



HOW TO DEAL WITH HARASSMENT AND DISCRIMINATION OF FEMALE WORKERS

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SCOPE VALUE CHAIN IN THAILAND AND MYANMAR






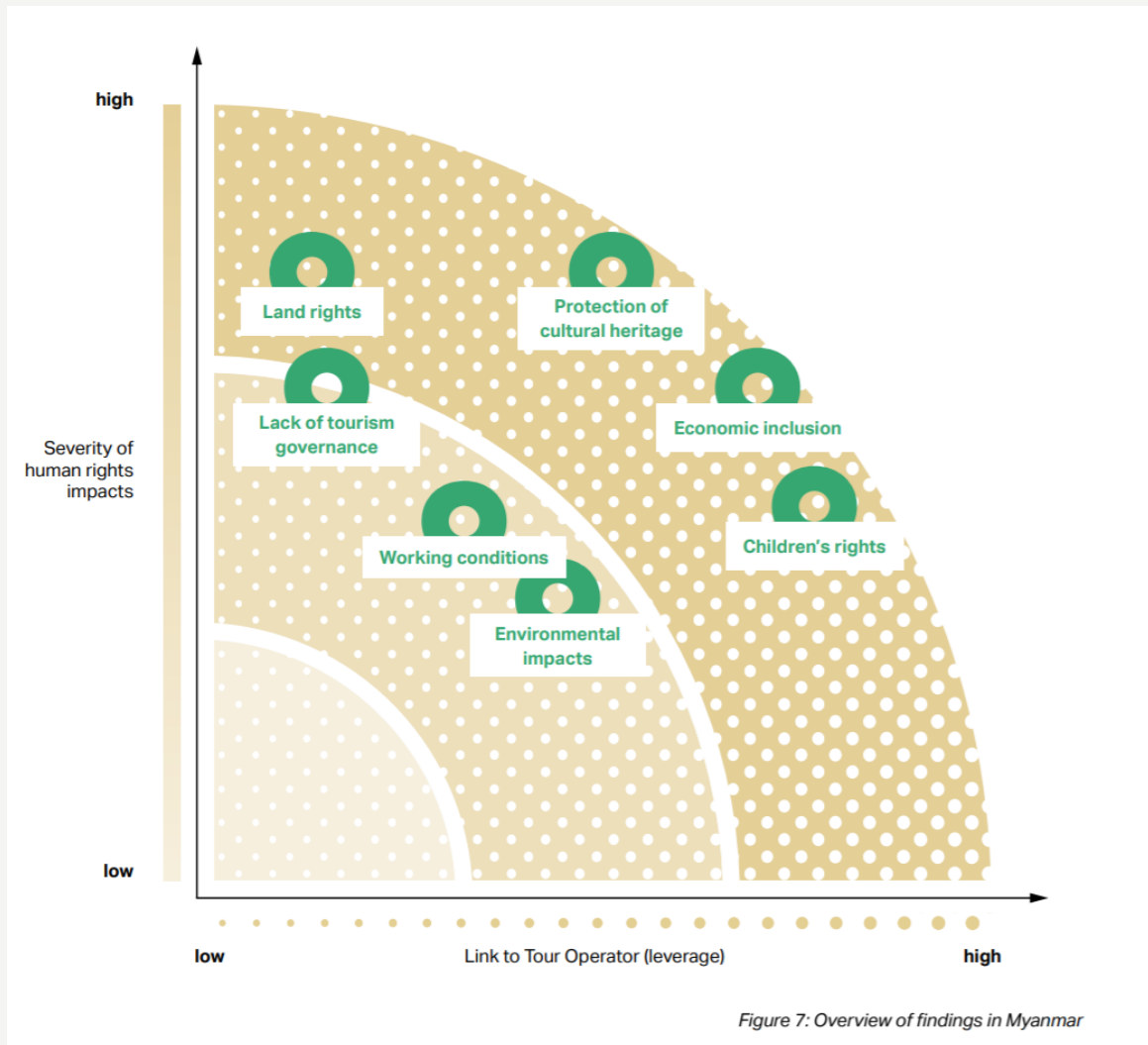
 Travel organisation & booking	 Transportation	 Accommodation	 Food & beverages	 Activities
<ul style="list-style-type: none"> • European TOs (RT members) • DMCs 	<ul style="list-style-type: none"> • Minivan / car • Airport transfers • taxis • Horse carts • Boats • Tuk-tuks 	<ul style="list-style-type: 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

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»**)

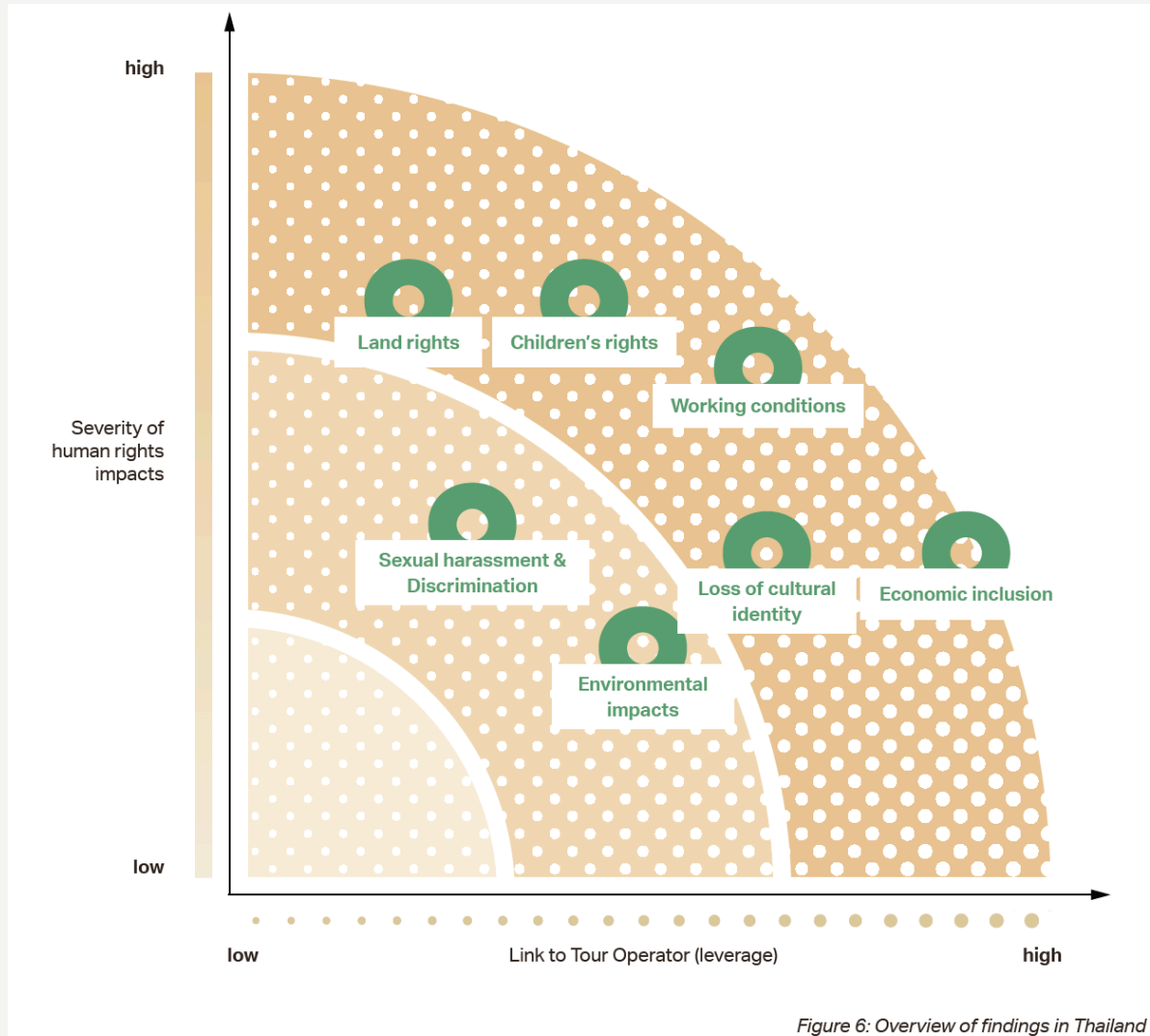
ISSUES RELATED TO FEMALE WORKERS IN THE TOURISM SECTOR

- Women usually stop working after marriage to focus on the household and the family;
- There is sexual harassment of female workers in tourism (including cleaners, massage services) and there are no proper mechanisms for women to raise complaints or grievances;
- Tourism allows for women empowerment and changing social norms where female entrepreneurs organise themselves, some well supported by their husbands. At Inle Lake for example, women created an association called INEP aiming at acting as role models for other women, organising training (self-assurance, business management etc.) and peer learning event

"We need to involve women equally in our tourism businesses, not like my father's and grandfather's generation. It's like a battery: we need a + and a – ...
My clients teach me about equality, that's why I can think like this."

Male manager at DMC

ISSUE AREAS IN THAILAND



SEXUAL HARASSMENT AND DISCRIMINATION



Sexual harassment and discrimination

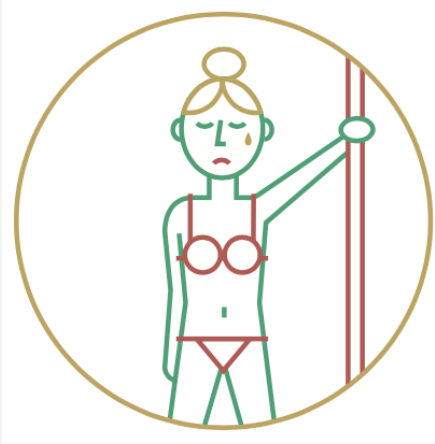
For many tourists Thailand is still a “sex destination” and during the assessment, several female workers stated that sexual harassment by tourists is occurring in the workplace. Many members of the lesbian, gay, bisexual, transgender, intersex and queer (LGBTIQ) community still face a range of forms of discrimination. Attitudes towards LGBTIQ individuals can be somewhat tolerant as long they remain within certain social confines.

Severity: **medium**

Leverage: **medium–low**

- Women are exposed to sexual harassment in the workplace – mainly women working in spas and housekeeping are at specific risk of harassment;
- While Thailand is often promoted as an “LGBTIQ paradise”, in reality LGBTIQ individuals are often stigmatized and face discrimination when applying for jobs in the tourism sector. °

CRIMINALISATION OF SEX WORKERS



Sex workers, who are highly involved in the tourism industry offering services to tourists are not recognised as workers by the Thai government and therefore are not eligible for welfare and are not protected under the country's labour law.

- Many sex workers in Thailand are undocumented migrants from neighbouring countries. This migration status increases their vulnerability;
- Sex workers risk arrest if they report violence to the authorities;
- Concern was raised about the practice of stamping the passports of undocumented migrant sex workers, indicated that they have been fined for engaging in prostitution;
- The rampant corruption is one of the main reasons why this illegal business continues without major problems;
- Many sex workers say the police oppression is making the job even more difficult.

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



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