# Documentation

**International Symposium "Human Rights in Practice: Tourism and the 2030 Agenda for Sustainable Development"**

**28 June 2018, 10.30 – 17.30**

**Naturefriends International, Vienna, Austria**

## 10:30 Welcome, Introduction, Agenda and Speakers

After a welcoming note from Manfred Pils, president of Naturefriends International (NFI), Antje Monshausen, chair of the Roundtable Human Rights in Tourism, welcomes all participants and speakers and explains the agenda of the day. She handed over the conference moderation to Katrin Karschat, NFI.

## 11:00 The interdependence of the 2030 Agenda for Sustainable Development and Human Rights – Keynote by Karin Lukas, Ludwig Boltzmann Institute of Human Rights

The symposium starts with an **introduction on the linkages between human rights and the Sustainable Development Goals (SDGs)**. **Karin Lukas** shows the overlaps and gives first ideas how to combine the two concepts in tourism practice:

- *The SDGs are a universal framework which is applicable to all countries.*
- *Alongside a wide range of social, economic and environmental objectives with strong linkages to economic and social rights, the 2030 Agenda commits to "more peaceful, just and inclusive societies" with attention to democratic governance, rule of law, and access to justice. The 2030 Agenda explicitly refers to universal respect for equality and non-discrimination which is the main human rights principle.*
- *As the most important political framework for development and therefore being very ambitious, a key challenge lies in the implementation of the 2030 Agenda - a challenge shared with human rights.*
- *Another central issue is monitoring the implementation of the SDGs. Here, a relevant online database which links the SDGs with human rights information is the SDG-UPR-Explorer.*

## 11:30 Human Rights issues and Sustainable Development Goals (SDGs) – Examples of practical approaches on workers' rights along the supply chain

Roundtable members and partners present different approaches to integrate SDGs into tourism practice with a focus on decent working conditions in destinations. The presentations are followed by a discussion with all participants.

- **Clare Jenkinson (ABTA): cf. presentation**
  - explains how ABTA responds to the Modern Slavery Act with practical guidance for its members along a six-step approach (Commit, Assess, Act, Remedy, Monitor, Communication) and also through e-learning
  - The Modern Slavery Act causes and contributes to human rights awareness, also with smaller tour operators who are not legally obliged to the Act: 1. Smaller TOs are supplier to bigger companies and need to act, 2. Lots of actions in bigger companies will be followed by smaller companies as best practice
  - Advice to members to work with Travelife for tour operators and accommodations to create an on-going process to monitor the Modern Slavery Act; KPIs as a tool (see e.g. TUI Modern Slavery Statement)

- **Ann-Katrin Dolium and Maria Sjödin (Schyst Resande)**
  - report on their campaign on living wages for Burmese migrant workers in Thailand.
  - The concept of living wage is described by the Universal Declaration on Human Rights as well as by ILO, but in practice national minimum wages mostly do not reach what is needed as a living wage.
  - Schyst Resande did **research** in Thailand about wages of hotel workers (especially female hotel housekeepers and Burmese women migrants) in 2012, 2015 and 2017.
  - Schyst Resande started a successful **campaign** in Sweden to look into how hotel workers are treated in Thailand, and works with **tour operators** to address this issue and raise awareness.

- **Kerstin Dohnal (destination:development): cf. presentation**
  - presents her destination development approach, taking people's values and rights as basis for her work.
  - They are working with an impact chain based on social reporting standards. This gives a deeper insight in the impacts on people in the destinations.

- **Veronika Schanderl (Swisscontact): cf. presentation**
  - presents their adaption of ILO SCORE program for small hospitality businesses in Flores, Indonesia.
  - ILO SCORE focusses on commodity sector and bigger companies → Swisscontact, together with local partners, reduced content, adapted applicable speech and methods, used a participatory approach and translated contents in local language. The goal was to create relevant applicable tools for local companies, with a local anchoring through three local service providers.

## 13:45 Impulse & Exchange sessions: Human Rights Approaches in Business Operations

The afternoon workshop sessions offer a great opportunity to exchange and learn from each other. Experts give short impulses on four thematic areas to start a discussion on participants' experiences, challenges and questions. In two rounds, upcoming ideas, as well as already implemented approaches are collected and documented as inspiration and assistance for tourism businesses:

**Ruth Hopfer-Kubsch (Studiosus) & Martin Balas (TourCert):**
**How can dialogue with suppliers can be increased and common standards be developed?**

**Ruth Hopfer-Kubsch** presents Studiosus Reisen's approach on dialogue instruments:

- ***Self-checks to suppliers*** on an annual basis. Sustainability and human rights due diligence issues are surveyed in combination with their security-check. The results are evaluated subsequently and comparatively to get transparency, to promote communication, to increase knowledge of local conditions, and also serve as a basis for initiating recommendations - for Studiosus, their suppliers and also for their customers.
- All aspects of sustainability and in particular regarding social and human rights aspects are included in ***contracts*** for agencies, accommodation and transport. All clauses about sustainability and human rights are based upon the ILO core standards and on the UN guiding principles and are in accordance with the SDGs.
- S***upplier codes of conduct***
- ***Dialogue format "Forum for Hosts":*** In selected destinations with a special issue (e.g. post conflict problems; overtourism) Studiosus invites stakeholders working with them or being connected somehow to tourism to a round table talk. Often the results of these Forums are decisions between the participants to start joint actions aiming to improve their situation.

**Martin Balas** introduces Tourcert's tools:

- ***Self-Check for Suppliers:*** Self-assessment tool for suppliers to stimulate change processes with the suppliers and start a dialogue with tour operators (through exchange, possibly increased cooperation, etc.).
- ***Supplier Code of Conduct:*** formal safeguard to comply with sustainability practices, in addition to contracts (available in several languages), based on ILO core labour standards and GSTC criteria. Human rights in general (with regard to due diligence), child protection and equal opportunities, working conditions and environmental issues are integrated in both tools.

In the discussion the following aspects are noted:

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| **Self-checks and instruments for exchange**<br>○ can be used as orientation to discuss strengths and weaknesses; Important: Cooperation is not control!<br>○ Supplier Checks offer the possibility of directly initiating improvement programs in the area of human rights and child protection for tour operators = supply chain areas with need for action…<br>○ Challenge: talking to the employees of the suppliers<br>○ Raise awareness about the economic benefits for companies offering good working conditions<br>○ Some businesses are afraid to "look in the mirror" → need of visions and tools |
| **Formal commitments**<br>○ Demand of regulation –> governmental measures<br>○ Suppliers have to comply with legal rules/ regulations of the source markets<br>○ International guidelines should be the (binding) "framework"<br>○ Service quality/ satisfaction of customers as a driver → as dialogue to customers<br>○ Include aspects of local satisfaction/ participation |
| **Starting the dialogue**<br>○ Establish trainings to create knowledge |

- Human-to-human dialogue/ direct exchange with suppliers and stakeholders on bilateral level is crucial and helpful to get into dialogue on sustainability issues and human rights topics (e.g. personal meetings at events, tourism fairs, business trips but also tour guides' and customers' feedback, in contract negotiations and new acquisitions)
- Conversations need to be more practical (is too academic), Invite suppliers to talk on symposiums
- Dialogues as "listening to the concerns" (build up trust)
- The dialogue format needs to adapt to the type of destination
- Connect to other networks & exchange

**Matthias Leisinger (DER Touristik Suisse) & Markus Löning (Löning - Human Rights and Responsible Business): How can human rights information in destinations be gathered and tourism impacts be identified and prioritized?**

**Matthias Leisinger** and **Markus Löning** give an introduction on the methodology of risk analyses, explaining what is needed to assess risks and impacts, and how it can be decided what measures can be taken to mitigate these risks and impacts. They also discuss practical aspects of data collection with the participants.

**How to prioritize risks/ issues and decide on mitigating measures?**

1. Scale - how bad is the impact?
2. Scope - how many people are affected by the impact?
3. Remediability - Can the impact be reversed?
4. What's the company's leverage? ("Where do we have enough volume so we can actually make a difference?")

**Data collection**

- Where are areas I already work in; which contracts, agreements are already in place?
- Human Rights Impact Assessments regarding working conditions should first look at ILO core standards, then at the implementation of local labour laws including minimum wages.
- Always start at a very general level, then dig deeper and look at specific issues (funnel effect); overview is important
- Data needs to be comparable and data sources need to be reliable and professional
  e.g. Foreign service / embassy reports - but be aware that these official reports do often not yet reflect relevant data for assessing human rights topics (not skilled, do not want to share topics publicly)
- Gather different information from different sides, assess various perspectives/ information → all are stakeholders, make sure to involve as many stakeholder groups as possible
- Talk to people at the destination ("The person is the centre")
  - Legitimate rightsholders
  - Involve internal staff (of local agencies, tour guides and destination managers etc.) and communities and use them as risk assessors, to gather information from the destination
  - Avoid harm → Important considerations: who talks to people, are they able to speak openly, how do you ask the right questions, who has the power in those conversations, how do you protect the ones who speak openly?

**Impact measurement and mitigation**

- Be clear about how you define and measure "impact" – e.g. some actions have little impact on the economy but a huge impact on the social aspect
- Set up rules how to adapt to results: Where do I draw the line? e.g. end contracts in case of child exploitation/abuse → stick to those rules
- Choose relevant indices
- Value chain mapping
- Cycle at validation and prioritization

**Challenges**

- Critical reflection is important when it comes to evaluation of information
- How to quantify and compare qualitative data
- Salient issues
- Gathering direct data: time & money constraints especially for small tour operators

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| ○ Cultural differences and language as possible barriers<br>○ Compliance mechanisms need to be anchored locally<br>○ Reporting mechanisms: local vs. international hotlines |
| ○ Idea/ Offer: Roundtable collects information & creates manuals/ standards<br>○ Look for easy to use information for target group, learn from other sectors (textiles)<br>○ An impact assessment is more than certification/ auditing → it needs to create a relationship of trust and it takes time to get good quality information |

**Susana Ceron Baumann (Ventura Travel) & Theo Noten (ECPAT Netherlands):**
**How can human rights topics be communicated internally and towards customers?**

**Susana Ceron Baumann** introduces Ventura Travel's approach to communicate human rights topics internally. **Theo Noten** gives examples on ECPAT's strategy to communicate human rights topics externally. They then discuss further ideas and challenges with the participants.

| **The overall aim for communicating human rights topics is to <u>create awareness</u>** | |
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| **INTERNAL** | **EXTERNAL** |
| - CEO commitment on human rights topic is important<br>- Cooperation with/ membership in<br>  ▪ Civil society organisations<br>  ▪ NGOs<br>  ▪ Companies<br>- Human Resources (practical examples from Ventura):<br>  ▪ Fair Salary check with employees on a regular basis<br>  ▪ Anonymous feedback<br>  ▪ Ventura fund for employees in need<br>  ▪ Employees hold shares of the company<br>- Use HR topic in checklist for customers<br>- Code of conduct in contracts<br>- Training (personal and online) for employees and tour guides (mandatory)<br>- B2C CSR training for clients<br>- Use guides as "eye/ear on spot"<br>- Exchange between peers (Roundtable) | - Topic on website and client talk<br>- Involve clients in campaigns<br>- Take part in campaigns as destination/ company/ institution<br>- Reporting system: link on website (don't look away website)<br>- Use customer in monitoring system:<br>  ▪ Clients as "eye on spot" (voluntary, without limiting travel experience)<br>  ▪ Social Media comments<br>- Communicate, that discovering and dealing with human rights issues in a company shows the willingness to solve it<br>- Communicate human rights issues/ challenges as also part of the safety & security and quality management<br>- Talk about the people and their stories |
| **<u>Challenges</u>**<br>- Small travel/ sales volume in destination → How get commitment of partners/ suppliers<br>- Local language, cultural settings for transparent communication with suppliers<br>- International law standards vs. national law standards<br>- Individual Travellers → no guide = no local control on spot<br>- Easy to agree on legal and moral level, but a taboo topic like sexual exploitation is difficult to address, especially with customers –> How to communicate topics like child abuse in a "comfortable" way<br>- Some issues, such as land grabbing, are very complex and difficult to communicate<br>- Communication of the topics if you are a company/ institution that needs to be politically neutral<br>- Client does not see efforts of tour operator → is lost, does not know how to distinguish "good" TOs (Label jungle)<br>- → Consumer awareness is a big challenge | |

**Caroline Steimle (Futouris) & David Ville (Thomas Cook UK):**
**How can Public Private Partnership projects support decent work in tourism? How can Multi Stakeholder approaches work for sustainable development of tourism?**

**Caroline Steimle** and **David Ville** give an overview about their DeveloPPP.de-project „Total quality – Practice oriented education for hotel employees in Tunisia" and discuss with the participants about the set-up and stakeholders of the private-public partnership project.

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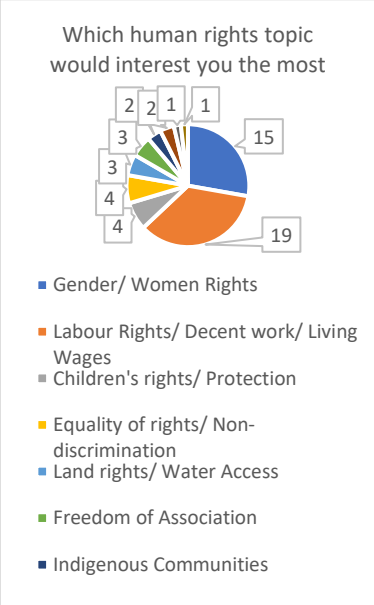
| Discussion about set-up / design of a more practically relevant education for trainees in the light of optimization of educational framework<br>○ Link between theory and practice<br>○ Development of qualification through "training of trainers"<br>○ Build-up an exchange and interaction between hoteliers – hotel school – trainees in order to secure a needs-oriented education |
| Discussion of the set-up / design of a more practise-oriented education for trainees in the light of human rights e.g.<br>○ Rest and breaks between shifts<br>○ Working conditions and working hours /duration (focus on minors)<br>○ Housing situation<br>○ Remuneration during traineeship |
| Discussion around the "understanding of sustainability" |

## 17:15 Closing

Participants were asked to name the human rights topic, that interest them most as well as to vote for the SDG that appears most important to them/ their work.

Many of the ideas and suggestions raised during the day, were further discussed during the Annual General Meeting of the Roundtable on the coming day (cf. Activity Plan 2018/2019).

Katrin Karschat thanked the speakers and all participants for their contributions.