

Conference

Tourism – Responding to the effects of climate change and high impact events

Working together to maintain the Algarve as a Safe Holiday Destination

Back ground

Ensuring the safety of tourists is essential and one of the main criteria travellers use in selecting a holiday destination.

Most countries throughout the world face various challenges in this regards, brought about by climate change and other factors. These can include rising temperatures resulting in rural fires and flooding resulting from heavy rain as well as other extreme weather conditions. In addition many countries are at risk of earthquakes and tsunamis. It is important therefore that measures are in place to anticipate these conditions and mitigate the effects by assessing and mitigating the risks, in order to protect both residents and visitors in case such catastrophes.

Portugal has done a great deal in this respect. With a vastly increasing number of overseas visitors to the Algarve (which vastly outnumbers the resident population) it is essential that all those in the tourism industry are aware of what is being done and the role they can play in ensuring the safety of their clients.

Objectives:

The objectives of this conference (the first of its kind in Portugal) are:

- To create greater awareness within the tourism industry of the risk of high impact events and the preventive and protective measure that are currently in place.
- In the event of a catastrophe, outline the communication channels that are in place to disseminate information which can be communicated to tourists
- Gain greater understanding of the work of the emergency services
- To help the tourism industry (hotels, local lodging, and travel activity businesses) play an optimal role in protecting their clients, in particular front line staff who have direct contact with tourists.
- To share best practices within the industry in terms of the prevention and protection measures already in place
- To promote the measures that Portugal/Algarve already has taken to protect the safety of tourists, as a means of attracting visitors as one of the safest destination in Europe.
- To identify any areas where more needs to be done.

Target audience:

Those in the tourism industry, namely: hotel operators, local lodging agencies and managers; tourist activity operators, air travel operators as well as and interested NGOs and government officials, plus general public.

The conference will be in Portuguese with assistance in English.

Escola de Hotelaria e Turismo do Algarve – Faro

10th May 2019 09:30 to 17:00 hrs

09:00 - 09:30	Arrival	
09.30 - 10:00	Welcome – General Perspectives	Presidente da Câmara Municipal de Faro, Dr. Rogério Bacalhau Presidente Associação de Municípios do Algarve Jorge Botelho President of Associação Safe Communities Portugal, David Thomas
Perspetiva geral		
10:00 - 10:30	General views of role and plans during disasters	Comando Distrital de Operações de Socorro (CDOS) de Faro, Comandante Vaz Pinto
	Session 1	Moderador Agência para a Gestão Integrada de Fogos Rurais (AGIF), Presidente do Conselho Diretivo AGIF, IP Tiago Oliveira
10:30 - 10:50	Health risks during and in the aftermath of rural fires and other disasters and emergency response in emergency situations	Direção-Geral da Saúde (DGS) Administração Regional de Saúde do Algarve
10:50 - 11:10	Response in emergency situations	ANA - Aeroportos de Portugal, SA. Diretor do Aeroporto de Faro, Alberto Mota Borges
11:10 - 11:30	Break	
11:30 - 11.50	Understanding the climate and its influence on outdoor activities - climate change	Instituto Português do Mar e da Atmosfera (IPMA) – Miguel Miranda - President
11:50 – 12:10	Communication with customers regarding adverse weather conditions and in emergency situations	Associação dos Hotéis e Empreendimentos Turísticos do Algarve, Presidente da Direção da AHETA – Elidérico Viegas
12:10 - 13:00	Debate – Session 1	Panel of presenters plus: Polícia de Segurança Pública de Faro (PSP), Marco António Viegas Martins Comandante do Comando Distrital de Faro Guarda Nacional Republicana (GNR), Comando Territorial de Faro,

Comandante do Comando Territorial de Faro

13:00-14:30 Lunch

Session 2

Moderator – Carrie Marie-Bratley

14:30 -15:00 Safety of tourists from an international perspective

ABTA - association of travel agents and tour operators, Londres
Donna Boucher, Senior Destinations Executive

15:00 -15:20 Portugal Chama – A Call to Action situations

Sara Otero – Perito Cordinator – Communication and Public Relations
Agência para a Gestão Integrada de Fogos Rurais (AGIF),

15:20 - 15:40 Break

15:40 - 16:00 The British Embassy - its role in high impact events.

British Consul and Regional Operations Manager Portugal and Cape Verde

16:00 - 16:20 Communication, Communication, Communication!

Associacao Safe Communities Portugal, President David Thomas

16:20 -17:00 Debate – Session 2

Panel of Presenters

17:00 Resume of conclusions

Presidente da Região de Turismo do Algarve, João Fernandes

Final observations

Secretária de Estado do Turismo, Dr.ª Ana Mendes Godinho

