



**CTO**



**European Commission**



**Caribbean Regional Sustainable Tourism  
Development Programme**

## **Guide to Good Practices for Sustainable Tourism Development in the Caribbean**

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## 1. Introduction

This work has been initiated to comply with item 10 of the Terms of Reference for the Sustainable Tourism Policy Development Consultant (STPDC) within the framework of CTO Lot 3 Caribbean Regional Sustainable Tourism Development Programme (CRSDTP):

“Create a regional database of sustainable tourism best practices among public and private sector actors in the region. This database shall include but will not be limited to national, regional and international projects, reports, dossiers and studies available on tourism and the environment in the Caribbean”.

The task at hand is for the STPDC to bring together in one place, assessed examples of management practices that are deemed relevant for the Caribbean tourism sector. These examples should be of sufficient quality to be able to provide guidance on the approaches that can be used to make tourism more sustainable.

The primary target group for this information is tourism policymakers in the CTO member countries who are interested in how to make tourism in their destination more sustainable. To that end the examples provided can be used as a guide in conjunction with use of the *Caribbean Sustainable Tourism Policy Framework*. Other target groups include private sector organisations, NGOs and members of the research community.

The term “good practices” is used here instead of “best practices” because the latter term implies agreement between a range of stakeholders on the standard achieved, whereas this database of good practices is based on the judgement of the STPDC. In order to be identified as a good practice for inclusion in this guide, an example had to be:

- Of regional relevance and fall within one of the six thematic areas included in the Caribbean Policy Framework,
- Of a scale which means that they can be duplicated with relative resource efficiency,
- Recognised as being acceptable good practice by stakeholders within the tourism sector based on the STPDC’s experiences, and
- Of sufficient importance to be considered an initiative that the target group for this output should be aware of.

## 2. Approach

Based on the above interpretation of the Terms of Reference, the STPDC has used the following approach:

1. Trawl through relevant information channels to identify relevant examples of good practices, of which the following are anticipated to be the main sources of information:

- a. Information submitted to STPDC by a variety of channels during the policy development process including national tourism organisations (NTOs), NGOs and regional specialist organisations;
  - b. CTO/CRSTDP consultancies, especially those related to good practices;
  - c. The Internet, with particular reference to the DestiNet Sustainable Tourism Information Portal;
  - d. Other relevant media channels including CTO's Annual Sustainable Tourism Conference and additional conferences, trade journals, email newsletters etc.
2. Organise the information into a matrix consisting of the six thematic areas put forward in the Caribbean Sustainable Tourism Policy Framework. This will provide user friendly accessibility to the information. It will also provide policy makers and other stakeholders with an interactive tool for use together with the Policy Framework, as was proposed by the CTO Secretary General at a meeting with the STPDC and CTO counterpart in April 2007;
  3. Recommend that the Caribbean tourism sector's intranet site [www.onecaribbean.org](http://www.onecaribbean.org) is utilised to make this information available to CTO, CHA and individual beneficiary states, as well as to international users; and
  4. Recognise that this is a dynamic tool that needs to be updated on a regular basis, in order to add new network web resources and check quality of links. This can be facilitated over the internet in the future, so that users can suggest new good practice resources to CTO for upload, or report broken links.

### **3. Matrix**

A matrix format is presented below within which to structure the information presented. The full matrix is included in the following sections of this report. It's important to note that the resources are not listed in order of importance, but rather in the chronological order that they were recorded into the matrix.

Thematic Area for Good Practice	Geographic origin	Focus area	Impact	Description of good practice	Name of organisation(s)
1. Tourism Management Capacity					
	1.1				
2. Marketing					
	2.1				
3. Transportation					
	3.1				
4. Environment					
	4.1				
5. Linkages					
	5.1				
6. Health, Safety and Security					
	6.1				

#### 4. Status

The following table presents the number of good practices identified per thematic area as of: 10-Jun-08

Thematic area:	Number of good practices listed:
Tourism management capacity	14
Marketing	12
Transportation	6
Environment	16
Linkages	5
Health, safety and security	12



## 5. CTO/CRSTDP Matrix of Sustainable Tourism Good Practices

Thematic Area	Geographic origin		Focus area	Impact	Description	Name of organisation(s)
<b>1. Tourism Management Capacity</b>						
Tourism Management Capacity includes the following aspects of sustainable tourism development: <ul style="list-style-type: none"> <li>• Good governance</li> <li>• Public awareness</li> <li>• Human Resource Development</li> <li>• Tourism Research and Development</li> <li>• Information Communication Technology (ICT)</li> </ul>	1.1	Puerto Rico	Sustainable tourism policy	Legislation mandating inter-agency collaboration on sustainable tourism issues	The Law on the Sustainable Development of Tourism was passed in 2006, replacing the existing law on ecotourism. The Law identifies tourism as a priority sector for Puerto Rico and mandates the Puerto Rico Tourism Company to take the lead on sustainable tourism, establishing an Office of Sustainable Development of Tourism in that organisation.	Puerto Rico Tourism Company
	1.2	Barbados	Sustainable tourism policy	Extensive sector and public consultation through a participatory process	The policy formulation process for the 2001 Green Paper on the Sustainable Development of Tourism in Barbados involved an extensive participatory process. Prior to being heard at public meetings, the document had been reviewed at a tourism policy forum.	Ministry of Tourism
	1.3	Jamaica	Human resource development	Developing a cadre of quality aware tourism workers	TEAM Jamaica was launched in 1997 borne out of a perceived need to improve Jamaica's image in the marketplace. The programme consists of a series of modules on issues such as tourism awareness and tourism and the environment. Participation in TEAM Jamaica activities has been mandatory for all tourism personnel since 2001.	Tourism Product Development Company (TPDCo)



Thematic Area	Geographic origin		Focus area	Impact	Description	Name of organisation(s)
<b>1. Tourism Management Capacity</b>						
	1.4	Belize	Uptake of ICT in tourism sector	Web-based platform for small hotel accommodation	The Toucan Trail gives potential visitors to Belize access to information on over 100 small hotels with room rates of US\$60 or less. Participating hotels have signed a pledge of good practices including that they are a licensed property and act in an environmentally responsible manner.	Belize Tourism Board
	1.5	Barbados	Service excellence	Raised awareness of service excellence	NISE Barbados was established by the Government of Barbados, trade unions and private sector as a nationwide initiative to promote service excellence. It conducts benchmarking research on service excellence	National Initiative for Service Excellence (NISE)
	1.6	Europe	Good governance	Strategic policy document on the reform of European approaches to governance	This white paper reviews European governance according to the five principles of good governance: openness, participation, accountability, effectiveness and coherence. It then proposes a series of action that can be taken to reform European governance to meet the expectations of European citizens.	European Commission
	1.7	International	Communication	Review of how communication can be used for sustainable tourism development	This report presents the results of an e-conference on the role of communication in sustainable tourism development (2006). Examples of focus areas include how communication can be used to involve stakeholders in decision-making.	World Bank, USAID and UNWTO



Thematic Area	Geographic origin	Focus area	Impact	Description	Name of organisation(s)	
<b>1. Tourism Management Capacity</b>						
	1.8	International	Public awareness	Provides a training kit, aimed at young people, on sustainable consumption	YouthXchange is a train the trainer tool that aims to promote sustainable consumption patterns among young consumers worldwide. The kit provides statistics, case studies, games, examples of real companies going more sustainable, and direction on how explain sustainable lifestyles to a young audience. The topics are tackled under youth-oriented headings.	UNEP, UNESCO
	1.9	International	Good governance	Guidelines on how to plan, develop, implement and monitor national programmes on promoting sustainable consumption and production	The manual includes a written overview of concepts, tools and policies, and presents a 10 step programme. It stresses the importance of obtaining high-level commitment, establishing multi-stakeholder processes, and setting objectives and indicators, preferably integrated with existing strategies on sustainable development and poverty reduction. The report contains nine case studies (including Jamaica).	UNEP, DEFRA



Thematic Area	Geographic origin		Focus area	Impact	Description	Name of organisation(s)
<b>1. Tourism Management Capacity</b>						
	1.10	International	Good governance	Presentation of a comprehensive set of instruments that governments can use for making tourism more sustainable	The Guide presents a range of voluntary and compulsory regulatory instruments, as well as setting out 12 aims for sustainable tourism and their implications for policy. It also describes the collaborative structures and strategies that are needed at a national and local level. It also identifies ways to influence the development and operation of tourism enterprises and the activities of tourists.	UNEP
	1.11	International	Human Resource Development	Environmental teaching pack for the hospitality industry	The guide is intended to increase awareness among hospitality management students of the importance of environmentally responsible tourism. The pack is most suitable for developing syllabuses at the degree and postgraduate level. Examples of good practice and case studies have been included to demonstrate theory in practice.	UNEP, EUHOFA, IH&RA
	1.12	Australia	Tourism research and development	Encouraging innovative practices in key economic sectors to boost national competitiveness	This brochure provides an overview of the Cooperative Research Centre scheme, which was established in the 1990s in Australia in order to drive economic development in key sectors. This is achieved following a Centre of Excellence model. The programme has led to the establishment of a Sustainable Tourism Cooperative Research Centre.	Cooperative Research Centre



Thematic Area	Geographic origin		Focus area	Impact	Description	Name of organisation(s)
<b>1. Tourism Management Capacity</b>						
	1.13	Europe	Information Communication Technology (ICT)	Review of E-business trends and implications, business impact and policy implications	This study describes how tourism sector companies use ICT for conducting business; it assesses the impact of this development for firms and for the industry as a whole, and indicates possible implications for policy. Analysis is based on literature, interviews, case studies and a survey among decision-makers in European enterprises from the tourism industry about the ICT use of their company.	European Commission
	1.14	Europe	Human Resource Development	Model for Tourism Learning Areas	The European Commission places a lot of emphasis on “life long learning” and this report is the final product of a study that has reviewed how this can be achieved in the tourism sector. The model projects cooperation between a variety of stakeholders in society to achieve this.	European Commission



Thematic Area	Geographic origin		Focus area	Impact	Description	Name of organisation(s)
<b>2. Marketing</b>						
Marketing includes the following aspects of sustainable tourism development: <ul style="list-style-type: none"> <li>• Tourism Marketing Intelligence</li> <li>• ICT in Tourism Marketing</li> <li>• Product Development</li> <li>• A Diverse Tourism Sector</li> <li>• Quality Standards</li> <li>• Effective Promotion</li> </ul>	2.1	Belize	Quality standards	Institution of measures designed to address hazards and risks from diving and to protect divers from injury and illness	The Dive Operators' Policy provides specific guidance on the steps to be taken by dive operators before they can participate in dive tourism. These range from licensing to the achievement of dive master certification.	Belize Tourism Board
	2.2	Caribbean	Product development	One stop shop providing information materials for operators	The Small Tourism Enterprises Project (STEP) was started by OAS to create a support and assistance service for small hotels in participating countries. A series of toolkits have been developed on issues such as marketing and environment. The concept also included walk-in resource centres.	Organization of American States (OAS)
	2.3	Jamaica	Quality standards	Provision of resources to help fund quality improvements in small tourism enterprises (small hotels, guest houses, villas, apartments and attractions)	The Small Tourism Enterprise Grant is a \$5 million fund to assist improvements in the areas of health, safety, security, training and minimal physical upgrading, to attain minimum standards and compliance with regulatory requirements. It uses resources from the tourism enhancement fund, financed by the entry tax to Jamaica for cruise and airline passengers. Properties receive a maximum of \$300,000 in order to assist them in attaining standards, and they must have a tax registration number or a tax certificate.	Tourism Product Development Company (TPDCo)



Thematic Area	Geographic origin		Focus area	Impact	Description	Name of organisation(s)
	2.4	International	Marketing intelligence	State-of-the-art report on the whale watching market and its economic potential	It is estimated that some 9 million people participated in whale watching activities in 1998, providing valuable income to many marginalised communities. This report provides a detailed overview of the socio-economic profiles of whale watching tourists in the main destinations, and gives information on the main national and international stakeholders.	United Nations Environment Programme (UNEP), International Fund for Animal Welfare (IFAW)
	2.5	Europe	Quality standards	How to implement a quality management process at the destination level	This report provides guidance on how urban tourist destinations can run an integrated stakeholder process in order to improve the quality of the tourism product. A model is put forward based on a series of best practice case studies taken from across Europe.	European Commission
	2.6	International	Product development	Guidance on making tour guiding more sustainable	Although this report focuses specifically on tour guiding in mountainous regions, it nonetheless contains a wealth of information on how to reduce the social and environmental impacts of tour guiding, many of which are relevant for the Caribbean. Topics covered include infrastructure, health and safety and interaction with local communities.	UNEP, Conservation International



Thematic Area	Geographic origin		Focus area	Impact	Description	Name of organisation(s)
	2.7	International	Product development	Overview of what steps Tour Operators can take to promote sustainable tourism development in destinations	This manual aims at providing an overview of the many practices that have been explored by members of the Tour Operators' Initiative. This network of tour operators is committed to sustainable development and supported by UNEP, UNESCO and UNWTO.	UNEP, Tour Operators' International
	2.8	International	Effective promotion	Review of the distribution channels available for sustainable tourism	This report analyses how supply chains can be used to put pressure on suppliers to work with sustainable tourism, for example by integrating such criteria into procurement processes.	UNEP, Regione Toscana
	2.9	Australia	Tourism marketing intelligence	Study of the economic value of World Heritage listing	World Heritage listing signifies globally outstanding natural and/or cultural heritage and can be considered a "top brand" in marketing terms. The report analyses whether branding as heritage icons confers economic value through increased tourism expenditure at World Heritage Areas.	Sustainable Tourism Cooperative Research Centre
	2.10	Europe	Product development	Guidelines on how to promote accessibility for disabled tourists	This report is the result of a study that focused on how to better serve the needs of disabled tourists, whilst at the same time considering how to tap into this market which is expected to grow in the future.	European Commission



Thematic Area	Geographic origin		Focus area	Impact	Description	Name of organisation(s)
	2.11	Australia	Product development	Analysis of national hotel investment system in Australia	This report reviews barriers to the current hotel investment framework in Australia, and suggests a series of reforms that can boost investment in the national product.	Tourism and Transport Forum
	2.12	Australia	Product development	Better understanding of the role of natural areas and national parks in the tourism product	This report presents the findings of a project that was designed to explore key elements affecting the quality of visitor experiences in national parks and other protected areas in Australia. The report examines current levels and patterns of visitation to Australian national parks and other protected areas, as well as tourism industry involvement in these areas through commercial tour operations and facility provision. The main emphasis of the report is on identifying the main reasons why tourists visit national parks and other protected areas and factors that affect the quality of experiences sought.	Tourism and Transport Forum



Thematic Area	Geographic Origin		Focus area	Impact	Description	Name of organisation(s)
<b>3. Transportation</b>						
Transportation includes the following aspects of sustainable tourism development:  ●Air Transport  ●Cruise and Maritime Transport  ●Land-based Transport	3.1	International	Air transport	Communication of IFTO policy for sustainable development	This document presents IFTO policy on two aspects of sustainable development: aviation and the environment and responsible tourism policies.	International Federation of Tour Operators (IFTO)
	3.2	UK	Air transport	Clear identification of the way forward for the UK aviation sector	This 2005 document presents the strategy developed by the UK aviation industry to respond to the challenge of building a sustainable future. The strategy outlines the major sustainability issues faced by the industry as a whole, identifying goals to which each endorsing company will contribute according to its own respective role. It has been endorsed by UK airlines, manufacturers and airports.	Airport Operators Association, British Air Transport Association, Society of British Aerospace Companies
	3.3	Caribbean	Climate change	Communication of regional position on climate change	The CHA-CTO position paper on climate change was released in 2007 and represents a public-private sector initiative to present those organisations' position on climate change. Furthermore it outlines a number of ongoing and suggested initiatives to tackle climate change in the region.	Caribbean Hotel Association (CHA) & Caribbean Tourism Organization(CTO)



Thematic Area	Geographic Origin		Focus area	Impact	Description	Name of organisation(s)
<b>3. Transportation</b>						
	3.4	Australia	Land-based transport	Considers how to optimise the transport infrastructure in the tourism product	This report makes the case for transport planners and policy-makers to consider tourism transport demand and to encourage greater private sector involvement in developing transport infrastructure. Figures presented in this report highlight the importance of tourists as the largest component of 'traffic' volumes on many parts of Australia's national highway system.	Tourism and Transport Forum
	3.5	Australia	Land-based transport	Guidelines for environmental management for vehicle excursions	Best practice environmental management guidelines for four wheel drive and off-road tours	Sustainable Tourism Cooperative Research Centre
	3.6	Australia	Land-based transport	Improving quality standards of taxi services	The service provided by taxi operators is a crucial part of the tourism product. This report analyses the quality of that service in Australia, and makes suggestions for how to boost service quality.	Tourism and Transport Forum



Thematic Area	Geographic Origin		Focus area	Impact	Description	Name of organisation(s)
<b>4. Environment</b>						
Environment includes the following aspects of sustainable tourism development: <ul style="list-style-type: none"> <li>• Planning of Tourism</li> <li>• Sustainable Patterns of Consumption</li> <li>• Climate Change</li> </ul>	4.1	Belize	Planning of tourism	Better control of cruise tourism development in Belize	The Cruise Ship Policy aims to maximise the benefits from the cruise industry whilst sustaining the natural resources of Belize. The policy features an Environmental Compliance and Monitoring Plan which must be signed by cruise lines as part of the licensing process.	Belize Tourism Board
	4.2	Europe	Sustainable patterns of consumption	Suggestions for how to measure and improve environmental performance	Presents a set of suggested environmental performance indicators for different categories of accommodation as well as a comprehensive set of successful examples of best practice.	European Commission
	4.3	UK	Sustainable patterns of consumption	Common set of rules for environmental management in commercial airports	As part of the UK Sustainable Aviation initiative, the AOA have updated their Environmental Guidance Manual for airports. The first section of the manual deals with environmental legislation and how to set-up an environmental management system for an airport. The second section provides environmental guidelines for specific technical solutions.	Airport Operators Association (AOA)
	4.4	USA	Planning of tourism	Review of the environmental impacts of cruise tourism and the legislature in place	Prepared for Congress, this report reviews the US legislation covering the main waste streams from cruise ships, including sewage, gray water and bilge water.	Congressional Research Service (CRS)



Thematic Area	Geographic Origin		Focus area	Impact	Description	Name of organisation(s)
<b>4. Environment</b>						
	4.5	New Zealand	Planning of tourism	State-of-the-art report on the environmental effects of cruise ships	NZ had approx 55,000 cruise passengers in 2002/3 and is concerned that the sector develops sustainably. This report reviews the environmental effects of cruise ships, reviews the legislative framework for cruise ships and relevant environmental legislation	Parliamentary Commissioner for the Environment (PCE)
	4.6	Nordic countries	Planning of tourism	Benchmarking of methodologies for visitor management	Many tourism areas in the Nordic countries are dependent on a pristine natural environment. This report includes guidelines, recommendations and examples of visitor management methods in the Nordic and Baltic countries. Guidance is included on visitor counting and visitor surveys.	Nordic Council of Ministers
	4.7	International	Sustainable patterns of consumption	Cruise industry waste management practices and procedures	This document outlines the standards for waste management that are deferred to by the cruise industry. It includes areas such as chemicals, batteries and incinerator ash.	International Council of Cruise Lines (ICCL)
	4.8	USA	Planning of tourism	Review of progress made to tackle cruise industry pollution	This report to Congress provides information from monitoring of pollution incidents involving cruise ships in US territorial waters, for example Illegal discharge cases.	US General Accounting Office (GAO)



Thematic Area	Geographic Origin		Focus area	Impact	Description	Name of organisation(s)
<b>4. Environment</b>						
	4.9	International	Climate change	Providing practical guidance and capacity building for climate change adaptation and mitigation practices in the tourism sector	This publication presents an overview of the current science and policy of climate change, followed by self-guidance material on mitigation and adaptation, exploring tools, methods and techniques associated with the management of climate change in tourism. It also identifies examples of good practice from which stakeholders might learn in order to develop their own capacities for implementing climate change strategies.	UNEP DTIE, University of Oxford, UNWTO, WMO
	4.10	International	Sustainable patterns of consumption	Guidelines and examples of how tourism operations can work with solid waste and water management	The manual looks at solid waste and water management and provides guidelines and examples of how tourism operations can achieve positive results and minimize harm to a community's ecological and physical systems. Specific case studies highlight larger hotel chains, which have already implemented environmental management systems but the main focus is on SMEs in developing countries, Small Island Developing States and developing tourism destinations.	UNEP, GTZ
	4.11	International	Planning of tourism	Useful information on how to use tourism to benefit protected areas	The manual researches the actual interactions and linkages between tourism companies and protected areas, based on work with 23 tourism companies.	UNEP, UNESCO, RARE



Thematic Area	Geographic Origin		Focus area	Impact	Description	Name of organisation(s)
<b>4. Environment</b>						
	4.12	Spain	Planning of tourism	System of environmental indicators for the national tourism industry	The tourism sector is crucial for the Spanish economy. This report provides a list of environmental indicators in the following sectors: Atmosphere, Waste, Urban areas, and Natural Resources. The report also presents the results of the indicator system as run for the Spanish tourism industry in 2002.	Ministry of Environment, Spain
	4.13	International	Sustainable patterns of consumption	Environmental, health and safety guidelines for tourism and hospitality development	The guidelines provide useful and detailed information on what standards in environmental quality and community welfare, IFC expect to be met in the projects that they finance. Benchmarks are provided for accommodation services for a range of aspects such as water use and electricity consumption.	International Finance Corporation (IFC)
	4.14	Europe	Planning of tourism	Integrated Coastal Zone Management (ICZM) policy paper	This document presents a combined strategy for ICZM in Europe and thus incorporates many different commercial activities. The Strategy is expected to lead to improved management of coastal zones. It is furthermore expected to improve the implementation of a wide range of EU legislation and policies in coastal zones.	European Commission
	4.15	Australia	Planning of tourism	Review of the wildlife interaction tourism using dolphins as case study	This report is the result of research documenting the stakeholder views on dolphin/tourist interaction, and outlines best practices for how this can be conducted in a sustainable manner.	Sustainable Tourism Cooperative Research Centre



Thematic Area	Geographic Origin		Focus area	Impact	Description	Name of organisation(s)
<b>4. Environment</b>						
	4.16	Australia	Planning of tourism	Review of the wildlife interaction tourism using sea turtles as case study	The research determines the economic, educational and conservation values of sea turtle-based ecotourism. Demonstrating the non-consumptive economic values of sea turtle-based ecotourism and its importance to the local people, present incidental destruction of sea turtles can be discouraged. Sea turtle viewing is not only a sustainable form of wildlife resource use, but has educational and conservation values.	Sustainable Tourism Cooperative Research Centre



Thematic Area	Geographic Origin		Focus area	Impact	Description	Name of organisation(s)
<b>5. Linkages</b>						
Linkages includes the following aspects of sustainable tourism development: <ul style="list-style-type: none"> <li>• Linkage Enabling Environment</li> <li>• Communities and Tourism</li> <li>• Finance</li> </ul>	5.1	Canada	Finance	Providing a roadmap for how to finance tourism enterprises	Although this report has been developed by the Canadian tourism organisation, it provides relevant information on what to do and what not to do when setting up and financing a tourism enterprise.	Canadian Tourism Commission
	5.2	International	Finance	Study of leakages from tourism in developing countries	This paper for an OECD seminar provides an overview of the issue of leakages from the tourism sector in developing countries.	UNCTAD
	5.3	International	Linkage enabling environment	Study of public-private partnerships in tourism	Public-private partnerships are being used increasingly in the international tourism sector as a means of achieving business and community goals. This report reviews in detail how PPPs can function optimally for this purpose.	UNWTO, Canadian Tourism Commission
	5.4	Australia	Finance	Study of innovative funding mechanisms	This Project Paper investigates innovative funding mechanisms for national parks and other protected areas to allow for the provision of soft and hard tourist infrastructure while sustainably managing the natural and cultural heritage assets of parks.	Tourism and Transport Forum



Thematic Area	Geographic Origin		Focus area	Impact	Description	Name of organisation(s)
<b>5. Linkages</b>						
	5.5	Europe	Communities and tourism	Economic and social impacts of mass cultural and sporting events	Sports and cultural events are often seen as a form of tourism that can bring tangible benefits to communities in areas that are not traditional tourist destinations. This report reviews the economic and cultural effects of mass cultural sporting effects based on a series of case studies, and provides recommendations for the design, planning and implementation of sporting and cultural events.	European Commission



Thematic Area	Geographic Origin		Focus area	Impact	Description	Name of organisation(s)
<b>6. Health, Safety and Security</b>						
Health, Safety and Security includes the following aspects of sustainable tourism development: <ul style="list-style-type: none"> <li>• Health and Safety in Tourism</li> <li>• Security in Tourism</li> <li>• Disaster Risk Management in the Tourism Sector</li> </ul>	6.1	Jamaica	AIDS/HIV and tourism	Provides a formal structure within which to address the issues of HIV/AIDS at tourism workplaces	The Tourism Sector HIV/AIDS Workplace Policy Guidelines were released in 2007 by the Government of Jamaica and outline strategies for the sector to combat HIV/AIDS and its repercussions for the tourism sector workforce. The guidelines provide a framework from which stakeholders can launch their own individual workplace policy guidelines.	Ministry of Tourism, Entertainment and Culture
	6.2	International	Disaster Risk Management	Improving ability of tourism stakeholders to manage natural and man-made disasters	The report documents how casualties, property and environmental damages from natural and man-made disasters of three tsunami-hit tourism destinations (Kanniyakumari in Tamil Nadu State, India; Patong in Phuket; and Pi Pi Island in Krabi, Thailand) can be minimised by improving the local authorities and the private sector ability to manage natural and man-made disasters and by educating the residents and tourists on how to properly react to disasters.	UNEP, EuropeAid
	6.3	International	Disaster Risk Management	Concrete guidelines on how to ensure building safety	Although not targeting the tourism sector directly, this general guideline provides best practice examples for construction in natural disaster prone areas. The guidance covers the design and build phases.	UNEP, Swiss Resource Centre and Consultancies for Development



Thematic Area	Geographic Origin		Focus area	Impact	Description	Name of organisation(s)
<b>6. Health, Safety and Security</b>						
	6.4	Australia	Disaster Risk Management	Generic model for tourism disaster strategies	Preliminary research toward a Tourism Disaster Survival Kit, providing a technical framework for analysing the tourism disaster recovery process and examining a series of case studies to test and refine this process.	Sustainable Tourism Cooperative Research Centre
	6.5	Asia	Disaster Risk Management	Use of Disaster Management Centres in Sri Lanka to build community awareness	In the aftermath of the 2004 Tsunami event, the government of Sri Lanka established Community Awareness Programmes through the Disaster Management Centre. A series of Coordinating Units were then established in the afflicted areas to generate awareness.	Asian Disaster Reduction Centre
	6.6	Asia	Disaster Risk Management	Community-based landslide watch network in Thailand	Landslides are frequent events in Thailand, and tend to strike in regions which are relatively remote. The Thai government therefore decided to instigate local networks to raise awareness of landslides and build on local knowledge.	Asian Disaster Reduction Centre
	6.7	Asia	Disaster Risk Management	Control of damage to road infrastructure in Nepal from debris flows and landslides	Sudden rainfall events can cause considerable amounts of damage to the road infrastructure. This case study presents some of the engineering measures put in place to mitigate for sudden rain events in Nepal.	Asian Disaster Reduction Centre



Thematic Area	Geographic Origin		Focus area	Impact	Description	Name of organisation(s)
<b>6. Health, Safety and Security</b>						
	6.8	Asia	Disaster Risk Management	Use of Disaster Preparedness Committees	This case study details the use of Disaster Preparedness Committees in Japan to prepare for natural disasters. These voluntary organisations play a major role in the implementation of disaster drills, for example for earthquakes and avalanches.	Asian Disaster Reduction Centre
	6.9	Asia	Disaster Risk Management	Multi-level participation of state and local authorities in flood prevention measures	The case study explains the management measures put in place to prevent flooding, including traditional methods to release the pressure on flood prevention infrastructure.	Asian Disaster Reduction Centre
	6.10	Asia	Disaster Risk Management	Documentation of how authorities tackle the threat of landslides in Indonesia	Landslides are frequent events in Indonesia, causing varying degrees of disruption and damage to persons and property. This case study describes the measures put in place to identify areas susceptible to landslides, establish early warning systems and sensitize the local communities to the threat.	Asian Disaster Reduction Centre



Thematic Area	Geographic Origin		Focus area	Impact	Description	Name of organisation(s)
<b>6. Health, Safety and Security</b>						
	6.11	Asia	Disaster Risk Management	Entertainment tool to raise awareness of pre-school and primary school children in Armenia to earthquake risk	Armenia is one of the most earthquake prone countries in the world, and many children have died in the past. Creating earthquake aware children is thus a major aspect of government policy. This case study presents a case study in which local authorities and educational institutions cooperated to develop a theatre play in which children are taught the basics of seismic behaviour and protection techniques through inter-active education-play.	Asian Disaster Reduction Centre
	6.12	Asia	Security in tourism	Guidelines on how to manage vehicle fleet transporting hazardous materials	Experience shows that terrorists use vehicles laden with hazardous materials, such as highly flammable materials or hazardous chemicals, to cause maximum disruption to civilian targets. This case study presents the steps taken in Singapore to manage vehicle fleets to prevent their use in terrorist activities, the main measure being the development and implementation of a vehicle tracking system using GPS technology.	Asian Disaster Reduction Centre