

How to use the tool?

1. Getting started

Access the tool on the website of the Roundtable Human Rights in Tourism.



2. About the tool

On the landing page *About the tool* you find information about

- What is this tool?
- What it is not
- Who has the tool been developed for?
- How to use the tool?

The site contains two links to get started with analysing your risks or access ideas for measures you can take.

About the tool

- *What is the relevance of human rights for my business?*
- *How can I make sure that the local population in the destination is not harmed by my operations?*
- *How can I guarantee customers' safety on their trip?*
- *Do my business partners provide fair working conditions for their staff?*

Here you will find practical and concrete answers and hands-on recommendations to your questions. The «get started» tool will help you identify human rights risks and integrate measures to protect human rights into your operations and along the value chain.

The amount of potential human rights risks and impacts of a business can be overwhelming. This tool especially helps small or medium-sized tour operators to address questions and challenges such as:

- *Where to start?*
- *How to identify relevant risks?*
- *How to set priorities?*
- *How to interpret information?*
- *What steps can be taken to mitigate those risks?*

Start now:

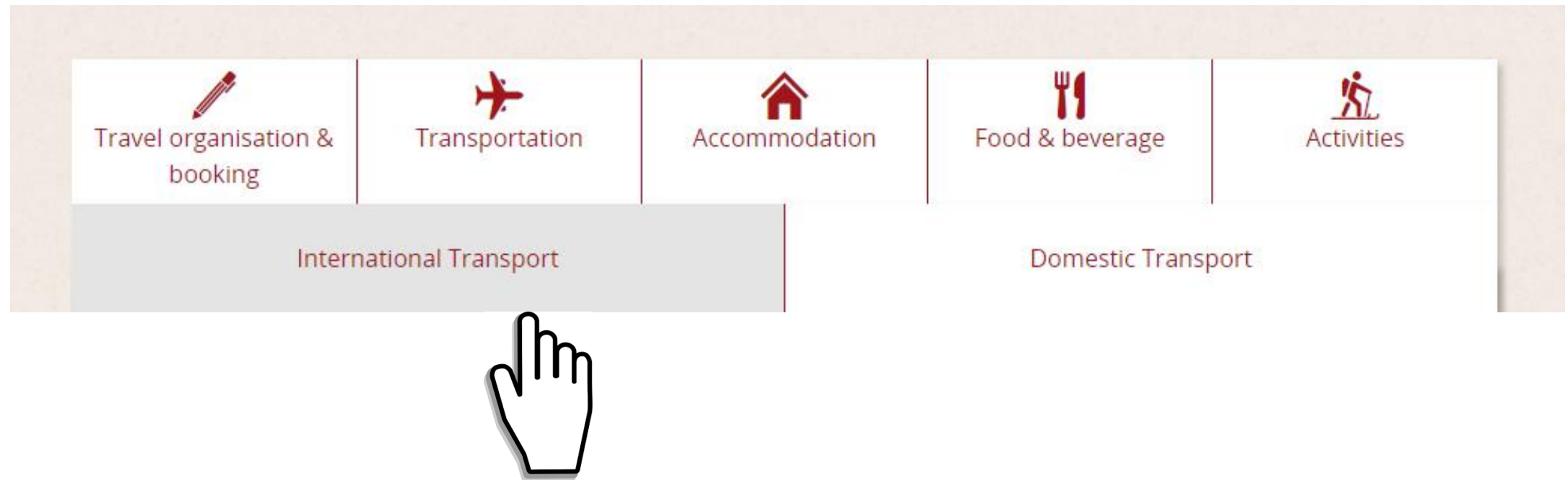
- **Analyse risks**
- **Take action**



3. Analyse risks

On the page *Analyse risks*, click on the value chain elements which are relevant for your business (including your suppliers and business partners) to learn about potential related human rights risks.

Hover over the different value chain elements to find out more about them.



4. Risk cards

Potential human rights risks for each value chain element are presented in risk cards.






The **red and orange color marking** of each risk card specifies the severity of this risk.

- Red: high risk
- Orange: medium risk.

Click **«learn more»** for more information about the specific human rights risk for the selected value chain element.

Click **«select»** to save the risk cards which are particularly relevant. They can also be printed.

Transportation / International Transport

 Travel organisation & booking	 Transportation	 Accommodation	 Food & beverage	 Activities
--	---	--	--	---

INTERNATIONAL TRANSPORT Community impact Negative impacts of international transport on communities may be related to noise and environmental pollution, leading to health issues and environmental damage. LEARN MORE SELECT	INTERNATIONAL TRANSPORT Customer rights The main customer rights related risks in the international transportation industry concern customer data privacy and accessibility for customers with disabilities. LEARN MORE SELECT	INTERNATIONAL TRANSPORT Modern slavery Modern slavery in international transport mostly concerns human trafficking, as people can be forcibly transported across borders via airplanes, buses, trains and ferries. LEARN MORE SELECTED
--	---	--



5. Learn more

When clicking on «**learn more**» the risk card expands, displaying:

- More detailed information on the issue
- Cases
- Potential measures to address this issues
- Links to
 - Take action
 - Analyse country-specific risks
 - Resource centre

International Transport : Modern slavery



Modern slavery in international transport mostly concerns human trafficking, as people can be forcibly transported across borders via airplanes, buses, trains and ferries.

Human trafficking is the recruitment, transportation, transfer, harbouring, or receipt of persons by improper means (such as force, abduction, fraud, or coercion) for an improper purpose. As a hidden crime, hard data on trafficking is elusive. According to estimates, about 60% of trafficking victims are forced to cross borders, mostly by means of international transporting companies, meaning that transport is a major element of the trafficking industry. Estimates also show that more than a quarter of trafficking victims are children.

5. Prioritize and select

You can **prioritize** relevant risks for your business by asking yourself the following questions:

- Which value chain element is crucial for my business (relevance in terms of business volume/PAX, business relationships, reputation, future operations)?
- What are the most severe (red colour marking) human rights risks related to each value chain element?

Select the risk cards you further want to focus on.

6. Take action

To identify measures to address your identified human rights risks, first read the suggested measures on the selected risk cards (see image) and work on the “quick wins” by asking yourself the following questions:

- Which of the measures can I immediately implement?
- Which measures can I integrate into existing policies, processes, training, communication materials or reporting?



Take action

Policy and process

- Integrate modern slavery provisions in Supplier Code of Conduct to be signed by airlines (business partners)
- Encourage airline business partners to endorse the UK Modern Slavery Act, as has been done by various airlines

Training and capacity building

- Encourage transport business partners to train staff on how to identify human trafficking and respond to potential incidents. Training should be adapted to specific business environment as interventions to prevent trafficking depend on the type of transportation utilized and the trafficking business model (cf. [Polaris](#))
- Training tools on human trafficking:
 - [International Air Transport Association \(IATA\)](#): Eyes Open Training Video Against Human Trafficking (Youtube) (2018) and other resources for staff training

7. Take action

Go to the *Take action* page for more information about potential measures to take.

When accessing the *Take action* page, you find

- a general introduction on taking measures to address human rights risks and where to start.
- eight measure cards on specific issues.

Take action

After identifying its human rights risks, a company should take appropriate measures. As a tour operator, your potential human rights impacts occur either directly in your own operations or indirectly through services provided by your business partners (see [Analyse risks](#)). Even though there are risks over which you have limited influence, you are expected to act.

This section of the «get started» tool provides concrete guidance and recommendations on measures to take. Don't be discouraged by the number of potential measures. Start with small steps. Implementing responsible business conduct is about continuous improvement and not about perfection.

First, read the suggested measures on the selected risk cards and work on the «quick wins» by asking yourself the following questions:

- Which of the measures can I immediately implement?
- Which measures can I integrate into existing policies, processes, training, communication materials or reporting?

Second, develop a public commitment outlining the human rights issues your company will focus on as a priority (salient issues) and develop a strategy accordingly (see measure cards policy & process). This includes developing an action plan with next steps.

Use the measure cards below to gain an overview of potential measures tour operators can take. Each measure card provides general guidance and examples, tools and practical tips from practitioners' perspectives, as well as links to further information.


Communication and reporting	Grievance mechanisms	Impact assessment
Transparency is an important aspect of responsible business conduct. Public communication on identified risks and measures taken increases a company's credibility and accountability.	People whose human rights are affected by the tourism industry often do not have the possibility to effectively raise grievances. Here is how you can change that.	For areas where salient human rights risks have been identified, tour operators should conduct more in-depth human rights impact assessments (HRIAs).
LEARN MORESELECT	LEARN MORESELECT	LEARN MORESELECTED

8. Take action

As for the risk cards, on each measure card you can click on

- **"learn more"** to receive more information about the specific measure,
- and **"select"** to store the issue for further use.

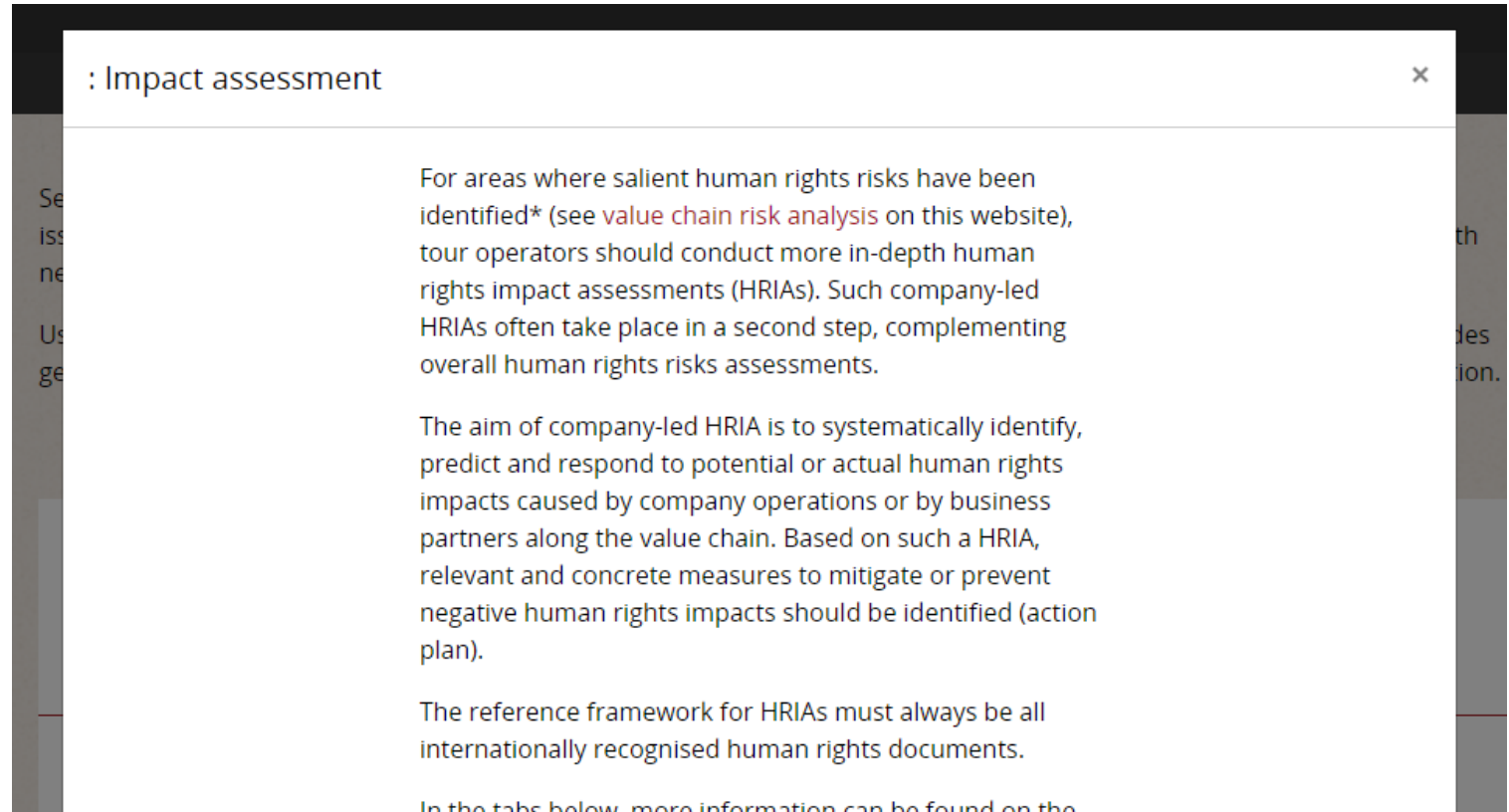
<div>Communication and reporting</div> <div>Transparency is an important aspect of responsible business conduct. Public communication on identified risks and measures taken increases a company's credibility and accountability.</div> <div><div>LEARN MORE</div><div>SELECT</div></div>	<div>Grievance mechanisms</div> <div>People whose human rights are affected by the tourism industry often do not have the possibility to effectively raise grievances. Here is how you can change that.</div> <div><div>LEARN MORE</div><div>SELECT</div></div>	<div>Impact assessment</div> <div>For areas where salient human rights risks have been identified, tour operators should conduct more in-depth human rights impact assessments (HRIAs).</div> <div><div>LEARN MORE</div><div>SELECTED</div></div>
<div>Policy and process</div> <div>For maximum impact and awareness of a company's human rights engagement, human rights must systematically be integrated into the corporate policies and processes and the overall business</div> <div></div>	<div>Responsible product development</div> <div>When developing new products, make sure human rights are considered from the outset. As a first step, the salient human rights</div> <div></div>	<div>Sector collaboration</div> <div>Individual tour operators often have limited direct influence on human rights impacts or violations. Sector collaboration is an effective way to increase operators' power to work against</div> <div></div>



9. Learn more

When clicking on **«learn more»** the measure card expands, displaying:

- More detailed information on the issue
- Specific measures including
 - Examples
 - Templates
 - Recommendations
- Link to
 - Resource centre



The screenshot shows a modal window titled ': Impact assessment' with a close button (X) in the top right corner. The content is organized into three paragraphs. The first paragraph discusses the need for Human Rights Impact Assessments (HRIAs) when salient risks are identified, mentioning 'value chain risk analysis'. The second paragraph explains the aim of a company-led HRIA, which is to systematically identify, predict, and respond to human rights impacts. The third paragraph states that the reference framework for HRIAs must be based on internationally recognised human rights documents. The bottom of the modal indicates that more information is available in the tabs below.

: Impact assessment

For areas where salient human rights risks have been identified* (see [value chain risk analysis](#) on this website), tour operators should conduct more in-depth human rights impact assessments (HRIAs). Such company-led HRIAs often take place in a second step, complementing overall human rights risks assessments.

The aim of company-led HRIA is to systematically identify, predict and respond to potential or actual human rights impacts caused by company operations or by business partners along the value chain. Based on such a HRIA, relevant and concrete measures to mitigate or prevent negative human rights impacts should be identified (action plan).

The reference framework for HRIAs must always be all internationally recognised human rights documents.

In the tabs below more information can be found on the

10. Selected issues

You will find your selected risks and measures under “Selected issues” on the left side of the page.

LEISURE & SPORT		
<h3>Children's rights</h3> <p>Children working for leisure and sports activities as helpers or porters may face particularly dangerous working conditions.</p> <p>LEARN MORE SELECT</p>	<h3>Community impact</h3> <p>Sports activities providers and customers directly compete with local communities for land, water and air space. Large-scale sports infrastructure projects often violate the human rights of neighbouring communities.</p> <p>LEARN MORE SELECT</p>	<h3>Customer rights</h3> <p>The main risks for customers when participating in sports or leisure activities are related to accidents. Sports activities are often not accessible for customers with disabilities.</p> <p>LEARN MORE SELECTED</p>

Selected issues

11. Selected issues

Under «Selected issues» you will find all human rights risk cards and measure cards you have selected.

Click on «**Print Issues**» to store or print the content of the selected cards.

What's relevant for your company

The following list is a compilation of the risks and measures you selected for your company. You can read them online and still decide to remove risks or measures that you do not need at this stage.

Click on «Print issues» if you want to save them as a pdf for later use and/or to print.

Your selected risks

INTERNATIONAL TR

Modern slavery

SELECTED

Modern slavery in international transport mostly concerns human trafficking, as people can be forcibly transported across borders via airplanes, buses, trains and ferries.



Your selected measures

SELECTED

Impact assessment

For areas where salient human rights risks have been identified, tour operators should conduct more in-depth human rights impact assessments (HRIAs).



Print issues



12. Analyse country-specific risks

The get started tool focuses on the tourism value chain in order to identify potential value chain related human rights risks.

You can also learn more about country specific risks on the *Analyse country-specific risks* page. A link to access the page is can be found on each risk card and on the bottom of the *Analyse risks* page.

