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PLENARY	
08:30 – 09:00	REGISTRATION AND WELCOME COFFEE
09:00 – 09:10	<b>Opening and welcome address</b> Carlo Corazza, Head of the Tourism, Emerging and Creative Industries Unit, DG GROW, European Commission
09:10 – 09:30	<b>Key note speeches</b> <a href="#">Cinzia De Marzo</a> , Policy Officer, Unit "Tourism, Emerging and Creative Industries", DG GROW, European Commission - ETIS state of play  <a href="#">Antonella Correra</a> , Policy officer, Unit "COSME Programme, SME Envoys and Relations with EASME", DG GROW, European Commission - Tourism Accessibility as an enabler of economic growth
09:30 – 10:15	<b>Panel I - Sustainable and Accessible Tourism: Principles, Tools and Good Practices</b> <i>Moderator: Cecile Rousset - ETIS pool of experts</i> <ul style="list-style-type: none"> <li>• <a href="#">Francesc Romagosa</a>/Janez Sirse, ETIS pool of experts - Results of the second ETIS pilot phase and lessons learnt</li> <li>• <a href="#">Prof. Vasil Marinov</a>, Department Geography of Tourism Sofia University "St. Kliment Ohridski"- The implementation of ETIS in the Danube Region- the example of Bulgarian destinations</li> <li>• <a href="#">Ignace Schops</a>, President of EUROPARC Federation - The European Charter for sustainable tourism in protected areas</li> <li>• <a href="#">Marco Pizzio</a>, Italian Association Multiple Sclerosis (AISM) - Presentation of project "Europe without barriers" and lessons learnt</li> </ul>

10:15 – 11:15	<p><b>Panel II - Sustainable and Accessible Tourism: Development and Marketing Strategies</b></p> <p><i>Moderator: Rachel McCaffey, ETIS pool of experts</i></p> <ul style="list-style-type: none"> <li>• <a href="#">Herbert Hamele</a>, ECOTRANS e.V - "GreenTravelMap Germany". A new approach to help destinations to identify, assess and increase their sustainable tourism offer and to monitor and bring it to the market</li> <li>• <a href="#">Prof. Patrizia Modica</a>, Visit South Sardinia - Destinations which have made continuous improvements during the ETIS implementation</li> <li>• <a href="#">Roberto Vitali</a>, Founder and President "Village4All" - Opportunities for SMEs</li> <li>• <a href="#">Magnus Berglund</a>, Accessibility Ambassador - SCANDIC Hotels</li> </ul> <p><i>Questions and answers</i></p>
11:15 – 11:30	<b>Coffee break</b>
11:30 – 13:00	<p><b>Panel III – Sustainable and Accessible Tourism - Cooperation opportunities at European and at International level</b></p> <p><i>Moderator: Pedro Ortùn, Principle advisor task force CSR and tourism - European Commission</i></p> <ul style="list-style-type: none"> <li>• <a href="#">Dr.Dirk Glaesser</a> - Director Sustainable Development of Tourism - World Tourism Organization - UNWTO</li> <li>• <a href="#">Luigi Cabrini</a>, Chairman of the Board of Directors of the Global Sustainable Tourism Council criteria - GSTC</li> <li>• <a href="#">Stefano Dominioni</a> - Director of European Institute of Cultural Routes - EICR - Council of Europe</li> <li>• <a href="#">Ivor Ambrose</a>, European Network for Accessible Tourism - ENAT</li> <li>• <a href="#">Ana Moniche</a> - Indicators task force - Network for Competitive and Sustainable tourism regions - NECSTOUR</li> </ul> <p><i>Questions and answers</i></p>
13:00 – 14:00	<b>Networking lunch</b>

TECHNICAL SESSIONS	
14:00 – 14:50	<p><b>Session I - Destinations' experiences with testing ETIS - Organisational and management issues (Steps 1 to 4 of the Toolkit)</b></p> <p><i>Moderator: Silvia Barbone, ETIS pool of experts</i> Presentation of 3 case studies by ETIS destinations</p> <ul style="list-style-type: none"> <li>• <a href="#">Michael Dodds</a>, Director Brittany tourist board - Broceliande - France</li> <li>• <a href="#">Iris Darley</a>, Director South Limburg Tourist Board - South Limburg - Netherlands</li> <li>• <a href="#">Marina Bresciani</a>, Local coordinator - Terrae Anio Iubensanae - Italy</li> </ul> <p><i>Coordinated approach of ETIS destinations:</i> : <a href="#">Sergio Danelluzzi</a> - City of Milano - Great Italian destinations network for sustainable tourism GDITS</p>
14:50 – 16:15	<p><b>Session II - Destinations' experiences with testing ETIS - Implementation of indicators and data collection (Steps 5 to 7 of the Toolkit)</b></p> <p><i>Moderator: Luca Santarossa, ETIS pool of experts</i> Presentation of 3 case studies by ETIS destinations</p> <ul style="list-style-type: none"> <li>• <a href="#">Tim Manson</a>, Local coordinator - Birmingham City Region - UK</li> <li>• <a href="#">Josèp Capellà</a>, Local coordinator, L'Estartit-Torroella de Montgri'- Llançà - Spain</li> <li>• <a href="#">Biserka Stamatovic</a> coordinator of Tourism Board Podgorica - Capital City Podgorica - Montenegro</li> </ul> <p><i>Coordinated approach of ETIS destinations:</i> : <a href="#">Jana Apih</a>, Director Institute factory of Sustainable tourism - Slovenia Green programme and <a href="#">Damià Serrano i Miracle</a>, Chef of Analysis and Training Department - LABturisme - Barcelona</p>
14:00 – 16:15	<p><b>Parallel workshop "Accessible Tourism world café"</b></p> <p><i>Moderators: Katarzyna Balucka - European Commission and Chris Veitch - ENAT memberd</i></p> <p>The "World Café" is a structured conversation, which allows linking ideas within a larger group and gathering collective knowledge and experience from the participants. Participants will be invited to form small groups and</p>

	<p>move between them following 3 rounds of questions. The overarching question will be: <i>"How can we best fit in accessibility needs and concepts in the overall sustainability framework?"</i></p>
16:30 – 17:15	<p><b>Session III - The revised ETIS set and toolkit improvements</b></p> <ul style="list-style-type: none"> <li>• <a href="#">Peter Lane</a>, ETIS pool of experts - The new set of core and supplementary indicators</li> <li>• <a href="#">Mara Manente</a>, ETIS pool of experts - The improved, simple and useful toolkit</li> <li>• <a href="#">Ovidiu Ene</a>, Policy Officer, Tourism, Emerging and Creative Industries Unit, DG GROW, European Commission - Prototype of ETIS, and its possible display in the Virtual Tourism Observatory</li> </ul>
17:15 – 17:35	<p><b>Session IV - Potential synergies between ETIS and environment specific initiatives of DG ENV and the European Environmental Agency (EEA)</b></p> <ul style="list-style-type: none"> <li>• <a href="#">Sylvie Ludain</a>, Eco-innovation &amp; Circular economy Unit-DG ENV-European Commission - Potential synergies between ETIS and EMAS/EU Ecolabel</li> <li>• <a href="#">Silvia Giuliotti</a>, European Environmental Agency - EEA-Tourism Environmental Reporting Mechanism - TOUERM and ETIS</li> </ul>
17:35 – 17:50	<p><b>Main outcomes of the parallel sessions on ETIS and accessible tourism</b></p> <ul style="list-style-type: none"> <li>• <a href="#">Apolonia Rodrigues</a>, ETIS pool of experts - Rapporteur of ETIS conference</li> <li>• <a href="#">Chris Veitch</a> - ENAT member - Rapporteur of Accessible Tourism World Café workshop</li> </ul> <p><b>Project's experience testimonials:</b> <a href="#">Stephan Reichelt</a>, Anglia Ruskin University - Dissertation Declaration on Sustainable Tourism Destination Assessment and Certification: Could ETIS contribute to creating new skilled jobs? - <a href="#">Massimo Canalicchio</a>, EU transnational project Accesstour</p>
17:50 – 18:00	<p><b>Conclusions and next steps</b></p> <ul style="list-style-type: none"> <li>• Iuliana Aluas, Deputy Head of the Tourism, Emerging and Creative Industries Unit, DG GROW, European Commission</li> </ul>