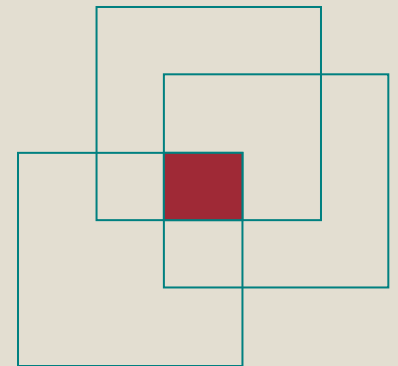


ILO

Poverty Reduction through Tourism Training Program

1

WELCOME AND INTRODUCTION



Let's get to know each other!

2

- Name, title, organization
- Reason for participating in today's program
- One interesting fact about yourself

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.

ILO Services

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1. Formulation of international policies and programs to promote basic human rights, improve working and living conditions, and enhance employment opportunities
2. Creation of international labor standards backed by a unique system to supervise their application
3. An extensive program of international technical cooperation formulated and implemented in an active partnership with constituents, to help countries put these policies into practice in an effective manner
4. Training, education and research activities to help advance all of these efforts

UN Millennium Development Goals (MDGs)

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Goal 1: eradicate extreme hunger and poverty

Goal 2: achieve universal primary education

Goal 3: promote gender equality and empower women

Goal 4: reduce child mortality

Goal 5: improve maternal health

Goal 6: combat HIV/AIDS, malaria and other diseases

Goal 7: ensure environmental sustainability

Goal 8: develop a global partnership for development

Millennium Development Goal 1

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Goal 1:

To eradicate extreme hunger and poverty

Target 1B:

To achieve full and productive employment and decent work for all, including women and young people

ILO AND SUSTAINABLE TOURISM

Tourism means Development and Employment

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- Tourism is the 4th largest export category in the world
- expected to generate about 9% of the total GDP, tendency rising
- sector's investment is estimated to be 9% of total investments
- among the world's lead sectors for creation of jobs requiring varying degrees of skills
- allows for quick entry into the workforce for youth, women and migrant workers
- One job in the core tourism industry creates roughly one and a half additional (indirect) jobs in the tourism related economy

Tourism Impact on Development and Employment

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- The sector's global economy created (directly and indirectly) more than 254 million jobs, equivalent to about 8.7% of the global workforce, or one in every 11.5 jobs
- Women account for 60 to 70% of the sector's labour force
- Half of the sectors' workers are aged 25 or below
- Export earnings from international visitors reached over USD 1.2 trillion or 30% of the world's service exports
- Tourism has become the #1 export category for many developing countries and among one of top 3 foreign exchange earners, it's been identified as a powerful engine for economic growth, employment and poverty reduction

Job Creation and Poverty Reduction through 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.

Characteristics of Tourism Employment

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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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WHAT IS DECENT WORK?

Decent Work

A Four Pillar Approach

14

- **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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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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- Promote socially responsible HR and labour relations practice in international hotel chains
- Reducing Poverty through Tourism (Working paper, fact sheet, training toolkit)
- 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 Occupational Safety and Health (OSH) Standards in Tourism

- web based self assessment

<http://shstandards.com/english/Home.asp>

- Guide on HIV/AIDS in tourism

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

Addressing Labour Needs in Tourism

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Develop and improve a sustainable labour market environment through:

Training and development of workers skills with job career perspective

Poverty reduction through local empowerment and job creation

Ratify/
Implement ILO
Convention 172
on Working
Conditions in
Hotels and
Restaurants (Rec.
179, 1991)

Social
dialogue at
all levels to
meet the
challenges
and the
prospects
of tourism
industry

On-going ILO Action

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- Collection of data on best practices, monitoring and analyse of trends in employment, business and ownership
- Promote the ratification/implementation of C172
- Provide technical support to member States and social partners to promote poverty reduction through tourism and development of sustainable tourism
- Undertake research on gender, migrant, youth employment, SME issues within the HCT industries
- Regional/national workshops on Decent Work and Sustainable Tourism through Social Dialogue
- Organize activities to assist constituents in the HCT sector to ensure that training is closely aligned to the needs of the industry and its workforce and to support labour-management-relations.



International
Labour
Office
Geneva

Toolkit on



**Poverty
Reduction
through
Tourism**

Toolkit on Poverty Reduction through Tourism

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Produced in cooperation with UNWTO and WTTC to assist developing and LDCs to benefit from sustainable tourism development in a way that directly leads to local empowerment, economic development and poverty reduction.

Objectives of the Toolkit

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- Share knowledge of the tourism industry and how it can reduce poverty
- Promote understanding of the characteristics of the industry and how the principles of decent work and social dialogue can be applied to maximize return of tourism development to the local community
- Help participants master the fundamentals of promotion and marketing in tourism, tourism markets and tourism businesses

Target groups for the Toolkit

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- national government representatives
- local/rural authorities representatives
- local/rural community organizations' representatives
- representatives of employers' organizations
- trade union representatives
- representatives of support institutions (e.g. NGOs)
- representatives of the local/rural tourism industry

Structure of the Toolkit

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The toolkit is organized around five modular chapters

Chapter 1. The tourism industry and poverty reduction – general overview

Chapter 2. Human resources, decent work and social dialogue

Chapter 3. Promotion and marketing in tourism

Chapter 4. Tourism market

Chapter 5. Tourism business

Workshop Agenda

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- Day 1
- Day 2

For more information

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<http://www.ilo.org/public/english/dialogue/sector/sectors/tourism.htm>

or

www.ilo.org/sector



Let's take a break!

