



HUMAN RIGHTS IMPACT ASSESSMENT

FINDINGS AND LEARNINGS FROM THE
HUMAN RIGHTS IMPACT ASSESSMENT IN
THAILAND AND MYANMAR

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CONTENT

- 1 Project set-up
- 2 Human rights impact assessment
- 3 Key findings

TWO PROJECTS COMPLEMENTING EACH OTHER

Development of practical guidance (GIZ funded)

Time	May- September 2019	October 2019
Main activities	<ul style="list-style-type: none"> Development of practical guidance for tour operators with a focus on medium and small businesses (blueprint) incl. training of RT members during process Integration in get-started tool 	<ul style="list-style-type: none"> Finalization of blueprint based on value chain assessment Dissemination of findings and practical guidance to tourism enterprises
Output	<ul style="list-style-type: none"> Draft blueprint IT-concept for integration in get started tool 	<ul style="list-style-type: none"> Final blueprint: practical guidance that can be applied by tourism enterprises

Value chain assessment (FDFA co-funded)

Follow up measures

Time	June / July 2019	September / October 2019	November – March 2019 / 2020	January 2020 onwards
Main activities	<ul style="list-style-type: none"> Planning & scoping 	<ul style="list-style-type: none"> Destination assessment & consolidation of findings 	<ul style="list-style-type: none"> Action plan & Dissemination ITB presentation / Panel 	<ul style="list-style-type: none"> Implementation of action plan
Output	<ul style="list-style-type: none"> Stakeholder map; Scoping paper; Value chain map; Detailed impact assessment plan Interview guidance 	<ul style="list-style-type: none"> Destination assessment draft report 	<ul style="list-style-type: none"> Action plan including concrete recommendations Final impact assessment report Presentation at ITB Berlin in March 2020 	

Build internal understanding and training of RT members

THE GOAL OF THE HUMAN RIGHTS IMPACT ASSESSMENT

1. Conduct an ***exemplary impact assessment in Thailand and Myanmar*** applying a ***multi-stakeholder*** approach and ;
2. to develop an action plan for follow-up measures.

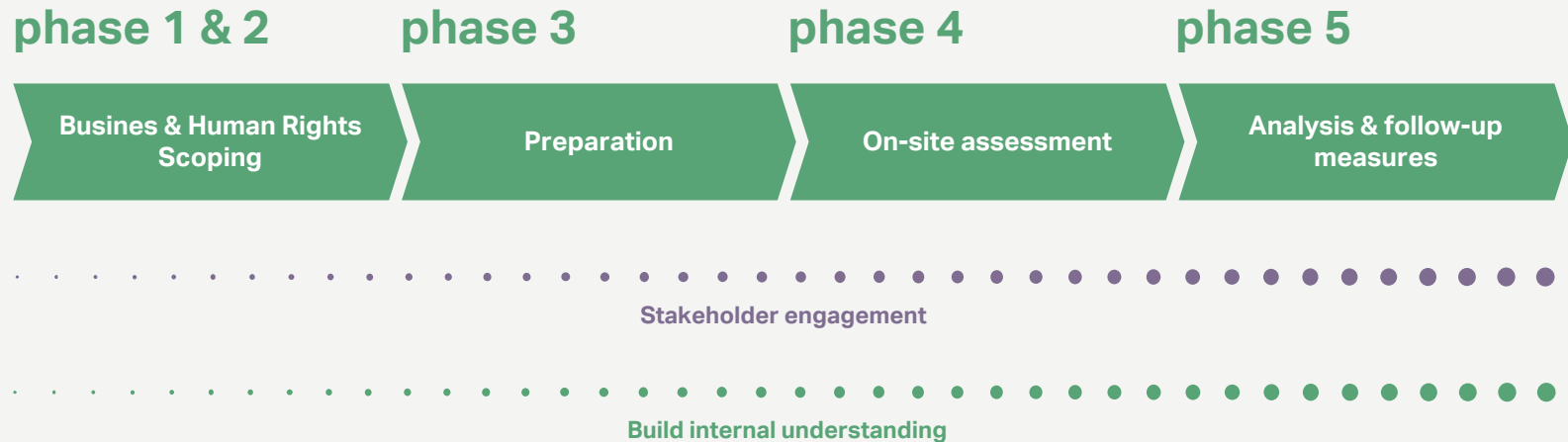
The result and methodology applied provides tour operators with practical guidance to conduct further impact assessments.

In particular the project aimed at:

- Facilitating access to sector-specific information on social issues for tour operators in the two countries;
- Providing support to tour operators for the identification and prioritization of risk areas within their own business;
- Guiding tour operators in taking concrete measures to address human rights risks and implement due diligence strategies in a targeted and pragmatic manner;
- Defining appropriate mitigating actions;
- Fostering partnership with local key stakeholders, including employees, suppliers, NGOs and other businesses and organisations.

PHASES OF AN HRIA

The project applied a step-wise approach that is aligned with existing methodologies in the context of impact assessments.



WHAT IS A HUMAN RIGHTS IMPACT ASSESSMENT (HRIA)?

*"In the business context, HRIA can be defined as a process for **identifying, understanding, assessing and addressing** the adverse effects of the business project or activities on the human rights enjoyment of **impacted rights-holders** such as workers and community members."*

*Danish Institute for Human Rights (DIHR)

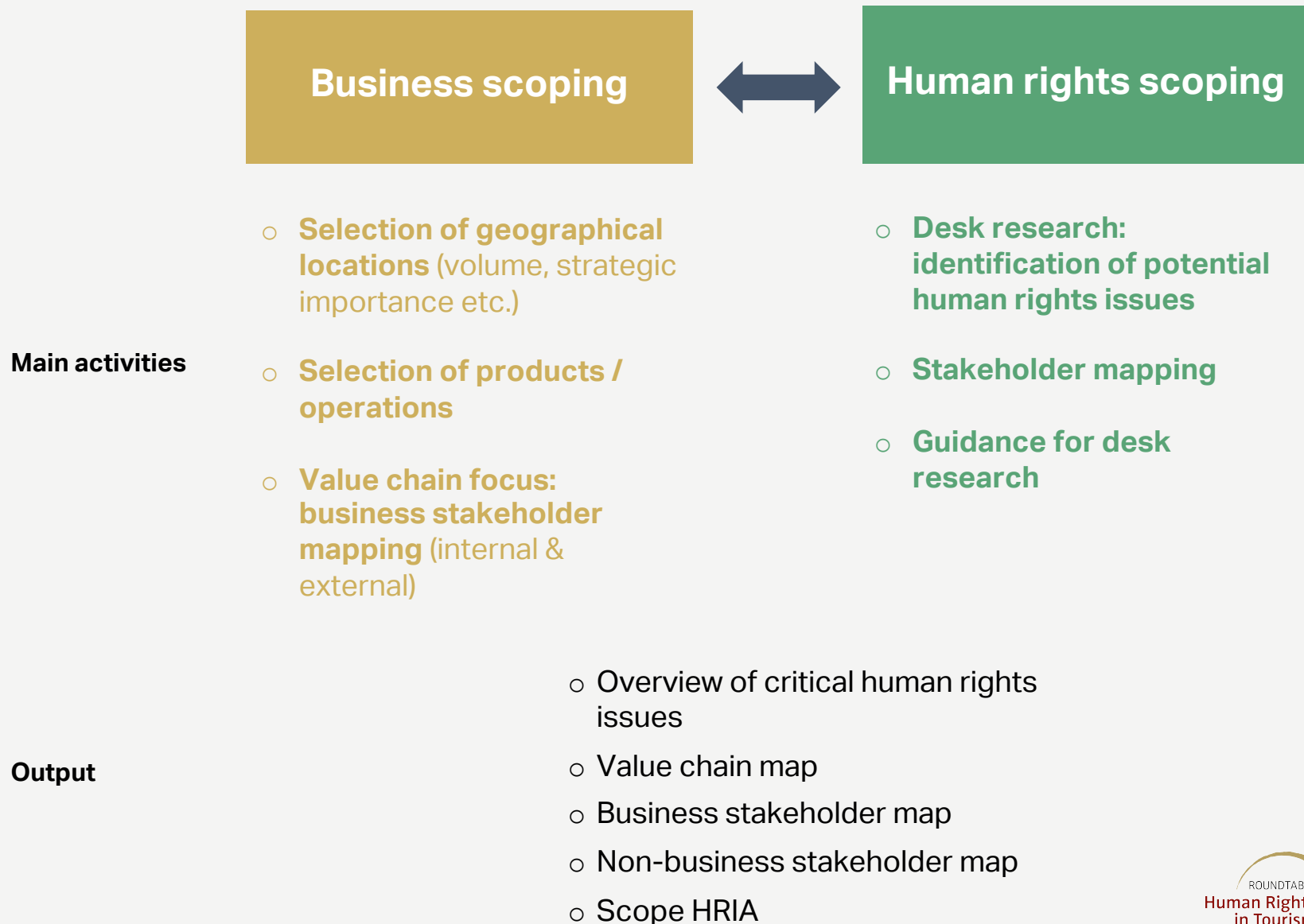
- It includes meaningful engagement with rights-holders and is seeking to understand positive and negative impacts on rights-holders;
- Process-oriented: focus on participation and inclusion;
- It focuses on the touristic value chain;
- The assessment seeks to explore root causes of potential negative impacts;
- An assessment should be followed by a public, time-bound action plan that responds to its findings and recommendations

ISSUES CONSIDERED DURING THE ASSESSMENT

During the assessment, we considered various issues – for example:

- **Employee rights and protection** (e.g. salaries, overtime), especially for groups like women, people with disabilities, migrant workers, seasonal workers, young workers
- **Security/Safety** of employees and customers
- **Customer** protection and information
- Screening, selection, evaluation and monitoring of **suppliers, contractors, business partners** with regard to labour rights and broader sustainability issues (water, land, communities)
- **Women's** rights and protection
- **Children's** rights and protection
- **Community** impacts and engagement (e.g. competition over limited resources such as water)
- **Infrastructure development**

PHASE 1 & 2: SCOPING



SCOPE VALUE CHAIN IN THAILAND AND MYANMAR

 Travel organisation & booking	 Transportation	 Accommodation	 Food & beverages	 Activities
<ul style="list-style-type: none"> • European TOs (RT members) • DMCs 	<ul style="list-style-type: none"> • Minivan / car • Airport transfers • taxis • Horse carts • Boats • Tuk-tuks 	<ul style="list-style-type: none"> • Hotels • Guesthouses • Homestays • CBTs 	<ul style="list-style-type: none"> • Restaurants • Street food • Bars • Teashops 	<ul style="list-style-type: none"> • Cultural heritage sites • Shopping • Excursions • CBTs • Hiking • (Monastery) schools

Figure 5: Scope of value chain for HRIA

GEOGRAPHICAL SCOPE

Scope in **Thailand:**

Bangkok, Phuket, Khao Lak and Chiang Mai



Scope in **Myanmar:**

Yangon, Inle lake, Bagan and Mandalay



PHASE 3: PREPARATION

Main activities

- Setting up assessment team & stakeholder advisory group
- Prioritize stakeholders to be consulted
- Develop detailed workplan and interview guidance
- Conduct pre-consultations

Output

- Assessment team defined
- Stakeholder advisory group set up
- Detailed impact assessment plan & consultation scheduled
- Interview guidance

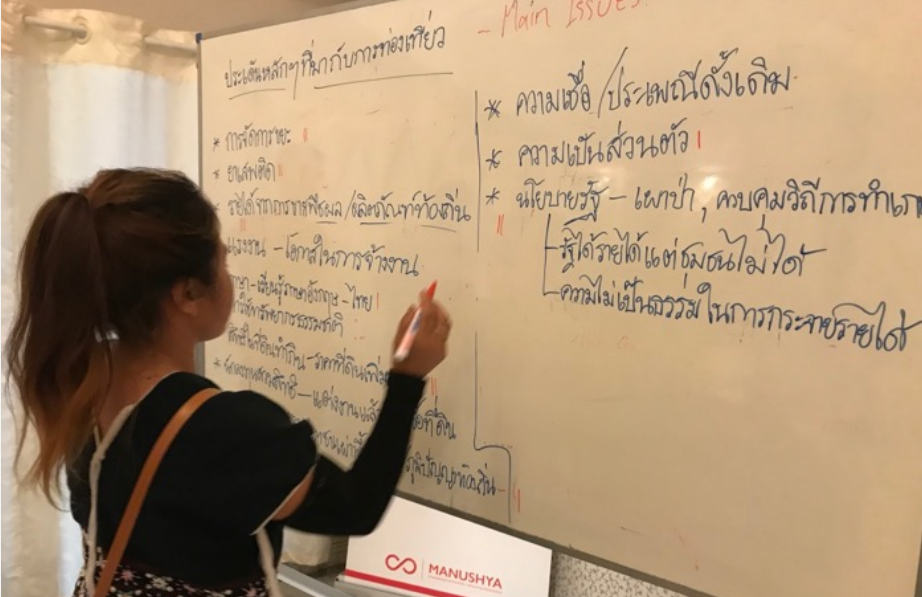
PHASE 4: ON-SITE ASSESSMENT

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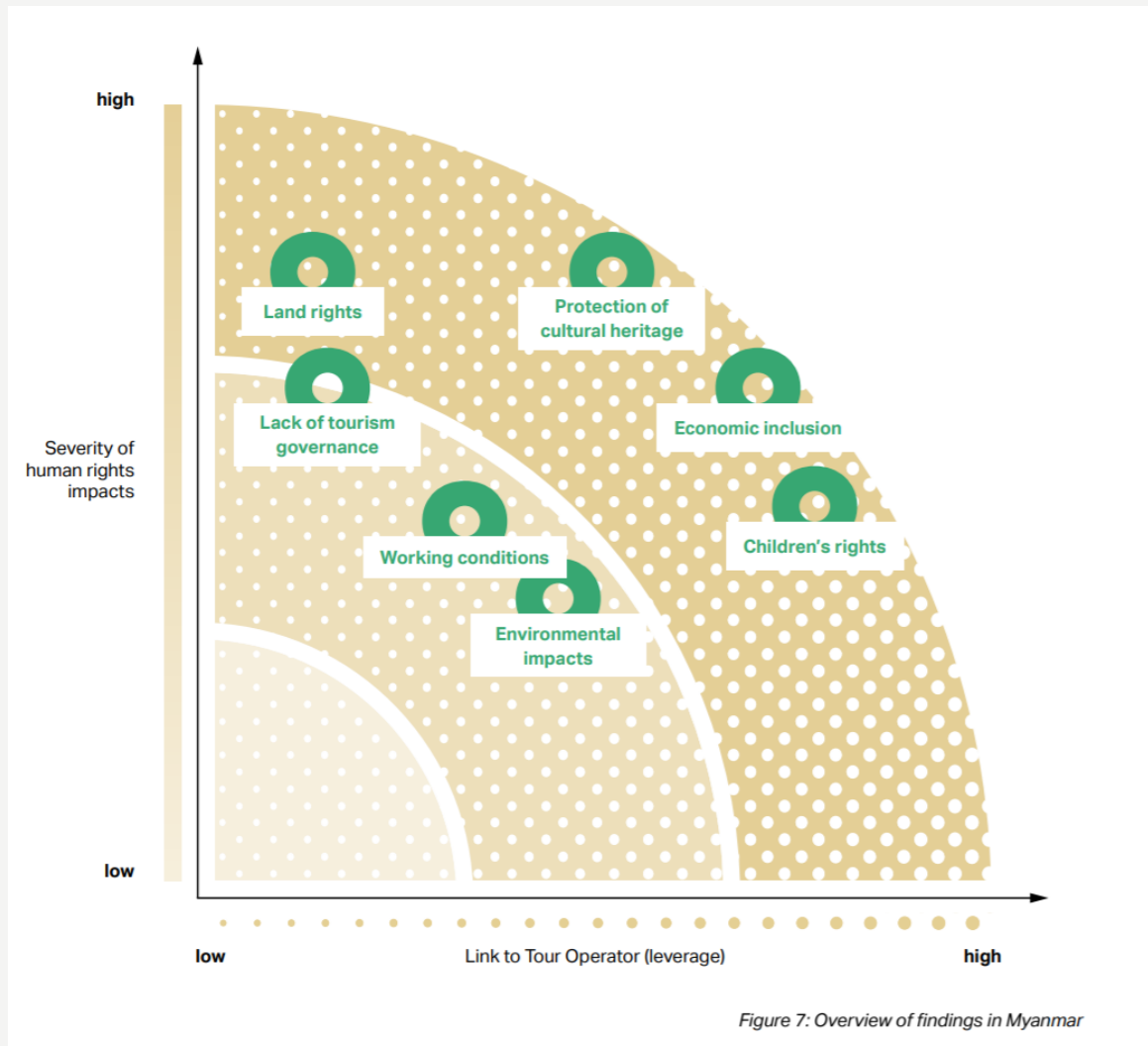
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PHASE 4: ON-SITE ASSESSMENT - CONSULTATIONS



PHASE 5: ANALYSIS & FOLLOW-UP - ISSUE AREAS IN MYANMAR



Defining **severity** based on:

- **Scale:** impact on a human right
→ *How important is the negative impact on the human right?*
- **Scope:** Number of affected people
→ *How many rights-holders are affected?*
- **Remediability:** possibility to remediate the impact
→ *Can the impacts be remediated? In how much time?*

Identifying **leverage** (link to the business):

- Impact directly caused by own operation (**«cause»**)
- Contributing to impact together with other actors (**«contribute»**)
- Linked to impact through business relationships (**«linked to»**)

PHASE 5: ANALYSIS & FOLLOW-UP - ISSUE AREAS IN THAILAND

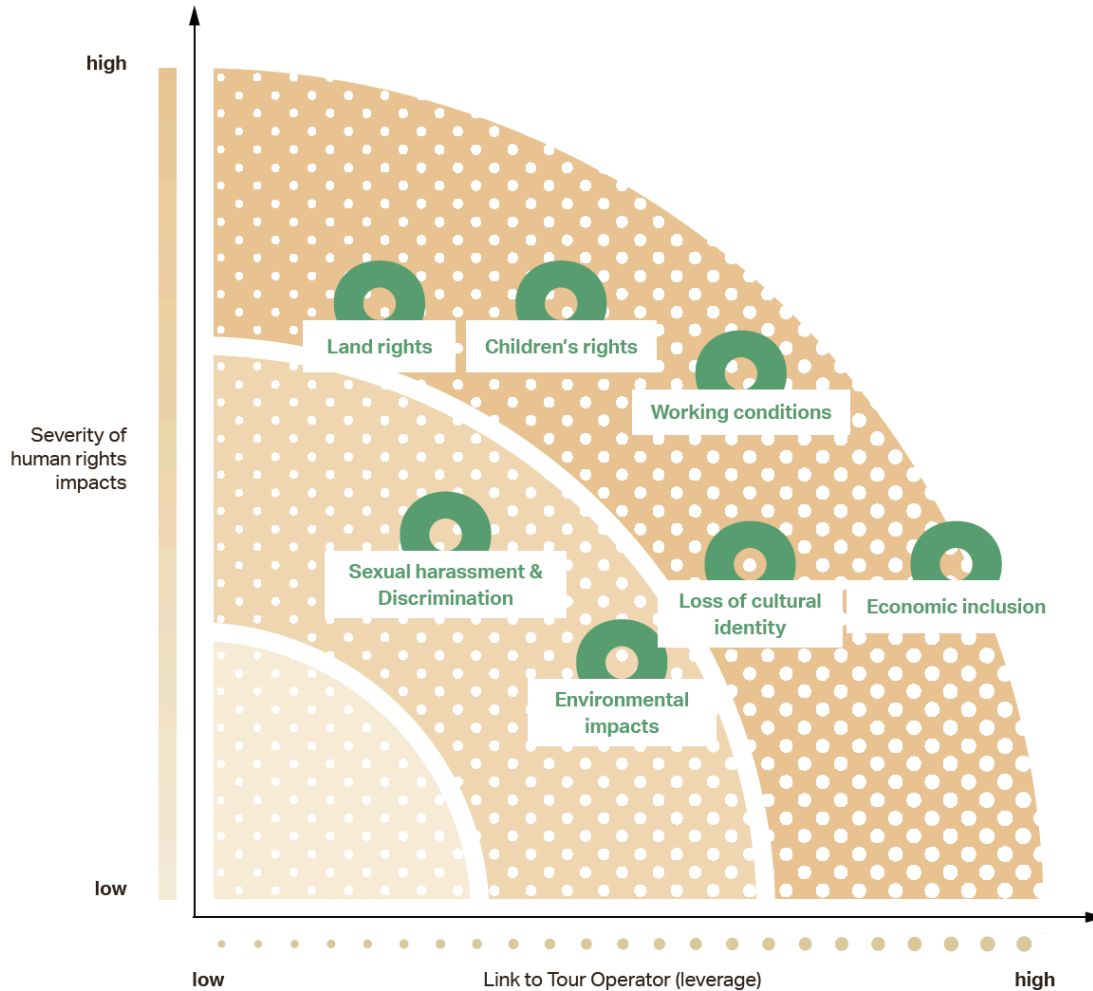


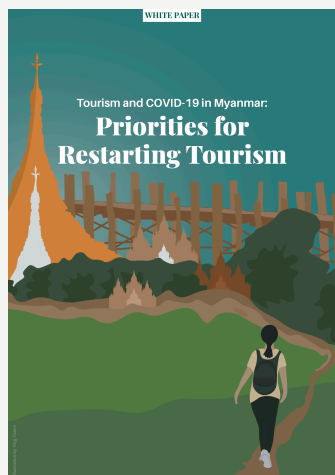
Figure 6: Overview of findings in Thailand

ANALYSIS & FOLLOW-UP – WHAT TOUR OPERATORS CAN DO

Types of measures

Type of measure	Examples
Influencing policy	Advocate for sustainable business practices in business associations at relevant government agencies
Sensitizing / awareness raising	Organise workshops and training to discuss issues and solutions, distribute or develop information material
Foster dialogue	Join Multi-Stakeholder Initiatives (MSI), discuss human rights issues through responsible tourism platforms
Customer information	Develop and distribute information on appropriate behaviour, provide information on how to buy local and support local communities
Inhouse training	Develop training for procurement, sales/marketing, human resources, etc.
Business partner training	Develop training for tour guides, DMCs, hotels, transportation companies, excursion providers, etc.
Product development	Develop products that benefit local communities, promote community-based tourism products and sustainable excursions
Adapting buying practice	Blacklist unethical suppliers, incentivise good practice, adhere to fair pricing practices
Business partner due diligence	Develop and implement supplier code of conduct, conduct regular supplier visits

ONE YEAR AFTER THE IMPACT ASSESSMENT



COVID-19 priorities:

- Focus on safety & health along the value chain;
- Provide support and specific capacity building on implementing COVID-19 safety measures;
- Priority in capacity building is in the area of digitalization and hygiene and safety standards;
- Special focus should be given to informal tourism workers and vulnerable groups (e.g. horse-cart drivers, sex workers, boat drivers);
- Collaboration between government agencies, the private sector and development partner to offer appropriate training.
- Ensure access to finance for micro-enterprises to re-start business;

LESSONS LEARNT

- SME tour operators can benefit from synergies conducting a joint HRIA (e.g. among members of the Roundtable);
- Expectation management is crucial during the process of an HRIA. Many stakeholders are expecting immediate actions but not all their issues can be addressed;
- The touristic value chain is complex. It is recommended to limit the geographical scope and focus on key products;
- A broad network helps to identify the relevant stakeholders to consult (e.g. through the Roundtable and its CSO members);
- A balanced composition of the assessment team is important;
- It might be challenging to discern individual company impacts from broader industry impacts. Collaboration with other tourism companies might be required e. g. initiated with other RT members;
- Sharing the outcomes and action plan with the stakeholders consulted and the tourism industry is an important part of any HRIA. Effective dissemination needs to be planned carefully.

HUMAN RIGHTS IMPACT ASSESSMENT THAILAND & MYANMAR

A value-chain-focused human rights impact assessment conducted
by the Roundtable Human Rights in Tourism e. V.



**focus
right**

**"If companies, communities and
tourists do not understand human
rights, you will get exploitation."**

CSO representative during kick-off workshop



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