

# Report

## Workshop to protect Children from Sexual Exploitation in Travel and Tourism

2 October 2017 Negombo, Sri Lanka



Date: 2 October 2017

Time: 9.00 a.m. – 5.00 p.m.

Location: Jetwing Blue Hotel, Negombo, Sri Lanka

Participants: **61**

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

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### Child protection in travel and tourism

- Welcome and opening  
*Ms. Antje Monshausen, tourism Watch Germany*  
*Mr. Andreas Mueseler, Spokesman DRV's Working Group on Child Protection*
- Welcoming speech  
*H. E. Mr. Joern Rohde, German Ambassador in Sri Lanka*
- Welcoming speech  
*Mr. Hiran Cooray, Chairman Jetwing Hotels & Travel Ltd*
- Introduction  
*All participants*
- 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*
- What is sexual exploitation of children in travel and tourism? How does it affect Sri Lanka?  
*Dr. Dorothea Czarniecki, ECPAT Germany*  
*Mr. Mohammed Mahuruf, Chairman ECPAT Sri Lanka / PEaCE (Protecting Environment and Children Everywhere)*

### Legal overview and current needs to better protect children

- Law and legislation to combat sexual exploitation of children in Sri Lanka  
*Mr. Harshana Nanayakkaran, Lawyer*
- 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 Czarniecki, ECPAT Germany*  
*Ms. Miriam Landhofer, DER Touristik Germany*

### Child protection in practice

- Good practices in the tourism sector: What are tourism companies already doing?  
*Mr. Hiran Cooray, Jetwing Hotels & Travels*  
*Ms. Miriam Landhofer, DER Touristik Germany*  
*Ms. Ruth Hopfer-Kubsch, Studiosus Reisen Munich*

### Closing session

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

## 2. BACKGROUND

### Sri Lanka's Tourism

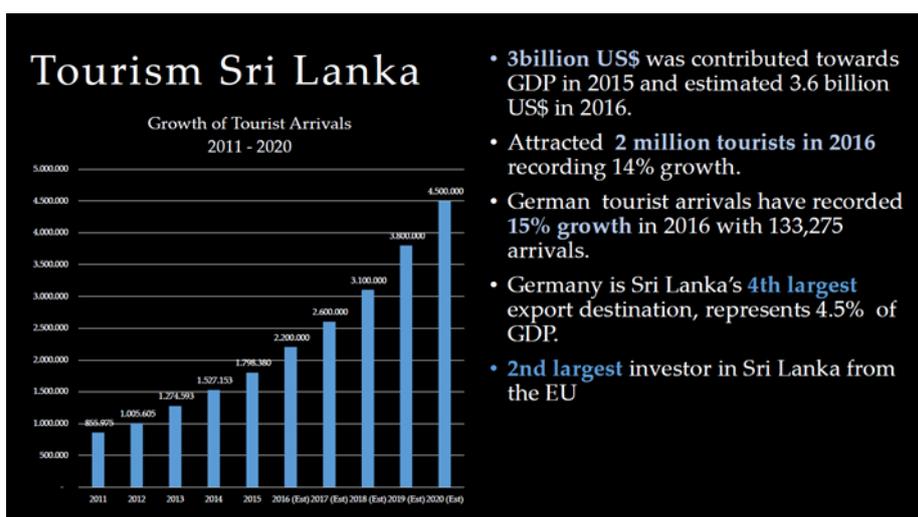
Sri Lanka has become a popular tourist destination across the globe with nearly 1.600 km palm fringed coastline. Tourists appreciate the diversity: endless beaches, the archeological heritage sights, national wildlife parks, rich flora, opportunities for sports, adventures, wellness and the traditional 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 witepaper 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 witepaper 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 61 professional participants:

- 45 representatives from the travel and tourism sector, including hotels, tour operators, and incoming agencies
- 4 representatives from the child protection sector Sri Lanka
- 9 representatives from German Organisations including workshop team
- 3 others

A full workshop attendance list is attached at point 6.



### Introduction

At the beginning of the day the Ambassador of Germany in Sri Lanka, H. E. Mr Joern Rohde, 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.

Mr Hiran Cooray, Chairman Jetwing Hotels & Travel Ltd, appealed to the participants to take all necessary efforts to implement child protection measures in their organization.

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).



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**

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”](#).



Mr Harshana Nanayakkaran (Lawyer) gave an overview about law and legislation to combat sexual exploitation of children in Sri Lanka. Low commitment in the authorities and delays in law enforcement are a big problem. He referred to the [PENAL CODE \(Amendment\), ACT, No. 22 of 1995](#) (annex 3).

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 4). 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 5)

#### 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:

- Bring the issue to lectures at University and schools
- Keep the clients informed
  - by providing police numbers
  - by training of the representatives
  - by flyers in guestrooms
  - by information in elevators
  - by mentioning the Child Protection Policies on “Information Directory”
  - by promoting “red-button” reporting website
- Convince local transport companies (pick me) to raise awareness and put stickers with contact numbers, websites, QR-Codes for easy access
- Lower entry points for witnesses
- Every recruit is given awareness during orientation
- Any underaged children must be accompanied by guardian or parent
- Continued audits are carried out to ensure that the policies are practiced
- All room attendants to be vigilant on suspected materials
- Regular reminders for staff/ Awareness program on child protection
- No visitors allowed to the guest room
- Display notices on the premises

- Implement a Child Protection Policy
- Set up a committee among staff members
- Awareness programs for the local communities
- Create awareness through beach reps and roundtrip/ national guides
- Information for kids using a kid's corner in the hotel
- Keep staff informed and collect details of unusual activities
- Make awareness of these issues for the village community
- Encourage open discussions about society problems (e.g. at lunch)
- Post contact possibilities for suspicious behavior
- Distribute information materials front and back of house



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/](http://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

- Mr Hiran Cooray, Jetwing Hotels & Travels
- Mrs Miriam Landhofer, DER Touristik Germany (annex 6)
- Mrs Ruth Hopfer-Kubsch, Studiosus Reisen Munich (annex 7)

**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

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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):*

“Let’s get our tourism business out of crime and crimes against children are the worst crime”

*Mohammed Mahuruf, PEaCE / ECPAT Sri Lanka:*

“5,000 to 30,000 boys used by western child sex offenders.”

*Vipula Wanigasekera, Senior Lecturer of the National School of Business Management:*

“Statistics is just the tip of the iceberg from what is happening in our country”

“How can the travel industry support? With prevention, ensure education, also parental education, build up communities. Take the area around your hotel and try to strengthen it.”

*Hiran Cooray, Jetwing Hotels & Travels:*

“The next important step is to convince the government to sign the code of ethics.”

“I like to see more people signing the code, so we become role models.”

“We certainly will sign the code.”

### 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

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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
Alwis	Manoj	Resident Manager (Schauinsland)	Hotel Sigiriya
Athukorala	Srinath Liyana	Front Office Manager	Heritance Ahungalla Hotel
Constantine	Deny	Junior Consultant	German Society for International Cooperation (GIZ)
Cooray	Hashan		Jetwing Hotels & Travels
De Silva	Mario	Sales Executive - Leisure	Vivanta by Taj
Dias	Buddika	Assistant Front Office Manager	Jetwing Blue
Dissanayake	Randika	Manager	Luxe Asia
Edirisinghe	Alex	General Manager	Jetwing Ayurveda Pavilion
Elias	Michael	Tourism Expert	Asian Adventures Travel Management
Felthman	Wester	General Manager	Jetwing Lagoon
Fernando	Ayona	FOS	Jetwing Lagoon
Fernando	Bosco	F & B Executive	Jetwing Ayurveda Pavilion
Grosse	Tim	General Manager	Go Vacation Sri Lanka
Gunawardena	Hyacinth	Director General Manager	Jetting Blue / Beach
Gunathilake	Nishadee	Human Resources Manager	Heritance Ahungalla Hotel
Guth	Claudia	Purchasing Manager Alltours Sri Lanka	Diethelm Travel
Halahackone	Jude	Resort Representative	Walkers Tours
Hettiarachchi	Rasanjana	HR Executive	Jetwing Lagoon
Jayawardana	Sewwandi	HR Supervisor	Jetwing Sea
Kübke	Laura	Junior Consultant	German Society for International Cooperation (GIZ)

LASTNAME	FIRSTNAME	POSITION	ORGANISATION
Kumarasinghe	Dinanja	Manager	Walkers Tours
Lanz	Denise	General Manager	Sita World Travel
Mallikaarachchi	Lakshitha	Assistant Manager	Asian Adventures Travel Management
Meehalla	Dinusha	IT Administrator	Jetwing Sea
Morgret	Tobias	German Liaison Officer Sri Lanka	Police Liaison Officer (BKA)
Outschoorn	Rupert	Assistant Manager	Jetwing Ayurveda Pavilion
Palawatte	Imosh	Resort Representative	Walkers Tours
Perera	Rasara	Executive	Asian Adventures Travel Management
Perera	Channa Wickrama	Manger	Hayleys Tours (Pvt) Ltd.
Perera	Diluka	F/O & Bar	Hotel J
Perera	Sunimal	Ass HG	Jetwing Lagoon
Perera	Romello		Jetwing Hotels Ltd
Perera	Dilka	HR Supervisor	Jetwing Ayurveda Pavilion
Pradeep	Nuwan	Coomunity Tourism Coordinator	NAFSO National Fisheries Solidarity Movement
Rajapaksha	Madesh	HR Assistent	Heritable Negombo
Rakitha	Dilantha	Sous Chef	Heritance Ahungalla Hotel
Samarasekera	Sam	Resort Representative	TUI Destination Service c/o Aitkenspence Travels"
Sandmann	Stephan	General Manager	Club Hotel Dolphin
Sanjeevani	Anoma	HR Executive	Jetwing Blue
Sepala Dahanayake	Susinindu	Head of Administration	Serendib Leisure Management Ltd.
Silva	Jude	Hotel Manager	AVANI Kalutara Resort
Silva	Ahinsa	Environmental Animator	Royal Palms Beach Hotel
Sivam	Dharani	Reservation Manager	Royal Palms Beach Hotel

LASTNAME	FIRSTNAME	POSITION	ORGANISATION
Spelz	Verena	Resident Manager (Schauinsland)	Diethelm Travel
Suraweera	Tharanga	FO Executive	Jetwing Blue
Theonis	Charles Brownson	National Secretary	The National Council of the YMCAs of Sri Lanka
Wanigadewa	Rukmal		Goldi Sands Hotel
Wanigasekera	Vipula	Senior Lecturer	National School of Business Management
Wijekoon	Amith	Supervisor of Teammembers	Jetwing Hotels Ltd
Wijesooriya	Hamasha	Guest Relation Executive	Heritance Ahungalla Hotel

**Speakers:**

LASTNAME	FIRSTNAME	COMPANY
Cooray	Hiran	Jetwing Hotels & Travels
Dr. Czarnecki	Dorothea	ECPAT Germany
Gunasekera	Sonali	National Partnership to End Violence Against Children"
Hopfen-Kubsch	Ruth	Studiosus Reisen Munich
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)
Nanayakkara	Harshana	Lawyer
H. E. Rohde	Joern	Ambassador of German Federal Republic in Sri Lanka
Joedicke-Birnbaum	Heike	German Travel Association (DRV)

## 7. PARTICIPANTS' FEEDBACK

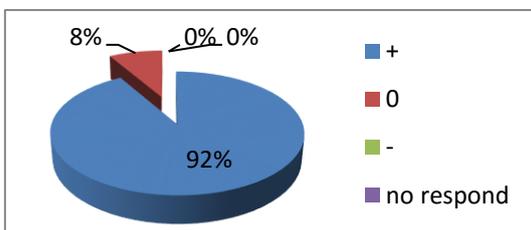
At the conclusion of the training, the participants were asked to evaluate the workshop.

Returned questionnaires: 48

The summary of the participants' comments is provided below:

### 1. The relevance of the workshop to your work

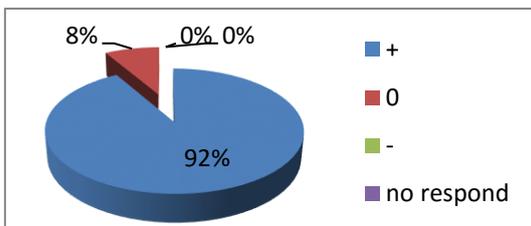
+	0	-	no respond
42	1	0	5



### 2. The usefulness of the following contents

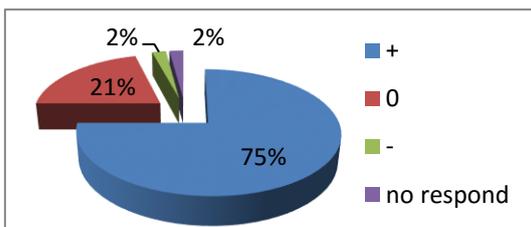
Explanation of the issue of commercial sexual exploitation of children

+	0	-	no respond
44	4	0	0



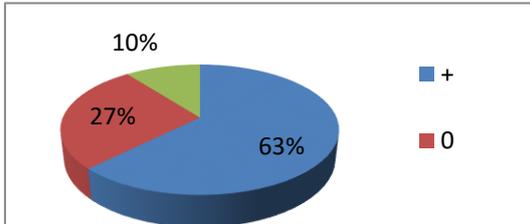
The situation of child sexual exploitation in travel and tourism in Sri Lanka

+	0	-	no respond
36	10	1	1



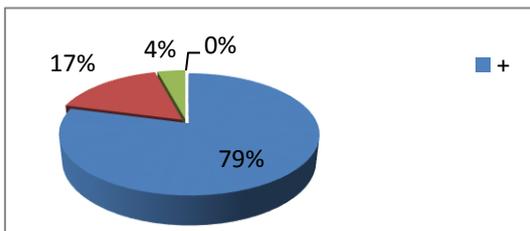
Legal situation to protect children

+	0	-	no respond
30	13	5	0



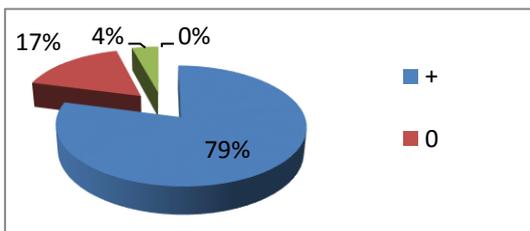
The Code of Conduct for the Protection of Children from Sexual Exploitation in Travel and Tourism

+	0	-	no respond
38	8	2	0



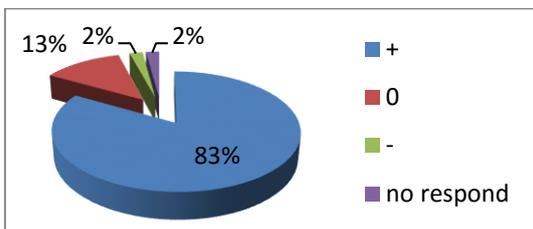
Good practices of the tourism sector: learning from local experience worldwide

+	0	-	no respond
38	8	2	0



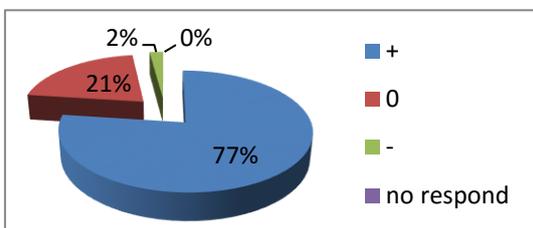
How to manage this issue in my workplace

+	0	-	no respond
40	6	1	1



Handling of suspected cases of child abuse

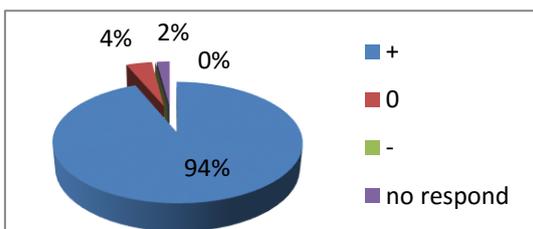
+	0	-	no respond
37	10	1	0



### 3. How do you rate

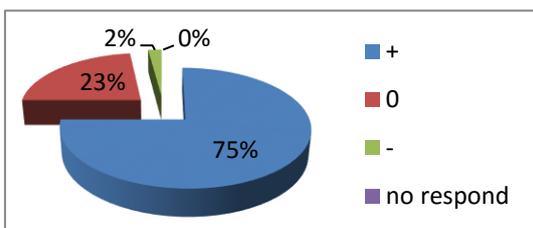
The learning / working atmosphere

+	0	-	no respond
45	2	0	1



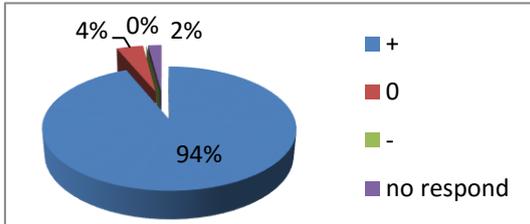
The orientation on previous knowledge and on the needs of the participants

+	0	-	no respond
36	11	1	0



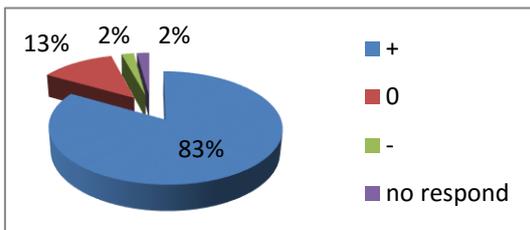
The ability to participate and respect given to opinion

+	0	-	no respond
45	2	0	1



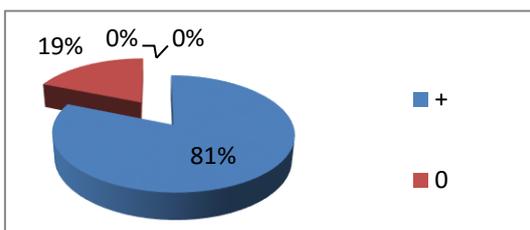
The usefulness of the materials (handouts / presentations)

+	0	-	no respond
40	6	1	1



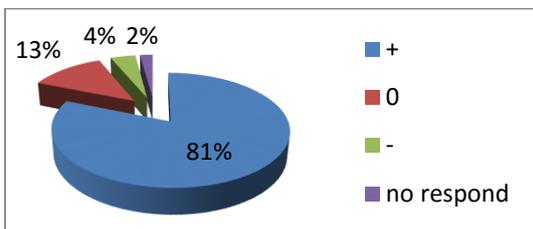
The presentation techniques

+	0	-	no respond
40	6	1	1



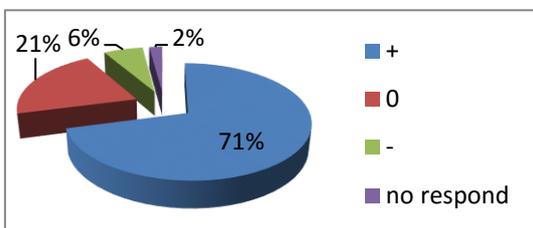
The group activities and exercises

+	0	-	no respond
39	6	2	1



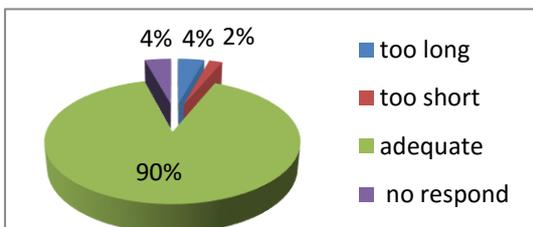
The time to exchange experience with other participants

+	0	-	no respond
34	10	3	1



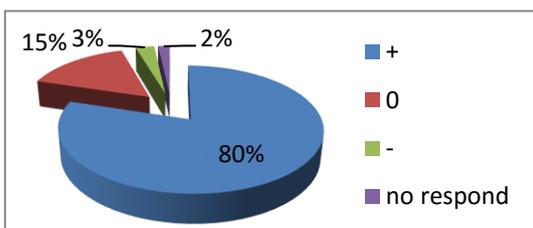
**4. The length of the workshop altogether was**

too long	too short	adequate	no respond
2	1	43	2



**5. Overall result**

+	0	-	no respond
543	106	19	12



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

- Videos (6)
- Legal issue/background (8)
- Role Play (9)
- Training for action (2)
- Awareness (3)
- Managing issues in workplace (2)
- Code of conduct

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

- Child Protect Action Plan (2)
- Presentation of DER, Jetwing Studiosis (2)
- More focused advice in group discussion
- Long introduction

**What has been missing?**

- More role play
- Next steps how to protect children in tourism industry
- More videos (3)
- More practical activities
- More legal aspects (Sri Lankan and international Law) (5)
- "Thank you" in Tamil, not just Sinhala
- Inputs of policymakers in Sri Lanka (3)
- More strategies on how to prevent child abuse (3)
- Real experiences/cases (2)
- Connection to organisations preventing prostitution
- Giving the message to the informal sector
- Government representation
- More Hoteliers to take part in the workshop
- Cases connected to CST and how they were handled

## 8. LIST OF ANNEXES

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1. Global overview and situation in Sri Lanka
2. Introduction German Travel Association and its child protection activities
3. PENAL CODE (Amendment), ACT, No. 22 of 1995
4. National Partnership to End Violence Against Children
5. Child protection in practice
6. Good practice example DER Touristik Germany
7. Good practice example Studiosus Reisen