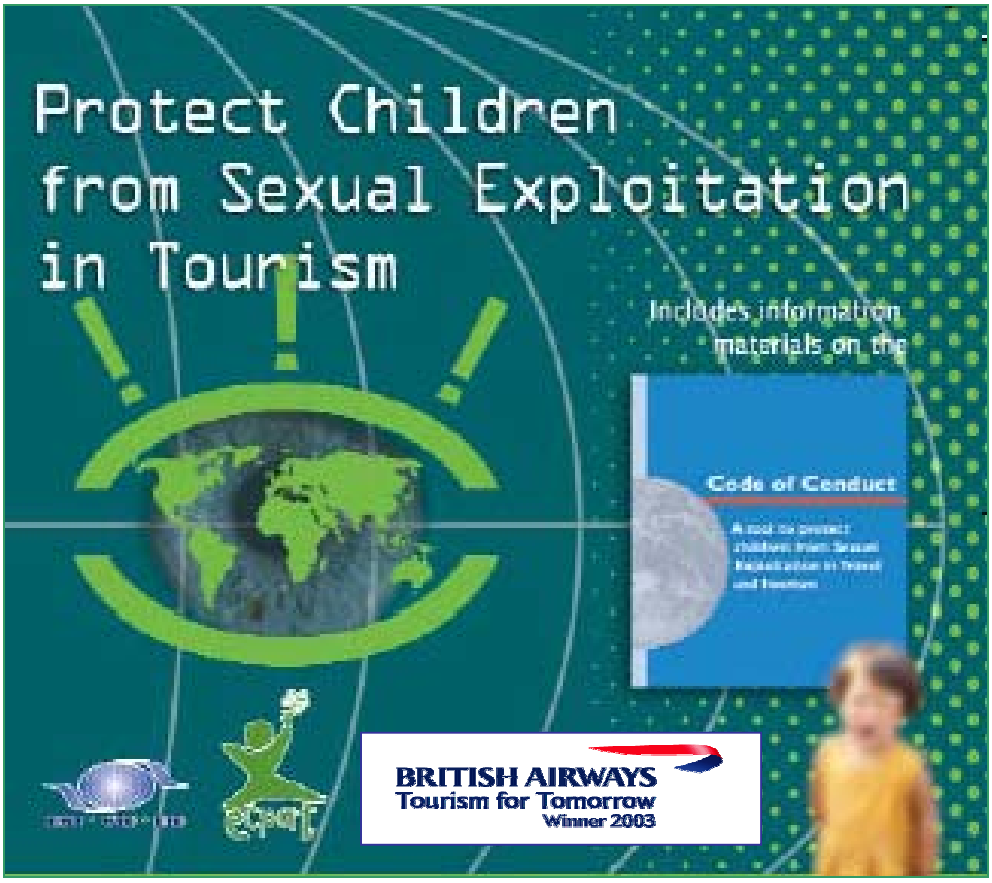
Code of Conduct for the Protection of Children from Sexual Exploitation in Travel and Tourism

Background and Implementation Examples



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Executive Summary

The Code of Conduct for the Protection of Children from Sexual Exploitation in Travel and Tourism (the Code) is a project joining the tourism private sector and the children's rights non-governmental organization ECPAT, aiming to prevent sexual exploitation of children at tourism destinations. The tour operators and their umbrella organizations, travel agents, hotels, airlines, etc. which endorse the Code, commit themselves to implement the following measures:

1. **To establish a corporate ethical policy against commercial sexual exploitation of children.**
2. **To train the personnel in the country of origin and travel destinations.**
3. **To introduce clauses in contracts with suppliers, stating a common repudiation of sexual exploitation of children.**
4. **To provide information to travellers through catalogues, brochures, in-flight films, ticket-slips, websites, etc.**
5. **To provide information to local "key persons" at destinations.**
6. **To report annually.**

The Code was initiated in April 1998 by ECPAT Sweden in cooperation with Scandinavian tour operators and the World Tourism Organization (WTO). Since 2000, the Code has been developed using mainly public funding provided by the European Commission, contributions from the 6 European ECPAT partners, and logistic support from the WTO and the tourism industry.

The Code is currently implemented globally by over 40 companies, tour operators, travel agencies, tourism associations and tourism unions :
- over 40 tour operators from 13 countries (including the 25 members of the Tour Operators Initiative for Sustainable Tourism Development (UNEP.UNESCO.WTO);
- 3 hotel chains.

The number of tourists impacted by the Code is estimated to reach in 2003 over 30 million per year, travelling to destinations in over 16 countries worldwide.

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I. BACKGROUND

1. Commercial sexual exploitation of children

All over the world, children are subjected to commercial sexual exploitation. A widespread global child sex trade has been established. Demand has increased, resulting in increased supply. The commercial sexual exploitation of children often occurs openly without government reaction or with governments preferring to ”look the other way”.
Since the beginning of the 1990s, the commerce of sex with children has been brought more and more into focus by various sectors of society all over the world. According to a UN estimate in 1988, more than one million children in the world are annually forced into commercial sexual practices. This exploitation occurs in all countries, mainly in South-East Asia, Latin America, Africa and Eastern Europe. The Western world accounts for the greatest demand for child sex.

An estimated 1 million children enter the multi-billion dollar commercial sex trade every year (according to UNICEF).
It has been estimated that in 1990, there were approximately 250 million copies of child pornographic films available for purchase or rental worldwide. The Internet presents a relatively new and easily available medium for access to child pornography and advertisement of child sexual commerce (*Millions of children are bought and sold every year, ECPAT Sweden, Fact Sheet).*

2. ECPAT (End Child Prostitution, Child Pornography and Trafficking in Children for Sexual Purposes)

In 1990, social workers, and others from various countries in South-East Asia, initiated a non-profit campaign bearing the name ECPAT. Today, 2004, ECPAT is an international organization with representation in 50 countries. ECPAT’s main goal is to combat the commercial sexual exploitation of children. It works to promote child rights and, through various means, bring the problem to the attention of the world so that constructive action can be taken against child sex trade (see The World Congress against the Commercial Sexual Exploitation of Children below).

3. The Stockholm World Congress against Commercial Sexual Exploitation of Children

Upon the initiative of ECPAT International, the first World Congress against Commercial Sexual Exploitation of Children was held in Stockholm in August 1996. This congress was unique in that it was the first forum where related problems were discussed openly at a high international level. 122 countries were represented at the Congress. A Declaration and an Agenda for Action were adopted unanimously by the participating countries.

The Agenda for Action was preceded by comprehensive preliminary work. Nine background reports were presented, which together illustrated various aspects of the problems. All the background reports, as well as the Agenda for Action, are based on the UN Convention on the Rights of the Child (UNCRC). Following acceptance of the Agenda for Action, 122 nations committed themselves to working against all forms of commercial sexual exploitation of minors. The Agenda for Action covers the sectors: co-operation, preventive work, protection, rehabilitation and youth participation. The Agenda for Action recommends the following ways of combating the commercial sexual exploitation of children:

- Co-operation between countries and various sectors of society
- Mobilising the tourist industry and the business world so that their facilities and networks are not used for child sex trade
- Criminalising the commercial sexual exploitation of children
- Actions to ensure that laws, plans and programmes against child sex trade are established and carried out
- Establishing special units within the police
- Recovery and rehabilitation of children
- Preventive measures in the form of education and information

(*Declaration and Agenda for Action adopted during the World Congress against the Commercial Sexual Exploitation of Children, Stockholm, August 1996)*

The tourism industry is represented in most of the world’s cities and covers a wide and important network. The tourism industry provides rioritiz and, hence, potential child sex-tourists with access to its infrastructure:

transport, accommodation and services. Even though the largest portion of the child sex trade caters to local clients, the incidence of tourists from industrialized countries traveling to developing countries to purchase sexual services of local children and women is a very visible part of the problem of child-sexual exploitation.
Professionals working within the tourism industry have unique possibilities to observe, increase awareness of and report on the commercial sexual exploitation of children (*The Swedish draft Plan of Action 1997*).

4. The UN Convention on the Rights of the Child

Since 1989, 191 of the world's countries have adopted the United Nations Convention on the Rights of the Child. This Convention contains 54 articles, all of which are directed towards protecting children. The welfare of children is fundamental to this Convention. "In all measures concerning children, the welfare of children shall be a primary concern" (*Article 3, United Nations Convention on the Rights of the Child.*) Several of the articles specify various ways to protect children against commercial sexual exploitation. This is particularly true of Article 34, as well as of Articles 35, 36 and 37. All United Nations Conventions are legally binding, which means that those countries, that have ratified any UN Convention have agreed to adhere to the provisions of the Convention.

The complete text of Article 34 of the UNCRC reads:

> *"State parties undertake to protect the child from all forms of sexual exploitation and sexual abuse. For these purposes state parties shall in particular take all appropriate, national, bilateral and multilateral measures to prevent;*
> *(a) the inducement or coercion of a child to engage in any unlawful sexual activity;*
> *(b) the exploitative use of children in prostitution or other unlawful sexual practices;*
> *I the exploitative use of children in pornographic performances and materials."*

5. World Tourism Organization (WTO)

WTO is the leading international organization in the field of tourism. It has 141 member States as well as 304 Affiliate Members representing the operational sector. With its Headquarters in Madrid, WTO is an intergovernmental agency entrusted by the UN with the promotion and development of tourism. The role of WTO is to assist the countries in their work of achieving the best possible results from tourism, while minimizing its negative effects on the environment and the society (*www.world-tourism.org*).

The development of tourism where children are exploited is in manifest opposition with the directives contained in WTO's "Tourism Bill of Rights and Tourism Code", adopted by WTO's General Assembly in 1985. In 1995, the eleventh General Assembly of WTO held in Cairo adopted a policy document "The Statement on the Prevention of Organised Sex Tourism", which in the first place "denounces and condemns in particular commercial sexual exploitation of children, considering it a violation of Article 34 of the Convention on the Rights of the Child and requiring strict legal action by tourist sending and receiving countries".

The statement defines the responsibilities of the governments of both tourist sending and receiving countries and of the tourism industry, which are recommended to adopt preventive policy measures and corrective norms, such as self-regulation and professional codes of conduct.

5.1 Tourism and Child Prostitution Task Force and WTO Tourism and Child Prostitution Watch on the Internet

A WTO initiative at the Stockholm Congress against Commercial Sexual Exploitation of Children resulted in the creation of an international Task Force against commercial sexual exploitation of children, with representatives from governments, NGOs and the tourism industry. The Task Force has engaged in an international awareness campaign which seeks to "prevent, uncover, isolate and eradicate the exploitation of children in sex tourism"

At its first meeting in March 1997 (Berlin/Chantilly), the Task Force agreed to adopt and use an uniform logo for the international campaign and activities against commercial sexual exploitation of children. The selected logo was originally designed by EMBRATUR, Brazil, and used by this country in its own national campaign

against commercial sexual exploitation of children. At the request of WTO, the Brazilian government agreed to cede the logo to the international campaign.

The activities undertaken by the tourism sector, governments and NGOs in their fight against commercial sexual exploitation of children are shown on the ”Child Prostitution and Tourism Watch”, which is a WTO information service on the Internet (*www.world-tourism.org*).

6. The tourism industry

According to the World Tourism Organization (WTO), tourism is the fastest growing industry in the world. During the past sixteen years its revenues have, on average, increased by 9 per cent annually, to reach US$ 455 billion in 1999. The same year also recorded 664 million international tourist arrivals world-wide. Tourism now accounts for approximately 6 percent of total economic activities. In developing countries, tourism accounts for approximately 10 per cent of the total GDP. It is estimated that more than 100 million persons are directly employed in the tourism industry. Many developing countries consider tourism as the most important present and future source of income.

”By creating greater awareness amongst those that work in the tourism sector and by actively promoting more responsible and ethical behaviour while rioritiz, the travel industry is becoming a strong support in the campaign to end commercial sexual exploitation of children” (*Childwise Tourism, p. 4, ECPAT Australia*).

6.1 Child sex tourism
”Included in the broad term ‘child prostitution’ is child sex tourism – the exploitation of children and their communities by persons who travel from their own country to another, usually less developed, to engage in sexual acts with minors. Commercial sexual exploitation of children is a complex interplay of supply and demand factors and should not be thought to be one problem but an end of many problems”. ”The aggressive promotion of tourism as something to do with sun, sea and sex and the stereotyping of third-world cultures as exotic, sexual and submissive rioritize the fantasies of the opportunistic child sex offender” (*Childwise Tourism, p 3, ECPAT Australia*).

6.2 Organized sex tourism
In its Statement on the Prevention of Organized Sex Tourism, the WTO defines ”organized sex tourism” as ”trips organized from within the tourism sector, or from outside this sector but using its structures and networks, with the primary purpose of effecting a commercial sexual relationship by the tourist with residents at the destination”, bringing about ”the grave health as well as social and cultural consequences of this activity, especially when it exploits gender, age, social and economic inequality at the destination visited”.

6.3 Responsibility of the tourism sector
The problem of responsibility for commercial sexual exploitation of children in tourism is extremely complex. In no case is the tourism industry directly accused of fomenting child sex trade, but rather it has been asked to collaborate and to react against the use of its networks and establishments for this purpose (*Agenda for Action, Stockholm Congress*).

Nevertheless, the degree of responsibility of the tourism sector in this field has been defined as follows: (a) Direct responsibility corresponds to those in the tourism sector who knowingly publicise, rioriti, and receive sex tours (even if, at present, there is little evidence of such involvement), as well as to the operators of establishments and premises where rioritiz can actually meet and sexually exploit children, namely, accommodation facilities, entertainment centres, leisure areas, etc. Tolerating such activities implies complicity of the operators and complacency of travel rioritize. But, (b) indirect or potential responsibility also corresponds to tour operators, travel agents, and carriers, especially airlines, who become aware that they are used as vehicles to carry declared or potential sex offenders to the destinations.

6.4 The child sex exploiter
”Child sex exploiters do not only include paedophiles (persons suffering personality disorders), which is a standard belief, but increasingly so called ”situational child sex abusers” who are sexually indiscriminate or who wish to ”experiment with child sex partners” (*WTO, CE/54/5, Annex II, p 3).* Most perpetrators are local clients. A growing number though, are foreigners who are leisure visitors or business rioritiz in a host country.

Child sex exploiters appear to have adopted the motto, ”far away from home, the same morals do not apply”. Tourists who exploit children often convince themselves that ”it is more acceptable here and people do not have the same prejudices as they do at home ”. Some sex tourists try to convince themselves that sexual exploitation of a child is a good deed in that it helps the child to obtain money for food and leads to a general improvement in his/her living conditions. For many, the fact that children are easily available may tempt them to indulge in sex with children as an exotic experience. Many men seek children for the simple reason that they believe, incorrectly, the risk of contracting HIV is lower when having sex with a child than with an adult. In some areas, more than 50 per cent of children are infected with HIV, which means that they quickly spread the disease further (”*Millions of children are bought and sold every year”, ECPAT Sweden Fact Sheet 1997).*

6.5 What has been done within the tourism industry against commercial sexual exploitation of children?

Since the early 1990’s, various measures in combating child sex trade have been taken by the tourism industry. At the international level, tourism industry associations are developing policies for their members. The Universal Federation of Travel Agents’ Associations (UFTAA) was the first tourism industry association who has adopted The Child and Travel Agents’ Charter (1994). Following the WTO Statement on the Prevention of Organized Sex Tourism (1995) and the Stockholm Congress, other tourism industry organizations have adopted their tourism policy documents or codes of conduct against commercial sexual exploitation of children. They include:

- The Code of Conduct against the Sexual Exploitation of Children of the International Federation of Tour Operators (IFTO);
- The Resolution against the sexual exploitation of children of the International Hotel and Restaurants Association (IH&RA);
- The Final Resolution condemning commercial sexual exploitation of children of the International Air Transport Association (IATA);
- The Resolution against Sex Tourism of the International Federation of Women’s Travel Organizations (IFWTO);
- The Resolution to combat commercial sexual exploitation of children of the Federation of International Youth Travel Organizations (FIYTO);
- The Declaration against commercial sexual exploitation of children of the Group of National Tour Operators’ Associations within the European Union (ECTAA);
- The Declaration against the Sexual Exploitation of Children of the Confederation of the National Associations of Hotels, Restaurants, Cafés and Similar Establishments of the European Union and the European Economic Area (HOTREC);
- The Resolution on Prostitution Tourism and Standard Agreement of the International Union of Food, Agricultural, Hotel, Restaurant, Catering, Tobacco and Allied Workers’ Association (IUF/UITA/IUL).

Some initiatives, all of them condemning child sex abuse, have been taken at national level and include staff training, distribution of information, presentation of posters and establishment of codes of conduct.

6.6 The hotel trade

Hotels and other accommodation facilities are often the place where children are sexually abused. Hotel owners and managers around the world are in a position where they can effectively, and in a very visible way, support the campaign against the commercial sexual exploitation of children. The International Hotel & Restaurants Association (IH&RA), adopted in 1996 a resolution in which they ”recommend to all their members ”…to consider measures to prevent the use of their premises for the commercial sexual exploitation of children” and ”to prevent ease of access to child prostitution or child pornography”. The tourism project, dubbed ”Grande Cause Nationale 1997”, by the French Government, has summarized in a constructive way what hotels can do to join the fight against the commercial sexual exploitation of children.

1. The hotel’s policy shall clearly state the hotel’s position with regard to the trade in child sex. The hotel shall also make this understood among its staff and provide them with knowledge on how to handle problems should they arise.
2. Hotel management shall provide information to its personnel and guests regarding national laws and the penalties imposed for the sexual abuse of children.
3. The hotel’s security staff shall be trained to handle guests or personnel who sexually abuse a child, particularly on the hotel’s premises.

4. Co-operate with the relevant labour unions.
5. Prevent children from entering the hotel via bars, restaurants, lobby or reception.
6. Work actively. As a precautionary measure, build up links with police, social authorities and other organizations that may be involved with an encroachment.
7. Personnel, who observe anything that suggests that the commercial sexual exploitation of children may be taking place, must report immediately to the police or some other authority with the right to intervene (*Grande Cause Nationale, 1997).*

7. The European Commission

The European Parliament and European Commission have realized the gravity of the problem of the commercial sexual exploitation of children. The Commission's point of view is that, among other things, this is a matter of "...encouraging the drawing up of norms of conduct which can then eradicate that conduct, which is in line with ethics within the tourist industry" *(The European Commission KOM (96) 547 final, p.3. 1996).*

The Commission feels that the contribution of the tourism industry should be integrated into a comprehensive action programme that combines contributions from the countries involved, relevant international organizations and private initiatives. The Commission seeks to:

- to discourage the demand for and supply of the commercial sexual exploitation of children
- to encourage member countries to adopt a common standpoint against the sexual exploitation of children within the tourism industry
- to rioriti persons who exploit children sexually

The Commission also seeks better European co-ordination of information campaigns targeted at tourism where children are sexually exploited (*KOM 96547, p.9, 1996*).

The following concrete measures have been taken by the European Commission so far:

- preparation of label folders for tourists
- preparation of a training kit for tourism staff
- preparation of an in-flight video.

II. CODES OF CONDUCT IN GENERAL

1. Codes of Conduct in general

During the past 5-6 years, interest in ethical codes of conduct for various branches and private companies has increased. Companies such as Levi Strauss, Nike and Reebok were some of the first to set up their own Codes of Conduct (*Report on Codes of Conduct and Independent Control, May 1998, Fair Trade Centre, etc.).*

2. Identified key elements with Codes of Conduct in general

- A Code of Conduct shall be included in the company's policy.
- A Code of Conduct relies on 100 per cent support of company management.
- Information about, and education in, the content of a Code of Conduct directed at all personnel and an active discussion within the company are necessary. Codes of Conduct shall be implemented in the daily workplace.
- Information regarding the criteria of the Code must be presented to all suppliers in all supply chains.
- Some of the Codes of Conduct, which companies themselves set up, have been criticized for being vague and therefore difficult to control. Firstly, an internal, functional – and for all parties dependable – reporting and control system, is important. Some companies fail to report and control the contents of Codes of Conduct, which results in lowered confidence among employees and consumers ("Report on Codes of Conduct and Independent Control", 1998). Secondly, control and follow-up by a third independent party is more or less necessary as a Code of Conduct that does not benefit from external monitoring, quite often loses its credibility.
- Balanced promotion is inevitable in order to make a deep impression on customers.
- Codes of Conduct have been rioritize for acting more as a PR tool than as a means leading to an improvement of working conditions, problematic situations, etc.

2. Some examples of existing and planned ethical Codes of Conduct in the tourism industry

Global Code of Ethics for Tourism
Commercial sexual exploitation of children has been one of the major concerns prompting the international community to establish a ”Global Code of Ethics for Tourism”. Technically, it is a follow-up of WTO’s ”Tourism Bill of Rights and Tourist Code” (1985), but it will seek to provide for a broader approach to social, economic and environmental issues from the ethical perspective, while balancing responsibilities of all the social agents involved in tourism activities and development. The Code’s criteria will provide for its voluntary application and monitoring, including by third parties (individuals, NGOs, certification bodies). Preparatory work and international consultations including NGOs, prior to the adoption of the Code, are being currently carried out.

Social Accountability 8000
SA 8000 is a global standard for ethical aspects of companies’ activities (including tourism activities). SA 8000 was created by the Council on Economic Priorities Accreditation Agency and is based on ILO (International Labour Organisation) conventions, the UN Declaration of Human Rights and the UN Convention on the Rights of the Child. The standard will guarantee that those employed by certified establishments enjoy basic rights such as health, safety, the right to rioriti, right to collective bargaining, protection against forced and child labour and decent working hours and wages. In its development, SA 8000 has had ISO 9000 (quality assurance) and ISO 14000 (environmental revision) as a model and, just like those, SA 8000 has an independent control authority (*Council on Economic Priorities, News Release, 1997).*

Green Globe Certification
This is an environmental programme with certification rights, developed by the World Travel and Tourism Council for travel and tourism companies and tourism destinations. The programme is based on Agenda 21’s stated cultural, environmental and social commitments (Agenda 21 is a globally rioritize collection of principles for sustainable development, Rio Earth Summit, 1992). Its purpose is to make it possible for the tourism industry, by working from Green Globe’s action programme, to reach a higher degree of environmental awareness and apply that to their activities (*Green Globe Certification*).

III. THE CODE OF CONDUCT FOR THE TRAVEL AND TOURISM INDUSTRY

3. The Code of Conduct for tour operators

The ”Code of Conduct”, includes six criteria, which were originally developed by ECPAT Sweden together with Nordic tour operators and in co-operation with the World Tourism Organization, for activities with regard to combating commercial sexual exploitation of children.

The Code of Conduct is based on the UN Declaration of Human Rights and the UN Convention on the Rights of the Child, with emphasis on Article 34. The Code of Conduct is included in the follow-up work of the World Congress’ Agenda for Action (held in Stockholm, August 1996).

Key elements to be aware of in setting up a functional Code of Conduct for tour operators:
- The fact that a tour operator has adopted the Code of Conduct against commercial sexual exploitation of children does not mean that the tour operator guarantees that sexual exploitation does not occur at the operator’s travel destination. The Code of Conduct states that the tour operator is aware of the problem and that he takes active measures to prevent child sex trade.
- Co-ordination with similar measures on an ethical level is important.
- The Code of Conduct touches upon several ethical sectors and therefore, in order to maintain credibility, the company should make it clear where it stands, also with regard to other ethical questions.
- Various countries’ laws and regulations stipulate how to deal with commercial sexual exploitation of children (from a legal point of view)
- There is a lack of data within this sector.
- It is important that the tour operator (working with the Code of Conduct) be able to answer questions regarding child sex trade and the Code of Conduct.
- It is most important that the tour operator, when he has adopted the Code of Conduct, plans for, and takes part in, both individual and joint actions against child sex trade.

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Potential of the Code of Conduct for tour operators:

- The Code of Conduct confirms that tour operators are not associated with child sex trade, but are engaged in preventing it.
- The rioriti has the chance to support the action against child sex trade by choosing tour operators committed to combating commercial sexual exploitation of children.
- A clear company policy with regard to ethical issues provides goodwill for the company, both internally and externally.
- Mutual definitions facilitate daily work within companies and between the various players.
- It provides clear guidelines for the company's employees.
- It provides clear guidelines for customers.
- It creates a foundation for a long-term, constructive and targeted work method.
- It constructively supports UN Conventions.
- It supports the World Congress' Agenda for Action.
- It indicates awareness and demands an active standpoint.
- It provides competitive advantages.
- It has as one of its goals the weeding out of less serious tour operators.

2. The Code of Conduct's six (6) criteria

Companies adopting the code commit themselves to implement the following six criteria:

1. Establishment of an ethical corporate policy against sexual exploitation of children

2. Education and training of personnel in both the country of origin and travel destinations

3. Introduction of a clause in the contracts with suppliers, that makes a common repudiation of sexual exploitation of children

4. Providing information to rioritiz by means of catalogues, brochures, posters, in-flight films, ticket-slips, home pages, etc, as appropriate.

5. Providing information to local "key persons" at the destinations

6. Annual reporting on the implementation of these criteria

3. Detailed description of the Code of Conduct's six criteria

1. Establishment of an ethical policy regarding commercial sexual exploitation of children
The tour operators shall set up a company policy against commercial sexual exploitation of children.

2. Training of personnel in the country of origin and the travel destination

- The personnel of the travel and tourism company, agents, contracted hotel staff , regardless of nationality, sector of responsibility and terms of employment, has to be informed and individually trained in the Code of Conduct and its contents. The problem of commercial sexual exploitation of children has to be constantly in the attention of the staff as part of the service quality system, and internal information regarding the issue has to be made available and shared via the existing communication channels.

- After training, the employees of the company has to know how to proceed when they suspect that a rioriti or other person is involved in commercial sexual exploitation of children (abuse, procuring, photographing etc.).

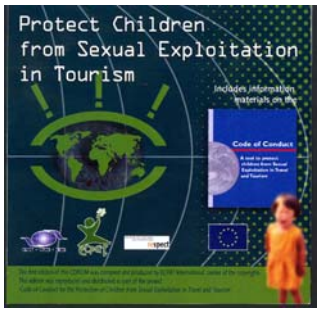
- A number of employees in "key positions", have to be trained as code instructors and internal monitors and they, in turn, train the rest of the staff of the company.

Note: personnel in 'key positions' is considered to be in the staff in position to actively prevent, influence and participate in the daily work of combating commercial sexual exploitation of children. Depending on the structure of the company, employees in 'key positions' are :

- all staff who, in one way or another have contact with customers;

- local managers;
- travel guides;
- customer service personnel;
- buyers of hotel and accommodation services;
- contracted agents, etc.

A Training CD-ROM is currently available to be used serve as pedagogic material for carrying out the training. The CD-ROM includes both detailed explanations of the Code criteria, as well as visual materials such as awareness raising in-flight spots, fliers and brochures developed by various tourism organizations.
All partner tour operators receive the CDROM upon signing the Code Implementation Agreement.



3. Clause in contracts with suppliers that makes a common repudiation of child sex
A clause in the contract between the tourism company and its suppliers will stipulate that the contract will be cancelled if the supplier's owner and employees do not meet the commitments referring to the repudiation of commercial sexual exploitation of children in relation to their activities.
The Code of Conduct has to be made available to each contracted supplier, translated into the language of each recipient country.

Important! Clauses in the contracts with hotels
Hotels are considered particularly important with respect to preventing and combating commercial sexual exploitation of children. The following measures are required for the hotels committed to adopt the code:

a) To train all employees regarding the relevant local legislation, and with respect to the contract clause on the issue.
b)Should hotel employees become aware of commercial sexual exploitation of children is occurring within the hotel, this should immediately be reported to the hotel manager, the tour operator and the local police.
c) Hotel employees are barred from involvement in the commercial sexual exploitation of children.
d) Upon setting up a contract, a provision will stipulate that the hotel shall display information boards or logos, stating that it does not accept commercial sexual exploitation of children on its premises.
e) To accept independent verification of the procedures in place regarding responsible norms of behaviour with respect to commercial sexual exploitation of children, upon signing up for implementing the code.

4. Provide information to rioritiz by means of catalogues, brochures, in-flight films, ticket-slips, home pages, etc.
Information to rioritiz should be provided by means of catalogues, brochures, ticket-slips, home pages, etc. The information will call the rioritiz' attention to the problem, by specifying contents of the Code of Conduct, and the commitment of the tourism company to the implementation of the code. An important information is to indicate the contacts that the travelers can use for providing anonymous tips/hotline.

Suggested 4-step information model for the rioriti:
(1) During the rioriti's first contact with the company, information can be provided through home pages, travel agencies, catalogues, advertisements and brochures.
(2) With the ticket: on ticket-slips/jackets, luggage-tags etc.
(3) During the flight: in-flight films, on-board magazines
(4) At the travel destination: hotel lobbies, rooms, apartments, bars, restaurants, verbal information provided to the guests upon arrival to the destination.

5. Information to local key persons
An efficient way in which the travel and tourism companies could effectively contribute to the implementation of the Code is through providing information to local key persons. "Key persons" are considered to be those at the travel destination with whom the tourism company co-operates, without having a signed contract.

These persons/parties will include individuals which usually have substantial contact with the customers (i.e. restaurant owners, bar owners, taxi drivers), as well as persons likely to have an influence within the community

(i.e. police, decision makers, mayors, representative of local NGOs, etc). Important key persons as well are those engaged in labor unions and those who work within the local police authority and the customs officers.

The key persons at the destinations will be informed about the adoption of the Code of Conduct. The aim is that those local parties who have provided information and/or training will be recommended to the rioriti by the tourism company, orally and/or in writing.

6. Annual reporting
The code signatories (tour operators or other types of tourism companies) are invited to report on an annual basis to their local ECPAT partner and /or the Steering Committee Secretariat upon the way they have implemented the Code of Conduct. The report is needed for general monitoring purposes, as well as for sharing experience on the challenges and achievements that tour operators have encountered in their work to prevent sexual exploitation of children at destinations.

The reports submitted to the Steering Committee Secretariat or to ECPAT partners will be made public upon authorization of the company submitting the report.
The reporting process has been initiated in July 2002, using as a draft form a document that may be downloaded from www.thecode.org.

4. Procedure for adoption of the Code of Conduct

Phase one (1) ***Declaration of purpose****:*

- The tour operator declares to the Secretariat or to the national ECPAT partner its interest in the Code of Conduct.
- A Code of Conduct Agreement is being signed between the tour operator/tourism company and the Secretariat at the WTO or the national ECPAT partner, stipulating the commitment of the company to implement the code in its activity (text of the Agreement attached).

At this stage, the tour operator is not the recipient of any licence, nor is he allowed to include any marketing information regarding the agreement.

Phase two (2) ***Preparation for the Code implementation:***

- Establish a policy against commercial sexual exploitation of children
- Prepare a training programme
- Prepare the information for the organization
- Find a way to inform the local key persons

Phase three (3) ***Implementation of the Code six criteria***

Implementation of the Code's six criteria is initially carried out at several travel destinations which are used as pilot cases. On the basis of these pilot cases, a schedule for the complete implementation of the criteria will be worked out. The tour operator endeavours to follow, in the best possible manner, the established time schedule for implementation of the Code of Conduct.

Below you may find additional suggestions on how to organize at the level of a travel and tourism company, a training session for the staff, company managers or persons in charge of service development. It is intended to serve for general orientation, and to be used as a baseline kit available to any travel and tourism company.
It is recommended that the travel and tourism companies organize training sessions with the relevant staff, discussing specifically the legislation relevant in the national context of operation. This will also enable the travel and tourism company to adapt the training kit to its own standards, according to the specific profile of activity, the location and the capacity of the organization.

Organising a training session

Sexual exploitation of children is a difficult issue, but it is important to remember that the adoption of the Code is a positive action, which demonstrates the overall commitment of the company to carry out a socially responsible business.
By signing up to the Code a company actively contributes to protect children from commercial sexual exploitation. The participant staff will feel pride of being engaged in this work, as well as pride for belonging to a company which dedicates time and money to such a worthwhile cause.
We recommend a maximum number of participants of 20 – 30, at each training session.

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Contents of the training

A suggested outline for internal staff training might include the following steps.
Additionally, the World Tourism Organization has developed a comprehensive training program that can be as well used as support material (available for purchase at http://www.world-tourism.org/cgi-bin/infoshop.storefront).

Module 1: Input from experts (could be the experts from the local ECPAT partners, Steering Committee or other trainers)

- Presentation on tourism in general and development of sustainable tourism in particular. Linking the work for sustainable tourism to the social phenomena associated to tourism, and consequently to commercial sexual exploitation of children.
- Presentation on what the commercial sexual exploitation of children is
- Presentation of the first World Congress against Commercial Sexual Exploitation of Children, Stockholm August 1996. Declaration and agenda for action.
- Presentation on why your company will follow the Code, general presentation of the Code
- Presentation on the different steps in implementing the Code

Module 2: Suggested speakers

The Managing Director or other senior person from the company
- To send a signal that your company takes this subject seriously.
- To discuss as case study the situation of your own company.

Representative from a NGO working to combat commercial sexual exploitation of children
- What has been accomplished within the tourist industry?
  - history
  - sex tourists, paedophiles
  - Internet
  - Interpol and other intergovernmental organizations

A representative from the law enforcement with expertise on the subject
- Legal aspects of commercial sexual exploitation of children.

Journalists or writers with knowledge of the subject
- Case studies

Representatives from travel and tourism companies which already adopted the Code.
- Hands on experience and lessons learned

Module 3: Case studies (varying from country to country)

If available, examples of the challenges in combating sexual exploitaiton of children in tourism should be presented. [This will vary from country to country]

Module 4: Audio & Video materials

For further information, examples of other types of awareness raising materials should be presented, such as:
- In-flight films and TV spots
- Video on ECPAT International work (or similar educational videos that the Secretariat may provide) on the issue child sex trade.

Phase four (4) ***Internal and external control:***

For maintaining the Code of Conduct's credibility, controls shall be carried out, both internally by the tour operator and externally, in the form of progress reports, spot checks and annual reporting meetings for those tour operators that have accepted the Code of Conduct.

Phase five (5) ***Follow-up:***

Based on the previous year's documentation and control, the tour operator draws up long- and short-term goals with applicable strategies for future constructive measures in combating the commercial sexual exploitation of children. Goals and strategies will be discussed with the Code Steering Committee or ECPAT partners.

ANNEX I

1. Internal and external control

Experience shows that for securing the credibility of Codes of Conduct and of the companies adopting such codes, the implementation has to be followed up and controlled, both internally by the company and externally by independent evaluators.

In the experience achieved so far, these verifications have been carried out in two ways: internal controls in the form of progress reports and external controls in the form of spot checks and annual reporting meetings (comparable to how the United Nation's Human Rights Committee works).

2. Internal control carried out by the tour operator

- The tour operator will ensure to that colleagues, contracted hotels and sub-suppliers know and implement the the Code criteria.
- Control is carried out continuously with progress reports based on a standard protocol and by means of spot checks.
- Detailed instructions regarding how control of the Code will be carried out will be included in travel destination manuals.
- All spot checks will be documented.
- Should sexual abuse of children be discovered but not reported at a contracted hotel, the contract will be cancelled. In cases of reported sexual abuse of children, the tour operator will assist the hotel in follow-up measures.
- There will be time to appeal before the contract is cancelled.
- The tour operator is responsible for the registration of all complaints and correctional measures in connection with the Code of Conduct.

1.2 External verification

External verification can be carried out by experts belonging to the Steering Committee or the Secretariat, ECPAT partners, or other nominated persons. The verification has been previously carried out through planned and spot-visits, with the approval and the support of the companies being inspected. The purpose of the verification is not only to verify the implementation, but also to allow experience-sharing and gathering of information about the challenges tour operators encounter in the on-site work against sexual exploitation of children at destinations.

Following the site visits, a verification report is being issued. The verification report may contain specific recommendations and suggestions for the improvement of the future activity of the tour operator.

ANNEX II

Definitions

Definition of a child
According to the UN Convention on the Rights of the Child, all persons under the age of 18 are children, unless the child does not become of age earlier, according to the laws covering the child (*The Convention on the Rights of the Child, 1996:2).*

Age for sexual relations
Most countries have defined a lowest age for their citizens when they, according to law, have the right to engage in sexual relations. In various countries, this age varies between 12 and 18 years (*Implementation Handbook for the Convention on the Rights of the Child).*

Commercial sexual exploitation of children
This term is used as a group name for the sexual encroachment of children exploited for their commercial value, i.e. prostitution, pornography and trafficking. When this term is used, the child is considered as a sexual and commercial object (*ECPAT, An Information Booklet, 1996).*

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Child prostitution
"Sexual exploitation of a child in return for cash or other commonly accepted form of payment but not necessarily rioritiz by a go-between" (*ECPAT information booklet, 1996*).

Child pornography
Child pornography consists of filmed or photographed sexual encroachment of children (*Popular version of the Declaration and Action Plan, 1996).*

Trafficking
Kidnapping and unlawful trade with children for sale to brothels or for other sexual exploitation is called 'trafficking'.

Child sex tourism
Child sex tourism is the commercial sexual exploitation of children, committed by persons who travel from their own country to a foreign, often developing country, in order to exploit children sexually (*ECPAT, An Information Booklet, 1996*).

Spot checks
Unannounced visits carried out at travel destinations by the independent evaluation committee in order to monitor the tour operator's fulfillment of the criteria in the Code of Conduct.

Note: document updated by the Steering Committee Secretariat in January 2004, based on the March 2001 version elaborated by ECPAT Sweden.

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II. HOW TO ENDORSE THE CODE OF CONDUCT

The companies that want to endorse the Code have to sign the following Agreement:

Company Logo

Agreement
for implementing the
Code of Conduct for the Protection for Children from Sexual Exploitation in Travel and Tourism

As a socially responsible tourism company, **The Company (Tour Operator, Hotel, Travel Agent, etc)……** represented by **Authorised Representative (position)……** is hereby declaring its commitment for the implementation of the *Code of Conduct for the Protection of Children from Sexual Exploitation in Travel and Tourism*.

Consequently, the company will take the necessary actions towards incorporating into its operations the following 6 criteria:

1. **To establish an ethical policy regarding commercial sexual exploitation of children**
2. **To train the personnel in the country of origin and travel destinations.**
3. **To introduce a clause in contracts with suppliers, stating the common repudiation of commercial sexual exploitation of children.**
4. **To provide information to travellers by means of catalogues, brochures, in-flight films, ticket-slips, web-sites, etc.**
5. **To provide information to local ''key persons'' at the destinations.**
6. **To report annually.**

The company is committing itself to initiate actions relating to the fulfilment of these criteria within a period of 3 months from the signing of the agreement, targeting destinations where the topic of sexual exploitation of children is considered potentially critical **(Name of the destinations)**.

The company will be open to the monitoring of these actions, and upon reporting on the Code implementation, will facilitate and support follow-up visits to specific destinations, in collaboration with ECPAT and/or the Steering Committee.

Upon signing of the *Code of Conduct for the Protection of Children from Sexual Exploitation in Travel and Tourism*, the company will be featured as a signatory member on the project web-site www.thecode.org, and will receive the Code of Conduct Training and Implementation Kit.

Company	**ECPAT**
Name of representative	ECPAT Group (national level)
position	Name of representative
……(signature)	position
	……(signature)
Date:	Steering Committee Secretariat (international level)
	……(signature)

III. EXAMPLES OF IMPLEMENTATION

Code Criteria No.1

Establishment of a corporate ethical policy against sexual exploitation of children.

Example #1:
The Fritidsresor Group Policy on Sustainable Tourism (TUI Nordic)

The travel and tourism industry is one of the fastest growing industries in the world and one which increases every year. The industry is an important source of income for many people and has a positive impact on economic development but it can also be a threat to the environment and to local communities.

The Fritidsresor Group recognises that in conducting our business we have a responsibility for the environment and the communities in which we operate. The very nature of our business means that we must ensure our activities have the least possible negative impact on the environment, now and in the long term. We think that co- operation is one of the most effective ways to achieve results.

Being a Responsible Business

Means that we identify the major environmental aspects and their impacts and develop a plan in order to minimise them. In any purchase decision or commercial decision-making the environmental implications should be considered. Training of staff and information to customers is important in order to raise awareness. Energy, water and recycling management programmes should be implemented in offices, premises and assets.

Being a Good Neighbour

Means that we encourage and recognise initiatives involving working with local communities and which demonstrate social responsibility, at home and abroad. We inform consumers and employees about local customs in order to encourage them to respect the local environment and host communities.

Protecting Holiday Destinations

Means that we encourage initiatives supporting conservation and education programmes benefiting the environment and local communities, particularly in the holiday destinations where we operate. Respect and inform consumers and employees about natural habitats and wildlife. Consider environmental and social factors when planning and operating excursions. Communicate the company's Sustainable Tourism Policy to all business partners and work with them to encourage the implementation of best practice.

Environment and Culture

Keywords*: Long-term action plan – sustainability*

Studies show that tourism makes both a positive and important contribution to economic development, and a negative one as far as its impact on nature, water and local communities. We recognise the importance of an active plan to reduce the negative impact we have on the local environment.

This plan includes information to clients, staff training and Environmental Assessments of hotels and apartments. Within the Blue Village and Blue Star concept an environmental action plan is being implemented addressing, among other things, fresh water and energy savings.

We co-operate with and support the World Wildlife Fund for Nature (WWF) and the UNESCO World Heritage Centre. By doing so we can broaden our engagement and give effective support to professional, world-wide environmental and cultural initiatives. We are members of the Tour Operators Initiative, an international network platform for Tour Operators world-wide. On the net www.toinitiative.org

Social values

Keywords*: respect – responsibility*

In order to support the economical development in the countries where we operate we have an aim to ensure that we co-operate with local suppliers to make sure that profits stay at destinations. We also encourage our clients to buy locally and discourage the sale of protected species.

Studies show that there is also a connection between tourism and increasing sexual exploitation of children, especially in developing countries. We recognise this problem and support the important work such as that of the world-wide organisation ECPAT (End Sexual Exploitation, Child Prostitution and Trafficking and Child Pornography). We implement the *'Code of Conduct against Commercial Sexual Exploitation in Travel and Tourism'* which includes information to clients, training of staff and a clause in contracts with hotel and apartment suppliers. This clause condemns sexual exploitation of children within the premises.

WWF United Nations Educational, Scientific and Cultural Organization. ecpat

Our co- operation with the World Wild Life Fund for Nature, WWF

We started our co-operation with WWF in 1996. In the beginning we contributed only to the Mediterranean Programme which includes protection of species (the logger-headed sea turtle and the monk seal), protection of forests, environmental training of local communities and campaigns to raise awareness. This was financed by the investment of one US Dollar per visiting tourist, in the programme.

As the majority of our customers go to the Canary Islands in the winter we felt that it was of great importance to support WWF's important work in that region. In

1998 we therefore started to co-operate directly with WWF Spain. A local office was opened in Lanzarote in April 1998.

In 1999 we learned that by sponsoring local projects, as in the Canary Islands, we get a closer contact with the local community. The sponsorship of WWF was therefore changed and we now contribute directly to local projects in Thailand, Kenya and the Balearics.
Since 2000 we have started to implement the WWF Code of Conduct for Hotels in our Blue Village Concept Hotels. (On the net www.panda.org)

Our co-operation with the UNESCO World Heritage Center

This co-operation started in 1997. As the environment also includes the cultural heritage it was important for us to find a partner for this area. UNESCO World Heritage, a world-wide well-known organisation in combination with TEMA´s high profile programme has turned out to be a perfect mix. Apart from informing our customers about the important work carried out within the UNESCO World Heritage framework, we also contribute to the development of cultural sites in the third world.
The first year we sponsored a project in Bakthapur, Nepal. We have also contributed to the preparation of a Cultural Management Manual for South East Asia and to the renovation of an ancient Temple in Patan, Nepal. (On the net www.unesco.org/whc)

Our co-operation with ECPAT

Our co-operation with ECPAT started in 1998 when they approached us and asked if we wanted to join forces together with them to work against Child Sex Tourism. ECPAT presented studies pointing out the strong connection between increasing tourism and the increase of Child Sex Tourism, especially in the third world.

We started to work together on developing a Code of Conduct. The document was ready in early spring 1999 and then the practical implementation started.

The six cornerstones of the Code of Conduct are:
- a policy document
- training of staff
- information to customers
- putting pressure on suppliers by including a clause against Child Sex Tourism in the contract
- creating a network in destinations in order to raise awareness among local people
- Annual reporting

The Code of Conduct is implemented in all our Blue Village Concept Hotels. (On the net www.thecode.org and www.ecpat.net)

ECPAT Ethical Policy

We recognise that the sexual exploitation of children is a world-wide problem. In order to combat the problem we are taking the following actions:

In all our activities and operations both at HQ and overseas we actively disagree with all kinds of sexual exploitation of children.

a) TUI Nordic employees do not visit bars, restaurants or other premises where minors are exposed sexually (the income from admissions, drinks etc. is a source of income for pimps and/or other adults who are involved in the sextrade with children).

b) obvious cases of sextrade with children is reported to the local police

c) when we market our products we never do it in a way that portrays children in a sexual way.

We create awareness among our employees, using training and information as major tools, to highlight that sexual exploitation of children is a crime. We collaborate with organizations and authorities in order to combat sexual exploitation of children.

a) In the TUI Nordic IT policy it is stated that it is not permitted to search for child pornography using the Internet. It is also prohibited to seek contact with children for sexual purposes via chat rooms, discussion groups or similar.

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b) If material including child pornography is found on the computer of an employee it should be reported to the police. To possess child pornography is a crime and the material could be used as evidence in a future trial and should therefore never be deleted.

We follow laws, rules and instructions in host countries. We respect the United Nations Child Convention.

The Code is included within the policy on Responsible Tourism Development.
The company personnel are informed about the policy through: compulsory training for tour guides, information to staff based at headquarters, written information on the intranet.

Extracted from the Report of Fritidsresor Group/TUI Nordic, Sweden, 2002.

Example #2:

Policy for Sustainable Tourism at Aurinkomatkat-Suntours Ltd

Aurinkomatkat-Suntours Ltd begun implementing its policy for sustainable tourism in 1999. The aim of this policy is to try to secure the possibilities for future generations to enjoy travelling and to make a living out of tourism. In order to achieve this goal we must ensure that the negative impacts of tourism on the environment, economy, society and culture are minimised and the positive impacts maximised. This we cannot do alone. The future of tourism on our planet needs a common commitment to sustainable development among all stakeholders – from you and us.

OUR CODE OF CONDUCT

1. We try to be aware of the environmental, cultural and economic impacts of our activities and to minimise the negative impacts.

2. We co-operate with partners who respect nature and local culture. We avoid co-operating with parties whose actions cause intentional and unnecessary harm to the environment and local culture.

3. We try to minimise the use of excess materials and also to re-use and recycle materials.

4. We train our staff to be aware of the challenges and opportunities of sustainable tourism.

5. We support projects that enhance the state of the natural environment as well as the local culture in our destinations. We also strive to co-operate with local authorities in these matters.

6. We tell our clients how to enjoy the environment and local culture in the destinations without causing negative impacts.

7. We monitor the impressions of our clients on the state of the environment.

Aurinkomatkat-Suntours Ltd is a member of the Tour Operators' Initiative for Sustainable Tourism Development.

TOUR OPERATORS INITIATIVE
FOR SUSTAINABLE TOURISM DEVELOPMENT

A PUBLIC COMMITMENT

Aurinkomatkat-Suntours Ltd is concerned about the impact of our tours and activities. We recognise our responsibility to develop and operate in a manner that makes a positive contribution to the natural, social and cultural environment. We also recognise and accept our responsibility to operate in ways that reduce environmental impacts, benefit host communities, safeguard the future livelihood of local people, and ensure the protection of destinations for future generations.

To fulfil this responsibility, we have joined together to work in close partnership with the United Nations Environment Programme (UNEP), the United Nations Educational, Scientific and Cultural Organisation (UNESCO) and the World Tourism Organisation (WTO/OMT).

In doing so, we commit in this Initiative to:

- protect the natural environment and cultural heritage;
- co-operate with local communities and people, ensure they benefit from the visits of our customers and encourage our customers to respect the local way of life;
- conserve plants and animals, protected areas and landscapes;
- respect the integrity of local cultures and their social institutions;
- comply with local, national and international laws and regulations;
- oppose and actively discourage illegal, abusive or exploitative forms of tourism;
- work closely with business partners, local authorities, regional and national governments and other organisations to achieve sustainable tourism development;
- provide information on our activities to develop and encourage the sustainable development and management of tourism;
- communicate our progress implementing this commitment.

We also acknowledge that we cannot achieve our goal of sustainable tourism development without the help of all stakeholders, including our customers, and we hope that, together, we can create a better tourism experience for all. Further information: www.toinitiative.org

Code of Conduct for the Protection of Children from Sexual Exploitation in Travel and Tourism

As a tour operator that has adopted the code we commit ourselves to implement the following six criteria:
To establish an ethical policy regarding commercial sexual exploitation of children.
To train the personnel in the country of origin and travel destinations.
To introduce a clause in contracts with suppliers, stating a common repudiation of commercial sexual exploitation of children.
To provide information to rioritiz by means of catalogues, brochures, in-flight films, ticket-slips, home pages, etc.
To provide information to local "key persons" at the destinations.
To report annually.
Further information: www.thecode.org

WHAT CAN OUR PARTNERS DO?
-write and implement a policy for sustainable tourism
-save energy and water, take care of waste water
-separate and recycle solid waste, treat hazardous waste appropriately
-think local, buy local (and preferably organic)
-avoid excessive use of chemicals, choose environmentally friendly chemicals and materials
-act in the local community for the environment and sustainable development

The policy on sustainable tourism is an integral part in our strategic corporate policy.
The company personnel are informed about the policy through: training, intranet, newsletter on sustainable tourism.

Extraced from the Report of Aurinkomatkat Suntours Ltd, Finland, 2002.

Example #3:

Policy against Commercial Sexual Exploitation of Children at MyTravel Northern Europe

MyTravel condems all forms of sexual exploitation of children and support all acts of law made to prevent and punish such crimes.

MyTravel demands that guests, partners and all members of staff refuse to take part in sexual exploitation of children and report all cases of sexual exploitation of children, that comes to their awareness.

The breaching of this policy can result in dismissal, police report or the ending of ongoing collaboration.

This is a separate part of the general corporate policy.

The company personnel are informed about the policy via: the internal magazine, intranet, website, special training for overseas staff.

Extracted from the Report of MyTravel Northern Europe, Sweden 2002.

My Travel Northern Europe operates the following brands:

- *Sweden: MyTravel, Ving, Always, Spies, Trivsel, Globetrotter,*
- *Norway: Saga Solreiser, Ving, Globetrotter*
- *Denmark: Tjaereborg, Spies, MyTravel, Ving*
- *Finland: Tjaereborg*

Code Criteria No. 2

Training the personnel both in the country of origin and in destinations.

Example #1:

TUI Thomson and ECPAT UK

Lesson Plan

CHILD RIGHT TOURISM

Why are Thomson supporting this issue?

Unfortunately there is a direct link between our business and the commercial sexual exploitation of children. By providing relatively cheap, direct flights from the UK to some holiday destinations, we provide the anonymity and ease of access that paedophiles, casual sex offenders or situational abusers take advantage of. Child sex tourism is detrimental to our industry as well as being illegal. It is also, regrettably, a growing problem around the world, primarily in poor countries.

The main international campaigning organization that works on this issue is called ECPAT – which stands for End Child Prostitution, Child Pornography and Trafficking in children for sexual purposes. They have representation in 45 countries around the world and have been fighting against the sexual exploitation of children since 1990.

Both TUI Germany, TUI Holland and TUI Nordic actively support ECPAT as well so this is a corporate World of TUI group initiative.

A big part of Thomson's reputation comes from the fact that we are seen to be the most responsible holiday company in the UK. The commercial sexual exploitation of children is a crime everywhere in the world. In many cases, the perpetrator can be criminally charged in his/her home country, even when the crime took place in a foreign land.

The definition of a child is as per the UN Declaration of Human Rights and the UN Convention on the Rights of the Child – every human being below the age of 18. Irrespective of a country's age of consent, it is illegal to pay anyone under 18, in cash or kind, for sexual contact.

As tourism professionals we have a sense of responsibility to prevent any child from being abused in a tourist setting. As well as being illegal, the abuse of children is a fundamental abuse of their human rights and dignity.

The destinations where this is an issue and where Thomson have a programme are : Thailand, Goa, Dominican Republic, Cuba and Mexico.

By using our influence, we can encourage others (such as local agents, hotel staff and taxi drivers) to take measures to reduce and prevent the growth in child sexual exploitation in tourist destinations. We're not going to change things overnight, but better to take this first small step, rather than close our eyes and pretend the problem doesn't exist. By bringing this subject out into the open a bit more, we are also helping

to remove the taboo attached to it, which in itself helps to inhibit and discourage would-be abusers to engage in illegal and abusive practices.

There is evidence that shows that many British holidaymakers will not travel to a destination where they feel they would be uncomfortable or offended by the behaviour of others. Therefore, the reputation of that destination will suffer, as will our business there. So, in the long term, by raising awareness of this issue and hopefully preventing it taking place, it will encourage economic growth by sustaining tourism to that destination. It will also encourage responsible tourism and respect towards the local population – which has to be in everyone's best interests. It also reinforces Thomson's reputation as a socially responsible holiday company.

How are Thomson supporting ECPAT?

ECPAT is an international organization working against the commercial sexual exploitation of children in over 50 countries worldwide.

They have developed a code, together with the World Tourism Organisation, which Thomson (and TUI Germany and TUI Nordic) signed up to in 2001. The code has 6 elements :

- Establish an ethical policy regarding the commercial sexual exploitation of children (mention is made in our sustainable tourism policy)
- Introduce a clause in contracts with suppliers (this has been actioned for all contracts 2002 and beyond in Dom Rep, Thailand, Goa, Mexico (?) and Cuba). We are working towards a World of TUI corporate addendum.
- Train relevant personnel (which is why I'm with you today)
- Raise awareness with holidaymakers (via visitors books – once staff training has taken place)
- Raise awareness with local key people in destinations (once staff training has taken place)
- Report annually (once all other elements have been carried out)

Thomson are the first tour operator in the UK to sign up to the code. But later this year the FTO will be setting up a Responsible Tourism Unit, which will operate along the lines of the work done across the industry on health and safety. Implementing the ECPAT code, industry wide, will be one of the tasks that the Responsible Tourism Unit will be putting into place. Information is also being added to the Foreign Office's Know Before You Go website so that customers are aware of these kind of issues before they travel out on holiday.

Attitudes in the UK

The well-known charity Barnardo's have just launched a major advertising campaign, which highlights the problem of child prostitution here in the UK. Many Thomson customers will have seen this advertising campaign and will want to support any action which contributes to the reduction in the child sex trade in Britain and all over the world.

What can you and your staff do to help prevent the sexual exploitation and abuse of children?

In the very unlikely event that a customer or member of staff does report seeing something involving a Thomson customer, try and get as much information as you can before going to the appropriate authorities. The authorities to contact will include the police, hotel management, embassy or consul, tourism authorities, child protection services. If it involves someone who is not a Thomson customer, consider what action you can take – you could tell the manager of that holiday company.

True case study

Winter 2000/2001 – Mytravel Scandinavia customers in the Dominican Republic saw a man who was rioritize on his own taking young boys into his room. They had read in the Mytravel visitors book that their holiday company was supporting ECPAT and that they were being asked to report anything suspicious to their rep. They told their rep who in turn told their manager. The Mytravel manager went to see the man in his room and made him aware that he was not allowed to take people into his room and especially not young boys. The man stopped taking young boys into his room.

What can children do instead of sex work?

Children can turn to voluntary organizations that provide counselling and help with education. There are child welfare ministries in most destinations which try to provide help for children in prostitution. There are some organizations that provide training for girls to become hairdressers, dress-makers or beauticians. Some try to find work in tourism, working in bars or hotels that are willing to offer them training. ECPAT are producing a list for each destination with contact details of organizations that can provide help and support.

What else can Thomson staff do to help children who are sexually exploited?

- Support the charities and voluntary organizations that work with these children. Every little bit helps.
- Encourage staff to offer their services by teaching English in schools or helping out in after-school activities at children centers in tourist areas. It is estimated that 30% of children aged between 12 and 15 in the Dominican Republic, for example, are illiterate.
- Encourage everyone in the tourist industry to be more aware of child sexual exploitation in tourist areas so that it can be prevented

What to do when you get back to your resort:

- Nominate one person in your resort to be the ECPAT coordinator – choose someone who will be there long term. It could be yourself.
- Brief them using this training material and instruct them to brief everyone else in your resort. They should also be given responsibility for briefing new staff at change-over time. Remember to include office based staff and Holidayline. Make sure they have enough copies of the handouts. Give them a deadline when the briefing should be completed by
- Once resort staff are briefed, the ECPAT coordinator should ensure the one pager is included in all hotel visitors books
- the ECPAT coordinator should also make sure that the certificates are displayed in hotels
- Make contact with relevant people in your resort to let them know that we are using our influence to support this issue : hoteliers association, tourist board, police, taxi drivers association, FTO meetings with other tour operators
- Make contact with relevant children's charities in your resort to find out what they do and how you can help locally.
- If you have a TUI Nordic programme in your area, their destination manager will be quite well briefed – so you or your teams can always contact them for further information.

Benefits

- Inhibits and discourages would-be abusers from engaging in illegal and abusive practices.
- Reputation – of Thomson as a socially responsible holiday company, the destination and the hotel
- Encourages economic growth by sustaining tourism to that destination
- Encourages responsible tourism – which benefits everyone

Handouts

- Addendum to hotel contracts
- TUI Times March 2002
- TUI Times June 2002
- ABTA magazine article October 2002
- page for Visitors Books
- certificate for hotels
- Barnardo's advert
- Rep's action checklist
- Frequently Asked Questions
- ECPAT Destination Factsheets

Useful websites
www.thecode.org
www.ecpat.org.uk (email : ecpatuk@antislavery.org)

Material provided by TUI Thomson, UK, as part of the 2002 Report on the 'Code of Conduct for the Protection of Children from Sexual Exploitation in Travel and Tourism'.

Code Criteria no. 3

Introducing a clause in contracts with suppliers stating the common repudiation of commercial sexual exploitation of children

Example #1:

Clause against Sexual Exploitation of Children in Contracts with Suppliers of

Kuoni Denmark (Alletiders and Apollo Denmark)

ECPAT agreement *(Valid as an appendix to main contract 0001)*

Kuoni Scandinavia's clause on hotel contracts condemning child sex tourism.
(Criteria §3 in the Code of Conduct for tour-operators against child sex tourism)

The commercial sexual exploitation of children around the world is an increasing problem. Specially, we can note the growing problem concerning children's prostitution in tourist destinations. The problem is in some extent linked to tourism and Apollo/Kuoni Scandinavia's firm belief is that sexual exploitation of children is a fundamental abuse of a child's safety, human rights and dignity. For this reason, Apollo/Kuoni Scandinavia has decided to contribute to the task of protecting children from sexual exploitation.

We believe that Apollo/Kuoni Scandinavia, as a major player in the tourist sector, has an influence in promoting good practices and self-regulation.

We have no reason at all to believe that this kind of abuse has been carried out in your hotel. Still the same, hotels often are the scene of the abuse, whether we like it or not. For this reason we urge you to support us in the campaign against this problem. We believe that, by standing vigilant and taking some simple steps, we will make sure that neither your hotel, nor its good reputation, is compromised.

We would also like to take the opportunity to inform you about our position if it gets to our knowledge that commercial child abuse has taken place at a hotel contracted by Apollo/Kuoni Scandinavia.
If the abuse is a result of an employee at the hotel acting as intermediary, we will from now take the right, with immediate effect, to cancel any agreement or contract.

Conditions for signing up the Code of Conduct
Kuoni Denmark A/S has on the 13th of March 2002 signed and agreed upon the *'Code Of Conduct for the Protection for Children from Sexual Exploitation in Travel and Tourism'* with the organisation of ECPAT (End Child Prostitution, Child Pornography and Trafficking of Children for Sexual Purposes).
Apollo Sweden, which is a tour operator within our group – Kuoni Scandinavia – signed upon the Code of Conduct 1999.

The criteria for this assignment are:

1. To establish an ethical policy regarding commercial sexual exploitation of children
2. To train the personnel in the country of origin and travel destinations.

3. To introduce a clause in contracts with suppliers, stating the common repudiation of commercial sexual exploitation of children.
4. To provide information to travellers by means of catalogues, brochures, in-flight films, ticket-slips, web-sites, etc.
5. To provide information to local ''key persons'' at the destinations. E.g. hotels, agents, cooperatives.
6. To report annually.

Therefore any hotel contract made with Apollo/Kuoni Scandinavia also has to include that the specific hotel management and the hotel staff guarantee that:

1. No child prostitution will be allowed at the hotel
2. Any suspicious behaviour will be reported to the local authorities and Apollo/Kuoni staff
3. Inform the guests at the hotel, that child prostitution is illegal and not accepted by the hotel and its management in line with the national child protection legislation
4. Cooperate with the staff of Apollo/Kuoni Scandinavia at the destination to secure further development on how to eliminate child prostitution within the tourism industry.

Kuoni Scandinavia is honoured to receive your confirmation on the criteria mentioned above on the supplement to the hotel contract. If however these criteria are not fully approved by the hotel – Apollo/Kuoni Scandinavia will cancel all cooperation without any further notice.

Hotel signature & stamp:……Place and date:……
Contractor Apollo/Kuoni Scandinavia:……

This clause will be introduced in all future contracts with (incoming agents and hotels). These suppliers were selected through product and market oriented planning.
Suppliers are also briefed on the code.

Extracted from the Report of Kuoni Denmark, 2002.

Example #2:

Clause against Sexual Exploitation of Children in Contracts with Suppliers of

Aurinkomatkat-Suntours Ltd (Finland)

''**Clause no. 14.**
A common agreement to ban child prostitution on the premises of the hotel

Aurinkomatkat follows the Code of Conduct of ECPAT (End Child Prostitution and Trafficking) to fight child sex tourism.
Aurinkomatkat expects each accommodation provider to ban all child sex or child prostitution related activities from its premises.

Any such activity should be immediately reported to our staff as well as local police authorities. Allowing child prostitution in the hotel will lead to a termination of the contract.''

This clause has been introduced in all contracts globally (incoming agents and hotels), since June 2002. Further on, suppliers are briefed on the code by the Aurinkomatkat staff and the Manager for Sustainable Tourism during destination visits and when incoming agents come to Finland for briefings.

In the future, the company plans to involve hotels and incoming agents into a dialogue with local authorities to create ways to tackle the problem.

Extraced from the Report of Aurinkomatkat Suntours Ltd, Finland, 2002.

Example #3:

Clause against Sexual Exploitation of Children in Contracts with Suppliers of

MyTravel Northern Europe

ADDENDUM – Code of Operation

MyTravel Northern Europe
and Property
have agreed to the following code of operation:

- No abuse of labor, e.g. respecting the Country's of the Property legislation concerning working week hour's maximum, minimum wages, accommodation conditions and transport, further worker's rights to join unions, free political inclination and issuing of proper employment contracts.

- No abuse of children with regard to the exercising of the Property's services or the manufacturing of the product used, e.g. work abuse or any other kind of exploitation abuse.

  The above examples do not cover every conceivable area but are indications of the operational norms.

- No abuse of human rights with regard to the United Nations' Universal Declaration of Human Rights.

- Highest attention with regard to Health and Safety for the clients at the Property, e.g. the MyTravel's Service Agreement and the Audit Reports.

Any breach of either point cancels automatically the Agreement between My Travel and the Property that herewith accepts to stand all costs that would arise from such a breach of the Code of Operation.

For and on behalf of MyTravel Northern Europe

On behalf of the property. (authorised signature)

This policy has been introduced in hundreds of contracts; the MyTravel contractor handle it as a part of their normal work procedure.

Extracted from the Report of MyTravel Northern Europe, Sweden 2002.

My Travel Northern Europe operates the following brands:

- *Sweden: MyTravel, Ving, Always, Spies, Trivsel, Globetrotter,*
- *Norway: Saga Solreiser, Ving, Globetrotter*
- *Denmark: Tjaereborg, Spies, MyTravel, Ving*
- *Finland: Tjaereborg*

Example #4:

Clause against Sexual Exploitation of Children in Contracts with Suppliers of

Fritidsresor Group / TUI Nordic (Sweden, Finland, Norway, Denmark)

ECPAT ADDENDUM TO CONTRACT

Hotel/Agency: _____
Contract period:
Date: _____

The commercial sexual exploitation of children around the world is an increasing problem. Specifically, we can note the growing problem with child prostitution in tourist destination countries.
The Fritidsresor Group recognises that the problem in some extent is linked with tourism and our firm belief is that sexual exploitation of children is a fundamental abuse of a child's human rights and dignity.
For this reason the Fritidsresor Group has decided to contribute in the task of tackling the problem and in this way protecting children from sexual exploitation. A way for the tourist sector to achieve this is by promoting good practises and self-regulation. In this work we recognise the influence we have as a major player in the tourist sector.

Even if we have no reason at all to believe that this kind of abuse has been carried out in your hotel, hotels often are the scene of the abuse, whether we like it or not. For this reason we urge you to support us in the campaign against this problem. We believe that, by staying vigilant and taking a few simple steps, you will ensure that neither your hotel – nor its good reputation – is compromised.

We would also like to take the opportunity to inform you about our position if it reaches our knowledge that commercial child abuse has taken place at one hotel contracted by the Fritidsresor Group. If the abuse has been a result of an employee at the hotel/agency acting as intermediary we will from now take the right, with immediately effect, to cancel any agreement or contract. The hotel/agency acknowledges full responsibility to inform/educate their staff about the contents of this agreement.

Fritidsresor AB
Purchasing Manager

Hotel/Agency:

This clause was introduced in all contracts with hotels and local agents in: Indonesia, Thailand, South Africa, Brazil, Dominican Republic, India, Bulgaria, Kenya, Tanzania, Florida. Developing countries have been prioritized for introducing this clause in the contracts. In some of the hotels the company provides also a poster that is used in the communication with the customer. The aim of the company is that this claus becomes part of the quality agreement with suppliers and part of the corporate quality performance.

Extracted from the Report of TUI Nordic, 2002.

Example #5:

Clause against Sexual Exploitation of Children in Contracts with Suppliers of

TUI Thomson (UK)

Addendum to Contracts with Suppliers

Season…….

Addendum
Accommodation Name……

Resort……

This addendum is supplement to, and shall be treated for all purposes as being part of the Accommodation Agreement to which it is attached ("the Contract")

The supplier agrees to work with Thomson Holidays Limited in relation to preventing the below abuse of children as the commercial sexual exploitation of children around the world is an increasing problem, specifically in some tourist destinations.
Thomson Holidays recognises the connection between tourism and this illegal activity. For this reason, we have decided to use our influence as a holiday company to contribute towards preventing this abuse of a child's human rights and dignity.

Hotels are often the scene of the crime. We therefore request that you support us in this campaign. By staying vigilant and taking a few simple steps, you will ensure that neither your hotel, nor its good reputation are
compromised.

Signed on behalf of Thomson Holidays by:
Name(BLOCK CAPITALS) POSITION

Signed on behalf of Name of Property:

(Sig.)

Name(BLOCK CAPITALS) POSITION

Date

Material provided by TUI Thomson, UK, as part of the 2002 Report on the 'Code of Conduct for the Protection of Children from Sexual Exploitation in Travel and Tourism

Code Criteria No.4

Providing information to travellers by means of catalogues, posters, brochures, ticket-slips, in-flight films, luggage tags, websites etc

Example #1:

Poster TUI Nordic

WE SUPPORT

and implement the Code of Conduct for the Protection of Children from Commercial Sexual Exploitation in Travel and Tourism

The Code of Conduct for the Protection of Children from Sexual Exploitation in Travel and Tourism was elaborated by ECPAT Sweden in collaboration with the World Tourism Organisation in April–June, 1998.

The objective of the project is that as many relevant partners as possible, throughout the world, adopt and implement the Code of Conduct. The Code would then have a massive impact in terms of radically combating sexual exploitation of children in travel and tourism.

The Code of Conduct is based on the UN Declaration of Human Rights and the UN Convention on the Rights of the Child, with emphasis on Article 34.

For further information, please visit www.thecode.org

The Code of Conduct's six (6) criteria

1. Establishment of an ethical policy regarding commercial sexual exploitation of children
2. Training of personnel
3. Clause in contracts with suppliers that makes a joint repudiation of commercial sexual exploitation of children
4. Providing information to customers
5. Network with other relevant partners in the destination
6. Annual reporting

In co-operation with ECPAT and Fritidsresor/Star Tour/Finnmatkat

Example #2:

Poster displayed by Accor Hotels Asia in the reception area of its hotels in Asia

Example #3:

Brochure distributed at tourism offices and airports by the Tourism Authority of Thailand (TAT)

Example #4:

Information included in Hotel Binders and Visitors' Books at destinations of MyTravel Northern Europe

Human Rights and ECPAT

''Traditions and ways of life are different here, than at home. It is possible that you will see children in prostitution, child beggars and children in labour. To close ones´ eyes for the problems does not help. Your tour operator is therefore involved in active work to make hotel owners and other partners follow the UN Declaration on Human rights and Convention on the Rights of the Child. We strongly object to all transgression of these.

We also support ECPAT (End Child Prostitution, Child Pornography and Trafficking in Children for Sexual Purposes) and have undertaken the implementation of a Code of Conduct against Commercial Sexual Exploitation of Children. Among other things, it includes an ethical policy to be applied along with education and information to our staff, customers and partners.

As our guest, we would like to ask you to dissociate yourself from establishments or situations where you suspect a child or adult being forced to do something against their free will or in any way could seem unnatural for the person. Without a demand, the possibilities to make a business will disappear, and hopefully in time even the occurrence of such establishments as such.''

Translation of the text included in the catalogues:

Working against Child Prostitution

''ECPAT is the name of a worldwide organisation who, based on UN´s Convention on the Rights of the Child, works to prevent commercial sexual exploitation of children. Ving cooperates with ECPAT to contribute to a raised awareness and to protect the children.

Tourism is the worlds largest industry. Responsible tourism can contribute to the international understanding of culture, different ways of life etc, and is often the most important source of income in many countries.
But where poor local people and relatively rich tourists meet, we too often also find prostitution – sometimes even child prostitution. It is important to know that sexual exploitation of children (under the age of 18) is a crime no matter where in the world it takes place. Always let Ving´s staff know if you suspect child sex abuse at the destination.

Ving adopted ECPAT Code of Conduct for Tour Operators against Child Prostitution in March 1999. This means that we:

1. Implement an ethical policy against sexual exploitation of children
2. Educate our staff in these issues
3. Inform our customers about this work
4. Add an addendum to our hotel contracts
5. Inform other local partners at destinations.

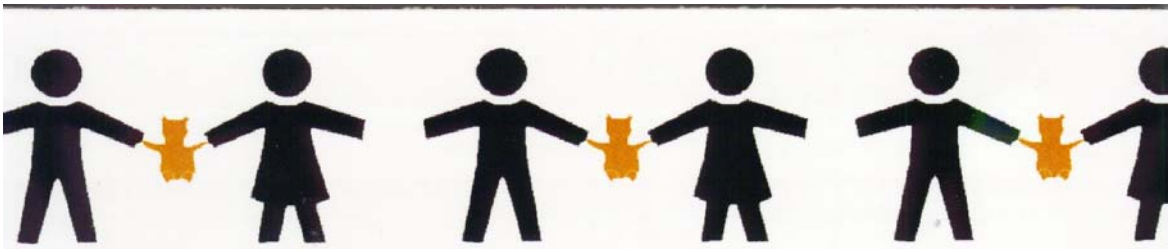
Read more on www.thecode.org.''

Extracted from the Report of MyTravel Northern Europe,,Sweden 2002.
My Travel Northern Europe operates the following brands:

- *Sweden: MyTravel, Ving, Always, Spies, Trivsel, Globetrotter*
- *Norway: Saga Solreiser, Ving, Globetrotter*
- *Denmark: Tjaereborg, Spies, MyTravel, Ving*
- *Finland: Tjaereborg*

Example #5:

Poster used by the hotels members of the National Association of Hotels and Restaurants (ASONAHORES) in the Dominican Republic



NUESTRO COMPROMISO EN LA LUCHA CONTRA LA EXPLOTACION SEXUAL COMERCIAL DE MENORES

Con el objetivo de erradicar la Explotación Sexual de Niños, Niñas y Adolescentes, este Hotel ratifica el Código de Conducta firmado entre ASONAHORES, UNICEF, ECPAT y la Organización Internacional del Trabajo (OIT).

En atención al Código de Conducta de los Hoteleros Dominicanos nuestro personal apoyará unánimemente todas las acciones, oficiales y privadas, orientadas a prevenir y a erradicar la Explotación sexual comercial de niños, niñas y adolescentes por constituir una práctica nociva, inmoral y violatoria tanto de leyes nacionales como internacionales.

La Ley Dominicana 14-94 penaliza a todo aquel que atente contra la seguridad física y moral de nuestros menores.

La Gerencia

ASOCIACION HOTELES LA ROMANA-BAYAHIBE

ecpat

unicef

ASONAHORES

Example #6:

Costa Rica:
- Poster used by a the car-rental company Payless-Elegant
- Logo in the promotional materials of the tour operator Costa Rica Temptations

Example #7:

Information Included in Visitors' Book at Destinations of TUI Thomson (UK)

CHILD RIGHT TOURISM

You can help prevent children from being sexually exploited

For most of us, travelling abroad means 'having a break and relaxing in the sun'. Sadly for a small minority, it also means an opportunity for sexual activities with children.

- These children are usually aged between 13 to 18.
- Most of those involved don't sell themselves out of free will, but are forced to do so. This exploitation can cause severe trauma with a high risk of catching a venereal disease or AIDS.
- They work in bars, clubs and restaurants, at the beach, in the streets and even in the vicinity of the hotel.

What you can do

The sexual exploitation of a child is an international crime (UN Convention on the Rights of the Child 1989). Britons can be prosecuted both abroad and in the UK for sexually abusing a child.

If you…

- see anyone you think is involved in the sexual exploitation of a young person
- are approached by anyone asking if you would be interested in a sexual relationship with a young person

Report it to your Thomson Representative

Thomson Reps will handle the matter in confidence, referring it to the appropriate authorities.

In addition you can call **Crimestoppers** when you return to the UK on: **0800 555 111** your call is free, you do not have to give your name, you may receive a reward.

Thomson has co-operated with the World Tourism Organisation to produce the Code of Conduct for the Protection of Children from Sexual Exploitation in Travel and Tourism. For more information contact ECPAT UK at ecpatuk@antislavery.org

The hotel in which you are staying also supports this initiative.

The code is supported by tourism organisations world-wide who want to take action to protect children from sexual abuse.

Material provided by TUI Thomson, UK, as part of the 2002 Report on the 'Code of Conduct for the Protection of Children from Sexual Exploitation in Travel and Tourism'.

Code Criteria No. 5

Providing information to 'key persons' at destination

An efficient way in which the travel and tourism companies could effectively contribute to the implementation of the Code is through providing information to local key persons.

"Key persons" are considered to be those at the travel destination with whom the tourism company co-operates, without having a signed contract. These persons/parties will include:

- representatives of authorities; Customs Officers, local Police, local authorities, mayor, etc.
- individuals which usually have substantial contact with the customers: reception desk staff, bar and restaurant owners and staff, taxi drivers,
- persons with influence within the community, representatives of local NGOs, journalists, etc. Important key persons as well are those engaged in labor unions and those who work within the local police authority.

The key persons at the destinations will be informed about the adoption of the Code of Conduct. The aim is that those local parties who have provided information and/or training will be recommended to the traveller by the tourism company, orally and/or in writing.

Example:

Information displayed at the Airport Customs Office at Santo Domingo airport, the Dominican Republic

Code Criteria No. 6

Annual reporting

Companies adopting the Code report, on an annual basis, upon the implementation of the previous five criteria. The reporting took place for the first time in 2001 covering the period 2001-2002. The signatory tour operators have filled a first draft Reporting Form (available to download from www.thecode.org). The process will be improved in 2003, making reporting accessible via the Internet.

The main purpose of the reporting process is to allow the experience of companies currently working with the Code, to become known, and a source of inspiration for other members of the tourism industry.

Moreover, by reporting upon the challenges and the results of implementing the Code, tour operators can help the Steering Committee to continuously improve the training and the know-how regarding the practical aspects of a socially responsible tourism development.
The reports submitted to the Steering Committee (through the Secretariat at the WTO and national ECPAT groups) are being made public upon authorisation of the company submitting the report.

For additional information contact:

Code of Conduct Secretariat
Camelia Tepelus
c/o World Tourism Organization
Capitán Haya 42,
28020 Madrid, Spain

codesecretariat@world-tourism.org
Phone : + 34 91 5678 192,
Fax : + 34 91 571 37 33

ECPAT International Tourism Coordinator
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Tel: (66 2) 215 3388 Ext. 110
Fax: (66 2) 215 8272

Signatory Companies:

By country		Tour Operator / Travel agency / Association
1. Austria	1	ÖVT – Österreichischer Verein für Touristik
	2	ÖRV - Österreichischer Reisebüroverband
	3	Jumbo Touristik
2. Brazil	4	Freeway Adventures
3. Costa Rica	5	ACOPROT- Asociación Costarricense de Profesionales en Turismo
	6	ACOT – Asociación Costarricense de Tour Operadores de Turismo
	7	Costa Rica's Temptations
4. Denmark	8	AlletidersResor, Apollo (Kuoni)
	9	TEMA Resor
	10	TUI StarTour
	11	MyTravel Nordic (Ving, Spies, Tjareborg)
5. Dominican Republic	12	ASONAHORES – National Association of Hotels and Restaurants
6. Finland	13	TUI – Finnmatkat
	14	TEMA Resor – Finland
	15	Aurinkomatkat
	16	MyTravel Nordic, Tjareborg
7. Germany	17	DRV
8. Italy	18	Assoviaggi – Associazione Italina Agenzie di Viaggi e Turismo
	19	ASSOTRAVEL – Associazione Nazionale delle Agenzie di Viaggio aderente a Confindustria
	20	ASTOI – Associazione Tour Operator Italiani
	21	Interline International Club
	22	Adiconsum – Associazione di Consumatori (CISL)
	23	FILCAMS CGIL –Federazione Italiana Lavoratori Commercio Turismo e Servizi, Confederazione Generale Italiana del Lavoro
	24	UILTuCS – Unione Italiana Vaoratori del Turismo, Commercio e Servizi
	25	FIASASCAT – CISL, Confederazione Italiana Sindacati Lavoratori
	26	FIAVET – Federazione Italiana Agenzie di Viaggi e Turismo
	27	PATA Italy Chapter
	28	SIGMA
	29	'Visit USA' Association Italia
	30	Virgin Express
	31	Viaggi del Ventaglio
	32	KEL 12
9. Netherlands	33	TUI Netherlands
	34	OAD Reizen
10. Norway	35	TUI Nordic: TUI Fritidsresor Norway, StarTour Norway, TEMA
	36	APOLLO (Kuoni Group)
	37	MyTravel Northern Europe: SagaSolreiser, Ving, Globetrotter
11. Pakistan	38	Travel Walji's Ltd
12. Sweden	39	MyTravel Northern Europe: Always, Spies, Ving, Trivsel, Globetrotter, Saga Solreiser
	40	APOLLO (Kuoni Group)
	41	TUI Nordic: TUI Fritidsresor , TUI StarTour TEMA resor
13. Syria	42	Cham Palaces&Hotels
14. Thailand	43	Ko Lanta
	44	Accor Hotels Asia
	45	Sanctuary Resorts
15. UK	46	TUI –Thomson
16. US	47	Royal Regency International Hotels
INTERNATIONAL		Tour Operators Initiative for Sustainable Tourism Development (UNEP.UNESCO.WTO)

Signatory Companies:

Supporting Organizations: