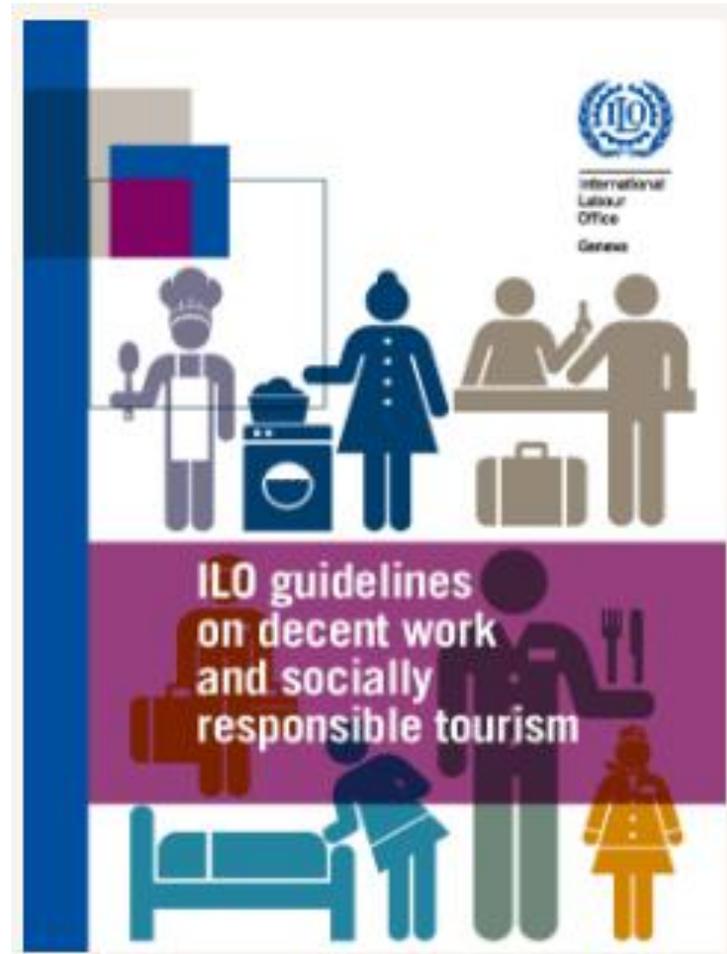


ILO Guidelines on Decent Work and Socially Responsible Tourism

AHRA Seminar on Future of Work, 2018
Aruba



Sustainable tourism: driving force of jobs, growth and development

❖ Tourism is a key driver of economic growth

- It accounts for an estimated 10% of the world's GDP
- One of the fastest growing and most resilient economic activities
- Significant multiplier effects on other sectors

❖ Tourism is a job generator

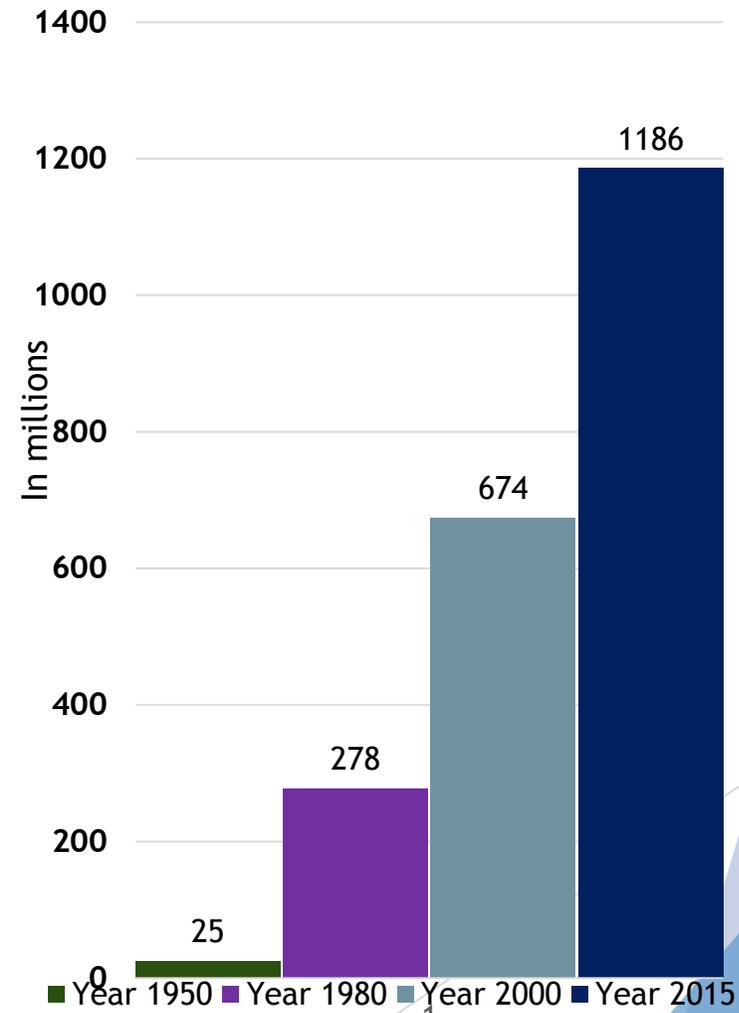
- Labour intensive sector accounting for 1 in 11 jobs in the world: 1 job in tourism creates about 1.5 additional or indirect jobs in other sectors
- It creates jobs of people of all ages and skill levels
- MSMEs: potential for young entrepreneurial talent

The growing importance of the tourism sector: International tourist arrivals 1950-2015

✓ Globally international tourist arrivals have increased from **25 million in 1950**, to **278 million in 1980**, **674 million in 2000**, and **1.186 million in 2015**.

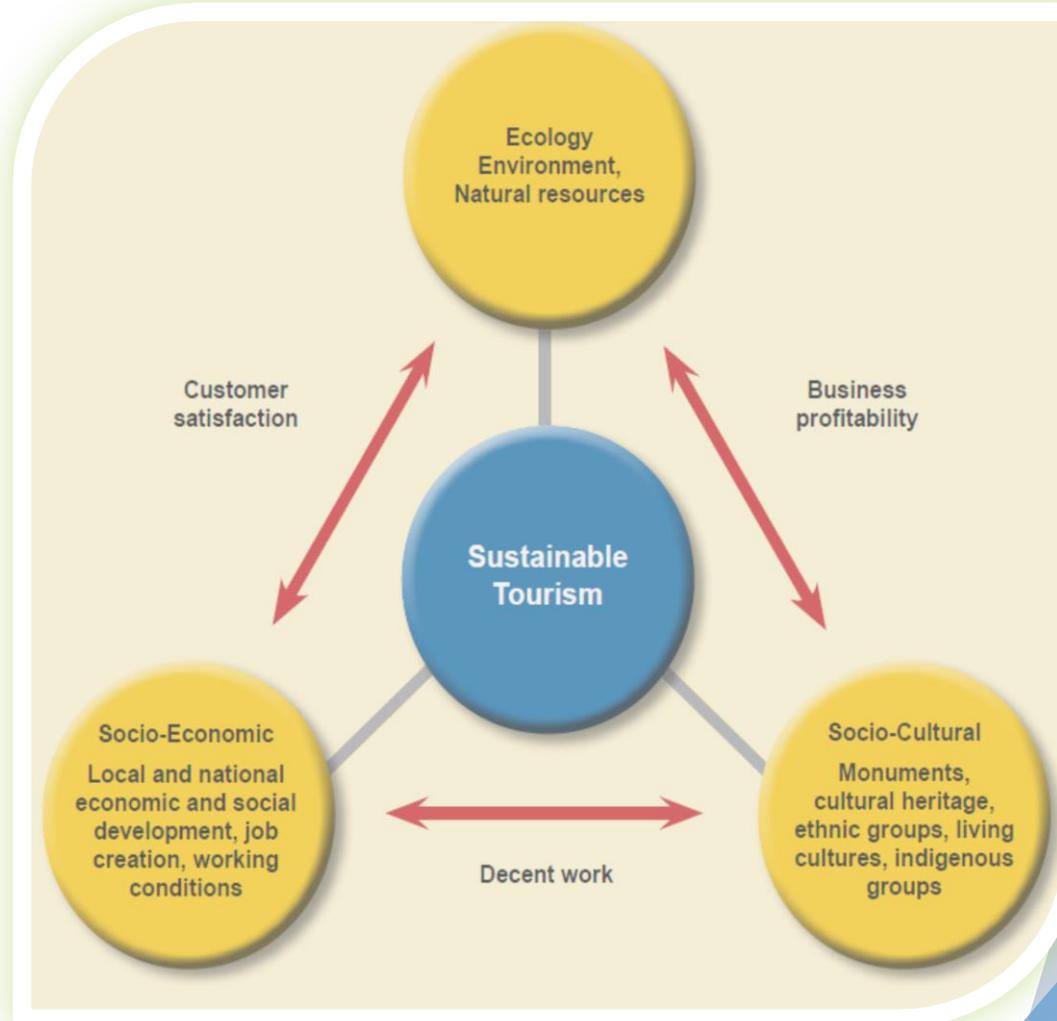
✓ In 2015, the number of international tourist arrivals increased by **4.6% worldwide**, representing a rise of **52 million arrivals** over the previous year.

✓ **Asia and the Pacific** recorded a **6 % growth** in international tourist arrivals.



Sustainable tourism: Environment, Social and Cultural

“Sustainable tourism should generate local prosperity, decent work, promote environmental awareness, conserve and protect the environment, respect wildlife, flora, biodiversity, ecosystems and cultural diversity, and improve the welfare and livelihoods of local communities by supporting their local economies and the human and natural environment as a whole” (ILO, 2017)



Tourism in Aruba 2018 – Economic Impact

❖ Selected key facts

- The total contribution of Travel & Tourism to (2017) GDP was 86.5%, and forecasted to raise by 1.2% in 2018 and continue raising to 91.7% of GDP in 2028
- The total contribution of Travel & Tourism to (2018) employment, including jobs indirectly supported by the industry was 87.0% (42.000 jobs) of total employment, and expected fall very slightly to 41.500 jobs in 2018 and to 41.000 in 2028

❖ Aruba and world ranking (out of 185 countries)

- Absolut size - ranking 112
- Relative size - ranking 2
- Growth - ranking 173
- Long-term growth - ranking 174

Quick discussion (5 min)

- ❖ What are the main risk factors for the tourism industry in Aruba today?

Tourism and the ILO Decent Work Agenda

- ❖ Promoting jobs
- ❖ Guaranteeing and promoting rights at work
- ❖ Extending social protection
- ❖ Promoting social dialogue

ILO Guidelines on Decent Work and Socially Responsible Tourism

- ❖ The Guidelines on Decent Work and Socially Responsible Tourism were adopted at a tripartite Meeting of Experts held in Geneva from 20-24 February 2017.
- ❖ These guidelines will be submitted to the 331st Session of the Governing Body (October-November 2017).
- ❖ They are the first international text dealing specifically with decent work and socially responsible tourism.

The Guidelines are available at:

http://www.ilo.org/sector/activities/sectoral-meetings/WCMS_546337/lang--en/index.htm

Objectives and intended users

► Objectives:

Reference tool for the ILO constituents and other tourism stakeholders in their efforts to address labour-related challenges and opportunities for the sustainable development of the tourism sector.

► Intended users:

Those engaged in developing and implementing policies and interventions in the tourism sector at international, national, regional, local and enterprise level.

- ✓ Inter alia governments, workers and employers and organizations representing them, cooperatives and organizations of rural, local and ethnic communities and indigenous and tribal peoples, education and training institutions, IGOs and NGOs.

Content of the guidelines

- ✓ **Chapter 1:** Scope of the guidelines, including their objectives, intended users, definitions and field of application.
- ✓ **Chapter 2:** Employment trends and developments in tourism.
- ✓ **Chapter 3** proposes sector-relevant measures for the design and implementation of sustainable tourism policies. It includes sections on:
 - ✓ the promotion of full and productive employment in the tourism sector;
 - ✓ promoting sustainable tourism enterprises;
 - ✓ investing in human resources development of the tourism workforce;
 - ✓ implementing international labour standards and enforcing compliance with laws and regulations;
 - ✓ strengthening labour protection and promoting effective social dialogue.
- ✓ The **appendix** compiles a non-exhaustive list of international standards, declarations and other documents relevant to the tourism industry.

1. Promoting jobs (see chapter 3.1, 3.2, 3.3)

Tourism is a **major source of employment** because of its labour-intensive nature and the significant multiplier effect on employment in related sectors:

- 60-70% of the tourism workforce are **women**
- The majority of workers are **under 35 years of age**
- **Migrants** make up a large share of workers
- ✓ In 2016, tourism directly created 67 million jobs (3.7% of total employment). Total contribution to employment (directly, indirectly and induced) was 8.7% of total employment with 159 million jobs.
- ✓ 1 job in the core tourism sector creates about 1.5 additional or indirect jobs in the tourism-related economy, i.e., transportation, food and beverage provision, handicrafts, the preservation of cultural and natural assets.
- ✓ The sector overall accounts for one in 11 jobs (direct and indirect) in the world.

Governments and social partners should aim at:

- Creating an **enabling environment** for the promotion of sustainable enterprises.
- Designing **youth employment policies and plans** that specifically target the tourism sector.
- Facilitating the **transition to formality** in a sector characterized by a high informality.
- Addressing **non-standard forms of employment** in regulatory frameworks and ensuring that all workers are protected.
- Investing in the **human resource development** of the tourism workforce and adapting technical vocational education and training systems, lifelong learning and quality apprenticeship schemes in order to respond to the skills needs.

2. Guaranteeing and promoting rights at work (see chapter 3.4)

- Tourism workers or those seeking work in the sector, particularly people and groups vulnerable to discrimination are not always effectively protected under the relevant national legislation.
 - ✓ For example: violence, harassment, forced labour, human trafficking or the sexual abuse and exploitation of adults and children
- Due to organizational and structural characteristics of the sector, workers with family responsibilities, both women and men, face particular challenges in reconciling work with family and care responsibilities.
- In ensuring a rights-based approach to the promotion of sustainable tourism, the following actions need to be considered:
 - ✓ promoting equality and non-discrimination;
 - ✓ eliminating forced and child labour;
 - ✓ ensuring freedom of association and the right to collective bargaining.

3. Extending social protection (see chapter 3.5)

- **Labour protection and social security** are complementary and together provide the social protection that workers and their families need.
- The **regulation of working conditions** in the areas of wages, working time, OSH and maternity protection is central to effective and efficient labour protection in tourism.
 - ✓ *Informality* in the industry poses challenges to ensuring effective social security coverage.
 - ✓ While *irregular working hours* can offer options for tourism workers to better balance work and private life, in some cases, they can also have health consequences, leading to a deterioration of the quality of service and motivation. This may particularly affect workers with family responsibilities.
 - ✓ *Women* are particularly disadvantaged and likely than men to work in the informal economy, casual, temporary or part-time employment and tend to earn less.

4. Promoting social dialogue (see chapter 3.6)

- Because of the nature of the tourism sector as interface between service providers and customers, **establishing good workplace management-labour relations is of critical importance**, as it can positively impact service quality and the retention of staff.
 - ✓ Challenges that the sector faces include low union density due to, inter alia, the prevalence of SMEs, the young workforce and high staff turnover.
- ▶ ***Social dialogue includes all types of negotiation, consultation and exchange of information.***
- It can help to minimize social conflict by facilitating consensus between the parties concerned on the design and implementation of economic and social policies.
- Lack of social dialogue leads to conflict, misunderstanding and fragmented progress.

Quick discussion (10 min)

- ❖ **What are the main decent work deficits the Aruba tourism industry is facing today?**
- ❖ **What policy measures are necessary to further promote sustainable tourism and decent work in Aruba?**

The 2030 Agenda for Sustainable Development

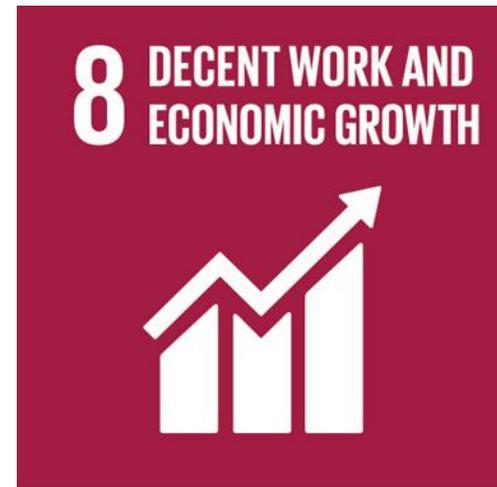


The 2030 Agenda for Sustainable Development

.... the 2030 agenda for sustainable development include specific tourism targets. Targets 8, 12 and 14.

SDG 8: promote all inclusive and sustainable economic growth, employment and decent work for all

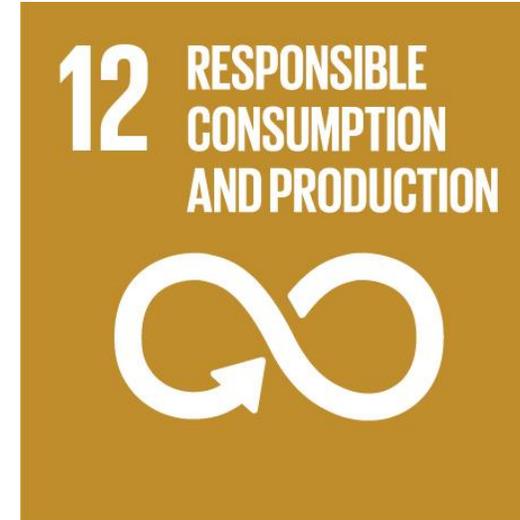
- Target 8.9: *by 2030, devise and implement policies to promote sustainable tourism that creates jobs and promotes local culture and products*



The 2030 Agenda for Sustainable Development

SDG 12: Ensure sustainable consumption and production patterns

- 12.b develop and implement tools to monitor sustainable development impacts for sustainable tourism which creates jobs, promotes local culture and products
- *Tourism can contribute to change consumption patterns and promote sustainable production and consumption*



SDG 14: Conserve and sustainably use the oceans, seas and marine resources

- 14.7: by 2030 increase the economic benefits to Small Island Developing States and Least Developed Countries from the sustainable use of marine resources, including through sustainable management of fisheries, aquaculture and tourism.
- *Coastal and maritime tourism amongst largest segments of tourism industry depends on healthy maritime ecosystems*



Quick discussion (5-10 min)

- ❖ What is the importance of the SDGs specifically on tourism?
- ❖ How does the Aruba tourism industry orient itself to the SDGs?

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