



SYNTHESIS REPORT DELIVERY 1A

G20 TOURISM WORKING GROUP

B823 Brasil. Ministério do Turismo.

Syntesis Report : Delivery 1A: G20 Tourism Working [recurso eletrônico] / Ministério do Turismo, Instituto Federal de Brasília ; coordenação de Leticia Bianca Barros de Moraes Lima... [et al.]. – Brasília : MTur : IFB, 2025.

48 p. : il., color. ; PDF.

ISBN 978-65-01-98556-5

1. Turismo – Políticas públicas. 2. Turismo sustentável. 3. Cooperação internacional. 4. Grupo dos Vinte (G20). I. Lima, Leticia Bianca Barros de Moraes (Coord.). II. Instituto Federal de Brasília. III. Título.

CDU: 338.48

Celso Sabino
Ministry of Tourism

Heitor Kadri
Head of the Office of International Affairs

Rosângela Duso
Coordinator of Multilateral Relations

Micaela Duarte
Multilateral Affairs Researcher

Letícia Bianca Barros de Moraes Lima
Working Group Coordinator – Federal Institute of Brasilia (IFB)

Ana Cláudia Bernardes Vilarinho de Oliveira
Research - Federal Institute of Brasilia (IFB)

Rodrigo Cardoso da Silva
Research - Federal Institute of Brasilia (IFB)

Lucimari Acosta Pereira
Research and Statistic

Isabelly Carvalho
Graphic Design

João Marcos Sousa
Translation

Larissa Curado
English Review

Sarah Marroni Minasi
Technical Review

SUMMARY

EXECUTIVE SUMMARY.....	6
INTRODUCTION.....	10
2 OBJECTIVES.....	12
2.1 GENERAL OBJECTIVE.....	12
2.2 SPECIFIC OBJECTIVES.....	12
3. SHORT HISTORY OF THE TWG.....	12
4. METHODOLOGY AND DESCRIPTION OF THE ACTIVITIES.....	14
5. DISCUSSION AND ANALYSIS OF THE RESULTS.....	15
5.1 SECTION RELATED TO GENERAL INFORMATION.....	15
5.2 SECTION RELATED TO AXIS 1 - SUSTAINABILITY AND TOURISM.....	15
5.3 SECTION RELATED TO AXIS 2 - INFORMATION SHARING AND MANAGEMENT.....	25
5.4 SECTION RELATED TO AXIS 3 - INTERNATIONAL COOPERATION.....	31
5.5 SECTION RELATED TO AXIS 4 - TOURISM AS AN ECONOMIC ENHANCER.....	39
5.6 SECTION RELATED TO ADDITIONAL COMMENTS, CRITICISMS, OR SUGGESTIONS.....	44
6. GENERAL RECOMMENDATIONS AND CONCLUSION.....	46
REFERENCES.....	48

LIST OF FIGURES AND TABLES

Figure 1: Priority axes of the Tourism WG.....	11
Figure 2: Policies, environmental protection actions.....	16
Figure 3: Employment, Credit Lines, and Entrepreneurship.....	17
Figure 4: Sustainability, monitoring and environmental recovery indicators.....	18
Figure 5: Decentralization of flows, an increase in mobility, and diversification of means of transport.....	20
Figure 6: Programs and policies to stimulate the consumption of products of the natural and cultural segment.....	21
Figure 8: Travel Monitoring and Security.....	26
Figure 9: Visa Issuance, Visa Exemptions, and Border Control.....	27
Figure 10: Studies and Regulation on Employment and Micro/Small Enterprises.....	28
Figure 12: International Cooperation to Facilitate the Movement of Tourists.....	32
Figure 13: Police Force Training and Collaborative Projects to Assist International Tourists... 32	32
Figure 14: Collaborative Data Collection and Best.....	34
Figure 16: Investment and Financing in Tourism Infrastructure.....	40
Figure 17: Financial Support for Microenterprises, Minorities, and Heritage Preservation..	41
Figure 18: Promoting Tourism and Facilitating Mobility.....	42
Figure 19: Encouraging Cultural Tourism and Diversifying the Offering.....	43
Table 1: Summary of TWG meetings from 2010 to 2023.....	13
Table 2: Priorities of T20/G20 members on Axis 1.....	22
Table 3: Executive Summary Axis 1.....	25
Table 4: Priorities of T20/G20 Members in Axis 2.....	29
Table 5: Executive Summary Axis 2.....	31
Table 6: Priorities of TWG Members in Axis 3.....	36
Table 7: Executive Summary Axis 3.....	39
Table 8: Executive Summary Axis 4.....	44

EXECUTIVE SUMMARY

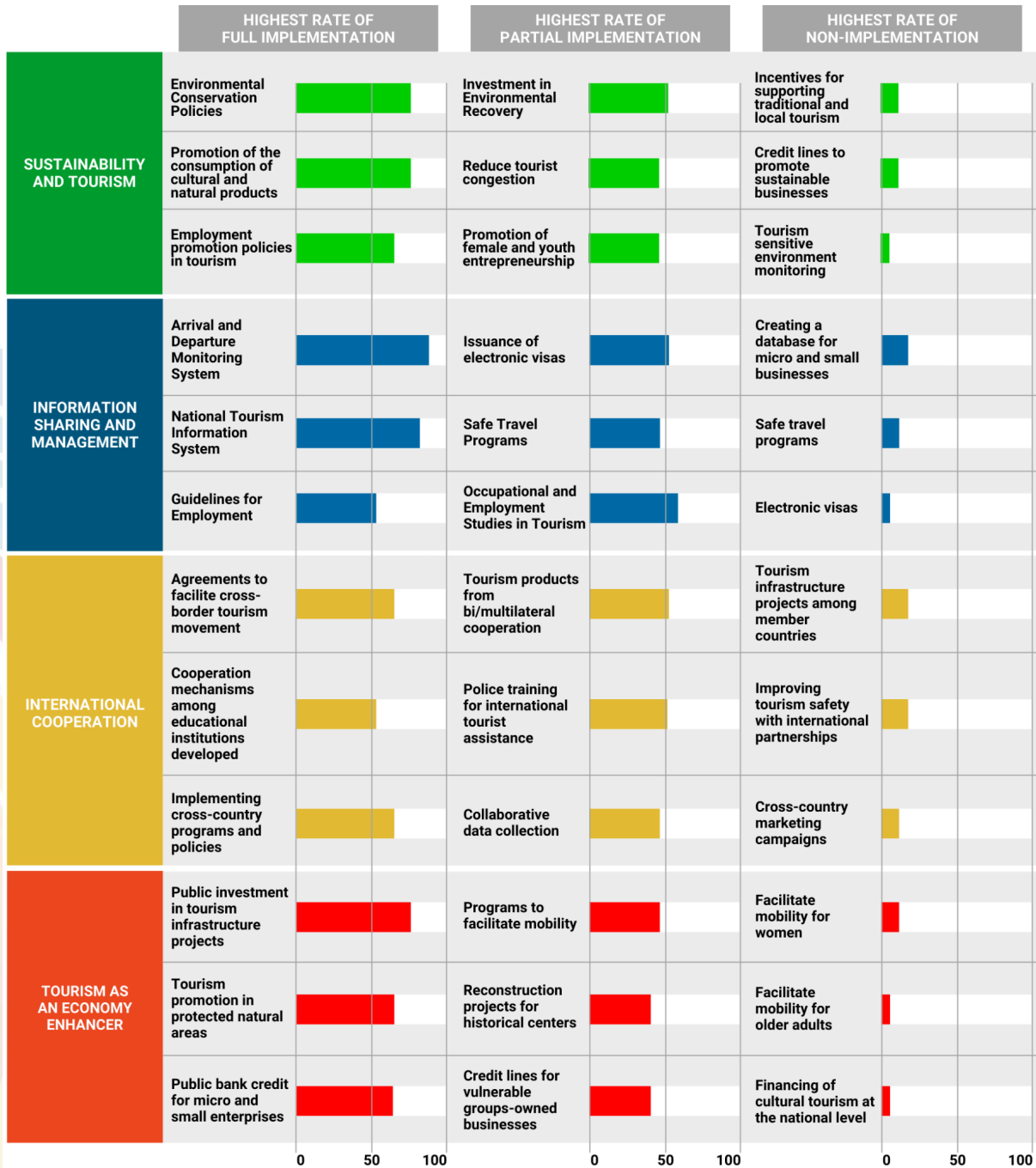
The Delivery 1A presents a comprehensive analysis of the actions and initiatives undertaken by the G20 countries in the tourism sector from 2010 to 2023. An outstanding, diversified, and proactive approach to addressing challenges and seizing opportunities in the global tourism industry. The document emphasizes the commitment of countries to promote sustainable development and inclusive growth, recognizing the importance of multilateral cooperation and robust institutions to deal with the complexity of global tourism.

Main results:

- Significant progress in promoting environmental and cultural protection in tourism;
- Persistent challenges for reaching a wide-ranging implementation of sustainable practices in all member countries;
- Need for international cooperation to address global challenges and ensure the sustainability recovery of the tourism sector;
- Importance of continuous dialogue, implementation of defined actions, and monitoring to address sustainability issues in tourism;

This report works as a comprehensive resource and support that highlights the collaborative efforts of the G20 countries in promoting sustainable and resilient tourism, providing a solid basis for improving the sustainability and competitiveness of tourism on a global scale.

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.



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 surveillance 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.
- 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 for attention to expanding the issuance of electronic visas, programs that focus on the safety of tourists, and developing studies on the labor market in the tourism sector.
- The greatest effort must follow on the topics of a monitoring system for micro and small enterprises, including women, the elderly, and vulnerable groups, 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 environment and environmental recovery.
- Significant progress has been made in indicators of cooperation for tourist movement between countries and in cooperation with political and educational guidelines among the G20 members.
- Indicators that can improve 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 countries to create projects that promote tourism, conduct international campaigns, and encourage partnerships that improve tourists' safety.

Keywords: International Cooperation, Employment, Entrepreneurship, Environmental Monitoring, Sustainability.

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 improve in the short term include projects to facilitate mobility, reconstruction of historic centers, and credit lines for vulnerable groups¹ and minorities (women, elderly, black people, traditional and local communities, among others).
- 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.

Keywords: Economic Stimulus; Local consumption; Sustainability; Entrepreneurship; Employment policies.

This report is the first effort of the G20 Working Group on Tourism, under the presidency of Brazil, to present a thorough analysis of the actions and initiatives carried out by G20 countries in the tourism segment, considering the period 2010-2023.

In short, according to the summary table, the four priority axes have made considerable progress; however, challenges persist and must be overcome by Member States 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. Member countries need to share their goals and actions more effectively. They should 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 annually to ensure that all efforts are recognized and shared among stakeholders.

¹ see definition of vulnerable groups at <<https://www.un.org/en/fight-racism/vulnerable-groups>>

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 member countries.

This summary report seeks to highlight the main contributions of the G20 Working Group on Tourism and the countries' 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 vulnerable groups, sharing of resources and infrastructure, and, finally, public and private funding.

The instrument for building this report was the questionnaire applied to member countries to monitor the actions carried out within the G20 Tourism Working Group framework. 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 WG



Source: Survey data, 2024.

Axis 01 — Sustainability and Tourism. This section examines how each member country 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 country to facilitate cooperation and monitoring of the tourism phenomenon.

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 the State as a promoter 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 T20/G20 were considered; thus, it was intended to retrospectively review all the declarations and recommendations made by the countries 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 member countries and the search for innovative and sustainable solutions for tourism.

In summary, Chapter 1 discusses the introduction, listing the primary motivations of the research and methodology. 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, as well as the preparation of this report. 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 countries from 2010 to 2023. The following specific objectives are:

2.2 SPECIFIC OBJECTIVES

- (a) To create a diagnostic questionnaire for the countries members of the G20;
- (b) To summarize the implementation of the measures adopted by the countries 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 member countries.

3. SHORT HISTORY OF THE TWG

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	<ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> 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.
		<ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> Inclusive community development through tourism. Health Emergency of COVID-19.
	April 24th, virtual	<ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> 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, 2024².

²Available in: <https://www.g20.utoronto.ca/tourism/index.html>

The historical context of the G20/T20 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 of a bibliographic and documentary nature, 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 the 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 countries from 2010 to 2023.

Questions 1 to 3 were intended for general information (name, contact e-mail, your 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 by their country (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 implementation and additional comments. Question 23 was

intended for further comments, criticisms, or suggestions, and the extracts will be presented in Section 5.6 of this report.

Excel software was used to statistically process data and analyze and interpret it. 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 help provide a detailed and comprehensive view of the trends and proportions contained within the data, which helps in 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 countries on the actions implemented in the tourism sector between 2010 and 2023. These results have enabled a comprehensive view of the axes outlined priorities and a deeper and more meaningful understanding of the strategies adopted by each member country within these areas. This systematic and analytical approach enables and assists in identifying trends, proportions, and impacts of implemented policies, thus 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

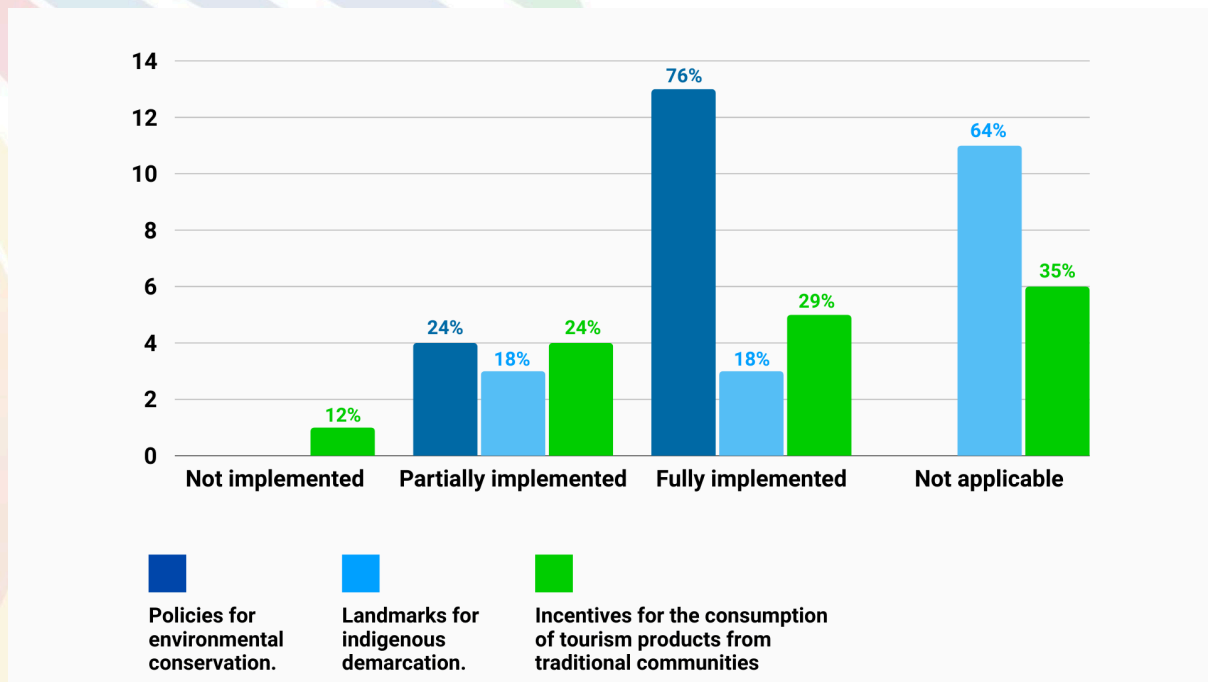
5.1 SECTION RELATED TO GENERAL INFORMATION

This section starts with an overview of the general information from the 15 responding countries. The respondents were asked to provide basic details, including their full name and email address. Next, we delve into a comprehensive analysis of the tourism landscape within each country, focusing on the four priority areas identified by the Working Group.

5.2 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. Thus, to present the results, it was chosen to aggregate actions that hold proximity, adherence, or relation of themes (Figure 2).

Figure 2: Policies, environmental protection actions

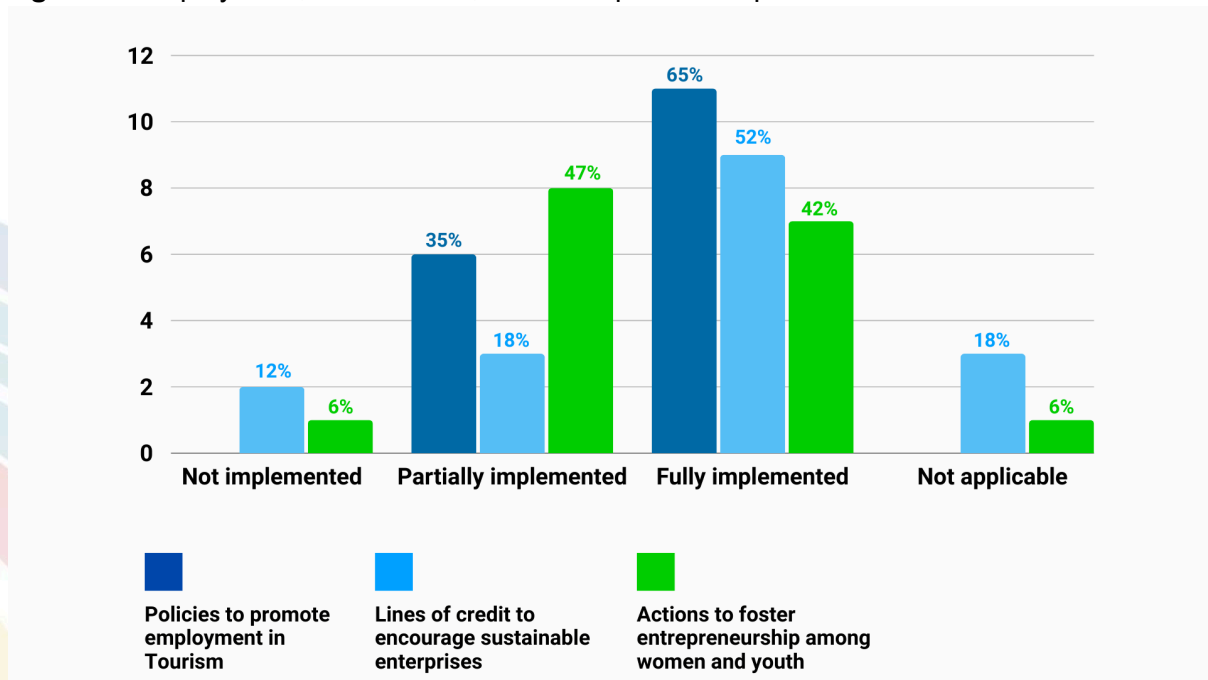


Source: Survey data, 2024.

The existence of policies and legal structures for environmental conservation, demarcation of indigenous 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).

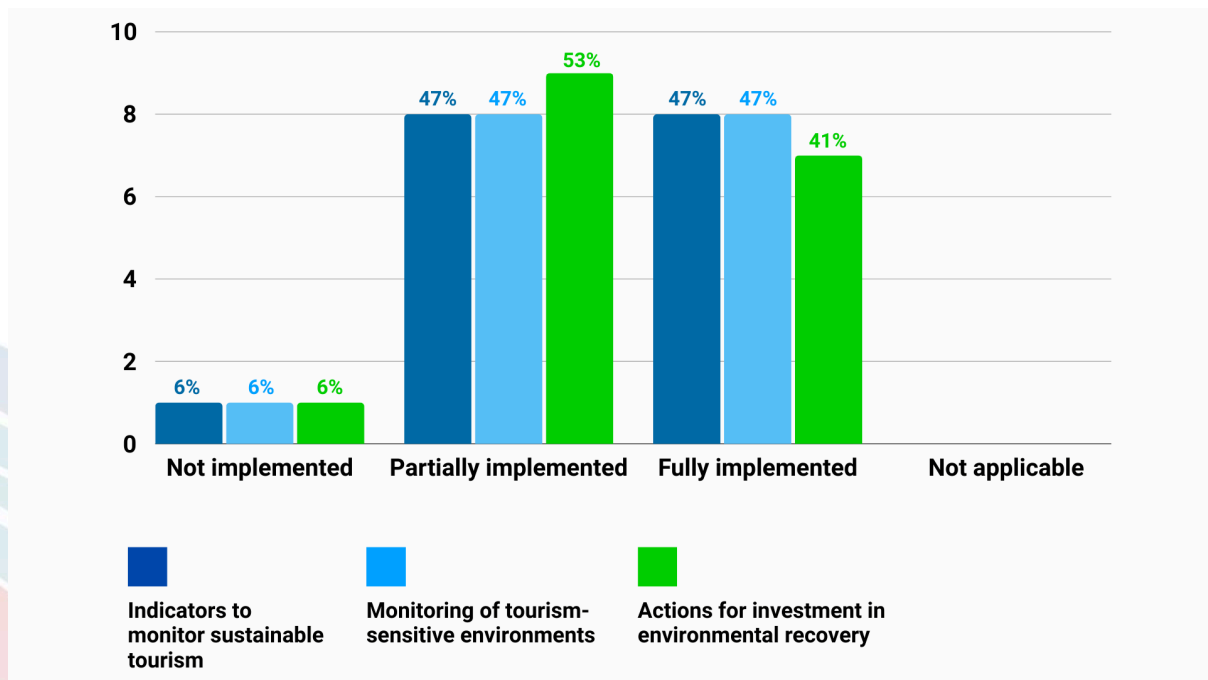
Figure 3: Employment, Credit Lines, and Entrepreneurship



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 countries 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 countries have already implemented measures, indicating a growing commitment to environmentally responsible practices. However, the lack of implementation in some countries suggests the need for greater attention to this issue. Entrepreneurship for women and youth is a significant concern, with many countries 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 countries 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. However, the fact that a small percentage of countries did not implement any measures underscores the need for more comprehensive efforts to promote sustainable practices across all participants. 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 UN Tourism member countries 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.

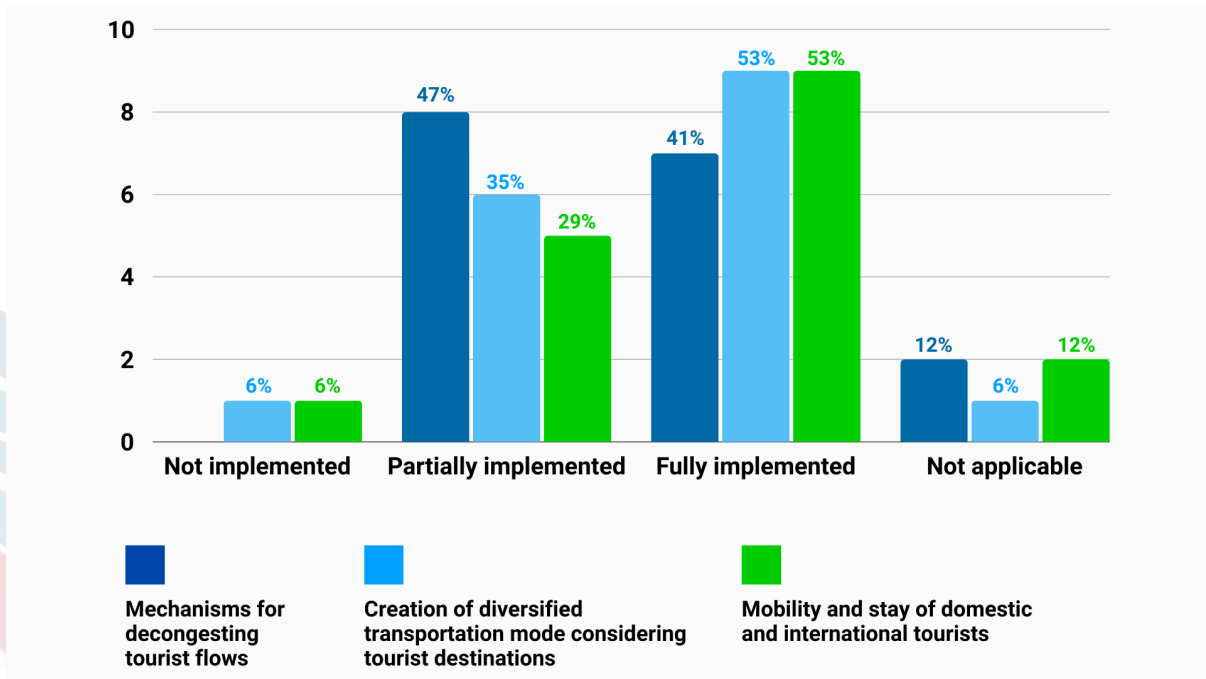
The SF-MST marks a paradigm shift, going beyond GDP, by making it possible to measure what is most important for people and the planet, thus becoming an agreed reference internationally to measure the economic, social and environmental aspects of tourism. The document reflects the concern regarding the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

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 use of natural resources as a tourist attraction. Therefore, monitoring the development of sustainability and investments related to environmental recovery are important, as they help 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, an increase in mobility, and diversification of means of transport.



Source: Survey data, 2024

Decentralizing 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 must 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 because 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.

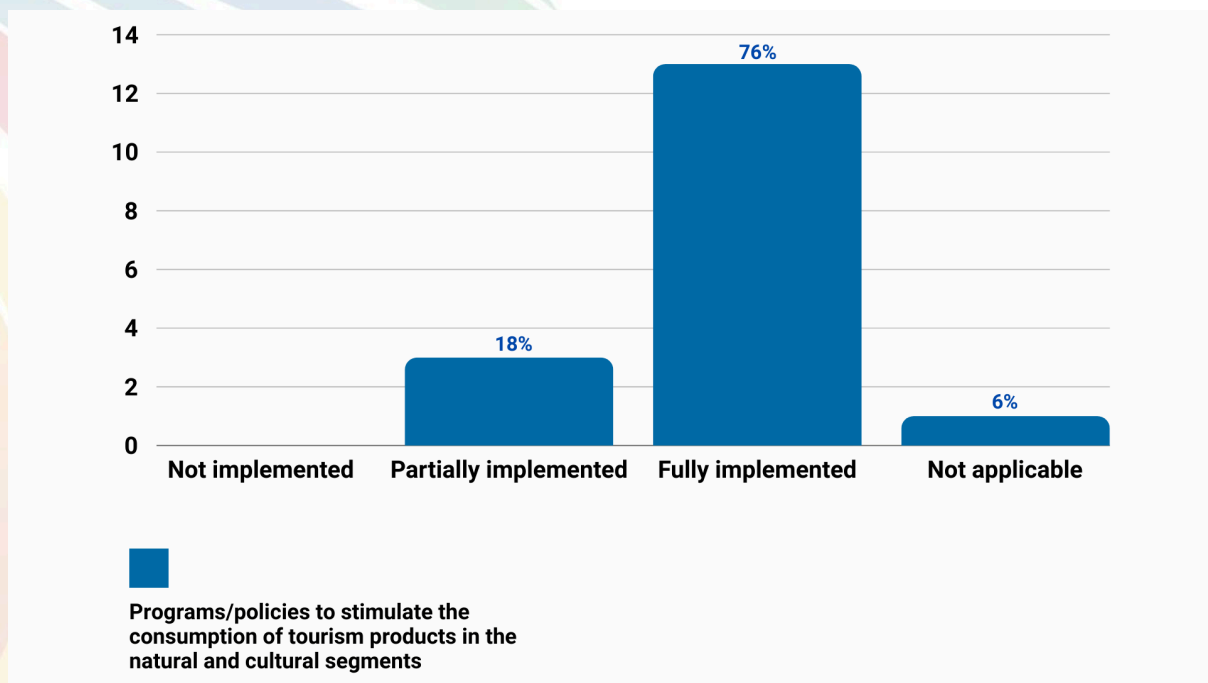
The duration of tourists' stays and their mobility are pivotal factors in enhancing destination appeal and prolonging visits. This aspect complements other considerations and underscores the destination's maturity in tourism management.

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.

In conclusion, 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 of the research on implemented actions 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.



Source: Survey data, 2024

It is also worth noting that the promotion of programs for the consumption of natural and cultural tourist products values the conservation and preservation of the historical environment and heritage of the countries. Moreover, it is necessary to train and inform consumers of the possibilities existing in the tourism market in the nature and cultural segments that together generate a potentializing synergy of experiences and innovations.

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

Table 2: Priorities of T20/G20 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 in relation to 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 resolve the serious labor shortage to meet the return of tourist demand and the need for innovative investments in the sector 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 a precaution in reducing the impact of tourist activity in their territories and maintaining natural resources preserved through legal frameworks.

A final question asked to the T20/G20 countries on Axis 1 was about the challenges faced by the countries. The answers demonstrate an interest in measures and actions that can lead countries to higher levels and indicators of parsimony 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:

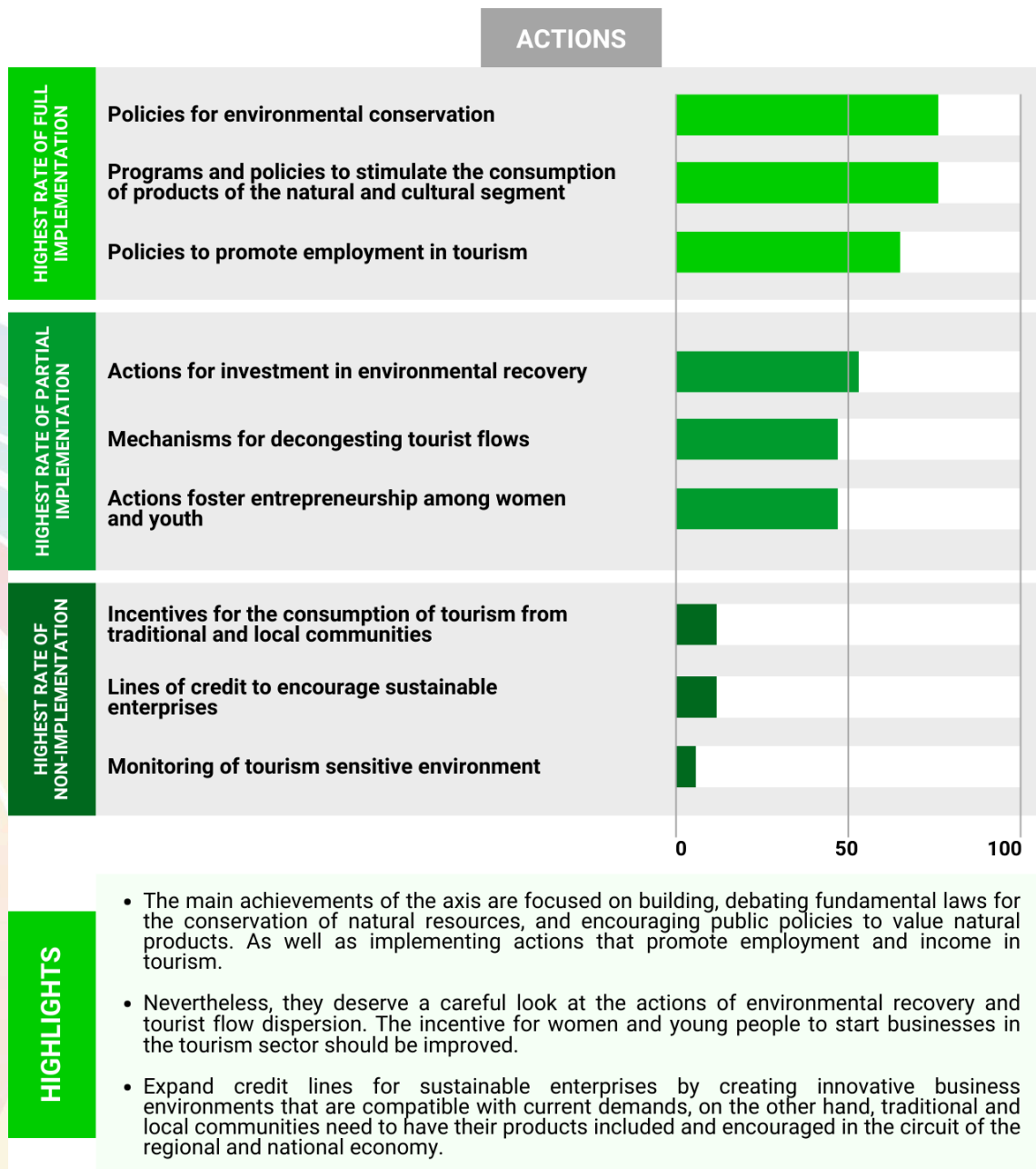
- Finding a balance between the development of tourist infrastructure and the preservation of natural resources, especially in the face of the large flow of tourists that often undermine these resources.
- Promoting and implementing tourism environmentally friendly, reconciling the country's status as a world leader 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.

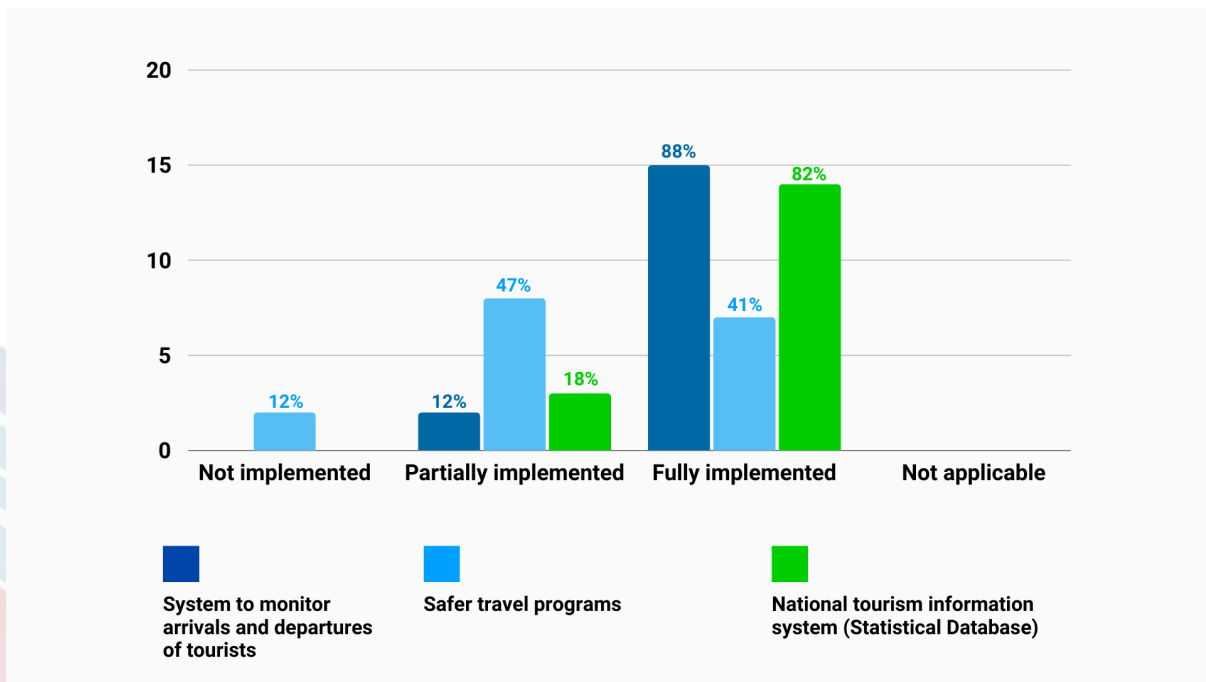
Thus, by including these areas in their agendas, the G20 countries can collaborate effectively to address global challenges and promote more equitable and sustainable growth worldwide. Some highlights for Axis 1 are presented as follows.

Table 3: Executive Summary Axis 1



5.3 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 countries 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 countries 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 countries 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.

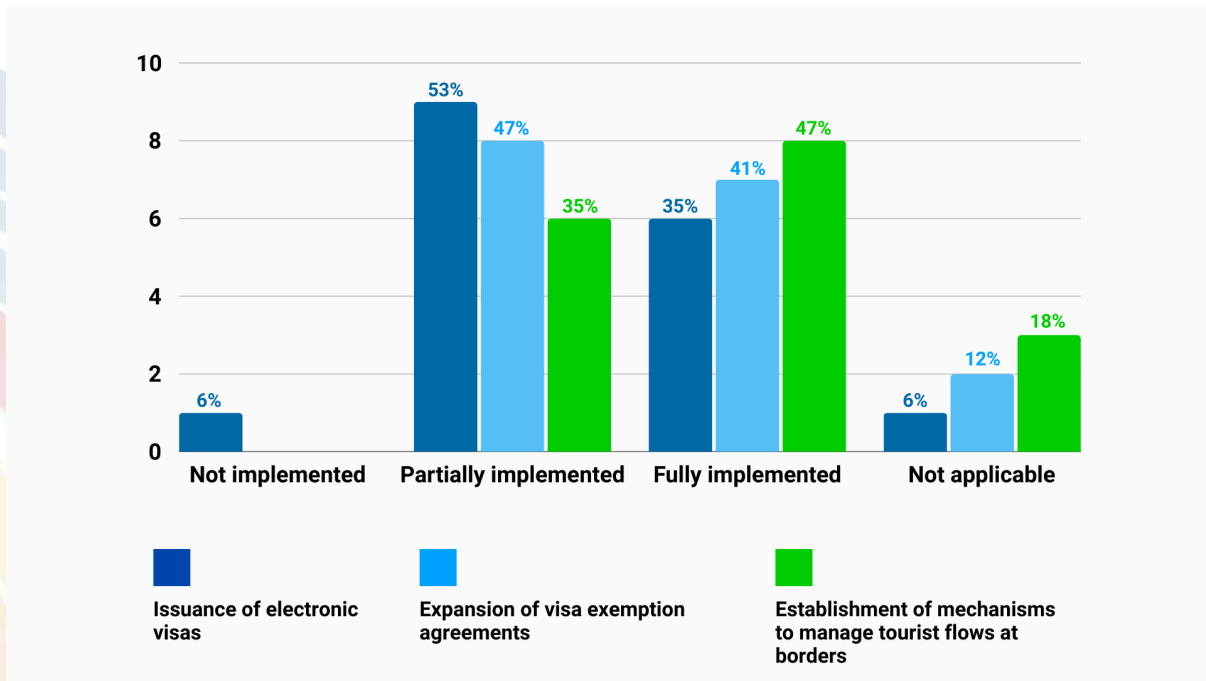
Furthermore, the widespread implementation of national tourism information systems reflects a recognition of the importance of data-driven decision-making in tourism management. These systems not only aid in understanding market dynamics but also facilitate collaboration and cooperation between countries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

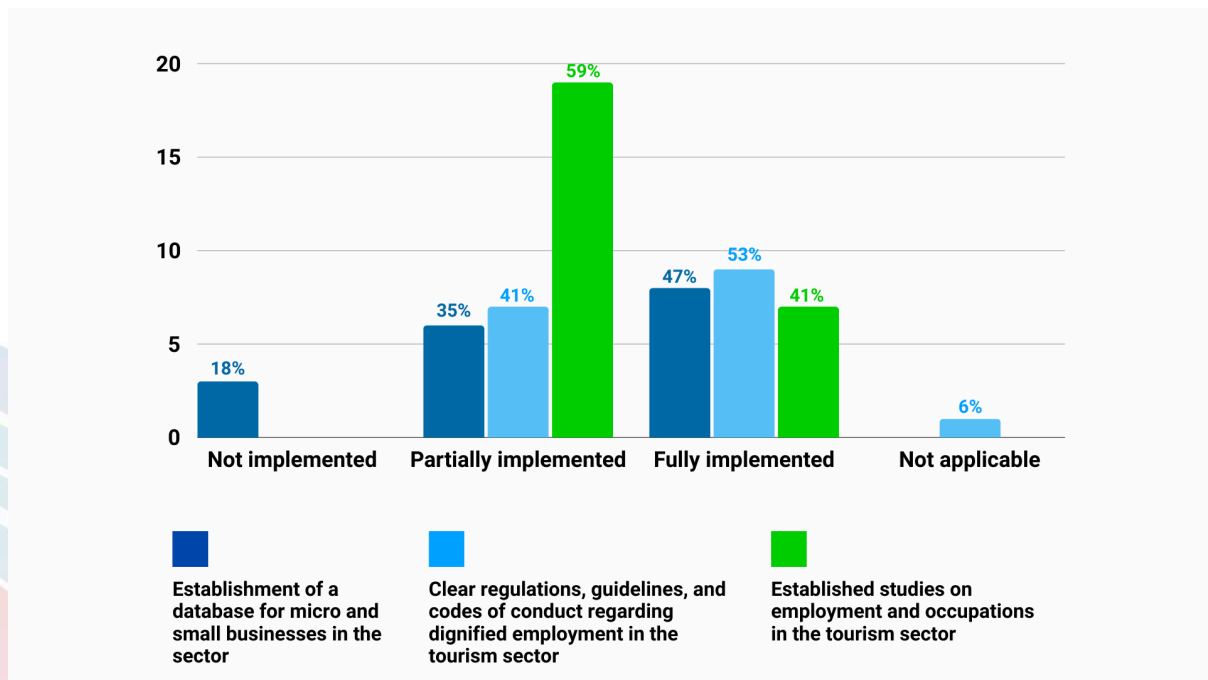
Next, the analysis addresses visa issuance and border control. This theme permeates various debates of the T20/G20, and it is considered a significant topic for explaining the flow of international tourists throughout the group (Figure 9).

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 member countries.

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 has 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 social and income 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 countries' priorities in Axis 2 (Table 4).

Table 4: Priorities of T20/G20 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	41¹	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 member countries 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.

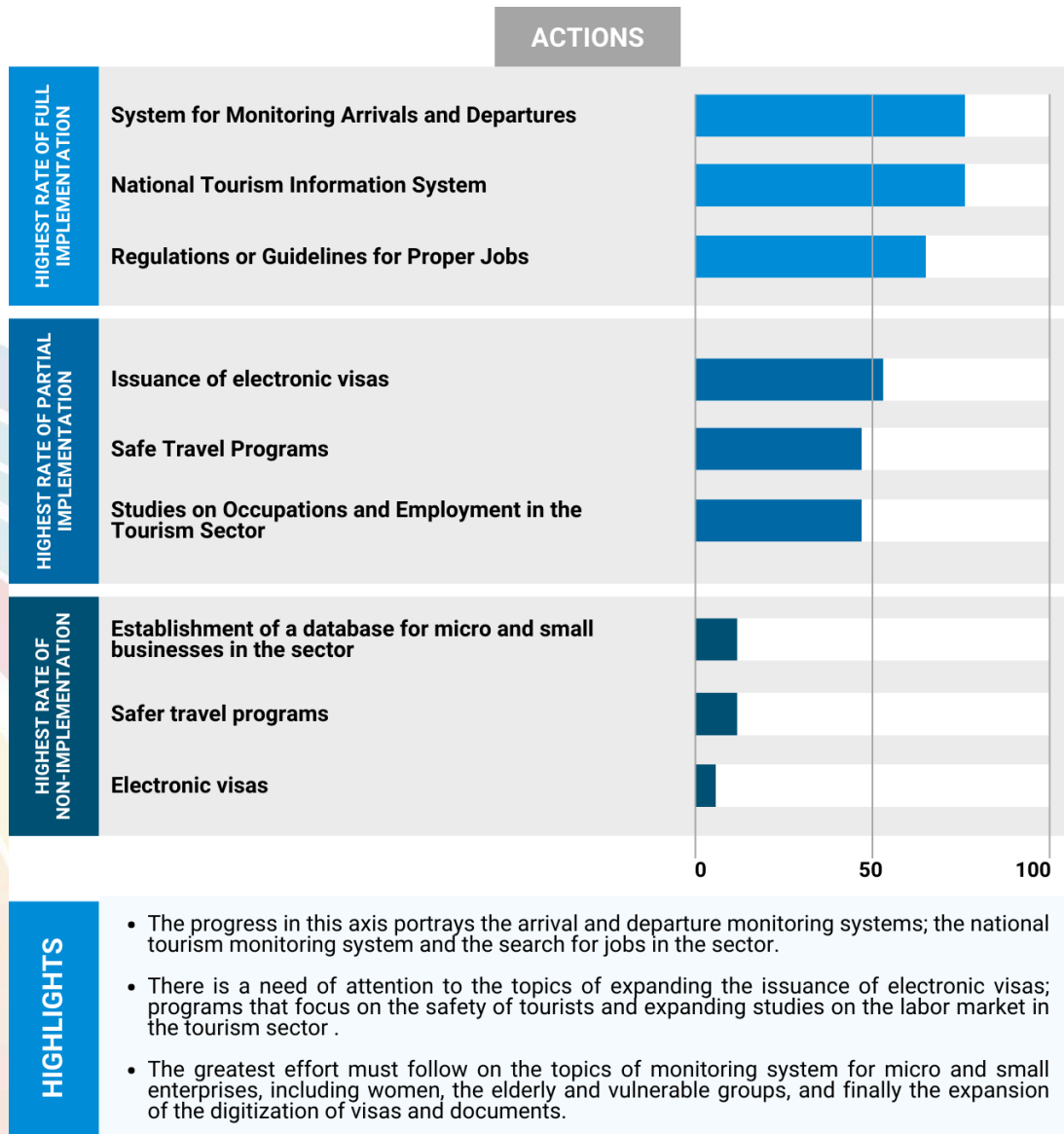
Digital Skills Gap in the Workforce: The absence of necessary digital skills and knowledge to effectively collect, analyze, and interpret tourism data impairs the ability to use emerging technologies to enhance services and tourist experiences.

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 member countries, aligning with their desires and aspirations for improving information sharing and management. Strategically, this axis can enhance tourism management, especially considering countries 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.



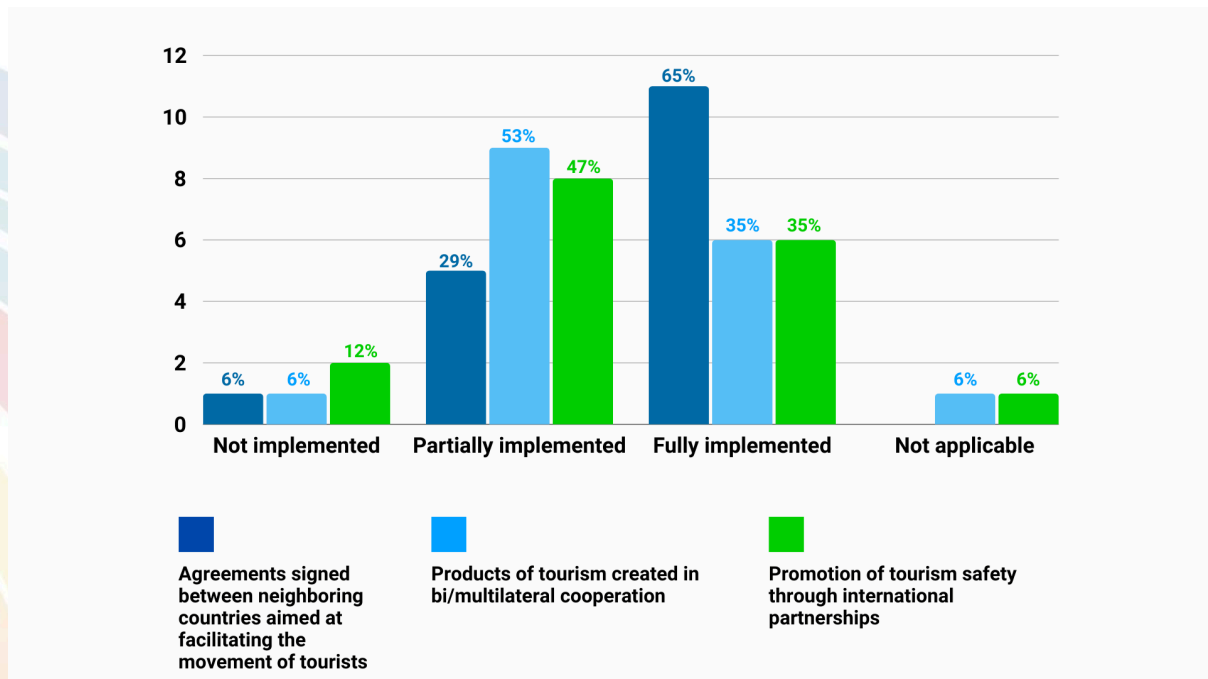
5.4 SECTION RELATED TO AXIS 3 - INTERNATIONAL COOPERATION

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 countries 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 countries.

The graph shows the International Cooperation to Facilitate the Movement of Tourists. It provides a detailed analysis of the status of cooperation between neighboring countries to promote tourist movement, create collaborative tourism products, and strengthen security in the tourism sector through international partnerships (Figure 12).

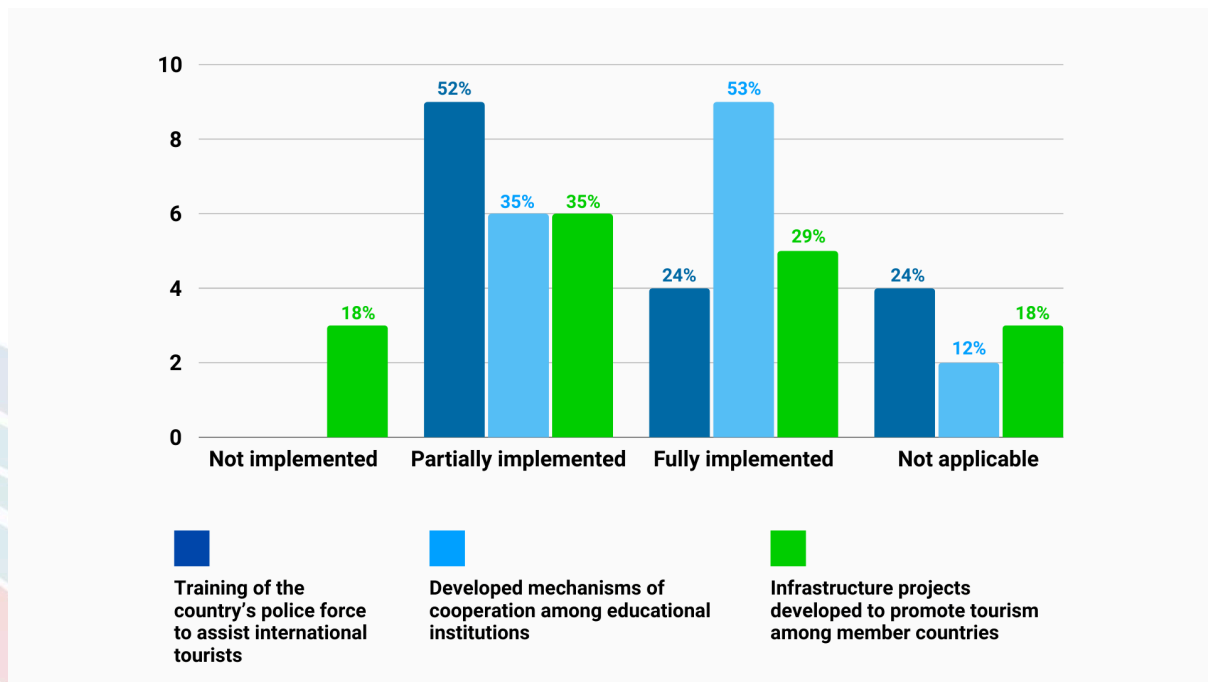
Figure 12: International Cooperation to Facilitate the Movement of Tourists



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 countries 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 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 revealed 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 member countries. It indicates a significant need for improvements in the preparation and qualification of the police force to handle the specific demands of international tourists.

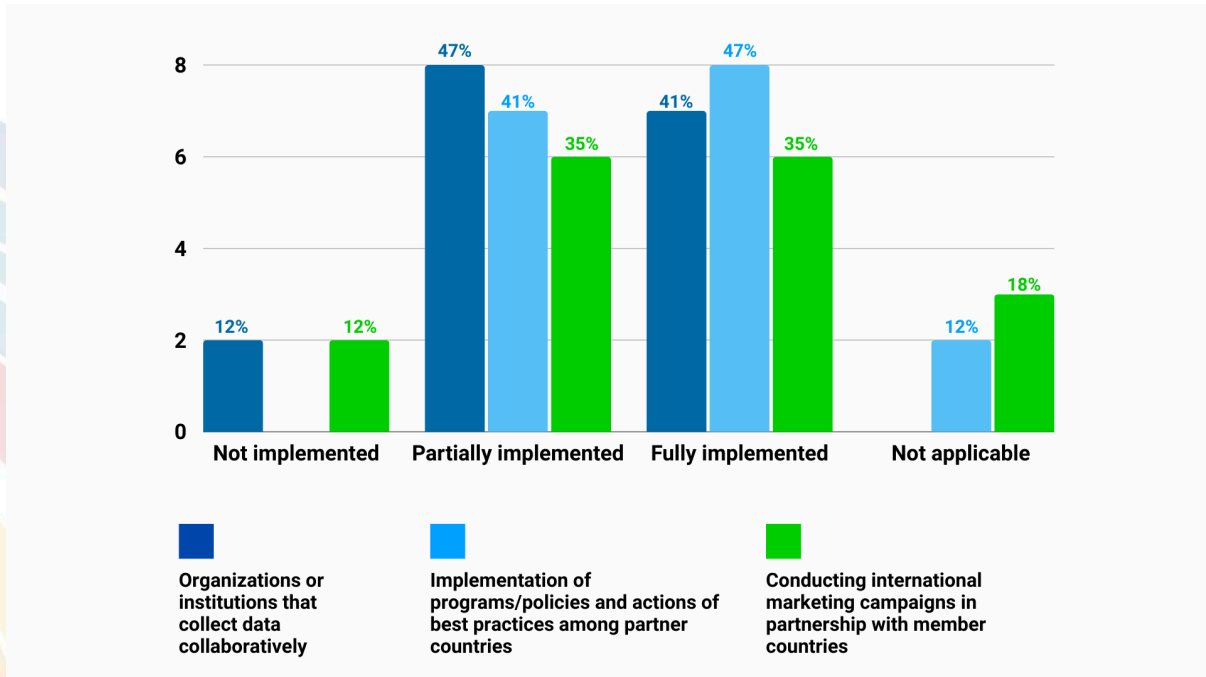
Regarding cooperation mechanisms between educational institutions, the results highlight the need to enhance the relationship between educational institutions, public authorities, and the private sector in preparing and qualifying tourism professionals to address the diverse needs of domestic and international 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 countries.

In summary, the results of this set of questions provide essential insights into the current state of international tourism cooperation among G20 countries. 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 countries. It also illustrates the success of international marketing campaigns conducted in collaboration with member countries and highlights the role of organizations and institutions that collectively gather data (Figure 14).

Figure 14: Collaborative Data Collection and Best



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 countries 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 nations. 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 about international marketing campaigns in collaboration with member countries suggest a heterogeneous approach to executing international marketing campaigns. However, the potential for similarities between tourist products in different countries 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 countries, highlighting strengths and areas that may require greater attention and collaborative effort.

Since the COVID-19 pandemic in 2019, which severely affected the global tourism system, it has been 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 member countries and 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 analyzed 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).

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

Regarding this axis, the researchers developed three open-ended questions to understand the countries' priorities in Axis 3 (Table 6)³.

³ 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.

Table 6: Priorities of TWG Members in Axis 3

PRIORITIES	COUNT	PERCENTAGE
Agreements signed between neighboring countries aimed at facilitating the movement of tourists	9	18%
Conducting international marketing campaigns in partnership with member countries	7	14%
Developed mechanisms of cooperation among educational institutions	7	14%
Infrastructure projects developed to promote tourism among member countries	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 countries	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 countries aimed at facilitating the movement of tourists," in recent years, G20 member countries have tried expanding cross-border tourism and promoting greater regional cooperation. Neighboring countries have signed several agreements. Combined with the objectives of 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 member countries." 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 Tourism Working Group.

Regarding the item "Training of the country's police force to assist international tourists," the findings of this research indicate that this action is not a priority of Axis 3. However, 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.⁴

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 member and non-member countries.

The second open-ended question asked respondents to describe any existing multilateral or bilateral international cooperation agreements with other member countries and to specify the number of such agreements. The responding countries 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 countries, five involve G20 nations, 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 without specific numbers. Memorandums of understanding were also mentioned in varying amounts, and one country reported having no agreements at all.

The results underscore the diversity of multilateral and bilateral international cooperation agreements among member countries. These agreements cover a broad range of areas and reflect each country'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, countries demonstrate their willingness to collaborate and establish meaningful relations to address global challenges and promote sustainable development.

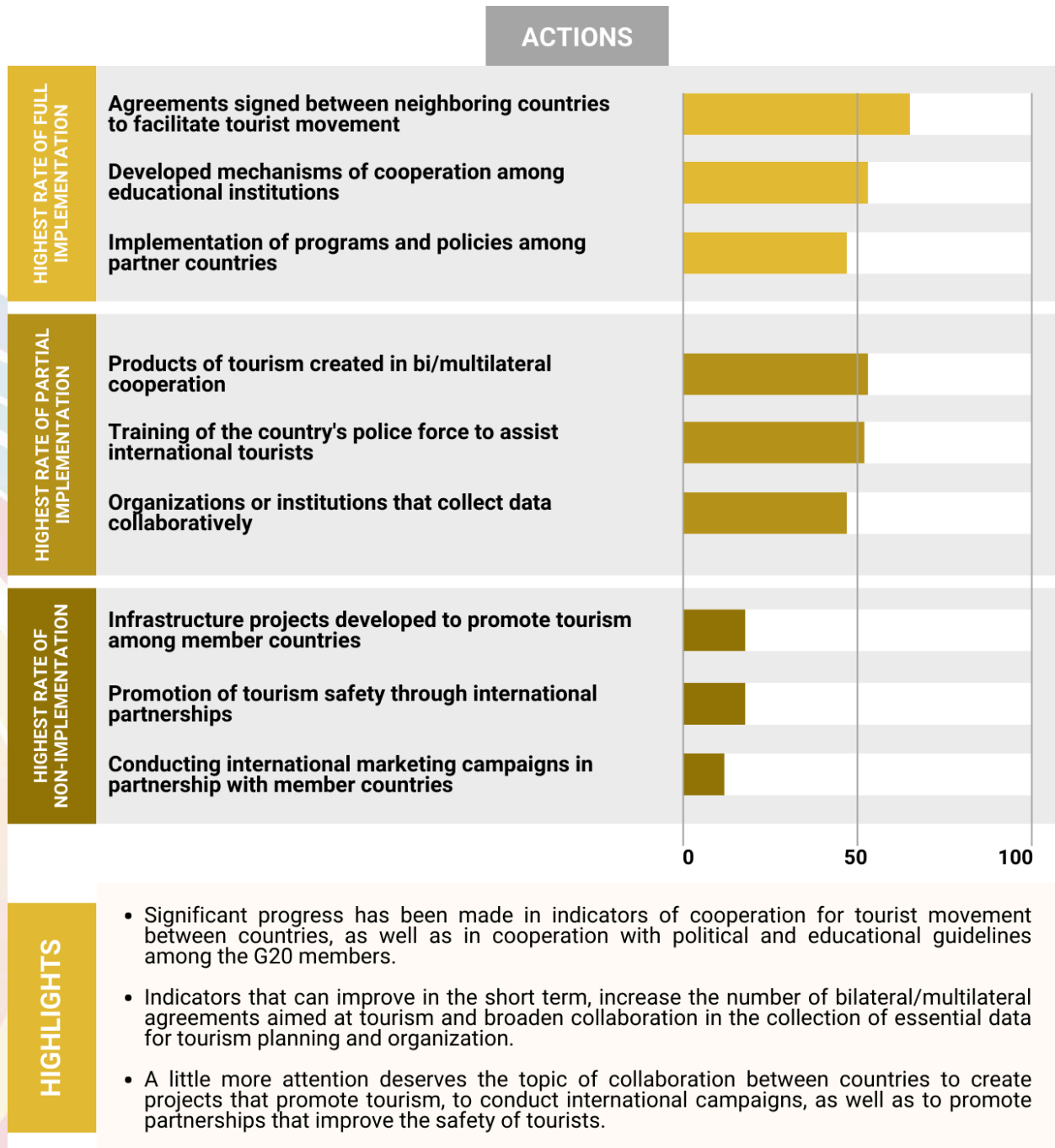
Almost all countries have concluded bilateral agreements, notably Country B, which signed about 40 agreements in the last five years. These agreements establish friendly and responsible relations with other members and contribute reciprocally to economic, social, and environmentally responsible development.

⁴ Un Tourism Code for the Protection of Tourists, available at <https://www.unwto.org/international-code-for-the-protection-of-tourists>

There is also considerable potential to expand and enhance cooperation agreements in tourism, security, and environmental protection, which are key objectives of the G20.

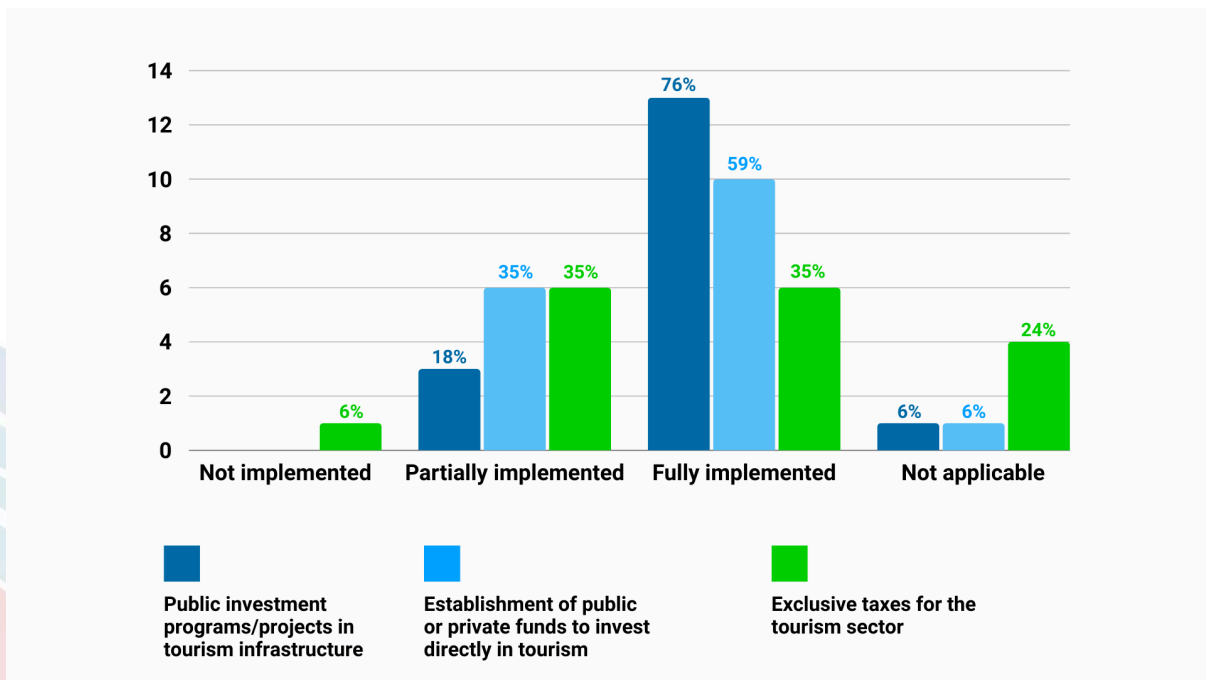
The third open question addressed the main challenges that member countries face in international cooperation. Based on the responses from G20 countries the significant challenges faced in the tourism sector include economic restrictions, difficulties in international cooperation, and the risk of obstacles that could hinder tourism growth. Additionally, crucial issues include limited resource capacity, coordination between agencies and sectors, and securing international funding. Political and social changes also impact tourism policies. At the same time, the implementation of agreements and infrastructure projects face financial and political challenges. 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.



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

This section presents the results from 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.

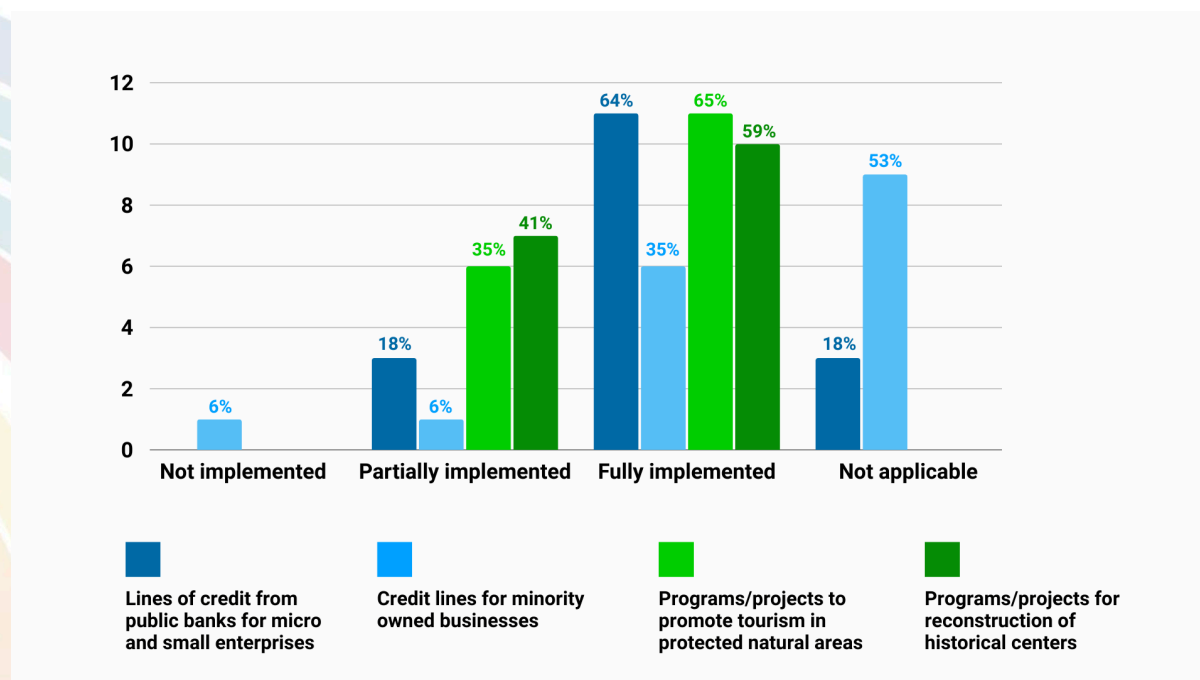
Regarding public investment programs and projects in tourism infrastructure, most actions in this category are partially implemented, indicating considerable effort but significant challenges in completing them. Most actions have been fully implemented concerning the establishment of public or private 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, Minorities, and Heritage Preservation offer insights into implementing programs and policies aimed at supporting microenterprises, promoting minority inclusion, and preserving cultural heritage in the analyzed countries. 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, Minorities, and Heritage Preservation.



Source: Survey data, 2024.

The results highlight various facets of financial support and heritage preservation in G20 countries, 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 it has been a significant effort in promoting entrepreneurship and economic activity. However, 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 minority-owned enterprises, 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 significant portion of programs that are not applicable raises questions about the adequacy of 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.

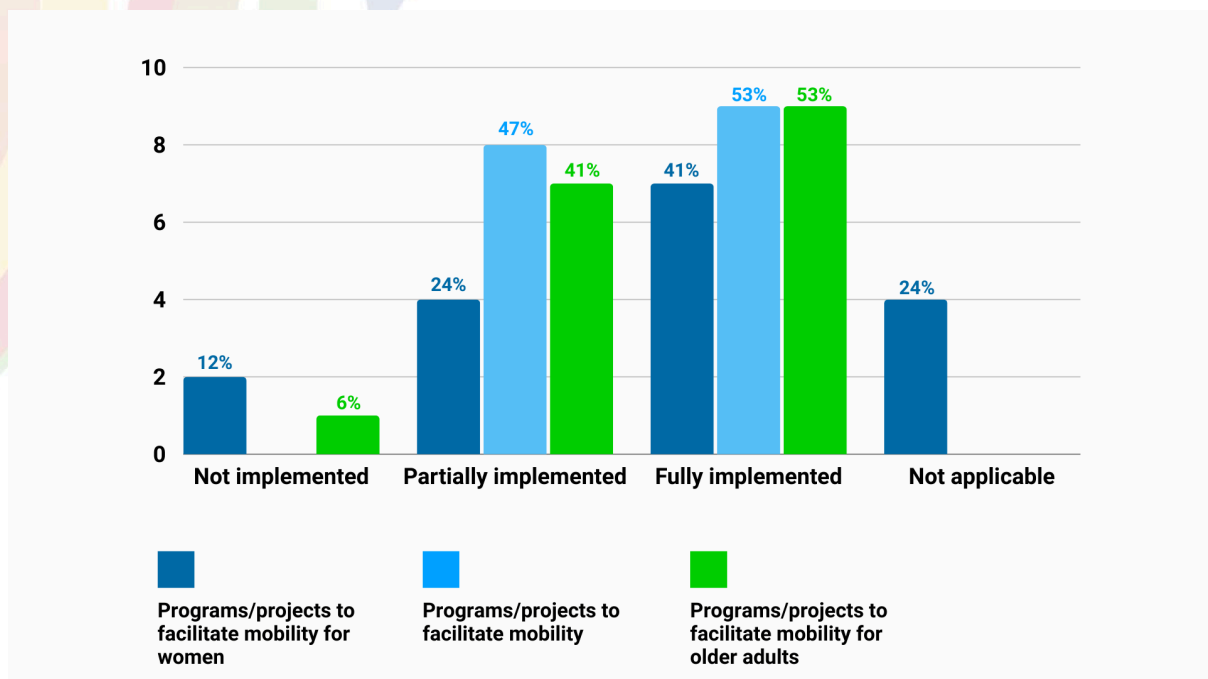
On the other hand, efforts to promote tourism in protected natural areas reflect a collective commitment to environmental conservation and sustainable tourism. However, the presence of partially implemented programs suggests that challenges remain in maximizing the positive effects of these initiatives 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. However, 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 countries 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 countries in 2024 (Figure 18).

Figure 18: Promoting Tourism and Facilitating Mobility.

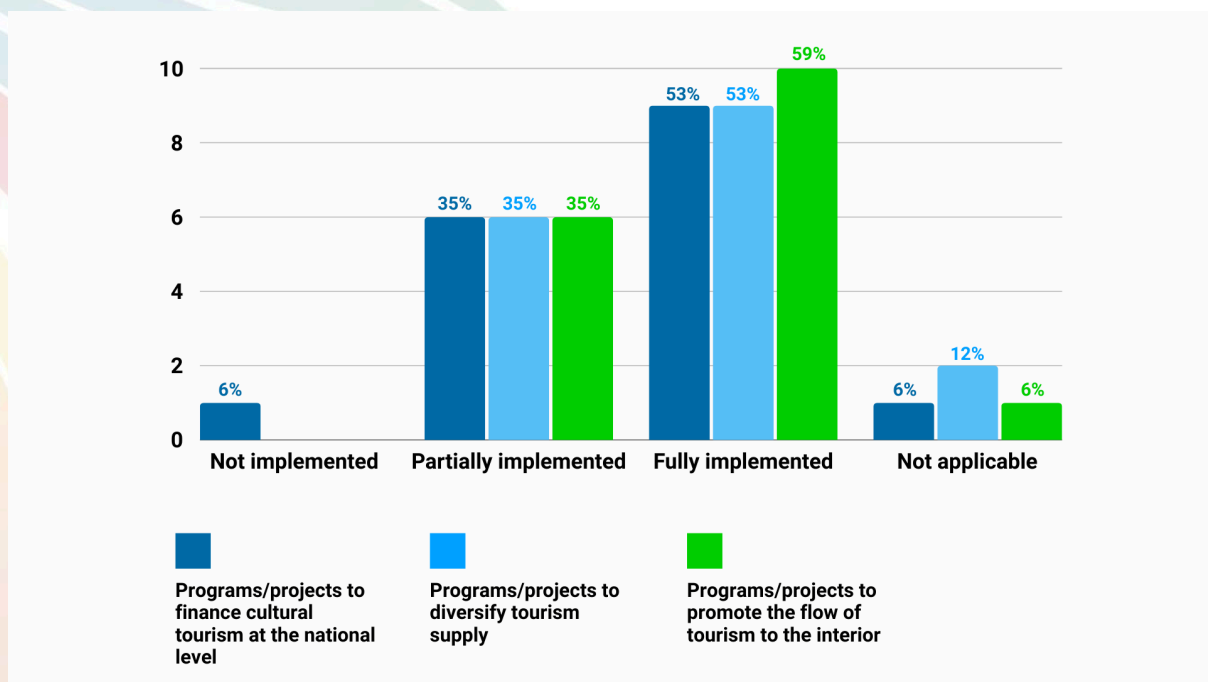


Source: Survey data, 2024.

These results highlight the diversity of approaches and challenges faced by the G20 countries 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 countries in 2024 reveal a variety of levels of implementation and applicability (Figure 19).

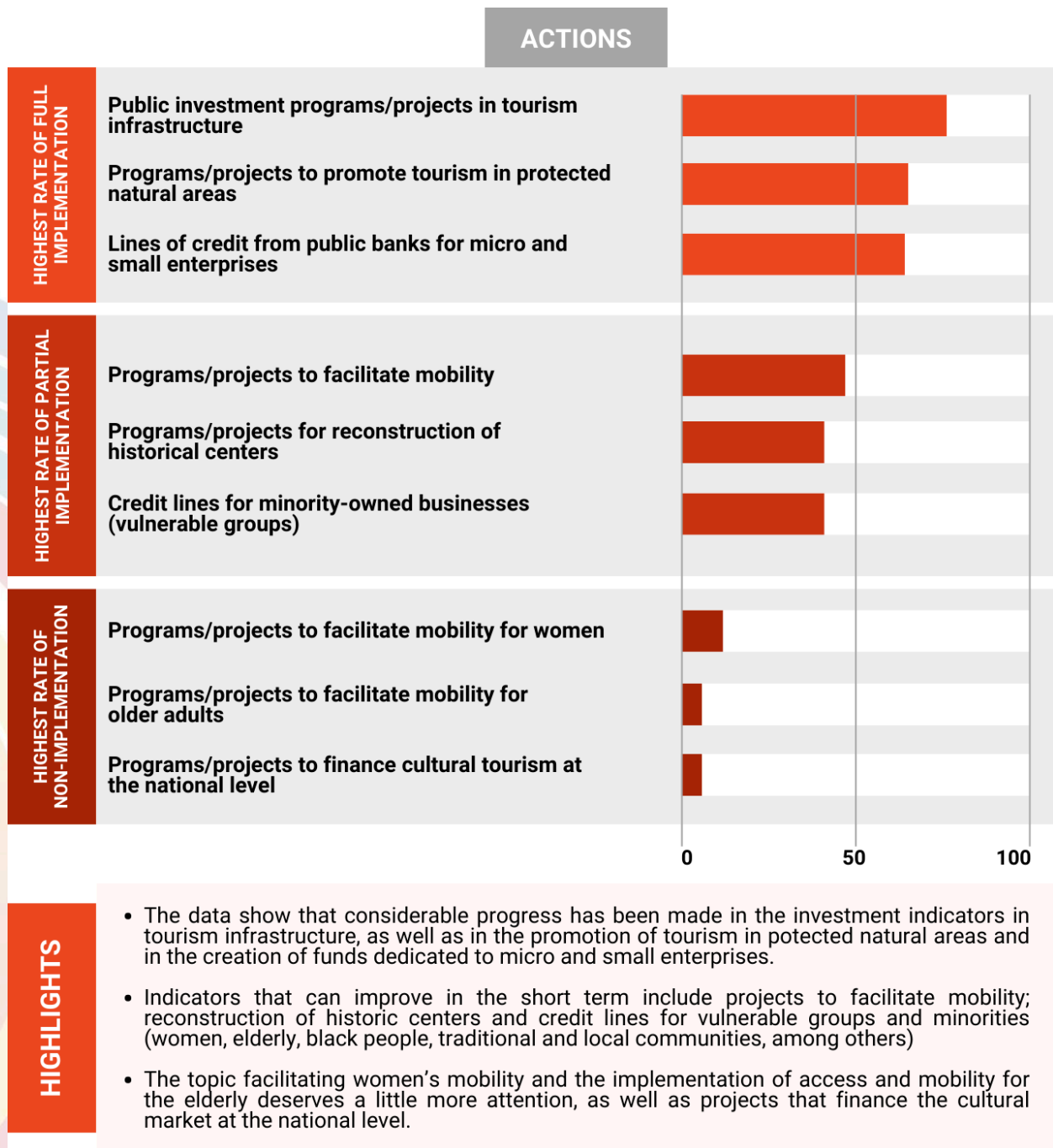
Figure 19: Encouraging Cultural Tourism and Diversifying the Offering



Source: Survey data, 2024.

These results indicate a significant commitment by the G20 countries to invest in and promote cultural tourism, diversify their tourism offerings, and encourage tourist flows to inland areas. However, 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



5.6 SECTION RELATED TO ADDITIONAL COMMENTS, CRITICISMS, OR SUGGESTIONS

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

Here are the highlighted inputs organized for clarity and continuity:

Country 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."

Country 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."

Country 9 provided an in-depth look at its governmental structure and its implications for tourism management. The country features a complex arrangement of responsibilities divided among various federal levels, with the central government coordinating. Each of the 16 federal states (Länder) 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/Länder Scheme for the Improvement of Regional Economic Structures (GRW) 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.

Country 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.

Country 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 vulnerable populations. The country 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 countries 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 countries 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. Countries need to collaborate, recognizing that actions taken by one government affect travelers and businesses in other countries, as well as the global tourism system. Countries need to establish collaborative frameworks across borders to safely travel, restore confidence among travelers and businesses, stimulate demand, and expedite tourism recovery. More effective international coordination systems are also necessary to address future crises.

This report sought to identify actions implemented by G20 countries 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. However, there is still a long way to go to achieve the group's objectives. The G20 need to continue debating with its members and implementing defined actions, with society closely monitoring this process. The findings indicate that countries 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. However, many challenges remain to overcome, such as more effective implementation of actions covering the maximum number of member countries and ensuring the effectiveness of implemented measures. Thus, enhancing tourism management, especially considering countries that share borders and are geographically close, 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 countries has the potential to transform the tourism sector and promote sustainable global development. However, it is essential to emphasize that all member countries need to work together to achieve G20 objectives and ensure that all share the benefits of tourism. Thus, it is also observed that initiatives to facilitate planning and logistics for smoother travel aim to increase tourist arrivals and promote cultural exchange and

economic growth among neighboring 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 regional development and cooperation among G20 member countries.

In Axis 4, it is evident that G20 countries 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 vulnerable groups, 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 for vulnerable groups, the need to enhance project management, and the search for more effective solutions to facilitate 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 nations have committed to promoting and investing in cultural tourism, which helps preserve and celebrate each country'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/global cultural heritage. However, 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 vulnerable groups 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.

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 the 2030 Agenda for Sustainable Development principles. These approaches aim to secure lasting benefits for all stakeholders in the tourism sector.

Lastly, international cooperation and initiatives to facilitate smoother travel planning and logistics aim to boost tourist arrivals and promote cultural exchange and economic growth among neighboring nations. Such agreements represent a promising step toward leveraging tourism as a catalyst for regional development and cooperation among G20 member countries through collaborative efforts and commitments to improving the tourism sector.

REFERENCES

BRASIL (2016). Decreto Nº 8.750, que institui o Conselho Nacional dos Povos e Comunidades Tradicionais. Presidência da República, 9 de maio de 2016. Available at: [Decreto nº 8750 \(planalto.gov.br\)](https://www.planalto.gov.br/ccivil_03/decreto/2016/2016_001/Decreto%208750.htm). Accessed in: April 17, 2024.

BRASIL (2024). MTur preside reunião do Grupo de Trabalho de Turismo do G20. Available at: MTur preside reunião do Grupo de Trabalho de Turismo do G20 — Ministério do Turismo (www.gov.br). Accessed in: April 17, 2024.

DEPARTMENT OF ECONOMIC AND SOCIAL AFFAIRS. Sustainability Week Concept Notes. Nova York, ONU, 2024. 23 páginas. Available at: <https://www.un.org/pga/wp-content/uploads/sites/108/2024/03/Sustainability-Week-Concept-Notes-1.pdf>. Accessed in: April 18, 2024.

FONSECA, M. A. P.; TODESCO, C.; SILVA, R. C. (2022). Interiorização do Turismo no Brasil. Letra Capital: Rio de Janeiro. Available at: <https://repositorio.ufrn.br/handle/123456789/49374>. Accessed in: April 13, 2024.

G20 (2024). Brazil's G20 Presidency: Understand the G20 and Brazil's Responsibilities. Available at: g20.utoronto.ca/2024/OK_2411_Ebook_WorkshopG20_ENG. Accessed in: April 16, 2024.

G20 / UNWTO (2023). Goa: Roadmap for tourism as a vehicle for achieving sustainable development goals. Goa, Índia. Available at: [G20 TOURISM AND SDGs DASHBOARD – Tourism for SDGs \(tourism sdgs.org\)](https://www.tourism-sdgs.org/). Accessed in: April 16, 2024.

G20/ MINISTÉRIO DO TURISMO (2024). Tourism Working Group Issue Note. Brasília.

Organisation for Economic Co-operation and Development OECD (2022). *Tourism Trends and Policies 2022*, OECD Publishing, Paris. Available at:

<https://www.oecd.org/cfe/oecd-tourism-trends-and-policies-20767773.htm>. Accessed in: April 13, 2024.

[Organização das Nações Unidas \(2024\). ONU News](#). Perspectiva Global Reportagens Humanas. Available at: [G20: Na ONU, Brasil defende cooperação internacional para enfrentar múltiplas crises globais | ONU News](#). Accessed in: April 17, 2024.

UNWTO (2024). *Statistical Framework for Measuring the Sustainability of Tourism (SF-MST)*. Available at:

https://www.unwto.org/news/un-adopts-a-new-global-standard-to-measure-the-sustainability-of-tourism?utm_source=news&utm_medium=crm Accessed in: April 13, 2024.

United Nations (2008). *International Recommendations for Tourism Statistics 2008 Compilation Guide*. Available at:

<https://unstats.un.org/unsd/tourism/publications/E-IRTS-Comp-Guide%202008%20For%20Web.pdf>. Accessed in: April 13, 2024.

United Nations World Tourism Organization. (1999). *Global Code of Ethics for Tourism*.

Disponível em <https://www.unwto.org/global-code-of-ethics-for-tourism>. Accessed in: April 13, 2024.

World Tourism Organization (2024). *Tourism Visa Openness Report 2023*, UNWTO, Madrid.

Disponível em : <https://doi.org/10.18111/9789284425044> Accessed in: April 13, 2024.