



Angaur Beach

PALAU

a year in review...



TOURIST SITE ASSESSMENT

Assessment and inventory of tourist sites (facilities, signage, safety) were conducted throughout the year in order for PVA to identify sites that need to be restored, upgraded. Analysis and recommendations were provided and improvements are on-going.



ALII PASS PROGRAM

The Alii Pass Program is an on-going program where PVA works with States in: Providing assistance to manage sites, employees, provide trainings, uniforms, help solicit funds to upgrade and improve sites.

- Identify state tour guides and services that can be provided by State,
- Working on ways to welcome tourists to State and ensure high quality experiences for tourists and visitors
- Promotion and Marketing
- Communicating on a regular basis with State
- States in Alii Pass include Ngarchelong, Airai, Ngchesar, Angaur, Ngatpang, Melekeok and Kayangel.



SOCIAL MEDIA

PVA continues to keep a positive and active social media presence to our local and international market and ensure that Palau is a Covid Safe Destination. Travel advisory, happenings, and tourism related information are updated on our website and social media platforms. You may also find postings on local businesses as well! Pics below is a young Palauan owner of SinceShoreleyYours where her products are made only in Angaur, Palau!



NIGHT MARKETS

This bi-weekly event is on-going. Businesses and local vendors continue to sell their products with an average of 20 vendors per night market, generating an average of \$4,000 in total sales. The event is part of PVA's community programs that helps vendors in generating income as well as showcasing new local products. Live band, traditional and contemporary performances are there for your entertainment. Side events include face painting, weaving and carving.



SAFETY PANDEMIC REGULATIONS

Palau Visitors Authority, Palau Chamber of Commerce, Bureau of Tourism, Ministry of Human Health Services created the Safety Pandemic Guidelines and Protocols. The Safe For You Pandemic Certification Program has certified a total of 253 businesses to date.



TAIWAN TRAVEL BUBBLE

With the Safety Pandemic Regulations in place, the Taiwan travel bubble commenced in April of this year and is still on-going. PVA continues to market Palau in preparation for upcoming flights from other destinations.



CUSTOMER SERVICE TRAININGS

As part of preparing and opening with care. PVA continues to do outreach programs to the local community and businesses. The team conducts Customer Service Trainings as part of our sustainable recovery.



COASTAL CLEANUPS

Coastal cleanups have always been an on-going program as PVA actively works with partner agencies in this initiative not only to rid debris on our beaches but to increase awareness on pollution and educate individuals, especially youth through action. These cleanups have brought communities together to focus on the environment and learn ways to protect it. The most recent cleanups are part of the upcoming Our Oceans conference activities.



PANDEMIC RE-EMPLOYMENT PROGRAM

Since May 2020 - present, PVA has been administrating the PREP Program by providing temporary jobs to individuals who were affected by the Pandemic. The program has employed over 800 applicants both Palauan and Foreigners. Since its extension in January 2021, PREP is now only assisting Palauans while Foreigners have returned to their employers and are now receiving Humanitarian Assistance. To date, there are only 318 Palauans under the PREP Program. A majority have been permanently hired by temporary supervising agencies which include government and semi gov't agencies, non-profit organizations, and non-government organizations. PVA continues to work with the Ministry of Human Resources, Culture, Tourism and Development - Division of Employment Services to help these individuals complete resumes, and undergo trainings to help prepare them to join the workforce, especially in the private sector. On going trainings include customer service, apprentice programs and active recruitment to PCC and trade schools (Job Corps)

GETTING READY AND OPENING WITH CARE

Although the outlook for tourism may be uncertain at this time, PVA will continue to move forward in the new normal with our mission:

"We are committed to promote our heritage and the unique attractions of Palau through sustainable tourism development and the encouragement of responsible practices."

Our programs have been on-going since 2020 and will continue as cushion in this recovery in 2021 and beyond. In collaboration with partner agencies, our response capacity and preparedness to the Pandemic has been a success making Palau a covid safe destination. PVA is progressively restoring travelers and local confidence of the tourism sector as we are slowly opening flights from other destinations.

