

FORMAT		
1. Name of resource	ILO Guidelines on Decent Work and Socially Responsible Tourism	
2. Location	<a href="https://www.ilo.org/sites/default/files/wcmsp5/groups/public/@ed_dialogue/@sector/documents/normativeinstrument/wcms_546337.pdf">https://www.ilo.org/sites/default/files/wcmsp5/groups/public/@ed_dialogue/@sector/documents/normativeinstrument/wcms_546337.pdf</a>	
3. Alternative location		
4. Author[s]	ILO	
5. Publisher/producer/host	ILO	
6. Year	2017	
7. Suggested citation	ILO (2017). ILO Guidelines on Decent Work and Socially Responsible Tourism. ILO, available at <a href="https://www.ilo.org/sites/default/files/wcmsp5/groups/public/@ed_dialogue/@sector/documents/normativeinstrument/wcms_546337.pdf">https://www.ilo.org/sites/default/files/wcmsp5/groups/public/@ed_dialogue/@sector/documents/normativeinstrument/wcms_546337.pdf</a>	
8. Languages in which available	English, French, Spanish	
9. Geographic area resource relates to	Global	
10. Does the resource relate to a specific time frame?		
11. Type	Report	Yes
	Toolkit/Framework/Roadmap	Yes
	Sign-post to other resource (database)	
	Case studies	
	Other	Guidance for policy makers
12. Part of an initiative?		
COLLECTIONS AND COLLECTIONS-BASED INSTITUTIONS		
13. Explicit links to collections	Yes	
14. Explicit links to museums/libraries/archives	Yes	
15. Types of institutions relevant to	Museums	X
	Archives	X
	Libraries	X
	Other	X
16. Does the resource relate to specific disciplines?	Arts, humanities and social sciences: philosophy, psychology, religion, social sciences, law, politics, language, arts	X

	and recreation, architecture, literature, history, geography and ethnology, anthropology, archaeology	
	Science, natural history, technology, medicine, engineering, manufacturing	X
17. If no explicit links to collections, justification for inclusion		
HOW IT CONTRIBUTES TO SUSTAINABLE DEVELOPMENT		
18. Collections-related activities the resource relates to (mark all that apply)		
Develop collections to protect and safeguard wider cultural and natural heritage more effectively, for example by targeting collecting to threatened forms of heritage in strategic ways		
Use collections to promote learning and educational opportunities that contribute to sustainable development more effectively, for example education for sustainable development and sustainable lifestyles, human rights, gender equality, promotion of a culture of peace and non-violence, global citizenship and appreciation of cultural diversity and of culture’s contribution to sustainable development and/or skills development relating to collections		
Use collections to promote cultural participation/social inclusion more effectively, for example by reducing barriers to participation, to ensure no-one is ‘left behind’		
Use collections to promote sustainable tourism more effectively, for example by developing new products based on local cultural heritage, and/or considering the rights of stakeholder groups in relation to collections	X	
Use collections to support research that contributes to sustainable development (including all forms of personal and self-directed research at all levels that make use of stored collections) more effectively, for example by providing effective facilities, collections and information to meet researchers’ needs		
Make decisions around collections that contribute to sustainable development more effectively		
i. employment (recruiting, staff training, staff safety)	X	
ii. energy consumption, greenhouse gas emissions, reduction, monitoring and reporting		
iii. waste management and reduction of waste		
iv. transport (forms of transport, energy use)		
v. commercial activities including copyright and IP	X	

vi.	governance and management	X
vii.	security, disaster preparedness and risk reduction	
<b>Direct external leadership, partnerships and collaborations towards sustainable development more effectively</b> , for example by developing impactful partnerships		X
<b>19. Does the resource relate clearly to any international conventions (mark all that apply)?</b>		
Culture conventions:		
1952, 71 Protection of Copyright and Neighbouring Rights		
1954 Protection of Cultural Property in the Event of Armed Conflict		
1970 Fighting Against the Illicit Trafficking of Cultural Property		
1972 Protection of the World Cultural and Natural Heritage		
2001 Protection of the Underwater Cultural Heritage		
2003 Safeguarding of the Intangible Cultural Heritage		
2005 Protection and Promotion of the Diversity of Cultural Expressions		
Rio Conventions:		
Convention on Biological Diversity (CBD), Convention to Combat Desertification (UNCCD), Framework Convention on Climate Change (UNFCCC)		
<b>AIMS AND CONTENT</b>		
<b>20. What issues does the resource aim to address?</b>		<p><b>“Tourism is an important driving force for inclusive socio-economic development, with significant potential to stimulate enterprise and job creation, particularly for women and young people. It has experienced continued expansion and diversification over the last decades and is one of the most dynamic and fastest-growing economic sectors today. In spite of this, its role in employment generation and enterprise development is often overlooked in tourism development policies and strategies. Moreover, the tourism industry continues to face decent work challenges that need to be addressed in order to take full advantage of its potential for economic development and job creation...” (p.iv)</b></p> <p><b>“These guidelines set out common principles and the policy framework that should guide action to achieve decent work and socially responsible tourism, and full and productive employment in the tourism industry, thereby promoting its sustainability, and contributing to the achievement of the SDGs. They should serve as a 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.” (p.5)</b></p>

<p>21. Intended audience of resource</p>	<p>“The guidelines are intended for use by those engaged in developing and implementing policies and interventions in the tourism sector at international, national, regional, local and enterprise level, and include, inter alia:</p> <ul style="list-style-type: none"> <li>(a) government authorities at all levels;</li> <li>(b) employers in the tourism sector and organizations representing them;</li> <li>(c) workers in the tourism sector and organizations representing them;</li> <li>(d) cooperatives, organizations of rural, local and ethnic communities and indigenous and tribal peoples engaged in the tourism sector;</li> <li>(e) education and training institutions for tourism personnel;</li> <li>(f) IGOs, NGOs and research institutions involved in the tourism sector.”(p.6)</li> </ul>
<p>22. Process of development</p>	<p>“In order to produce a practical and helpful set of guidelines for governments, employers and workers, and all other actors involved in the tourism sector, the ILO held a tripartite meeting of experts from 20 to 24 February 2017. On the basis of a draft prepared by the International Labour Office (ILO), and after five days of extensive and fruitful deliberations, the experts unanimously adopted the present Guidelines on decent work and socially responsible tourism. These guidelines were approved for publication and promotion by the ILO Governing Body at its 331st Session (October–November 2017). (p.iv)</p>
<p>23. Organisation/structure/contents</p>	<p>Page</p> <p>Preface v</p> <p>Sectoral guidelines vii</p> <p>Abbreviations xi</p> <p>Introduction 1</p> <p>1. Scope of the guidelines 5</p> <p>1.1. Objectives of the guidelines 5</p> <p>1.2. Intended users 6</p> <p>1.3. Definition 6</p> <p>2. Employment trends and developments in tourism 9</p> <p>3. Designing and implementing sustainable tourism policies that create full and productive employment and decent work for all 15</p> <p>3.1. Promoting full and productive employment in the tourism sector 17</p> <p>3.2. Promoting sustainable tourism enterprises 18</p> <p>3.2.1. Promoting decent jobs for youth in the tourism sector 21</p>

	3.2.2. Facilitating the transition to formality 22 3.2.3. Non-standard forms of employment 24 3.3. Investing in the human resource development in the tourism sector 25 3.4. Implementing international labour standards and enforcing compliance with laws and regulations 31 3.4.1. Promoting equality and non-discrimination 31 3.4.2. Eliminating forced and child labour: Meeting the requirements 33 3.4.3. Ensuring freedom of association and the right to collective bargaining 36 3.5. Strengthening labour protection 37 3.5.1. Social security 37 3.5.2. Maternity protection 39 3.5.3. Working conditions 41 3.6. Promoting effective social dialogue 47 Appendix 51 Bibliography 55
<b>FRAMEWORKS</b>	
Framework structure	
24. Relevant policy considerations	Yes
25. Resources for implementation identified	Yes
26. Specific assessment points/indicators/milestones/action plan for monitoring	Yes
<b>27. ASPECTS OF SUSTAINABILITY COVERED BY RESOURCE (mark all that apply)</b>	
People (social sustainability)	X
Planet (environmental sustainability)	X
Prosperity (economic sustainability)	X
Peace	X
Partnerships	X
<b>28. CROSS-CUTTING CONSIDERATIONS COVERED BY RESOURCE (mark all that apply)</b>	
Gender perspectives	X
North and South perspectives	X
<b>HOW THE RESOURCE CONTRIBUTES TO AGENDA 2030 AND THE SDGs</b>	
<b>HOW AGENDA 2030 AND THE SDGs FEATURE IN THE RESOURCE</b>	
29. SDGs and Agenda 2030 specifically mentioned?	Yes
30. SDGs specifically mentioned?	Yes

31. SDG targets specifically mentioned?	Yes
32. SDG indicators specifically mentioned?	No
<b>SDGs AND SDG TARGETS AND LINKAGES</b>	
33. Comments on SDG linkages	The resource can help support action for SDG targets relating to sustainable tourism (8.9), measuring and monitoring sustainable tourism (12.B) and enhancing benefits from sustainable tourism in Developing countries (14.7). More broadly, the resource can contribute towards 4.3 (training opportunities), 4.4 (staff skills), 4.5 (access to education and training for all), 8.3 (job creation and encouraging small businesses), 8.5 (ensuring people have employment and decent work), 8.6 (reducing youth unemployment), 8.7 (prevent exploitation, including modern slavery), 8.8 (protect workers' rights and provide secure working conditions), 8.9 (responsible tourism), 10.2 (universal inclusion), 10.3 (reduce inequalities of outcome), 10.4 (social protection), 12.6 (adopting sustainable practices), 12.7 (sustainable procurement), 16.6 (effective, accountable transparent institutions), 16.10 (protecting fundamental freedoms, including workers' rights), 16.B (promote laws and policies for sustainable development), 17.14 (policy coherence) and 17.17 (local partnerships). Different aspects of the resource support additional SDG targets.
<b>34. SDGs and SDG targets the resource helps advance</b>	
<b>SDG 4. Ensure inclusive and equitable quality education and promote lifelong learning opportunities for all</b> 4.3 By 2030, ensure equal access for all women and men to affordable and quality technical, vocational and tertiary education, including university	Number of learning programmes in schools, colleges and universities that make use of collections.  Proportion of learning programmes in schools and colleges making use of collections that prioritise disadvantaged areas.  Gender balance of students in learning programmes.  Number of programmes using collections that aim to encourage people to participate in education in schools, colleges and universities.
<b>SDG 4. Ensure inclusive and equitable quality education and promote lifelong learning opportunities for all</b> 4.4 By 2030, substantially increase the number of youth and adults who have relevant skills,	Number of young people and adults in skills-development activities and programmes drawing on collections, for employment, decent jobs and entrepreneurship

including technical and vocational skills, for employment, decent jobs and entrepreneurship	<p>Increase in number of young people and adults in such programmes</p> <p>Number and proportion of staff who have received training in the last year, to better support their contribution to the SDGs.</p> <p>Programs and processes in place to ensure the availability of a skilled workforce.</p>
<p><b>SDG 4. Ensure inclusive and equitable quality education and promote lifelong learning opportunities for all</b></p> <p>4.5 By 2030, eliminate gender disparities in education and ensure equal access to all levels of education and vocational training for the vulnerable, including persons with disabilities, indigenous peoples and children in vulnerable situations</p>	<p>Number of educational and/or training programmes drawing on collections directed to eliminate gender disparities in education.</p> <p>Number of educational and/or training programmes drawing on collections directed to meet the particular needs of persons with disabilities.</p> <p>Number of educational and/or training programmes drawing on collections directed to meet the particular needs of Indigenous peoples' groups.</p> <p>Number of educational and/or training programmes drawing on collections directed to meet the particular needs of children in vulnerable situations.</p>
<p><b>SDG 8. Promote sustained, inclusive and sustainable economic growth, full and productive employment and decent work for all</b></p> <p>8.3 Promote development-oriented policies that support productive activities, decent job creation, entrepreneurship, creativity and innovation, and encourage the formalization and growth of micro-, small- and medium-sized enterprises, including through access to financial services</p>	<p>Development-oriented policies in place for the range of activities, or development-oriented considerations are included in other policies.</p> <p>Number of micro-, small- and medium-sized enterprises supported.</p> <p>Number and proportion of formalised arrangements with micro-, small- and medium-sized enterprises.</p> <p>Total value of financial services or financial support provided to micro-, small and medium-sized enterprises.</p>
<p><b>SDG 8. Promote sustained, inclusive and sustainable economic growth, full and productive employment and decent work for all</b></p> <p>8.5 By 2030, achieve full and productive employment and decent work for all women and</p>	<p>Increase in number of people in full and productive employment relating to collections, through job creation and recruitment.</p> <p>Increase in proportion of existing staff working with collections in productive employment.</p>

men, including for young people and persons with disabilities, and equal pay for work of equal value	<p>Increase in number of men, women, young people and persons with disabilities in development and training programmes drawing on collections that support them in employment.</p> <p>Removal of pay disparities by gender and/or other status for those working with collections.</p> <p>Policies and plans in place to ensure that all suppliers and others in the supply chain are in decent and productive work.</p>
<p><b>SDG 8. Promote sustained, inclusive and sustainable economic growth, full and productive employment and decent work for all</b></p> <p>8.6 By 2020, substantially reduce the proportion of youth not in employment, education or training</p>	<p>Number of young people in employment, education or training relating to collections.</p> <p>Number of people in dedicated programmes relating to collections, who would otherwise not be in employment, education or training.</p>
<p><b>SDG 8. Promote sustained, inclusive and sustainable economic growth, full and productive employment and decent work for all</b></p> <p>8.7 Take immediate and effective measures to eradicate forced labour, end modern slavery and human trafficking and secure the prohibition and elimination of the worst forms of child labour, including recruitment and use of child soldiers, and by 2025 end child labour in all its forms</p>	<p>Policies and plans in place to ensure that forced labour, modern slavery, human trafficking and child labour are completely eliminated from throughout the supply chain.</p> <p>Number of collections development, educational and awareness-raising, and research programmes and partnerships aimed at eradicating forced labour, modern slavery and human trafficking.</p>
<p><b>SDG 8. Promote sustained, inclusive and sustainable economic growth, full and productive employment and decent work for all</b></p> <p>8.8 Protect labour rights and promote safe and secure working environments for all workers, including migrant workers, in particular women migrants, and those in precarious employment</p>	<p>Number and proportions of staff working with collections in safe and secure working environments.</p> <p>Number of accidents and other health and safety incidents reported.</p> <p>Training and support provided for staff to ensure their wellbeing, health and safety.</p> <p>Education, awareness-raising and partnership programmes drawing on collections that address labour rights, notably those of migrant workers and others in precarious employment.</p>



	<p>Reduction of numbers and proportions of staff on short-term or zero-hours contracts.</p> <p>Fair pay policies and procedures in place to prevent exploitation.</p> <p>Procurement policies that ensure that collecting institutions make use of people who are in decent employment, and that avoid exploitation throughout the supply chain.</p>
<p><b>SDG 8. Promote sustained, inclusive and sustainable economic growth, full and productive employment and decent work for all</b></p> <p>8.9 By 2030, devise and implement policies to promote sustainable tourism that creates jobs and promotes local culture and products</p>	<p>Numbers of jobs created or supported that relate to sustainable tourism drawing on local products (e.g. craft producers).</p> <p>Develop and implement plans to reduce and remove negative impacts of tourism.</p> <p>Numbers of activities and/or products drawing on local culture.</p> <p>Value to artisans and source communities of activities and products drawing on local culture.</p>
<p><b>SDG 10. Reduce inequality within and between countries</b></p> <p>10.2 By 2030, empower and promote the social, economic and political inclusion of all, irrespective of age, sex, disability, race, ethnicity, origin, religion or economic or other status</p>	<p>Collections development to ensure that collections effectively meet the needs of all, irrespective of age, sex, disability, race, ethnicity, origin, religion or economic or other status.</p> <p>Number and proportion of educational and participatory programmes that promote participation irrespective of social or other status.</p> <p>Numbers and proportions of people making use of collections in relation to the demographic of the local population.</p> <p>Numbers and proportions of people involved in focused programmes aimed at promoting social, economic and political inclusion.</p> <p>Numbers and proportions of people from different demographic groups involved in decision-making processes relating to collections and collections-based institutions.</p>

	Number and types of partnerships that build relationships with marginalized groups, individuals and communities.
<b>SDG 10. Reduce inequality within and between countries</b> 10.3 Ensure equal opportunity and reduce inequalities of outcome, including by eliminating discriminatory laws, policies and practices and promoting appropriate legislation, policies and action in this regard	<p>Identification of discriminatory policies and practices, with clear plans to address these, to ensure equal opportunity for all and reduce inequalities of outcome.</p> <p>Collections development to uphold and promote legislation and anti-discriminatory perspectives, with the aim of reducing inequality within and between countries.</p> <p>Education and participatory programmes that promote anti-discriminatory legislation, policies and action, with the aim of reducing inequality within and between countries.</p> <p>Research that supports anti-discriminatory legislation, policies and action, with the aim of reducing inequality within and between countries.</p> <p>Participation in partnerships that promote anti-discriminatory legislation, policies and action, with the aim of reducing inequality within and between countries.</p>
<b>SDG 10. Reduce inequality within and between countries</b> 10.4 Adopt policies, especially fiscal, wage and social protection policies, and progressively achieve greater equality	Number and proportion of policies that proactively address equality issues relating to fiscal, wage and social protection considerations.
<b>SDG 12 Ensure sustainable consumption and production patterns</b> 12.6 Encourage companies, especially large and transnational companies, to adopt sustainable practices and to integrate sustainability information into their reporting cycle	<p>Clear visions, strategies and plans in place for all aspects of sustainability – environmental, social and economic (people, planet, prosperity)- across all areas of activity.</p> <p>Visions, strategies and plans relating to sustainability to be publicly available and incorporated into planning documents.</p> <p>Commitments to be in line with local, regional, national and/or international targets and ambitions.</p> <p>Incorporation of sustainability into reporting for funders and other stakeholders, including the public.</p>

	Reporting to include commitments and progress towards targets.
<b>SDG 12 Ensure sustainable consumption and production patterns</b> 12.7 Promote public procurement practices that are sustainable, in accordance with national policies and priorities	Incorporation of sustainability considerations into procurement, in terms of advertisement and invitation to tender, contracts, and selection criteria for suppliers.
<b>SDG 12 Ensure sustainable consumption and production patterns</b> 12.B Develop and implement tools to monitor sustainable development impacts for sustainable tourism that creates jobs and promotes local culture and products	Quantitative and qualitative metrics identified, collected and reported for evaluating performance of tourism in terms of social, environmental and economic benefits and impacts for: -jobs -promotion of local culture -local and related products -positive social and environmental benefits -reduction of negative impacts of tourism, e.g. climate impacts, negative social and environmental impacts.
<b>SDG 14 Conserve and sustainably use the oceans, seas and marine resources for sustainable development</b> 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	Number of activities that support sustainable tourism relating to Small Island developing States and least developed countries.  Economic benefits by value to Small Island Developing States and least developed countries.
<b>SDG 16. Promote peaceful and inclusive societies for sustainable development, provide access to justice for all and build effective, accountable and inclusive institutions at all levels.</b> 16.6 Develop effective, accountable and transparent institutions at all levels	<b>16.6.2 Proportion of the population [audience/users/non-users] satisfied with their last experience of public services</b>  Access to information, and accountability policies and mechanisms, in place.  Effective institutional arrangements, both for own working and for working in partnership with other sectors, in place.  Plans and arrangements in place for extraordinary circumstances such as natural and human-caused disasters.  Effective arrangements in place to fulfil legal and social obligations and responsibilities.

	<p>Effective arrangements in place for transparent communication and reporting of institutional performance.</p> <p>Effective arrangements in place for transparent decision-making and accountability.</p>
<p><b>SDG 16. Promote peaceful and inclusive societies for sustainable development, provide access to justice for all and build effective, accountable and inclusive institutions at all levels.</b></p> <p>16.10 Ensure public access to information and protect fundamental freedoms, in accordance with national legislation and international agreements</p>	<p>Adopt and implement constitutional, statutory and/or policy guarantees for public access to information.</p> <p>Plans in place, and plans implemented to enhance public access to information relating to collections.</p> <p>Plans in place, and plans implemented to support fundamental freedoms, in line with human rights, national and international agreements and legislation.</p> <p>Plans and procedures in place for public access to information relating to the operation and management of collections-based institutions.</p> <p>Complaint mechanism in place for public to use where public access to information and fundamental freedoms not supported or fulfilled.</p>
<p><b>SDG 16. Promote peaceful and inclusive societies for sustainable development, provide access to justice for all and build effective, accountable and inclusive institutions at all levels.</b></p> <p>16.B Promote and enforce non-discriminatory laws and policies for sustainable development</p>	<p><b><i>16.B.1 Proportion of population [audience/users/non-users] reporting having personally felt discriminated against or harassed in the previous 12 months on the basis of a ground of discrimination prohibited under international human rights law</i></b></p> <p>Number and proportion of policies that incorporate sustainable development considerations, in the full sense of recognizing all three of social, economic and environmental considerations.</p>
<p><b>SDG 17. Partnerships for the goals</b></p> <p>17.14 Enhance policy coherence for sustainable development</p>	<p>Proportion of policies that incorporate sustainable development considerations, linking to SDGs and targets.</p> <p>Incorporation of policy considerations from outside the collections sector into policies of collections-based institutions, to facilitate partnerships and effectiveness.</p>
<p><b>SDG 17. Partnerships for the goals</b></p> <p>17.17 Encourage and promote effective public, public-private and civil society partnerships,</p>	<p><b><i>17.17.1 Amount of United States dollars committed to public-private and civil society partnerships</i></b></p>

building on the experience and resourcing strategies of partnerships		Number and/or increase in number, and diversity of local, national and regional multi-stakeholder (public, public-private and civil society) partnerships that address the SDGs drawing on collections, or that otherwise involve collections-based organisations and institutions.			
1	2	3	4	5	6
7	8	9	10	11	12
13	14	15	16	17	