



Workshop:

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

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

### About the workshop

On 22 October 2019, the Roundtable Human Rights in Tourism (Roundtable) gathered 28 tourism-related stakeholders in a workshop in Berlin. The Roundtable members and other interested stakeholders from tourism associations, tour operators, civil society, academia, tourism certification convened to:

1. Learn about the new, practice-oriented [Human Rights Impact Assessment \(HRIA\) tool](#) developed by the Roundtable and provide feedback. It is integrated in the Roundtables' get started tool for SME tour operators and is now publicly available on the Roundtable's website.
2. Discuss the preliminary findings from the HRIAs conducted in Thailand and Myanmar by the Roundtable in September 2019 and potential follow-up measures that tour operators and other actors in the tourism industry could take.

### Main takeaways for HRIAs to be conducted by tour operators

- The touristic value chain is particularly complex and makes the scoping for a HRIA difficult. A HRIA cannot cover all operations and assess all the various elements of the value chain in details of a tour operator. It is rather a snapshot with a limited scope which allows for more in-depth consultations and organizational learning.
- Conducting a HRIA requires a high level of (human & financial) resources, know-how and commitment from a company.
- Stakeholder expectations & international standards are high for conducting a HRIA. The following elements are important to be considered by anyone working with companies on HRIAs:
  - Practical guidance is needed that translates the high expectations into something accessible for SME tour operators. The Roundtable's HRIA tool provides a good basis for that.
  - Identify synergies among tourism companies and join forces to conduct HRIAs (e.g. among members of the Roundtable).
  - A broad network helps identifying the stakeholders to consult (e.g. through Roundtable).
  - Limit the scope to be able to go more in-depth.

- Interdisciplinary expertise is needed, including language, soft and intercultural skills for conducting the consultations.
- Work with local partners that can help you to get access to rights-holders – especially vulnerable groups such as children, indigenous people and women.
- A stepwise approach is also possible: Companies who do not decide to conduct a full-fledged HRIA can still use specific HRIA guidance materials provided in the HRIA tool (e.g. for worker interviews)
- HRIAs allow to give stakeholders / affected rights-holders a voice, which in turn allows for new perspectives and priorities.

The [two webinars](#) conducted by the Roundtable help you to better understand the methodology applied in Thailand and Myanmar.

### Discussing the preliminary findings from the on-site assessments

The workshop participants worked in groups discussing positive and negative social impacts of tourism in the destinations assessed, human rights dilemmas encountered during the on-site assessments, prioritizing the issues and identifying potential measures that could be taken by tour operators. This included discussions around the following issue areas:

- Community-based tourism
- Economic inclusion/exclusion
- Loss of cultural identity through tourism and the rights of indigenous people
- Tourism planning/governance and related land management
- Working conditions and gender equality
- Protection of cultural heritage
- Project and school visits by tourists / child rights
- Environmental impacts (mainly water and waste management)

### Next steps

- As the HRIA tool is [now available](#) online, **feedback on the content is very welcome** and can be sent to [info@humanrights-in-tourism.net](mailto:info@humanrights-in-tourism.net).
- Based on the on-site consultations in Myanmar and Thailand as well as on the outcomes of the kick-off workshop in Bangkok (September 6<sup>th</sup>), the closing workshop in Yangon (September 17<sup>th</sup>) and the follow-up workshop in Berlin (October 22<sup>nd</sup>), **an action plan with potential follow-up measures and responsibilities is currently being developed** in collaboration with Roundtable members and will be integral part of the HRIA report to be published in spring 2020.
- The **results will be disseminated and discussed** by Roundtable members (e.g. tourism associations, RT representatives, NGOs etc.) and their channels (e.g. newsletters, webinars, workshops, trainings etc.). This includes events planned for 2020 such as a public discussion at ITB Berlin (March 2020), the Roundtable Symposium in Switzerland (25-26 June 2020) etc. The Roundtable is also exploring how the results can be made available to relevant stakeholders in Thailand and Myanmar through local partners. Any ideas and suggestions in this regard are welcome.

## List of participants

| No. | Name              | Prenome    | Organisation   |
|-----|-------------------|------------|--|
| 1   | Braun             | Ulrike     | DER Touristik Central Europe   |
| 2   | Busche            | Dorothea   | DRV  |
| 3   | deWinter Schmitt  | Rebecca    | twentyfifty  |
| 4   | Eichkorn          | Nora       | Import Promotion Desk  |
| 5   | Prof. Dr. Gronau, | Werner     | University of Applied Sciences Stralsund   |
| 6   | Grunwald          | Swantje    | Gebeco   |
| 7   | Hardeman          | Gerben     | ANVR   |
| 8   | Henning           | Britta     | Erlebe Fernreisen  |
| 9   | Heurtier          | Anais      | Travelife  |
| 10  | Hopfer-Kubsch     | Ruth       | Studiosus Reisen   |
| 11  | Huesken           | Danica     | GIZ Scout at DRV   |
| 12  | Jean-Francois     | Rika       | ITB  |
| 13  | Käufer            | Florian    | TFC Airlebnis Reise & Event GmbH   |
| 14  | Kogge             | Lara       | GIZ  |
| 15  | Krütten           | Maren      | nomad Reisen   |
| 16  | Monshausen        | Antje      | Tourism Watch/ BfdW  |
| 17  | Dr. Putz          | Miriam     | HH Stiftung Wirtschaftsethik   |
| 18  | Reyhanloo         | Tony       | DER Touristik Suisse   |
| 19  | Schmid            | Roland     | SRV  |
| 20  | Schmidt           | Sina-Aline | Fair Tourism NL  |
| 21  | Tribolet          | Emilie     | Secrétariat d'Etat à l'économie SECO, Direction du travail, Affaires internationales du travail DAIN |
| 22  | Vonwirth          | Anne       | Global Compact Network Germany   |
| 23  | Wilks             | Saskia     | Business and Human Rights Resource Center  |
| 24  | Wolf-Gorny        | Louisa     | GIZ  |



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

Workshop

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# Roundtable Human Rights in Tourism



# Agenda

| Time                 | Program   |
|----------------------|---|
| 9:00 – 9:30          | <i>Arrival of participants</i>  |
| 9:30 – 10:00         | Welcome & introduction  |
| <b>10:00 – 11:00</b> | <b>Presentation of the HRIA „blueprint“ project</b>                             |
| <b>11:00 – 11:30</b> | <b>Preliminary findings of the on-site assessment in Thailand &amp; Myanmar</b> |
| <b>11:30 – 12:30</b> | <b>Break-out 1: Discussing dilemmas</b>   |
| 12:30 – 13:30        | <i>Lunch Break</i>  |
| <b>13:30 – 14:30</b> | <b>Break-out 2: Prioritising issues</b>   |
| <b>14:30 – 16:00</b> | <b>Break-out 3: Identification of follow-up measures</b>                        |
| <b>16:00 – 16:45</b> | <b>Plenary discussion on follow-up measures &amp; next steps</b>                |
| 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"> <li>Development of practical guidance for tour operators with a focus on medium and small businesses (blueprint) incl. training of RT members during process</li> <li>Integration in get-started tool</li> </ul> | <ul style="list-style-type: none"> <li>Finalization of blueprint based on value chain assessment</li> <li>Dissemination of findings and practical guidance to tourism enterprises</li> </ul> |
| Output          | <ul style="list-style-type: none"> <li>Draft blueprint</li> <li>IT-concept for integration in get started tool</li> </ul>   | <ul style="list-style-type: none"> <li>Final blueprint: practical guidance that can be applied by tourism enterprises</li> </ul>   |

## 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"> <li>Planning &amp; scoping</li> </ul>  | <ul style="list-style-type: none"> <li>Destination assessment &amp; consolidation of findings</li> </ul> | <ul style="list-style-type: none"> <li>Action plan &amp; Dissemination</li> <li>ITB presentation / Panel</li> </ul>  | <ul style="list-style-type: none"> <li>Implementation of action plan</li> </ul> |
| Output          | <ul style="list-style-type: none"> <li>Stakeholder map;</li> <li>Scoping paper;</li> <li>Value chain map;</li> <li>Detailed impact assessment plan</li> <li>Interview guidance</li> </ul> | <ul style="list-style-type: none"> <li>Destination assessment draft report</li> </ul>                    | <ul style="list-style-type: none"> <li>Action plan including concrete recommendations</li> <li>Final impact assessment report</li> <li>Presentation at ITB Berlin in March 2020</li> </ul> |   |

## 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.

|  |   |  |  |   |
|--|---|--|--|---|
| <br>Travel organisation & booking | <br>Transportation | <br>Accommodation | <br>Food & beverage | <br>Activities |
|--|---|--|--|---|

|   |   |  |
|---|---|--|
| <div>RESTAURANT</div> <h2>Children's rights</h2> <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><a href="#">LEARN MORE</a> <a href="#">SELECT</a></div> | <div>RESTAURANT</div> <h2>Workers' rights</h2> <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><a href="#">LEARN MORE</a> <a href="#">SELECT</a></div> | <div>RESTAURANT</div> <h2>Community impact</h2> <p>Restaurants may have negative impacts on communities if they primarily source imported food or products and do not employ local staff.</p> <div><a href="#">LEARN MORE</a> <a href="#">SELECT</a></div> |
|---|---|--|

# 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.

|   |  |  |
|---|--|--|
| <h2>Communication and reporting</h2> <p>Transparency is an important aspect of responsible business conduct. Public communication on identified risks and measures taken increases a company's credibility and accountability.</p> <p><a href="#">LEARN MORE</a> <a href="#">SELECT</a></p> | <h2>Grievance mechanisms</h2> <p>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.</p> <p><a href="#">LEARN MORE</a> <a href="#">SELECT</a></p> | <h2>Impact assessment</h2> <p>For areas where salient human rights risks have been identified, tour operators should conduct more in-depth human rights impact assessments (HRIAs).</p> <p><a href="#">LEARN MORE</a> <a href="#">SELECT</a></p> |
|---|--|--|

# 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>

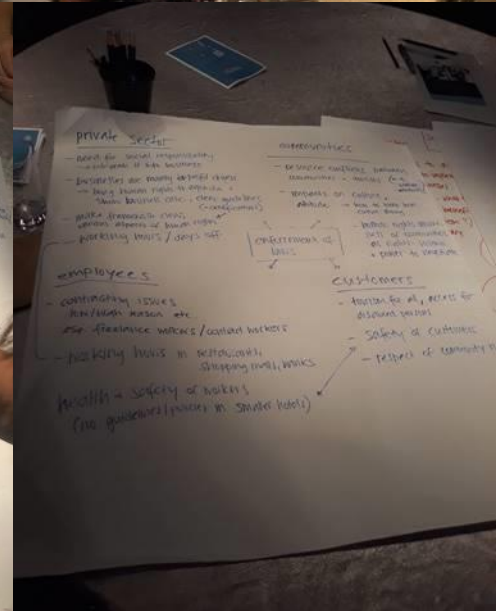
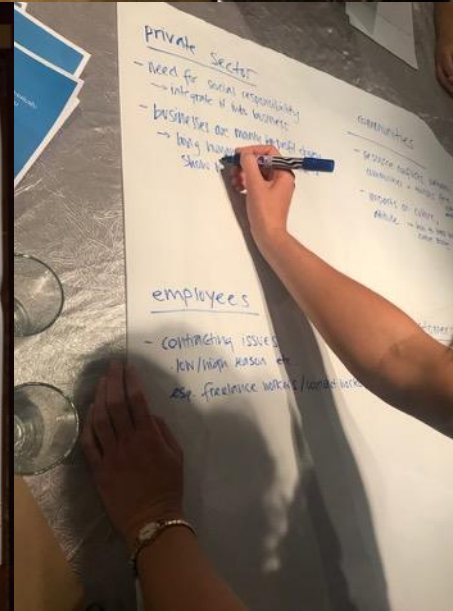
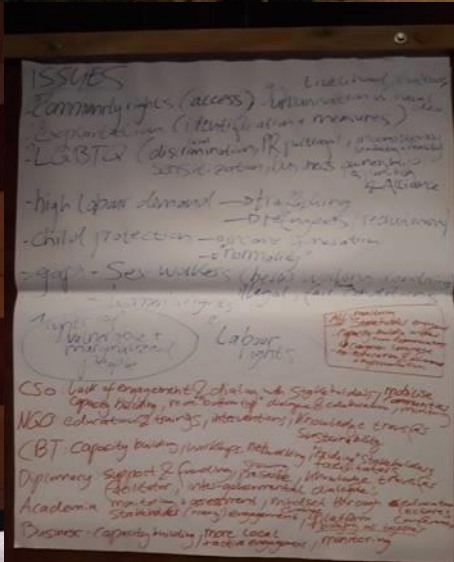
# *Preliminary findings of the on-site assessment in Thailand & Myanmar*



# 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                 |
| <b>Total</b>               | <b>417</b>         |

# Kick-off in Bangkok



# Who we met in Thailand

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



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



# 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



# focus right

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