



Welcome to the Roundtable's 2nd webinar on

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





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

Webinar

Wednesday 2 October 2019, 10:00 – 11:00 am CET



Agenda

Time	Program
10:00 – 10:10	Welcome & introduction
10:10 – 10:40	Presentation of the on-site assessment in Thailand & Myanmar and learning for the development of the HRIA “blueprint” tool
10:40 – 10:50	Q+A
10:50 – 11:00	Follow-up & next steps

Roundtable Human Rights in Tourism

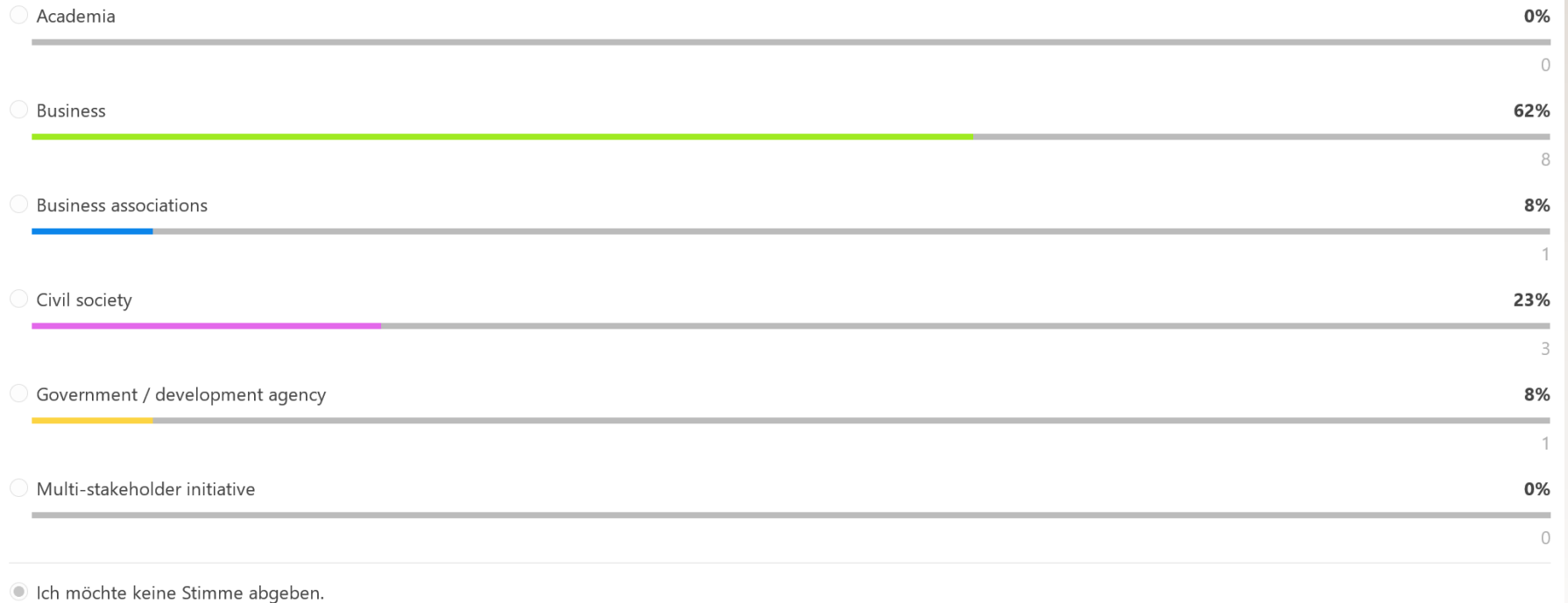


Short survey

Please indicate to which stakeholder group you would assign yourself?

Survey results

To which stakeholder group would you assign yourself?



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

Objectives of the webinar

1. **Inform** interested Roundtable members and other stakeholders about the conducted **on-site assessment** in Thailand and Myanmar;
2. Guide participants through content of blueprint for HRIA.

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:



BUSINESS SCOPING



HUMAN RIGHTS SCOPING



PREPARING
ON-SITE ASSESSMENT

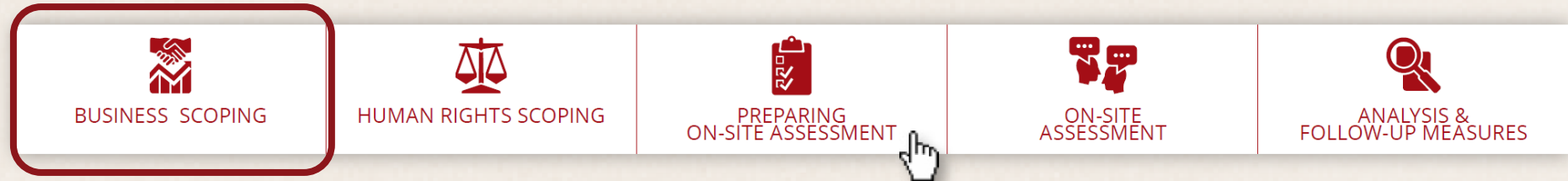


ON-SITE
ASSESSMENT



ANALYSIS &
FOLLOW-UP MEASURES

Phase 1: Business scoping



Where?

- select the **country**
- define **relevant products & the geographical scope**
- identify key **business partners**

Key outputs:

- list of **relevant products to be assessed**
- **geographical scope** of the assessment
- list of **business partners to be consulted**

Phase 2: Human rights scoping



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ANALYSIS &
FOLLOW-UP MEASURES

What?

- **map potential human rights issues** in the selected country
- **identify relevant stakeholder**
- **conduct desk research**

Key outputs:

- overview of **critical human rights issues**
- list of **relevant stakeholders** to be consulted

Phase 3: Preparing on-site assessment



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PREPARING
ON-SITE ASSESSMENT



ON-SITE
ASSESSMENT



ANALYSIS &
FOLLOW-UP MEASURES

How?

- define the **exact scope** of the assessment
- **prioritize the stakeholders** to be consulted
- develop an **assessment plan**
- **prepare the consultations**

Key outputs:

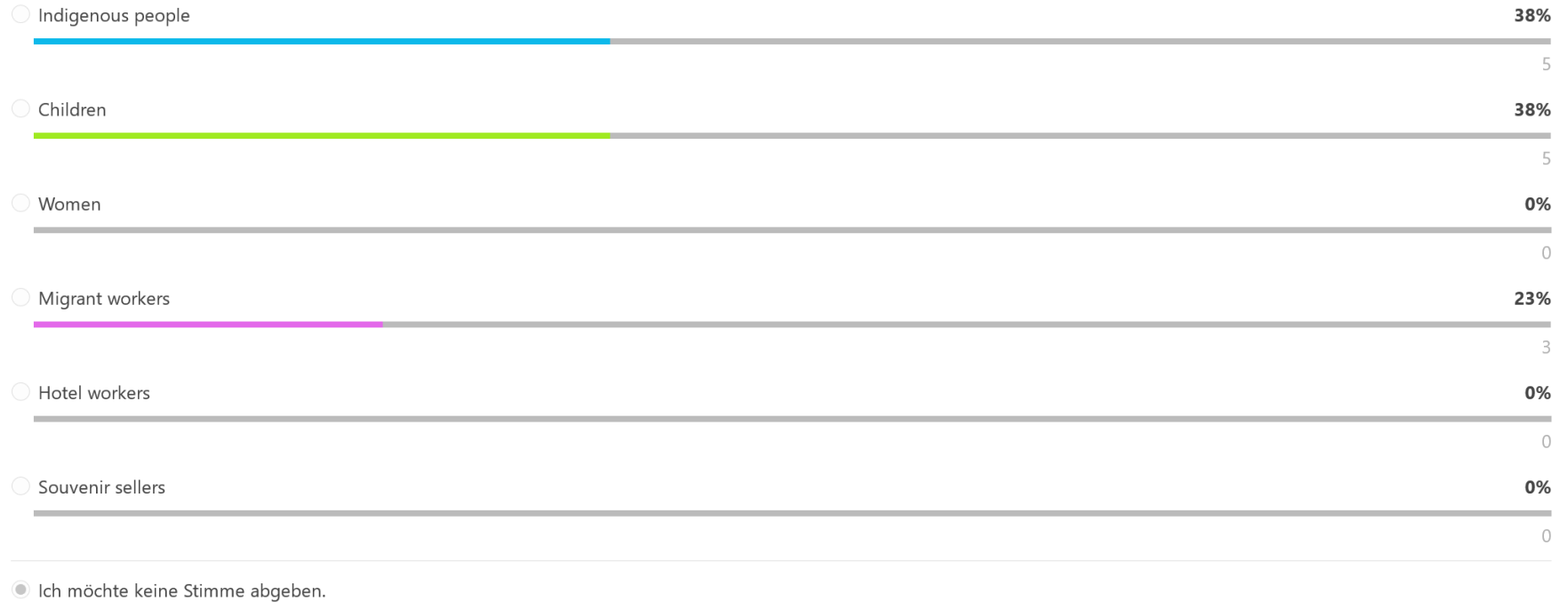
- detailed **schedule for the on-site assessment**
- set up of **assessment team**
- **on-site consultations** are scheduled

Short survey

In your opinion – which potentially affected group is the most difficult to access?

Survey results

In your opinion – which potentially affected group is the most difficult to access?



Step 1: Prioritization of stakeholders

Consider the following criteria:

- Make sure a broad range of stakeholder types are consulted;
- Find a good balance between business stakeholders, NGOs and others stakeholder groups;
- Pay **special attention to vulnerable rights-holders and/or their legitimate representatives**, including NGOs and civil society actors, as well as workers' representatives;
- Consider the availability and accessibility of selected stakeholders when planning and conducting your interviews.

Step 2: Assessment team

Checklist: Relevant criteria to select your assessment team		Yes/No
Inter-disciplinary skills and expertise	Human rights expertise	✓
	Knowledge of the local tourism industry and how it relates to human rights	✓
	Local context knowledge	✓
	Methodological expertise	✓
Neutrality	Diverse team members with different cultural and educational background	✓
Gender sensitivity	Ensure gender balance	✓
Local participation	Include local team members to build trust and have access to local networks	✓
Language	Local language skills, consider to hire a translator if only part of the team speak the local language	✓

Step 2: On-site schedule

6 Sept

17 Sept



2 October 2019

Webinar



Step 3: Preparation of consultations

The **general interview guide** is structured around **six human rights issues** as predefined in the „get-started“ tool and includes questions on:

- Worker's rights
- Children's rights
- Modern slavery
- Community impact
- Women's rights
- Customer rights

Phase 4: On-site assessment



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ANALYSIS &
FOLLOW-UP MEASURES

How?

- use **appropriate techniques for consultations**
- **code and analyse** the collected data

Key output:

- guidance on **interview techniques**
- points to consider when consulting **vulnerable groups**

Step 1: Conducting & summarizing consultations

Use different approaches and techniques to consult different stakeholder groups



Step 1: Conducting & summarizing consultations



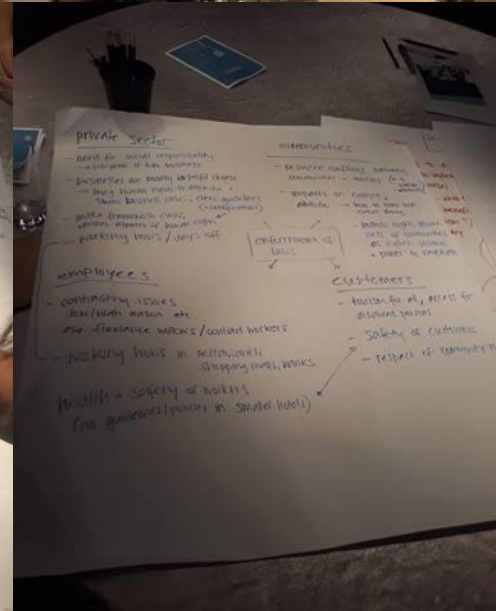
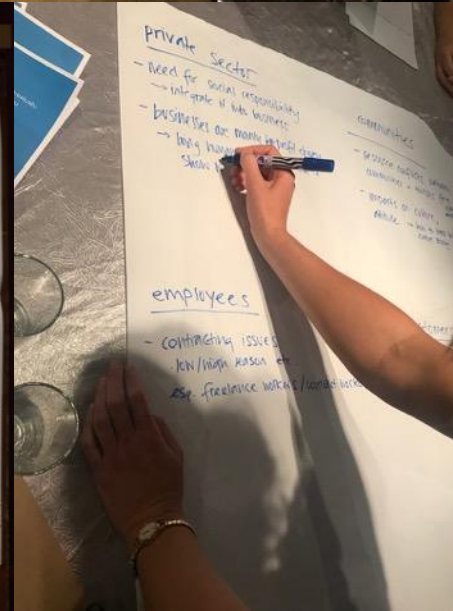
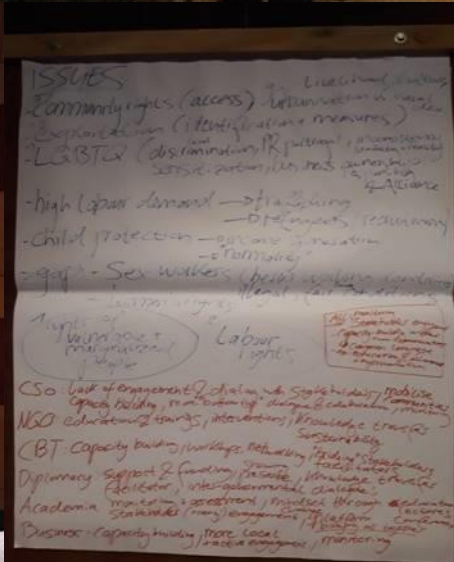
Step 1: Conducting & summarizing consultations

Interview summary			
Date and time of interview			
Location			
Number of participants			
Interviewee(s)' characteristics			
Issues	Description / affected groups	Comments	Possible solutions identified
Summary of main positive impacts mentioned:			
General questions			
Worker's rights			
Children's rights			
Modern Slavery			
Community impact			
Women's rights			
Customer rights			
Other issues			
Summary of main negative impacts mentioned:			
General questions			
Worker's rights			

Step 2: Things to consider during on-site consultations

- Build the **participants' trust** at the beginning of the interview;
- **Explain the objectives** of the assessment, how the information will be used, and what type of material will be produced with the information;
- Always conduct the interviews in a **gender- and conflict-sensitive** way;
- Follow **specific rules** while interviewing vulnerable groups;
- Try to meet in a **place** the informant is **familiar** with and where he/she feels **comfortable**.

Kick-off in Bangkok



Who we met in Thailand

Bangkok

- 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

Chiang Mai

- Tour Guides
- Community based tourism leaders
- Indigenous women network
- DMCs
- Excursion providers
- Hotel management and staff

Phuket and Khao Lak

- 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

Impressions Thailand





Preliminary findings Thailand



Environmental
impacts



Criminalisation of sex
workers



Economic inclusion



Women's rights /
sexual harassment



Working conditions



Child rights



Contribution to drug
consumption



Loss of cultural
identity



Land grabbing

Who we met in Myanmar

✓ **Ubain Bridge / Amarapura**

- Street vendors
- Boat drivers
- Weaving / souvenir shop

✓ **Mandalay**

- Tour guide groups
- Hotel management & staff
- Paung Daw Oo school
- Souvenir production
- Transportation company

✓ **Mingun**

- Street vendors
- Tour transport drivers
- Pagoda trustee

✓ **Myaing CBT villages**

- CBT management
- CBT village committee members

✓ **Bagan**

- 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

✓ **Inle lake**

- Incoming agent
- (vocational training) schools
- Boat production
- Weaving / souvenir shop
- UN-Organisations
- Women's network

✓ **Yangon**

- 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



Phase 5: Analysis & follow-up measures



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PREPARING
ON-SITE ASSESSMENT



ON-SITE
ASSESSMENT



ANALYSIS &
FOLLOW-UP MEASURES



Next?

- **code and analyse** the collected data
- identify appropriate **follow-up measures**
- **communicate** the findings and the next steps



Key output:

- collected information is **analysed and summarized**
- appropriate **follow-up measures**
- **final report** including next steps & concrete measures

Phase 5: Analysis & follow-up measures

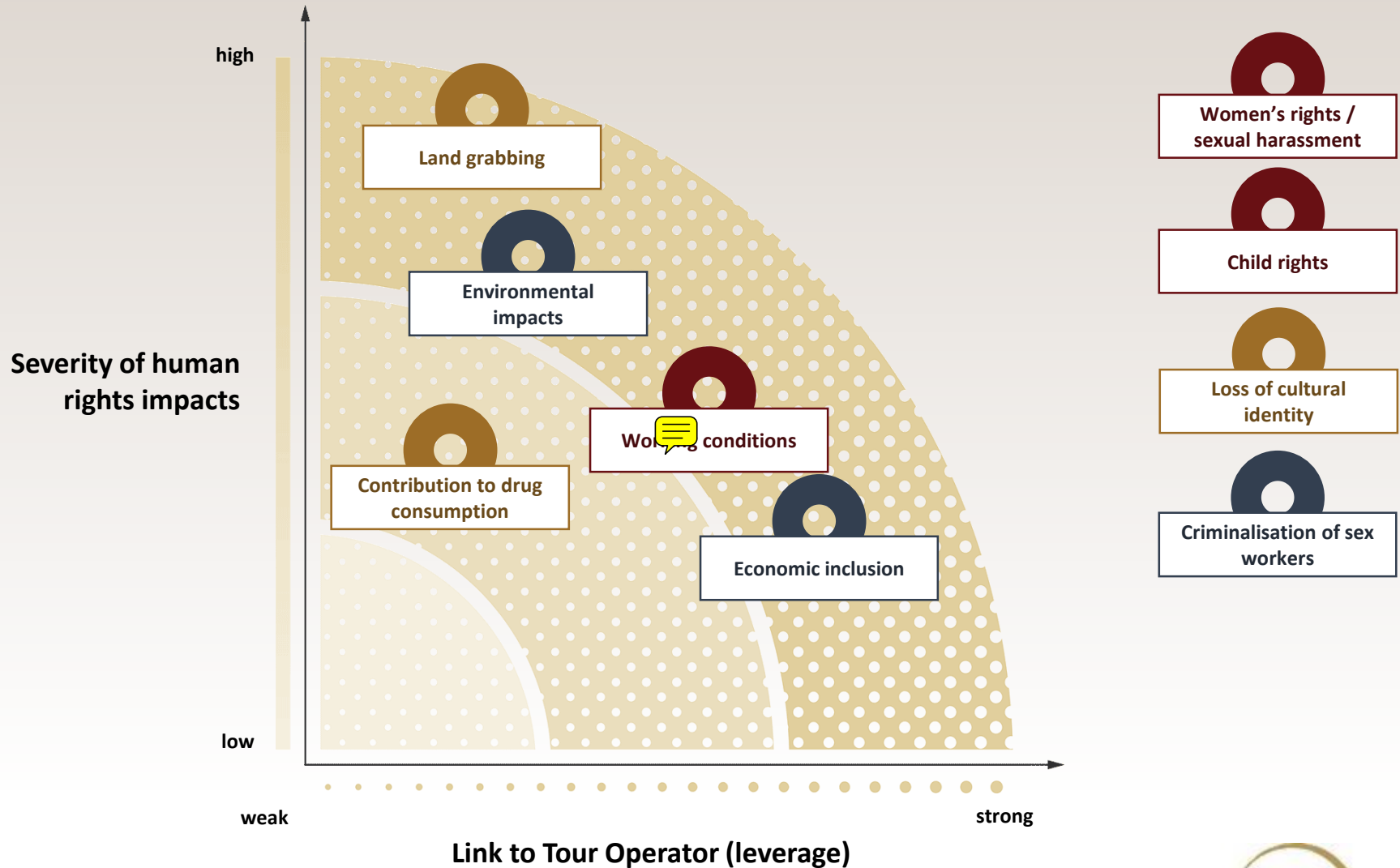
Step 1: Coding & analyzing findings

- Code the findings, verify conflicting information and fill the gaps.
- Cluster the information gathered in the interviews according to human rights issues. Differentiate between positive and negative impacts.
- Discard data that is not relevant.
- Prioritize the identified human rights issue areas according to the severity of their impact on people.

Step 2: Follow up measures

- Evaluate your ability to influence using the concept of leverage.
- Define follow-up measures for the main issues identified.
- Develop action plan including targets and indicators.


Phase 5: Analysis & follow-up measures



Step 2: Follow-up measures

Issue area	Leverage (high, medium, low)	Destination -specific measure	Internal company- specific measure	Potential Partner	Responsibility	Timeline	Target	Indicator
Environmental impacts		Water and waste management tools for hotels	Ongoing awareness raising					
Women's rights								
Contribution to drug consumption								
Sex workers / sexual harassment				Collaboration with Travelife				
Land grabbing								
Working conditions			Roll-out of sourcing policy and training of employees					
Loss of cultural identity		Participation communities in product development						
Economic inclusion		CBT						
Child rights				UNICEF; ECPAT				

Step 3: Reporting & communication

- Write a final assessment **report**;
- **Review** your report with a group of relevant internal and stakeholders;
- **Communicate** the findings and measures to rights-holders and other relevant stakeholders in an appropriate way;
- **Translate** the report into local languages and provide non-technical summaries;
- To **disseminate** your report you may also send it to relevant business partners, other companies in the same sector operating  in the region or civil society actors.

Next steps

- Summary of findings;
- Workshop with Roundtable Members and interested Tour Operators in Berlin to discuss follow up measures including roles and responsibilities of stakeholders (22 October 2019);
- Finalizing of report (summary of findings and follow up measures);
- Presentation at ITB;
- Dissemination in collaboration with partners (DMCs, CSOs and embassies);
- Follow up workshops in Thailand and Myanmar(?);
- Start implementation of follow up measures.

Q + A

During a **workshop** on
Tuesday, 22 October 2019 from 10:00 am to 4:00 pm

@ Bread for the World, Berlin

we will present the project results and discuss preliminary findings of
the assessment.

Please follow the Roundtable's website for latest news.



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