

Phase 5: Analysis & follow-up measures

Step 5.2: Follow-up measures

How to establish an action plan including indicators for the monitoring?

You now have a list of concrete measures to mitigate or prevent the impacts identified. Use the provided [template](#) to create your action plan, ensuring each action has clear timelines, targets, indicators and responsibilities for its implementation.

The development of **human rights-related indicators** will help to assess the effect and success of follow-up measures. Those indicators need to be integrated into the action plan for the purpose of steering and result checking. Based on the monitoring results, the human-rights related indicators should be frequently evaluated and advanced.

The Roundtable Human Rights in Tourism provides a list of human rights-related indicators for tour operators to be integrated in the following areas.¹

Area of measures	Exemplary human rights-related indicators
Management	<ul style="list-style-type: none"> • Number of service providers who have signed a <i>Supplier Code of Conduct</i> or contractually agreed to standards and labour conditions • Number of investment agreements with human rights clauses • Number of measures to reduce identified human rights hazards
Awareness raising and training	<ul style="list-style-type: none"> • Number of human rights trained employees • Number of human rights training programmes for service providers
Customer information	<ul style="list-style-type: none"> • Existence of customer information on human rights, e. g. in the scope of travel leaflets, country information, consultations etc. (yes / no indicator)
Survey/human rights impact assessment	<ul style="list-style-type: none"> • Number of destinations checked within the scope of survey • Number of destinations with corruption risks • Number of stakeholders interviewed on human rights risks • Existence of a business-related itemisation/chart of human rights risk areas (yes / no indicator) • Number of service providers with whom an active dialogue on human rights is being conducted • Number of service providers with whom human rights risks have been identified • Non-discrimination staff satisfaction index (anonymous employee survey)
Grievance and remedy	<ul style="list-style-type: none"> • Number of incidents reported at the grievance office • Number of complaints satisfactorily resolved for the affected party

¹ Roundtable Human Rights in Tourism (2016): Human Rights in Tourism. An Implementation Guideline for Tour Operators, <https://www.humanrights-in-tourism.net/sites/default/files/media/file/2019/implementation-guideline-human-rights-tourismen-537.pdf>, p. 27.

Human Rights Impact Assessment

Continuously monitor the implementation of the action plan and consult with local stakeholders where relevant. Consider engaging with rights-holders (e.g., persons consulted in the context of this assessment) in the monitoring of the action plan (or certain measures) to strengthen accountability and build trust between the parties involved in the human rights impact assessment (HRIA).²

² Danish Institute for Human Rights (2020): Human Rights Impact Assessment. Guidance and Toolbox, <https://www.humanrights-in-tourism.net/sites/default/files/media/file/2022/rc220danish-institute-hria-toolbox-and-guidance-2020-2009.pdf>, p. 102 ff.