

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

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

¹ Roundtable Human Rights in Tourism (2016): Human Rights in Tourism. An Implementation Guideline for Tour Operators, <https://www.humanrights-in-tourism.net/implementation-guidelines>, p. 27.

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 (2016): Human Rights Impact Assessment. Guidance and Toolbox, https://www.humanrights.dk/sites/humanrights.dk/files/media/dokumenter/business/hria_toolbox/hria_guidance_and_toolbox_final_may2016.pdf 223795_1_1.pdf, p. 80-82.