

WORLD  
TRAVEL &  
TOURISM  
COUNCIL

# TRAVEL & TOURISM ECONOMIC IMPACT 2011

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**David Scowsill**

14 February 2011



THE WORLD TRAVEL & TOURISM COUNCIL (WTTC), WHICH IS THE BUSINESS LEADERS' FORUM FOR TRAVEL & TOURISM, HAS SPENT MORE THAN 20 YEARS DEVELOPING ITS ECONOMIC IMPACT RESEARCH FOR THE BENEFIT OF PRIVATE AND PUBLIC SECTOR DECISION-MAKERS. THIS COMPREHENSIVE RESEARCH USES THE FRAMEWORK OF TOURISM SATELLITE ACCOUNTS.

Since full Tourism Satellite Accounts (TSAs) take considerable time and resources to develop, WTTC produces its economic impact research annually for 181 countries to provide, on a consistent basis, reliable and comparable information to assess Travel & Tourism's current and likely future contribution to economic activity and employment. Timeliness is one of the main strengths of our research – so it can inform and help drive urgent policy and investment decisions to support ongoing economic recovery and renewed job creation.

WTTC, in conjunction with its research partner Oxford Economics, has this year significantly enhanced its research in order to make it of even greater value to Travel & Tourism decision-makers. We have refined our methodology for estimating the direct economic contribution of Travel & Tourism to be fully consistent with the UN Statistics Division-approved *2008 Tourism Satellite Account: Recommended Methodological Framework* (TSA:RMF 2008).

While this has led to some changes in WTTC's estimates of the size of the Travel & Tourism industry from those in previous years' reports, these changes mean that our findings are also consistent with the increasing number of detailed TSAs being published by national statistical offices – and therefore even more useful in facilitating benchmarking and comparisons of the economic contribution of Travel & Tourism across countries.

Our latest research confirms the recovery in Travel & Tourism in 2010, with the industry's direct contribution to global GDP increasing by 3.3%, to US\$1,770 billion. During 2011, this recovery is forecast to strengthen further – by 4.5% to US\$1,850 billion, creating an additional 3 million direct industry jobs. Taking into account its wider economic impacts, Travel & Tourism's total economic contribution this year is expected to account for US\$5,987 billion, 9.1% of global GDP and 258 million jobs.

While economic growth going forward faces many challenges – as both governments and the private sector in many developed economies seek to reduce their debts, and as the prices of oil and other commodities rise – the Travel & Tourism industry is still expected to be one of the world's fastest growing sectors. Emerging economies, in particular, are expected to be increasingly important engines of such growth, boosting both international travel and also generating increasingly vibrant domestic tourism sectors.

We are delighted that Travel & Tourism's role as a key pillar of economic growth is being increasingly recognised by governments in all regions of the world. This research clearly demonstrates the potential of Travel & Tourism to drive global economic recovery and generate employment, helping to ensure sustainable development and the alleviation of poverty by spreading the benefits more equitably across populations.

A handwritten signature in black ink that reads "David Scowsill".

**David Scowsill**  
President & CEO  
World Travel & Tourism Council

A handwritten signature in black ink that reads "Geoffrey J.W. Kent".

**Geoffrey J.W. Kent**  
Chairman, World Travel & Tourism Council and  
Chairman & CEO, Abercrombie & Kent

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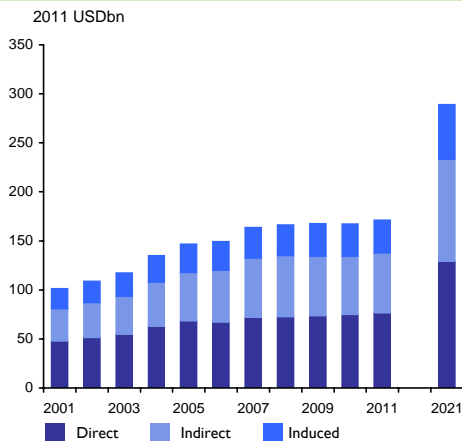
### The Africa report includes ...

Algeria, Angola, Benin, Botswana, Burkina Faso, Burundi, Cameroon, Cape Verde, Central African Republic, Chad, Comoros, Democratic Republic of Congo, Egypt, Ethiopia, Gabon, Gambia, Ghana, Guinea, Ivory Coast, Kenya, Lesotho, Libya, Madagascar, Malawi, Mali, Mauritius, Morocco, Mozambique, Namibia, Niger, Nigeria, Republic of Congo, Reunion, Rwanda, Sao Tome & Principe, Senegal, Seychelles, Sierra Leone, South Africa, Sudan, Swaziland, Tanzania, Togo, Tunisia, Uganda, Zambia, Zimbabwe.

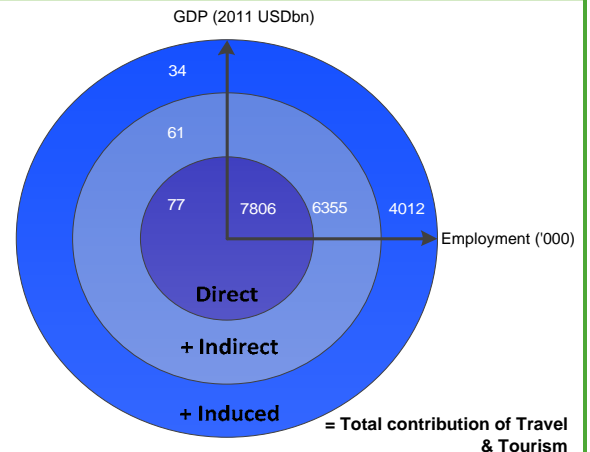
## 2011 KEY FACTS

	Average real growth pa 2011-21
<p><b>GDP: Direct Contribution</b> The direct contribution of Travel &amp; Tourism to GDP is expected to be USD76.5bn (4.0% of total GDP) in 2011, rising by 5.3% pa to USD129.1bn (3.7%) in 2021 (in constant 2011 prices).</p>	<p>5.3% </p>
<p><b>GDP: Total Contribution</b> The total contribution of Travel &amp; Tourism to GDP, including its wider economic impacts, is forecast to rise by 5.3% pa from USD171.0bn (9.0% of GDP) in 2011 to USD289.1bn (8.4%) by 2021.</p>	<p>5.3% </p>
<p><b>Employment: Direct Contribution</b> Travel &amp; Tourism is expected to support directly 7,806,000 jobs (3.0% of total employment) in 2011, rising by 2.7% pa to 10,203,000 jobs (3.1%) by 2021.</p>	<p>2.7% </p>
<p><b>Employment: Total Contribution</b> The total contribution of Travel &amp; Tourism to employment, including jobs indirectly supported by the industry, is forecast to rise by 2.7% pa from 18,173,000 jobs (7.0% of total employment) in 2011 to 23,801,000 jobs (7.2%) by 2021.</p>	<p>2.7% </p>
<p><b>Visitor Exports</b> Travel &amp; Tourism visitor exports are expected to generate USD53.4bn (8.2% of total exports) in 2011, growing by 8.3% pa (in nominal terms) to USD92.5bn (8.9%) in 2021.</p>	<p>5.6% </p>
<p><b>Investment</b> Travel &amp; Tourism investment is estimated at USD24.0bn or 6.4% of total investment in 2011. It should rise by 5.2% pa to reach USD40.6bn (or 6.1%) of total investment in 2021.</p>	<p>5.2% </p>

**Total Contribution of Travel & Tourism to GDP**

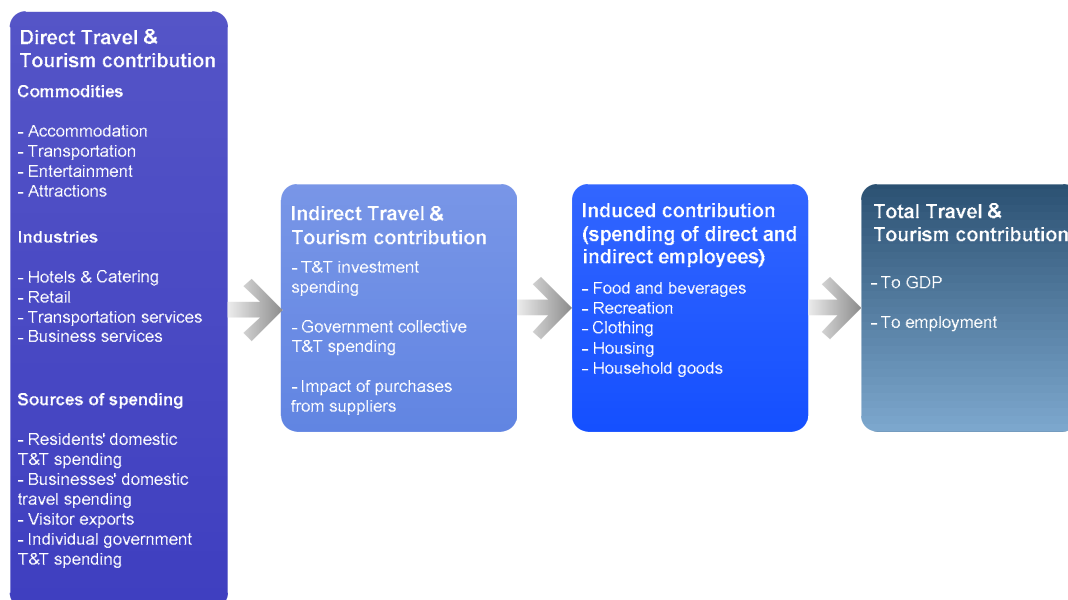


**Breakdown of Travel & Tourism's Total Contribution to GDP and Employment 2011**



# DEFINING THE ECONOMIC CONTRIBUTION OF TRAVEL & TOURISM

Travel & Tourism is an important economic activity in most countries around the world. As well as its direct economic impact, the industry has significant indirect and induced impacts. The UN Statistics Division-approved Tourism Satellite Accounting methodology (TSA:RMF 2008) quantifies only the direct contribution of Travel & Tourism. But WTTC recognises that Travel & Tourism's total contribution is much greater, and aims to capture its indirect and induced impacts through its annual research.



## Direct Contribution

The direct contribution of Travel & Tourism to GDP reflects the 'internal' spending on Travel & Tourism (total spending within a particular country on Travel & Tourism by residents and non-residents for business and leisure purposes) as well as government 'individual' spending – spending by government on Travel & Tourism services directly linked to visitors, such as cultural (eg museums) or recreational (eg national parks).

The direct contribution of Travel & Tourism to GDP is calculated to be consistent with the output, as expressed in National Accounting, of tourism-characteristic sectors such as hotels, airlines, airports, travel agents and leisure and recreation services that deal directly with tourists.

The direct contribution of Travel & Tourism to GDP is calculated from total internal spending by 'netting out' the purchases made by the different tourism sectors. This measure is consistent with the definition of Tourism GDP, specified in the *2008 Tourism Satellite Account: Recommended Methodological Framework* (TSA: RMF 2008).

## Total Contribution

The total contribution of Travel & Tourism includes its 'wider impacts' (ie the indirect and induced impacts) on the economy. The 'indirect' contribution includes the GDP and jobs supported by:

- Travel & Tourism investment spending – an important aspect of both current and future activity that includes investment activity such as the purchase of new aircraft and construction of new hotels;
- Government 'collective' spending, which helps Travel & Tourism activity in many different ways as it is made on behalf of the 'community at large' – eg tourism marketing and promotion, aviation, administration, security services, resort area security services, resort area sanitation services, etc;
- Domestic purchases of goods and services by the sectors dealing directly with tourists – including, for example, purchases of food and cleaning services by hotels, of fuel and catering services by airlines, and IT services by travel agents.

The 'induced' contribution measures the GDP and jobs supported by the spending of those who are directly or indirectly employed by the Travel & Tourism industry.

**PLEASE NOTE THAT DUE TO CHANGES IN METHODOLOGY BETWEEN 2010 AND 2011, IT IS NOT POSSIBLE TO COMPARE FIGURES PUBLISHED BY WTTC IN 2011 WITH THE SERIES PUBLISHED IN PREVIOUS YEARS**

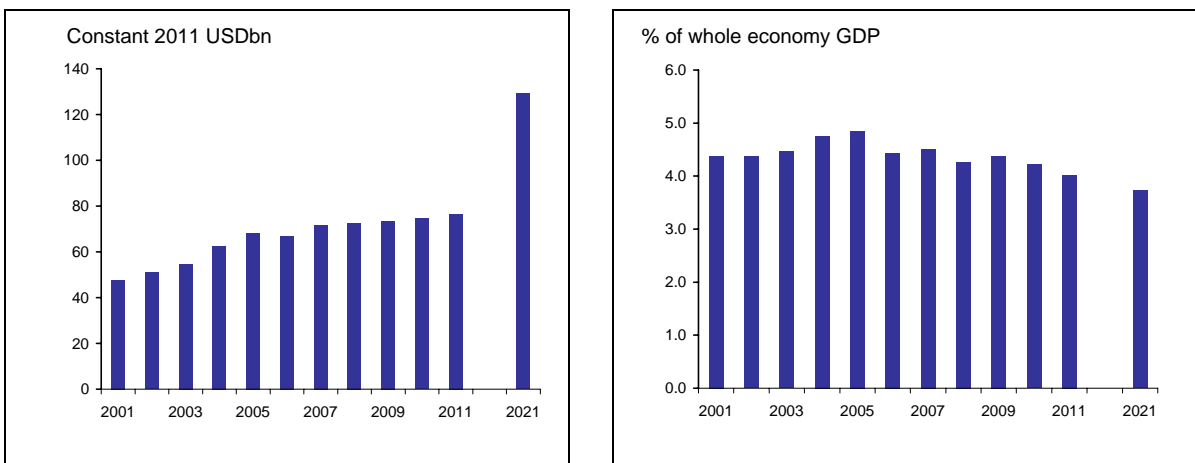


# TRAVEL & TOURISM'S CONTRIBUTION TO GDP<sup>1</sup>

The direct contribution of Travel & Tourism to GDP is expected to be USD76.5bn in 2011 (4.0% of GDP). This primarily reflects the economic activity generated by industries such as hotels, travel agents, airlines and other passenger transportation services (excluding commuter services). But it also includes, for example, the activities of the restaurant and leisure industries directly supported by tourists.

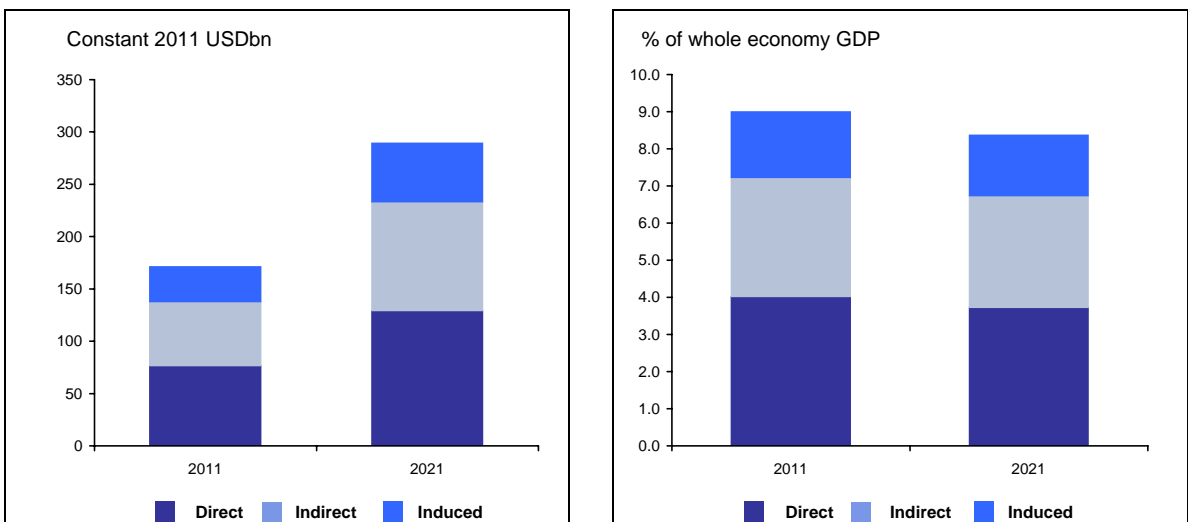
The direct contribution of Travel & Tourism to GDP is expected to grow by 5.3% per annum (pa) to USD129.1bn (3.7% of GDP) by 2021.

## Africa: Direct Contribution of Travel & Tourism to GDP



The total contribution of Travel & Tourism to GDP (including wider effects from investment, the supply chain and induced income impacts, see page 2) is expected to be USD171.0bn in 2011 (9.0% of GDP). It is forecast to rise by 5.3% pa from USD289.1bn by 2021 (8.4% of GDP).

## Africa: Total Contribution of Travel & Tourism to GDP



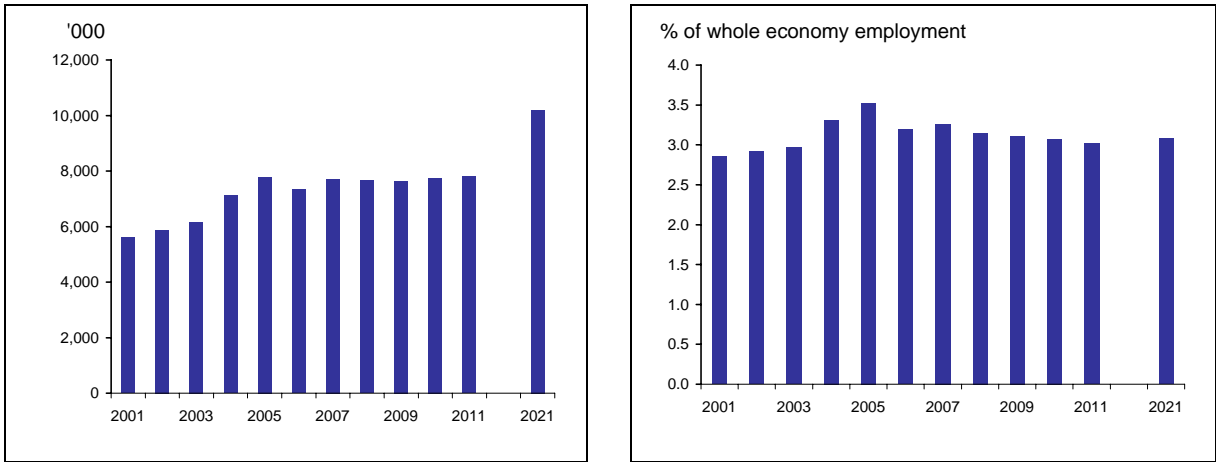
<sup>1</sup> All values are in constant 2011 prices & exchange rates

# TRAVEL & TOURISM'S CONTRIBUTION TO EMPLOYMENT

Travel & Tourism is expected to generate 7,806,000 jobs directly in 2011 (3.0% of total employment). This includes employment by hotels, travel agents, airlines and other passenger transportation services (excluding commuter services). It also includes, for example, the activities of the restaurant and leisure industries directly supported by tourists.

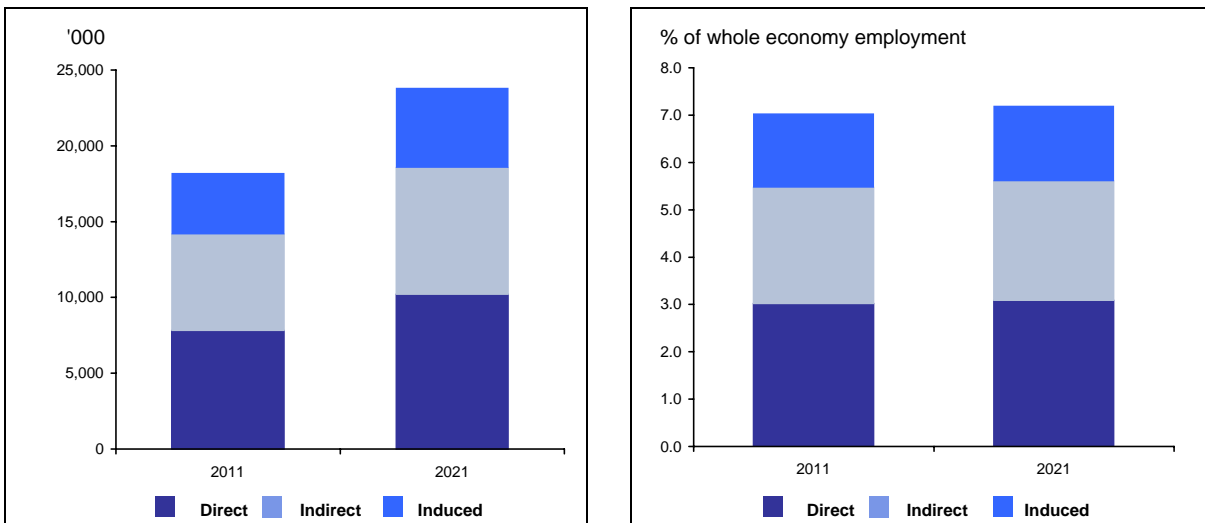
By 2021, Travel & Tourism will account for 10,203,000 jobs directly, an increase of 2,397,000 (30.7%) over the next ten years.

**Africa: Direct Contribution of Travel & Tourism to Employment**



The total contribution of Travel & Tourism to employment (including wider effects from investment, the supply chain and induced income impacts, see page 2) is expected to be 18,173,000 jobs in 2011 (7.0% of total employment). By 2021, Travel & Tourism is forecast to support 23,801,000 jobs (7.2% of total employment), an increase of 2.7% pa over the period.

**Africa: Total Contribution of Travel & Tourism to Employment**



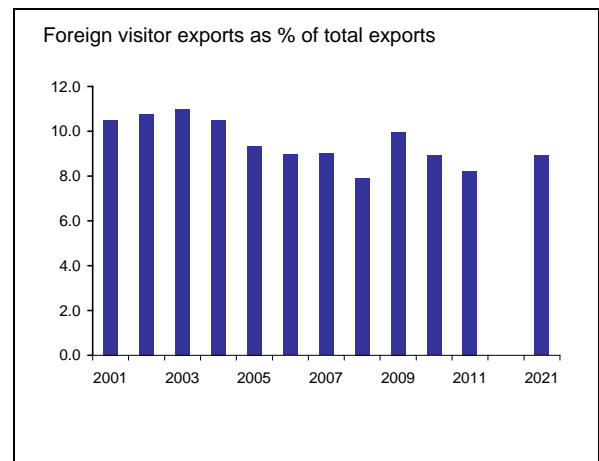
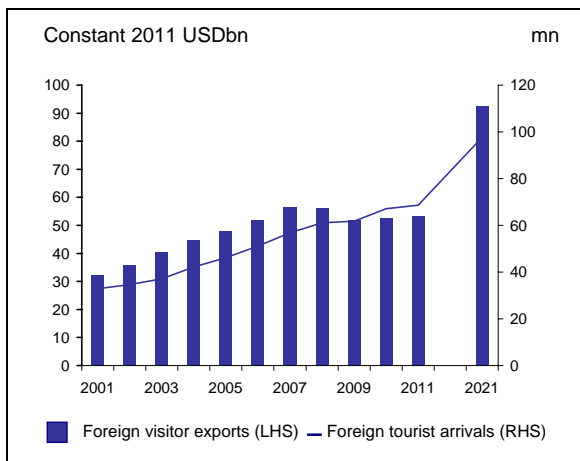


## VISITOR EXPORTS<sup>1</sup>

Visitor exports are a key component of the direct contribution of Travel & Tourism. Africa is expected to attract 68,679,000 international tourist (overnight visitor) arrivals in 2011, generating USD53.4bn in visitor exports (foreign visitor spending, including spending on transportation).

By 2021, international tourist arrivals are forecast to total 97,709,000, an increase of 3.6% pa generating expenditure of USD92.5bn.

**Africa: Visitor Exports and International Tourist Arrivals**

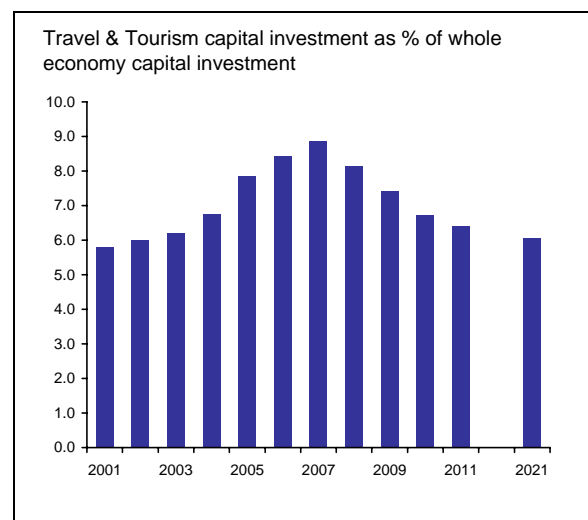
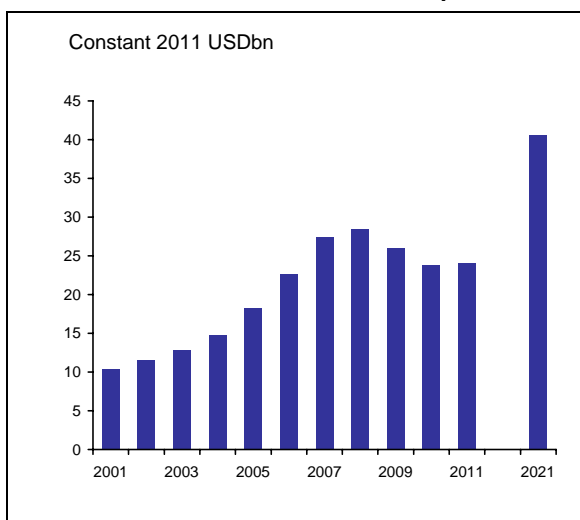


## INVESTMENT

Travel & Tourism is expected to attract capital investment of USD24.0bn, rising by 5.2% pa to USD40.6bn.

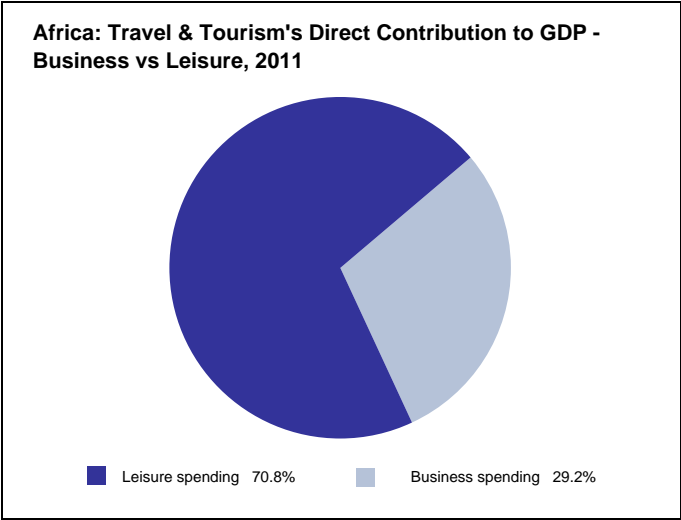
This means that Travel & Tourism's share of total regional investment will fall from 6.4% in 2011 to 6.1% in 2021.

**Africa: Capital Investment in Travel & Tourism**



<sup>1</sup> All values are in constant 2011 prices & exchange rates

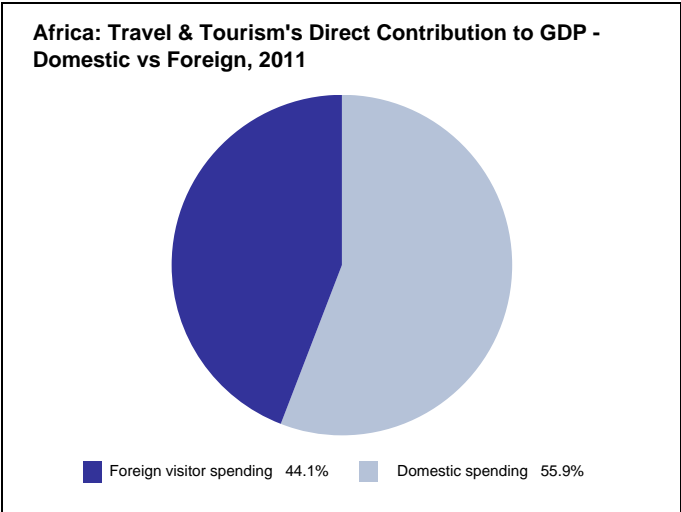
# DIFFERENT COMPONENTS OF TRAVEL & TOURISM<sup>1</sup>



Leisure travel spending (inbound and domestic) is expected to generate 70.8% of direct Travel & Tourism GDP in 2011 compared with 29.2% for business travel spending.

Leisure travel spending is expected to total USD86.1bn in 2011, rising to USD147.4bn in 2021.

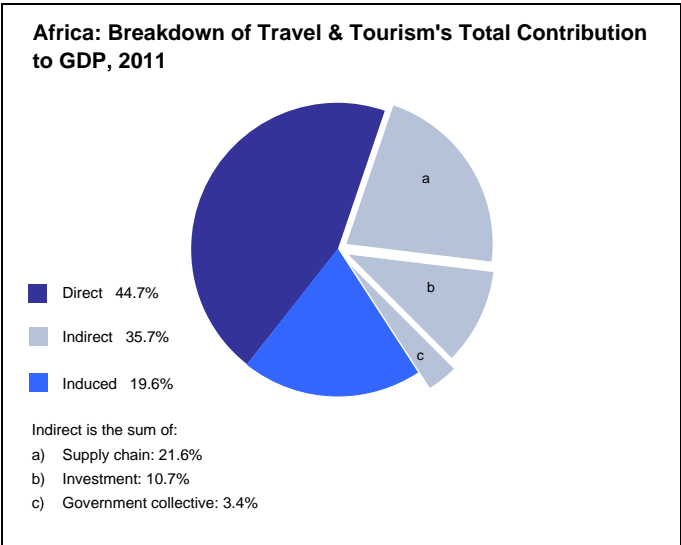
Business travel spending is expected to total USD35.5bn in 2011, rising to USD58.3bn in 2021.



Domestic travel spending is expected to generate 55.9% of direct Travel & Tourism GDP in 2011 compared with 44.1% for visitor exports. (ie foreign visitor spending or international tourism receipts).

Domestic travel spending is expected to total USD67.7bn in 2011, rising to USD111.2bn in 2021.

Visitor exports are expected to total USD53.4bn in 2011, rising to USD92.5bn in 2021.



The Travel & Tourism industry contributes to GDP and employment in many ways as detailed on page 2.

**The total contribution of Travel & Tourism to GDP is twice as large as its direct contribution.**

<sup>1</sup> All values are in constant 2011 prices & exchange rates

# SUMMARY TABLES

## ESTIMATES AND FORECASTS

AFRICA	2011			2021		
	USDbn <sup>1</sup>	% of total	Growth <sup>2</sup>	USDbn <sup>1</sup>	% of total	Growth <sup>3</sup>
Direct contribution to GDP	76.5	4.0	2.8	129.1	3.7	5.3
Total contribution to GDP	171.0	9.0	2.7	289.1	8.4	5.3
Direct contribution to employment <sup>4</sup>	7,806	3.0	0.8	10,203	3.1	2.7
Total contribution to employment <sup>4</sup>	18,173	7.0	0.7	23,801	7.2	2.7
Visitor exports	53.4	8.2	2.5	92.5	8.9	5.6
Domestic spending	66.9	3.5	3.9	109.7	3.3	5.1
Leisure spending	86.1	4.5	3.5	147.4	4.2	5.5
Business spending	35.5	1.9	2.8	58.3	1.8	5.1
Capital investment	24.0	6.4	1.8	40.6	6.1	5.2

<sup>1</sup>2011 constant prices & exchange rates; <sup>2</sup>2011 real growth adjusted for inflation (%); <sup>3</sup>2011-2021 annualised real growth adjusted for inflation (%); <sup>4</sup>000 jobs

WORLDWIDE	2011			2021		
	US\$bn <sup>1</sup>	% of total	Growth <sup>2</sup>	US\$bn <sup>1</sup>	% of total	Growth <sup>3</sup>
Direct contribution to GDP	1,850	2.8	4.5	2,861	2.9	4.2
Total contribution to GDP	5,991.9	9.1	3.9	9,226.9	9.6	4.2
Direct contribution to employment <sup>4</sup>	99,048	3.4	3.0	120,427	3.6	2.0
Total contribution to employment <sup>4</sup>	258,592	8.8	3.2	323,826	9.7	2.3
Visitor exports	1,163	5.8	5.5	1,789	4.7	4.3
Domestic spending	2,637	4.0	3.8	4,128	4.3	4.3
Leisure spending	2,963	4.5	3.8	4,604	4.7	4.3
Business spending	899	1.4	6.1	1,402	1.5	4.3
Capital investment	651	4.5	4.6	1,124	4.6	5.4

<sup>1</sup>2011 constant prices & exchange rates; <sup>2</sup>2011 real growth adjusted for inflation (%); <sup>3</sup>2011-2021 annualised real growth adjusted for inflation (%); <sup>4</sup>000 jobs

# THE ECONOMIC CONTRIBUTION OF TRAVEL & TOURISM

<b>AFRICA (USD, nominal prices)</b>	<b>2005</b>	<b>2006</b>	<b>2007</b>	<b>2008</b>	<b>2009</b>	<b>2010</b>	<b>2011E</b>	<b>2021F</b>
1. Visitor exports	34.9	39.5	47.0	51.1	47.3	51.5	53.4	117.9
2. Domestic expenditure	40.6	40.4	46.3	52.0	54.9	61.9	66.9	148.6
3. Internal tourism consumption (= 1 + 2 + government individual spending)	76.0	80.4	93.9	103.8	103.0	114.2	121.1	268.3
4. Purchases by tourism providers, including imported goods (supply chain)	-27.5	-29.2	-34.2	-38.0	-37.4	-41.9	-44.9	-100.7
<b>5. Direct contribution of Travel &amp; Tourism to GDP</b> (= 3 + 4)	<b>48.4</b>	<b>51.0</b>	<b>59.7</b>	<b>66.0</b>	<b>65.7</b>	<b>72.6</b>	<b>76.5</b>	<b>169.5</b>
<b>Other final impacts (indirect &amp; induced)</b>								
6. Domestic supply chain	23.9	25.0	29.3	31.8	31.7	35.6	38.0	85.2
7. Capital investment	13.2	17.3	22.8	25.6	23.2	23.0	24.0	53.7
8. Government collective spending	3.3	3.6	4.2	4.8	5.1	5.6	6.1	13.0
9. Imported goods from indirect spending	-5.1	-5.2	-5.8	-6.2	-5.7	-6.4	-7.0	-15.3
10. Induced	20.7	22.3	26.2	28.4	29.5	32.0	33.5	74.3
<b>11. Total contribution of Travel &amp; Tourism to GDP</b> (= 5 + 6 + 7 + 8 + 9 + 10)	<b>104.5</b>	<b>114.1</b>	<b>136.4</b>	<b>150.3</b>	<b>149.5</b>	<b>162.4</b>	<b>171.0</b>	<b>380.4</b>
<b>Employment impacts ('000)</b>								
<b>12. Direct contribution of Travel &amp; Tourism to employment</b>	<b>7,791.9</b>	<b>7,337.8</b>	<b>7,717.0</b>	<b>7,654.3</b>	<b>7,646.6</b>	<b>7,744.8</b>	<b>7,805.9</b>	<b>10,203.0</b>
<b>13. Total contribution of Travel &amp; Tourism to employment</b>	<b>16,926.8</b>	<b>16,854.4</b>	<b>18,402.4</b>	<b>18,294.8</b>	<b>18,195.5</b>	<b>18,040.8</b>	<b>18,172.9</b>	<b>23,801.4</b>
<b>Other indicators</b>								
14. Expenditure on outbound travel	16.8	21.9	28.7	36.0	28.8	33.6	37.7	91.5
15. International tourist (overnight visitor) arrivals ('000)	46,155	51,095	56,812	61,125	61,770	67,114	68,679	97,709

\*Concepts shown in this table align with the standard table totals as described in the *2008 Tourism Satellite Account: Recommended Methodological Framework* (TSA: RMF 2008) developed by the United Nations Statistical Division (UNSD), the Statistical Office of the European Communities (EUROSTAT), the Organisation for Economic Co-operation and Development (OECD) and the World Tourism Organization (UNWTO).

Historical data for concepts has been benchmarked to match reported TSA data where available.

# THE ECONOMIC CONTRIBUTION OF TRAVEL & TOURISM

<b>AFRICA GROWTH<sup>1</sup> (%)</b>	<b>2005</b>	<b>2006</b>	<b>2007</b>	<b>2008</b>	<b>2009</b>	<b>2010</b>	<b>2011E</b>	<b>2021F<sup>2</sup></b>
1. Visitor exports	7.6	8.5	8.7	-0.7	-7.1	1.6	2.5	5.6
2. Domestic expenditure	11.4	-6.3	5.5	4.2	7.4	1.8	3.9	5.1
3. Internal tourism consumption (= 1 + 2 + government individual spending)	9.6	0.5	7.1	1.7	0.3	1.7	3.2	5.3
4. Purchases by tourism providers, including imported goods (supply chain)	9.6	1.0	8.2	3.3	-0.6	1.9	4.1	5.4
<b>5. Travel &amp; Tourism's direct contribution to GDP</b> (= 3 + 4)	9.6	0.0	7.0	1.0	0.7	1.8	2.8	5.3
<b>Other final impacts (indirect &amp; induced)</b>								
6. Domestic supply chain	9.4	-0.3	8.0	0.9	0.4	2.3	3.4	5.4
7. Capital investment	22.7	22.9	20.9	3.6	-7.8	-9.3	1.8	5.2
8. Government collective spending	6.0	3.6	5.1	3.0	9.4	4.2	5.6	5.0
9. Imported goods from indirect spending	52.5	-8.3	4.9	3.1	-6.7	2.0	4.0	4.7
10. Induced	8.0	2.6	7.4	-1.1	5.2	-0.6	1.9	5.2
<b>11. Total contribution of Travel &amp; Tourism to GDP</b> (= 5 + 6 + 7 + 8 + 9 + 10)	9.1	3.9	9.4	1.0	0.6	-0.2	2.7	5.3
<b>Employment impacts</b>								
<b>12. Direct contribution of Travel &amp; Tourism to employment</b>	9.6	-5.8	5.2	-0.8	-0.1	1.3	0.8	2.7
<b>13. Total contribution of Travel &amp; Tourism to employment</b>	5.0	-0.4	9.2	-0.6	-0.5	-0.9	0.7	2.7
<b>Other indicators</b>								
14. Expenditure on outbound travel	-0.7	20.7	19.2	12.3	-14.3	5.2	6.4	5.1
15. International tourist (overnight visitor) arrivals	9.5	10.7	11.2	7.6	1.1	8.7	2.3	3.6

<sup>1</sup>2005-2011 real annual growth adjusted for inflation (%); <sup>2</sup>2011-2021 annualised real growth adjusted for inflation (%)

# GLOSSARY

## KEY DEFINITIONS

**Travel & Tourism** – relates to the activity of travellers on trips outside their usual environment with a duration of less than one year. Economic activity related to all aspects of such trips is measured within the research.

**Direct contribution to GDP** – GDP generated by industries that deal directly with tourists, including hotels, travel agents, airlines and other passenger transport services, as well as the activities of restaurant and leisure industries that deal directly with tourists. It is equivalent to total internal Travel & Tourism spending (see below) within a country less the purchases made by those industries (including imports). In terms of the UN's Tourism Satellite Account methodology it is consistent with total GDP calculated in table 6 of the TSA: RMF 2008.

**Direct contribution to employment** – the number of direct jobs within the Travel & Tourism industry. This is consistent with total employment calculated in table 7 of the TSA: RMF 2008.

**Total contribution to GDP** – GDP generated directly by the Travel & Tourism industry plus its indirect and induced impacts (see below).

**Total contribution to employment** – the number of jobs generated directly in the Travel & Tourism industry plus the indirect and induced contributions (see below).

## DIRECT SPENDING IMPACTS

**Visitor exports** – spending within the country by international tourists for both business and leisure trips, including spending on transport. This is consistent with total inbound tourism expenditure in table 1 of the TSA: RMF 2008.

**Domestic Travel & Tourism spending** – spending within a country by that country's residents for both business and leisure trips. Multi-use consumer durables are not included since they are not purchased solely for tourism purposes. This is consistent with total domestic tourism expenditure in table 2 of the TSA: RMF 2008. Outbound spending by residents abroad is not included here, but is separately identified according to the TSA: RMF 2008 (see below).

**Government individual spending** – government spending on individual non-market services for which beneficiaries can be separately identified. These social transfers are directly comparable to consumer spending and, in certain cases, may represent public provision of consumer services. For example, it includes provision of services in national parks and museums.

**Internal tourism consumption** – total revenue generated within a country by industries that deal directly with tourists including visitor exports, domestic spending and government individual spending. This does not include spending abroad by residents. This is consistent with total internal tourism expenditure in table 4 of the TSA: RMF 2008.

**Business Travel & Tourism spending** – spending on business travel within a country by residents and international visitors.

**Leisure Travel & Tourism spending** – spending on leisure travel within a country by residents and international visitors.

## INDIRECT AND INDUCED IMPACTS

**Indirect contribution** – the contribution to GDP and jobs of the following three factors:

- **Capital investment** – includes capital investment spending by all sectors directly involved in the Travel & Tourism industry. This also constitutes investment spending by other industries on specific tourism assets such as new visitor accommodation and passenger transport equipment, as well as restaurants and leisure facilities for specific tourism use. This is consistent with total tourism gross fixed capital formation in table 8 of the TSA: RMF 2008.
- **Government collective spending** – general government spending in support of general tourism activity. This can include national as well as regional and local government spending. For example, it includes tourism promotion, visitor information services, administrative services and other public services. This is consistent with total collective tourism consumption in table 9 of TSA: RMF 2008.
- **Supply-chain effects** – purchases of domestic goods and services directly by different sectors of the Travel & Tourism industry as inputs to their final tourism output.

**Induced contribution** – the broader contribution to GDP and employment of spending by those who are directly or indirectly employed by Travel & Tourism.

## OTHER INDICATORS

**Outbound expenditure** – spending outside the country by residents on all trips abroad. This is fully aligned with total outbound tourism expenditure in table 3 of the TSA: RMF 2008.

**Foreign visitor arrivals** – the number of arrivals of foreign visitors, including same-day and overnight visitors (tourists) to the country.



The World Travel & Tourism Council is the forum for business leaders in the Travel & Tourism industry.

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Together with its research partner, Oxford Economics, WTTC produces comprehensive reports on an annual basis – with updates whenever required – to quantify, compare and forecast the economic impact of Travel & Tourism on 181 economies around the world. It also publishes a World report highlighting global trends. To download one-page summaries, the full reports or spreadsheets, visit [www.wttc.org](http://www.wttc.org)



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