

COVID 19 IMPACT ON TOURISM, THE RISK ADJUSTED STRATEGY AND RECOVERY PLAN

Presentation to the Portfolio
Committee on Tourism
4 May 2020



tourism

Department:
Tourism
REPUBLIC OF SOUTH AFRICA

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BACKGROUND

- On 31 December 2019, the first case of COVID-19 was reported in the Chinese city of Wuhan.
- By 20 January the first COVID-19 cases were reported outside China (Thailand, Japan and South Korea)
- On 23 January 2020, the Chinese city of Wuhan was locked down, with all travel in and out of Wuhan prohibited.
- On 24 January 2020 France reported its first case of COVID-19.
- Germany was the second European country to report a COVID-19 case (28 January 2020).
- On 30 January 2020, the World Health Organisation (WHO) declared COVID-19 a public health emergency of international concern.
- South Africa reported its first case of COVID-19 on 05 March 2020.
- 23 March 2020, 1st lockdown announced starting 27 March 2020 ending 16 April 2020 but extend to 30 April 2020 (all at Level 5)
- Level 4 commence 01 May 2020 till further notice.



SOLIDARITY AND AFRIFORUM COURT CASES

- Solidarity Union and Afriforum brought urgent Court applications each to interdict the Minister and the Director-General from proceeding with and implementing the Tourism Relief Fund on the basis that the Tourism Relief Fund is based on and or done in accordance with a race-based criteria.
- Minister opposed the court applications mainly on the basis that section 10 of the B-BBEE Act, 2003 enjoins her to apply the Tourism Sector Code in providing grants, such as the Tourism Relief Fund.
- On 30 April 2020, the court dismissed the application of Solidarity and Afriforum on the basis that the criteria **does not** perpetuate an unfair advantage for some other applicants based on race.



Alert level 4 - SUMMARY

Tourism related

LEVEL 4 REGULATIONS



MOVEMENT

- Stay at home except for essential needs/work
- Mandatory cloth masks
- Exercise: 6-9am; 5km from home walk, jog, cycle, no group
- Mandatory cloth masks
- Hygiene & social distancing; Screening: public & workplaces
- Restriction: 8pm-5am



WHOLESALE & RETAIL

- Food, toiletries, cleaning, protective, baby care, children's clothes
- Fuel, coal, wood, gas
- Stationery & educational books
- Car sales and e-commerce*
- Winter clothing, bedding, heating
- Hardware supplies
- Medical Supplies
- Components for vehicles
- Chemicals, packaging & supply of L4 products



MANUFACTURING

- 100% L4 products & inputs & paper
- 50% Winter clothing, bedding & heating
- 50% stationary, cement & construction material
- 100% inputs to essential services
- 50% automotive, steel, rail, shipbuilding incl components
- Essential maintenance to prevent damage & to permit orderly shutdown
- 100% Petroleum refineries, furnaces & smelters
- 30% All other manufacturing



TRANSPORT & LOGISTICS

- Cargo for domestic & other countries based on essential goods and Level 4 services
- E-hailing*
- Ltd public transport*



DOMESTIC SUPPORT

- Live-in staff and staff providing care to the sick, mentally ill, elderly, people with disabilities and children



FINANCE & BUSINESS

- If possible, work from home, supporting Level 4 services, incl car and equipment rental
- Call centres*
- Essential financial services*
- Private security
- Payroll-related workers



HEALTH & WELFARE

- Trade union essential staff*
- Veterinary & medical services
- All social work, care and relief
- Sanitation, pest control, sewerage & refuse removal, 50% recycling (paper/glass/metal), incl. informal traders
- Funeral & cremation services
- Wildlife Management



RESTRICTIONS

- No local or inter-provincial travel, except those operations returning for L4 and once-off return to home;
- No international travel
- No passenger air & sea travel
- No gatherings, cinemas & concerts
- No public gym, group exercise
- No alcohol
- No tobacco & related products



AGRICULTURE, FORESTRY & FISHING

- Food agriculture & services (livestock); export agriculture
- Essential harvesting & storage activities
- Essential fishing operations
- Horticulture, Forestry & Beekeeping



MINING & QUARRYING

- 100% coal production for Eskom;
- 100% open-cast mining
- 50% other



ELECTRICITY, GAS & WATER

- All electricity, gas and water supply



CONSTRUCTION

- Critical civil engineering and construction for public works projects, (incl water, energy, sanitation, roads & bridges);
- Critical maintenance & repairs



ACCOMMODATION & FOOD SERVICE

- Isolation, quarantine accommodation
- Food delivery 9am-7pm, subject to curfew; no sit-down no pick-up allowed



MEDIA

- Online services
- Productions for local broadcast & livestreaming of creative sector services
- Newspapers, broadcasting



INFORMATION & COMMS

- All telecomms, Information, Comms Technology
- Postal services & courier services for medical products and L4 services
- ICT equipment & airtime



SERVICES: REPAIR & EMERGENCY

- Vehicle recovery services
- Emergency repair work incl plumbers, electricians, glaziers & roof locksmiths, repairs
- Emergency car repairs

*Subject to Regulations, Directions and Curfew

Movement between provinces, metropolitan areas and districts is prohibited, except in the following circumstances:



ACCOMMODATION & FOOD SERVICE

Isolation, quarantine accommodation

Food delivery 9am-7pm, subject to curfew; no sit-down no pick-up allowed

Allowed: Rental of motor vehicles, machinery and equipment, and of personal and household goods to support other essential services

Impact of COVID-19 on Tourism - 4 May 2020



Full descriptions: www.gov.za
Call: 060 0123 456



ESTIMATED GLOBAL IMPACT OF COVID-19 (UNWTO)

- Decline of 290 to 440 million International Tourist Arrivals
- 5 to 7 years lost in numbers of tourists
- Decline of 300 to 450 US\$ billion in Tourism Exports (receipts)
- 1/3 of 1.5 US\$ trillion lost in Tourism Exports



TOURISM INDUSTRY SURVEY

- This survey is a collaboration between Department of Tourism, TBCSA and all its member associations and IFC. It aims to quantify the extent of the impact of COVID-19: how effective the support has been and what kind of help is still required.
- The survey will be conducted three times over the next 12 months to track progress.
- The questionnaire was sent out on Saturday 11th April and closed on Monday 16th April. **At this point we did not necessarily know about the extension of the lockdown.**
- The questionnaire was distributed electronically by email. It was sent to approximately 400 SMMEs contained in the Department of Tourism databases; Local and Regional Tourism Associations and the databases of TBCSA and all its member associations.



SUMMARY PRELIMINARY FINDINGS

- **Employment Impact:** Firms so far report having managed their workforce in different ways, with most favoring reduced wages over furlough or redundancies. Only 11% of firms have made more than 50% of their workforce redundant, and 53% have not made any redundancies.
- A greater proportion (75%) of medium businesses have reduced wages than small businesses, and a greater proportion (31%) of small businesses have applied redundancies.
- Enterprises in Conservancies, MICE and Activity providers have seen the most dramatic loss in revenue, with the accommodation sector seeing the least decline, at the time of the survey.
- MICE and conservancy sub-sectors have been most active in reducing staff wages, tour operators and transport are the sub-sector who have put proportionally more of their staff on furlough, and activity/ experience providers and community-based enterprises are the leading sub-sectors in terms of making more than half their staff redundant.
- Micro The accommodation sub-sector is the group to have issued the most refunds at 64% and lowered prices the most at 36%.

SUMMARY PRELIMINARY FINDINGS

- There were 1 610 respondents. The majority of survey respondents operated in the Western Cape followed by Gauteng; Kwa Zulu Natal and the Eastern Cape.
- **Sector Sentiment:** Before COVID-19, in February 2020, the performance and optimism around the South African tourism economy was relatively positive. 40% of responding firms claim they were growing, with a further 32% performing at a constant level. Most firms felt either neutral or positive about the future of their business and tourism in South Africa. At the time of the survey, 99% of responding firms are affected by COVID-19.
- **Revenue Impact:** 83% firms report revenues in March 2020 are down more than 50% compared to March 2019, and 34% firms say revenues are 100% less.
- 58% of firms were unable to service their debts in March 2020.
- 54% of firms were unable to cover fixed costs in March 2020.
- 81% firms report forward bookings held in March 2020 are at least 50% less than bookings held in March 2019, and 36% hold 100% fewer bookings.



SUMMARY PRELIMINARY FINDINGS

- **Mitigation:** The most commonly applied mitigation measures by businesses are temporary closure at 69%, supporting deferment instead of cancellation at 60%, and significant downscaling at 58%.
- All businesses prioritized financial support for cashflow, financial support for recovery, and tax relief.
- Micro firms claim cashflow is their first priority, small firms prioritize financial support for recovery, and both medium and large firms prioritized tax relief.
- The support facilities with the most respondent awareness are the UIF scheme and the Tourism Relief Fund.



CONSULTATION AND STAKEHOLDER ENGAGEMENTS



STAKEHOLDER ENGAGEMENT & CONSULTATIONS

- On 09 March 2020, the Minister of Tourism convened a meeting with Tourism Stakeholders to discuss the impact of COVID-19 on the South African tourism sector and the possible response of the sector to the outbreak.
- The meeting was attended by all the major players in the Tourism Sector including product owners and tourism associations.
- The main aim of the meeting was to engage the tourism sector in order to develop a response that is “measured and consistent, proportionate to the public health threat and based on local risk assessment, involving every part of the tourism value chain”.
- Among the crucial issues that were discussed was matters around host of tourism Indaba, other events that were in the pipeline, relief measures for the tourism sector and what future plans need to be in place given the COVID19 situation at that time.
- Stakeholders consultations continued entire sector after the declaration of the state of disaster and the commencement of the lockdown
- SAT was also tasked with engagements towards the recovery strategy.



STAKEHOLDER ENGAGEMENT & CONSULTATIONS

- Possible relief measures by the Department of Tourism included:
 - Engagement with National Treasury to assist businesses in distress to access the Employment incentives that have been put in place
 - Engagement with the Minister of Labour and Employment to develop relief measures for those tourism companies registered with the UIF.
- On 15 March 2020, the President declared the outbreak of COVID-19 a National Disaster.
- On 17 March 2020 the Minister of Tourism held a follow up meeting with the with the Tourism Stakeholders to inform stakeholders about the National State of Disaster and the possible effect that the National state of disaster might have on the tourism industry.



OTHER MINISTERIAL ENGAGEMENTS CONT.

- Engagement with Small Business community – 02 April 2020.
- Engagement with Restaurants Association of South Africa – 13 April 2020.
- Engagement with TBCSA – 18 April 2020.
- Meeting with SAA and Unions – 21 April 2020.
- Wider stakeholder engagement on Recovery – 27 April 2020.
- Engagement with TBCSA – 29 April 2020.



INTERVENTIONS

- Tourism Relief Fund
- UIF
- Quarantine sites
- Budget reprioritisation



TOURISM RELIEF FUND

Purpose and Background

- The Tourism Relief Fund provides once-off capped grant assistance to Small Micro and Medium Sized Enterprises (SMMEs) in the tourism sector to ensure their sustainability during and post the implementation of government measures to curb the spread of Covid-19 in South Africa.
- Capped at R50 000 per entity
- Guided by the Tourism Broad Based Black Economic Empowerment (B-BBEE) Codes of Good Practices approved by the Minister of Trade and Industries in 2015 (in line with the B-BBEE Amendment Act No. 46 of 2013), the Tourism Relief Fund is administered in line with the objectives of Economic Transformation, and our vision to ensure sustainable and inclusive tourism development



TOURISM RELIEF FUND (cont.)

Eligibility and Qualifying Criteria

- Accommodation establishments: Hotels, Lodges, Bed and Breakfast (B&B's), Guest Houses and Backpackers,
- Hospitality and related services: Restaurants (not attached to hotels); Conference venues (not attached to hotels); Professional catering; and Attractions,
- Travel and related services: Tour operators; Travel agents; Tourist guiding; Car rental companies; and Coach Operators.
- Registered business (CIPC, UIF)
- Tax compliant
- Compliant with the minimum wage requirements.
- Existing tourism-specific establishment as outlined in the scope of application
- In business for one year financial year or more
- Proof that the relief is required as a result of the impact of COVID-19.
- Must submit latest statements of financial position, financial performance and cash flows.
- Must submit 6 months bank statements.
- Grading certificate or proof of application to be graded for accommodation establishments

Implementation Readiness

- Applications Window opened on the 7th April closing 31 May 2020
- As at 30 April 2020, **4989** Applications completed.



TRF PROCESS

- The online applications received 12 174.
- Incomplete applications 7185.
- Completed 4989: VWC (1361), GP(1239), KZN (735), NW (178), LP (357), NC (157), FS (197), MP (272) EC (493).
- An expert panel will evaluate the screened applications in terms of viability and recommend to the adjudication committee.
- Adjudication Committee will approve the recommended applications and put a request for payment.
- The SAT will do the disbursement of the funds.



UIF

- TBCSA working with its affiliates to facilitate applications on behalf of member businesses.
- The total number of businesses whose applications have been received to date are 793.
- 51 Employees applying for themselves.
- The total number of the Travel and Tourism and Hospitality workers applied for UIF during this crisis are 28513.



QUARANTINE SITES - CONTEXT

- The Government Gazette Notice (Regulation Gazette No 11069, Vol 657, No 43175) specifically exempts the Hotel Industry from the Competition Act, 1998 (Act No. 89 of 1989) for purposes of allowing the private sector and the Departments of Health and Tourism to strengthen Government's Programmes designed to fight COVID-19. The Departments of Health and Tourism have joint oversight responsibility.
- The role of the Department of Tourism with regards to possible quarantine facilities is two fold:
 - Assisted with the compilation of a list of accommodation facilities, i.e. public, community and privately owned, that can be utilised as quarantine facilities.
 - Facilitated that private sector obtains DTIC exemption to discuss pricing for purpose of standard rate for use of these facilities across the country.
- The Tourism Private Sector contributed R 30 million to pay for the use of three hotels (one each in Johannesburg, Durban and Cape Town) for use as quarantine sites during the lockdown period.



BUDGET PRIORITIZATION

- Initial reprioritization aimed at the establishment the R200 million Relief Fund for SMMEs.
- The current reprioritization is aimed at supporting the efforts to fight the pandemic. This is based on the understanding that limited marketing and promotional activities can take place in the current environment and most activities will be planning related and no activations.
- Similarly, most of the incentive support activities and EPVVP projects will not be feasible in the current environment on the department side.
- We will continue to monitor the environment with National Treasury - Upon readiness of the sector based on the Risk Adjusted Approach, investment shall be made into supporting recovery efforts.

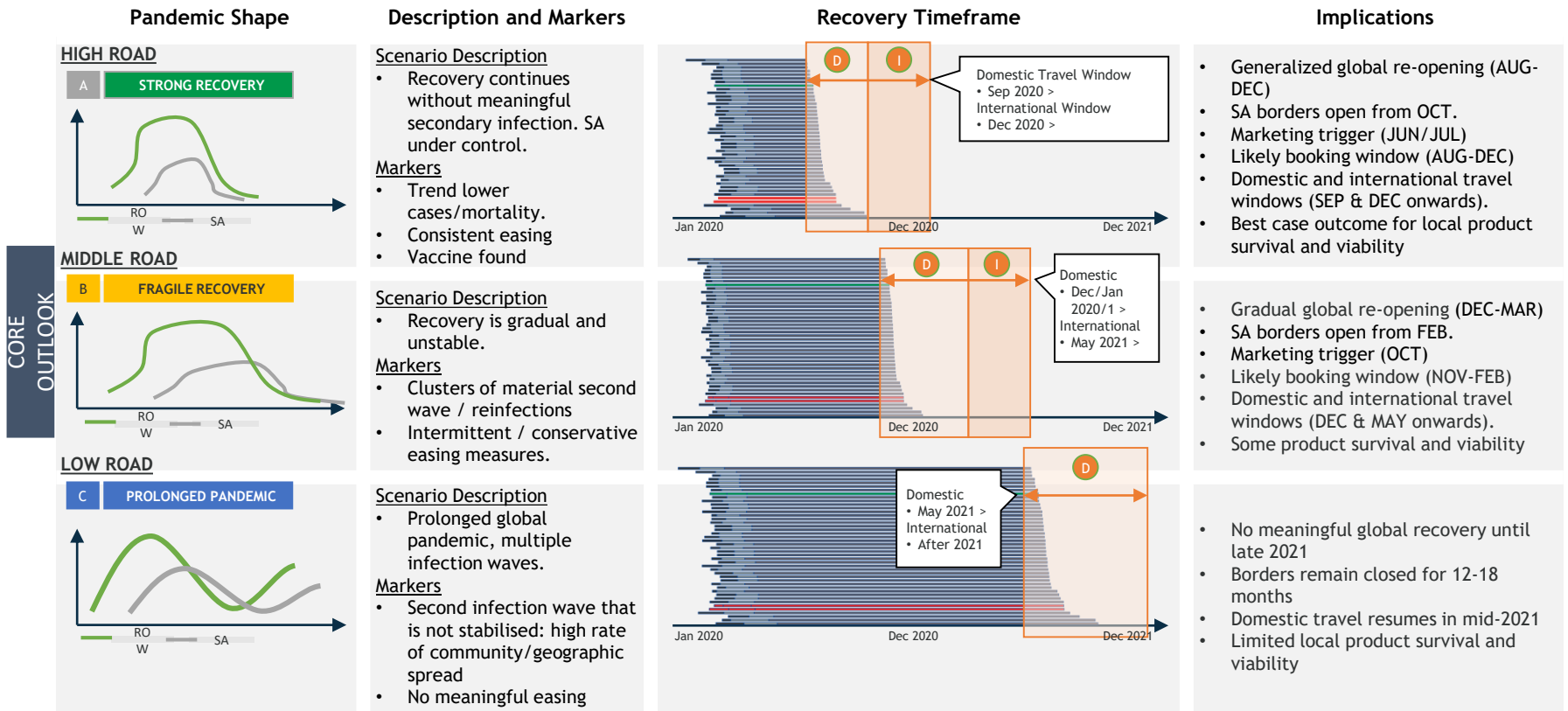


CONSULTATION AND STAKEHOLDER ENGAGEMENTS



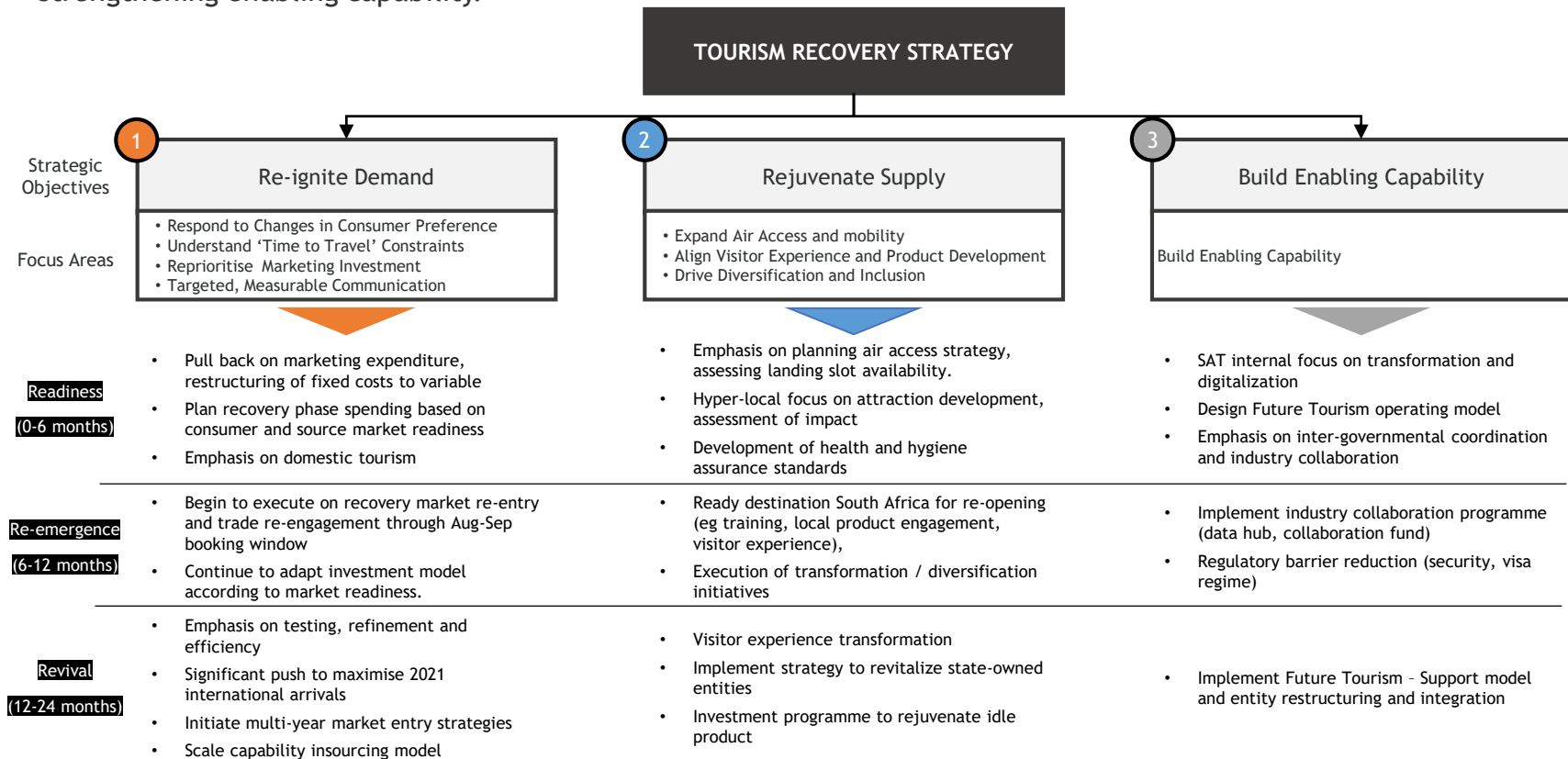
RISK-ADJUSTED APPROACH

Tourism recovery will depend both on South Africa's pandemic experience and that of global source markets. Three scenarios present the range of possible outcomes, with Scenario B (Fragile Recovery) currently the core scenario.



RECOVERY FRAMEWORK AND HORIZONS

Three strategic objectives are central to South Africa's recovery; re-igniting demand, rejuvenating supply and strengthening enabling capability.



WEBINAR THEMES

The themes that emerged from the series of industry webinars centered around the crisis impact on the industry, possible approaches to recovery, and what to consider with respect to prospective travellers after the crisis.

	CRISIS IMPACT	RECOVERY APPROACH	TRAVELER CONSIDERATIONS
Demand	<ul style="list-style-type: none"> Business events are the first to be removed when there are cash flow constraints and are usually brought back towards the end of cash flow recoveries Even though we may recover, demand could still be low due to varying recovery rates of our source markets 	<ul style="list-style-type: none"> Open-skies approach may be needed to improve air access Collaboration with local players and government is needed to stimulate recovery There is an opportunity to eliminate arrival barriers due to policy (e.g. visa regulations) 	<ul style="list-style-type: none"> Due to more consumers becoming digital during lockdown, there is an opportunity to reach out to prospective travelers online (virtual 360 tours)
Supply	<ul style="list-style-type: none"> Airlines have large fixed costs that they are still having to cover Travel suppliers are suffering from immediate loss of income and still have to cover fixed costs 	<ul style="list-style-type: none"> Government subsidies or a reduction in levies may be needed to aid airlines Domestic airlift strategy is needed to support regional trips and geographic spread Product pricing needs to be evaluated (domestic vs. international) 	<ul style="list-style-type: none"> There is an observed psychological need amongst consumers to escape Consumers next trip will likely be outdoors in nature and open spaces which the industry should leverage
Enablement	<ul style="list-style-type: none"> Loss of income has forced travel suppliers to retrench and lose valuable skilled staff 	<ul style="list-style-type: none"> SMME collaboration and enablement is needed for the economy and industry to grow SMMEs need to be educated on pricing strategies to ensure they are not matching international organisers Partnership and value chain collaboration across the industry is needed for recovery 	<ul style="list-style-type: none"> Industry players need to understand the evolving customer needs

INTERNATIONAL ENGAGEMENTS



AFRICAN UNION APPROACH ON THE IMPACT OF COVID-19

- The AU convened the First Meeting of the Bureau of the Subcommittee on Tourism of the Specialized Technical Committee on Transport, Transcontinental and Interregional Infrastructure, Energy and Tourism (STC-TTIET) by Video Conference on 21 April 2020.
- The purpose of the meeting was to exchange ideas on a response and recovery plan for tourism in relation to the COVID-19 pandemic.
- The Minister of Tourism was invited by virtue of South Africa chairing the AU.
- The Bureau of the Subcommittee on Tourism aligned the proposed tourism sector's response plan to the impact of COVID-19 to the following AU initiatives:
 - Solidary shown by Africa under the leadership of President Cyril Ramaphosa
 - African countries' decision to unite around a common continental response, which entails:
 - Establishment of COVID-19 Fund where South Africa has pledged USD6 million (USD4million for actual COVID-19 Fund and USD2 million for the Center for Disease Control and Prevention).

AFRICAN UNION APPROACH ON THE IMPACT OF COVID-19

- The impact of COVID-19 on the tourism industry in Africa is as follows:
 - A number of African countries are heavily dependent on the tourism sector, in particular the small island states.
 - In Africa, the outbreak is not just impacting people, the health care systems and the tourism industry itself but is severely affecting one of the critical tourism socio-economic enablers and service sectors-Aviation.
 - African Governments must safeguard their tourism industry and cooperate with think tanks, regional organisations, communities and international actors to mitigate against the pandemic and develop response plans and lay a foundation for a healthier, more resilient future.
- The AU Bureau of the Subcommittee on Tourism agreed on the following issues for the tourism sector to mitigate the impact of COVID-19 on the African Continent:
 - Fully support AUC efforts to mobilise attention and resources to cushion COVID-19 impacts on Tourism Industry.
 - Call on all multilateral financial institutions and partners, including the African Development Bank, the World Bank and others to contribute to the continental anti-COVID-19 Fund established by the Bureau of the Assembly of the African Union during the virtual meeting held on Thursday March 26th 2020.
 - In the short- to medium-term, cushion African Tourism Industry, including provision of direct financial assistance, loans, loan guarantees and support for the micro, small and medium enterprises, tax relief, reduction, waiver or deferral of government-imposed taxes and fees.



AFRICAN UNION APPROACH ON THE IMPACT OF COVID-19

- Develop and implement comprehensive Post-COVID-19 National Tourism Recovery Plans to support the industry's recovery from the losses caused by the COVID-19 pandemic.
- Decided to set up a High Level Task Force, incorporating representation from Governments, the African Union, academia as well as other tourism stakeholders, with a view to developing and implementing a comprehensive Post-COVID-19 Continental Tourism Recovery Strategy to support the industry's recovery from the losses caused by the COVID-19 pandemic.
- Request the African Union Commission to prepare the draft Terms of Reference for the said High Level Task Force to be urgently submitted for further validation and endorsement. The AUC, African Member States and RECs, in line with Agenda 2063 to step up efforts to promote and develop regional tourism in the continent and Call on all Member States who have not yet done so to join the Single African Air Transport Market.
- Call on the AUC, Regional Economic Communities, the African Civil Aviation Commission, the African Development Bank, UNWTO, WTTC, international development partners, to provide technical expertise, resources and support for the implementation of the above actions.

UNWTO APPROACH ON THE IMPACT OF COVID-19

- The UNWTO convened a virtual conference on Policies for Inclusive Recovery in Global Tourism on 14 April 2020.
- The conference was organized in collaboration with Mastercard Center for Inclusive Growth.
- The conference provided a platform to discuss how governments, institutions and companies can protect vulnerable populations during the COVID-19 outbreak.
- UNWTO is of the view that the outbreak of COVID-19 has a negative impact on both travel supply and demand. This represents an added downside risk in the context of a weaker world economy, geopolitical, social and trade tensions, as well as uneven performance among major outbound travel markets.
- For its initial assessment, UNWTO takes the SARS scenario of 2003 as a benchmark, factoring in the size and dynamics of global travel and current disruptions, the geographic spread of COVID-19 and its potential economic impact:
 - UNWTO estimates that in 2020 global international tourist arrivals could decline between 20-30%, down from an estimated growth of 3% to 4% forecast in early January 2020.
 - This could translate into a loss of US\$ 30 to 50 billion in spending by international visitors (international tourism receipts).
 - Estimates for other world regions are currently premature in view of the rapidly evolving situation.



UNWTO APPROACH ON THE IMPACT OF COVID-19

- The UNWTO has developed a set of recommendations designed to support governments, the private sector and the international community in navigating the unparalleled social and economic emergency posed by COVID-19. The recommendations are divided into three key areas:

1) **Managing the crisis and mitigating the impact:**

- Incentivize job retention, sustain the self-employed and protect the most vulnerable groups
- Support companies' liquidity
- Review taxes, charges, levies and regulations impacting transport and tourism
- Ensure consumer protection and confidence
- Promote skills development, especially digital skills
- Include tourism in national, regional and global economic emergency packages
- Create crisis **management mechanisms and strategies**

2) **Providing stimulus and accelerating recovery**

- Provide financial stimulus for tourism investment and operations
- Review taxes, charges and regulations impacting travel and tourism
- Advance travel facilitation
- Promote new jobs and skills development, particularly digital ones
- Mainstream environmental sustainability in stimulus and recovery packages
- Understand the market and act quickly to restore confidence and stimulate demand
- Boost marketing, events and meetings



UNWTO APPROACH ON THE IMPACT OF COVID-19

3) **Preparing for the future**

- Diversify markets, products and services
- Invest in market intelligence systems and digital transformation
- Reinforce tourism governance at all levels
- Prepare for crisis, build resilience and ensure tourism is part of national emergency mechanism and systems
- Invest in human capital and talent development
- Place sustainable tourism firmly on the national agenda
- Transition to the circular economy and embrace the SDGs



G20 APPROACH ON THE IMPACT OF COVID-19

- The G20 Presidency (Kingdom of Saudi Arabia) convened a Tourism Ministers' Virtual Meeting on 24 April 2020.
- The Tourism Ministers' Meeting was preceded by a Virtual Meeting of the G20 Tourism Working Group held on 6-7 April 2020. The working group discussed three tourism responses to COVID-19, namely:
 - Response: Crises response measures to minimize impact and protect people and jobs
 - Recovery: Initiatives to accelerate recovery of jobs and the sector
 - Prevention: Preparations and actions to identify and mitigate future risks.
- The purpose of the Ministerial was to discuss the tourism sector's response to the COVID-19 pandemic as well as a recovery plan supporting the long-term resilience of the sector. Specifically, the meeting aimed at facilitating collaborative action to protect tourism businesses, jobs and support visitors throughout the outbreak.
- Given that the tourism sector will play a crucial role in economic recovery, the G20 Tourism Ministers Meeting provided a platform to reinforce global cooperation along with international organizations to mitigate the impact of the pandemic and lay the foundation to accelerate recovery.
- The Saudi G20 Presidency theme for tourism is "Tourism as a means of Sustainable Socio-economic Development".
- The expected outcomes include:
 - The development of a framework to advance sustainable tourism through community engagements and social development, considering the far-reaching impact of tourism on both global and domestic communities.
 - The framework will identify best practices for community management, and private and public sector partnerships.
 - Ways to facilitate seamless travel and improve travelers experience.

G20 APPROACH ON THE IMPACT OF COVID-19

- The G20 Tourism Ministers' Meeting made the following commitments:
 - Working together to provide support to the sector and welcome the national efforts to mitigate the social and economic impacts of the pandemic by G20 countries.
 - Welcomed the G20 Action Plan adopted by the Finance Ministers and Central Bank Governors in response to the crisis, which includes measures to maintain businesses and support households most impacted by the crisis, safeguard employment, and ensure support for developing and low-income countries.
 - To continue coordination with health, immigration, security, and other relevant authorities to minimize undue restrictions for essential travel such as for medical workers and stranded individuals.
 - Working with the abovementioned authorities to ensure that the introduction and removal of travel restrictions are coordinated and proportionate to the national and international situation, and ensure the safety of travelers.
 - Working with international organizations, industry partners, and across governments to include travel and tourism in response and recovery programs.
 - Recognizing the importance of ensuring the safety and well-being of workers in travel and tourism, and commit to working together to support an inclusive and sustainable recovery in the sector



G20 APPROACH ON THE IMPACT OF COVID-19

- Helping tourism sector businesses, especially micro-, small- and medium-sized enterprises (MSMEs), entrepreneurs, and workers to adapt and thrive in a new post-crisis era, for example by fostering innovation and digital technologies that enable sustainable practices and seamless travel.
- Encourage inclusive recovery in the sector, we will work to support developing economies that rely on travel and tourism, especially in Africa and small island states.
- Explore opportunities such as capacity building programs in travel and tourism to help the world economy recover, and help the sector become more inclusive, robust, and resilient.



THANK YOU

