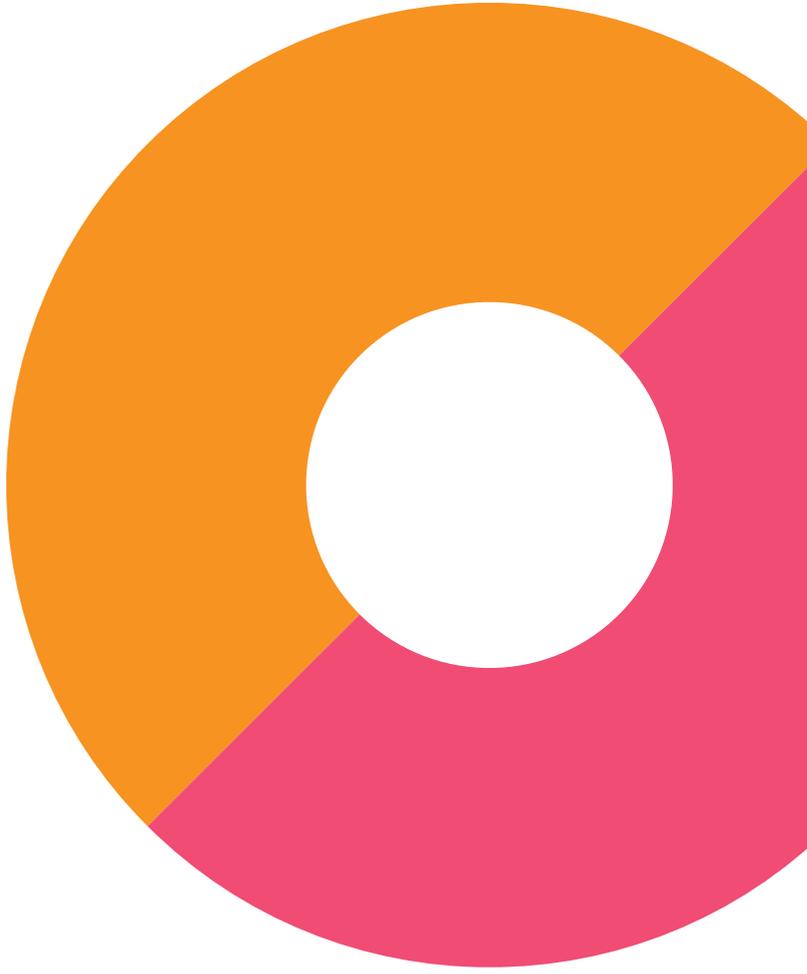


European  
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Security



**Publication**  
*Security and Tourism:  
Concerted Local Policies*



## >>>>> Security and tourism: two closely related issues

- In order to develop and maintain quality tourism, cities, whatever their profile, must ensure their visitors are safe and favor peaceful coexistence with local residents.
- Tourists are temporary citizens in a city. Their rights and duties are therefore similar to those of residents. This temporary citizenship must be defined in each city. The visitor must be informed of local rules and regulations in order to avoid committing, consciously or not, criminal behaviour or misconduct (use of illicit substances, prostitution, etc.)
- Tourists require adapted assistance, whether they are victims or perpetrators of crime. However, this does not necessarily require setting up dedicated services. They should be treated in a similar way as other citizens, but the specific situation regarding their mobility should be taken into account.
- Coexistence between residents and visitors should be encouraged. The benefits of tourism to the local area should be clearly highlighted and residents should be encouraged to take part in the activities linked to tourism in their city.
- In order for tourism to contribute to economic and social cohesion, cities must promote tourism which benefits the entire area and not just certain neighbourhoods.
- The city's image must be taken into account when implementing a security and tourism strategy. This strategy may help promote a positive image of the city by mobilising the organising authorities in charge of tourism, the media and other stakeholders.

## >>>>> The city, playing a pivotal role in the “security and tourism” strategy

- Responding to tourism-related security issues requires the development of a concerted and coordinated strategy between these two policy domains.
- At the heart of the network of involved stakeholders, the city is best placed to develop and lead this strategy.
- This strategy must include all the stakeholders, i.e. the police, tourism industry professionals, shopkeepers, residents' associations and representatives of civil society as well as embassies and consulates (where applicable), and key players in the transport and travel industries.
- This network may eventually lead to the implementation of a formal partnership, and the creation of informal discussion and exchange forums which bring all the stakeholders together.

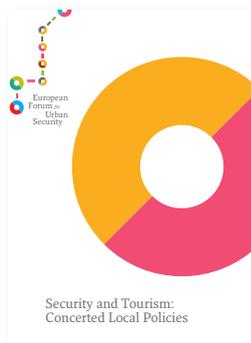
## >>>>> Shared tools

- To design, implement and assess their security and tourism strategy, cities should use existing tools.
  - Others may be specifically developed, such as audits aimed at collecting data from each partner and identifying the strengths and weaknesses of the network in order to set the foundations of a security and tourism strategy.
  - Training of front-line stakeholders - hotel managers, shopkeepers, taxi drivers, guides - is a vital element, for them to be able to raise awareness among the tourists as well as provide support in case of incidents.
  - Targeted communication campaigns may be run on what should be done to stay safe. It may include information campaigns to encourage tourists to comply with local rules but also prevention campaigns on the threat of theft or assault.
  - The communication on security aimed at tourists must be reassuring without creating a feeling of insecurity among these visitors.
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### *Security & Tourism: Concerted Local Policies*

The *Security and Tourism: Concerted Local Policies* publication is the result of two years work carried out as part of the Security and Tourism European project. Using the experience of partner cities and with the help of experts in the field, this publication provides an overview of major security and tourism topics.

Its aim is to encourage local security and tourism strategies which will contribute to each city's sustainable development and to its tourists and residents' quality of life. It also includes examples of various practices and a series of recommendations which can be used by any European city or region facing these issues.



For members of Efus, the *Security and Tourism: Concerted Local Policies* publication is available and downloadable free of charge in English and French from the Efus Network platform: [www.efus-network.eu](http://www.efus-network.eu) .

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