

Status Human Rights Action Plan India 2014-15

Follow-up of Human Rights Impact Assessment India 2013

Topic	Follow-up Action	Status
1. Labour issues at Sita / Kuoni	Disseminate the HRIA India report and share the opportunities and challenges with all employees.	on track/implemented
	Review and modify the existing employee grievance mechanism at Sita in line with the effectiveness criteria described in Principle 31 of the UN Guiding Principles on Business and Human Rights, and integrate it into Sita's HR Manual.	generally on track, with minor issues
	Evaluate measures to reduce stress levels during peak season , e.g. assign one person for "emergency phone" outside working hours.	off track
	Monitor and evaluate working hours per employee at Sita.	on track/implemented
2. Labour issues at key accommodation suppliers	Ensure that the Kuoni Supplier Code of Conduct is signed by all accommodation providers (Train contractors, introduce monitoring system).	on track/implemented
	Train accommodation providers on the Kuoni Supplier Code of Conduct and sustainability certifications, with a particular focus on adequate working conditions.	generally on track, with minor issues
3. Labour issues at key service providers	Introduce signature of the Supplier Code of Conduct in contracts with outsourced service providers , and monitor compliance.	generally on track, with minor issues
	Improve working conditions of subcontracted staff.	generally on track, with minor issues
4. Women's rights and empowerment	Conduct an internal town-hall event at Sita on women empowerment in the Indian tourism industry.	on track/implemented
	Encourage business partners to share and adopt good practice on how to improve the gender balance; Sita to put together a short brochure with good-practice examples identified to be shared with the hotels.	generally on track, with minor issues
	Address the issue in industry associations .	on track/implemented
5. Community impacts of houseboat industry	Further integrate gender aspects in the HRIA Toolkit and in the human rights risk assessment of the Kuoni Group.	on track/implemented
	Sensitize tourists to their potential impacts in the Backwaters through the development of information material for visitors , and train tour guides appropriately.	on track/implemented
6. Economic exclusion / lack of local sourcing	Launch and implement a project with innovative business partners, NGOs, specialists and the government to develop a best practice for houseboats .	on track/implemented
	Develop and promote sustainable products (e.g. checklist for sustainable product development, development of socially and environmentally responsible products).	on track/implemented
	Share the findings of the HRIA and the resulting improvement actions throughout the tourism industry in India, to raise awareness and encourage change.	on track/implemented
7. Impacts on children	Organize an annual seminar on sustainable tourism in collaboration with industry associations to increase the level of understanding in the sector and to engage in government lobbying on some of the issues highlighted (e.g. promoting inclusivity and sustainable tourism planning).	generally on track, with minor issues
	Continue engagement to prevent the sexual exploitation of children in tourism .	generally on track, with minor issues
	Increase the transparency and traceability of the souvenir value chain in India.	off track
	Revise the methodology and the questionnaire for consulting children as stakeholders in human rights impact assessments (to be added to the Kuoni HRIA Toolkit).	on track/implemented

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