

Status Human Rights Action Plan Kenya 2013-14

Follow-up of Human Rights Impact Assessment Kenya 2012

Topic	Follow-up Action	Status	Comments
1. Labour issues at Kuoni / Private Safaris (PSL)	Disseminate the report and share positive and negative findings with all employees	Green	Report disseminated internally and findings shared through bilateral meetings and workshops conducted by Kuoni CR team in April 2013
	Incorporate the findings in the development of the new PSL HR manual , including developing a new grievance mechanism	Green	Grievance mechanisms, open door policy, training, and career development and promotional opportunities have been defined in the new HR manual which has been communicated to and acknowledged by PSL staff in May 2013
	Institutionalise and reinforce an open door policy of management	Green	see above
	Alignment with results and follow-up actions of the EMPOWER survey , the employee satisfaction survey regularly conducted by the Kuoni Group worldwide	Green	Action plan as follow-up on Empower-survey has been developed
	Conduct a living wage assessment and benchmark salaries	Orange	PSL to participate in national salary benchmarking to be done at government/national level; topic addressed in industry-wide stakeholder workshop in December 2013 (organised in collaboration with the ILO) and wage-setting to be addressed for the tourism industry
2. Labour issues at key accommodation suppliers	Organise a capacity-building workshop for hotels in Kenya on « improving business performance through respect for labour conditions and social rights»	Green	Informal collaboration with the ILO in 2014: Local consultants as well as workers and managers from five Kenyan hotels participated in a training program (ILO SCORE methodology) aimed at increasing productivity and service quality by improving worker-management relations
	Continue to promote Travelife at the destination	Green	Hotel visits conducted in Kenya (April 2013) to sensitize on sustainability issues and to promote the Travelife certification
	Continue to act as an active member of the Travelife steering committee focussing in particular on the integration of social and human rights issues within the whole Travelife system	Green	Contribution to the development and roll-out of the new Travelife criteria in 2013 and 2014, with a specific focus on social and human rights issues
3. Distribution of economic benefits	Establish a participative, gender sensitive project to measure local economic benefit of PSL / suppliers, e.g. in Amboseli. As part of this project, organise a workshop for local stakeholders and identify actions to increase economic empowerment and involvement of local communities	Red	Topic addressed at industry-wide stakeholder workshop in December 2013 (organised in collaboration with the ILO). Considering the security situation and economic challenges faced by the Kenyan tourism industry, this was not followed up.
	Share the outcomes of the HRIA and resulting improvement actions throughout the tourism industry in Kenya	Green	Dissemination of results in bilateral meetings with NGO and accommodation suppliers (April 2013 and May 2014) and at industry-wide stakeholder workshop conducted in collaboration with the ILO in December 2013
	Assess available learning from initiatives elsewhere that aim at mitigating tourist harassment by promoting beach operator and hotel cooperation	Orange	Collaboration with The Travel Foundation for the Beach Vendors Project in Sri Lanka. Meeting with Mombasa Beach Operators' Livelihood Project in May 2014.
4. Children's rights	Continue to lobby for the global establishment of The Code network	Green	Continuous engagement as active board member of The Code throughout 2013
	Support establishment and training / capacity building of local Code representative in Kenya	Orange	Collaboration with existing local networks to support the effective implementation of the Child Protection Code; local organisations (KAHC, SOLWODI, CWSK) supported to raise awareness in communities
5. Community impacts	Kuoni has not defined any concrete measures at this stage but will continuously monitor the situation	Diagonal lines	
	The potential impacts of any developments in this area will be addressed accordingly	Diagonal lines	

Status:

- on track/implemented
- generally on track, with minor issues
- off track