

Report

Workshop to protect Children from Sexual Exploitation in Travel and Tourism

4 October 2017 Galle, Sri Lanka



Date: 4 October 2017

Time: 9.00 a.m. – 5.00 p.m.

Location: Amari Hotel, Galle, Sri Lanka

Participants: **30**

Representatives from the Tourism Industry, Child Protection Organisations, Government Organisations and others

Supported by: DER Touristik Deutschland, Studiosus Reisen, Thomas Cook, Qatar Airways
Jetwing Hotels, Amari Hotel

In Cooperation with: ECPAT Germany



1. AGENDA

Welcome an introduction

- Welcome and opening
Ms. Antje Monshausen, Tourism Watch Germany
Mr. Andreas Mueseler, Spokesman DRV's Working Group on Child Protection
- Introduction
All participants
- Welcoming speech
Mr. Chandana Wijesooria, Sri Lanka Tourism Development Authority
- Child protection in travel and tourism – Experiences and good practices by the German Travel Association (DRV)
Mr. Andreas Mueseler, Spokesman DRV's Working Group on Child Protection

Child protection in travel and tourism

- What is sexual exploitation of children in travel and tourism? How does it affect Sri Lanka?
Dr. Dorothea Czarnecki, ECPAT Germany
Mr. Mohammed Mahuruf, Chairman ECPAT Sri Lanka / PEaCE (Protecting Environment and Children Everywhere)

Overview and current needs to better protect children

- Child Protection in Sri Lanka
Ms. Sonali Gunasekera, Ministry of Woman and Child Affairs,
Project Coordinator National Partnership to End Violence Against Children

Child protection in practice / Handling of suspected cases of child abuse

- What can we do?
- How to react in suspected and observed cases of sexual exploitation of children?
- The Code of Conduct for the Protection of Children from Sexual Exploitation in Travel and Tourism
- Tools and examples for child protection
- Examples for child protection measures
Dr. Dorothea Czarnecki, ECPAT Germany
Ms. Miriam Landhofer, DER Touristik Germany

Child protection in practice

- Good practices in the tourism sector: What are tourism companies already doing?
Ms. Anjalie Jasenthuliyana, Jetwing Hotels & Travels
Ms. Ruth Hopfer-Kubsch, Studiosus Reisen Munich

Closing session

- Take action! Next steps towards child protection
Dr. Dorothea Czarnecki, ECPAT Germany
Ms. Miriam Landhofer, DER Touristik Germany
- Evaluation
- Certificates, Thank you and good bye

SUPPORTED BY:

 **DER**
Touristik

 Thomas
Cook

 QATAR
AIRWAYS
الخطوط القطرية

 Jetwing BLUE
NEGOMBO • SRI LANKA

 Amari
GALLE

IN COOPERATION WITH:



2. BACKGROUND

Sri Lanka's Tourism

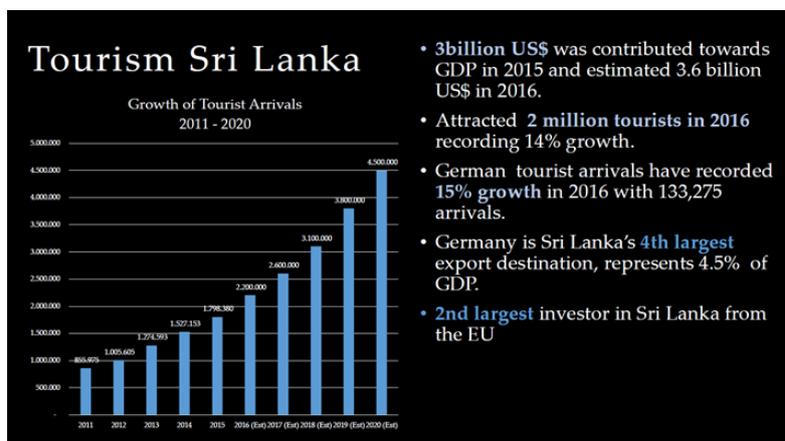
Sri Lanka has become a popular tourist destination across the globe with nearly 1.600 km palm fringed coastline. Tourists appreciate the diversity: endless beaches, the archeological heritage sights, national wildlife parks, rich flora, opportunities for sports, adventures, wellness and the traditional healing system Ayurveda.

International tourism to Sri Lanka is increasing steadily the last years. In 2016 international visitor arrivals to Sri Lanka reached 2 million (source: fw withpaper tourism balance 2017, Oct. 2017). ~ 6,5 % are German travelers. Germany is one of the most important source markets for Sri Lanka's tourism industry, after India, China, Great Britain.

Number of guests and change from proir year

| year | from Germany | ± % | international | ± % |
|------|--------------|--------|---------------|--------|
| 2016 | 133.275 | + 15,0 | 2.050.832 | + 14,0 |
| 2015 | 115.868 | + 15,9 | 1.798.380 | + 19,9 |
| 2014 | 100.000* | + 17,0 | 1.500.000 | + 17,7 |
| 2013 | 85.470 | + 19,3 | 1.274.593 | + 26,7 |
| 2012 | 71.642 | | 1.005.605 | |

Source: fw withpaper tourism balance 2017, Oct. 2017



Source: Sri Lanka Tourism Promotion Bureau, on ITB, March 2017

For the German tourism sector Sri Lanka is a growing destination. Sri Lanka's investment in the infrastructure bears fruits. It is foreseeable that the number of German tourists in Sri Lanka will further increase in the next years.

Child Sexual Exploitation in Sri Lanka

In 1980 Tim Bond's research on "Boy Prostitution" revealed the existence of sexual exploitation of children in Sri Lanka for the first time. From 1988 to 1990 a team did a research in the coastal areas and found out that the tourists were using mainly boys. UNICEF and ILO, estimating that 40.000 children are in prostitution, had published the last research on the topic in 2006.

Law enforcement in relation to trafficking is not strong enough, and investigations often do not culminate in prosecutions or convictions.

Mohammed Mahuruf, Chairman ECPAT Sri Lanka / PEaCE (Protecting Environment and Children Everywhere), reported about the forms of sexual exploitation of children, the social risk factors for involvement, as well as current cases.

More details are in annex 1.

3. WORKSHOP OVERVIEW

Participants

The workshop was attended by 30 professional participants:

- 16 representatives from the travel and tourism sector, including hotels, tour operators, and incoming agencies
- 6 representatives from the child protection sector Sri Lanka
- 2 representatives from Sri Lanka Tourism Development Authority
- 6 representatives from German organisations (workshop team)

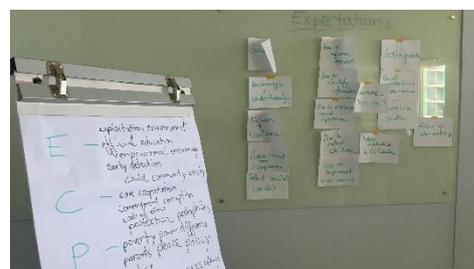
A full workshop attendance list is attached at point 6.



Introduction

All participants were invited to share their expectations and their experiences for the workshop. This activity demonstrated the participants' high level of interest in the workshop's key objectives. The main expectations can be categorised as follows:

- Gain awareness of the situation of child sexual exploitation in travel and tourism.
- Get new and useful knowledge on the topic.
- Know what actions we can take as individuals and organisations to prevent and respond to child sexual exploitation in travel and tourism.
- Build networks with other people and organisations.
- Share experiences and exchange ideas on practices how to train staff and encourage guests and customers to engage.



The participants demonstrated an active interest in learning about the topic. While the issue of child sexual exploitation is sensitive in Sri Lanka, throughout the workshop the participants were comfortable to ask questions and share their ideas and experiences. This contributed to a positive and interactive learning environment. The participants were also keen to build connections with representatives from other sectors, and this resulted in valuable discussions during the sessions, working groups and break times.

Child protection in travel and tourism

At the beginning of the day Mr. Chandana Wijeratna, Sri Lanka Tourism Authority, welcomed the participants and pointed out the special role of the tourism sector and the need for cooperation to take concrete measures to protect children against sexual exploitation. Awareness Raising is the main strategic field of activities addressed by the Tourism Authorities.



Mr. Andreas Mueseler, Spokesman DRV's Working Group on Child Protection, introduced the German Travel Association (DRV) and explained how DRV and its members are assuming social responsibility, especially to protect children from sexual exploitation in tourism and their commitment to the Code of Conduct to Protect Children from Sexual Exploitation in Travel and Tourism. (Presentation annex 2).

Dr. Dorothea Czarnecki (ECPAT Germany) and Mr. Mohammed Mahuruf (ECPAT Sri Lanka / PEaCE) presented the introduction, background information about the subject of sexual exploitation of children in travel and tourism and how it affects Sri Lanka (presentation annex 1).

They showed the video of ECPAT International [“Speak out: The Sexual Exploitation of Children by Tourists and Travellers”](#).



Ms. Sonali Gunasekera, (National Partnership to End Violence Against Children) explained the strategy of the Partnership to End Violence Against Children in Sri Lanka, the current situation and the challenges for the future (presentation annex 3). The National Partnership is part of the International Partnership, where Sri Lanka participate as a pioneering path-finding country.

Child protection in practice

Presentation annex 4

What can we do?

In working groups all participants discussed about the question: What could we do for child protection in our daily work? There was active discussion in each group.

Groups presented their results:

- Implementation of Child Protection Policy
- Give information to the customers
- Train own staff
 - Office
 - Drivers
 - Guides
 - Give advice how to react in cases
- Awareness raising at community level: CSR projects with parents and community
- Communicate Zero Tolerance Policy to clients
 - Website
 - Itinerary
- Lobbying of social organizations
- Training for Tour Guides to identify abuse and what to do
- To work with supply chain
- More responsibility by OTAs
- Educating the kids
- Laws, regulations and reporting process for staff and associates
- Filtering offenders/ suspects
- Contact points should be communicated to all staff/ employees/ organizations
- Continuous awareness and education system for all levels esp. focusing on lower level staff
- Corporate industry area from a network that campaigns against child exploitation and abuse openly/ actively



The Code of Conduct for the Protection of Children in Travel and Tourism

Ms. Miriam Landhofer explained The [Code](#) of Conduct for the Protection of Children in Travel and Tourism based on her huge practical experience in supporting tourism companies with the implementation of The Code.



How to react in suspected and observed cases of sexual exploitation of children?

In role plays participants trained the handling of suspected cases of child abuse in specific situations.



Tools and examples for child protection

The group got the chance to train in a playful way the handling of difficult conversations with customers by using the e-learning tool "Serious Games" (www.ecpat-serious-game.eu/). The tool shows three different situations of tourism businesses (tour operator, hotel and tour agency) and allows the player to participate interactively in the conversation. It is free accessible online and available in many different languages.



Good practice examples

Three presentations of good practices in the tourism sector showed what tourism companies are already doing

- Ms. Anjalie Jasenthuliyana, Jetwing Hotels & Travels (annex 5)
- Ms. Ruth Hopfer-Kubsch, Studiosus Reisen Munich (annex 6),



Take action

During the closing session, participants wrote down their personal action plans, with the next steps to take – in 3 days, 3 weeks, 3 month.

In the final evaluation of the workshop, the participants gave a highly positive feedback. The results are summarised in point 7.

4. KEY LEARNING OUTCOMES

Feedback received during the workshop and in the evaluation sheets highlighted a number of immediate and longer term outcomes and commitments. The key outcomes are summarised below:

- 1. Raising awareness of the situation of child sexual exploitation in travel and tourism and communicate a zero-tolerance policy towards travellers and international business partners**
 - Representatives from Government, the tourism sector and the child protection sector agreed that awareness raising is a key activity to tackle the problem.
 - On-going and consistent on the job-training is important at all levels of employment. A strong commitment of the management is the basis for a clear position of all staff in the hotel.
 - Examples from other countries (Thailand, Costa Rica, India) were important to understand the value of a clearly communicated zero-tolerance policy. With this strategy Sri Lanka could avoid a negative reputation, that is difficult to redeem at a later stage.

Andreas Müseler, German Travel Association (DRV):

“We the Germans can do nothing without our partners, you, in the destination.

We need you, our partners to work together to avoid the criminal business of sexual child exploitation to happen.”

Participant:

“There has to be an open discussion about this crime. All hotels should work together to fight the sexual exploitation of children in their regions.”

Chandana Wijeratna, Sri Lanka Tourism Development Authority:

“If we want healthy growth of tourism in Sri Lanka, then we have to make sure that we will not get a bad image.”

2. Promoting action by relevant stakeholders to prevent child sexual exploitation in travel and tourism

At the conclusion of the training, participants were invited to make a personal commitment and write down actions that they intended to take to protect children from sexual exploitation in travel and tourism. Many participants were willing to explain their commitment to the group. This was a positive activity which highlighted concrete, practical and achievable actions. Key actions identified by the participants included:

- Sharing the information from the workshop when they return to their workplace during meetings and by conducting trainings for their own staff.
- Building cooperation with other partners, including NGOs, police, government and other tourism service providers.
- Investigating more about the Code of Conduct and considering applying formal child protection mechanisms in their workplace.
- in the organization
- Implementing a zero tolerance policy and procedures to identify cases in hotels and organisations
- Creating a communication network to save children in the community

3. Promoting collaboration between key agencies to address child sexual exploitation in travel and tourism

For many participants, this was a very rare occasion to engage with representatives from the sectors on the issue of child sexual exploitation. Therefore the workshop provided an opportunity for key stakeholder to meet each other, begin building relationships and learning from each other's experiences. The working groups provided a valuable opportunity for multi-sectoral teams to discuss meaningful opportunities to work together in future.

Based in the presentations, the participants confirmed the necessity and their willingness to intensify prevention efforts against sexual exploitation of children. They expressed their concern about ongoing incidents of sexual harassment of women and sexual violence against children in Sri Lanka in the context of travel and tourism. Efforts to tackle the problem and to maintain a positive image of Sri Lanka should be intensified by public authorities. A huge challenge is the inclusion of the informal sector as well as of smaller hotels and guesthouses. Also airlines and airports were mentioned as strategic places, where Sri Lanka could present their zero-tolerance approach against the sexual exploitation of children towards visitors.

4. Identify key stakeholders, that were not present during the workshop

While the hotel sector and NGOs and think tanks were present at the training, other relevant stakeholders were missing: this included police, Ministry of Tourism Development, Ministry of Woman and Child Affairs, law enforcement, informal sector, smaller guest houses etc. A clear need was identified to building strong relationships with this stakeholders as well.

5. NEXT STEPS AND RECOMMENDATIONS

Follow-up by the Participants:

- Every participant has written down activities to realize on the short term (3 days and 3 weeks) and medium-term (3 months).

Follow-up by German Travel Association

- Within 3 weeks after the workshop, we will send out a documentation of the workshop, including all presentation, list of participants and evaluation of the feedback sheets. In order to assess the longer term outcomes of the Destination Workshop a follow-up evaluation will be conducted three months after the workshop. This evaluation would take the form of an online survey which all participants will be invited to complete to determine the applicability of the training upon return to their workplace and any actions they have taken as a result of the training.

Based on the experience of destination workshops in other countries as well as on the two workshops conducted this year in Sri Lanka, we would like to share the following observation and recommendations with you:

- We were impressed by the openness to discuss the sensitive issue of sexual exploitation of children in travel and tourism and the trust between the different stakeholder groups. This is a great value for further cooperation! We would recommend to build on this treasure and realize a local follow-up activity with the involvement of public and private sector as well as the governmental and non-governmental child protection sector.
- Conduct a stakeholder mapping to identify relevant stakeholders in the field of child protection and tourism with a special focus on those stakeholders that were not present during this workshop. Get them involved in any follow-up activities.
- We would recommend to get yourself familiar with the internationally known and recognized Code of conduct on the sexual exploitation of children in travel and tourism. PEaCE Sri Lanka is the Local Code Representative in Sri Lanka and ready to support you, if you want to become a member of the Code.
- We would like to ask you, to keep us informed about follow-up activities. This is extremely valuable for the preparation of further destination workshops.

6. ATTENDANCE LIST

Participants:

| LASTNAME | FIRSTNAME | POSITION | ORGANISATION |
|-------------------|-------------|------------------------|---|
| A B Bandaratilaka | Daham | Learning & Development | Aitken Spence Hotel Managements |
| Aluwihare | Suchitra | Managing Director | Asian Adventures Travel Management |
| Basnayake | Suren | Managing Director | Island Adventures |
| Dawlagala | Lakshman | Hotel Security Manager | Hakka Tranz by Cinnamon |
| De Mel | Sanjeeva | Director | SERVE |
| Ekanayake | Asela | Assistant Manager | Asian Adventures Travel Management |
| Hettiarachchi | Madura | Assistant Manager | Walkers Tours |
| Janashanthe | Upul | Engineering Assistant | Hotel J Unawatuna |
| Jayasuriya | Hasini | Executive | Asian Adventures Travel Management |
| Kariyawasam | Amitha | Snr. Management | Heritance Ayurveda Maha Gedara |
| Lamahewa | Nirosha | HR Executive | Jetwing Lighthouse |
| Liyanapathirana | Suranga | Assistant Director | Sri Lanka Tourism Development Authority |
| Nadeesh | Kristi | Beach Representative | Whithall Bousted Travel |
| Pilapitiya | Shehan | Human Resource Manager | Avani Bentota Resort & Spa |
| Punchihewa | Nadhun | Assistant Manager | Jetwing Lighthouse |
| Rajapaksha | Upul | Ayurveda Physician | Thaulle Resort |
| Tirunavukkarasu | Tirumayuran | Chairman | Center for Children's Happiness |
| Wettimuni | Thilak | Director | Thaulle Resort Pvt. Ltd |
| Wijesekara | Prabath | The Principal | "free education unit |
| Wijesooria | Brindley | Rooms Division Manager | Hotel J Unawatuna |

Speakers:

| LASTNAME | FIRSTNAME | COMPANY |
|-------------------|-----------|--|
| Dr. Czarniecki | Dorothea | ECPAT Germany |
| Gunasekera | Sonali | National Partnership to End Violence Against Children" |
| Hopfen-Kubsch | Ruth | Studiosus Reisen Munich |
| Jasenthuliyana | Anjalie | Jetwing Hotels & Travels |
| Landhofer | Miriam | DER Touristik Germany |
| Mahuruf | Mohammed | PEaCE / ECPAT Sri Lanka |
| Monshausen | Antje | Tourism Watsh / Bread for the world |
| Mueseler | Andreas | Ethics & Tourism / German Travel Association (DRV) |
| Wijeratna | Chandana | Sri Lanka Tourism Development Authority |
| Joedicke-Birnbaum | Heike | German Travel Association (DRV) |

7. PARTICIPANTS' FEEDBACK

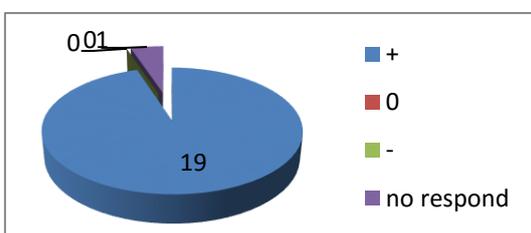
At the conclusion of the training, the participants were asked to evaluate the workshop.

Returned questionnaires: 20

The summary of the participants' comments is provided below:

1. The relevance of the workshop to your work

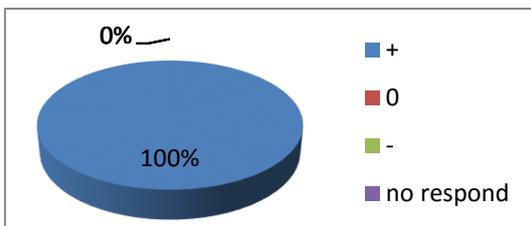
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|----|---|---|------------|
| 19 | 0 | 0 | 1 |



2. The usefulness of the following contents

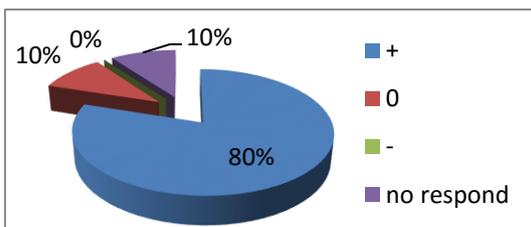
Explanation of the issue of commercial sexual exploitation of children

| + | 0 | - | no respond |
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| 20 | 0 | 0 | 0 |



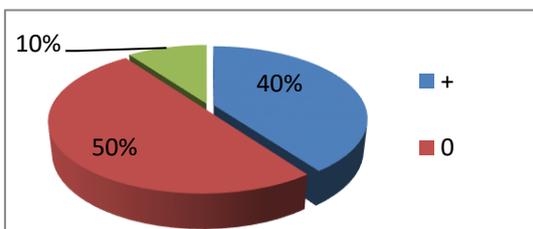
The situation of child sexual exploitation in travel and tourism in Sri Lanka

| + | 0 | - | no respond |
|----|---|---|------------|
| 16 | 2 | 0 | 2 |



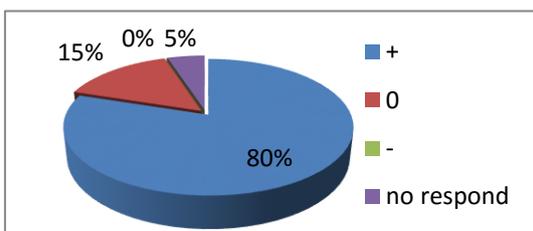
Legal situation to protect children

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|---|----|---|------------|
| 8 | 10 | 2 | 0 |



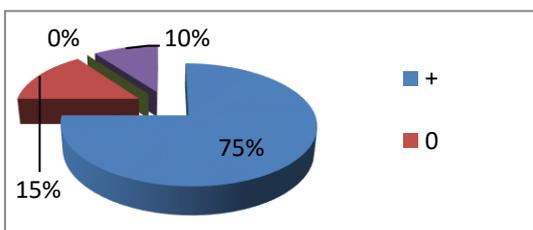
The Code of Conduct for the Protection of Children from Sexual Exploitation in Travel and Tourism

| + | 0 | - | no respond |
|----|---|---|------------|
| 16 | 3 | 0 | 1 |



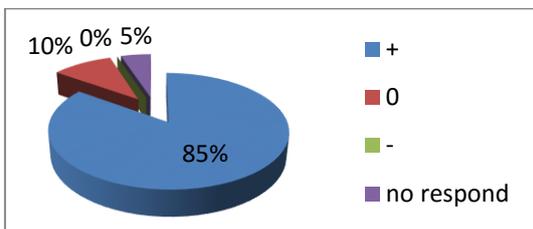
Good practices of the tourism sector: learning from local experience worldwide

| + | 0 | - | no respond |
|----|---|---|------------|
| 15 | 3 | 0 | 2 |



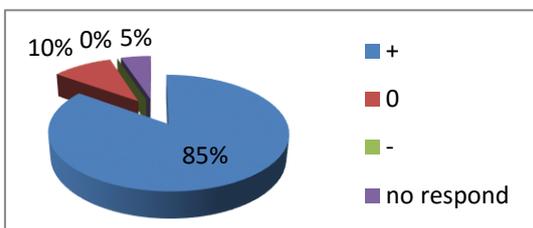
How to manage this issue in my workplace

| + | 0 | - | no respond |
|----|---|---|------------|
| 17 | 2 | 0 | 1 |



Handling of suspected cases of child abuse

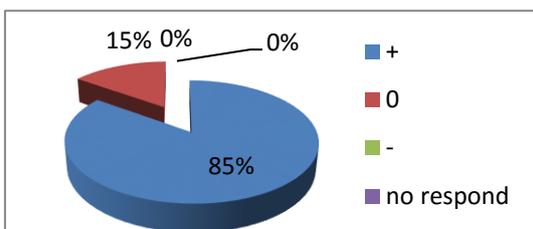
| + | 0 | - | no respond |
|----|---|---|------------|
| 17 | 2 | 0 | 1 |



3. How do you rate

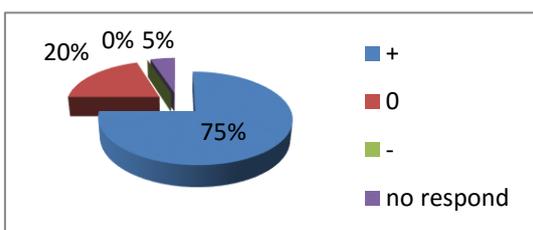
The learning / working atmosphere

| + | 0 | - | no respond |
|----|---|---|------------|
| 17 | 3 | 0 | 0 |



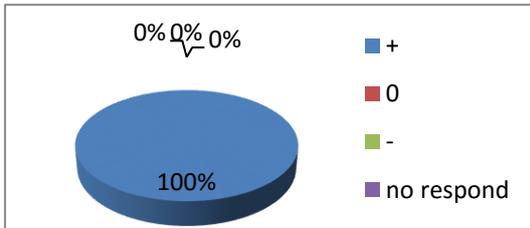
The orientation on previous knowledge and on the needs of the participants

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|----|---|---|------------|
| 15 | 4 | 0 | 1 |



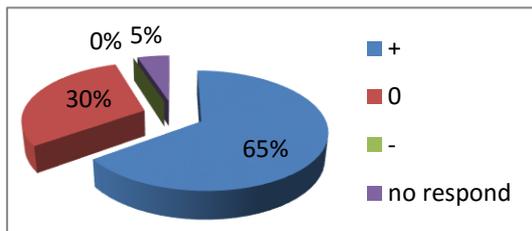
The ability to participate and respect given to opinion

| + | 0 | - | no respond |
|----|---|---|------------|
| 20 | 0 | 0 | 0 |



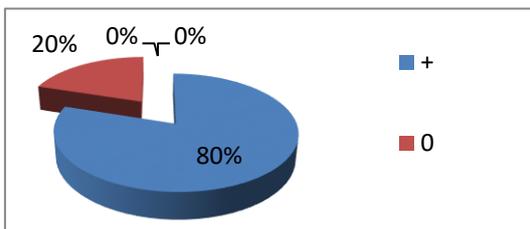
The usefulness of the materials (handouts / presentations)

| + | 0 | - | no respond |
|----|---|---|------------|
| 13 | 6 | 0 | 1 |



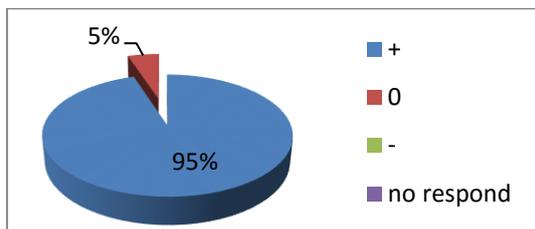
The presentation techniques

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|----|---|---|------------|
| 16 | 4 | 0 | 0 |



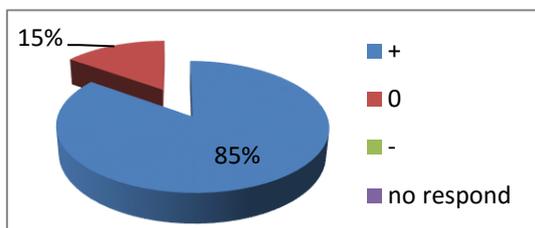
The group activities and exercises

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|----|---|---|------------|
| 19 | 1 | 0 | 0 |



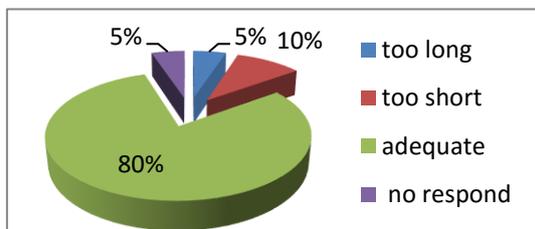
The time to exchange experience with other participants

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| 17 | 3 | 0 | 0 |



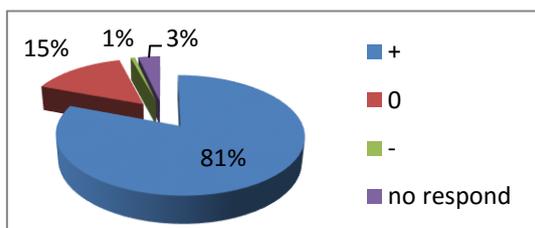
4. The length of the workshop altogether was

| too long | too short | adequate | no respond |
|----------|-----------|----------|------------|
| 1 | 2 | 16 | 1 |



5. Overall result

| + | 0 | - | no respond |
|-----|----|---|------------|
| 232 | 43 | 2 | 10 |



Which elements of the training did you especially like/were especially helpful?

- Role Play (4)
- Case Studies about Sri Lanka (4)
- Examples
- Group interaction (4)
- Presentation
- Legal aspects

Which elements of the training did you like less / think of as at least helpful?

- PPT too long and monotonous
- Program of Sri Lanka tourism had no connection to child abuse (2)
- More emphasis on DMC and Tour operators instead of hotels
- Initiative by the state-tourism board in Sri Lanka (2)

What has been missing?

- Time
- Lunch (3)
- Protection of children from drugs or other illegal uses
- Punishment for child abuse
- Working together of local partners
- More examples on proactive initiative and success stories from other countries
- Better representation of Sri Lanka law and government
- Expectation of tourists

8. LIST OF ANNEXES

1. Global overview and situation in Sri Lanka
2. Introduction German Travel Association and its child protection activities
3. National Partnership to End Violence Against Children
4. Child protection in practice
5. Good practice example Jetwing Hotels & Travel
6. Good practice example Studiosus Reisen