



## Draft Program

### Tuesday, May 14, 2013

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| <b>08:00 to 08:45</b> | Registration and material pick up  |
| <b>09:00 to 09:45</b> | Opening remarks by Hon. Salomón Shamah Zuchín, Panama Minister of Tourism, Mr. Neil Klopfenstein, Executive Secretary of CICTE, Secretariat of Multidimensional Security of OAS. |
| <b>09:45 to 10:00</b> | Break  |
| <b>10:15 to 11:00</b> | Commercial Sexual Exploitation of Children and Adolescents, Michael Osborn – FBI   |
| <b>11:15 to 12:00</b> | Trafficking in persons, Case study: Spartacus Operation, Licda. Nibia Tellez Morea - INTERPOL  |
| <b>12:15 to 13:15</b> | Lunch (not included)   |
| <b>13:20 to 14:10</b> | Emerging Threats in Tourism Security, Dr. Eduardo Vásquez Rossainz, Director General CERI (Centro de Emergencias de Respuesta Inmediata), Puebla, México                         |
| <b>14:15 to 15:00</b> | Health Systems for the Traveler, Dra. Ilda Leal, Representative of the Pan-American Organization of Health for Central America   |
| <b>15:15 to 16:00</b> | Tourism Security Program, Secretariat of Multidimensional Security of the OAS, Alejandro Diaz de Leon, Program Manager   |
| <b>16:15 to 17:00</b> | Network of Liaisons of the Secretariat of Multidimensional Security of the OAS: Santiago Noboa, OAS Tourism Office.  |

### Wednesday, May 15, 2013

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| <b>08:00 to 08:45</b> | Security in Tourism: Internal Control of Human Resources, Ernesto Carrasco, General Director ( ON Partners), Mexico and Centralamérica.                  |
| <b>09:00 to 09:45</b> | Security in the Face of Climate Change and Natural Disasters, Francisco Armand, Undersecretary of Tourism Quality and Innovation in Quintana Roo, Mexico |
| <b>09:45 to 10:00</b> | Break  |
| <b>10:15 to 11:00</b> | Present and Future for Strategic Management in Tourism   |

	Businesses and Destinations, Luis Grunewald, Professor at University of Quilmes, Buenos Aires, Argentina
<b>11:15 to 12:00</b>	Psychological Operations in Tourism Signs, Peter Tarlow, Professor at Texas A&M University, U.S.A
<b>12:15 to 13:15</b>	Lunch (not included)
<b>13:20 to 14:10</b>	The incidence of violence and insecurity and how it affects the image and perception of tourist destinations, Lic. Iñaki Garmendia
<b>14:15 a 17:00</b>	Interactive Workshop Communication in Times of Crisis Lic. Fernando Carrillo, Operations Director Kroll (MX) Lic. Miguel Rico, Director General AECUO
<b>19:00 a 22:00</b>	Cocktail

### **Thursday, May 16, 2013**

<b>08:00 to 08:45</b>	Security in Hotels and Casinos, Timothy Shalhoob, MGM Grand Resort/ Investigation and Security Council
<b>09:00 to 09:45</b>	Tourism Security in Panama, Belkys Vega, retired Commissioner, Former Chief of the Panama Tourist Police, Member of Citizen Security Association of Panamá
<b>09:45 to 10:00</b>	Break
<b>10:15 to 11:00</b>	Inclusion and Safety Issues for Handicapped People in Tourist Facilities, Dr. Mathew Lee Smith, School of Public Health, University of Georgia
<b>11:15 to 12:00</b>	SEDISCAP-OEA, Regulations and Laws, Dra Xenia De Vergara
<b>12:15 to 13:15</b>	Lunch (not included)
<b>13:20 to 14:10</b>	Tourism Security Treaty, Joan Passollas
<b>14:15 to 15:00</b>	Panel of Experts (Organizers)
<b>15:15 to 16:00</b>	Table of Organizations
<b>16:15 to 16:45</b>	Adoption of Commitments
<b>16:45 to 17:00</b>	Closing Ceremony Alejandro Varela, Deputy Director of UNWTO Regional Programme for the Americas
<b>17:00 to 17:30</b>	Press Conference