**Kuoni Group response to the a report calling upon travel agencies (including Kuoni) to be vigilant about human rights issues while promoting tourism in Sri Lanka.**

**24 March 2015**

*Business & Human Rights Resource Centre invited Kuoni Group to respond to the following items:*

* - [Dark Clouds over the Sunshine Paradise, Tourism & Human Rights in Sri Lanka](http://assets.gfbv.ch/downloads/pdf_e_langversion.pdf), Society for Threatened Peoples, Mar 2015
* [Rise of Sri Lanka’s luxury tourist resorts ‘fuels round of human rights abuses](http://www.theguardian.com/world/2015/mar/01/sri-lanka-luxury-tourist-resorts-fuel-fresh-round-of-human-rights-abuses), Mark Townsend, Guardian, 1 Mar 2015

[Sri Lankan tourist development 'the result of human rights abuse](http://www.telegraph.co.uk/travel/destinations/asia/srilanka/11447596/Sri-Lankan-tourist-development-the-result-of-human-rights-abuse.html), Natalie Paris, Telegraph, 3 Mar 2015

*In response, Kuoni sent the following statement:*

As part of Kuoni Group’s human rights due diligence work, we continuously assesse the actual and potential impact of our activities and business relations on the human rights of the people who live in the destinations it serves. To this end the company approved a "Statement of Commitment on Human Rights" in 2011 as part of a comprehensive multi-stakeholder process. In addition, in 2011 and 2013 two human rights impact assessments were carried out in Kenya and India, which were designed to evaluate the company's human rights impact and to define follow-up measures with the people affected. On our website at <http://www.kuoni.com/corp-responsibility/human-and-labour-rights> Kuoni provides transparent information about the progress it is making in implementing its human rights obligations under the "UN guiding principles for Human Rights and Businesses". Kuoni is also involved in the Roundtable for Tourism and Human Rights.

In the destinations, hotels are audited using the Travelife certification system. This system was developed by ABTA (the Association of British Travel Agencies) together with tour operators in order to assess sustainability standards along the value chain. As part of the audit, criteria relating to fair working conditions, dialogue with local people and non-discrimination are also assessed.