



Human Rights in Tourism

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Not a new issue in tourism...

- Since the 1970's advocacy from Southern NGOs
- Since 1990's political correctness: Travelling in sensitive countries?
- Since 2000 from the individual decision to corporate responsibility / CSR-debates in Tourism
- Putting tourism to rights – for a human rights approach in Tourism (Tourism Concern, 2009)



New attention on Human Rights in Tourism

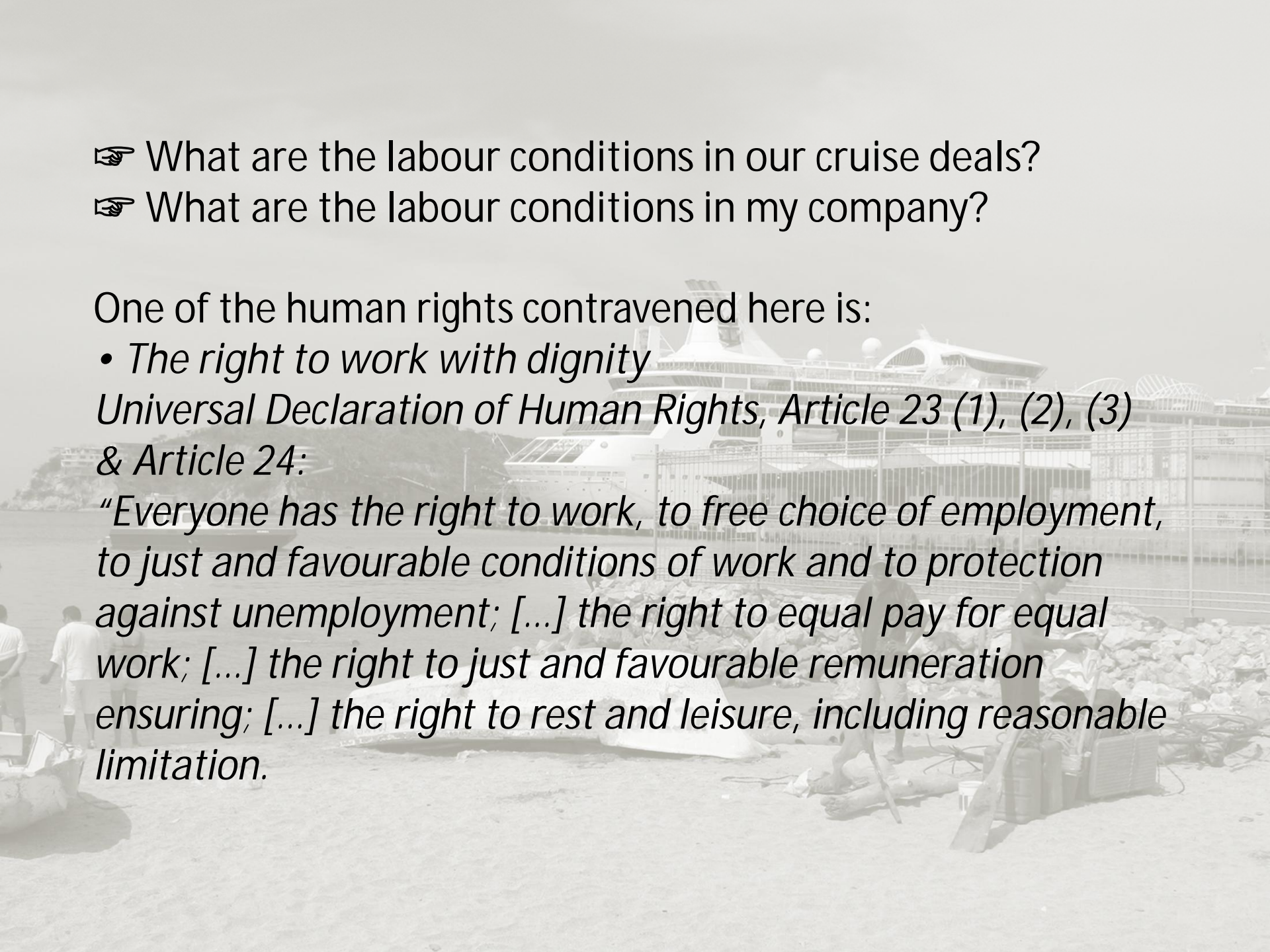
- Increasing awareness of clients, investors and the media
- New attention on business and human rights
- High number of risk-hours in tourism due to the international nature of tourism and the complex supply chain in tourism.
- Tourism as an important economy gains more attention in emerging economies



Human Rights Risks in Tourism

- Labour conditions and child labour
- Commercial sexual exploitation and human trafficking
- Land acquisition and land-right infringements
- The right to water and sanitation
- Economic exploitation through market monopolies or exploitative tax arrangements
- Cultural exploitation
- Climate change and its consequences
- Others...



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- ☞ What are the labour conditions in our cruise deals?
 - ☞ What are the labour conditions in my company?

One of the human rights contravened here is:

- *The right to work with dignity*

*Universal Declaration of Human Rights, Article 23 (1), (2), (3)
& Article 24:*

“Everyone has the right to work, to free choice of employment, to just and favourable conditions of work and to protection against unemployment; [...] the right to equal pay for equal work; [...] the right to just and favourable remuneration ensuring; [...] the right to rest and leisure, including reasonable limitation.



ടൂറിസം സ്ത്രീകൾക്കായി
വാതിലുകൾ തുറക്കുമ്പോൾ
അടയ്ക്കപ്പെട്ട
വായായനങ്ങൾ ഏവ?

ടൂറിസ്റ്റ് ലേ
തിനെ
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കടമു കാണാൻ
സംരക്ഷിക്കുക

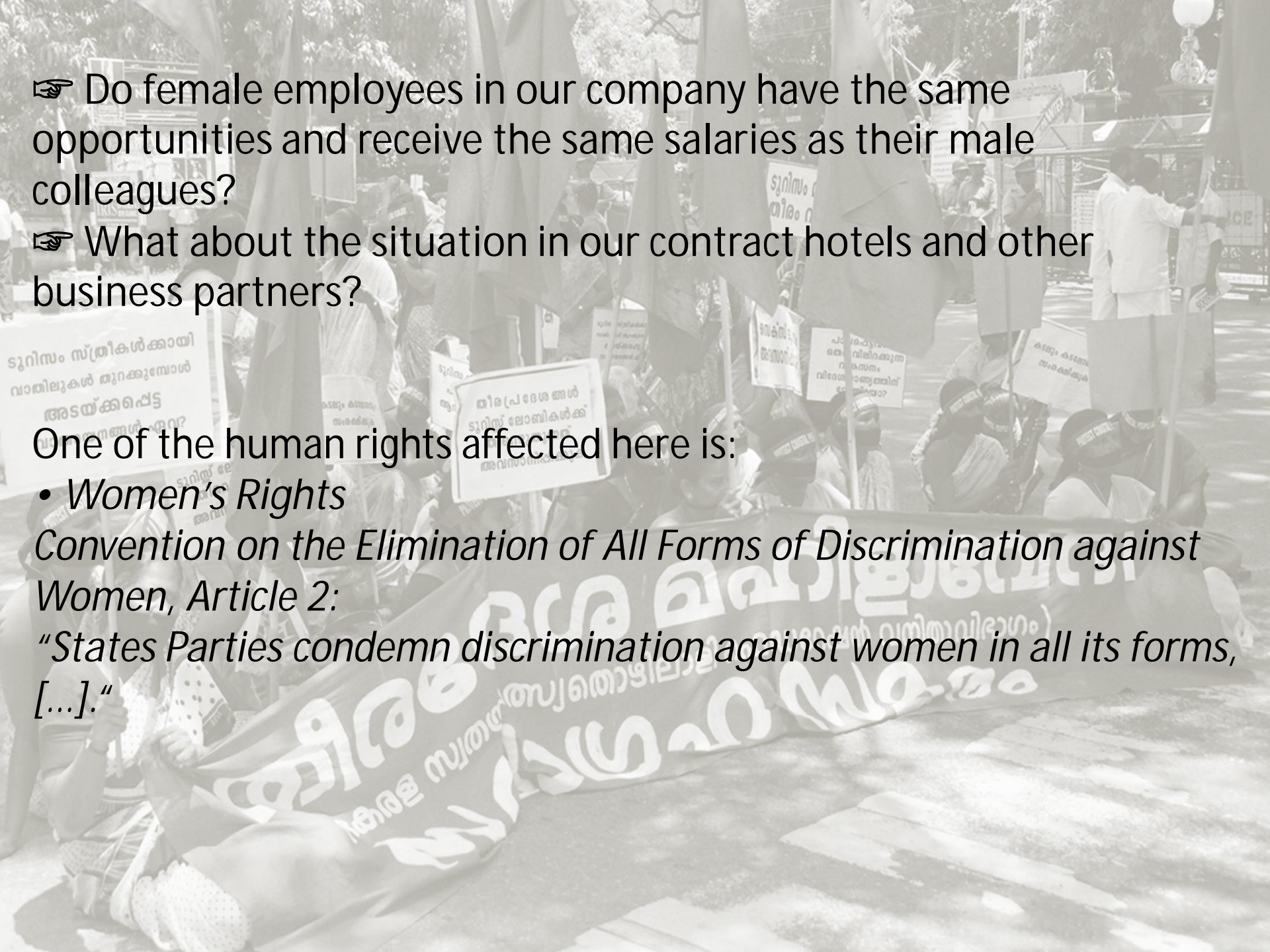
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പ്രദേശങ്ങൾ
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വിശദമാക്കുന്നതിന്
ശ്രമിക്കുക?

കടമു കാണാൻ
സംരക്ഷിക്കുക

തീരദേശ ഹെറിറ്റേജ്
തീരദേശ സുതാര്യതയ്ക്കായി
തീരദേശ ഹെറിറ്റേജ് വനിതാവിഭാഗം

- 
- ☞ Do female employees in our company have the same opportunities and receive the same salaries as their male colleagues?
 - ☞ What about the situation in our contract hotels and other business partners?

One of the human rights affected here is:

- *Women's Rights*

Convention on the Elimination of All Forms of Discrimination against Women, Article 2:

"States Parties condemn discrimination against women in all its forms, [...]."



قف

STOP

The background of the slide is a grayscale photograph of a construction site. On the left, a multi-story building is under construction, completely encased in a dense network of metal scaffolding. To the right, a more finished building with several windows is visible. In the foreground, a large, dark octagonal stop sign stands on a sidewalk. Two people are walking past the sign on the right side of the frame. The overall scene suggests a context of urban development or labor issues.

☞ We had planned to include the resort as an exclusive novelty in our portfolio – what should we do?

Human rights contravened here include:

- *The Rights of Migrant Workers*

International Convention on the Protection of the Rights of All Migrant Workers and Members of Their Families, Article 7

- *The right to protection against forced labour*

International Covenant on Civil and Political Rights, Article 8 (3a):

“No one shall be required to perform forced or compulsory labour.”

- *The right to work with dignity*

- *The right to an adequate standard of living*



ENTRY FOR
RESIDENTS
ONLY

☞ The resort is very popular with our clients. What should we do now?

Human rights affected here are:

- *The Right to Property*

Universal Declaration of Human Rights, Article 17:

(1) Everyone has the right to own property alone as well as in association with others.

(2) No one shall be arbitrarily deprived of his property.

- *The Rights of Indigenous Peoples*

International Covenant on Civil and Political Rights, Article 1/

International Covenant on Economic, Social and Cultural Rights, Article 1 and Article 10:

“Indigenous peoples shall not be forcibly removed from their lands or territories. [...]”



UN Guiding Principles on Business and Human Rights

“Protect, Respect and Remedy” Framework

State duty to protect	Corporate responsibility to respect	Access to Remedy
States' international human rights law obligations require that they respect, protect and fulfil human rights. This includes the duty to protect against human rights abuse by third parties through appropriate strategies, regulation and jurisdiction.	Businesses have the responsibility to respect all human rights. Hence, they must act with due diligence and avoid infringing on the rights of others.	Victims of business-related human rights abuse need better access to judicial and non-judicial means that allow them access to effective remedy, such as compensation or punitive sanctions.

- An internationally agreed reference framework specifying corporate responsibility to respect human rights.
- States' duty to protect and fulfil human rights is accompanied by companies' responsibility to respect.
- Concept of due diligence (including supply chain)

Commitment on human rights in tourism

In our activities in the tourism industry, especially as tour operators, we work on a daily basis for and with people: customers, employees including subcontractors, and the local population at destinations. These people are the basis for our business success and the quality of the services we provide. We respect their human dignity and rights.

We acknowledge the Universal Declaration of Human Rights and its legal binding implementation instruments as the basis for our business activities, in particular:

- the International Covenant on Civil and Political Rights
- the International Covenant on Economic, Social and Cultural Rights, as well as
- the Labour Standards of the International Labour Organisation (ILO).

Tourism affects many aspects of human rights, such as the right to information and participation in decision-making processes, to protection against discrimination, to housing, food, water, health and education, to work with dignity, to join trade unions, to protection against forced labour and to privacy. Moreover, the human rights of potentially high-risk groups must be protected, especially migrant workers, children, women, indigenous people and people with disabilities.

We welcome the *Guiding Principles on Business and Human Rights (UNGPs)* of the United Nations Human Rights Council. On their basis, we commit to our human rights responsibility and due diligence in tourism:

1. We have a human rights-based corporate policy.
2. Within the scope of our corporate possibilities, we carefully check the impact of our business activities on human rights.
3. We integrate human rights policy into our corporate culture, into the business management and into our cooperation with subcontractors.
4. We implement an appropriate grievance mechanism and strive to provide remedy in case of human rights abuse.
5. We frequently review the progress of our measures and report publicly.

We pursue the aim to constantly improve the human rights situation at the destinations where we are active. In dialogue with our employees and external stakeholders, we consistently conduct – within the scope of our influence – the implementation of human rights due diligence and agreed goals for continuous improvement.

Develop corporate
policy on human
rights

STRATEGY

Assess impact
of business activity
on human rights

Review progress
and
report publicly

REPORTING

SURVEY

REMEDY

INTEGRATION

Facilitate
complaints
and improve
situation for
affected
persons

Integrate human
rights into corporate
culture and
management

