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## Appendix I

### Tourism Satellite Accounts (TSAs)

TSA are used to provide the following data: tourism's contribution to GDP; tourism's ranking compared to other economic sectors; the number of jobs created by tourism in an economy; the amount of tourism investment; tax revenues generated by tourism industries; tourism consumption; tourism's impact on a nation's balance of payments; and characteristics of tourism human resources.

Twelve tourism industries are identified as part of TSAs:

1. Accommodation for visitors
2. Food and beverage serving industry
3. Railway passenger transport
4. Road passenger transport
5. Water passenger transport
6. Air passenger transport
7. Transport equipment rental
8. Travel agencies and other reservation services industry
9. Cultural industry
10. Sports and recreational industry
11. Retail trade of country-specific tourism characteristic goods
12. Country-specific tourism characteristic industries

(Each industry is defined in terms of the UN International Classification of Economic Activities (ISIC Rev.4).)

As part of the TSA development process, the UNWTO considers it essential to develop the System of Tourism Statistics (STS). STS should be understood as that part of the national statistical system providing reliable, consistent and appropriate statistical information on the socio-economic aspects related to tourism, integrated within all the economic and social statistics related to other fields, at different territorial levels. The new International Recommendations for Tourism Statistics 2008 (IRTS 2008) and 2008 Tourism Satellite Account: Recommended Methodological Framework (TSA: RMF 2008) constitute the updated reference framework for the STS. Therefore, they should be used as a basis for harmonization, coordination and integration of available tourism statistical information.

Main sources: UNWTO: *TSA Basic concepts* (available online at [www.unwto.org/statistics/tsa/project/concepts.pdf](http://www.unwto.org/statistics/tsa/project/concepts.pdf)); *TSA project* (available online at [www.unwto.org/statistics/tsa/project.htm](http://www.unwto.org/statistics/tsa/project.htm)); and *System of Tourism Statistics* (available online at [www.unwto.org/statistics/sts/description.htm](http://www.unwto.org/statistics/sts/description.htm)).

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## Appendix II

### Full text of T20 joint communiqué, February 2010

1. The T20 Ministers' Meeting is a *member-driven initiative*, acting as a forum for the growth and development of sustainable tourism by promoting dialogue and the exchange of knowledge and best practices amongst the T20 economies.
2. At the invitation of the Republic of South Africa, *the T20 tourism ministers and high officials convened in Johannesburg* for a first meeting at a time when the world is starting to emerge from an unprecedented global economic recession, which impacted on all economic sectors, including tourism.
3. The Meeting had the full support of the United Nations World Tourism Organization (UNWTO), and was enriched by expert contributions from the International Labour Organization (ILO), the World Travel and Tourism Council (WTTC), the United Nations Environment Programme (UNEP), the United Nations Economic and Social Commission for Asia and the Pacific (UNESCAP) and the International Trade Centre (ITC).
4. *Considering* that travel and tourism is an important sector of the global economy, representing a direct contribution of between 6 per cent and 7 per cent of the global gross domestic product, with an even higher contribution when tourism-related sectors are taken into consideration;
5. *Stressing* that the sector should be recognized as a significant economic and development driver nationally and on multilateral economic platforms;
6. *Recognizing* that the sector plays an important role in employment in all countries of the world, providing 75 million direct jobs worldwide; has the capacity to accelerate job creation, and offers fast entry into the workforce, particularly for youth and women in urban and rural communities;
7. *Understanding* that the sector is particularly important as a source of export revenue, contributing 30 per cent of the world's services exports, amounting to US\$1 trillion a year, and 45 per cent of the total services exports in developing countries;
8. *Mindful* of the sector's great potential to encourage the transformation towards a greener and more sustainable economy;
9. *Taking into account* its ability to strengthen local economies, and promote and enhance local identities and cultural heritage to the benefit of future generations, and to build mutual understanding and tolerance between people in a stable and equitable world;
10. *Believing* that, as the world economy re-energizes following the recession, the tourism sector's contribution required for the global economic recovery stretches far and wide, and that growing an economically, environmentally as well as socially sustainable travel and tourism sector on an ethical basis can play a meaningful role to stimulate growth, create jobs, develop infrastructure and rural economies, promote trade, alleviate poverty, and particularly facilitate development in the least developed and emerging economies;
11. *Bearing in mind* that, although the process of recovery is under way, this is still fragile and uneven, and growing gross domestic product and employment remain the key challenges; and
12. *Convinced* that the economic crisis, and the coordinated international efforts that followed, demonstrated the importance of strengthened international cooperation and engagement to tackle global issues, and recognized, in this context, the need for tourism ministers and high officials to speak in a coordinated manner;
13. *Now therefore, the T20 Meeting explored* the synergies between strengthened global economic cooperation and the tourism sector's efforts to build resilience and stimulate new, sustained and responsible growth.
14. *Following a constructive and future-oriented meeting, ministers and high officials concluded with the following recommendations:*
  - (a) To strengthen the analytical base that underpins the economic and development case for travel and tourism.

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- (b) To intensify collaboration to position tourism as a key driver of sustainable economic and social development.
  - (c) To enhance the role of tourism to contribute towards creating new, decent employment opportunities, boosting trade, renewing infrastructure, and, above all, accelerating ethical and sustainable development, thereby expanding the reach of the economic benefits of tourism to a larger segment of the world population.
  - (d) To continue to examine broad international economic frameworks that have a significant impact on global tourism development.
  - (e) To increase cooperation between countries, working closely with stakeholders, with a view to facilitating international movement of tourists, addressing restrictive travel barriers, and fostering mutual understanding and collaboration.
  - (f) To engage and partner with the international community, including the UNWTO; G20; international and intergovernmental bodies such as UNEP, the ITC and the ILO; private sector organizations and associations such as the WTTC; national governments and regional organizations, and the European Commission, in order to advance tourism's role in stimulating the global economy, enhancing employment, creating decent jobs, alleviating poverty, supporting development, and transforming progressively into a greener, more sustainable economy.
15. ***Ministers and high officials expressed their appreciation*** to the South African Minister of Tourism, Mr Marthinus van Schalkwyk, and the South African Government for the leadership in hosting the first T20 Ministers' Meeting, and to the Republic of Korea for their gracious invitation to convene the second T20 Ministers' Meeting before November 2010 to review progress and continue this constructive dialogue.

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## Appendix III

### ILO/UNWTO statement on tourism and employment, September 2009

The International Labour Organization (ILO) and the World Tourism Organization (UNWTO) consider that:

- Tourism is one of the world's top job creators
- Tourism is a lead export sector
- Tourism is an important agent for development.
- Tourism can help the transition to a green economy

In response to the current challenges faced by tourism and employment worldwide and to the global economic crisis, the ILO and the UNWTO agree on the following points:

1. Sustainable tourism continues to be one of the most dynamic sectors of economic activities in modern times, generating a wide range of benefits for tourism host and tourist-generating countries and destinations, including employment generation, foreign exchange earnings and contribution to GDP.
2. The well-established resilience of tourism can help to alleviate the effects of the sharp economic downturn observed in other employment sectors resulting from the current financial and economic crisis. Thus, tourism can and should be used by governments and international financial institutions to reactivate the economies of countries affected by the current recession, especially by offering fresh, green and decent job opportunities.
3. The ILO and the UNWTO refer specifically to the ILO resolution, "Recovering from the crisis: A Global Jobs Pact" which stresses that: "Our response should contribute to a fair globalization, a greener economy and development that more effectively creates jobs and sustainable enterprises, respects workers' rights, promotes gender equality, protects vulnerable people ..." (ILO resolution, 2009)
4. Employment in the tourism industry should include not only job creation but it should ensure decent and productive work in sustainable enterprises through national and local tourism development strategies, new tourism products and services, with a high labour content, a high labour multiplying impact and a high level of sustainability.
5. All stakeholders should collaborate in order to improve employment regulations and working conditions in the tourism industries, in line with the Employment and Decent Work Agenda originally developed by the ILO and subsequently accepted widely by the UN system. Stakeholders should also ensure safety, equality and human dignity as well as adequate levels of remuneration in tourism employment, framed in a wider ratification by countries of the ILO Working Conditions (Hotels and Restaurants) Convention, 1991 (No. 172). Member States of both UN agencies are therefore encouraged to ratify and implement the minimum standards of ILO Convention No. 172.
6. Human resource development in tourism should be given priority attention by tourism businesses and trade unions, within the framework of sectoral social dialogue at all levels and supported by governments and educational institutions. People entering the tourism labour market should be given the opportunity to develop a rewarding career, to advance their professionalism and, altogether, the security of decent work. Improved labour market information can play a crucial role in all these developments.
7. Tourism has been recognized as one of the largest generators of employment, especially for those segments of the population with less access to the labour market, such as women, young people, immigrants and rural populations. There is a need for accurate, timely and comprehensive data on employment in the tourism industries. To this end, governments and the private sector should cooperate to ensure the proper measurement of employment in the tourism industries including the number of jobs directly generated by tourism, hours of work,

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compensation and the seasonality of employment. This data should also be disaggregated by gender, age, occupation, business type and size.

8. Tourism employment policies and statistics should refer to direct and indirect jobs generated by a diverse range of different activities, products, services, locations and size of companies.
9. Based on the cooperation agreement signed in December 2008, the ILO and the UNWTO will therefore carry out the following joint activities:
  - Undertake action programmes in two or three pilot countries to enhance the decent work potential of tourism.
  - Cooperate on HIV/AIDS, child labour, gender policy and other cross-cutting issues in tourism.
  - Continue the development of specialized tourism employment statistics.

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## Appendix IV

### **ILO–IHRA statement on tourism and employment, January 2010**

#### **The International Hotel and Restaurant Association (IH&RA) express the commitment to the ILO–UNWTO statement on tourism and employment**

The International Labour Organization (ILO) and the International Hotel & Restaurant Association (IH&RA), consider that:

- The hospitality sector and tourism is one of the world's top job creators.
- Tourism is a lead export sector.
- Tourism is a very important agent for development.
- The hospitality sector is helping the transition to a Green Economy to mitigate better the effects of the climate change.
- The hospitality sector is fighting against poverty in the world.

#### **In response to the current challenges faced by tourism and employment worldwide and to the global economic crisis, the ILO and the IH&RA agree on the following points:**

1. Sustainable tourism continues to be one of the most dynamic sectors of economic activities in modern times, generating a wide range of benefits for tourism host and tourist-generating countries and destinations, including employment generation, foreign exchange earnings and contribution to GDP.
2. The well-established resilience of tourism can help to alleviate the effects of the sharp economic downturn observed in other employment sectors resulting from the current financial and economic crisis. Thus, tourism can and should be used by governments and international financial institutions to reactivate the economies of countries affected by the current recession, especially by offering fresh, green and decent job opportunities.
3. The ILO and the IH&RA refer specifically to the ILO resolution, "Recovering from the crisis: A Global Jobs Pact" which stresses that: "Our response should contribute to a fair globalization, a greener economy and development that more effectively creates jobs and sustainable enterprises, respects workers' rights, promotes gender equality, protects vulnerable people ..." (ILO resolution, 2009).
4. Employment in the tourism industry should include not only job creation but decent and productive work in sustainable hospitality enterprises through national and local tourism development strategies, new hospitality products and services, with a high labour content, a high labour multiplying impact and a high level of sustainability.
5. All stakeholders should collaborate in order to improve employment regulations and working conditions in the tourism industries, in line with the Employment and Decent Work Agenda originally developed by the ILO and subsequently accepted widely by the UN system. Stakeholders should also ensure safety, equality and human dignity as well as adequate levels of remuneration in tourism employment, framed in a wider ratification or implementation of countries of the ILO's Working Conditions (Hotels and Restaurants) Convention, 1991 (No. 172). Member States of both UN agencies are therefore encouraged to ratify or implement the minimum standards of ILO Convention No. 172.
6. Human resource development in tourism should be given priority attention by tourism leaders, within the framework of sectoral social dialogue at all levels and supported by governments and educational institutions. People entering the tourism labour market should be given the opportunity to develop a rewarding career, to advance their professionalism and, altogether, the security of a decent work. Improved labour market information can play a crucial role in all these developments.

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7. Tourism has been recognized as one of the largest generators of employment, especially for those segments of the population with less access to the labour market, such as women, young people, immigrants and rural populations. There is a need for accurate, timely and comprehensive data on employment in the tourism industries. To this end, governments and the private sector should cooperate to ensure the proper measurement of employment in the tourism industries including: the number of jobs directly generated by tourism, hours of work, compensation and the seasonality of employment. This data should also be disaggregated by gender, age, occupation, business type and size.
  8. Tourism employment policies and statistics should refer to direct and indirect jobs generated by a diverse range of different activities, products, services, locations and size of companies.
  9. Based on this statement the ILO and the IH&RA will therefore examine how to carry out the following joint activities:
    - Undertake action programmes in some member hotel chains of IH&RA to enhance the decent work potential of tourism.
    - Cooperate on HIV/AIDS, child labour, migrant labour, gender policy and other cross-cutting issues in tourism.
    - Provide technical assistance to the programme of Émeraude Hotelier created by IH&RA in sustainable development in the hospitality sector on request.

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## Appendix V

### Full text of the Working Conditions (Hotels and Restaurants) Convention, 1991 (No. 172)

The General Conference of the International Labour Organisation,

Having been convened at Geneva by the Governing Body of the International Labour Office, and having met in its 78th Session on 5 June 1991, and

Recalling that international labour Conventions and Recommendations laying down standards of general application concerning working conditions are applicable to workers in hotels, restaurants and similar establishments, and

Noting that the particular conditions characterising work in hotels, restaurants and similar establishments make it desirable to improve the application of these Conventions and Recommendations in these categories of establishments and to supplement them by specific standards designed to enable the workers concerned to enjoy a status corresponding to their role in these rapidly expanding categories of establishments and to attract new workers to them, by improving working conditions, training and career prospects, and

Noting that collective bargaining is an effective means of determining conditions of work in this sector, and

Considering that the adoption of a Convention together with collective bargaining will enhance working conditions, career prospects and job security, to the benefit of the workers, and

Having decided upon the adoption of certain proposals with regard to working conditions in hotels, restaurants and similar establishments, which is the fourth item on the agenda of the session, and

Having determined that these proposals shall take the form of an international Convention;

adopts this twenty-fifth day of June of the year one thousand nine hundred and ninety-one the following Convention, which may be cited as the Working Conditions (Hotels and Restaurants) Convention, 1991:

#### *Article 1*

1. Subject to the provisions of Article 2, paragraph 1, this Convention applies to workers employed within:

- (a) hotels and similar establishments providing lodging;
- (b) restaurants and similar establishments providing food, beverages or both.

2. The definition of the categories referred to in subparagraphs (a) and (b) above shall be determined by each Member in the light of national conditions and after consulting the employers' and workers' organisations concerned. Each Member which ratifies the Convention may, after consulting the employers' and workers' organisations concerned, exclude from its application certain types of establishments which fall within the definition mentioned above, but where nevertheless special problems of a substantial nature arise.

3.(a) Each Member which ratifies this Convention may, after consulting the employers' and workers' organisations concerned, extend its application to other related establishments providing tourism services which shall be specified in a declaration appended to its ratification.

(b) Each Member which has ratified this Convention may, after consulting the employers' and workers' organisations concerned, further subsequently notify the Director-General of the International Labour Office, by a declaration, that it extends the application of the Convention to further categories of related establishments providing tourism services.

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4. Each Member which ratifies this Convention shall list in the first report on the application of the Convention submitted under article 22 of the Constitution of the International Labour Organisation any type of establishment which may have been excluded in pursuance of paragraph 2 above, giving the reasons for such exclusion, stating the respective positions of the employers' and workers' organisations concerned with regard to such exclusion, and shall state in subsequent reports the position of its law and practice in respect of the establishments excluded, and the extent to which effect has been given or is proposed to be given to the Convention in respect of such establishments.

#### *Article 2*

1. For the purpose of this Convention, the term "the workers concerned" means workers employed within establishments to which the Convention applies pursuant to the provisions of Article 1, irrespective of the nature and duration of their employment relationship. However, each Member may, in the light of national law, conditions and practice and after consulting the employers' and workers' organisations concerned, exclude certain particular categories of workers from the application of all or some of the provisions of this Convention.

2. Each Member which ratifies this Convention shall list, in the first report on the application of the Convention submitted under article 22 of the Constitution of the International Labour Organisation, any categories of workers which may have been excluded in pursuance of paragraph 1 above, giving the reasons for such exclusion, and shall indicate in subsequent reports any progress towards wider application.

#### *Article 3*

1. Each Member shall, with due respect to the autonomy of the employers' and workers' organisations concerned, adopt and apply, in a manner appropriate to national law, conditions and practice, a policy designed to improve the working conditions of the workers concerned.

2. The general objective of such a policy shall be to ensure that the workers concerned are not excluded from the scope of any minimum standards adopted at the national level for workers in general, including those relating to social security entitlements.

#### *Article 4*

1. Unless otherwise determined by national law or practice, the term "hours of work" means the time during which a worker is at the disposal of the employer.

2. The workers concerned shall be entitled to reasonable normal hours of work and overtime provisions in accordance with national law and practice.

3. The workers concerned shall be provided with reasonable minimum daily and weekly rest periods, in accordance with national law and practice.

4. The workers concerned shall, where possible, have sufficient advance notice of working schedules to enable them to organise their personal and family life accordingly.

#### *Article 5*

1. If workers are required to work on public holidays, they shall be appropriately compensated in time or remuneration, as determined by collective bargaining or in accordance with national law or practice.

2. The workers concerned shall be entitled to annual leave with pay of a length to be determined by collective bargaining or in accordance with national law or practice.

3. In cases where their contract expires or their period of continuous service is not of sufficient duration to qualify them for full annual leave, the workers concerned shall be entitled to paid leave proportionate to the length of service or payment of wages in lieu, as determined by collective bargaining or in accordance with national law or practice.

#### *Article 6*

1. The term "tip" means an amount of money given voluntarily to the worker by a customer, in addition to the amount which the customer has to pay for the services received.

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2. Regardless of tips, the workers concerned shall receive a basic remuneration that is paid at regular intervals.

*Article 7*

Where such a practice exists, the sale and purchase of employment in establishments referred to in Article 1 shall be prohibited.

*Article 8*

1. The provisions of this Convention may be applied by or through national laws or regulations, collective agreements, arbitration awards or judicial decisions, or in any other appropriate manner consistent with national practice.

2. For the Members where the provisions of this Convention are matters normally left to agreements between employers or employers' organisations and workers' organisations, or are normally carried out otherwise than by law, compliance with those provisions shall be treated as effective if they are applied through such agreements or other means to the great majority of the workers concerned.

*Article 9*

The formal ratifications of this Convention shall be communicated to the Director-General of the International Labour Office for registration.

*Article 10*

1. This Convention shall be binding only upon those Members of the International Labour Organisation whose ratifications have been registered with the Director-General.

2. It shall come into force twelve months after the date on which the ratifications of two Members have been registered with the Director-General.

3. Thereafter, this Convention shall come into force for any Member twelve months after the date on which its ratification has been registered.

*Article 11*

1. A Member which has ratified this Convention may denounce it after the expiration of ten years from the date on which the Convention first comes into force, by an act communicated to the Director-General of the International Labour Office for registration. Such denunciation shall not take effect until one year after the date on which it is registered.

2. Each Member which has ratified this Convention and which does not, within the year following the expiration of the period of ten years mentioned in the preceding paragraph, exercise the right of denunciation provided for in this Article, will be bound for another period of ten years and, thereafter, may denounce this Convention at the expiration of each period of ten years under the terms provided for in this Article.

*Article 12*

1. The Director-General of the International Labour Office shall notify all Members of the International Labour Organisation of the registration of all ratifications and denunciations communicated to him by the Members of the Organisation.

2. When notifying the Members of the Organisation of the registration of the second ratification communicated to him, the Director-General shall draw the attention of the Members of the Organisation to the date upon which the Convention will come into force.

*Article 13*

The Director-General of the International Labour Office shall communicate to the Secretary-General of the United Nations for registration in accordance with Article 102 of the Charter of the United Nations full particulars of all ratifications and acts of denunciation registered by him in accordance with the provisions of the preceding Articles.

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*Article 14*

At such times as it may consider necessary the Governing Body of the International Labour Office shall present to the General Conference a report on the working of this Convention and shall examine the desirability of placing on the agenda of the Conference the question of its revision in whole or in part.

*Article 15*

1. Should the Conference adopt a new Convention revising this Convention in whole or in part, then, unless the new Convention otherwise provides -

- (a) the ratification by a Member of the new revising Convention shall ipso jure involve the immediate denunciation of this Convention, notwithstanding the provisions of Article 11 above, if and when the new revising Convention shall have come into force;
- (b) as from the date when the new revising Convention comes into force this Convention shall cease to be open to ratification by the Members.

2. This Convention shall in any case remain in force in its actual form and content for those Members which have ratified it but have not ratified the revising Convention.

*Article 16*

The English and French versions of the text of this Convention are equally authoritative.

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## Appendix VI

### Full text of the Working Conditions (Hotels and Restaurants) Recommendation, 1991 (No. 179)

The General Conference of the International Labour Organisation,

Having been convened at Geneva by the Governing Body of the International Labour Office, and having met in its 78th Session on 5 June 1991, and

Having decided upon the adoption of certain proposals with regard to working conditions in hotels, restaurants and similar establishments, which is the fourth item on the agenda of the session, and

Having determined, following adoption of the Working Conditions (Hotels and Restaurants) Convention, 1991, that these proposals shall take the form of a supplementary Recommendation;

adopts this twenty-fifth day of June of the year one thousand nine hundred and ninety-one the following Recommendation, which may be cited as the Working Conditions (Hotels and Restaurants) Recommendation, 1991:

#### I. GENERAL PROVISIONS

1. This Recommendation applies to workers, as defined in Paragraph 3, employed within:

- (a) hotels and similar establishments providing lodging.
- (b) restaurants and similar establishments providing food, beverages or both.

2. Members may, after consulting the employers' and workers' organisations concerned, extend the application of this Recommendation to other related establishments providing tourism services.

3. For the purpose of this Recommendation the term "the workers concerned" means workers employed within establishments to which this Recommendation applies pursuant to the provisions of Paragraphs 1 and 2, irrespective of the nature and duration of their employment relationship.

4.(1) This Recommendation may be applied by or through national laws or regulations, collective agreements, arbitration awards or judicial decisions, or in any other appropriate manner consistent with national practice.

(2) Members should:

- (a) provide for the effective supervision of the application of measures taken in pursuance of this Recommendation through an inspection service or other appropriate means;
- (b) encourage the employers' and workers' organisations concerned to play an active part in promoting the application of the provisions of this Recommendation.

5. The general objective of this Recommendation is, with due respect to the autonomy of the employers' and workers' organisations concerned, to improve the working conditions of the workers concerned in order to bring them closer to those prevailing in other sectors of the economy.

#### II. HOURS OF WORK AND REST PERIODS

6. Unless otherwise determined by the methods referred to in paragraph 4(1), the term "hours of work" means the time during which a worker is at the disposal of the employer.

7.(1) The implementation of measures fixing normal hours of work and regulating overtime should be the subject of consultations between the employer and the workers concerned or their representatives.

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(2) The term “workers’ representatives” means persons who are recognised as such by national law or practice, in accordance with the Workers’ Representatives Convention, 1971.

(3) Overtime work should be compensated by time off with pay, by a higher rate or rates of remuneration for the overtime worked, or by a higher rate of remuneration, as determined in accordance with national law and practice and after consultations between the employer and the workers concerned or their representatives.

(4) Measures should be taken to ensure that working hours and overtime work are properly calculated and recorded and that each worker has access to his or her record.

8. Wherever practicable, split shifts should be progressively eliminated, preferably through collective bargaining.

9. The number and length of meal breaks should be determined in the light of the customs and traditions of each country or area and according to whether the meal is taken in the establishment itself or elsewhere.

10.(1) The workers concerned should, as far as possible, be entitled to a weekly rest of not less than 36 hours which, wherever practicable, should be an uninterrupted period.

(2) The workers concerned should be entitled to an average daily rest period of ten consecutive hours.

11. Where the length of paid annual holiday for the workers concerned is less than four weeks for one year of service, steps should be taken, through collective bargaining or other means consistent with national practice, to bring it progressively to that level.

### III. TRAINING

12.(1) Each Member should, in consultation with the employers’ and workers’ organisations concerned, establish or, where appropriate, assist employers’ and workers’ organisations and other institutions in the establishment of policies and programmes of vocational education and training and of management development for the different occupations in hotels, restaurants and similar establishments.

(2) The principal objective of training programmes should be to improve skills and the quality of job performance and enhance the career prospects of the participants.

## Appendix VII

### Core conditions for sustainable enterprise development

Conditions for a conducive environment for sustainable enterprises	Role of government in the promotion of sustainable enterprises	Examples of tourism-specific requirements
<b>Peace and political stability</b>	Facilitating and participating in social dialogue	A tourist destination in a politically stable environment will attract customers
<b>Good governance</b>	Labour law enforcement through efficient labour administration, including labour inspection	Effective anti-corruption measures, responsible corporate governance to guarantee long-term development of hotels and restaurants, resorts and other facilities
<b>Social dialogue</b>	Encouragement of voluntary concept of corporate social responsibility	Collective bargaining between employees and employers of the tourism industry is crucial to improve working conditions and reflects a positive image of the enterprise towards customers
<b>Respect for universal human rights and international labour standards</b>	Promotion of socially and environmentally responsible public procurement, lending and investment	Freedom of association, collective bargaining, abolition of forced and child labour and of discrimination is required in hotels and restaurants
<b>Entrepreneurial culture</b>	Promoting sectors and value chains	Creation of new hotel and restaurant resorts, and SMEs within the supply chain
<b>Sound and stable macroeconomic policy and good management of the economy</b>	Flexibility and protection to manage change	Monetary, fiscal and exchange rate policies are important to assure stable and foreseeable economic conditions for investors and local entrepreneurs
<b>Trade and sustainable economic integration</b>	Targeted programmes	Tourism contribution to poverty reduction, especially with regard to the value chain (intersectoral linkages)
<b>Enabling legal regulatory environment</b>	Research and innovation	Legal basis is required to enable tourism stability, to avoid corruption and efficiency costs, and a stable environment for customers
<b>Rule of law and secure property rights</b>	Access to information and business and financial services	An effective legal system is a core condition so that contracts are honoured, the rule of law respected and property rights secured, as well as for attracting investment and generating trust
<b>Fair competition</b>	Policy coordination and coherence	Fair travel, hotel, and restaurant prices including respect for labour and social standards without anti-competitive practices
<b>Access to financial services</b>	International policies	Facilitating and enabling foreign direct investment (FDI)
<b>Physical infrastructure</b>	Production and consumption patterns	High-quality infrastructure of physical facilities for hotels and restaurants, transport systems, utilities and other services, hospitals and its quantity is essential for enterprise sustainability
<b>Information and communications technology</b>	Supporting skills development	Accessibility to computers and the Internet for hotels/restaurants and their customers is fundamental to the development of the tourism industry
<b>Education, training and lifelong learning</b>		Education, training and lifelong learning are required in order to help workers to find good jobs and enterprises to find skilled workers
<b>Social justice and social integration</b>		Inequality and discrimination hinder sustainable development

<b>Conditions for a conducive environment for sustainable enterprises</b>	<b>Role of government in the promotion of sustainable enterprises</b>	<b>Examples of tourism-specific requirements</b>
<b>Adequate social protection</b>		Universal social security for workers is necessary to enhance productivity and protect workers' health and safety at the workplace
<b>Responsible stewardship of the environment</b>		Respect of the environment and the creation of green jobs

<b>Enterprise-level principles for sustainable enterprises</b>	<b>Role of the social partners in the promotion of sustainable enterprises</b>	<b>Examples of tourism-specific requirements</b>
<b>Social dialogue and good industrial relations</b>	Advocacy	Social dialogue structures at workplace level are essential for effective collective bargaining, worker consultation and participation, and to create a good work atmosphere and a win-win situation promoting motivation, trust and cooperation
<b>Human resource development</b>	Representation	Skilled, motivated and competent workers are the basis of an effective and productive and customer-friendly environment and service quality
<b>Conditions of work</b>	Services	Good working conditions provide a safe and motivating environment and maintain sustainable development of the workplace
<b>Productivity, wages and shared benefits</b>	Implementation of policies and standards	Collective bargaining agreements (CBAs) and career perspectives will improve the attractiveness of the enterprise, especially for young and female workers
<b>Corporate social responsibility</b>		Satisfied and qualified employees are the basis for enterprises' success in the commercial sense and in terms of the enterprises' engagement with social and environmental issues to lead to successful implementation of CSR
<b>Corporate governance</b>		Promotion of values such as fairness, accountability, transparency, respect of rule of law

Source: Table prepared by the ILO based on G. Buckley, J.M. Salazar-Xirinachs, M. Henriques: *The promotion of sustainable enterprises*, ILO, Geneva, 2009.

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## Appendix VIII

### Full text of IFAs (IUF–EFFAT, Accor, Club Med)

#### 1. *Agreement between the IUF and the Accor Group on trade union rights, June 1995*

The Accor Group and the IUF:

noting that, in the global economy, all social and economic progress is contingent upon the maintaining of a society based on democratic values and respect for human rights;

further noting that the hotel industry needs peace and social consensus in order to grow;

being committed, therefore, to work in this direction, above all by the example they set;

recalling the basic right of each employee to be represented and defended by a union of his or her choice;

recognizing the reciprocal legitimacy of the other party and its right to intervene in both social and economic affairs, while both retain their own responsibilities, to the extent that they comply with applicable laws, contracts or collective agreements;

are therefore convinced that reinforcing democracy in the Group is the duty of both parties and that this implies both the recognition of differences over ways and means as well as the search for solutions through collective bargaining;

further note that this goal requires, for its achievement, an effort at educating and informing the employees concerned and their representatives<sup>1</sup> so that they can better understand the problems, constraints and challenges faced by the company.

In this spirit, the Accor Group and the IUF shall undertake to:

1. Verify the faithful application by all Accor establishments of ILO Conventions Nos 87, 98 and 135, pertaining respectively to:
  - the right of employees to affiliate to the union of their choice;
  - the protection of employees against all acts of discrimination that tend to violate freedom of association;
  - the protection of employee representatives against any measures that could harm them, including discharge, motivated by their status or activities as employee representatives, in so far as they act in compliance with applicable laws, contracts or collective agreements.

<sup>1</sup> The term “workers’ representatives” is used as defined in Article 3 of the Workers’ Representatives Convention, 1971 (No. 135), which reads as follows: “For the purpose of this Convention the term ‘workers’ representatives’ means persons who are recognized as such under national law or practice, whether they are:

- (a) trade union representatives, namely representatives designated or elected by trade unions or by the members of such unions; or
- (b) elected representatives, namely representatives who are freely elected by the workers of the undertaking in accordance with provisions of national laws or regulations or of collective agreements and whose functions do not include activities which are recognized as the exclusive prerogative of trade unions in the country concerned.”

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The Accor Group therefore undertakes not to oppose efforts to unionize its employees.

The Accor Group considers respect for union rights to be part of the good reputation of its brand names.

2. Encourage the management of subsidiaries and entities to allow union representatives to carry out their mandates and to have access to the same opportunities for training, pay increases and advancement as all other equally qualified employees.

Both parties agree that any differences arising from the interpretation or implementation of this agreement will be examined jointly, for the purpose of making recommendations to the parties concerned. The French version of this agreement shall be the point of reference.

## **2. Agreement regarding respect for fundamental rights at work and transnational mobility of Club Méditerranée employees (GE service staff) in Europe and Africa, revised in July 2009**

Between

The Club Méditerranée company, head office at 11 rue de Cambrai, Paris, represented herein by Mr Olivier Sastre, Director of Human Resources,

And

The International Union of Food, Agricultural, Hotel, Restaurant, Catering, Tobacco and Allied Workers' Associations, hereinafter referred to as the IUF (Rampe du Pont-Rouge 8, Petit-Lancy/GE, Switzerland), represented herein by Mr Ron Oswald, General Secretary,

The European Federation of Trade Unions in the Food, Agriculture and Tourism Sectors and allied branches, hereinafter referred to as EFFAT (Rue Fossé aux Loups 38, Bte 3, Bruxelles, Belgium) represented herein by Mr Harald Wiedenhofer, General Secretary.

### *Preamble*

- The parties note that the hotel–restaurant–tourism sector is characterized by a persistent lack of qualified labour and by growing difficulties in organizing worker mobility around the world.
- The parties recognize the need to develop solutions to allow Club Méditerranée GE service staff with the required experience and qualifications to hold employment in Club facilities in countries other than their country of origin, inasmuch as this satisfies the needs of the organization and the wishes of the employee concerned and provided that such arrangements do not imperil employment, working conditions, wage levels and other social conditions for employees in the host country.
- The provisions of this agreement shall in no instances be substituted for provisions applicable in Club Méditerranée villages. The existence of this agreement may not result in any restrictions whatsoever of the rights arising from legislation, regulations, collective agreements or local customs.

In the event of a dispute, the Committee on the application of the agreement established under Section 4.1 may be called upon to rule, without prejudice to other means of recourse.

- Through this agreement, the parties express their common wish to facilitate the transnational mobility of Club Méditerranée GE service staff.

### *I. Scope*

- The provisions of this agreement concerning fundamental rights at work apply to all Club Méditerranée villages worldwide.
- The provisions of this agreement concerning the transnational mobility of GE service staff apply to villages operated directly by Club Méditerranée in the following Europe and Africa zone countries where Club Méditerranée has operations: the European Union countries, Côte d'Ivoire, Egypt, Mauritius, Morocco, Senegal, Switzerland, Tunisia and Turkey.

The parties agree to the following:

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## *II. Respect for fundamental rights at work*

Based on the principles set out in the International Labour Organization (ILO) Conventions, Club Méditerranée undertakes:

- To respect the right of staff, in accordance with applicable legislation in each country, to form a trade union or to join the trade union of their choice.
- Not to resort to methods designed to deter trade union membership, including anti-union meetings, tracts, or verbal communications.
- That trade union representatives, elected or designated in accordance with applicable legislation in each country, and trade union members are not subject to any discrimination in employment, wages, working conditions, access to vocational training and career development by reason of their trade union membership or activity.
- To communicate to the trade union organizations concerned the information required under applicable national legislation regarding general operations of the Club and, where required, operations of the site concerned, in order to allow them to conduct collective bargaining in keeping with such legislation in their respective countries.
- To allow contact between trade union representatives and Club employees, as provided for under applicable legislation, collective agreements and national or local practices.
- Not to tolerate any form of forced or compulsory labour as a form of coercion or sanction against persons expressing political opinions, for economic purposes, as disciplinary measures at work, penalty for strike action, or discrimination based on race, social or national origin, or religious beliefs. The term “forced or compulsory labour” means any work or service required of an individual under threat of any sanction and for which the said individual has not volunteered.
- To respect the effective elimination of child labour, with the minimum age for employment being set at 15 years of age regardless of the provisions of local legislation, or 18 years of age in the case of work activities liable to endanger the health, safety or morality of youth.
- To respect the principle of equality of opportunities and treatment in employment, meaning to refrain from any discrimination, distinction, exclusion or preference based on race, colour, gender, religion or political opinion.
- To ensure, by appropriate means, the application to all employees of the principle of equal pay for work of equal value between male and female employees.

Club Méditerranée guarantees the conditions for the application of the abovementioned rights to employees and to those who provide services in group establishments.

In the event of difficulties or disputes, the employees concerned may refer the matter to the Committee on the application of the agreement established under section 4.1.

### *III. Employee mobility (GE service staff) for Club Méditerranée employees from countries in the Europe/Africa zone*

#### *III.1. General provisions*

- 1.1. Through this agreement, the parties express their common wish to encourage the voluntary transnational mobility of Club Méditerranée employees (GE service staff) from European and African countries classified as seasonal employees, to allow them to come and work as seasonal employees in Club Méditerranée villages located in the European Union. Such mobility is encouraged where Club Méditerranée is unable to locally hire the required labour.
- 1.2. Employment conditions applicable to such employees regarding wages, working hours and working conditions shall not be less favourable, pro rata temporis, than those applicable to employees working in the establishments concerned. Such provisions shall also apply to room and board. GE employees must be allowed, in case of need, to contact staff representatives of the holiday village concerned.
- 1.3. Where GE service staff who are permanent in their country of origin come to work in a European Union country, their assignment shall be on the basis of secondment for the duration of the season under normal employment conditions for employees of the villages concerned.

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- 1.4. GE staff shall be allowed a minimum of 15 days of notice prior to the commencement of the proposed contract or secondment.
  - 1.5. Staff representatives in the villages of origin shall be informed of the selection criteria and conditions of mobility for GE staff required to come and work in European Union countries.

### *III.2. Provisions on the implementation of transnational mobility*

- 2.1. Club Méditerranée's management has undertaken an initiative to allow seasonal migration to the Alps of GE service staff from Club Méditerranée villages in the Europe–Africa zone (currently Tunisia, Morocco, Turkey). Club Méditerranée, with the support of the signatory trade union organizations, will request governmental authorities to make it possible to continue to bring migrant seasonal workers from those countries into Europe.
- 2.2. Based on the needs expressed and the criteria established by Club Méditerranée management, the company shall undertake the procedures under the regulations of the countries concerned to obtain the approvals required for the entry of the employees proposed by Club Méditerranée management into the respective countries.
- 2.3. Each season is subject to the signature of a seasonal fixed-term employment contract respecting the provisions of the social legislation of the host country and the employment and remuneration conditions resulting from the agreements and practices applicable to GE service staff in the village concerned.
- 2.4. Such migrant employees shall be covered by the social security of the country where they are employed during their seasonal employment in a country other than their country of origin.

### *III.3. Associated measures*

In the context of the joint monitoring of conditions of transnational mobility, the parties have agreed to the following associated measures:

- 3.1. Information and welcome meetings shall be organized in the host country by Club Méditerranée to provide a better knowledge of the host village and tourist resort, its organization, geography and the main services provided in the village.
- 3.2. During the season, if such staff are present, a half-day visit by a representative of EFFAT–IUF will be arranged by Club Méditerranée to one or more establishments employing the migrant GE staff mentioned in paragraph 3.2 up to a maximum of three days of visits per season. During these visits, the social aspects of mobility will be discussed.
- 3.3. The time spent by the EFFAT-designated representative on the implementation of the provisions of section III.3 above shall be compensated on the basis of a fixed daily rate of 330 euros.

The modalities for payment of this compensation will be set through an agreement between management and the European trade union organizations parties to this agreement.

This compensation shall be paid upon justification of time spent by the EFFAT representative.

The EFFAT representative travel expenses (travel, lodging and meals) shall be reimbursed, following approval by the company, on presentation of supporting documentation.

### *IV. Application of the agreement and general conditions*

1. The parties agree, in the event of a problem of interpretation or application of this agreement, to meet at the request of either one of the parties, in order to seek an agreed solution to the problem. This conciliation phase shall be a mandatory precondition of any other proceeding.
2. A joint committee on the implementation of the agreement shall be set up, composed of two representatives from EFFAT and the IUF and two representatives designated by the management of Club Méditerranée.
3. The committee shall meet once on the occasion of the meeting of the European Committee for Social Dialogue to discuss economic and social developments at Club Méditerranée and to consider joint mobility management planning.
4. The committee shall also be responsible for reviewing the implementation of the agreement and discussing possible improvements. It shall also meet at the request of the management of Club Méditerranée or a member of the bureau of the European Social Dialogue Committee, subject to agreement from the management of Club Méditerranée.

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5. In all instances, the employer shall provide the means required for the proper conduct of the meeting, including covering the expenses incurred by representatives to take part in the meeting.
  6. This agreement is established for an indefinite term. If necessary, the parties may meet to review the application of the agreement and consider any improvements to it.
  7. Each party may withdraw from all or part of this agreement by giving three months' notice.
  8. A copy of this agreement shall be deposited with the Employment and Social Affairs Directorate of the European Community and the International Labour Office in Geneva.

Paris, 28 July 2009

For Club Méditerranée  
Mr Olivier SASTRE  
Director of Human Resources

For the IUF  
Mr Ron OSWALD  
General Secretary

For EFFAT  
Mr Harald WIEDENHOFER  
General Secretary

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## Appendix IX

### UNWTO Global Code of Ethics for Tourism, October 2001

Adopted by resolution A/RES/406(XIII) at the thirteenth WTO General Assembly (Santiago, Chile, 27 September–1 October 1999).

#### *Preamble*

We, Members of the World Tourism Organization (WTO), representatives of the world tourism industry, delegates of States, territories, enterprises, institutions and bodies that are gathered for the General Assembly at Santiago, Chile, on this first day of October 1999,

Reasserting the aims set out in Article 3 of the Statutes of the World Tourism Organization, and aware of the “decisive and central” role of this organization, as recognized by the General Assembly of the United Nations, in promoting and developing tourism with a view to contributing to economic development, international understanding, peace, prosperity and universal respect for, and observance of, human rights and fundamental freedoms for all without distinction as to race, sex, language or religion,

Firmly believing that, through the direct, spontaneous and non-mediatised contacts it engenders between men and women of different cultures and lifestyles, tourism represents a vital force for peace and a factor of friendship and understanding among the peoples of the world,

In keeping with the rationale of reconciling environmental protection, economic development and the fight against poverty in a sustainable manner, as formulated by the United Nations in 1992 at the “Earth Summit” of Rio de Janeiro and expressed in Agenda 21, adopted on that occasion,

Taking into account the swift and continued growth, both past and foreseeable, of the tourism activity, whether for leisure, business, culture, religious or health purposes, and its powerful effects, both positive and negative, on the environment, the economy and the society of both generating and receiving countries, on local communities and indigenous peoples, as well as on international relations and trade,

Aiming to promote responsible, sustainable and universally accessible tourism in the framework of the right of all persons to use their free time for leisure pursuits or travel with respect for the choices of society of all peoples,

But convinced that the world tourism industry as a whole has much to gain by operating in an environment that favours the market economy, private enterprise and free trade and that serves to optimize its beneficial effects on the creation of wealth and employment,

Also firmly convinced that, provided a number of principles and a certain number of rules are observed, responsible and sustainable tourism is by no means incompatible with the growing liberalization of the conditions governing trade in services and under whose aegis the enterprises of this sector operate and that it is possible to reconcile in this sector economy and ecology, environment and development, openness to international trade and protection of social and cultural identities,

Considering that, with such an approach, all the stakeholders in tourism development – national, regional and local administrations, enterprises, business associations, workers in the sector, non-governmental organizations and bodies of all kinds belonging to the tourism industry, as well as host communities, the media and the tourists themselves, have different albeit interdependent responsibilities in the individual and societal development of tourism and that the formulation of their individual rights and duties will contribute to meeting this aim,

Committed, in keeping with the aims pursued by the World Tourism Organization itself since adopting resolution 364(XII) at its General Assembly of 1997 (Istanbul), to promote a genuine partnership between the public and private stakeholders in tourism development, and wishing

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to see a partnership and cooperation of the same kind extend, in an open and balanced way, to the relations between generating and receiving countries and their respective tourism industries,

Following up on the Manila Declarations of 1980 on World Tourism and of 1997 on the Social Impact of Tourism, as well as on the Tourism Bill of Rights and the Tourist Code adopted at Sofia in 1985 under the aegis of WTO,

But believing that these instruments should be complemented by a set of interdependent principles for their interpretation and application on which the stakeholders in tourism development should model their conduct at the dawn of the twenty-first century,

Using, for the purposes of this instrument, the definitions and classifications applicable to travel, and especially the concepts of “visitor”, “tourist” and “tourism”, as adopted by the Ottawa International Conference, held from 24 to 28 June 1991 and approved, in 1993, by the United Nations Statistical Commission at its twenty-seventh session,

Referring in particular to the following instruments:

- Universal Declaration of Human Rights of 10 December 1948;
- International Covenant on Economic, Social and Cultural Rights of 16 December 1966;
- International Covenant on Civil and Political Rights of 16 December 1966;
- Warsaw Convention on Air Transport of 12 October 1929;
- Chicago Convention on International Civil Aviation of 7 December 1944, and the Tokyo, The Hague and Montreal Conventions in relation thereto;
- Convention on Customs Facilities for Tourism of 4 July 1954 and related Protocol;
- Convention concerning the Protection of the World Cultural and Natural Heritage of 23 November 1972;
- Manila Declaration on World Tourism of 10 October 1980;
- Resolution of the Sixth General Assembly of WTO (Sofia) adopting the Tourism Bill of Rights and Tourist Code of 26 September 1985;
- Convention on the Rights of the Child of 20 November 1989;
- Resolution of the Ninth General Assembly of WTO (Buenos Aires) concerning in particular travel facilitation and the safety and security of tourists of 4 October 1991;
- Rio Declaration on the Environment and Development of 13 June 1992;
- General Agreement on Trade in Services of 15 April 1994;
- Convention on Biodiversity of 6 January 1995;
- Resolution of the Eleventh General Assembly of WTO (Cairo) on the prevention of organized sex tourism of 22 October 1995;
- Stockholm Declaration of 28 August 1996 against the Commercial Sexual Exploitation of Children;
- Manila Declaration on the Social Impact of Tourism of 22 May 1997;
- Conventions and Recommendations adopted by the International Labour Organization in the area of collective conventions, prohibition of forced labour and child labour, defence of the rights of indigenous peoples, and equal treatment and non-discrimination in the workplace;

Affirm the right to tourism and the freedom of tourist movements,

State our wish to promote an equitable, responsible and sustainable world tourism order, whose benefits will be shared by all sectors of society in the context of an open and liberalized international economy, and

Solemnly adopt to these ends the principles of the Global Code of Ethics for Tourism.

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## **Global Code of Ethics for Tourism**

### *Article 1*

#### *Tourism's contribution to mutual understanding and respect between peoples and societies*

1. The understanding and promotion of the ethical values common to humanity, with an attitude of tolerance and respect for the diversity of religious, philosophical and moral beliefs, are both the foundation and the consequence of responsible tourism; stakeholders in tourism development and tourists themselves should observe the social and cultural traditions and practices of all peoples, including those of minorities and indigenous peoples and to recognize their worth.
2. Tourism activities should be conducted in harmony with the attributes and traditions of the host regions and countries and in respect for their laws, practices and customs.
3. The host communities, on the one hand, and local professionals, on the other, should acquaint themselves with and respect the tourists who visit them and find out about their lifestyles, tastes and expectations; the education and training imparted to professionals contribute to a hospitable welcome.
4. It is the task of the public authorities to provide protection for tourists and visitors and their belongings; they must pay particular attention to the safety of foreign tourists owing to the particular vulnerability they may have; they should facilitate the introduction of specific means of information, prevention, security, insurance and assistance consistent with their needs; any attacks, assaults, kidnappings or threats against tourists or workers in the tourism industry, as well as the wilful destruction of tourism facilities or of elements of cultural or natural heritage should be severely condemned and punished in accordance with their respective national laws.
5. When travelling, tourists and visitors should not commit any criminal act or any act considered criminal by the laws of the country visited and abstain from any conduct felt to be offensive or injurious by the local populations, or likely to damage the local environment; they should refrain from all trafficking in illicit drugs, arms, antiques, protected species and products and substances that are dangerous or prohibited by national regulations.
6. Tourists and visitors have the responsibility to acquaint themselves, even before their departure, with the characteristics of the countries they are preparing to visit; they must be aware of the health and security risks inherent in any travel outside their usual environment and behave in such a way as to minimize those risks.

### *Article 2*

#### *Tourism as a vehicle for individual and collective fulfilment*

1. Tourism, the activity most frequently associated with rest and relaxation, sport and access to culture and nature, should be planned and practised as a privileged means of individual and collective fulfilment; when practised with a sufficiently open mind, it is an irreplaceable factor of self-education, mutual tolerance and for learning about the legitimate differences between peoples and cultures and their diversity.
2. Tourism activities should respect the equality of men and women; they should promote human rights and, more particularly, the individual rights of the most vulnerable groups, notably children, the elderly, the handicapped, ethnic minorities and indigenous peoples.
3. The exploitation of human beings in any form, particularly sexual, especially when applied to children, conflicts with the fundamental aims of tourism and is the negation of tourism; as such, in accordance with international law, it should be energetically combated with the cooperation of all the States concerned and penalized without concession by the national legislation of both the countries visited and the countries of the perpetrators of these acts, even when they are carried out abroad.
4. Travel for purposes of religion, health, education and cultural or linguistic exchanges are particularly beneficial forms of tourism, which deserve encouragement.
5. The introduction into curricula of education about the value of tourist exchanges, their economic, social and cultural benefits, and also their risks, should be encouraged.

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### *Article 3*

#### *Tourism, a factor of sustainable development*

1. All the stakeholders in tourism development should safeguard the natural environment with a view to achieving sound, continuous and sustainable economic growth geared to satisfying equitably the needs and aspirations of present and future generations.
2. All forms of tourism development that are conducive to saving rare and precious resources, in particular water and energy, as well as avoiding so far as possible waste production, should be given priority and encouraged by national, regional and local public authorities.
3. The staggering in time and space of tourist and visitor flows, particularly those resulting from paid leave and school holidays, and a more even distribution of holidays should be sought so as to reduce the pressure of tourism activity on the environment and enhance its beneficial impact on the tourism industry and the local economy.
4. Tourism infrastructure should be designed and tourism activities programmed in such a way as to protect the natural heritage composed of ecosystems and biodiversity and to preserve endangered species of wildlife; the stakeholders in tourism development, and especially professionals, should agree to the imposition of limitations or constraints on their activities when these are exercised in particularly sensitive areas: desert, polar or high mountain regions, coastal areas, tropical forests or wetlands, propitious to the creation of nature reserves or protected areas.
5. Nature tourism and ecotourism are recognized as being particularly conducive to enriching and enhancing the standing of tourism, provided they respect the natural heritage and local populations and are in keeping with the carrying capacity of the sites.

### *Article 4*

#### *Tourism, a user of the cultural heritage of mankind and contributor to its enhancement*

1. Tourism resources belong to the common heritage of mankind; the communities in whose territories they are situated have particular rights and obligations to them.
2. Tourism policies and activities should be conducted with respect for the artistic, archaeological and cultural heritage, which they should protect and pass on to future generations; particular care should be devoted to preserving and upgrading monuments, shrines and museums as well as archaeological and historic sites which must be widely open to tourist visits; encouragement should be given to public access to privately owned cultural property and monuments, with respect for the rights of their owners, as well as to religious buildings, without prejudice to normal needs of worship.
3. Financial resources derived from visits to cultural sites and monuments should, at least in part, be used for the upkeep, safeguard, development and embellishment of this heritage.
4. Tourism activity should be planned in such a way as to allow traditional cultural products, crafts and folklore to survive and flourish, rather than causing them to degenerate and become standardized.

### *Article 5*

#### *Tourism, a beneficial activity for host countries and communities*

1. Local populations should be associated with tourism activities and share equitably in the economic, social and cultural benefits they generate, and particularly in the creation of direct and indirect jobs resulting from them.
2. Tourism policies should be applied in such a way as to help to raise the standard of living of the populations of the regions visited and meet their needs; the planning and architectural approach to and operation of tourism resorts and accommodation should aim to integrate them, to the extent possible, in the local economic and social fabric; where skills are equal, priority should be given to local manpower.
3. Special attention should be paid to the specific problems of coastal areas and island territories and to vulnerable rural or mountain regions, for which tourism often represents a rare opportunity for development in the face of the decline of traditional economic activities.

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4. Tourism professionals, particularly investors, governed by the regulations laid down by the public authorities, should carry out studies of the impact of their development projects on the environment and natural surroundings; they should also deliver, with the greatest transparency and objectivity, information on their future programmes and their foreseeable repercussions and foster dialogue on their contents with the populations concerned.

### *Article 6*

#### *Obligations of stakeholders in tourism development*

1. Tourism professionals have an obligation to provide tourists with objective and honest information on their places of destination and on the conditions of travel, hospitality and stays; they should ensure that the contractual clauses proposed to their customers are readily understandable as to the nature, price and quality of the services they commit themselves to providing and the financial compensation payable by them in the event of a unilateral breach of contract on their part.

2. Tourism professionals, in so far as it depends on them, should show concern, in cooperation with the public authorities, for the security and safety, accident prevention, health protection and food safety of those who seek their services; likewise, they should ensure the existence of suitable systems of insurance and assistance; they should accept the reporting obligations prescribed by national regulations and pay fair compensation in the event of failure to observe their contractual obligations.

3. Tourism professionals, so far as this depends on them, should contribute to the cultural and spiritual fulfilment of tourists and allow them, during their travels, to practise their religions.

4. The public authorities of the generating States and the host countries, in cooperation with the professionals concerned and their associations, should ensure that the necessary mechanisms are in place for the repatriation of tourists in the event of the bankruptcy of the enterprise that organized their travel.

5. Governments have the right – and the duty – especially in a crisis, to inform their nationals of the difficult circumstances, or even the dangers they may encounter during their travels abroad; it is their responsibility however to issue such information without prejudicing in an unjustified or exaggerated manner the tourism industry of the host countries and the interests of their own operators; the contents of travel advisories should therefore be discussed beforehand with the authorities of the host countries and the professionals concerned; recommendations formulated should be strictly proportionate to the gravity of the situations encountered and confined to the geographical areas where the insecurity has arisen; such advisories should be qualified or cancelled as soon as a return to normality permits.

6. The press, and particularly the specialized travel press and the other media, including modern means of electronic communication, should issue honest and balanced information on events and situations that could influence the flow of tourists; they should also provide accurate and reliable information to the consumers of tourism services; the new communication and electronic commerce technologies should also be developed and used for this purpose; as is the case for the media, they should not in any way promote sex tourism.

### *Article 7*

#### *Right to tourism*

1. The prospect of direct and personal access to the discovery and enjoyment of the planet's resources constitutes a right equally open to all the world's inhabitants; the increasingly extensive participation in national and international tourism should be regarded as one of the best possible expressions of the sustained growth of free time, and obstacles should not be placed in its way.

2. The universal right to tourism must be regarded as the corollary of the right to rest and leisure, including reasonable limitation of working hours and periodic holidays with pay, guaranteed by Article 24 of the Universal Declaration of Human Rights and Article 7.d of the International Covenant on Economic, Social and Cultural Rights.

3. Social tourism, and in particular associative tourism, which facilitates widespread access to leisure, travel and holidays, should be developed with the support of the public authorities.

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4. Family, youth, student and senior tourism and tourism for people with disabilities, should be encouraged and facilitated.

### *Article 8*

#### *Liberty of tourist movements*

1. Tourists and visitors should benefit, in compliance with international law and national legislation, from the liberty to move within their countries and from one State to another, in accordance with Article 13 of the Universal Declaration of Human Rights; they should have access to places of transit and stay and to tourism and cultural sites without being subject to excessive formalities or discrimination.

2. Tourists and visitors should have access to all available forms of communication, internal or external; they should benefit from prompt and easy access to local administrative, legal and health services; they should be free to contact the consular representatives of their countries of origin in compliance with the diplomatic conventions in force.

3. Tourists and visitors should benefit from the same rights as the citizens of the country visited concerning the confidentiality of the personal data and information concerning them, especially when these are stored electronically.

4. Administrative procedures relating to border crossings whether they fall within the competence of States or result from international agreements, such as visas or health and customs formalities, should be adapted, so far as possible, so as to facilitate to the maximum freedom of travel and widespread access to international tourism; agreements between groups of countries to harmonize and simplify these procedures should be encouraged; specific taxes and levies penalizing the tourism industry and undermining its competitiveness should be gradually phased out or corrected.

5. So far as the economic situation of the countries from which they come permits, travellers should have access to allowances of convertible currencies needed for their travels.

### *Article 9*

#### *Rights of the workers and entrepreneurs in the tourism industry*

1. The fundamental rights of salaried and self-employed workers in the tourism industry and related activities, should be guaranteed under the supervision of the national and local administrations, both of their States of origin and of the host countries with particular care, given the specific constraints linked in particular to the seasonality of their activity, the global dimension of their industry and the flexibility often required of them by the nature of their work.

2. Salaried and self-employed workers in the tourism industry and related activities have the right and the duty to acquire appropriate initial and continuous training; they should be given adequate social protection; job insecurity should be limited so far as possible; and a specific status, with particular regard to their social welfare, should be offered to seasonal workers in the sector.

3. Any natural or legal person, provided he, she or it has the necessary abilities and skills, should be entitled to develop a professional activity in the field of tourism under existing national laws; entrepreneurs and investors – especially in the area of small and medium-sized enterprises – should be entitled to free access to the tourism sector with a minimum of legal or administrative restrictions.

4. Exchanges of experience offered to executives and workers, whether salaried or not, from different countries, contributes to foster the development of the world tourism industry; these movements should be facilitated so far as possible in compliance with the applicable national laws and international conventions.

5. As an irreplaceable factor of solidarity in the development and dynamic growth of international exchanges, multinational enterprises of the tourism industry should not exploit the dominant positions they sometimes occupy; they should avoid becoming the vehicles of cultural and social models artificially imposed on the host communities; in exchange for their freedom to invest and trade which should be fully recognized, they should involve themselves in local development, avoiding, by the excessive repatriation of their profits or their induced imports, a reduction of their contribution to the economies in which they are established.

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6. Partnership and the establishment of balanced relations between enterprises of generating and receiving countries contribute to the sustainable development of tourism and an equitable distribution of the benefits of its growth.

*Article 10*

*Implementation of the principles of the global code  
of ethics for tourism*

1. The public and private stakeholders in tourism development should cooperate in the implementation of these principles and monitor their effective application.

2. The stakeholders in tourism development should recognize the role of international institutions, among which the World Tourism Organization ranks first, and non-governmental organizations with competence in the field of tourism promotion and development, the protection of human rights, the environment or health, with due respect for the general principles of international law.

3. The same stakeholders should demonstrate their intention to refer any disputes concerning the application or interpretation of the Global Code of Ethics for Tourism for conciliation to an impartial third body known as the World Committee on Tourism Ethics.

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## Appendix X

### **Statement of commitment to sustainable tourism development, tour operator initiative for sustainable tourism development, March 2000**

#### **1. *Commitment to sustainable development and management of tourism***

1.1. We regard sustainable tourism development as a guiding concept for the sound management of our business.

1.2. We define sustainable development as development that meets the needs of the present without compromising the ability of future generations to meet their own needs.

1.3. We are committed to developing, operating and marketing tourism in a sustainable manner; that is, all forms of tourism which make a positive contribution to the natural and cultural environment, which generate benefits for the host communities, and which do not put at risk the future livelihood of local people.

1.4. As tour operators we believe that we can be important contributors to sustainable tourism development. We will strive to anticipate and prevent economic, environmental, social and cultural degradation. We will work towards integrating these considerations into our operations and activities.

1.5. We are entering into a partnership with the United Nations Environment Programme (UNEP), the World Tourism Organization (UNWTO), and the United Nations Educational, Scientific and Cultural Organization (UNESCO), to improve our performance in order to achieve sustainable development and management of tourism.

#### **2. *Principles of sustainable development and management of tourism***

2.1 We recognize that tourism can contribute to the viability of local economies. We also recognize that tourism can have negative impacts on the economy, environment, nature, social structures and local cultures. In the long-term interest of host communities and of our industry, we will endeavour to prevent or minimize these impacts.

2.2. We are committed to complying with local, national and international laws and regulations applicable to our business activities.

2.3. We oppose and actively discourage illegal, abusive or exploitative forms of tourism.

2.4. We are committed to a continual attempt to improve our performance in the context of sustainable development and management of tourism.

2.5. We will manage and monitor the environmental, cultural and social impacts of our activities.

2.6. We will strive to pursue the best practices in all our activities – internally and when forming business relationships with partners, suppliers and subcontractors – especially with regard to:

- responsible use of natural resources (e.g. land, soil, energy, water);
- reducing, minimizing and preventing pollution and waste (e.g. solid and liquid waste, emissions to air);
- conserving plants, animals, ecosystems and protected areas (biodiversity);
- conserving landscapes, cultural and natural heritage respecting the integrity of local cultures and avoiding negative effects on social structures;

- 
- involving, and cooperating with, local communities and people;
  - using local products and skills.

2.7. We will encourage our partners, suppliers and subcontractors to improve their contribution to sustainable development and management of tourism, and will work with them and share information to assist in this.

2.8. We will seek greater cooperation within the tourism industry and between this industry and the public sector in order to further sustainable tourism.

2.9. We shall encourage and seek to cooperate with national and local authorities, local communities, or any other interested party, to develop and implement the integrated planning and management of destinations in order to preserve the quality and sustainability of these destinations.

2.10. We will develop these principles into a corporate policy. As part of this we will define measurable goals, and will monitor and report publicly on our progress.

### **3. *Public awareness and communication***

3.1. We wish to create awareness and active involvement among our customers towards the natural, social and cultural environment of the places they visit. We further wish to encourage host communities and our customers to develop a better understanding and mutual respect for one another.

3.2. We will endeavour in our public communication and advertising to promote behaviour and activities compatible with the principles of sustainable development and management of tourism.

3.3. We will encourage other tour operators to support this statement.

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## Appendix XI

### Full text of the Agreement between the World Tourism Organization (UNWTO) and the International Labour Organization (ILO), March 2008

1. The World Tourism Organization (UNWTO/OMT) is a specialized agency of the United Nations and the leading international organization in the field of tourism. It serves as a global forum for tourism policy issues and a practical source of tourism know-how. The UNWTO plays a central and decisive role in promoting the development of responsible, sustainable and universally accessible tourism, paying particular attention to the interests of developing countries. The UNWTO encourages the implementation of the Global Code of Ethics for Tourism,<sup>1</sup> with a view to ensuring that member countries, tourist destinations and businesses maximize the positive economic, social and cultural effects of tourism and fully reap its benefits, while minimizing its negative social and environmental impacts. Its membership includes 157 countries and territories and more than 300 affiliate members representing the private sector, educational institutions, tourism associations and local tourism authorities. Direct actions that strengthen and support the efforts of national tourism administrations are carried out by the UNWTO's regional representatives (Africa, the Americas, East Asia and the Pacific, Europe, the Middle East and South Asia) based at the headquarters in Madrid. The UNWTO is committed to the United Nations Millennium Development Goals, geared toward reducing poverty and fostering sustainable development.
2. Recently, the ILO and the UNWTO have cooperated in the area of statistics both in terms of methodology and research on national methods of data collection of employment in the tourism industries using the Tourism Satellite Account: Recommended Methodological Framework as the basic framework.<sup>2</sup> To this end, a chapter has been prepared on measuring employment in the tourism industries which will be included for the first time in the revised version of the UNSD/UNWTO "International Recommendations on Tourism Statistics (IRTS-08)". Also, a joint ILO/UNWTO methodological publication, entitled "Sources and methods, labour statistics: Employment in the tourism industries", is scheduled for publication in the early part of 2008.
3. The purpose of the proposed agreement between the UNWTO and the ILO is to structure, improve and strengthen the cooperation between the two UN agencies in recognizing the fundamental role of decent work activities in bringing about social development, assisting in the eradication of poverty, promoting prosperity and international understanding of ILO standards and strengthening social dialogue in the hotels, catering and tourism sector. The proposed agreement therefore refers to the Global Code of Ethics for Tourism and the relevant ILO international labour Conventions on fundamental principles and rights at work and on the promotion of Conventions and Recommendations specific to the tourism sector. The proposed agreement is also an example of joint activities between UN agencies in order to improve the "Delivering as One" approach to delivering coherent activities and of mainstreaming employment and the Decent Work Agenda<sup>3</sup> in the tourism sector.
4. In light of the foregoing remarks, the Committee may wish to recommend to the Governing Body that it approve the text of the proposed Agreement between the International Labour Organization

<sup>1</sup> A/RES/406(XIII) was adopted by the UNWTO General Assembly at its 13th Session (Santiago, Chile, September–October 1999), available at [www.unwto.org/code\\_ethics/pdf/RES406-English.pdf](http://www.unwto.org/code_ethics/pdf/RES406-English.pdf).

<sup>2</sup> The Tourism Satellite Account (TSA) constitutes the second international standard on tourism statistics (approved in 2000 by the UN Statistics Commission) and is an instrument that is the unifying framework of most of the components of the system of tourism statistics.

<sup>3</sup> See: [www.ilo.org/global/About\\_the\\_ILO/Mainpillars/WhatisDecentWork/lang--en/index.htm](http://www.ilo.org/global/About_the_ILO/Mainpillars/WhatisDecentWork/lang--en/index.htm) (accessed 15 May 2010).

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and the World Tourism Organization, and that it authorize the Director-General or his representative to sign the Agreement on behalf of the ILO.<sup>4</sup>

Geneva, 18 February 2008

**Agreement between**  
**The World Tourism Organization (UNWTO) and**  
**the International Labour Organization (ILO)**

The World Tourism Organization (UNWTO) and the International Labour Organization, represented by the International Labour Office (ILO), both organizations being specialized agencies of the United Nations,

**Recognizing** the fundamental role of decent work in tourism activities in bringing about social development and assisting in the eradication of poverty, and promoting prosperity and international understanding,

**Considering** that **tourism** industries are particularly labour intensive and have the capacity to generate employment,

**Sharing** the **common** objectives of ensuring that tourism activities: generate decent work; respect fundamental principles and rights at work concerning freedom of association, the right to collective bargaining, and freedom from child labour, forced labour and discrimination; and provide for adequate social protection and social dialogue,

**Bearing in mind** that **collaboration** between the two organizations is mutually desirable with a view to:

- Attaining internationally agreed development goals, including the Millennium Development Goals established following the Millennium Summit (2000) and the commitments made at the World Summit of 2005 and within the framework of the Economic and Social Council of the United Nations (ECOSOC);
- Contributing to the Plan of Implementation adopted by the World Summit on Sustainable Development (2002);
- Implementing the Global Code of Ethics for Tourism (UNWTO, 1999; United Nations, 2001), in which specific references are made to international labour Conventions and Recommendations adopted by the ILO, and which requires the capacities of both organizations to help implement especially the provisions of its article 5 (Tourism, a beneficial activity for host countries and communities) and article 9 (Rights of the workers and entrepreneurs in the tourism industry);
- Promoting the Decent Work Agenda;
- Promoting the ratification and application of the international labour Conventions underlying the fundamental principles and rights at work, namely, the Freedom of Association and Protection of the Right to Organise Convention, 1948 (No. 87), the Right to Organise and Collective Bargaining Convention, 1949 (No. 98), the Forced Labour Convention, 1930 (No. 29), the Abolition of Forced Labour Convention, 1957 (No. 105), the Equal Remuneration Convention, 1951 (No. 100), the Discrimination (Employment and Occupation) Convention, 1958 (No. 111), the Minimum Age Convention, 1973 (No. 138), and the Worst Forms of Child Labour Convention, 1999 (No. 182);
- Recalling the relevance of the following other instruments: the Labour Inspection Convention, 1947 (No. 81), the Employment Policy Convention, 1964 (No. 122), the Tripartite

<sup>4</sup> At its 301st Session (March 2008), the Governing Body approved the text of the proposed agreement between the International Labour Organization and the United Nations World Tourism Organization (UNWTO), and authorized the Director-General or his representative to sign the agreement on behalf of the ILO (GB.301/11(Rev.), para. 41).

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Consultation (International Labour Standards) Convention, 1976 (No. 144), the Working Conditions (Hotels and Restaurants) Convention, 1991 (No. 172), as well as the Working Conditions (Hotels and Restaurants) Recommendation, 1991 (No. 179), the Job Creation in Small and Medium-Sized Enterprises Recommendation, 1998 (No. 189), and the resolution concerning the promotion of sustainable enterprises adopted by the International Labour Conference at its 96th Session (June 2007);

- Giving effect to the recommendations made by the World Commission on the Social Dimension of Globalization in 2004;
- Reinforcing the labour dimension in the implementation of the Tourism Satellite Account: Recommended Methodological Framework (TSA: RMF, 2000);
- Striving to promote greater coherence between the economic, social, and environmental dimensions of development policies and practice, with specific reference to employment and labour issues in tourism; and
- Desirous of enhancing effective working relations with a view to the attainment of their respective mandates and avoidance of duplication.

The parties agree as follows:

#### *I. Context for collaboration*

1. For the purpose of this Agreement, the term “tourism” is defined by the scope established by the United Nations Statistical Commission (March 2000) through the Tourism Satellite Account: Recommended Methodological Framework (TSA: RMF), which states that tourism comprises “the activities of persons travelling to and staying in places outside their usual environment for not more than one consecutive year for leisure, business and other purposes”.
2. For the purposes of this Agreement, the term “decent work” is used as in the ECOSOC Ministerial Declaration of 2006, which refers to “opportunities for men and women to obtain productive work in conditions of freedom, equity, security and dignity”.

#### *II. Areas and means of collaboration*

1. Within the limits of available resources, the UNWTO and the ILO will strengthen their collaboration primarily in the areas of strategic mutual interest to both organizations. At the time of signature of this Agreement, these include: statistics; education and training; employment; occupational safety and health, support to entrepreneurship and competitiveness, especially in relation to peasant, indigenous and tribal communities as tourism destinations; combating trafficking in human beings, child labour and sexual exploitation of children; improving respect for employers’ and workers’ rights in tourism, especially the rights of migrant workers and gender equality; and quality standards and ethics in the context of the tourism industry, as well as the promotion of social dialogue between governments and organizations of employers and workers in tourism. Collaboration may be developed in other areas in which labour and tourism issues coincide, as may be mutually identified by the secretariats of the UNWTO and the ILO.
2. Collaboration in the areas mutually identified may be pursued by means of information sharing, joint research, technical cooperation, capacity building, publications and other means as deemed appropriate and as mutually agreed.

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### *III. Procedures for cooperative activities*

1. Each organization shall designate and communicate to the other organization details concerning a focal point, or changes of the focal point, entrusted with the overall coordination and implementation of this Agreement. At the time of signature, the focal points are the following:

For the ILO:

Director, Sectoral Activities Department  
International Labour Office  
4 route des Morillons  
1211 Geneva 22, Switzerland  
sector@ilo.org  
Tel. + 41 22 799 7713

For the UNWTO:

Director, Programme and Coordination  
Department  
World Tourism Organization  
Capitán Haya 42  
28020 Madrid  
eyunis@unwto.org  
Tel. + 34 5678100

2. Within the framework of this Agreement, detailed working arrangements for cooperative activities in specific areas may be developed by the technical units concerned.
3. Use of the logos of each organization shall be subject to the respective procedures governing their use.
4. The implementation of this Agreement shall be reviewed periodically.

### *IV. Reciprocal representation*

1. The ILO shall be invited to be represented and to participate as an observer at meetings of the UNWTO General Assembly. The ILO may also, whenever appropriate and subject to such conditions as may be agreed upon, be invited to participate in other meetings of the UNWTO dealing with subjects which fall within the competence, activities and expertise of the ILO.
2. The UNWTO shall be invited to participate in sessions of the International Labour Conference with the status of a public international organization. The UNWTO may also, whenever appropriate and subject to such conditions as may be agreed upon, be invited to participate in meetings organized by the ILO in which the UNWTO has expressed an interest.

### *V. Entry into force*

1. Following notification of ECOSOC and approval by the governing organs of each organization, this Agreement shall enter into force on the date of its signature by the executive heads of the two organizations. It may be amended by mutual written agreement. The Agreement shall remain in force until terminated by either party, which shall give to the other six months' written notice of termination, or by mutual consent.

For the International Labour Organization:

Juan Somavia  
Director-General  
International Labour Office

For the World Tourism Organization:

Francesco Frangialli  
Secretary-General

Date and place: 3 December 2008, Madrid