

## SPEAKER



### International Symposium

## "Human Rights in Practice: Tourism and the 2030 Agenda for Sustainable Development"

28<sup>th</sup> June 2018, Vienna

10:50 – 11:20

Keynote - The interdependence of the 2030 Agenda for Sustainable Development and Human Rights

### **Karin Lukas, Ludwig Boltzmann Institute of Human Rights**



**Karin Lukas** is Senior Researcher and Head of Department at the Ludwig Boltzmann Institute of Human Rights, as well as Vice-President of the European Committee of Social Rights of the Council of Europe. As a consultant, she advises various national and international institutions, such as the United Nations Development Program and the Austrian Ministry of Foreign Affairs in the areas of human rights and the economy, development cooperation and women's rights. Ms. Lukas has been working on human rights and economics since 2001, most recently in her book on labour rights in global production networks, and in the publication "Corporate Accountability" on corporate grievance mechanisms.

11:20 – 13:00

Human Rights issues raised by the Sustainable Development Goals (SDGs) –  
Examples of Practical Approaches on Workers' Rights along the Supply Chain

### **Clare Jenkinson, ABTA**



**Clare Jenkinson** is Senior Destinations and Sustainability Manager at ABTA, The Travel Association. Clare leads the associations sustainability work, covering human rights alongside issues such as environmental management, animal welfare and destination community impact. On human rights, Clare supports ABTA Members with human rights due diligence, understanding and managing specific human rights issues in high risk destinations, improving policies, staff training and reporting. Clare has worked in sustainability with the public, private and not-for-profit sectors globally, including in Kenya, Ghana, Nepal, Thailand, Laos, Cambodia and Vietnam. She has an MA in Physics from Oxford University and a Foundations of Leadership from Tanaka Business School at Imperial College London.

### **Ann-Katrin Dolium & Maria Sjödin, Schyst Resande**



**Ann-Katrin Dolium** is CSR policy Manager at Unionen and part of the network Schyst Resande (responsible travelling). She has 20 years of experience in CSR with focus on human rights and working conditions from various countries. Ann-Katrin holds a BA in Political Science and Master in CSR management.

**Maria Sjödin** is Head of Communications at Fair Action, who is also part of the network Schyst Resande. Before joining Fair Action, Maria worked with sustainability within the financial sector, advising banks and pension funds in Sweden. Maria holds a Master's degree in law specializing in human rights law.



### Veronika Schanderl, Swisscontact



**Veronika Schanderl's** work builds on her MBA in cultural sciences with a focus on Latin America and tourism anthropo-geography, as well as on her MA in sustainable tourism management. During the last years, she increasingly contributed to the strategic conception of Swisscontact's approach to sustainable tourism development and the planning of various new initiatives in development cooperation. Just recently, Veronika has been the team leader for demand-based destination analysis in two Colombian destinations (within the departments Putumayo, Llanos and Meta), as well as coached Swisscontact's Kosovo team in designing a sustainable tourism development strategy for their country's capital. In her current position as Swisscontact's global tourism knowledge facilitator, she successfully

fosters cross-continent and inter-project dialogue, capacity building and development and exchange of thematic and methodological innovations and learnings.

### Kerstin Dohnal, destination:development



**Kerstin Dohnal** is founder of destination: development. She studied transcultural communication and tourism management in Vienna, and is alumna of the Ashoka Visionary Program for Social Entrepreneurship. Her professional career is marked by extensive experience in international organizations (UNO, IAEA), embassies, consulates, international NGOs and development cooperation projects in Latin America (Mexico, Guatemala, Ecuador, Bolivia). As a volunteer member of the Ludwig Boltzmann Institute of Human Rights in Vienna, she supported the Development Cooperation and Economics Department before setting up destination: development in 2015, working with local communities to develop livable and sustainable tourism destinations based on their values, desires and resources.

She is particularly interested in the topics of social sustainability and human rights in tourism.

13:45 – 16:00

Exchange Sessions - Human Rights Approaches in Business Operations

### Table 1: Transparency and Dialogue along the Supply Chain



**Martin Balaš** is shareholder and consultant for TourCert. He accompanies tourism destinations and tourism businesses on their way to sustainability certification and contributes to the ongoing development of the certification system. Additionally, he was involved in various research projects and publications on sustainable tourism at University Eberswalde and has accompanied national sustainability competitions, developed sustainability concepts and strategies for tourism destinations and led various national and international funding projects. In 2011, he founded his own tour operator and bike rental company in Berlin, which he led successfully until 2014. Martin Balaš studied Tourism Management in Stralsund and Sustainable Tourism Management in Eberswalde.

**Ruth Hopper-Kubsch** is consultant for Quality- and Sustainability Management at Europe's leading study tour operator Studiosus. She is also head of the Studiosus Foundation e.V., which she helped building up in 2005 as a nonprofit association. With focus on Human Rights and social responsibility in tourism Ruth coordinates inhouse social responsibility measures as well as CSR activities in the countries visited by Studiosus groups. She organizes encounters of Studiosus guests with the local population and regular expert panels in which touristic topics are discussed, building bridges between locals and the tourism industry. Ruth is involved in the company's climate protection measures as well as in activities concerning child protection in tourism. She has been working in the tourism sector for 35 years and her continued exchange with the local population worldwide has led to a detailed understanding of human rights topics.



**Table 2: Risk Identification and Management**



**Matthias Leisinger** Matthias is a specialist in corporate responsibility with fourteen years of experience in the private sector. His professional goal is driving change to create a more sustainable business model, which delivers commercial success. He has a record of success in human rights due diligence, capacity building and developing and managing multi-stakeholder initiatives. He is co-founder of focusright - a niche consultancy that provides services that make human rights tangible for business.

During his time as VP Corporate Responsibility at Swiss travel company Kuoni, he gained first-hand experience in implementing the UN Guiding Principles within a corporate environment. He carried out human rights risk evaluations as part of the enterprise risk management system, conducted impact assessments, embedded human rights criteria in key business decision-making processes and conducted training to raise awareness of human rights risks. Representing the company at local and international conferences and guest lecturer at universities was also part of the portfolio. Matthias contributed to many publications including the UNICEF Child Rights and Business Principles toolkit. He designed, implemented and advised numerous projects in responsible tourism development, including sustainable destination management, capacity building for hotels and product development and marketing. He holds a Master of Arts in Geography, History and Political science from the Zurich University and a MBA in sustainability management from the Centre for Sustainability Management of the University of Lüneburg.

**Markus Löning** founded Löning – Human Rights & Responsible Business at the start of 2014. He and his team are working on human rights issues with companies. He was the German government’s human rights commissioner from 2010 to 2013, and between 2002 and 2009 he was a member of the Bundestag with a focus on European and development policy. He has visited 70 countries, working with governments and civil society around the world. Prior to his political career, Löning worked for 15 years in advertising.



**Table 3: Internal and External Communication of Human Rights**



Volunteering and working in the tourism industry are **Susana Cerón Baumann’s** two great passions. At Ventura TRAVEL, as the company’s CSR manager - among other things, she can live out these two passions in one job, which makes her very happy. Susana has been working in tourism since 2000 and has a degree in business administration (BA). Through her previous professional career in various areas of the tourism industry, she has been able to gain complex detailed insights into various tourism structures, which are of great benefit in her work and are rounded off by a well-founded and international network.

Susana is happy to give brief insights into VenturaTRAVEL’s internal communication strategy, show good practice examples and talk about the challenges.

**Theo Noten** is managing ECPAT Netherlands since 1996. He has expertise in working in a multi-stakeholder setting with government, private sector and civil society partners in the Netherlands and at international level on the protection of children against sexual exploitation including in travel and tourism. Theo is engaged in the Code of Conduct for the protection of children from sexual exploitation in travel and tourism and working closely with the private sector since 1998. He is board member of The Code since 2013. He has experience since 1999 as manager of international programs including strengthening the capacity of CSOs to lobby and advocate and cooperate with relevant stakeholders in government and private sector on improving the protection of children against sexual exploitation in many countries in Europe, Asia, Africa and Latin America.



#### Table 4: Public Private Partnership Projects for Sustainable Tourism Development



**David Ville** is Group Sustainability Manager for Thomas Cook Group. David has worked extensively to deliver a more ethical and sustainable business for Thomas Cook, including leading the review of the group sustainability strategy in 2017. Previously David worked in sustainability consulting for KPMG, delivering strategy and assurance projects for large UK and global businesses. David has a Masters in Leadership for Sustainable Development, as well as an undergraduate degree in Environmental Management.

**Caroline Steimle** is Co-Managing Director of Futouris e.V., Berlin and joined the association in February 2018. Caroline is a trained hotel professional and holds a diploma in Business Administration in Tourism and Transport. She has more than ten years of professional experience in the hospitality and tourism industry among others in sales, marketing and product management. Prior her start with Futouris e.V. Caroline was responsible for Product Management Long-haul - Asia, Arabia & Indian Ocean at Thomas Cook Germany. With her professional change to Futouris e.V. she likes to deepen her knowledge and gain more experience in the field of sustainability.

