

UNCTAD
Single-year Expert Meeting on
Tourism's Contribution to Sustainable Development

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Sustainable tourism: ILO policy and tools

The views expressed are those of the author and do not necessarily reflect the views of UNCTAD

Sustainable tourism ILO policy and tools

2013

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EXPERT MEETING ON TOURISM'S CONTRIBUTION TO
SUSTAINABLE DEVELOPMENT

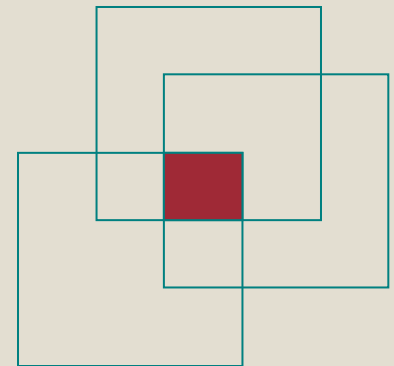
14 - 15 MARCH 2013

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GENEVA

BY WOLFGANG WEINZ

ILO, GENEVA



ILO a tripartite UN agency

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Governments

Workers



Employers

ILO

The ILO is the only 'tripartite' United Nations agency that jointly shapes policies and programmes.

Tourism means: Development and Employment

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- o Tourism is among the world's lead sectors for creation of jobs requiring varying degrees of skills.
- o The sector allows for quick entry into the workforce for youth, women and migrant workers.
- o One job in the core tourism industry creates roughly one and a half additional (indirect) jobs in the tourism related economy.

Tourism impact: Development and Employment

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- The sector's global economy created (directly and indirectly) more than 235 million jobs, equivalent to about 8% of the global workforce, or one in every 12.3 jobs.
- Women account for 60 to 70% of the sector's labour force.
- Half of the sectors' workers are aged 25 or below.

Labour and Tourism

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Tourism is one of the largest and most dynamic industries in the global economy.

Tourism is a labour-intensive interface between workers and customers and a quality driven service profession.

Tourism provides employment to workers with little or no formal training.

Tourism has a huge potential for job creation for young and female workers and can contribute inter-sectorally to poverty reduction.

Consequences

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Difficult working conditions contribute to high staff turnover



High staff turnover has consequences on the businesses' expenses



Impacts productivity, competitiveness, service quality, and a lack of social dialogue

Sustainable Tourism

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- Sustainable tourism is built on social justice, economic development, and environmental integrity



Decent Work

A four pillar approach

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- **Decent work** means that the workers have a voice and are protected by fundamental rights at work, that employment creates sustainable income opportunities and career perspectives, and finally minimum standards on social protection and social security can be ensured.

Decent and productive work

1.
Standards
and rights
at work.

2.
Employment
promotion
and
enterprise
development

3.
Social
Protection

4.
Social
Dialogue

Pillar 1 - Standards and rights

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- Ratify/Implement ILO Convention No. 172 on Working Conditions in Hotels and Restaurants and Recommendation No. 179, 1991
The Convention and its Recommendation covers:
 - hours of work and overtime;
 - the progressive elimination of split shifts;
 - the number and length of meal breaks;
 - uninterrupted weekly rest of not less than 36 hours;
 - average daily rest of 10 consecutive hours;
 - taking steps to move towards annual paid leave of 4 weeks;
 - and recommends that governments promote training for skills development and career enhancement.

Pillar 2 - Employment promotion and enterprise development

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- Study review of socially responsible HR and labour relations practice in international hotel chains,
- Reducing Poverty through Tourism (Working paper, fact sheet, training toolkit)
- Good Practices Guide for Guesthouses and Small Hotels
- Sustaining Competitive and Responsible Enterprises (SCORE) project in South Africa
- <http://www.fairtourismsa.org.za/index.html>

Pillar 3 – Social protection

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- 75 OSH Standards in Tourism and web based self assessment <http://shstandards.com/english/Home.asp>
- Guide on HIV/AIDS in tourism
- Working Paper on Migrant workers in the international tourism industry
- Working Paper on Women in the HCT sector
- Working Paper on Youth in the HCT sector (forthcoming 2013)
- Study on SMEs in tourism (in cooperation with OECD, forthcoming 2013/14)

Pillar 4 – Social Dialogue

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- Guide for Social Dialogue in the Tourism industry:
- Social dialogue at all levels to meet the challenges and the prospects of tourism industry
- Effective social dialogue can enhance the potential for employment growth, address changing demographics, promote sustainable tourism, skills development, job career perspective and decent work

For more information

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www.ilo.org/sector

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Thank you !!

