

---

## 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,

---

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.