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THE WORLD TRAVEL & TOURISM COUNCIL GLOBAL SUMMIT

UNITING THE WORLD FOR RECOVERY

CANCÚN, MÉXICO | 25-27 APRIL, 2021



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A CASE TO RESTART LARGE EVENTS

FIRST INTERNATIONAL EVENT IN TRAVEL & TOURISM

600+

International
in-person
delegates

30K+

Virtual
attendees

1450

PCR + Antigen
tests taken

99.8%

Negative results



The **2021 WTTC Global Summit** took place from 25 – 27 April at Moon Palace Expo and Convention Centre in Cancun Mexico. The Global Summit was the first international, live event of the Travel & Tourism sector globally following the COVID-19 pandemic. WTTC successfully hosted over 30,000 virtual delegates and **more than 600 in-person delegates from over 40 countries**, implementing rigorous Health & Safety protocols and measures to ensure the safety of all attendees and the effective execution of the Summit.

This document outlines the measures undertaken by WTTC to orchestrate a safe and secure Global Summit and the results of these measures. During the Global Summit, 1450 PCR & Antigen tests were undertaken between the 19 and 29 of April 2021, **99.8% of which returned negative**, with only 3 individuals testing positive, 2 on arrival and 1 on departure.

WTTC hopes that by sharing these measures other event organisers and destinations will realise that organising successful large meetings and events can be done if appropriate measures are in place.

PRE-SUMMIT

The following protocols were implemented to ensure the highest level of preparedness from a health & hygiene perspective for the Global Summit:

- 1. Creation of the Working Committee**, responsible for the delivery and all Operational aspects of the Summit. The Working Committee was made of WTTC Summit stakeholders, with counterparts from the Host, Government of Quintana Roo, Host Venue, Palace Resorts, and third-party contractors & suppliers instrumental to Summit success. **A Health & Safety sub-committee** was also formed with including responsables from the HR, Finance and Events functions within WTTC. Quintana Roo, the host destination, involved government officials from the Health and Tourism Ministries, supported by staff from the Professional Conference Organiser (PCO), the K Group.
- 2. Definition of Global Requirements & Recommendations:** The Health & Safety committee reviewed the global requirements and recommendations from the World Health Organisation (WHO), the Centers for Disease Control & Prevention (CDC), UK Government, and the Government of Quintana Roo. On this basis, the K Group created robust **Health & Safety protocols, detailed in a briefing document** with an in depth, end to end journey for all attendees, staff, and contractors. The document summarised the required actions before travelling to the Summit, onsite, the creation of the Summit bubble and the safe departure and repatriation of attendees.
- 3. Additional Global Expertise in Travel Risk and Crisis Management** was brought in to support WTTC in the delivery of the Global Summit. **Global Rescue**, a WTTC Member and Strategic Sponsor, were onboarded to support and deliver on **Pre-Event Preparations**, notably consultation services prior to the event to review protocols; **memberships and associated services for staff and attendees**, as well as **onsite deployment** both through an advance team and onsite for the duration of the Global Summit. The advance teams were deployed weeks before the Global Summit to assess transportation, health, and security resources, infrastructure, and protocols. The Global Rescue team was also on-site for the duration of the event prepared to provide their industry-leading services including medical and travel advisory, medical evacuation and logistics oversight, intelligence, and field rescue for illness or injury.
4. Global Rescue are still completing their debrief and will provide a full, end to end journey and summary of findings along with recommendations for future Summits and WTTC events week commencing 17 May 2021.
- 5. Onboarding Official Arrival Testing Provider: Circular Lab by Klincore** was onboarded as the official arrival testing provider for Summit bubble, from the 23 to the 27 April inclusive. **Palace Resorts laboratories** were also approved for Pre-Summit bubble antigen arrival tests and PCR and antigen departure tests, in a facility next to the main auditorium.
- 6. End to End Journey Documentation:** A simple and concise end to end journey document was produced by K Group and approved by WTTC to send to all Summit attendees detailing Health & Safety protocols on site and rules of the bubble.
- 7. Vetting Health & Safety Protocols:** All Summit service providers were fully vetted on their Health & Safety protocols including **Amstar DMC**, transport & transfer management company who have a thorough **'Safe & Clean' programme** followed by all vehicles and staff; Summit venue Palace Resorts, who have their **Purely Palace protocols** in place and have been awarded the WTTC Safe Travels stamp.
- 8. Staff Briefing:** All staff were briefed on Health & Safety protocols including which PPE to purchase for travel & how to stay safe whilst travelling.

SUMMIT DELIVERY

The following protocols were implemented to ensure the successful delivery of the Global Summit onsite:

1. Staff were transported from the airport to venue by Amstar.
2. All staff arriving prior to the 23 April undertook an **antigen test immediately on arrival** and were only given wristband on receipt of their negative test.
3. **Staff were tested every 72 hours.**
4. All International delegates or delegates arriving by plane were transported to Summit venue by Amstar.
5. **All delegates were tested on arrival** to Summit venue by Circular lab or in their hotel by Palace laboratories. Only on receipt of negative test were they able to check in/ get day pass and collect Summit badge.
6. **Temperature checks** were in place before entering the Summit venue, a personal 70% alcohol sanitiser was provided at registration and sanitisation points were positioned throughout venue.
7. If an attendee was onsite longer than 72 hours, a second test was required.
8. **Mask wearing was mandated in all indoor venues**, only being removed to eat, or drink.
9. **Physical distancing was enforced** by all seats being a minimum of 1.5 meters apart throughout indoor venues.



POST-SUMMIT

The following protocols were implemented to ensure the continued health and safety of participants as they departed the Global Summit in Cancun, Mexico, and returned to their homes.

1. All Summit delegates were advised of the need for **departure tests** (either antigen or PCR dependent on their country of repatriation). Tests were provided by Palace Laboratories, with printed and PDF certification of negative test.
2. Attendees were provided **complimentary transfers** by Amstar DMC to Cancun Airport and advised of all documentation needed to depart from Mexico safely and seamlessly.
3. A feedback survey was sent to delegates six days after the Summit including a question on post-event testing and symptoms. **No delegates reported positive cases or onset of symptoms within six days of the close of the Summit.**
4. A random sample of 10% of delegate attendees have been emailed or called over **10 days post Summit. No positive cases of onset of symptoms have been reported.**
5. **All UK staff and contractors were tested on Day 2, Day 5, and Day 8 post arrival into UK. All results were negative.**
6. WTTC Events staff followed up with service providers in Mexico and **no positive cases were reported by support staff or providers.**



SUMMARY IN FIGURES

1450 tests were undertaken between the 19 and 29 of April 2021, 99.8% of which returned negative. Of these 1450, there were 2 positive cases on arrival. Both cases were local to Cancun and had arrived by car. On receipt of their positive test, they were politely and safely escorted off the venue premises and were not allowed to take part in person for the Global Summit.

In addition, there was 1 positive case on departure. The individual's antigen test was negative on arrival on 26 April at 4pm, however the test came back positive on 27 April at 11am. The individual was immediately escorted to a secluded room onsite where they were able to quarantine for 14 days, free of charge, a complimentary service provided by Palace Resorts.

Circular Lab by Klincore:

Date	Arrival Antigen	Departure Antigen	PCR
23 April	65		
24 April	278		
25 April	493		
26 April	84		
27 April	22		
Date TBD	146	54	50
Total	1088	54	50

Palace Resorts Laboratories:

Date	Antigen	PCR
19 April	1	
20 April	13	
21 April	1	
22 April	28	
23 April	15	
24 April	13	
25 April		12
26 April	12	17
27 April	93	33
28 April	13	1
29 April	6	
Total	195	63





ACKNOWLEDGMENTS

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World Travel & Tourism Council

The World Travel & Tourism Council is the global authority on the economic and social contribution of Travel & Tourism.

WTTC promotes sustainable growth for the Travel & Tourism sector, working with governments and international institutions to create jobs, to drive exports and to generate prosperity. Council Members are the Chairs, Presidents and Chief Executives of the world's leading private sector Travel & Tourism businesses.

Together with Oxford Economics, WTTC produces annual research that shows Travel & Tourism to be one of the world's largest sectors, supporting 334 million jobs and generating 10.4% of global GDP in 2019. Comprehensive reports quantify, compare and forecast the economic impact of Travel & Tourism on 185 economies around the world. In addition to individual country fact sheets, and fuller country reports, WTTC produces a world report highlighting global trends and 25 further reports that focus on regions, sub-regions and economic and geographic groups.

To download reports or data, please visit www.wttc.org

STRATEGIC PARTNERS



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