REPORT
DELIVERY 1A

G20 TOURISM WORKING GROUP

IMPLEMENTED ACTIONS BY
G20 MEMBERS 2010-2023

G20
BRASIL 2024
BUILDING A JUST WORLD
AND A SUSTAINABLE PLANET

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SUMMARY

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EXECUTIVE SUMMARY

This report is the first effort of the G20 Tourism Working Group, under the presidency of Brazil, to present a thorough analysis of the actions and initiatives carried out by G20 members in the tourism segment, considering the period 2010-2023. It utilizes an outstanding, diversified, and proactive approach to addressing challenges and seizing opportunities in the global tourism industry.

The document emphasizes members' commitment to promote sustainable development and inclusive growth, recognizing the importance of multilateral cooperation and robust institutions in addressing global tourism challenges. It serves as a valuable resource highlighting collective G20 efforts to enhance the sustainability and global competitiveness of the tourism sector.

Main Findings:

- Significant progress in promoting environmental and cultural protection in tourism;
- Persistent challenges for reaching a wide-ranging implementation of sustainable practices in all G20 members;
- Need to deepen existing partnerships and aim to create new ones through international cooperation to address global challenges and ensure the sustainable recovery of the tourism sector;
- Importance of continuous dialogue, implementation of defined actions, and monitoring to address sustainability issues in tourism;

The figure below illustrates the main findings across the four axes, highlighting programs and policies with the highest implementation rates. These are divided into three sub-categories: full implementation, partial implementation, and non-implementation.

	HIGHEST RATE OF FULL IMPLEMENTATION	HIGHEST RATE OF PARTIAL IMPLEMENTATION	HIGHEST RATE OF NON-IMPLEMENTATION
SUSTAINABILITY AND TOURISM	Environmental Conservation Policies	Investment in Environmental Recovery	Incentives for supporting traditional and local tourism
	Promotion of the consumption of cultural and natural products	Reduce tourist congestion	Credit lines to promote sustainable businesses
	Employment promotion policies in tourism	Promotion of female and youth entrepreneurship	Tourism sensitive environment monitoring
INFORMATION SHARING AND MANAGEMENT	Arrival and Departure Monitoring System	Issuance of electronic visas	Creating a database for micro and small businesses
	National Tourism Information System	Safe Travel Programs	Safe travel programs
	Guidelines for Employment	Occupational and Employment Studies in Tourism	Electronic visas
INTERNATIONAL COOPERATION	Agreements to facilite cross-border tourism movement	Tourism products from bi/multilateral cooperation	Tourism infrastructure projects among member countries
	Cooperation mechanisms among educational institutions developed	Police training for international tourist assistance	Improving tourism safety with international partnerships
	Implementing cross-country programs and policies	Collaborative data collection	Cross-country marketing campaigns
TOURISM AS AN ECONOMY ENHANCER	Public investment in tourism infrastructure projects	Programs to facilitate mobility	Facilitate mobility for women
	Tourism promotion in protected natural areas	Reconstruction projects for historical centers	Facilitate mobility for older adults
	Public bank credit for micro and small enterprises	Credit lines for businesses owned by people in vulnerable situations	Financing of cultural tourism at the national level

Axis 1 — Sustainability and Tourism:

- Key achievements include environmental conservation policies, investment in ecological recovery, and incentives for local communities to consume tourism.
- Challenges persist in areas such as mechanisms to defuse tourist flows and lines of credit for sustainable enterprises.
- The axis's main achievements are focused on building and debating fundamental laws for the conservation of natural resources, encouraging public policies to value natural products, and implementing actions that promote employment and income in tourism.

- Nevertheless, they deserve a careful look at the actions of environmental recovery and tourist flow dispersion.
- The incentive for women and young people to start businesses in the tourism sector should be improved.
- Expand credit lines for sustainable enterprises by creating innovative business environments that are compatible with current demands.
- Traditional and local communities need to have their products included and encouraged in the regional and national economy.

Keywords: Environmental Conservation, Environmental Recovery, Local Consumption, Entrepreneurship.

Axis 2 — Information Sharing and Management:

- The main achievements include the implementation of arrival and departure monitoring systems, the establishment of national tourism information systems, and research on employment in the sector.
- Challenges persist in areas such as the expansion of the issuance of electronic visas and travel safety programs.
- There is a need for attention to expanding the issuance of electronic visas, as appropriate given national circumstances, programs that focus on the safety of tourists, and developing studies on the labor market in the tourism sector.
- The greatest effort should follow on the topics of a supporting system for micro and small enterprises, including women, the youth, and people in vulnerable situations, and finally, the expansion of the digitization of visas and documents.

Keywords: Monitoring, Security, Information Management, Global Governance, Data Sharing.

Axis 3 — International Cooperation:

- Key achievements include policies to promote employment in the tourism sector and actions that encourage entrepreneurship among women and young people.
- Challenges persist in areas such as monitoring of tourism-sensitive environments and environmental recovery.
- Significant progress has been made in indicators of cooperation for tourist movement between members and in cooperation with policy and educational guidelines among the G20 members.
- Indicators that can be improved in the short term include increasing the number of bilateral/multilateral agreements aimed at tourism and broadening collaboration in collecting essential data for tourism planning and organization.
- More attention should be paid to collaboration between members to create projects that promote tourism, conduct international campaigns, and encourage partnerships that improve tourists' safety.

Axis 4 — Tourism as an Economic Enhancer:

- Key achievements include programs and policies to stimulate the consumption of products from the natural and cultural segments and mechanisms to disrupt tourist flows.
- Challenges persist in areas such as credit lines to encourage sustainable enterprises and employment policies in the sector.
- The data show that considerable progress has been made in the investment indicators in tourism infrastructure, in promoting tourism in protected natural areas, and in creating funds dedicated to micro and small enterprises.
- Indicators that can be improved in the short term include projects to facilitate mobility, reconstruction of historic centers, and credit lines for people in vulnerable situations.
- Facilitating women's mobility and implementing access and mobility for the elderly deserve a little more attention, as do projects that finance the cultural market at the national level.

In short, according to the summary table, the four priority axes have made considerable progress; however, challenges persist and should be overcomed by Members in an increasingly integrated context. Although individual actions of the stakeholders and expressive efforts to implement policies and programs have been accomplished, a mutual contribution is expected. Members need to share their goals and actions more effectively. They are encouraged to present their progress and provide an up-to-date vision of what has been done and what is intended to be done. This includes sharing inspirations and concrete solutions for the tourism sector. This balance sheet can be updated periodically to ensure that all efforts are recognized and shared among stakeholders.

1. INTRODUCTION

In 2024, the Brazilian Presidency aims to organize an inclusive G20, with the participation of civil society, directed at building consensus to obtain concrete results and solutions that benefit all people. Having these precepts as guidelines, this document has

a vital role: building paths and possibilities to advance the debate on tourism and its repercussions within the framework of the members.

This summary report seeks to highlight the main contributions of the G20 Tourism Working Group and members' actions, considering the years 2010 to 2023.

As many actions have already been carried out, this report seeks to address priority themes for the sector, promoting robust, sustainable, and balanced growth. Furthermore, the report encourages principles for the G20 tourism policy by recommending priority areas that have already been discussed and suggested in the last decades of the Tourism Working Group (TWG), such as promotion of decent employment, human resources qualification, promotion of sustainable and inclusive practices, incentives for innovation in the sector, encouragement of micro and small companies, appreciation of culture and traditional and people in vulnerable situations, sharing of resources and infrastructure, and, finally, public and private funding.

The instrument for building this report was the questionnaire applied to members to monitor the actions carried out within the G20 Tourism Working Group framework, as well as written contributions. To this end, the research roadmap included policy actions and recommended strategies for the four priority axes: 1. Sustainability and Tourism; 2. Information sharing and management; 3. International cooperation, and 4. Tourism as an Economic Enhancer, as detailed below:

Figure 1: Priority axes of the Tourism Working Group
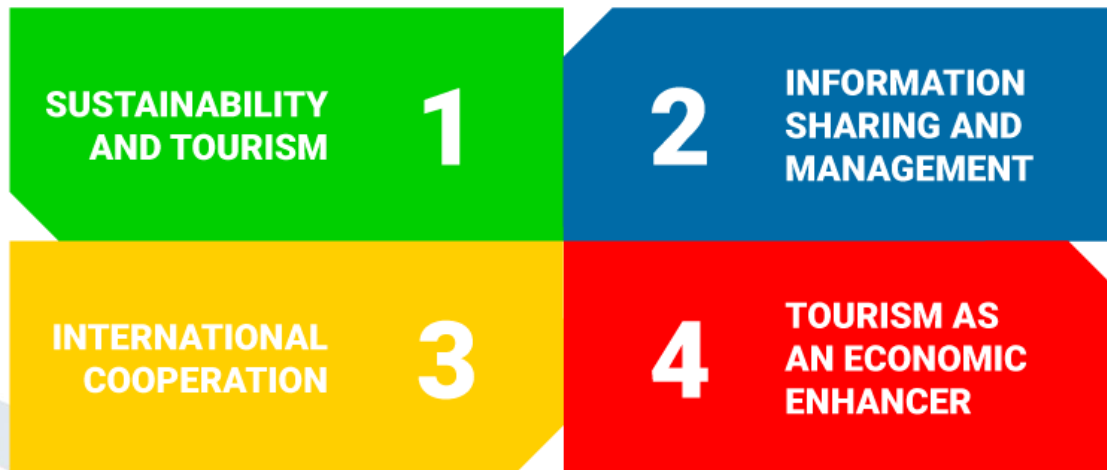
Source: Survey data, 2024.

Axis 01 — Sustainability and Tourism. This section examines how each member can advance the debate on sustainable tourism, its consumption, and consolidation based on the group's guidelines.

Axis 02 — Information Sharing and Management. The goal is to discover how much progress has been made in sharing and managing information internally and externally in each member to facilitate cooperation and monitoring of tourism.

Axis 03 — International cooperation. This section evaluates the members' actions in international cooperation and outlines possible perceptions of the group's paths.

Axis 04 — Tourism as an economic enhancer. The aim is to understand more objectively the actions of members as promoters of tourism and its economy, considering the advances towards a more just and sustainable world.

For the creation of the axes, the discussions and suggestions already made by TWG were considered; thus, it was intended to retrospectively review all the declarations and recommendations made by the members since 2010.

The research sought to involve tourism's economic, social, and environmental dimensions. The data extracted is expected to draw a picture of the sector and identify the need for future actions that allow practical cooperation between the G20 members and the search for innovative and sustainable solutions for tourism.

In summary, Chapter 1 discusses the introduction, listing the primary motivations of the research. Driven by the four priority axes defined by the Tourism Working Group, Chapter 2 is intended to identify the objectives (general and specific) that guide the study. In Chapter 3, the TWG is briefly contextualized. Chapter 4 presents the methodology used in the research, and Chapter 5 presents the analysis and interpretation of the data collected. In addition, Chapter 6 reveals some general recommendations and conclusions.

2 OBJECTIVES

2.1 GENERAL OBJECTIVE

To survey the actions implemented by the G20 members from 2010 to 2023.

2.2 SPECIFIC OBJECTIVES

(a) To create a diagnostic questionnaire for the members of the G20;
(b) To summarize the implementation of the measures adopted by the members of the G20;
(c) To suggest paths and insights for the G20 group to organize the following actions for the tourism sector among the members.

3. SHORT HISTORY OF THE TWG

The first Tourism Ministerial Meeting was held in 2010, convened by the South African government, when it was known as T.20. In the same year, under the Republic of Korea presidency, the second meeting was also held to discuss the sector's contribution to economic growth and job creation, recognizing the economic importance of the tourism industry. Since its inception in 2020, the Tourism Working Group has brought together the members and relevant stakeholders to discuss, deliberate and guide the course of action for further development of local and global tourism, as also mitigating common challenges faced by the sector including the COVID-19 pandemic. Given the sector's key role in the global economy and its progress towards achieving Agenda 2030, making tourism more sustainable and boosting its resilience has been the Working Group's primary focus in recent times. There have been 12 years and 14 meetings of debates and reflections on tourism on a global scale (Table 1).

Table 1: Summary of TWG meetings from 2010 to 2023

YEAR	DATE/PLACE	PRIORITIES
2010	February 22nd to 24th, Johannesburg, South Africa	The role of tourism in stimulating the global economy.
	October 11th to 13th, Buyeo, Korea	The impact of tourism on the economy.
2011	October 25th, Paris, France	Analysis of the indirect impact of tourism on economies.
2012	May 16th, Merida, Mexico	Tourism as a means for job creation.
2013	November 3rd to 4th, London, England	• Stimulate economic growth and generate jobs, accelerating international cooperation. • More efficient and safer travel through initiatives such as using trusted traveler programs. • Electronic visas, information-sharing agreements, interoperable technologies. • Visa Waiver, regional programs and agreements.
2015	September 30th, Antalya, Turkey	• Tourism, Small, Medium-sized Enterprises and Employment – Policies to stimulate employment creation and inclusion. • Regional tourism includes rural and indigenous and local communities in the tourism chain.
2016	May 20th, Beijing, China	Sustainable Tourism — An Effective Tool for Inclusive Development.
		• Sustainable development and achieving the SDGs. • Broader cooperation to address the common challenges of promoting safety and protection.
2018	April 16th to 17th, Buenos Aires, Argentina	The Future of Work — Tourism's Leading Role in Sustainable Development: An Engine for Employment.
2019	October 25th to 26th, Kutchan, Hokkaido province, Japan	Promote the contribution of tourism to the Sustainable Development Goals (SDGs).
2020	October 7th, Saudi Arabia	• Inclusive community development through tourism. • Health Emergency of COVID-19.
	April 24th, virtual	• Exchange experiences and best practices, strengthen coordination among Governments to provide integrated policy responses, and continue efforts to enhance tourism's resilience. • G20 Guidelines for action on safe and continuous travel.
2021	May 4th, virtual, Rome, Italy	• Transition to a Green Economy of Travel and Tourism. • Safe mobility; Crisis management; Resilience; Inclusion; Green transformation; Digital transition; Investment and infrastructure.
2022	September 26th, Bali, Indonesia	• Political priorities and concrete results are needed to improve the efficiency and effectiveness of tourism recovery in the post-pandemic era and accelerate tourism transformation towards a sector that is more human-centered, inclusive, sustainable, and resilient. • The synergy between the tourism, cultural and creative sectors.
2023	June 21st, Goa, India	Development of a resilient and sustainable tourism sector, namely: 1) Green Tourism; 2) Digitization; 3) Skills and competencies of young people and women; 4) Micro, Small and Medium Enterprises of Tourism and 5) Destination Management.

Source: G20 Research Group at the University of Toronto, 2024[1].

The historical context of the TWG meetings reveals a consistent alignment of themes and discussions over the years. Initially, the focus was on the economic relevance of tourism and job creation. Subsequent meetings addressed international cooperation, travel safety, and support for Micro, Small, and Medium-sized tourism enterprises. Themes evolved to include sustainable tourism, the Sustainable Development Goals (SDGs), and enhancing workers' skills. The COVID-19 pandemic shifted attention to resilience and integration with local communities. Recent meetings have emphasized green tourism, digital transition, inclusive recovery, and empowering young and women entrepreneurs. Public policies and innovative funding for tourism enterprises have also been prioritized, highlighting a holistic approach to sustainable development and destination resilience.

4. METHODOLOGY AND DESCRIPTION OF THE ACTIVITIES

The research is an applied study based on bibliographic and documentary data collection, utilizing bibliographic references, guiding documents of the G20 Tourism Working Group, WG meetings, and platforms such as:

• https://tourism4sdgs.org/g20india/

• https://www.g20.utoronto.ca/

• https://www.unwto.org/

The questionnaire was available via a Google Forms link from March 22 to April 8, 2024. The choice of the axes is based on the fact that they have been the topics that have most appeared in the discussions of the TWG since the first ministerial meetings of the leading members from 2010 to 2023.

Questions 1 to 3 were intended for general information (your name, contact email, country, and which organization you belong to). From 4 to 8, questions related to Axis 1 - Sustainability and tourism. Questions 9 to 13 were related to Axis 2 - Information sharing and management. From 14 to 18, questions related to Axis 3 - International Cooperation, and from 19 to 23, issues related to Axis 4 - Tourism as an economic enhancer.

In each section, respondents were asked to talk about the actions implemented (on a scale of 1 to 3, considering 1 as not implemented and 3 as fully implemented). In addition to the scale from 1 to 3, the item "not applicable" was also included. Respondents were also asked to report 03 (three) priority actions for each of the axes, challenges for

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[1]Available in: https://www.g20.utoronto.ca/tourism/index.html

implementation and additional comments. Question 23 was intended for further comments, criticisms, or suggestions.

Microsoft Excel software was used to statistically process data. During the analysis process, percentage analyses were carried out to verify the distribution related to the variables that are part of each proposed axis in the questionnaire. The percentage analyses provided a detailed and comprehensive view of the trends and proportions contained within the data, which helped shape a broad view of the phenomena studied. Above all, they serve as a basis for meaningful interpretations, which contribute to formulating relevant recommendations and conclusions.

Within the scope of the research, it is highlighted that the methodology adopted, together with the analyses of the data resulting from the survey conducted with the G20 members on the actions implemented in the tourism sector between 2010 and 2023. These results have enabled a comprehensive view of the axes outlined in priorities and a deeper and more meaningful understanding of the strategies adopted by each member within these areas. This systematic and analytical approach enables and assists in identifying trends, proportions, and impacts of implemented policies, providing a solid basis for formulating recommendations and future guidelines in global tourism.

It is worth noting that at the end of each axis a small executive summary will be provided showing the main findings and highlights of what has been accomplished, what is still in progress, and what might require attention.

5. DISCUSSION AND ANALYSIS OF THE RESULTS

5.1 SECTION RELATED TO AXIS 1 - SUSTAINABILITY AND TOURISM

According to the [Sustainability Week Concept Notes Distributed by the United Nations General Assembly (2024)](), dealing with global challenges such as climate change, biodiversity loss, pollution and socio-economic inequalities is of utmost importance. These variables bring important aspects for sustainable development and the promotion of tourism, crucial areas in a global context. To present the results it was chosen to aggregate actions that hold proximity, adherence, or relation of themes (Figure 2).

Figure 2: Policies and environmental protection actions
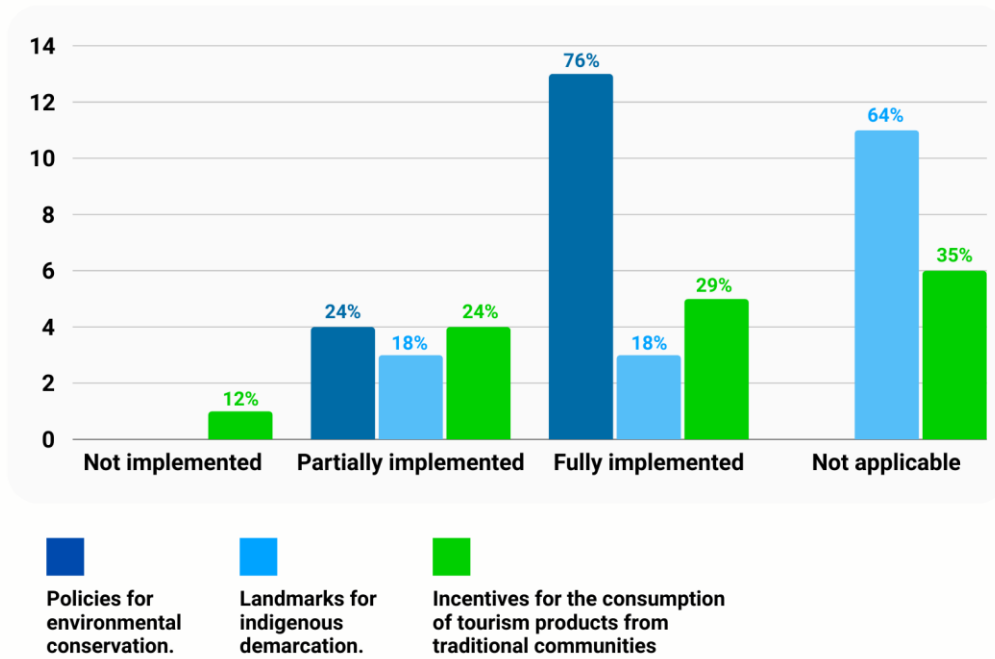
Source: Survey data, 2024.

The existence of policies and legal structures for environmental conservation, demarcation of indigenous, local communities, and customary lands tend to reflect the commitment to protecting the environment and also preserving the cultural identities of each people and nation. Actions to encourage the consumption of products from traditional communities demonstrate care with the integration of traditional production chains, their maintenance and even their reinvention.

The next action group concerns employment, credit lines and actions for women and youth entrepreneurship (Figure 3).

**Figure 3:** Employment, Credit Lines, and Entrepreneurship
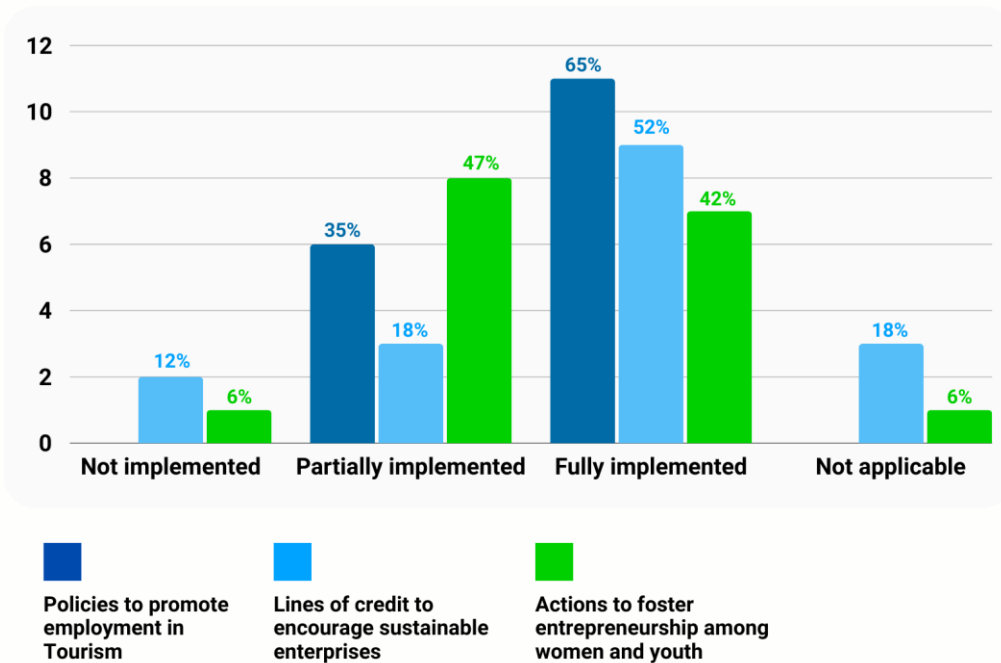
Source: Survey data, 2024

The data analysis reveals a mix of progress and challenges regarding implementing policies in the tourism sector. Although a significant portion of respondents have partially implemented measures related to tourism employment, there is room for improvement in fully implementing these policies. Regarding credit lines for sustainable enterprises, it is encouraging that over half of the respondents have already implemented measures, indicating a growing commitment to environmentally responsible practices.

The lack of implementation in some members suggests the need for greater attention to this issue. Entrepreneurship for women and youth is a significant concern, with many respondents reporting partial or complete implementation of actions. This highlights the importance of promoting equitable opportunities in the labor market and addressing social and economic inclusion challenges. In summary, the data suggests significant progress, but there is still work to do to ensure the full implementation of policies promoting sustainable and inclusive tourism.

Next, the presentation begins with the actions around the indicators of sustainability, tourism monitoring, and environmental recovery (Figure 4).

Figure 4: Sustainability, monitoring and environmental recovery indicators
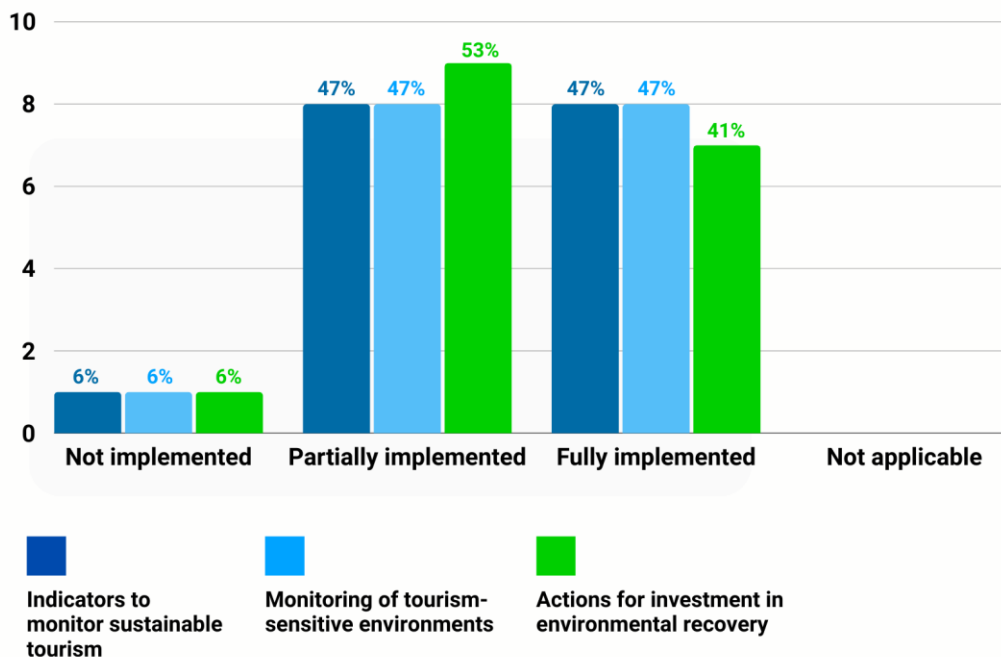
Source: Survey data, 2024.

The analysis of the data regarding indicators for monitoring sustainable tourism indicates a relatively positive picture, with nearly half of the members reporting either partial or full implementation of measures in this area. This suggests a significant level of awareness and commitment to monitoring sustainability within the tourism sector. The fact that a small percentage of respondents did not implement any measures underscores the need for more comprehensive efforts to promote sustainable practices across all members. Overall, while progress has been made, there is still room for improvement in ensuring that sustainable tourism practices are effectively monitored and implemented on a broader scale. For this issue, the debate on the development of statistical instruments to measure sustainability linked to the tourism sector gains traction and becomes an important measure for the group.

In this context, the Statistical Framework for Measuring the Sustainability of Tourism (SF-MST) stands out, the result of a seven-year UN process led by Austria and Spain as co-chairs of the UN Tourism Committee on Statistics, with Saudi Arabia and Seychelles as co-vice chairs. The document was adopted by 193 WTO members and continues to be presented at several international meetings. The last two of them were the 113th Session of the OECD Tourism Committee and the 7th session of the Working

Party on Tourism Statistics in Paris and the UN Sustainability Week in New York in April 2024.

The SF-MST marks a paradigm shift going beyond GDP, making it possible to measure what is most important for people and the planet, becoming an agreed reference internationally to measure the economic, social and environmental aspects of tourism. The document reflects the concern regarding the sustainability of tourism.

Similarly, the EU Tourism Dashboard monitors the sustainability and resilience of the tourism ecosystem. It is based on comparable data and indicators collected from available and trusted sources across 27 EU Member States, Iceland, Norway and Switzerland. It offers visualizations of tourism-relevant indicators and enables tracking the progress of tourism destinations (countries and regions) over time in relation to three policy pillars: environmental impact, digitalisation, and socio-economic resilience.

It is observed that 47% of the respondents partially implemented monitoring measures in tourism-sensitive environments, followed by 47% with fully implemented measures, and 6% not implemented. According to the OECD Tourism Trends and Policies (2022), tourism is an activity that can cause damage to natural environments, and it is essential to maintain protective measures, manage carrying capacity and limit uses, in order to conserve attractions and maintain tourism flows.

The data set shows advances in the area of environmental protection and conservation in recent years in the TWG linked to the growth of tourism, and the rational use of natural resources as a tourist attraction. Therefore, monitoring the development of sustainability and investments related to environmental recovery are important, as it helps to ensure the long-term sustainability of tourism activities, contributing to the resilience of the sector.

The following are the results regarding the decentralization of tourist flows and expansion of tourist transport mobility (Figure 5).

Figure 5: Decentralization of flows, increase in mobility, and diversification of means of transport
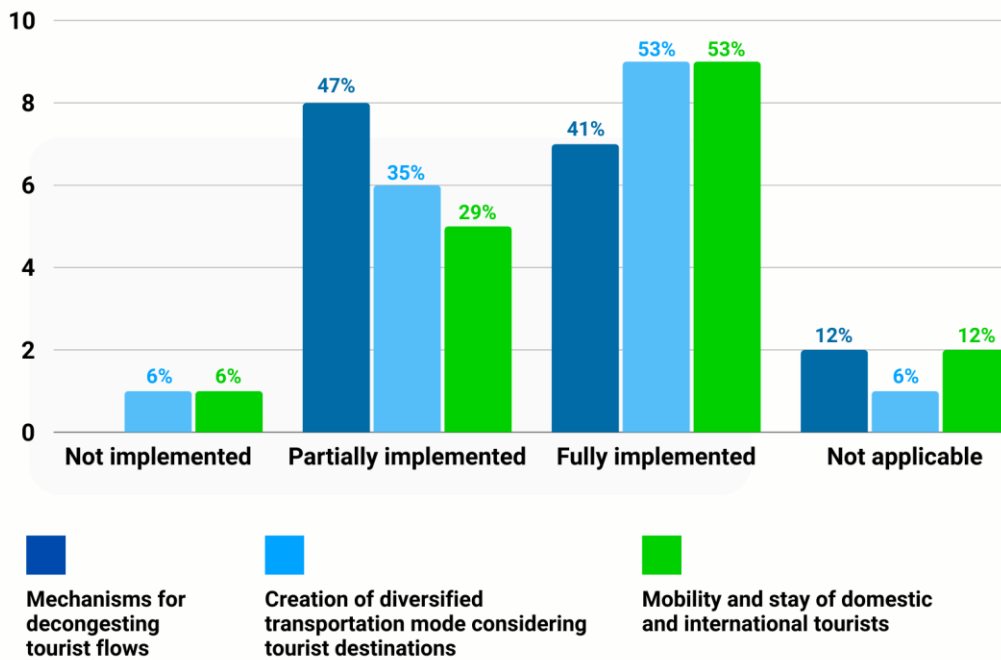
Source: Survey data, 2024

Decentralising and dispersing tourism flows are essential steps for fostering responsible tourism growth. Addressing the concentration of tourists in specific areas is pivotal for achieving sustainable and accountable development goals.

When evaluating tourism sustainability, various economic factors alongside environmental and social aspects should be considered. The Sustainable Tourism Framework (SF-MST) suggests analyzing visitor flows, tourism spending, and the economic performance of tourism companies. Understanding these elements helps determine whether current trends will persist or change in the future. Additionally, assessing the capacity of infrastructure and tourism assets is crucial for meeting the evolving demands of visitors.

Diversifying transportation options is crucial since tourism typically commences with the selection of transportation modes. Efficient transportation modes, considering energy efficiency, capacity, and pollution levels, are vital to facilitating sustainable tourism practices.

The duration of tourists' stays and their mobility are pivotal factors in enhancing destination appeal and prolonging visits. This aspect complements other considerations and underscores the destination's maturity in tourism management.

Implementing measures to distribute tourist flows more evenly aligns with the need to address challenges associated with tourism concentration. Such strategies contribute to the sustainable development of the tourism sector by mitigating negative impacts and fostering responsible economic growth.

To summarize, initiatives like establishing credit lines for sustainable enterprises and implementing strategies to manage tourist flows are essential for fostering responsible tourism practices and minimizing adverse effects on destinations.

The next item is about the consumption of tourist products of the natural and cultural segment (Figure 6).

Figure 6: Programs and policies to stimulate the consumption of products of the natural and cultural segment

Programs/policies to stimulate the consumption of tourism products in the natural and cultural segments
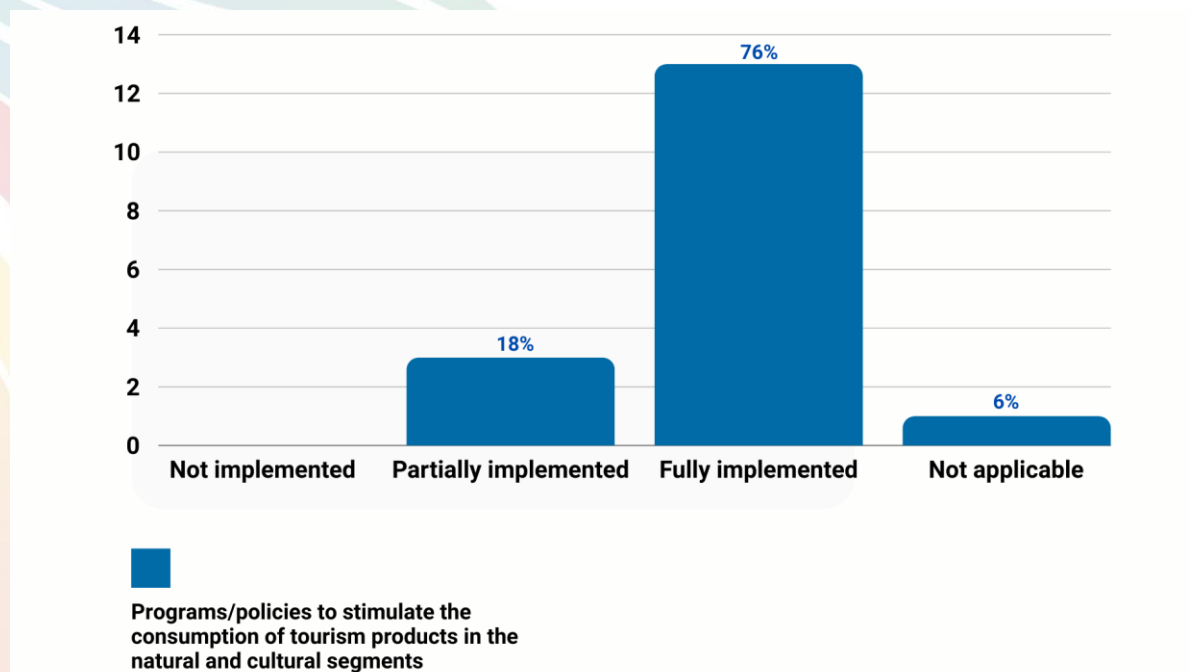
Source: Survey data, 2024

It is also worth noting that promoting programs for the consumption of natural and cultural tourist products supports the conservation and preservation of the historical environment and heritage of members. Moreover, it is necessary to train and inform consumers about the opportunities available in the tourism market within the natural and cultural segments, which together generate a synergistic potential for experiences and innovations.

The respondents also listed priorities according to Axis 1 questions (Table 2).

Table 2: Priorities of TWG members on Axis 1

PRIORITIES	COUNT	PERCENTAGE
Policy or action to promote employment in the tourism sector	10	22%
Mechanisms for decongesting tourist flows	7	16%
Policy or legal framework for environmental conservation	6	13%
Indicators to monitor sustainable tourism	6	13%
Monitoring of tourism-sensitive environments	3	7%
Incentives for the mobility and stay of domestic and international tourists	3	7%
Actions to foster entrepreneurship among women and youth	3	7%
Incentives for the consumption of tourism products from traditional communities	2	4%
Programs/policies to stimulate the consumption of tourism products in the natural and cultural segments	2	4%
Lines of credit to encourage sustainable enterprises	2	4%
Actions for investment in environmental recovery	1	2%
TOTAL	**45**	**100%**

Source: Survey data, 2024

From the perspective of promoting employment in the sector, we can link the importance of identifying key indicators to measure the sustainability of jobs in the tourism sector with the need to collect detailed information on the characteristics of the labor force, as discussed in the SF-MST.

The analysis of employment indicators, such as the total of employment in the tourism industry in terms of number of jobs and number of people employed, along with the participation of employed people in the travel industry concerning the overall economy, is crucial to assessing the sustainability of the employment of the tourism sector. These indicators provide insights into the dynamics of the labor market, the changes over time and the future trends in the tourism sector.

We can establish a relationship between the importance of promoting employment in the tourism sector as a key priority to drive inclusive economic growth and the need to develop indicators to monitor sustainable tourism, as discussed in the document.

In this context, it is highlighted that the initial priorities to facilitate the post-pandemic recovery began with restoring the confidence and operational capacity of companies, along with restoring safe mobility for people and financial support for the enterprises. Another priority was to address the labor shortage to meet the returning tourist demand and invest in innovations to attract visitors.

While these measures are essential to rebuilding the sector, it is important to consider where the sector should be in the future to ensure a better reconstruction. Governments and companies must act now so that short-term recovery actions have long-term strategic benefits for the sector (OECD, 2022).

These priorities largely reveal a pursuit of economic recovery caused by the COVID-19 pandemic, as well as focus on resilience, including a precaution in reducing the impact of tourist activity in the territories and maintaining natural resources preserved through legal frameworks.

A final question asked to the TWG members on Axis 1 was about the challenges faced by them. The answers demonstrate an interest in measures and actions that can lead members to higher levels and indicators of balance between development and conservation of natural resources. In this sense, through the compilation of the answers there is a similarity of the responses in the following points that are challenging for the members:

● Finding a balance between the development of tourist infrastructure and the preservation of natural resources, especially in the face of the large flow of tourists that often undermine these resources.

● Promoting and implementing environmentally friendly tourism, reconciling the member's status as a world leading tourist destination with environmental protection.

● Safely managing the growth of demand for sustainable tourism for local areas and communities while also facing the issue of tourist overcrowding in some destinations.

● Stimulating sustainable tourism development throughout the value chain, from supply to demand, facing challenges such as lack of investment in sustainable practices and the need to promote destinations based on best sustainability practices.

These challenges listed above require measures aimed at the environmental, social and economic sustainability of the tourism sector, including policy formulation, infrastructure development and awareness of sustainable practices among all members.

This axis is crucial for the G20, as it addresses issues fundamental to sustainable development, economic resilience, and the promotion of equal opportunities. Thus, by including these areas in their agendas, the G20 members can collaborate effectively to address global challenges and promote more equitable and sustainable growth worldwide. Some highlights for Axis 1 are presented as follows (Table 3).

Table 3: Executive Summary Axis 1

- The main achievements of the axis are focused on building, debating fundamental laws for the conservation of natural resources, and encouraging public policies to value natural products. As well as implementing actions that promote employment and income in tourism.

- Nevertheless, they deserve a careful look at the actions of environmental recovery and tourist flow dispersion. The incentive for women and young people to start businesses in the tourism sector should be improved.

- Expand credit lines for sustainable enterprises by creating innovative business environments that are compatible with current demands, on the other hand, traditional and local communities need to have their products included and encouraged in the circuit of the regional and national economy.

5.2 SECTION RELATED TO AXIS 2 - INFORMATION SHARING AND MANAGEMENT

It is crucial to evaluate information sharing and management as it reflects the collective efforts of the G20 members towards promoting safer, more accessible, and sustainable tourism. Information sharing and management is an axis aligned with the theme of global governance reform (Figure 8).

Figure 8: Travel Monitoring and Security
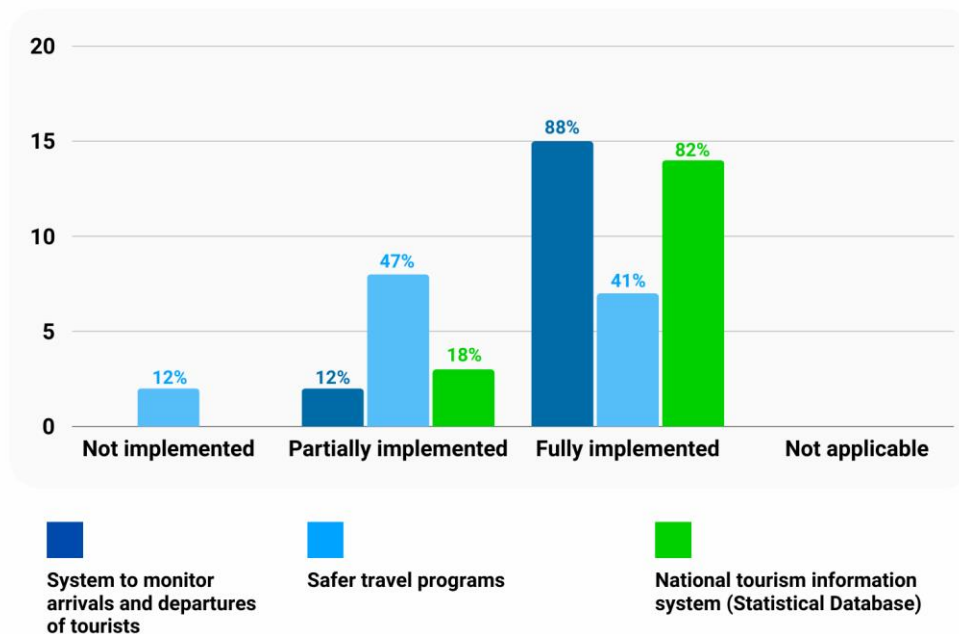
Source: Survey data, 2024.

Firstly, there is a strong emphasis on data collection and monitoring, as evidenced by the high percentage of respondents with fully implemented systems for monitoring arrivals and departures. This underscores a concerted effort to gather comprehensive information about tourism flows, which is essential for effective planning and decision-making within the sector.

Secondly, while there is significant progress in the implementation of safe travel programs, there remains a notable portion of respondents with only partial implementation. This indicates a continued need for improvement in ensuring the safety and security of tourists and residents, particularly in light of increasing concerns about mobility and international relations.

Furthermore, the widespread implementation of national tourism information systems reflects a recognition of the importance of data-driven decision-making in tourism management. These systems not only aid in understanding market dynamics but also

facilitate collaboration and cooperation between members with similar tourism demands and supply patterns.

The SF-MST emphasizes the need for integrated approaches that take into account economic, environmental, and social factors in decision-making. This underscores the importance of effective governance and collaboration among stakeholders to promote sustainable practices and ensure equitable benefits for all involved in the tourism sector.

Next, the analysis addresses visa issuance and border control. This theme permeates various debates of the TWG, and it is considered a significant topic for explaining the flow of international tourists throughout the group (Figure 9).

Figure 9: Visa Issuance, Visa Exemptions, and Border Control
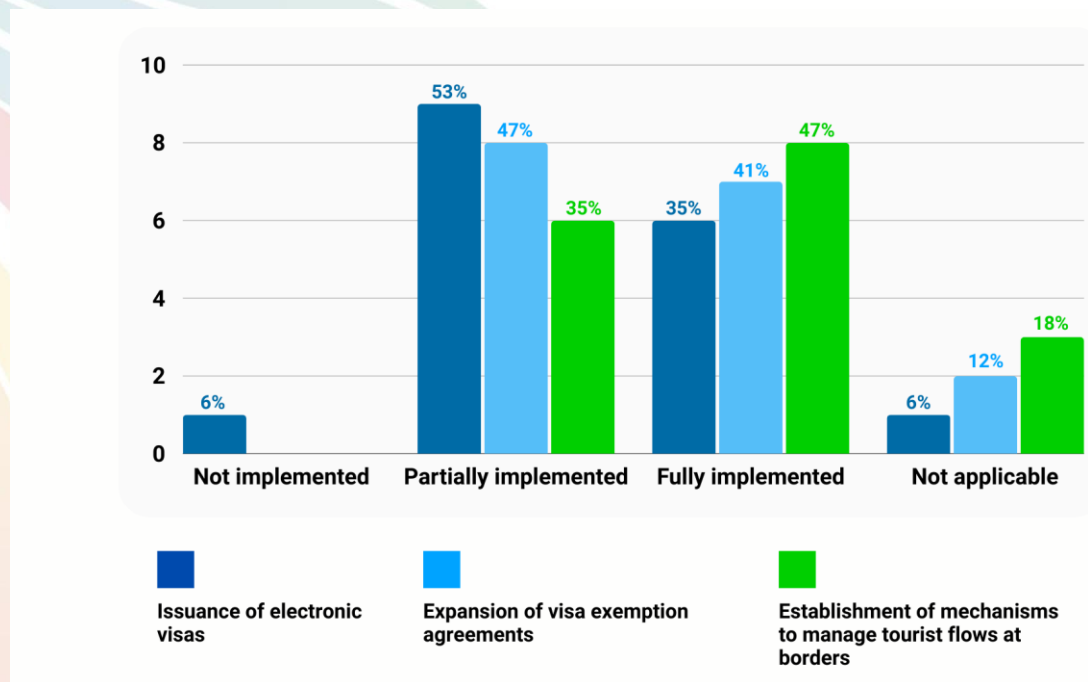
Source: Survey data, 2024.

The analysis indicates varying degrees of implementation across different aspects of visa and border management. While electronic visa issuance is partially implemented by a majority, cooperation agreements for visa exemptions see a higher rate of full implementation. Effective border flow management mechanisms also show a mix of implementation levels, with a notable portion being fully implemented. These measures collectively aim to streamline travel processes, facilitate entry for tourists, and promote international cooperation within the G20 members.

Figure 10: Studies and Regulation on Employment and Micro/Small Enterprises
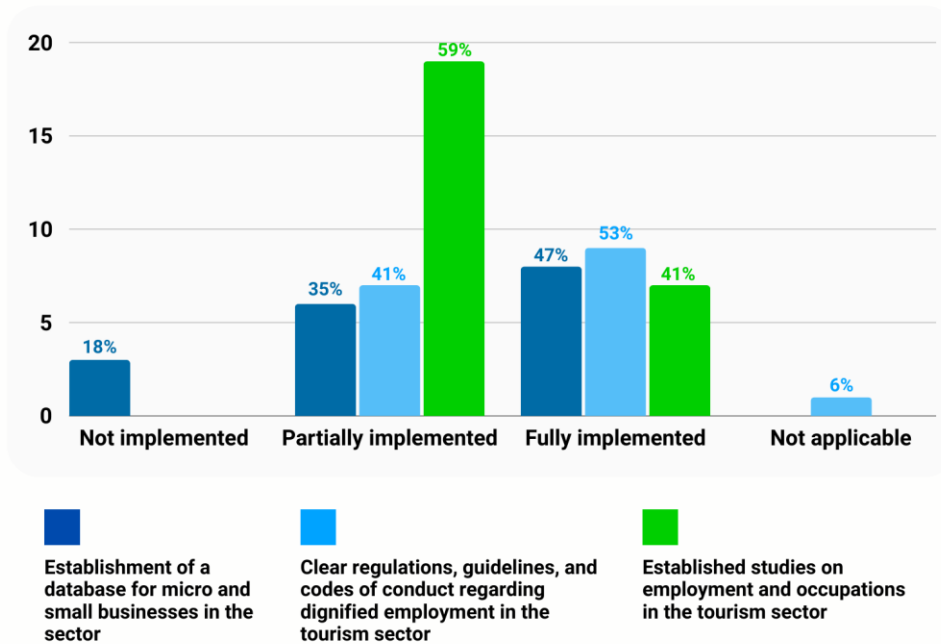
Source: Survey data, 2024.

Monitoring micro and small enterprises in the sector is essential for promoting integrated and informed management and boosting the development and competitiveness of these businesses, considering that small businesses are the majority in the tourism market.

Assessing the level of implementation of regulations and guidelines related to decent employment in the tourism sector is crucial to evaluating and enhancing labor policies and practices to ensure fair and sustainable working conditions. Moreover, this is a tool to reduce social and income inequalities.

The analysis of occupations and employment in the tourism sector reveals a mix of partial and full implementation of measures. While a significant portion of the measures have been partially implemented, a substantial number have been fully realized. This demonstrates an ongoing effort to understand and improve the labor market within the tourism sector.

Moreover, implementing regulations and guidelines related to decent employment in the tourism sector is essential to ensure fair working conditions, which contributes to reducing inequalities. Finally, it is affirmed that monitoring and follow-up activities contribute to a more informed and practical approach to promoting sustainable tourism within the G20.

Three open-ended questions were created for this axis, the first addressing the members' priorities in Axis 2 (Table 4).

Table 4: Priorities of TWG Members in Axis 2

PRIORITIES	COUNT	PERCENTAGE
National Tourism Information System (Statistical Database)	8	20%
Creation of safer travel programs	6	15%
Studies on employment and occupations in the tourism sector	5	12%
Issuance of electronic visas	4	10%
Expansion of visa exemption agreements	4	10%
Create a system to monitor the arrivals and departures of tourists	5	12%
Regulations and guidelines regarding employment in the tourism sector	4	10%
Establishment of a database for micro and small businesses in the sector	3	7%
Establishment of mechanisms to manage tourist flows at borders	2	5%
TOTAL	**41[1]**	**100%**

[1] A total of 29 priority citations were recorded. Three responses that deviated from the standard had to be excluded from the count: one representative did not provide an opinion, another chose only two priorities, and finally, one response was out of context.

Source: Survey data, 2024.

Most of the listed measures are directly related to facilitating tourist entry and exit from territories, with a notable interest in creating a database of micro and small businesses. Regarding the main challenges to Axis 2, efforts to establish reliable information and data for strategically planning tourism in members stand out. Additionally, the main challenge topics can be synthesized into four strands of understanding:

Regional Fragmentation in Tourism: Significant differences in the approach to tourism among geographically or administratively close regions can result in uncoordinated strategies, overlapping efforts, and a lack of synergy in tourism development.

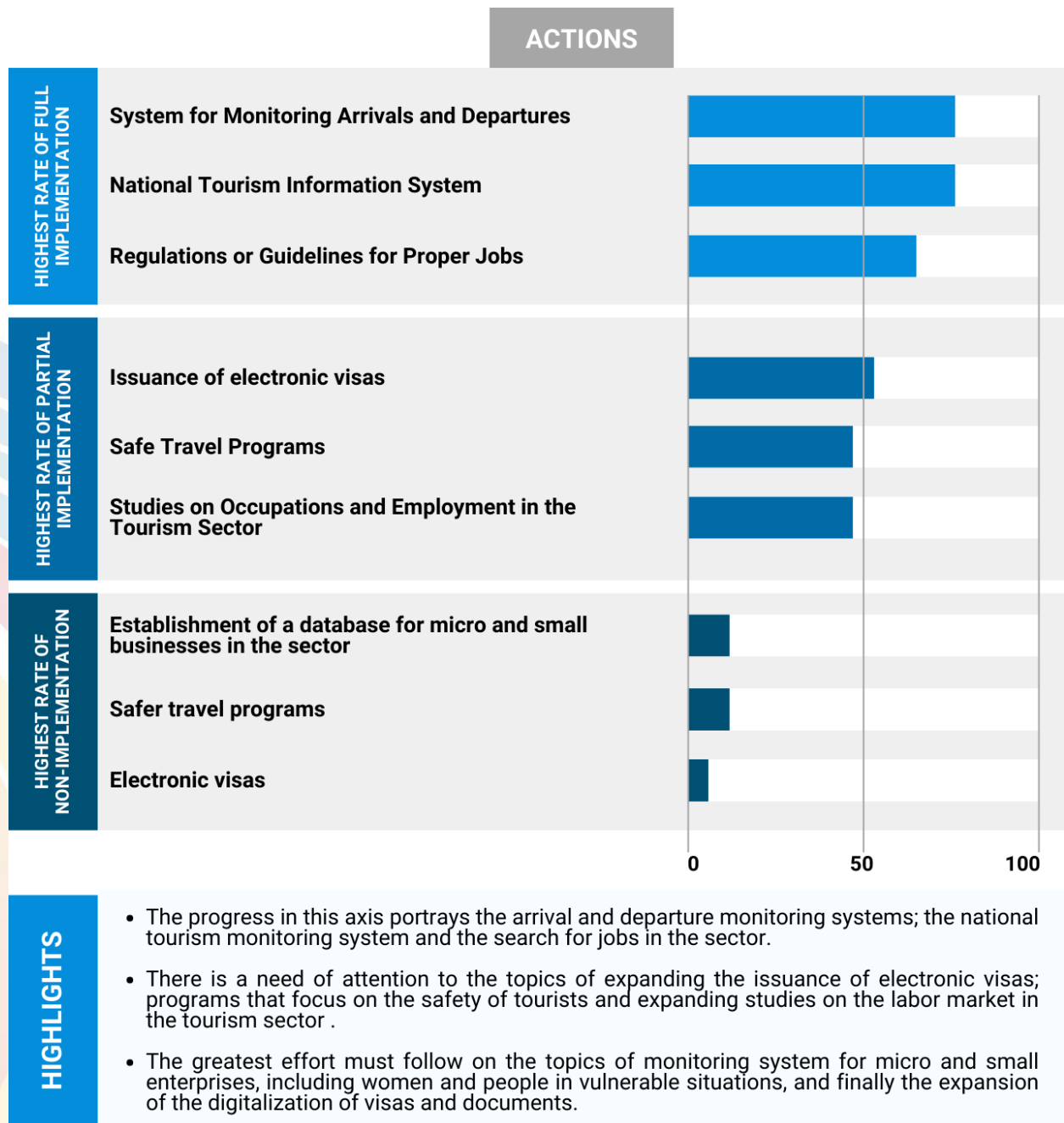**Digital Skills Gap in the Workforce**: The absence of necessary digital skills and knowledge to effectively collect, analyze, and interpret tourism data impairs the ability to use emerging technologies to enhance services and tourist experiences.

Sparse Coordination between Governmental and Private Entities: There is a need for more effective cooperation and communication between government agencies, regulatory bodies, and private stakeholders in the development and implementation of policies, regulations, and initiatives for the tourism sector.

Need for Open and Standardized Data: There is a demand for access to open, consistent, and reliable tourism data from various sources (local, regional, national, and international), facilitating comparative analysis and a more comprehensive understanding of the tourism industry.

This synthesis considers the broader context presented in the responses of members, aligning with their desires and aspirations for improving information sharing and management. Strategically, this axis can enhance tourism management, especially considering members with geographically close borders. Moreover, experiences in managing tourist destinations with similar tourism products can be shared and enriched with the members' experiences. Executive Summary of Axis 2 is presented below (Table 5).

Table 5: Executive Summary Axis 2

	ACTIONS	
HIGHEST RATE OF FULL IMPLEMENTATION	System for Monitoring Arrivals and Departures	
	National Tourism Information System	
	Regulations or Guidelines for Proper Jobs	
HIGHEST RATE OF PARTIAL IMPLEMENTATION	Issuance of electronic visas	
	Safe Travel Programs	
	Studies on Occupations and Employment in the Tourism Sector	
HIGHEST RATE OF NON-IMPLEMENTATION	Establishment of a database for micro and small businesses in the sector	
	Safer travel programs	
	Electronic visas	

0   50   100

HIGHLIGHTS

- The progress in this axis portrays the arrival and departure monitoring systems; the national tourism monitoring system and the search for jobs in the sector.

- There is a need of attention to the topics of expanding the issuance of electronic visas; programs that focus on the safety of tourists and expanding studies on the labor market in the tourism sector .

- The greatest effort must follow on the topics of monitoring system for micro and small enterprises, including women and people in vulnerable situations, and finally the expansion of the digitalization of visas and documents.
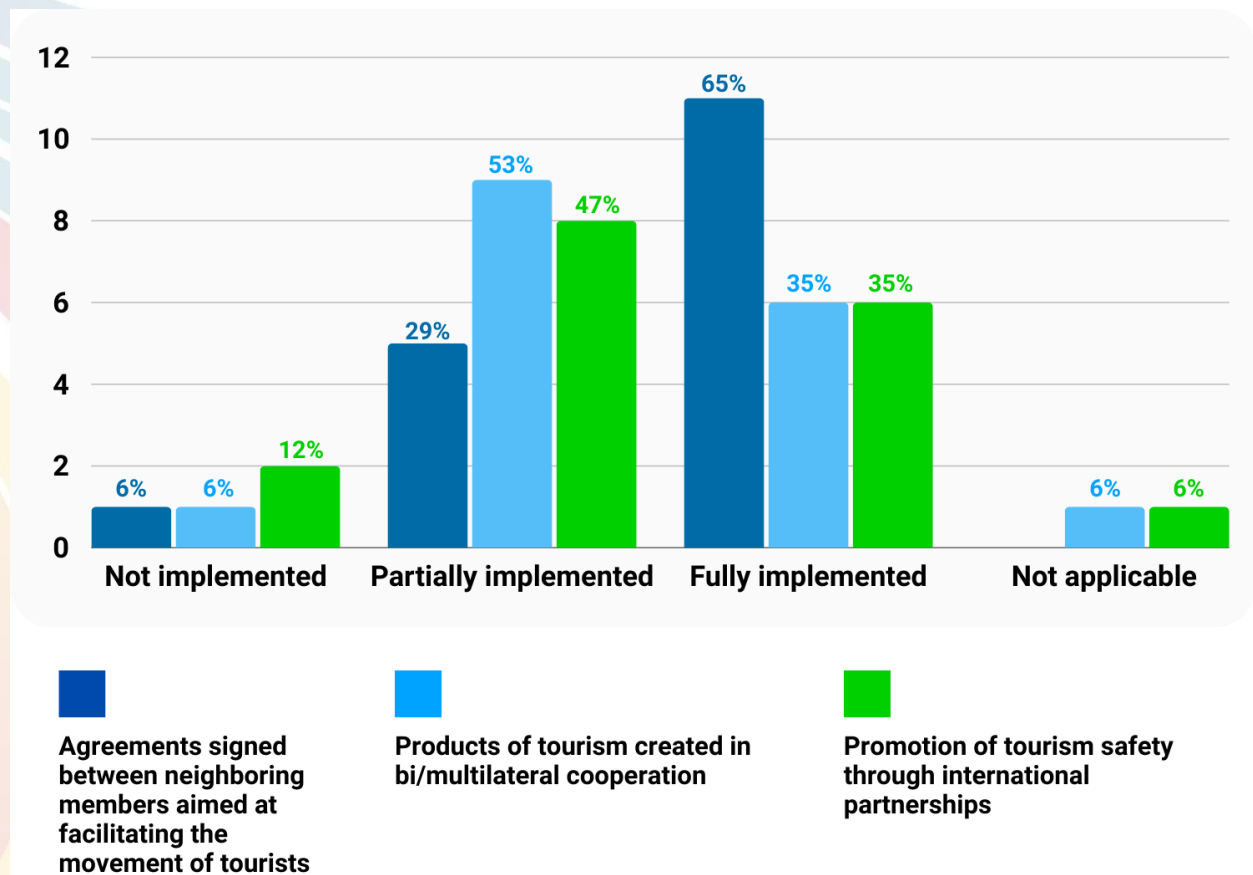
5.3 SECTION RELATED TO AXIS 3 - INTERNATIONAL COOPERATION

The following section focuses on variables related to International Cooperation, a significant axis to understanding global cooperation trends, particularly in the tourism sector. The objective is to know how G20 members are promoting and facilitating tourism in an international context in a safe, effective, and, above all, sustainable manner. In this

context, promotion and cooperation with local, regional, and international tourism organizations are essential for strengthening and sustaining the sector.

Levels of implementation classify the results described below. This demonstrates the progress and challenges faced by the members. The graph shows the International Cooperation to Facilitate the Movement of Tourists. It provides a detailed analysis of the status of cooperation between neighboring members to promote tourist movement, create collaborative tourism products, and strengthen security in the tourism sector through international partnerships (Figure 12).

Figure 12: International Cooperation to Facilitate the Movement of Tourists

Legend:
- Agreements signed between neighboring members aimed at facilitating the movement of tourists
- Products of tourism created in bi/multilateral cooperation
- Promotion of tourism safety through international partnerships

Source: Survey data, 2024.

These results provide a comprehensive overview of the status of international cooperation to facilitate tourist circulation, create collaborative tourism products, and promote safety in tourism through global partnerships. The findings demonstrate the commitment of members to work together to enhance the tourist experience, promote cultural exchange, and ensure traveler safety. International cooperation in these areas contributes not only to the economic growth of the tourism sector but also to building solid diplomatic relations between nations.

The following analysis presents graphs detailing the training of police forces and collaborative projects aimed at assisting international tourists. It highlights the efforts to equip security agents with the necessary skills to support foreign visitors. The analysis illustrates varying levels of implementation of these training measures, providing valuable insights into areas that require further attention and development (Figure 13).

Figure 13: Police Force Training and Collaborative Projects to Assist International Tourists
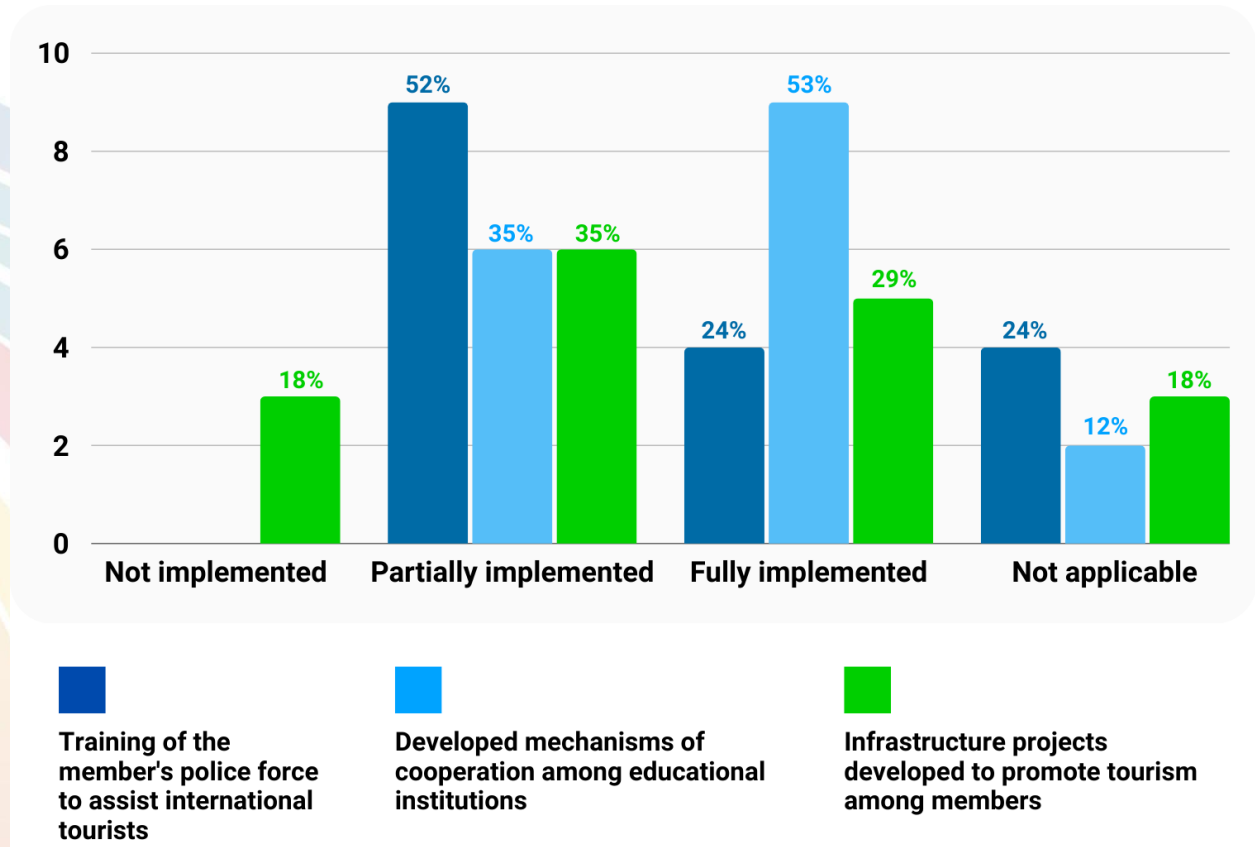
Source: Survey data, 2024.

The results reveal the levels of implementation of various aspects of international cooperation, encompassing three key areas: police force training to assist international tourists, cooperation mechanisms between educational institutions, and infrastructure projects to promote tourism among members. It indicates the capacity building of the police force to handle the specific needs of international tourists could be beneficial, depending on national circumstances and priorities.

Regarding cooperation mechanisms between educational institutions, the results highlight the need to enhance the relationship between educational institutions, public

authorities, and the private sector in preparing and qualifying tourism professionals to address the diverse needs of domestic and international tourists.

On infrastructure projects aimed at promoting tourism, the results underscore the demand for more significant investment and effort in improving tourism infrastructure to facilitate the flow of tourists between G20 members.

In summary, the results of this set of questions provide essential insights into the current state of international tourism cooperation among G20 members. They highlight areas that require attention and priority action to promote more efficient, safe, and sustainable tourism at a global level.

The following analysis displays the outcomes of implementing programs, policies, and best practices in partner members. It also illustrates the success of international marketing campaigns conducted in collaboration with members and highlights the role of organizations and institutions that collectively gather data (Figure 14).

Figure 14: Collaborative Data Collection and Best Practices
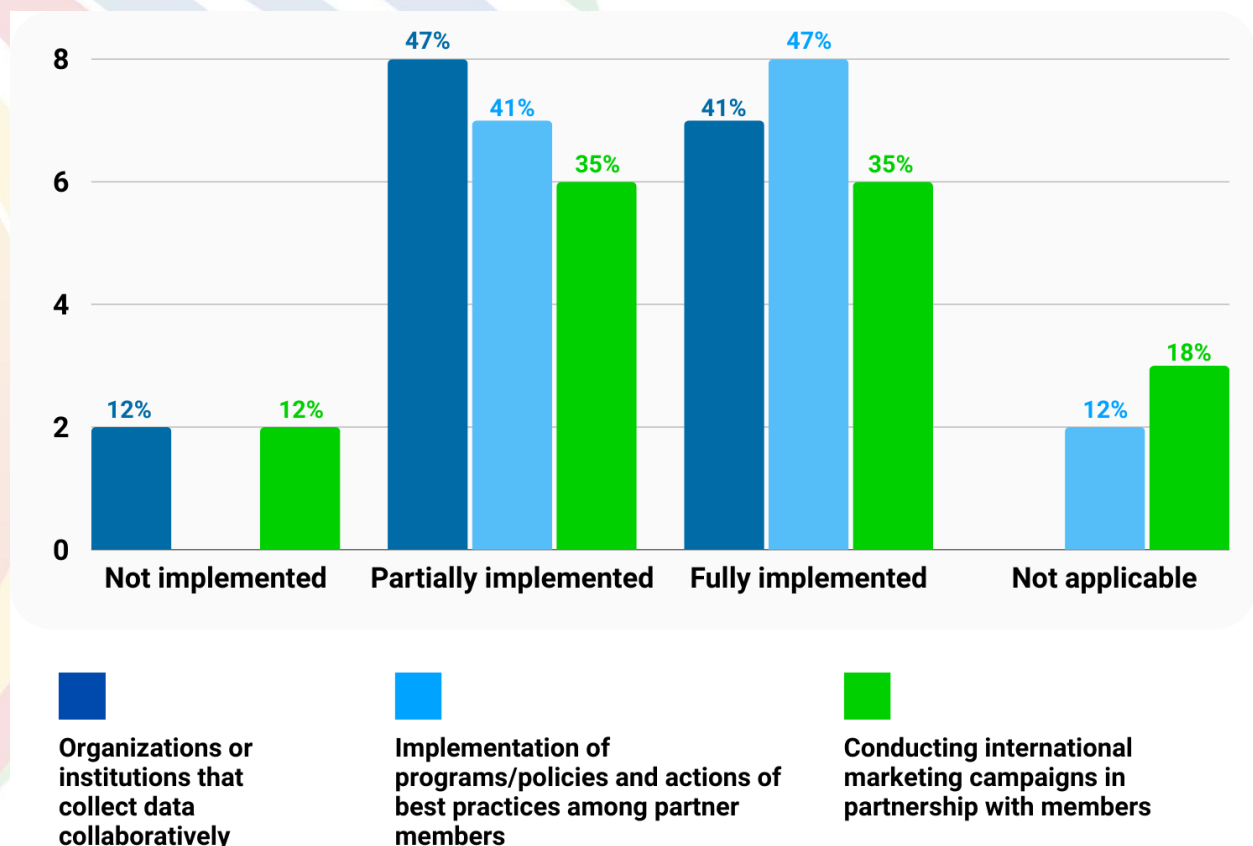
Source: Survey data, 2024.

Regarding the organizations or institutions that collect data collaboratively, this distribution of responses underscores the importance of cooperation among entities to ensure the quality, standardization, and comprehensiveness of the data collected.

The data on the implementation of programs and policies among partner members reveals a significant variation in the level of execution. This diversity highlights the varying stages of development and different focuses within the tourism sector across members. Furthermore, the formation of economic and organizational blocs may play a crucial role in facilitating agreements and partnerships, promoting more consistent and widespread adoption of these programs and policies.

The results regarding international marketing campaigns in collaboration with members suggest a heterogeneous approach to executing international marketing campaigns. However, the potential for similarities between tourist products in different members presents an opportunity to develop solid and cooperative international campaigns. This collaborative approach could enhance the effectiveness of marketing efforts and promote a more unified global tourism strategy.

These insights provide a comprehensive view of the current status of the implementation of practices, marketing campaigns, and data collection among partner members, highlighting strengths and areas that may require greater attention and collaborative effort.

Since the COVID-19 pandemic in 2020, which severely affected the global tourism system, it has become evident that tourism requires interdependence among countries and is fundamentally complex. Therefore, joint and multilateral actions where cooperation is debated as a central issue are essential. At the time, the shock of reality was a reminder to reinforce tourism's economic and social strength in members and highlight how it plays a vital role in global economies.

In 2022, the OECD Tourism Trends and Policies, an international reference on how countries support sustainable and inclusive growth in tourism, published trends and policies to help recovery in 50 OECD countries and partner economies. The document analysed the main challenges and perspectives to support tourism recovery. It highlighted the relevance of coordinated actions that position the tourism sector as a more inclusive, resilient, and sustainable segment (OECD, 2022).

Complementarily, in January 2023, the first Stock-taking Report on the transition of the European tourism ecosystem was released. It takes stock of the progress achieved since the publication of the Transition Pathway for Tourism and European Tourism Agenda 2030, two key strategic frameworks to support the green and digital transition of the tourism ecosystem, and increase its resilience following the COVID-19 pandemic. The Stocktaking Report is a state-of-the-art summary of recent policy developments and go-

to guide for data and statistics. It provides evidence of real actions across public and private tourism actors, as well as best practice examples that can serve as inspiration to decision-makers and practitioners worldwide.

According to the document, the pandemic exacerbated new structural vulnerabilities. It highlighted the indispensability of the tourism segment in responding, adjusting, and adapting to future shocks. Therefore, setting priorities for reforms, developing tourism policies, collaborating among members, and identifying best practices could be the solution to anticipate future problems.

Regarding this axis, there were three open-ended questions to understand the members' priorities in Axis 3 (Table 6)[2].

Table 6: Priorities of TWG Members in Axis 3

PRIORITIES	COUNT	PERCENTAGE
Agreements signed between neighboring members aimed at facilitating the movement of tourists	9	18%
Conducting international marketing campaigns in partnership with members	7	14%
Developed mechanisms of cooperation among educational institutions	7	14%
Infrastructure projects developed to promote tourism among members	7	14%
Promotion of tourism safety through international partnerships	6	12%
Tourism products are created in bilateral/multilateral cooperation	5	10%
Implementation of programs/policies and actions of best practices among partner members	5	10%
Organizations or institutions that collect data collaboratively	4	8%
TOTAL	**50**	**100%**

Source: Survey data, 2024.

Regarding Priority Point 1 in Axis 3, "Agreements signed between neighboring members aimed at facilitating the movement of tourists," in recent years, G20 members have tried expanding cross-border tourism and promoting greater regional cooperation. Neighboring members have signed several agreements. Combined with the objectives of

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[2] A total of 50 priority citations were counted. One of the responses deviated from the standard and had to be removed. One representative did not provide an opinion.

the TWG, these agreements aim to streamline visa processes, ease travel restrictions, and promote the continuous movement of tourists across borders. Another priority highlighted by the members is "Conducting international marketing campaigns in partnership with members." This action aims to integrate efforts among members to engage and produce results in the communication and advertising of their products. An interesting strategy in this context could be to create an exhibition fair showcasing the main tourist attractions and activities of the G20 members on the sidelines of the G20 Tourism Working Group or the TMM.

Regarding the item "Training of the member's police force to assist international tourists," the findings indicate that this action is not a priority of Axis 3. It is worth noting that one of the prominent international documents related to training the police force to assist international tourists is the "Global Code of Ethics for Tourism" by the UN Tourism (1999), which emphasizes the importance of ensuring the safety of tourists, including international visitors.

The UN Tourism's Global Code of Ethics for Tourism encourages countries to provide adequate training and support to national security agencies, including the police forces, to assist and protect tourists. Also, it includes training in cultural sensitivity, communication skills, legal aspects related to tourism, and collaboration between G20 members and non-members.

The second open-ended question asked respondents to describe any existing multilateral or bilateral international cooperation agreements with other members and to specify the number of such agreements. The responding members displayed a variety of situations regarding agreements and memorandums of understanding. Some respondents provided specific numbers of agreements, suggesting a total of 40 agreements signed since 1990. Among these, 15 are with other members, five involve G20 members, and 10 are separate agreements. Others mentioned having multilateral or bilateral agreements, while some did not provide precise quantities, only confirming the existence of the accords. Memorandums of understanding were also mentioned in varying amounts, and one member reported having no agreements at all.
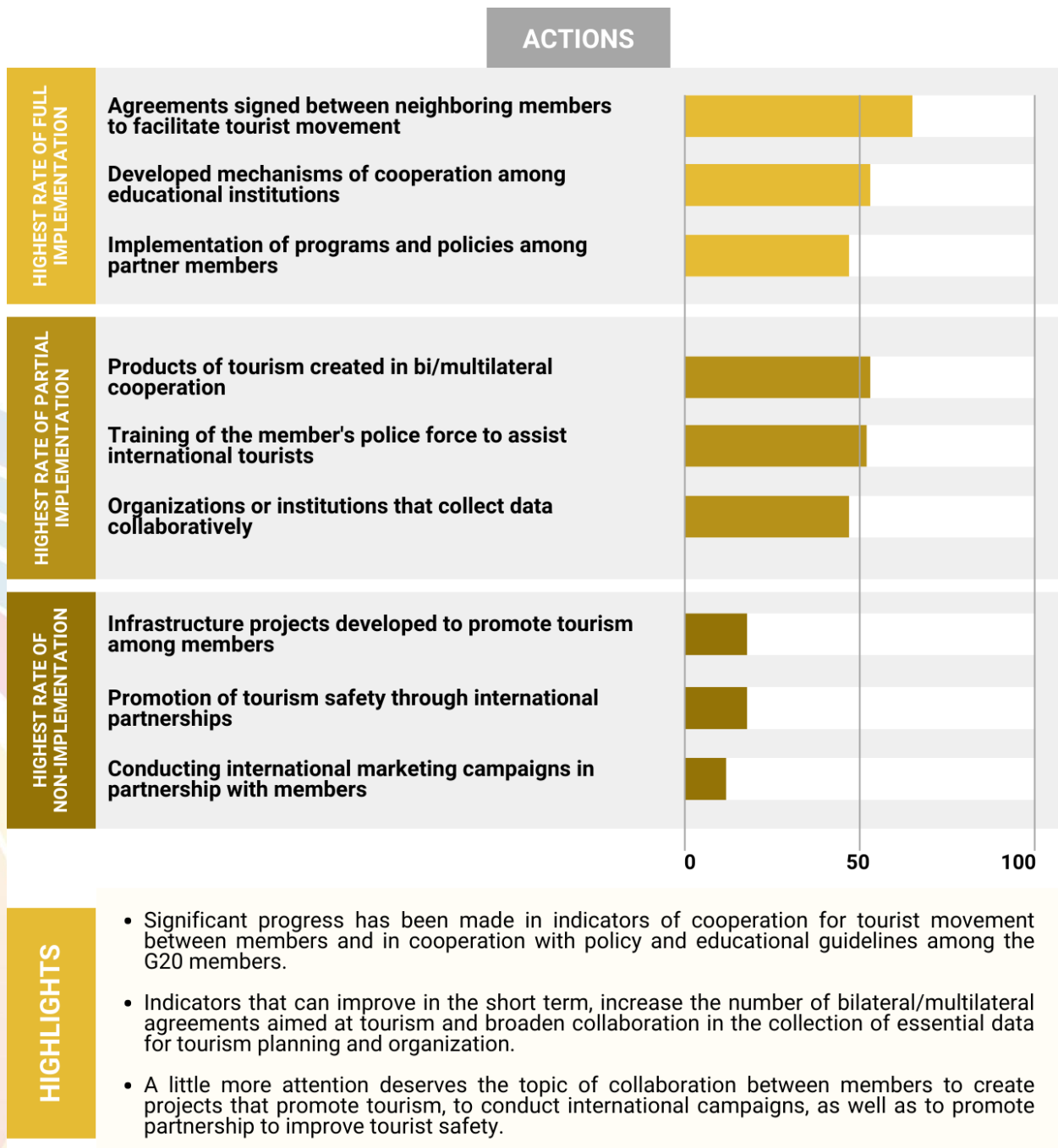
The results underscore the diversity of multilateral and bilateral international cooperation agreements among members. These agreements cover a broad range of areas and reflect each member's commitment to strengthening ties and promoting partnerships on matters of common interest. From signing numerous agreements over the years to seeking memorandums of understanding, members demonstrate their

willingness to collaborate and establish meaningful relations to address global challenges and promote sustainable development.

Almost all members have concluded bilateral agreements. These agreements establish friendly and responsible relations with other members and contribute reciprocally to economic, social, and environmentally responsible development. There is also considerable potential to expand and enhance cooperation agreements in tourism, security, and environmental protection, which are key objectives of the G20.

The third open question addressed the main challenges that members face in international cooperation. Based on the responses from G20 members, the significant challenges faced in the tourism sector include economic restrictions, difficulties in international cooperation, and the risk of obstacles that could hinder tourism growth. Additionally, crucial issues include limited resource capacity, coordination between agencies and sectors, and securing international funding. At the same time, the implementation of agreements and infrastructure projects face a wide range of challenges, including financial ones. These challenges underscore the importance of collaboration and the pursuit of joint solutions to boost the tourism sector sustainably and effectively globally. Executive Summary of axis 2 is presented below (Table 7).

Table 7: Executive Summary Axis 3

ACTIONS

HIGHEST RATE OF FULL IMPLEMENTATION

- Agreements signed between neighboring members to facilitate tourist movement
- Developed mechanisms of cooperation among educational institutions
- Implementation of programs and policies among partner members

HIGHEST RATE OF PARTIAL IMPLEMENTATION

- Products of tourism created in bi/multilateral cooperation
- Training of the member's police force to assist international tourists
- Organizations or institutions that collect data collaboratively

HIGHEST RATE OF NON-IMPLEMENTATION

- Infrastructure projects developed to promote tourism among members
- Promotion of tourism safety through international partnerships
- Conducting international marketing campaigns in partnership with members

HIGHLIGHTS

- Significant progress has been made in indicators of cooperation for tourist movement between members and in cooperation with policy and educational guidelines among the G20 members.

- Indicators that can improve in the short term, increase the number of bilateral/multilateral agreements aimed at tourism and broaden collaboration in the collection of essential data for tourism planning and organization.

- A little more attention deserves the topic of collaboration between members to create projects that promote tourism, to conduct international campaigns, as well as to promote partnership to improve tourist safety.

5.4 SECTION RELATED TO AXIS 4 - TOURISM AS AN ECONOMIC ENHANCER

This axis highlights the importance of specific policies and programs that aid and enhance tourism's potential to improve the economy. The analysis examines and emphasizes actions with an innovative tendency that helps strengthen the role of tourism as an economic engine. The findings related to investment and financing in tourism infrastructure reveal significant trends in three key variables (Figure 16).

Figure 16: Investment and Financing in Tourism Infrastructure
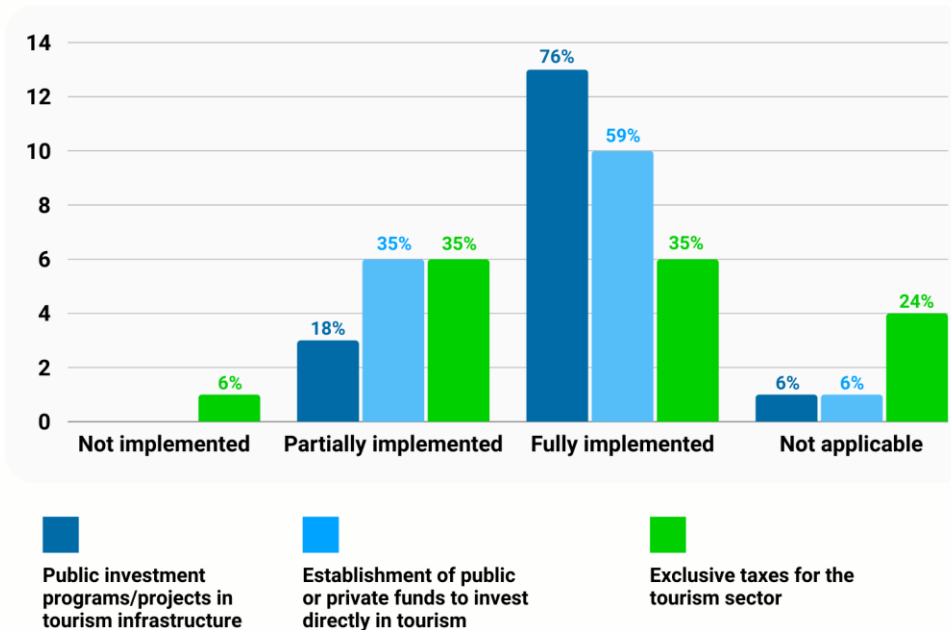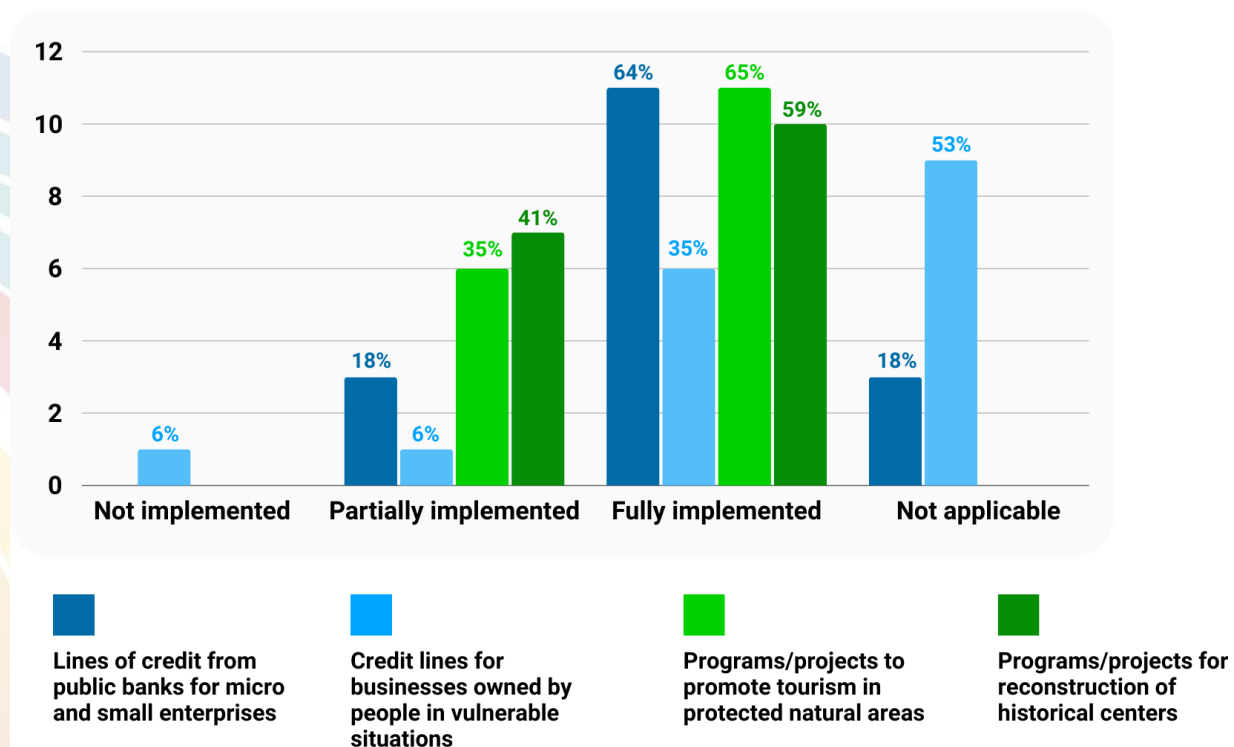

Source: Survey data, 2024.

Regarding public investment programs and projects in tourism infrastructure, most actions in this category are partially implemented, indicating considerable effort but significant challenges in completing them. Most actions have been fully implemented concerning the establishment of public or private funds to invest directly in tourism, indicating relatively high effectiveness in creating funds dedicated to direct investment in tourism, whether by public or private entities.

A significant share of exclusive taxes for the tourism sector is partially implemented, suggesting a positive response from governments in seeking specific sources of financing for tourism. However, it is essential to note that a considerable part of these actions still need to be implemented, although small.

The results indicate a considerable effort in investing in tourism infrastructure, with most actions partially implemented. This suggests a recognition of the importance of tourism for economic and social development but also highlights challenges in the complete execution of these programs. Establishing funds dedicated to tourism shows a positive response, with a high proportion of actions fully implemented, marking a practical approach to mobilizing financial resources. These results emphasize the importance of continuing to invest in tourism infrastructure and seeking effective financing solutions to promote sustainable tourism development.

The data on Financial Support for Microenterprises, People in Vulnerable Situations, and Heritage Preservation offer insights into implementing programs and policies aimed at supporting microenterprises, promoting people in vulnerable situations inclusion, and preserving cultural heritage in the analyzed members. This information makes it possible to understand the current status of financial support initiatives in these areas and identify opportunities for future interventions and improvements (Figure 17).

Figure 17: Financial Support for Microenterprises, People in Vulnerable Situations, and Heritage Preservation

Source: Survey data, 2024.

The results highlight various facets of financial support and heritage preservation in G20 members, providing insights into the trends and challenges faced in these sectors. Upon reviewing the implementation of credit lines for micro and small businesses, it is noted that there has been a significant effort in promoting entrepreneurship and economic activity. There are still obstacles to overcome, as evidenced by the partially implemented programs and the lack of applicability in some cases.

When it comes to credit lines for people in vulnerable situations, it signals that only a portion of the programs is fully implemented, highlighting the need to provide access to financing and business support for these groups. The high number of programs that are not applicable suggests a need to review and potentially adjust existing policies. Additionally, the existence of partially implemented programs and others still needing

implementation underscores the need for more targeted efforts to ensure comprehensive support for these enterprises.

On the other hand, efforts to promote tourism in protected natural areas reflect a collective commitment to environmental conservation and sustainable tourism. The presence of partially implemented programs suggests that challenges remain in maximizing the positive effects of these initiatives and effectively managing these sensitive areas.

The equal division between partially and fully implemented programs for reconstructing historical centers highlights the attention given to preserving cultural heritage. This also underscores the ongoing need for improvement in the execution of these projects to ensure proper protection and revitalization of these historical sites.

Globally, the results illustrate the complexity of the challenges faced by G20 members and the importance of collaborative and innovative approaches to boosting economic development, promoting social inclusion, and preserving cultural heritage internationally.

The research results related to programs and projects for facilitating mobility, specifically focusing on women and older adults, reflect various implementation levels among the G20 members (Figure 18).

**Figure 18:** Promoting Tourism and Facilitating Mobility
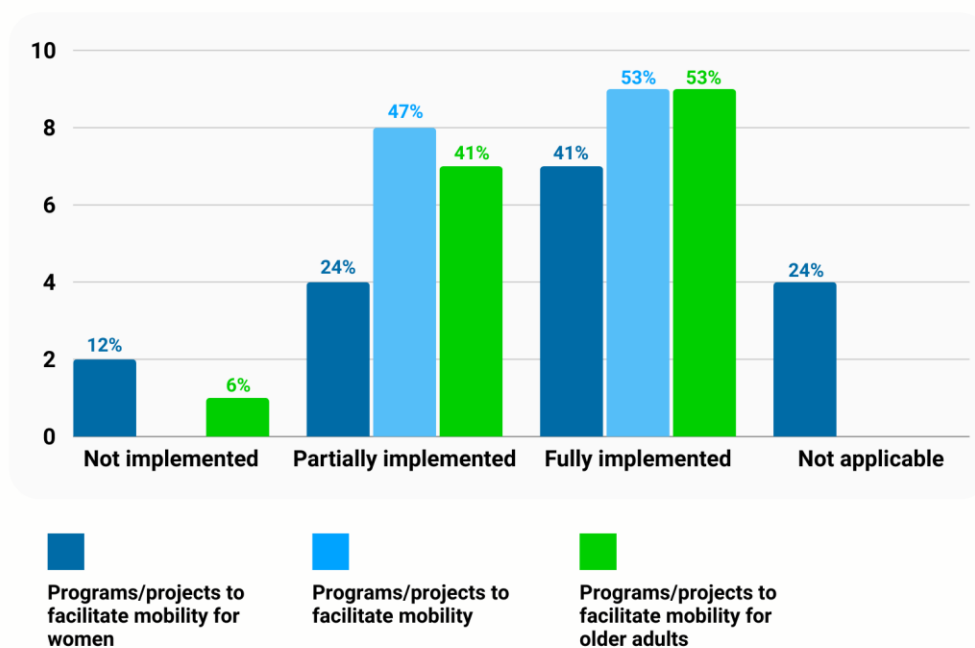
Source: Survey data, 2024.

These results highlight the diversity of approaches and challenges faced by the G20 members in implementing mobility facilitation programs, especially when meeting the specific needs of demographic groups such as women and older adults. They also underscore the importance of improving policies and strategies to ensure accessibility and inclusion of all population segments in mobility issues.

The research results on the programs and projects related to cultural tourism, the diversification of tourism offerings, and the promotion of tourism flows to the interior among the G20 members reveal a variety of levels of implementation and applicability (Figure 19).

Figure 19: Encouraging Cultural Tourism and Diversifying the Offering
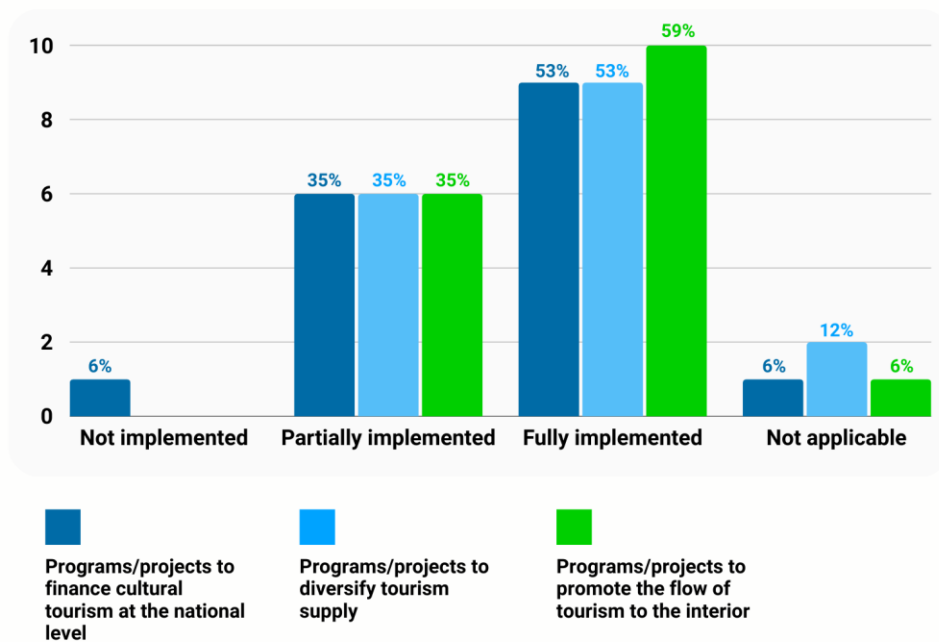
Source: Survey data, 2024.

These results indicate a significant commitment by the G20 members to invest in and promote cultural tourism, diversify their tourism offerings, and encourage tourist flows to inland areas. They also highlight the ongoing need to overcome challenges and barriers for a more comprehensive and effective implementation of these programs, aiming to promote more sustainable and inclusive tourism globally. Table 8 with the executive summary of Axis 4 is shown below.

Table 8: Executive Summary Axis 4
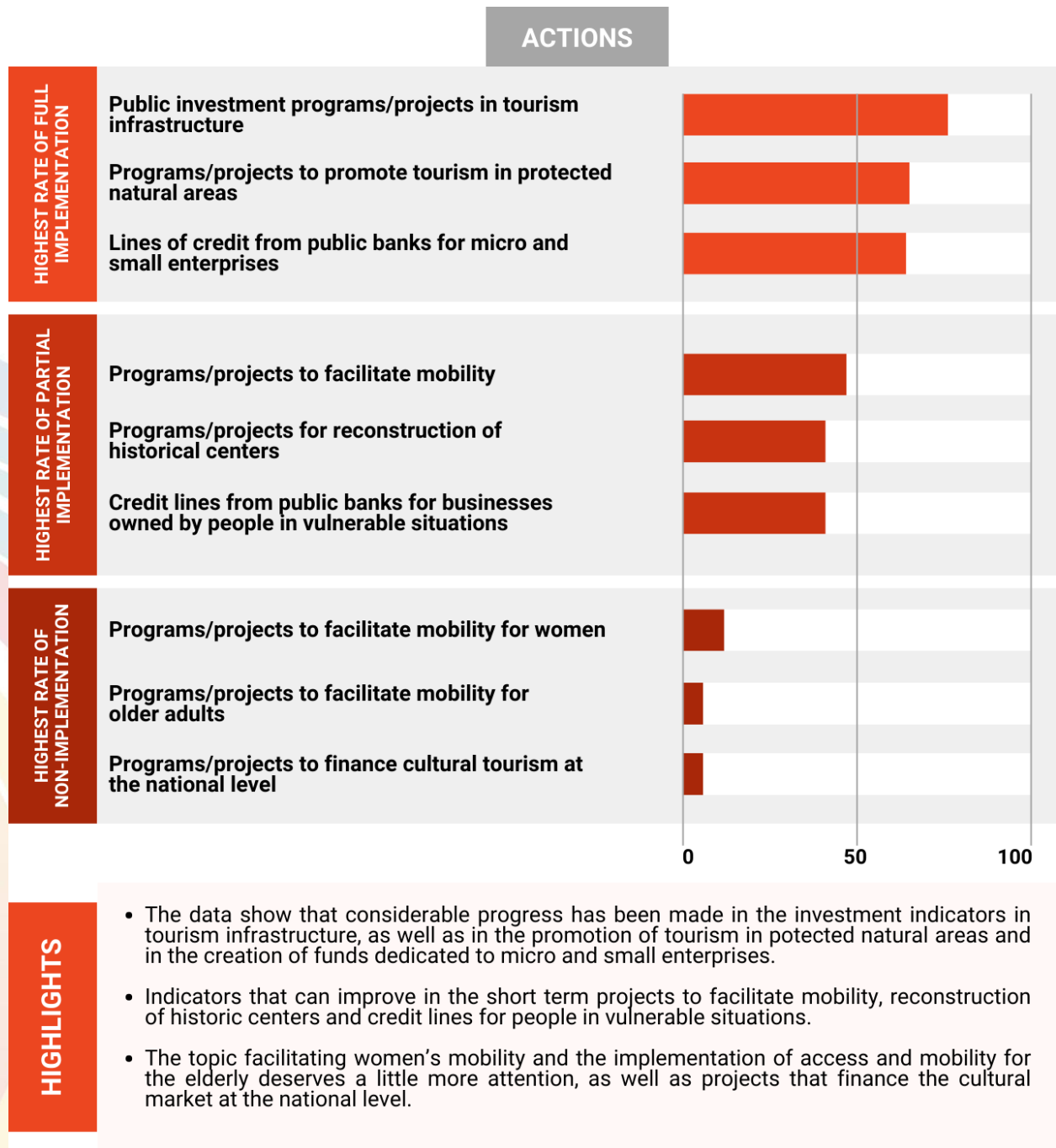
5.5 SECTION RELATED TO ADDITIONAL COMMENTS, CRITICISMS, OR SUGGESTIONS

This section compiles comments and suggestions from G20 members, emphasizing their commitment to enhancing and sustaining the global tourism agenda. The transcripts were presented with the members' names excluded to ensure confidentiality. They were identified only as "member 1," "member 2," "member 3," etc.

Here are the highlighted inputs organized for clarity and continuity:

Member 1 emphasized the importance of maintaining tourism's visibility on the international stage: "The G20 should continue to work to keep the topic of tourism at the top of the international agenda."

Member 2 proposed practical steps to ensure ongoing engagement and accountability: "Perhaps a virtual meeting to reconvene semi-annually to check the commitments made at the last Working Group."

Member 9 provided an in-depth look at its governmental structure and its implications for tourism management. The member features a complex arrangement of responsibilities divided among various federal levels, with the central government coordinating. Each of the 16 federal states has the autonomy to develop, define, and promote local tourism policies. These states are supported by ministries that handle the design, implementation, and funding of tourism initiatives. Additionally, a Destination Management Organization aligns regional and municipal interests with broader objectives. The Joint Federal Scheme for the Improvement of Regional Economic Structures supports these efforts through financial investments, including those directed at the tourism sector, reflecting the cross-sectoral nature of tourism that intersects with overall economic and labor policies.

Member 11 suggested that future efforts should expand on international tourism cooperation, specifically through promoting green tourism initiatives, visa facilitation, enhancement of supply chain connections, and better accessibility to digital technology for tourism-related small and micro-businesses.

Member 14 called for a comprehensive public and private support mechanism involving financial and non-financial entities. It highlighted the need for entrepreneurship programs targeting women, youth, community-level cooperatives, and people in vulnerable situations. The member advocates for innovative models, financing schemes, and technical advice to foster the growth and development of micro, small, and medium-sized enterprises within the tourism industry.

These contributions reflect a diverse and proactive approach by G20 members to address the challenges and opportunities within the global tourism sector, aiming for sustainable development and inclusive growth. It is important to note that the selected quote is not intended to comprehend various aspects and implications for responding members but to reflect and provide materials that trigger new and meaningful discussions.

6. GENERAL RECOMMENDATIONS AND CONCLUSION

The COVID-19 crisis has underscored the complexity and interdependence of the global tourism system. Robust multilateral cooperation and institutions have never been more crucial. Members need to collaborate, recognizing that while each one has the right to set its own rules and regulations, actions taken by one government can impact tourists, businesses in other members and the global tourism system.

This report sought to identify actions implemented by G20 members from 2010 to 2023. The working group prioritized four axes: Axis 01—Sustainability and Tourism; Axis 02—Information Sharing and Management; Axis 03—International Cooperation; and Axis 04—Tourism as an Economic Enhancer.

In Axis 1, the G20 has taken significant measures to promote environmental and cultural protection. There is still a long way to go to achieve the group's objectives. The G20 needs to continue discussions with its members and implement defined actions, while closely monitoring this process. The findings indicate that members face challenges requiring measures for tourism's environmental, social, and economic sustainability.

Regarding Axis 2, the G20 has demonstrated significant measures to promote environmental and cultural protection and sustainable tourism development. Many challenges remain to overcome, such as more effective implementation of actions, ensuring the effectiveness of implemented measures, enhancing tourism destination management, and sharing and enriching the experience in managing tourist destinations with similar tourism products among members.

Regarding Axis 3, it is noteworthy that international cooperation among G20 members has the potential to transform the tourism sector and promote sustainable global development. It is essential to emphasize that members need to work together to achieve G20 objectives and ensure that all share the benefits of tourism. It is also observed that initiatives to facilitate travel aim to increase tourist arrivals and promote cultural exchange and economic growth among nations. Through collaborative efforts and commitments to improve the tourism sector, these agreements mark a promising step toward harnessing the full potential of tourism as a catalyst for and cooperation among G20 members.

In Axis 4, it is evident that G20 members demonstrate a growing will for sustainable, inclusive, and responsible tourism development. Research results indicate considerable efforts in implementing programs and projects in various areas, such as infrastructure, financing, support for micro-enterprises and people in vulnerable

situations, heritage preservation, mobility facilitation, cultural tourism, and diversification of offerings. However, despite advancements, persistent challenges need to be overcome. Some examples include disparities in access to financing among people in vulnerable situations, the necessity to improve project management practices, and efforts to find more effective solutions for facilitating the mobility of specific groups. Thus, to drive tourism development on a global scale, the G20 needs to strengthen collaboration and innovation among its members. Improving project execution, reducing disparities, promoting inclusion, and investing in innovation are crucial to achieving a more promising future for the tourism sector.

G20 members have committed to promoting and investing in cultural tourism, which helps preserve and celebrate each member's unique cultural heritage while driving economic development and social inclusion. Diversifying tourism offerings not only attracts a broader range of visitors but also helps distribute the financial benefits of tourism more equitably. These efforts can translate into concrete and positive actions for local communities and the preservation of the G20 and global cultural heritage. There is also a continuous need to overcome challenges and barriers for a more comprehensive and effective implementation of these programs, aiming to promote more sustainable and inclusive tourism globally.

Promoting employment in the tourism sector significantly contributes to economic and social development by ensuring local communities and people in vulnerable situations benefit from opportunities, reducing unemployment, and fostering equitable economic growth. Additionally, implementing policies to decongest tourist flows and diversify routes is vital for achieving tourism sustainability, as it supports effective destination management, environmental conservation, and resource protection.

Developing indicators to monitor sustainable tourism is crucial for assessing progress toward sustainable development goals (SDGs) and making informed sector decisions. These indicators guide policies, measure performance, and ensure equitable benefits while protecting resources for future generations.

The EU Tourism Dashboard and UN Statistical Framework for Measuring the Sustainability of Tourism (SF-MST) are concrete first steps in that direction.

Holistic and collaborative approaches among governments, the private sector, local communities, and international organizations are essential for promoting sustainable, responsible, and resilient tourism aligned with SDG principles. These approaches aim to secure lasting benefits for all stakeholders in the tourism sector.

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