

QC Travelife Training 2007

Travelife – People

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Tribal Voice Communications



1. Background - Impacts of Tourism
 - Economic
 - Social
 - Cultural
2. SS Handbook
3. SS Checklist
4. Participatory Group Exercise – Evidence Types
5. Role Play Exercise – Interviewing
6. Questions



- Generates economic improvement in destination countries
 - the major source of foreign exchange earnings in many countries
 - contributes to government revenues
 - generates employment and business opportunities locally
- Viewed as a driving force for development, especially in rural areas of developing countries, as can bring development to remote areas with little comparative advantage in other industries
- Can be a powerful force for improvement of social justice, international relations, environmental conservation and retention of culture



Travelife – People Negative economic, social & cultural impacts

- Cultural
 - Change or loss of religious and cultural traditions
 - Commodification, standardization & loss of authenticity
 - Loss of traditional livelihoods
- Social
 - Lack of access to natural resources
 - People displaced
 - Crime generation
 - Child labour
 - Prostitution and sex tourism
- Economic
 - Enclave tourism and all-inclusive packages
 - Increase in prices
 - Economic dependence and instability
 - Seasonal characters of jobs
 - Infrastructure cost
 - Income inequality
 - Economic leakage of tourism expenditure



- Studies on developing countries estimate that up to 80% of all money spent by tourists ends up leaving the host country (via foreign-owned tour operators, airlines, hotels, imported drinks and food, foreign guides, etc)
- Average of 70% leakage in the Caribbean
 - Bahamas 90% leakage
 - Jamaica 37% leakage
- Businesses should actively select locally produced goods wherever possible, and use and promote (to guests) local suppliers of goods and services
- Local communities not benefiting economically (and otherwise) from tourism is perhaps the greatest issue to be addressed

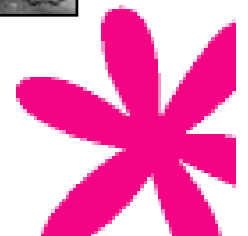


- Child prostitution and sex tourism
 - Each year, over a million children are exploited in the global commercial sex trade. Child sex tourism (CST) involves people who travel from their own country to another and engage in commercial sex acts with children.
 - Key markets are Asia and Africa – growing in Bulgaria/Eastern Europe, Dom Republic, etc.
 - Though tourism is not the cause of sexual exploitation, it provides easy access to it.
- Labour conditions
 - According to studies from the International Labour Organization, many jobs in the tourism sector are characterized by long hours, unstable employment, low pay, little training, poor chances for promotion and precarious employment conditions.
 - Employees should be paid at least the national legal minimum wage, not exceed maximum weekly working hours, be free to join a trade union if one is available, have access to an effective formal complaints procedure, etc.



- Child labour

- An estimated 13-19 million children and young people below 18 years of age (10-15 per cent of all employees in tourism) are employed in the industry worldwide.
- Child labour is a basic human rights violation. It suppresses the right to childhood and hinders the child's right to education. The obligation to work may affect the mental and physical development of a child.
- Poverty and culture are the root causes of child labour. Children work in order to contribute to the family income, which often is below the poverty line. Thus, the basic need for food pushes children into work.
- Young children are cheap and flexible employees, and child labour in tourism is common in both developing and developed countries, especially in small business activities related to hotels and restaurants, the entertainment sector or the souvenir trade. Children are also more easily subjected to harsh working and employment conditions.
- In hotels children work as bell-boys, waiters and waitresses, maids, hospitality workers or golf-caddies. In catering many serve dishes, are kitchen helpers or dish-washers. Others work as dancers, beach-boys and -girls, guides or hawkers.
- In Kenya, child labour is prohibited by law. A child is defined as a person under the age of 18 years. However, at the age of 15 -16 years, children are allowed to work in certain industries. In practice many children are working at a much lower age. It is estimated that about three million children between 6 and 14 years are working in Kenya (IPEC 1997).
- http://www.unicef.org.uk/publications/pdf/ECECHILD2_A4.pdf



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Community impacts

- Lack of dialogue and integration with local communities
 - One of the biggest issues faced – local communities seldom benefit from a hotel's presence. Hotels often contribute little if anything to local communities
- Lack of access to natural resources
 - Public beaches replaced by private beaches means that fishermen may not be able to launch crafts, etc.
 - Protected areas for tourism means that local people may not have access to housing materials, medicinal plants, etc.
 - Water shortages can be caused by tourist off-take for golf courses, swimming pools, baths/showers, etc.
 - Golf courses place a disproportionate demand on water supplies (some courses use up to 3,000 L per day) in a water poor country like South Africa where 15 million South Africans (32%) have no access to potable water
- Erosion of culture
 - Inappropriate visitor behaviour outside of hotel



1. ORGANISATION, REPORTING AND MANAGEMENT

- Policy, Training, Recording, Reporting, Involvement with Community/Business Groups
- To be covered in Simon Pickup’s session

2. TREATING PEOPLE FAIRLY

- Employment and Employee Relations

3. SOCIAL AND COMMUNITY ISSUES

- Choosing Suppliers
- Benefiting Communities and Vulnerable Groups
- Nurturing understanding



One size never fits all

- social priorities vary significantly from business to business and destination to destination, and in-country staff are best placed to evaluate them and make assessments
- most suppliers are usually already doing something; the SSH will help understand how much it is doing and provide tips and guidelines for improving performance

▸ Structure (3 columns)

KEY ISSUE

A key issue in tourism requiring action

BEST PRACTICE

What supplier can do - examples of best practice

OTHER ACTIONS + EXCEPTIONAL PRACTICE

Additional steps and actions that can be taken to tackle this issue



Travelife – People SS Checklist

Follow the evidence trail – need to gather evidence that demonstrates that the supplier is committed to making a difference i.e. is ACTION orientated, not simply paying lip service

	Treating People Fairly	YES	NO	N/A	Comments/Details
03.02.13	Is there an effective complaints procedure through which employees may raise grievances (including those about harassment) and seek redress?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
03.02.14	Are any children under the age of 14 working in the business?	<input type="checkbox"/>	<input type="checkbox"/>		
03.02.15	If so, are there special working times and conditions for children under the age of fourteen?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	



Travelife – People Documentation

- ▶ **Gather the necessary written evidence – may be in a variety of documents and in a variety of places e.g. on staff notice board so do visit staff areas**
- ▶ **Ask for appropriate documents to be sourced prior to your visit, so ready for you**
 - social policy, training manual, company annual report, company procedures
 - personnel records, employment contracts (blank if necessary)
 - pay slips, pay & hours records
 - staff timesheets
 - worker IDs / passports
 - staff bulletins
 - staff handbook
 - communications from 3rd parties



Observe the physical evidence:

- posters, staff notices, signs, visitor communications
- team briefings
- staff habits
- hours worked
- working conditions & welfare
- age of workers
- discipline & discrimination



If agreed with the hotel, randomly select workers for interviews

Need to protect workers' interests and job security

- Introductions
 - stress independent role
 - comments not linked to individuals
 - here to identify issues to improve conditions
- Not whistle blowing
- Where individual staff are interviewed, assure anonymity in interview minutes
- Avoid management interference & discrimination



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Group Exercises / Role Play



Select the following checklist questions:

Group 1: 03.02.02 + 03.02.03 + 03.05.01

Group 2: 03.02.04a + 03.02.04b + 03.05.02

Group 3: 03.02.05 + 03.02.06 + 03.02.07

Group 4: 03.03.01 + 03.03.02 + 03.03.03

Group 5: 03.02.14 + 03.02.15 + 03.04.03

and compile the following:

- What documents/ other written evidence would you request to see?
- Who would you interview and why – what types of questions would you ask?
- What observations would you need to make during a tour of the accommodation, and what parts of the facility would you need to visit?



Documentary evidence:

- Work permits / registration cards via employers and/or labour authorities
- Employment records (are workers officially declared?)
- National Employment Law – working hours for minors in tourism?
- ID / Passports (but be careful of forged documents to disguise employment of under-age children)
- Are there records of any debt owed by workers or deposits made by workers?
- Do pay-roll records indicate any 'stoppages' from pay? Are the reasons indicated?
- Are passports or other essential documents withheld?

Interviews:

- Ask employees indirect questions:
 - what year where you born?
 - how long have you been working here?
 - do you feel free to leave the job?



Documentary evidence:

- Purchasing agreements
- Sample contracts
- Purchasing procedures
- Agreements with local authorities, indigenous groups, associations
- Records / minutes of meetings
- External communications, awards
- Shopping guides for customers and tourists, holiday brochures, events listing for guests on local religious festivals, etc.

Observations:

- Facilities or locations accessible to locals
- Local products made available to customers
- On-site security
- Are children on or near the property seemingly involved in sex exploitation/trafficking?



Aim is to practice auditing against the more challenging elements of the checklist:

- You are to interview at the Sun and Surf Hotel in the Caribbean:
 - Mrs Michelle Arras, Facilities manager (also responsible for purchasing)
 - Mr Sam Montier, Human Resources manager
 - Mr Azibo Hendley, a randomly selected waiter
- To audit against (using open questions):
 1. 03.03.01 + 03.03.02 + 03.03.03
 2. 03.02.05 + 03.02.06 + 03.02.07
 3. 03.04.01 + 03.04.02 + 03.04.04a + 03.04.06a-d



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Questions?

