

## International Distinction

### UNWTO “Accessible Tourism Destination” (ATD 2019)

#### **Expert Committee\***

#### **Composition:**

– **Destinations** (*destination management organizations (DMOs), municipal authorities, etc.*)

Joseph Kwan, Hong Kong (China)

Victor Calise, New York (United States of America)

– **Consumers’ organizations** (*end-users*)

Lilian Müller, European Association for the Co-ordination of Consumer Representation in Standardisation (ANEC)

Ivor Ambrose, European Network for Accessible Tourism (ENAT)

– **Tourism industry** (*travel agencies, hotels, restaurants & catering, transportation, etc.*)

Bill Forrester, TravAbility Travel (Australia)

Jaime Borrell, Alstom

Jesus Hernández, **Fundación ONCE**

Marina Diotallevi, **World Tourism Organization (UNWTO)**

*\*The Expert Committee is entrusted with the evaluation of the submissions for UNWTO ATD, resulting in a joint decision on the selection of a single Tourism Destination as an example of accessibility for each year. In addition, the Expert Committee may also decide to confer special mentions by different types of destinations, depending on the profile of candidates.*

## **International Distinction**

### **UNWTO “Accessible Tourism Destination” (ATD 2019)**

#### **Biographies of Expert Committee Members**

##### ***Joseph Kwan, Hong Kong (China)***

Joseph Kwan is an Architect and Access Consultant with 40 years of international experience in Australia, the UK, France and over 30 years in Hong Kong. He specializes in universal design and accessibility to the built environment, transportation and inclusive tourism. He was a Consultant to the UN Economic and Social Commission for Asia and the Pacific on Non-Handicapping Environments for People with Disabilities, and is also their Expert/Resource Person on Accessible and Inclusive Tourism in Asia and the Pacific. Joseph currently serves as Advisor to the Asia Pacific Network on Accessible Tourism (APNAT) and to the Asian Development Bank (ADB) on “Universal Access to ADB Transport Projects in Asia”. He is Director of the International Union of Architects (UIA), Work Programme on “Architecture for All” since 1999, and was Inaugural Chairman of ARCASIA (Architects Regional Council of Asia) Committee on Social Responsibility (2012-14). Joseph served Rehabilitation International as Global Chair, International Commission on Technology and Accessibility (ICTA) 2006-16; is the current RI Deputy Vice- President, Asia & Pacific Region.

In Hong Kong, he is a Member of the Government’s Rehabilitation Advisory Committee (RAC), Chairman of the RAC Sub-Committee on Access, and Member of the Working Group on the Hong Kong Rehabilitation Programme Plan 2020-30 that will incorporate inclusive society and accessible tourism. He is a Member of the Working Group on Access of the Equal Opportunities Commission of Hong Kong.

##### ***Victor Calise, New York (United States of America)***

As Commissioner of the New York City Mayor’s Office for People with Disabilities, Victor Calise advocates for the disability community in all City decision-making. Commissioner Calise chairs the Accessibility Committee of the City Building Code and leads efforts to integrate people with disabilities into the workforce through the *NYC:ATWORK* employment initiative. He also ensures that disability is at the forefront of the city’s emerging technologies including communication modes, autonomous vehicles, and digital accessibility.

Recognized as an expert on disability, the Commissioner frequently participates in national and international conferences. A dedicated public servant, Victor Calise previously led efforts within the Department of Parks and Recreation to make the city’s park system—one of the most complex in the world—accessible in accordance with the Inclusive Design Guidelines. Calise—an avid athlete—competed in the 1998 Paralympic Games as a member of the U.S. national sled hockey team. A native New Yorker, he is married with two daughters.

***Lilian Müller, European Association for the Co-ordination of Consumer Representation in Standardisation (ANEC)***

Lilian Müller was the first President of ENAT in 2008-2013. Lilian holds a master of social science from University of Lund. She is currently doing research at Lund University, on the topic “Universal design in planning and building processes”; Beside her role as accessibility advisor in City of Lund. Lilian is appointed as a representative and expert on behalf of ANEC; taking part in standardization work connected to services and accessibility; ie in the ongoing work to develop an ISO standard on Accessible Tourism; and the CEN standard Transport Services — Customer communications for passenger transport services — A Universal Design approach.

Since 2016 Lilian is a Certified Expert of Building Accessibility in accordance with the Swedish Plan and Building Act; and she is a recurring lecturer for the topic “Accessible tourism” at the Travel Education Centre in Sweden. Lilian was co-founder of the associations Tourism for all in Sweden, Svenska Equality and Access Sweden.

***Ivor Ambrose, European Network for Accessible Tourism (ENAT)***

Ivor Ambrose has a driving ambition to make tourism accessible for everyone, everywhere. He co-founded the European Network for Accessible Tourism (ENAT), a non-profit organisation, registered in Brussels in 2008. As ENAT’s Managing Director, he has helped to make it the premier membership association for organisations, businesses and individuals who support and want to learn more about this area of tourism development. Ivor provides consultancy, policy advice and project management support to national and regional Destination Management Organisations, tourism operators and public bodies in Europe and overseas.

Born in England, Ivor has lived and worked in the UK, Denmark, Belgium and Greece. He holds a Masters degree in Environmental Psychology from the University of Surrey, UK and a Ph.D./University Lecturer qualification from the Danish Building Research Institute. He is an internationally recognised specialist in accessible tourism, accessibility of the built environment, inclusion of people with disabilities and older people, user experience, universal design and Information and Communications Technologies (ICTs).

***Bill Forrester, TravAbility Travel (Australia)***

A creative and energetic individual who has over 35 years of experience in both the private and public sectors. Bill has a demonstrated knowledge of strategic leadership, sound financial management, cost reduction and improved efficiency. He was a pioneer of the “Shared Services” concept in Australia.

Bill is the founder and owner of TravAbility, as accessible travel organisation that provides travel services to people with a disability and travel industry consultancy. He is an acknowledged world leader in Accessible Tourism and an expert on universal design and social inclusion and the economic impact of the retiring Baby Boomers on the tourism sector. He is a business-focussed professional who has a fundamental belief in sound economic management, and understands the competitive advantage coming from an effective environmental sustainability and social inclusion.

### ***Jaime Borrell (Alstom)***

Industrial Engineer and mobility expert, Jaime has dedicated his professional career to transport sector, with main focus on railways. He started as researcher at Madrid Polytechnic University and joined Alstom in 2000. After more than a decade working on engineering and design of systems and trains, he joined the company's management in various roles around product strategy and R&D. He is currently in charge of the Alstom Business Development in Spain and Portugal.

Among his areas of interest is the passenger experience and the inclusive design for all. He joined the Alstom's Core Competence expert Network of Global Comfort and supported the creation of a team dedicated to Passenger Experience. He has worked with various accessibility associations, especially for the design of universally accessible high-speed trains. In his current role, Jaime coordinates the Alstom activities in design for all and universal accessibility in the transport sector under the cooperation agreement signed with ONCE Foundation.

### ***Jesus Hernández, Fundación ONCE***

Jesus holds a PhD in Forest Engineering and Masters degrees in business administration and in environmental management. He has received Global Management Certificate from the Thunderbird Global Management School. Jesus has completed training on Innovation and Entrepreneurship at Stanford University and at the London School of Economics. He held the Post of Director General and CEO of "Fundosa Accesibilidad" 2000-2003. In 2003 he started his current role of Director of Universal Accessibility and Innovation at the ONCE Foundation. He is president of the Technological Platform eVIA and Vice-President of the European Network for Accessible Tourism -ENAT.

Given his academic experience, Jesus is Senior Professor at the University of Jaen (Spain), at Industrial Organization School EOI and at the Official College of Architecture and Polytechnic University of Madrid. He is a Chief Editor of the scientific magazine "Journal of Accessibility" for the Polytechnic University of Cataluña and a member of Scientific Committees of several Congresses. Jesus has managed high-level budget projects for the Spanish Public Administration and the European Commission.

### ***Marina Diotallevi, World Tourism Organization (UNWTO)***

Marina Diotallevi is Head of the Ethics, Culture and Social Responsibility Programme at the World Tourism Organization (UNWTO). She is responsible for providing technical support to the work of the World Committee on Tourism Ethics, whose main functions include the promotion and monitoring of the implementation of the UNWTO Global Code of Ethics for Tourism by both governments and businesses, as a roadmap to promote responsible, sustainable and accessible tourism worldwide. Marina is also in charge of cultural tourism and social aspects related to tourism, in particular accessibility for persons with disability; human rights, gender equality and women's empowerment, children's rights and corporate social responsibility. Marina Diotallevi also serves as a convenor of the ISO TC228 Working Group No 14 dedicated to the development of a set of international standards on accessible tourism.

Marina holds a B.A. degree in Political Sciences and International Relations from the Catholic University of Louvain (Belgium) and a M.A. degree in International Law from the Free University of Brussels. She has received professional training at the European Commission in Brussels prior to joining the Organization in 1984.