



20th anniversary of the **Global Code of Ethics for Tourism**

Selected Initiatives



ARTICLE 1

Tourism's contribution to mutual understanding and respect between peoples and societies

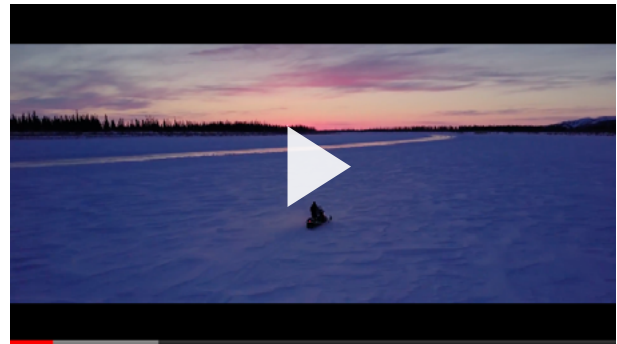
1. The understanding and promotion of the ethical values common to humanity, with an attitude of tolerance and respect for the diversity of religious, philosophical and moral beliefs, are both the foundation and the consequence of responsible tourism; stakeholders in tourism development and tourists themselves should observe the social and cultural traditions and practices of all peoples, including those of minorities and indigenous peoples and to recognize their worth;
2. Tourism activities should be conducted in harmony with the attributes and traditions of the host regions and countries and in respect for their laws, practices and customs;
3. The host communities, on the one hand, and local professionals, on the other, should acquaint themselves with and respect the tourists who visit them and find out about their lifestyles, tastes and expectations; the education and training imparted to professionals contribute to a hospitable welcome;
4. It is the task of the public authorities to provide protection for tourists and visitors and their belongings; they must pay particular attention to the safety of foreign tourists owing to the particular vulnerability they may have; they should facilitate the introduction of specific means of information, prevention, security, insurance and assistance consistent with their needs; any attacks, assaults, kidnappings or threats against tourists or workers in the tourism industry, as well as the wilful destruction of tourism facilities or of elements of cultural or natural heritage should be severely condemned and punished in accordance with their respective national laws;
5. When travelling, tourists and visitors should not commit any criminal act or any act considered criminal by the laws of the country visited and abstain from any conduct felt to be offensive or injurious by the local populations, or likely to damage the local environment; they should refrain from all trafficking in illicit drugs, arms, antiques, protected species and products and substances that are dangerous or prohibited by national regulations;
6. Tourists and visitors have the responsibility to acquaint themselves, even before their departure,

RELATED INITIATIVE

Tundra North Tours
Inuvik, Canada



Tundra North Tours is an indigenous tourism company based in Canada's Western Arctic, a region that is characterized by indigenous co-management in government. In addition to offering year-long natural experiences, it aims to share various aspects of the traditional Inuvialuit lifestyle with visitors. This includes showing them the sense of community and the ancestral relations to the land and the animals in order to foster cultural preservation.



Tundra North Tours (Inuvik, Canada)
Indigenous Canada

Banglanatak.com
West Bengal, India



Banglanatak.com, a social enterprise from West Bengal, India, which works towards pro-poor growth through culture, presented its Art for Life project and its impact on creating responsible tourism based on community art and culture during the UNWTO Panel on Indigenous Tourism in Berlin in 2017. The initiatives are aimed at the gradual transformation of economically deprived villages into vibrant cultural tourism destinations through the development of village festivals and art centers. Through the case studies, it was explained how village festivals are managed by the communities and how the village festivals brought back the lost pride to the artists and village resulting in socio-economic improvement and safeguarding traditional art forms.

with the characteristics of the countries they are preparing to visit; they must be aware of the health and security risks inherent in any travel outside their usual environment and behave in such a way as to minimize those risks.



It shares how women came forward in leadership positions, how educational tourism get developed and overall how tourism has attracted all stakeholders including neighbouring people, media, administration, visitors from nearby city / national and even International tourists. It also shares the impact within a 25 km zone on developing enterprise to support this tourism is significant including building guest houses, restaurants and other shops. There are about 15 such festivals now only in West Bengal, attracting over 120000 people in a year including 1500 overnight-stay guests.



Village Festivals in West Bengal_2019
TourEast Banglanatak

ARTICLE 2

Tourism as a vehicle for individual and collective fulfilment

1. Tourism, the activity most frequently associated with rest and relaxation, sport and access to culture and nature, should be planned and practised as a privileged means of individual and collective fulfilment; when practised with a sufficiently open mind, it is an irreplaceable factor of self-education, mutual tolerance and for learning about the legitimate differences between peoples and cultures and their diversity;
2. Tourism activities should respect the equality of men and women; they should promote human rights and, more particularly, the individual rights of the most vulnerable groups, notably children, the elderly, the handicapped, ethnic minorities and indigenous peoples;
3. The exploitation of human beings in any form, particularly sexual, especially when applied to children, conflicts with the fundamental aims of

RELATED INITIATIVE

ILUNION Hotels
Spain



The pioneering policies of [ILUNION Hotels](#) have the potential to change attitudes, break down social barriers and make the accommodation sector more inclusive.

ILUNION Hotels has developed a specific business model of universal accessibility that takes into account not only customers with disabilities and specific access requirements, but also its employees and suppliers. All of the group's hotels have obtained the Universal Accessibility Certificate from Bureau Veritas (UNE 170001-2), which guarantees that they offer rooms and technical assistance that make them accessible to everybody. Alongside this, of ILUNION's workforce of 568 people, 18% of employees have some form of disability. Furthermore, if we consider both direct and indirect employees, the percentage

tourism and is the negation of tourism; as such, in accordance with international law, it should be energetically combatted with the cooperation of all the States concerned and penalized without concession by the national legislation of both the countries visited and the countries of the perpetrators of these acts, even when they are carried out abroad;

4. Travel for purposes of religion, health, education and cultural or linguistic exchanges are particularly beneficial forms of tourism, which deserve encouragement;
5. The introduction into curricula of education about the value of tourist exchanges, their economic, social and cultural benefits, and also their risks, should be encouraged.



reaches 40%.

Specific training plans in accessibility awareness guarantee a standard of excellence in the interaction between employees and customers. As constant improvements in this area are a key part of the company's mission, specific plans are established every year to upgrade and improve the accessibility of the group's infrastructure and services.



Ilunion Hotels - Everyone Inclusive Hotels sub eng
ILUNION Hotels

Responsible and Crime-Free Tourism Medellín, Colombia

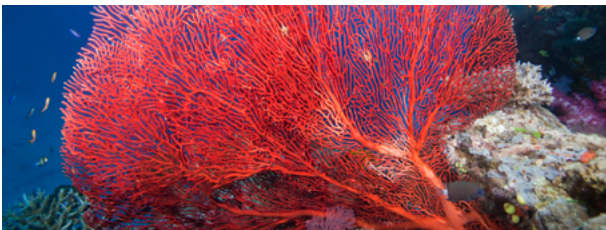
The Office of the Under Secretary of Tourism of the [Mayor's Office of Medellín](#) has been working tirelessly since 2012 to fight against the commercial sexual exploitation of children (CSEC) associated with travel and tourism. A key part of this is promoting and implementing actions among entrepreneurs in the tourism sector and among the city's public and private agencies in order to work together towards responsible tourism. As a result of the executed activities, an average of 12,000 people have been reached by the CSEC program, and 41 public and private agencies have signed agreements to continue working to prevent sexual offences. This initiative builds on the Colombian Law n° 679 on the prevention of exploitation, pornography and sexual tourism concerning minors. Extra information (in Spanish) can be found on the following web page:

<https://www.medellincuenta.com>

ARTICLE 3

Tourism, a factor of sustainable development

1. All the stakeholders in tourism development should safeguard the natural environment with a view to achieving sound, continuous and sustainable economic growth geared to satisfying equitably the needs and aspirations of present and future generations;
2. All forms of tourism development that are conducive to saving rare and precious resources, in particular water and energy, as well as avoiding so far as possible waste production, should be given priority and encouraged by national, regional and local public authorities;
3. The staggering in time and space of tourist and visitor flows, particularly those resulting from paid leave and school holidays, and a more even distribution of holidays should be sought so as to reduce the pressure of tourism activity on the environment and enhance its beneficial impact on the tourism industry and the local economy;
4. Tourism infrastructure should be designed and tourism activities programmed in such a way as to protect the natural heritage composed of ecosystems and biodiversity and to preserve endangered species of wildlife; the stakeholders in tourism development, and especially professionals, should agree to the imposition of limitations or constraints on their activities when these are exercised in particularly sensitive areas: desert, polar or high mountain regions, coastal areas, tropical forests or wetlands, propitious to the creation of nature reserves or protected areas;
5. Nature tourism and ecotourism are recognized as being particularly conducive to enriching and enhancing the standing of tourism, provided they respect the natural heritage and local populations and are in keeping with the carrying capacity of the sites



RELATED INITIATIVE

CARMACAL carbon calculator for travel packages



CARMACAL, or CARbon Management CALculator for Travel Packages, is a joint initiative under the supervision of the Dutch Association of Travel Agents and Tour Operators (ANVR). Based on state-of-the-art academic research, it is the first calculator that has been developed to measure the carbon footprint of a specific travel package, including transport, accommodation and other activities such as excursions. Furthermore, CARMACAL's user-friendly interface makes it a particularly convenient tool to be used in any regional context by various tour operators, destination management companies and business travel organizations. The overall goal of the project is to reduce CO2 emissions in the tourism sector and thus significantly lower its environmental impact.



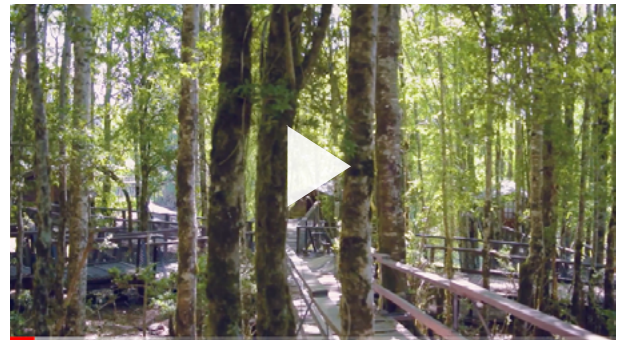
13th UNWTO Awards Finalists (11)
World Tourism Organization (UNWTO)

Huilo Huilo Biological Reserve Chile

Huilo Huilo Biological Reserve is a 100,000 hectares Privately Protected Area located in the heart of the Andean Patagonian Rainforest, in Southern Chile. Its development is based on three pillars, all of them related to the Global Code of Ethics for Tourism: (a) Conservation of Natural and Cultural Heritage, through research and projects like the Patagonian Huemul (*Hippocamelus bisulcus*)



Conservation Center; (b) Integration of Local Community, generating significant numbers of jobs, including training in different disciplines, to enhance local peoples' economic welfare; and (c) Sustainable Tourism as a new economic activity in the area. The Reserve's lands are part of the South American Temperate Rainforest Ecosystem, home to surprising biological diversity, which led UNESCO to declare it Biosphere Reserve in 2007. Now 19 years old, Huilo Huilo has transformed an area that for decades was dedicated exclusively to the timber industry, providing people with alternative livelihoods and conserving and enhancing the natural and cultural heritage.



Huilo Huilo Biological Reserve
Huilo Huilo Reserva Biológica

ARTICLE 4

Tourism, a user of the cultural heritage of mankind and contributor to its enhancement

1. Tourism resources belong to the common heritage of mankind; the communities in whose territories they are situated have particular rights and obligations to them;
2. Tourism policies and activities should be conducted with respect for the artistic, archaeological and cultural heritage, which they should protect and pass on to future generations; particular care should be devoted to preserving and upgrading monuments, shrines and museums as well as archaeological and historic sites which must be widely open to tourist visits; encouragement should be given to public access to privately-owned cultural property

RELATED INITIATIVE

PNT – Petra National Trust Jordan



[Petra National Trust's Education Outreach and Awareness \(EOA\)](#) initiative is a unique and innovative educational programme launched to promote the preservation and sustainability of Petra Archaeological Park. PNT works with local communities to raise awareness of the cultural and natural values of Petra by underscoring the links between good practices in cultural heritage management, sustainable tourism development, and long-term economic gains.

In particular, the EOA programme targets different groups in the region surrounding the site. Not only does the Petra

and monuments, with respect for the rights of their owners, as well as to religious buildings, without prejudice to normal needs of worship;

3. Financial resources derived from visits to cultural sites and monuments should, at least in part, be used for the upkeep, safeguard, development and embellishment of this heritage;
4. Tourism activity should be planned in such a way as to allow traditional cultural products, crafts and folklore to survive and flourish, rather than causing them to degenerate and become standardized



National Trust organize, set-up and manage workshops for children, young people and volunteers, it also designs training programmes for teachers. Currently, the EOA programme is bursting at the seams, expanding its scope of cultural heritage awareness from the surroundings of Petra to other regions in Jordan.



13th UNWTO Awards Finalists (10)

World Tourism Organization (UNWTO)

Waimarama Maori Tours
New Zealand



As the owners explain: “The idea for Waimarama Maori Tours started with the desire to protect Hakikino, the place the remnants of a 14th-century Māori fortress on our family farm. We wanted to create meaningful jobs for our people and pay a living wage. Later on, family members would go and visit Hakikino, and local Māori schools and organizations requested visits and a historical narrative. Then local tour operators heard of this and tours for international visitors were conducted on an ad-hoc basis. That was the moment when we decided to formalize the process; Waimarama soon became a tourist destination, whereby the manager of the family farm wanted to lead the Māori tourism initiative himself, rather than be overrun by it. In his view, the only way to keep Hakikino and the history of the area safe was to make its existence known, and expose it to the world. In this way it would not be forgotten.

The Hakikino Conservation Reserve comprises over 62 hectares of farm land, which is protected in perpetuity. We are also in the process of replanting the Hakikino Conservation Reserve with native plants, prioritizing Māori medicinal plants and all the various classes of Flax. We strive in everything we do to be true to ourselves and true to our culture. By introducing people to our lives and traditional ways we believe that there will be a better and



stronger understanding of indigenous peoples. We are far more alike than we are different. In short, our mission is to further deepen the understanding of our culture, provide meaningful work for our people and ensure that the Hakikino Conservation Reserve is protected and conserved so that all people can enjoy it”.



Waimarama Maori Tours - A Day in the Life of a Māori Eld...
Waimaramamaori

ARTICLE 5

Tourism, a beneficial activity for host countries and communities

1. Local populations should be associated with tourism activities and share equitably in the economic, social and cultural benefits they generate, and particularly in the creation of direct and indirect jobs resulting from them;
2. Tourism policies should be applied in such a way as to help to raise the standard of living of the populations of the regions visited and meet their needs; the planning and architectural approach to and operation of tourism resorts and accommodation should aim to integrate them, to the extent possible, in the local economic and social fabric; where skills are equal, priority should be given to local manpower;
3. Special attention should be paid to the specific problems of coastal areas and island territories and to vulnerable rural or mountain regions, for which tourism often represents a rare opportunity for development in the face of the decline of traditional economic activities;
4. Tourism professionals, particularly investors, governed by the regulations laid down by the public

RELATED INITIATIVE

**AHP - Associação da
Hoteleria de Portugal**
Portugal



AHP is the largest national hotel association in Portugal, with 700 associates representing more than two thirds of the hotel contribution to the national economy. As an employer association, its work focusses on creating optimal business conditions for hotel activity in the country, with tourism and hospitality being fundamental sectors for sustainable and responsible economic growth.

In 2012, AHP launched a pilot campaign for its members to donate their used mattresses to charities. The campaign was a success and the topic sparked great interest both within the hotel community and the charity community. Soon, participants also started to donate other items following periodic renovations, including furniture, kitchenware, bedding, electronic devices and industrial equipment. In that way, the enthusiasm showed by all those involved ensured the continuity of what was meant to be a one-off initiative. Within the last five years, AHP worked as a catalyser and aggregator, and the campaign has grown enormously, with 83 hotels donating more than 48,000 items to 44 non-profit institutions,

authorities, should carry out studies of the impact of their development projects on the environment and natural surroundings; they should also deliver, with the greatest transparency and objectivity, information on their future programmes and their foreseeable repercussions and foster dialogue on their contents with the populations concerned



improving the lives of thousands of people and their families. It has led to the current HOSPES programme, with projects in both social responsibility and environmental sustainability.



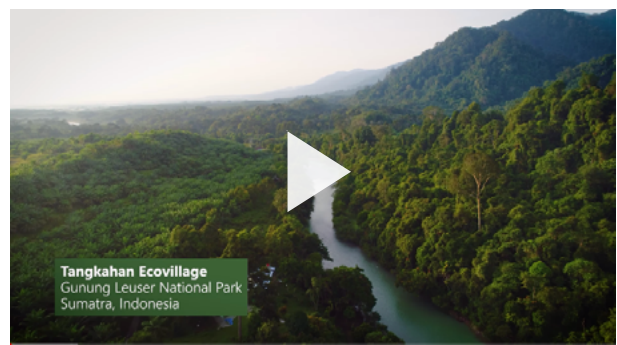
Programa Hospes 2018
AHP - Hotelaria Portugal

Tangkahan from Logging to Eco Lodging
Indonesia

Tangkahan forest is an example of a destination that has been transformed and preserved via tourism thanks to the initiative of the local community.

The local population switched their economic activity from illegal logging of trees to ecotourism in a successful manner that benefits both the community and their habitat. Such transformation takes time - in this case, 19 years. However, the key to the project's long-term sustainability is that the local community is driving the process.

Motivated by the prospect of generating employment and a stable income for their families, the eco-village initiative has also been fundamental to changing the mind-set of the community towards this natural environment and the need to safeguard it. The example is now being replicated in four more destinations in Indonesia.



Tangkahan from Logging to Eco Lodging
Kemitraan Indonesia

ARTICLE 6

Obligations of stakeholders in tourism development

1. Tourism professionals have an obligation to provide tourists with objective and honest information on their places of destination and on the conditions of travel, hospitality and stays; they should ensure that the contractual clauses proposed to their customers are readily understandable as to the nature, price and quality of the services they commit themselves to providing and the financial compensation payable by them in the event of a unilateral breach of contract on their part;
2. Tourism professionals, insofar as it depends on them, should show concern, in co-operation with the public authorities, for the security and safety, accident prevention, health protection and food safety of those who seek their services; likewise, they should ensure the existence of suitable systems of insurance and assistance; they should accept the reporting obligations prescribed by national regulations and pay fair compensation in the event of failure to observe their contractual obligations
3. Tourism professionals, so far as this depends on them, should contribute to the cultural and spiritual fulfilment of tourists and allow them, during their travels, to practise their religions;
4. The public authorities of the generating States and the host countries, in cooperation with the professionals concerned and their associations, should ensure that the necessary mechanisms are in place for the repatriation of tourists in the event of the bankruptcy of the enterprise that organized their travel;
5. Governments have the right – and the duty – especially in a crisis, to inform their nationals of the difficult circumstances, or even the dangers they may encounter during their travels abroad; it is their responsibility however to issue such information without prejudicing in an unjustified or exaggerated manner the tourism industry of the host countries and the interests of their own operators; the contents of travel advisories should therefore be discussed beforehand with the authorities of the host countries and the professionals concerned; recommendations formulated should be strictly proportionate to the gravity of the situations encountered and confined to the geographical areas where the insecurity has arisen; such advisories should be qualified or cancelled as soon as a return to normality permits;

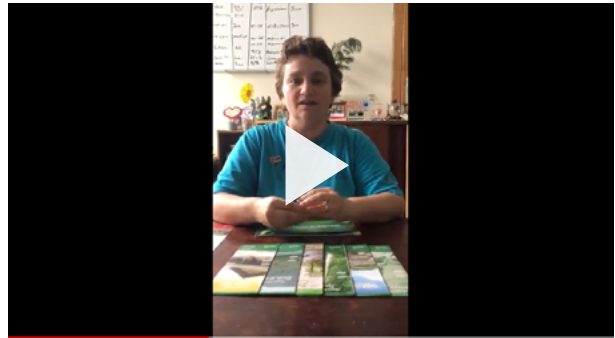
RELATED INITIATIVE

Il Viaggio Travel Costa Rica



The Costa Rica-based company Il Viaggio Travel is an excellent example to illustrate how tourism enterprises should comply with their obligations. First of all, future clients already receive ample information before travelling to Costa Rica. At their arrival, they then receive a Welcome Kit including maps, routes, safety instructions, sustainability tips (linked to the UN Sustainable Development Goals) and an emergency WhatsApp number (see pictures).

Furthermore, Il Viaggio Travel has an extensive Emergency Plan at its disposal (see PDF file), which deals with security measures (e.g. earthquake evacuation), the prevention of accidents and health protection. The company keeps optimizing this field of work, with the Emergency Plan currently being transformed into a certified manual and a new Workplace Health Plan underway. All this is complemented by Il Viaggio Travel's civil responsibility policy, as well as the policies of its partners, so that clients are always protected under any circumstances.



Buenas Practicas IL VIAGGIO TRAVEL
IL VIAGGIO TRAVEL



6. The press, and particularly the specialized travel press and the other media, including modern means of electronic communication, should issue honest and balanced information on events and situations that could influence the flow of tourists; they should also provide accurate and reliable information to the consumers of tourism services; the new communication and electronic commerce technologies should also be developed and used for this purpose; as is the case for the media, they should not in any way promote sex tourism



ARTICLE 7

Right to tourism

1. The prospect of direct and personal access to the discovery and enjoyment of the planet's resources constitutes a right equally open to all the world's inhabitants; the increasingly extensive participation in national and international tourism should be regarded as one of the best possible expressions of the sustained growth of free time, and obstacles should not be placed in its way;
2. The universal right to tourism must be regarded as the corollary of the right to rest and leisure, including reasonable limitation of working hours and periodic holidays with pay, guaranteed by Article 24 of the Universal Declaration of Human Rights and Article 7.d of the International Covenant on Economic, Social and Cultural Rights;
3. Social tourism, and in particular associative tourism, which facilitates widespread access to leisure, travel and holidays, should be developed with the support of the public authorities;
4. Family, youth, student and senior tourism and tourism for people with disabilities, should be encouraged and facilitated



RELATED INITIATIVE

Ecuadorian Tourism Law (Ley de Turismo del Ecuador)

The [Tourism Law of Ecuador](#), which came into effect in 2002, as well as its General Rules of Application, are directly based on the UNWTO Global Code of Ethics for Tourism. Among many similarities with the Code, Article 15 of the Ecuadorian Tourism Law stipulates that the country's Ministry of Tourism strives to promote and encourage all types of tourism, establish projects and programmes, and provide services to public and private tourism entities. A special focus is placed on the inclusion of rural and/or indigenous communities. On top of that, the Code of Ethics is also included in Ecuador's Integral Plan of Tourism Assistance, focussing on issues such as tourism facilitation, general safety and the legal protection of tourists.



Safety advices for travelers in Ecuador
Ama LaVida N



Visit Scotland
United Kingdom



Around 1,100 struggling families in Scotland experienced the magic of a short break or day out between 2016 and 2018. This is due to collaboration between VisitScotland, the Family Holiday Association and over 100 businesses and organisations across the tourism industry. So far, the initiative has positively affected over 4,000 lives.

According to the Child Poverty Action Group Scotland, 230,000 children in Scotland live in relative poverty. Many of the families also lack the confidence to go somewhere as they are struggling with issues like mental health, disability, inadequate housing or the effects of domestic abuse. For many, these short breaks are a lifeline. The ScotSpirit initiative has twice been shortlisted for the Third Sector Partnership award at the Scottish Public Service Awards.



The ScotSpirit Breaks: making tourism more inclusive
Review Channel

ARTICLE 8

Liberty of tourist movements

1. Tourists and visitors should benefit, in compliance with international law and national legislation, from the liberty to move within their countries and from one State to another, in accordance with Article 13 of the Universal Declaration of Human Rights; they should have access to places of transit and stay and to tourism and cultural sites without being subject to excessive formalities or discrimination;

RELATED INITIATIVE

Visa policies in Indonesia and Benin

The simplification of visa policies is an essential ingredient in tourism development. In relation to this, the UNWTO Sustainable Development Department has been mapping global tendencies on the facilitation of tourist travel, with the 2019 Visa Openness Report for Africa being its most recent publication. [More info here](#)

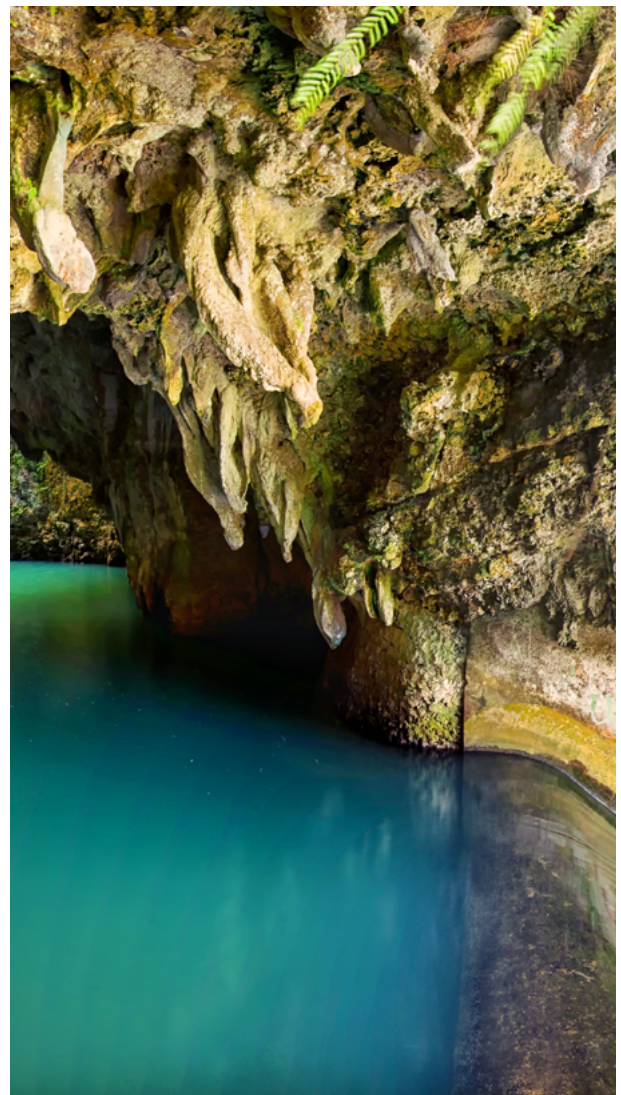
One country-specific example that stands out is Indonesia. Originally, citizens from just 15 countries did not require a

2. Tourists and visitors should have access to all available forms of communication, internal or external; they should benefit from prompt and easy access to local administrative, legal and health services; they should be free to contact the consular representatives of their countries of origin in compliance with the diplomatic conventions in force;
3. Tourists and visitors should benefit from the same rights as the citizens of the country visited concerning the confidentiality of the personal data and information concerning them, especially when these are stored electronically;
4. Administrative procedures relating to border crossings whether they fall within the competence of States or result from international agreements, such as visas or health and customs formalities, should be adapted, so far as possible, so as to facilitate to the maximum freedom of travel and widespread access to international tourism; agreements between groups of countries to harmonize and simplify these procedures should be encouraged; specific taxes and levies penalizing the tourism industry and undermining its competitiveness should be gradually phased out or corrected;
5. So far as the economic situation of the countries from which they come permits, travellers should have access to allowances of convertible currencies needed for their travels



visa when travelling to Indonesia for tourism, while citizens from 62 countries required a visa on arrival and, those from a further 117 countries needed to apply for a traditional visa in advance. After the approval of Indonesia's new visa regulations in early 2016, previous visa requirements were waived considerably. Currently, citizens of 166 countries of origin – 169 including Palestine, Kosovo and Vatican City – do not need a visa when travelling to Indonesia for tourism activities, while citizens from 28 countries still must present a traditional visa before entering Indonesia. More information can be found in this [UNWTO press release](#).

Another notable example comes from Benin, which has gradually put into effect new visa regulations from early 2017 onwards. Under the current legislation, visa-free access is granted to citizens from all countries of the African continent. Moreover, citizens from other continents can now obtain an eVisa on the website of the Beninese Government. Those who visit the country for less than one week can also resort to a specific tourist visa on arrival for a pre-determined fee.



ARTICLE 9

Rights of the workers and entrepreneurs in the tourism industry

1. The fundamental rights of salaried and self-employed workers in the tourism industry and related activities, should be guaranteed under the supervision of the national and local administrations, both of their States of origin and of the host countries with particular care, given the specific constraints linked in particular to the seasonality of their activity, the global dimension of their industry and the flexibility often required of them by the nature of their work;
2. Salaried and self-employed workers in the tourism industry and related activities have the right and the duty to acquire appropriate initial and continuous training; they should be given adequate social protection; job insecurity should be limited so far as possible; and a specific status, with particular regard to their social welfare, should be offered to seasonal workers in the sector;
3. Any natural or legal person, provided he, she or it has the necessary abilities and skills, should be entitled to develop a professional activity in the field of tourism under existing national laws; entrepreneurs and investors - especially in the area of small and medium-sized enterprises - should be entitled to free access to the tourism sector with a minimum of legal or administrative restrictions;
4. Exchanges of experience offered to executives and workers, whether salaried or not, from different countries, contributes to foster the development of the world tourism industry; these movements should be facilitated so far as possible in compliance with the applicable national laws and international conventions;
5. As an irreplaceable factor of solidarity in the development and dynamic growth of international exchanges, multinational enterprises of the tourism industry should not exploit the dominant positions they sometimes occupy; they should avoid becoming the vehicles of cultural and social models artificially imposed on the host communities; in exchange for their freedom to invest and trade which should be fully recognized, they should involve themselves in local development, avoiding, by the excessive repatriation of their profits or their induced imports, a reduction of their contribution to the economies in which they are established;
6. Partnership and the establishment of balanced relations between enterprises of generating and receiving countries contribute to the sustainable development of tourism and an equitable distribution of the benefits of its growth

RELATED INITIATIVE

Melia Hotels International



Meliá Hotels International is a prominent and well-known Spanish hotel chain, operating nationally and internationally with brands such as Meliá, Gran Meliá, ME, Paradisus, Ininside, Tryp and Sol. On 17 January 2019, the company entered into an agreement with the IUF (International Union of Food, Agricultural, Hotel, Restaurant, Catering, Tobacco and Allied Workers' Associations) on the prevention of sexual harassment in the workplace.

More specifically, the agreement stipulates a zero tolerance by both parties, as well as maximum disciplinary sanctions in accordance with local laws. This is also enforced in the case of false accusations. Furthermore, Meliá also commits itself to the organization of training and information sessions for personnel regarding their rights.

More information can be found on the webpages of [Meliá webpage](#) and the [IUF webpage](#).



Meliá Serengeti Lodge: sustainability in the global hotel i...

Meliá Hotels International



ARTICLE 10

Implementation of the principles of the Global Code of Ethics for Tourism

1. The public and private stakeholders in tourism development should cooperate in the implementation of these principles and monitor their effective application;
2. The stakeholders in tourism development should recognize the role of international institutions, among which the World Tourism Organization ranks first, and non-governmental organizations with competence in the field of tourism promotion and development, the protection of human rights, the environment or health, with due respect for the general principles of international law;
3. The same stakeholders should demonstrate their intention to refer any disputes concerning the application or interpretation of the Global Code of Ethics for Tourism for conciliation to an impartial third body known as the World Committee on Tourism Ethics.

RELATED INITIATIVE

Tourism legislation
Valencia, Spain



GENERALITAT
VALENCIANA



In 2016, the autonomous Government of Valencia issued its own Code of Ethics in collaboration with the Jaime I University of Castellón. It is strongly based on UNWTO's Global Code of Ethics in Tourism, but at the same time adapted to the specificities of the Valencian Community. After its publication, the ideas resulting from the Code of Ethics for Tourism in Valencia were applied to the community's new Law of Tourism, Leisure and Accommodation of 2018. For extra information, consult the [webpage of the Valencian Government](#), and the [newspaper article](#).



Ley de Turismo, Ocio y Hospitalidad de la Comunitat Vale...
Invat-tur

Interview

Interview with Pascal Lamy

Chair of the World Committee on
Tourism Ethics



World Committee on
Tourism Ethics
For Responsible Tourism

Role of the WCTE



Interview, Chair of the World Committee on Tourism Ethics
World Tourism Organization (UNWTO)

Interview with Pascal Lamy

Chair of the World Committee on
Tourism Ethics



World Committee on
Tourism Ethics
For Responsible Tourism



Interview to Pascal Lamy, Chair of the World Committee ...
World Tourism Organization (UNWTO)



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