



How can tour operators assess human rights impacts in their value chains?

Workshop

Tuesday 22 October 2019, 9:30 am – 17:00 pm CET



Roundtable Human Rights in Tourism



Agenda

Time	Program
9:00 – 9:30	<i>Arrival of participants</i>
9:30 – 10:00	Welcome & introduction
10:00 – 11:00	Presentation of the HRIA „blueprint“ project
11:00 – 11:30	Preliminary findings of the on-site assessment in Thailand & Myanmar
11:30 – 12:30	Break-out 1: Discussing dilemmas
12:30 – 13:30	<i>Lunch Break</i>
13:30 – 14:30	Break-out 2: Prioritising issues
14:30 – 16:00	Break-out 3: Identification of follow-up measures
16:00 – 16:45	Plenary discussion on follow-up measures & next steps
16:45 – 17:00	<i>Wrap up</i>

Objectives of the workshop

Inform about
the „blueprint“
project

Discuss and
agree on
specific follow-
up measures

Integrate
results in the
online tool

1. Inform interested Roundtable members and other stakeholders about content and methodology of the human rights impact assessment (HRIA) “blueprint” tool and its connection with the exemplary on-site assessment in Thailand and Myanmar.
2. Invite the participants to discuss the findings of the on-site assessment and agree on specific follow-up measures.
3. Integrate results and methodology applied into the HRIA online tool to conduct further value chain assessments.

Presentation of the HRIA tool

22 October 2019

Workshop



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

Project partners represent multi-stakeholder character of Roundtable



Analyse risks in „Get started“ tool

The list of potential human rights issues can be overwhelming for small Tour Operators.

➡ Start therefore with a first focus on a small number of issues related to your tourism value chain (VC).



Analyse risks in „Get started“ tool

The „Get started“ tool supports the risk analysis by indicating potential human rights issues related to a specific value chain element.

 Travel organisation & booking	 Transportation	 Accommodation	 Food & beverage	 Activities
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<div>RESTAURANT</div> <div>Children's rights</div> <p>Child labour in gastronomic services is common in many tourist destinations. Children work in restaurants, cafes, teashops, beach shacks etc. as waiters, kitchen helpers or cleaners.</p> <div><div>LEARN MORE</div><div>SELECT</div></div>	<div>RESTAURANT</div> <div>Workers' rights</div> <p>Working conditions in restaurants can be demanding – they often include long working hours, overtime without appropriate compensation, inadequate rest days and a stressful and sometimes abusive working environment.</p> <div><div>LEARN MORE</div><div>SELECT</div></div>	<div>RESTAURANT</div> <div>Community impact</div> <p>Restaurants may have negative impacts on communities if they primarily source imported food or products and do not employ local staff.</p> <div><div>LEARN MORE</div><div>SELECT</div></div>
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From risk to impact assessment

The „Take action“ section of the „Get started“ tool provides Tour Operators with concrete guidance and recommendations on measures to take based on the identified human rights issues.

Communication and reporting

Transparency is an important aspect of responsible business conduct. Public communication on identified risks and measures taken increases a company's credibility and accountability.

[LEARN MORE](#)[SELECT](#)

Grievance mechanisms

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.

[LEARN MORE](#)[SELECT](#)

Impact assessment

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

[LEARN MORE](#)[SELECT](#)

Differences between human rights risk vs. human rights impact assessment (HRIA)

Engage with rights-holders

Explore root causes of potential negative impacts

Pure desk research is not enough

- Meaningful engagement with rights-holders is essential in an HRIA.
- Objective of an HRIA: explore root causes of potential negative impacts.
- Not possible if purely conducted as desk research.

➡ **Human rights focus**

- Most risk assessments focus on predicting the future of occurrence of events and the associated implications for the business.

➡ **Business focus**

Five phases of the HRIA

The blueprint is separated into **five phases**, following the guidance and toolbox developed by the Danish Institute for Human Rights:



Phase 1: Business
scoping



Phase 2: Human rights
scoping



Phase 3: Preparation



Phase 4: On-site
assessment



Phase 5: Analysis &
follow-up measures

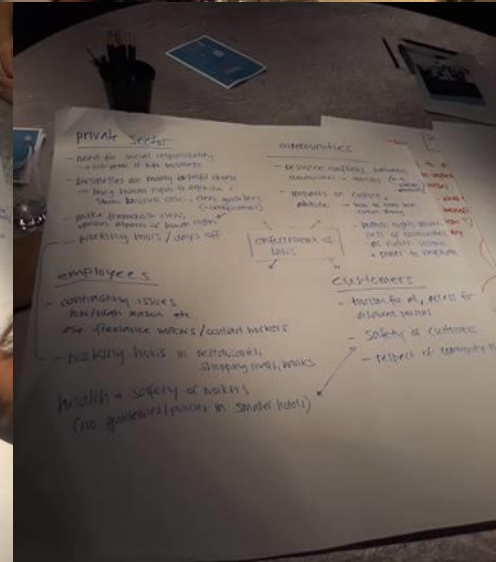
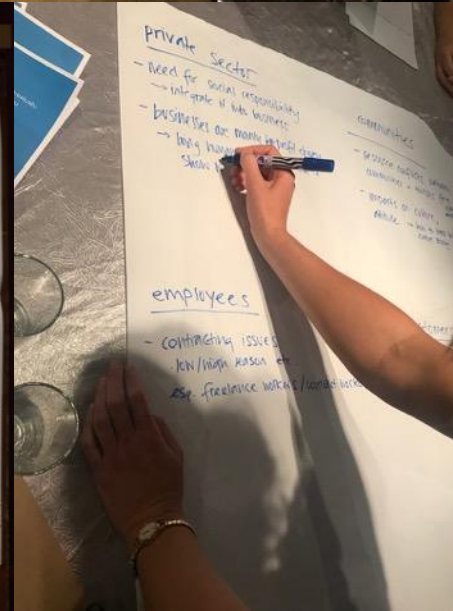
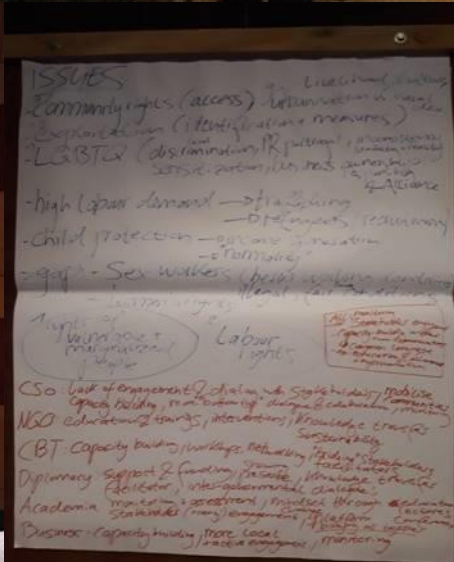
<https://www.humanrights-in-tourism.net/human-rights-impact-assessment>

Preliminary findings of the on-site assessment in Thailand & Myanmar

Overview of stakeholders consulted

Type of stakeholder	No. of individuals
NGO / Trade Union	64
Community	51
Worker	151
Business (Management)	100
Government	13
International Organisation	20
Expert	18
Total	417

Kick-off in Bangkok



Who we met in Thailand

Bangkok	Phuket & Khao Lak	Chiang Mai
<ul style="list-style-type: none">• Swiss Embassy• 50 stakeholders during kick-off• Civil society organisations• DMCs• Tour Guide Group• Excursion providers• Transport companies• Associations• Souvenir shop owners/employees• ILO• UNICEF	<ul style="list-style-type: none">• Hotel management & staff• Indigenous people – fishing communities and sea gypsies• DMCs• Migrant workers• CSO with focus in migrant workers• Child rights organization• Certification schemes• Hotel associations	<ul style="list-style-type: none">• Tour Guides• Community based tourism leaders• Indigenous women network• DMCs• Excursion providers• Hotel management and staff

Impressions Thailand



Preliminary findings Thailand



**Environmental
impacts**



**Criminalisation of
sex workers**



Economic inclusion



**Women's rights /
sexual harassment**



Working conditions



Child rights



**Community impacts
(e.g. drugs)**



**Loss of cultural
identity**



Land grabbing

Who we met in Myanmar

Ubain Bridge / Amarapura	Mandalay	Mingun	Myaing CBT villages	Bagan	Inle lake	Yangon
<ul style="list-style-type: none"> • Street vendors • Boat drivers • Weaving / souvenir shop 	<ul style="list-style-type: none"> • Tour guide groups • Hotel management & staff • Monastery school • Souvenir production • Transportation company 	<ul style="list-style-type: none"> • Street vendors • Tour transport drivers • Pagoda trustee 	<ul style="list-style-type: none"> • CBT management • CBT village committee members 	<ul style="list-style-type: none"> • Tour car drivers • Street vendors • Bagan Heritage Management teams • Tour guide groups • Hotel staffs • Horse cart drivers • Sunset boat drivers • School • Souvenir shops & production • Incoming agent 	<ul style="list-style-type: none"> • Incoming agent • (vocational training) schools • Boat production • Weaving / souvenir shop • UN-Organisations • Women's network 	<ul style="list-style-type: none"> • Certifier • Research / think tank • Incoming Agent • UNESCO • Recycling company • Responsible souvenir shop • Embassy of Switzerland

Impressions Myanmar



Preliminary findings Myanmar



Economic inclusion



Working conditions



**Country reputation
due to politics**



Brain drain



**Environmental
impacts**



**Protection of
cultural heritage**



Land grabbing



Child rights



**Lack of tourism
governance**

Closing in Yangon



Break-out 3:

Identification of follow-up measures

Follow-up measures

Defining concrete measures based on prioritized issues.

Exemplary action plan:

Human rights issues	Short description of issue	Leverage (high, medium, low)	Destination-specific measure	Internal / company-specific measure	Potential Partner	Responsibility (colleague or unit within the company)	Timeline (Date of creation – Deadline)
Workers' rights at hotels	Overtime not compensated properly & lack of knowledge about local laws regarding overtime	Medium	Organise a capacity-building workshop for hotels on improving business performance through respect for labour conditions and social rights.	Give preference to hotels with a Travelife certificate in your procurement.	ILO; Travelife, Incoming TOs; hotel partners	Corporate responsibility department; Human rights representative, procurement	04/2020 – 08/2020
Women's rights / LGBTIQ rights	Sexual harassments by tourists against hotel employees, especially housekeeping staff	Medium	Cooperate with relevant business partners (hotels) and local women's NGOs to conduct awareness raising workshops and produce information material for staff.	Produce information materials for customers to be included in travel documents.	Local NGO working on sexual harassment of women; hotel partners	Corporate responsibility department; Human rights representative; Sales	03/2020 – ongoing

Plenary discussion on follow-up measures & next steps



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