

INTERNATIONAL SEMINAR FOR TOURIST PROTECTION AND ASSISTANCE

**ORGANIZATION OF AMERICAN STATES (OAS)
MINISTRY OF TOURISM (SECTUR, MEXICO)
MINISTRY OF FOREIGN AFFAIRS (SRE, MEXICO)**

INTERNATIONAL CONTEXT

- In the past few decades, an increase in the perception of insecurity in various regions around the world has been registered, affecting the tourism sector directly.
- Mexico's current Government recognizes tourism as a strategic sector.
- In this context, the Multidimensional Security Secretariat (CICTE) of the Organization of American States (OAS), and the Mexican Government, through its Tourism and Foreign Affairs Ministries will co-host the **International Seminar for Tourist Protection and Assistance**.

OBJECTIVES

- To strengthen the protection strategies aimed at tourists.
- To expand knowledge around different aspects of security in tourism.



PARTICIPANTS

- National and international specialists will share experiences and programs undertaken in their countries, in order to trace strategies and actions that will allow for the improvement of security skills and capacity in tourist destinations.
 - **Panelists:** representatives from the Federal and local Tourism Ministries, as well as national and international officials from specialized public bodies (tourism and security sectors).
- Intended audience: national and international government officials in the tourism and security sectors.

TOPICS

- The Seminar is divided into four different panels:
 - **Panel I: Specialized Services.**
 - **Panel II: Touristic Orientation and Assistance.**
 - **Panel III: Communications, Media and Academia.**
 - **Panel IV: Security Plans and Networks.**

PANEL I: SPECIALIZED SERVICES

- Tourism Police.
 - Specialized Prosecutor (Tourism).
- Public Officials



PANEL II: TOURISTIC ORIENTATION AND ASSISTANCE

- Information stands.
- Customer complaints.
- Protection, Assistance and Rescue Services.
- Natural Hazards and Accidents.
- Health Services.
- Consular Assistance.

PANEL III: COMMUNICATIONS, MEDIA AND ACADEMIA

- Touristic Security: perception vs. reality.
- Media.
- Social Networks.
- Travel Alerts.

PANEL IV: SECURITY PLANS AND NETWORKS

- Methodology and protocol.
- International Standards and Best Practices.
- Public/Private Sector Alliances.
- Shared- Experiences.

WHEN & WHERE

- Place: Ministry of Foreign Affairs, Mexico City.
- Date: 11-13 June 2014.
- Contact Info: **Unit of International Affairs and Cooperation**, Mexico Ministry of Foreign Affairs (Mexico City). Tel. +52 55 3002 6332
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- **Limited to 2 representatives per country.**

THANK YOU!

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