



**RESET Sustainably. London**  
**Tourism, Hospitality and Hotel development.**  
**16<sup>th</sup> September 2022**

Live at the  **HYATT REGENCY™** London – The Churchill, 30 Portland Square, London, UK, **W1H 7BH**

AGENDA*	SPEAKERS
<b>RESET START</b>	<b>HRH Prince Charles RESET video introduction</b>
<b>Sustainable Tourism Destination Development</b>	
<b>WELCOME &amp; HOUSEKEEPING</b> TLC Reset Tourism Hospitality, Hotel Development Sustainably	<b>Nicki Page</b> Founder, TLC was created sustainably good business
<b>Conference Chairperson Welcome</b>	<b>Introducing speakers and managing the Q&amp;A</b>
<b>SESSION 1 (Part 1)</b> <b>Sustainable Tourism Destination Development</b>	<p><b>Dr Omar, Red Sea Development Project, Kingdom of Saudi Arabia</b> The largest tourism development in the world</p> <p><b>Fosters + Partners – Architects</b> - Red Sea development architects. A sustainable case history of projects</p> <p><b>Hyatt Corporation</b> - Operating the new Hyatt hotel in the Kingdom of Saudi Arabia.</p>

<p><b>SESSION 1 (Part 2)</b>  <b>UN RACE TO ZERO</b> - the global tourism industry</p>	<p><b>Secretary General</b> - Video Presentation on the Race 2 Zero approach and targets</p>
<p><b>SESSION 1 (Part 3)</b></p>	<p><b>H.E. Mr Félix Ulloa, Vice President El Salvador</b>  (introduced by the UK Ambassador El Salvador)  <b>The Green Triangle</b> (El Salvador, Guatemala, Honduras)  Diversifying Agriculture towards Regenerative Tourism  Development and Enhancing Biodiversity</p> <p><b>Miguel Araujo Padilla, President SALVAAnatura</b> NGO, El Salvador</p> <p><b>Heifer</b> - tbc</p>
<p><b>COFFEE (20 mins)</b></p>	
<p><b>SESSION 2 (Part 1)</b>  <b>Valuing Nature True Pricing Climate and Biodiversity.</b></p>	<p><b>UN Valuing Nature</b> Video  <b>Leo Downer, TLC Founder, Exec Director.</b>  Measuring Planet Impacts and a guest centred approach to sustainability and regenerating nature</p>
<p><b>SESSION 2 (Part 2)</b></p>	<p><b>Glen Mandziuk - Sustainable Hospitality Alliance</b></p>
<p><b>SESSION 2 (Part 3)</b>  <b>Blockchain in Travel and Tourism</b></p>	<p><b>Meike Krauscheid</b> - Chief Commercial Officer,  SmartLedger, Copenhagen</p> <p><b>Ariva</b> blockchain tourism booking</p>
<p><b>LUNCH (45 - mins)</b></p>	

<b>ICE BREAKER</b>	<b>Bird life – Video (5 mins)</b>
<b>SESSION 3 (PANEL 1) Sustainability in Hotels and Hospitality</b>	<p><b>Adam (Chair) - PKF Hospitality UK</b></p> <p><b>Professor Willy Le Grande – The Sustainability Premium – academic berlin</b></p> <p><b>Robert Godwin, Lamington Group. UK - The Lamington first Net Zero Whole Life Carbon hotel. London</b></p> <p><b>Somayeh Rokhgireh, Architect</b>, whole system approach to sustainable hospitality and tourism development and training</p>
<b>SESSION 3 (Part 2) UAE Build better for future generations.</b>	<b>HE Ali Al Jassim, Chair, UAE Green Building Council. Dubai</b>
<b>COFFEE</b>	
<b>SESSION 3 (Part 3)</b>	<b>Expedia Group USA - Innovation through a digital revolution in Sustainable destination marketing</b>
<b>SESSION 3 (Part 4) Authentic Wellness Tourism Development</b>	<p><b>Dr Mahendra Shah, Founder, Zen, Bali</b></p> <p><b>Enrico Vianello, Founding Partner, Tamasso Venice</b></p>
<b>Marketing sustainability – PANEL</b> communications must be authentic and credible. <b>(10 mins)</b>	<p><b>Phil Clark.</b> Creative Director Travwell</p> <p><b>ABTA – Sustainability driving new travel and tour products</b></p> <p><b>Nicki Page - women role in travel and wellness holiday decisions</b></p>
<b>Chair closing remarks and wrap up</b>	

Highlights later streamed on: <https://www.tlcharmony.com/reset2022.html>

VIDEO PRESENTATIONS	
Singapore – a city in nature	video
Transport for Wales	video
Africa tourism development	video
Gloucestershire	video

# RACE TO ZERO



**United Nations**  
Framework Convention on  
Climate Change



**Glasgow Declaration**  
Climate Action in Tourism

TASKFORCE ON SCALING  
**VOLUNTARY CARBON**  
**MARKETS**



**WORLD**  
**GREEN**  
**BUILDING**  
**COUNCIL**



TLC

Press support by:



Speakers Include:



PATRON: HIS ROYAL HIGHNESS THE PRINCE OF WALES



## What are Professionals across Sustainability, Tourism, and the Built Environment, Saying about the TLC Harmony's Sustainability Approach?



**Jennifer Jordan-Saifi,**  
Household of The Prince of Wales & The Duchess of Cornwall, Clarence House, London

*"Thank you so much for sharing these inspiring documents".*

*"HRH is very eager to explore..... meaningful collaboration"*



**Patty Clement**  
Sustainable Markets Chief Operating Officer

*"The work you have done to incorporate the Harmony principles is incredible".*



**Taleb Rifai,**  
Former Secretary General UNWTO

Sustainability is such an important outcome of Covid, I am, therefore, ready to support TLC Harmony, as they strive to support a sustainability position of tourism development in leaping forward to protect our environment, our societies and our economies and thus sustaining life on earth.



**Dr. Abdulla Mausoom,**  
Minister of Tourism, Maldives

Maldives' economic dependence on tourism makes it absolutely essential we continue to focus on sustainable tourism development, whilst we embark on nationwide tourism expansion initiatives and celebration of our tourism industry's Golden Jubilee in 2022. We endorse the TLCs sustainable tourism initiative to Reset Tourism Sustainably”.



**Professor David A Kirby**, Holder of The Queen's Award for Enterprise Promotion  
(Professor of Entrepreneurship University of Surrey/ UWTSD)  
(Tourism and Academia)

“Apart from being an enthusiastic and energetic advocate of wellness tourism Nicki, the founder TLC Wellness Tourism, is a passionate pioneer of the Prince of Wales' Harmony approach to sustainability. Together with her partner, Leo Downer, she has produced the world's first Harmony Kite Mark for Wellness Tourism - the Harmony Golden Ratio. Through it she is aiming to help tourism businesses embrace sustainability and minimise their impact on the environment, something long overdue. And for which she and Leo are to be commended.”



**Harry Murray MBE**, Chairman Lucknam Park Hotel & Spa & President HOSPA,  
The Hospitality Professionals Association

“The UK Hospitality Industry must act responsibly and do everything possible to support Government achieve its sustainability targets, I am looking forward to supporting TLC's commitment to global hospitality and tourism sustainability at their RESET Tourism event”.



**Professor Nick Campion**,  
Harmony Institute University of Wales Trinity Saint David

“Absolutely amazing.”



**Robert Ryan**, Director, Ryan Resources Ltd  
(Sustainability in Infrastructure)

“Looking at something through a Harmony lens immediately opens the door to improved performance and greater Harmony. Taking waste management as an example in a resort setting enables guests to understand the effect of consumption, its value, costs and local opportunities including local leadership and education - such as food waste composting use on the resort estate. Other opportunities would likely be directed to reducing pollution such as specific

collection and management of plastics. Looking at management systems and working towards positive outcomes locally has a wider and longer-lived effect at the resort and in guests and employee thinking leading to greater customer engagement and community leadership”.

(client examples: Defra, GRG, Western BioEnergy, EcoPowerSoft, Earthworm Capital, Eunomia (LB Camden and Surrey CC), CPL and Nippon)



**A Page. Sika Technical Management (Construction)**

“As a materials expert for over 30 years specialising in admixture building the tallest and longest and airport developments in the world, I applaud the work of TLC and the aspirations for the Golden Ratio to protect people and our planet. Green technology in concrete recipes is continually being upgraded and refined so we in the construction and development phase can align to a world imperative. “

(client examples: Crossrail Farringdon; Severn Power Station, Gwent; Túnel Emisor Oriente, Mexico; Hydro SA, Zug, Switzerland)



**Steve Gardner-Collins, Visit Gloucestershire Partnership**

“We are delighted that the Harmony Institute is supporting Go Gloucestershire and the Visit Gloucestershire Partnership’. Tourism is vital to the Gloucestershire local economy; we want to maintain our wonderful offering here in the Cotswolds and surrounding areas. We involve all our partners in the sustainability programmes our organisation has in development, it has never been a more important time for us to unite, collaborate and share best practice.”



WORLD TOURISM ASSOCIATION  
FOR CULTURE & HERITAGE

**Chris Flynn, President and CEO, World Tourism Association for Culture and Heritage**

“Research indicates traveller motivations and intentions continue to change with an increased focus and desire for more authentic, immersive and aspirational experiences post Covid19. Cultural Heritage Tourism (CHT) is emerging as a critical element of these findings, therefore now is the time put in place responsible and sustainable plans that seek to protect and preserve what makes a destination unique.

We look forward to discussing and exploring the changing dynamics of the CHT sector and much more during the TLC – Reset Tourism event.”





HOTELS & RESORTS

**Paul Hawco, Corporate Director of Wellness,  
Dusit International**

At Dusit, we are committed to making sustainability a part of everything we do.

We engage our staff, partners, and guests on our journey with a positive impact towards a greener planet and a more sustainable future.

Within our commitment to environmental, economic, and social sustainability, we have a 360-degree approach across our entire operations, with a focus on our guest's wellness journey, a journey which inspires our guests to create intentional habits and rituals that can pave the way for sustained wellbeing. As people increasingly filter their travel experiences through a holistic wellness lens, guests, organizers, and participants will become more and more interested in destinations that have a holistic wellness approach and that are environmental conscious and proactive.

"We see an amazing opportunity for Thailand to reset as a wellness destination, serving as a catalyst to build renewed interest and trust which can kickstart tourism in general."

**Mohamed KAOU, President Tourism and Aviation Committee at Egyptian Junior Business Association**

*"We, the Egyptian Junior Business Association, support Nicki Page, Founder TLC Global, as the company looks to build sustainable tourism destinations. New hotel projects and resorts in Egypt and around the world through their industry contacts and Golden Ratio thinking."*