

# **Summary of the 1<sup>st</sup> meeting in July**

**Japan Tourism Agency**  
**Director Ms. Suzuki**

# Sendai Statement

## Pillar 1

**Preventing and Minimizing  
the Impacts of Crises and  
Disasters Caused by Natural  
Hazards**

## Pillar 2

**Absorbing the Impacts of  
Crises and Disasters Caused  
by Natural Hazards, and  
Recovering through  
Adaptation and  
Transformation**

# Preventing and Minimizing the Impacts of Crises and Disasters Caused by Natural Hazards

## 4 key considerations

i

Risk  
Assessment

ii

Cooperation

iii

Communication

iv

Capacity  
Building

# Summary of the 1<sup>st</sup> Meeting (1/4)

## Overview of the key consideration

i

### Risk Assessment

Anticipating and evaluating risks based on the geographical conditions and characteristics of the tourism industry in each region, subsequently applying this knowledge to the tourism sector.

## Examples of initiatives from other countries/organizations

### Indonesia

- Joint assessment of compound tourism-related risks by multiple agencies, directly linked to planning, information sharing, and training

### Japan

- Developed a “Guidelines for Preparing Tourism Crisis Management Plans” for local governments and DMOs.

### Laos

- Integrated climate change and natural disaster risk assessment into national plans such as the Tourism Development Plan

### Malaysia

- Implemented a pilot project to establish an international network (INSTO) for sustainable destination management

### Nepal

- Integrated disaster risk data into tourism development plans

### Palau

- Managing tourism-site risks through DIMS, which integrates key safety and crisis-response information

### Singapore

- Utilized data-driven tools and strategic scenario planning to anticipate disruptions before crises occur

### PATA

- Offered the Tourism Destination Resilience Program free of charge, providing tools for risk reduction and assessment

# Summary of the 1<sup>st</sup> Meeting (2/4)

## Overview of the key consideration

ii

### Cooperation

Identifying necessary stakeholders and clarifying roles in advance to establish coordination systems that function effectively in the face of threats

## Examples of initiatives from other countries/organizations

### Indonesia

- Developed a strategic cooperation framework for natural disaster response through collaboration between the Ministry of Tourism and Creative Economy and other main national agencies

### Japan

- Identifying necessary stakeholders and clarifying roles in advance to establish coordination systems (Okinawa Pref.)
- Cooperation agreement between local governments on disaster prevention and tourism promotion (Ishikawa Pref. and Wakayama Pref.)

### Korea

- Establishing a central inter-ministerial body and a task force with both public and private stakeholders for coordinating tourism policy and crisis response, creating a system that incorporates perspectives from the private sector and other stakeholders

### Maldives

- Transferred the authority for planning and implementing tourism development from the central government to local governments
- Collaborative climate change initiatives in the tourism sector through partnership between the Ministry of Tourism and Environment

### Nepal

- Established a Tourism Coordination Committee with public-private collaboration to strengthen safety management

### PATA

- Built public–private collaboration networks through workshops conducted across multiple countries.

# Summary of the 1<sup>st</sup> Meeting (3/4)

## Overview of the key consideration

iii

### Communication

Informing tourists, tourism businesses, and residents about potential risks, establishing reporting lines in advance, collecting and disseminating accurate information promptly in the event of crises and disasters caused by natural hazards, and preventing and controlling damage caused by the spread of misinformation after the events.

## Examples of initiatives from other countries/organizations

### Indonesia

- Coordinating across agencies to jointly assess and manage risks

### Japan

- Developed the Tourism Industry Common Platform to centralize and manage accommodation-related information during disasters (JATA)
- Provided real-time information to tourists during crisis and operated 24-hour multilingual call center to ensure timely support and safety (JNTO)

### Laos

- Established a committee dedicated to national tourism crisis communication

### Malaysia

- Preparing to release a digital map of major tourism destinations and disaster information, developed in collaboration with NADMA

### Maldives

- Developed and implemented a system to deliver weather information and an alerts to tourism facilities

### Nepal

- Built a tourism safety information system

### Palau

- Risk management using DIMS, an integrated system centralizing key safety and crisis-response information for tourism destinations

### Singapore

- Building robust communication channels that enable stakeholders to deliver and receive timely, reliable information

### PATA

- Developed PATA Crisis Communication Planner to support tourism destinations in effective information management during crisis

# Summary of the 1<sup>st</sup> Meeting (4/4)

## Overview of the key consideration

iv

### Capacity Building

Conducting training, simulations, and capacity building of both individuals and organizations for crises and disasters caused by natural hazards.

## Examples of initiatives from other countries/organizations

Indonesia	<ul style="list-style-type: none"><li>Conducting training and simulation exercises through coordinated efforts across multiple government agencies</li></ul>
Japan	<ul style="list-style-type: none"><li>Implementing disaster-preparedness training using the Tourism Industry Common Platform(JATA)</li><li>Conducting disaster preparedness drills including foreign travelers (Kumamoto Pref.)</li></ul>
Korea	<ul style="list-style-type: none"><li>Established a multilingual emergency hotline through the revision of the Framework Act on the Management of Disasters and Safety.</li></ul>
Laos	<ul style="list-style-type: none"><li>Organized consultation workshops engaging public and private-sector stakeholders</li></ul>
Malaysia	<ul style="list-style-type: none"><li>Trained 3,000 village operators under the Malaysian Homestay Experience as Tourism Safety Wardens</li></ul>
Nepal	<ul style="list-style-type: none"><li>Conducted disaster preparedness drills with Nepal Army, local government and Red Cross</li></ul>
Palau	<ul style="list-style-type: none"><li>Organizing training sessions and workshops on the operation of the Destination Information Management System (DIMS)</li></ul>
Singapore	<ul style="list-style-type: none"><li>Providing crisis-management training and introducing technologies that enhance operational efficiency and innovation</li></ul>
CDEMA	<ul style="list-style-type: none"><li>Conducted tourism crisis management training for Caribbean countries</li></ul>
PATA	<ul style="list-style-type: none"><li>Delivered capacity-building training and multilingual online sessions on disaster preparedness</li></ul>
WTTC	<ul style="list-style-type: none"><li>Developed a framework outlining resilience actions for destinations to undertake before, during, and after crisis</li></ul>

# From the presentations in the 1<sup>st</sup> meeting and the case studies

✓ : Relevant Key Consideration(s) based on presentations at the 1st meeting or case studies

Country/Organization	Relevant Key Consideration			
	i. Risk Assessment	ii. Cooperation	iii. Communication	iv. Capacity Building
Indonesia	✓	✓	✓	✓
Japan	✓	✓	✓	✓
Korea		✓		✓
Laos	✓		✓	✓
Malaysia	✓		✓	✓
Maldives		✓	✓	
Nepal	✓	✓	✓	✓
Palau	✓		✓	
Singapore	✓		✓	✓
CDEMA				✓
PATA	✓	✓	✓	✓
WTTC				✓