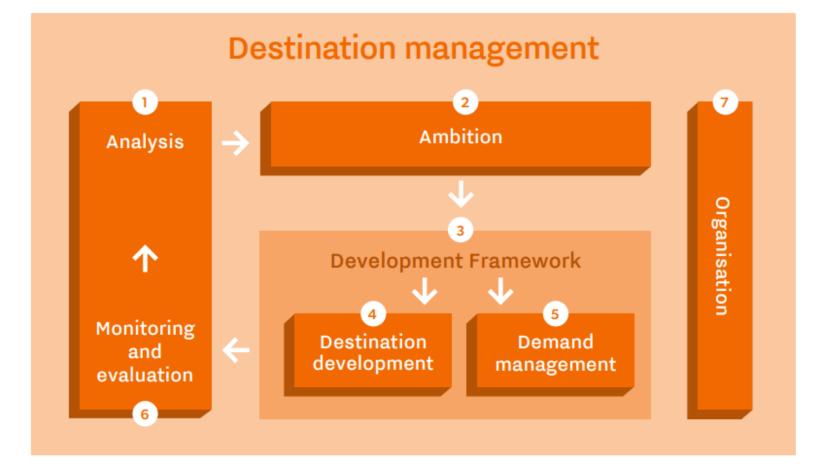
Focus on shared interest

Visitors contribute to societal challenges

From destination promotion to destination management



Joint approach





Challenges & learnings



Netherlands

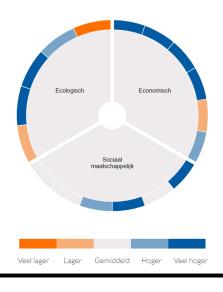


The 7 steps of effective destination management





indicatoren, ten opzichte van voorgaande periode. Een uitgebreide uitleg over het dashboard en de profieltaart zijn <u>hier</u> te vinden.



mogelijk zijn de cijfers ook naar provincie niveau uitgeplitst.

Ontwikkeling		2020/2021	2021/2022	Eenheid
Economisch				
<u>Fte</u> ⊡"	19,9%	403	377	Aantal x1000
<u>Toeristische werkgelegenheid</u> 🗷	15,8%	6,1	5,7	% van aantal banen
<u>Toerisme: bestedingen NL</u> <u>economie totaal</u> ☞	61,6%	53.300	59.300	Euro in miljoenen
<u>Toegevoegde waarde toerisme</u> 🗷	48,0%	2,3	2,5	Percentage van BBP
Bedrijven in sector toerisme 🗷	-2,3%	34,0	33,2	%
Omzet ontwikkeling toeristische bedrijven 🛛	3,0%	82	93	Index
Sociaal maatschappelijk				
Intensiteit overnachtingen 🗗	26,6%	1,34	1,58	Overnachtingen per dag per 100 inw.
Aantal voorzieningen binnen 5km	0,5%	229	230	Aantal
Overnachtingen in accommodatie van particuliere verhuurder	26,6%	5.901.000	6.526.000	Aantal
<u>Werkgelegenheid voor migranten</u> ☑	1,2%	31	32	Aandeel werkenden
World Happiness Index	-0,2%	7,449	7,464	score

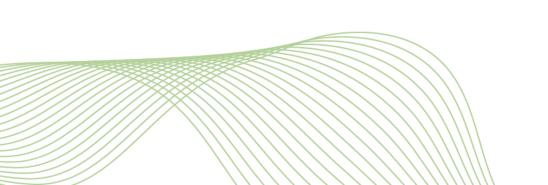
Other pledges

- 3. Improving statistics & indicators: dashboard
- 4. Comprehensive strategy: Perspective 2030
- 6. Sustainable mobility: cycling and train
- 7. & 8: Roadmap sustainable tourism
- 9. Data driven: Date & development Lab

10. Online information: holland.com

11. Best practices: toolkits & online platform





Questions?





'Welcome everybody'

Topic 25: Enhancing accessible tourism services Emilia-Romagna Region - Italy

Silvia De Geronimo - Project Coordinator

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In Emilia-Romagna there is a holiday for me

- Presented in response to a public notice issued by the Italian Government.
- ✓ Aims at promoting accessible tourism in the regional seaside district.
- ✓ Large and strategic partnership.
- ✓ Broad meaning of "person with a disability" (e.g. the elderly).
- ✤ All actions involve all tourism operators.
- Merging the social aspect with the entrepreneurial one.











^{Comune di} Bellaria Igea Marina

COMUNE

D1 CERVIA











Comune di Ravenna





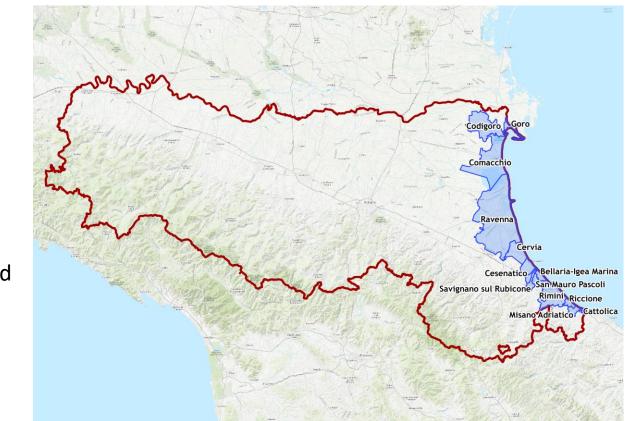
Involved area and project actions

- Multi-faceted
- Scalable and aimed at policy integration

Project actions:

RegioneEmilia-Romagna

- 1. Collection and diffusion of information
- 2. Face-to-face and online training courses
- 3. Creation of new aids, tools, equipment and services
- 4. Activation of internships for young people with disabilities (not a pledge)





1. Collection and diffusion of information

WelcomeEverybody EmiliaRomagna /elcome Everybody è lo slogan del progetto "In Emilia-Romagna c'è una vacanza per me", approvato e cofinanziato dall'Ufficio per le Politiche in Favore delle Persone o Disabilità della Presidenza del Consiglio dei Ministri, che intende promuovere il turismo accessibile, favorendo la canacità delle località coinvolte di accogliere le esigenz di tutti i turist n questionario online Formazione diretta agli imprenditori del turismo e in particolare al personale deputato alla ricezione, per sensibilizzare e preparare all'accoglienza Interventi specifici in alcuni Comuni (installazione/realizzazione di nuovi ausili, strumenti, attrezzature, servizi per l'accessibiliti Attivazione di tirocini per giovani con disabilità presso imprese o enti local Leggi tutto Scegli il tipo di struttura 💡 Struttura ricettiv 6 睂 Ψſ м

PLEDGE \rightarrow 100% of the data collected are published on a dedicated section of regional websites and available to local info points by 2025

tioneEmilia-Romagna

- Integration with regional data collection system (for HAS)
- Published and promoted on a specific section of <u>www.emiliaromagnaturismo.it</u> and available to local info points.
- ✤ Helpdesk service & consultation by technical partner CERPA
- Aimed at making the tourism operator autonomous





2. Face-to-face and online training courses

Structured by type of disability/impairment and category of tourism operators

Also in a «pill» format

Aimed at a cultural change

PLEDGE → implementation of at least 10 training modules to deliver to regional tourist services operators by 2025





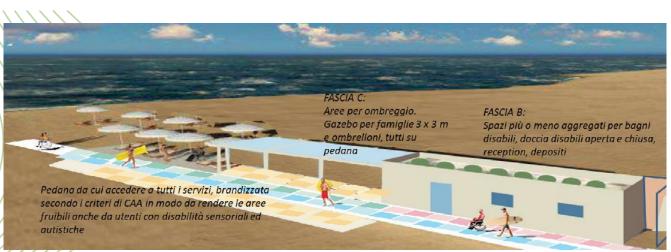
Raising awareness, motivating and preparing for the reception of tourists with special needs







3. Creation of new aids, tools, equipment and services



RAVENNA



RIMINI

PLEDGE \rightarrow installation/implementation of new aids, tools, equipment, services in 9 coastal municipalities by 2025













For more information:

Silvia De Geronimo silvia.degeronimo@regione.emilia-romagna.it









TRANSITION PATHWAY FOR TOURISM: How to submit a pledge?

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Step 1

Read through the Transition Pathway for Tourism



And reflect on your organisations strategy & objectives

Step 2

Go to the pledge submission form



Or go to <u>https://ec.europa.eu/eusurvey</u> <u>/runner/Together4EUTourism</u>



- □ Topic 1: Fair measures for Short-Term Rentals (STR)
- Topic 2: Regulatory support for improved multimodal travelling
- □ Topic 3: Improving statistics and indicators for tourism
- Topic 4: Comprehensive tourism strategies development or update
- □ Topic 5: Collaborative governance of tourism destinations

Step 3

Select one or more of the 27 TTP topic areas

- Topic 6: Sustainable mobility
- Topic 7: Circularity of tourism services

Topic 8: Green transition of tourism companies and SMEs
 Topic 9: Data-driven tourism services

- Topic 10: Improving the availability of online information on tourism offer
- □ Topic 11: Easily accessible best practice, peer learning and networking for SMEs
- Topic 12: Research and innovation projects and pilots on circular and climate friendly tourism
- Topic 13: Promoting the use of the PEF and OEF methodology and the development of sectorial category rules for the tourism ecosystem
- Topic 14: Technical implementation for tourism data space

- ☑ Topic 15: R&I for digital tools and services in tourism
- Topic 16: Support for digitalisation of tourism SMEs and destinations
- Topic 17: Seamless cross-border travelling
- Topic 18: Coordinated management and updated information on travelling
- Topic 19: Awareness raising on skills needs for twin transition in tourism
- Topic 20: Awareness raising on changes in tourism demand and the opportunities of twin transition for tourism
- Topic 21: Educational organisations to engage in developing and renewing tourism education
- Topic 22: Pact for skills in tourism
- Topic 23: One-stop-shop for learning opportunities for tourism SMEs
- Topic 24: Fairness and equality in tourism jobs
- □ Topic 25: Enhancing accessible tourism services
- Topic 26: Tourism services for visitors and residents alike
- t
 Topic 27: Support visibility of funding opportunities for tourism actors
- Other topic area



Step 4

Formulate one or more concrete pledges with:

- 1) a concrete action
- 2) a measurable target
- 3) a date

Step 5

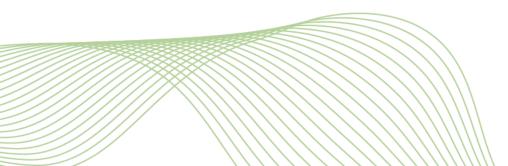


And save your contribution ID

• One organisation = one submission only, which can be updated and contain several pledges









Conclusion – an invitation to act!

Transition Pathway for Tourism is a collaborative effort

- Share information with your members, workers, stakeholders and collaborators
- Launch discussions on potential concrete actions

Get engaged

- Present concrete pledges for your organisation
- Connect and collaborate with other actors and active players
- Follow and participate in the upcoming co-implementation developments (T4T platform in 2024)

Be part of the Together for EU Tourism community





Useful links

Transition Pathway web page: Tourism transition pathway co-creation (europa.eu)

Transition Pathway publication: <u>https://op.europa.eu/s/vNbN</u>

Pledge submission: <u>https://ec.europa.eu/eusurvey/runner/Together4EUTourism</u>

Guide on EU funding for tourism: <u>https://ec.europa.eu/growth/sectors/tourism/funding-guide_en</u>

European

Questions?

Send us an email at <u>EU-TOURISM-PATHWAY-2030@ec.europa.eu</u>