



6.4.8 Travel & Leisure

The Travel & Leisure sector is globally one of the most significant sectors, especially for emerging economies, as highlighted in three of the Sustainable Development Goals. To achieve the potential of the sector, a concerted effort by industry bodies and individual companies is needed to understand how children are affected – positively and negatively – by the sector’s business operations and value chains. Over the last decade there has been considerable efforts focused on particular child protection concerns. Now greater attention is needed on the broader range of impacts of tourism on children’s rights.

The Travel & Leisure sector includes companies engaged in areas such as travel and tourism, entertainment and recreation. Industries included in the sector are Hotels and Passenger Transport. In this sector, child protection concerns are of key importance, including child sexual exploitation. In addition, tourism might bring a broader range of impacts that have an impact on children’s right as well.

Across Marketplace indicators, the Travel and Leisure sector fails to include a children’s rights perspective. But this is not because issues such as product safety or responsible marketing are unimportant; all companies in the study have a general product safety policy, and 31 % have a responsible marketing policy.

In addition, 77 % of the companies include broader marketplace issues in their materiality assessment and report on board oversight respectively. They also stand out in that they report on cases of non-compliance related to product safety to a greater extent than other sectors do. There is an opportunity here to incorporate a children’s rights perspective into already existing policies and practices. The Travel & Leisure companies in this study have a comparatively high level of commitment to the environment; 38% of the companies are committed to reducing their environmental impacts and have set specific reduction targets, while the remainder have made more general commitments.

Over the last decade, there has been considerable efforts focused on particular child protection concerns.

The results indicate that the community commitment in this sector is not especially strong: While 23% do not have a community commitment, 69% have a more general commitment and 8% have a commitment to advancing development in the community with relevance to children’s rights.

On the other hand, the level of commitment does not seem to accurately mirror companies’ actions; a vast majority (77%) of the companies in this sector report that they are collaborating with and/or making donations to NGOs and charities with a focus on children’s rights. Compared to other sectors Travel & Leisure has a significantly higher share of companies that report on these types of efforts.

Examples of the main impacts on children’s rights:

Impact	Where	Example
Child labour	Operations / Products	Child labour in informal sector, e.g. food or souvenir sales, incl. child sexual exploitation.
Child protection	Operations / Products	Voluntourism is the merging of volunteering and tourism, which can have negative effects on children. Specifically, orphanage voluntourism encourages separation of children from their families.
Access to parents	Employees	Opportunity to provide and promote flexible work, parental leave, etc.
Children’s safety and wellbeing	Employees / Supply chain	Offer childcare to ensure that children are being looked after when their parents are at work. And offer decent work (wages) for parents who often have low wages and/or irregular work, which increases stress on them as parents.

Sector statistics

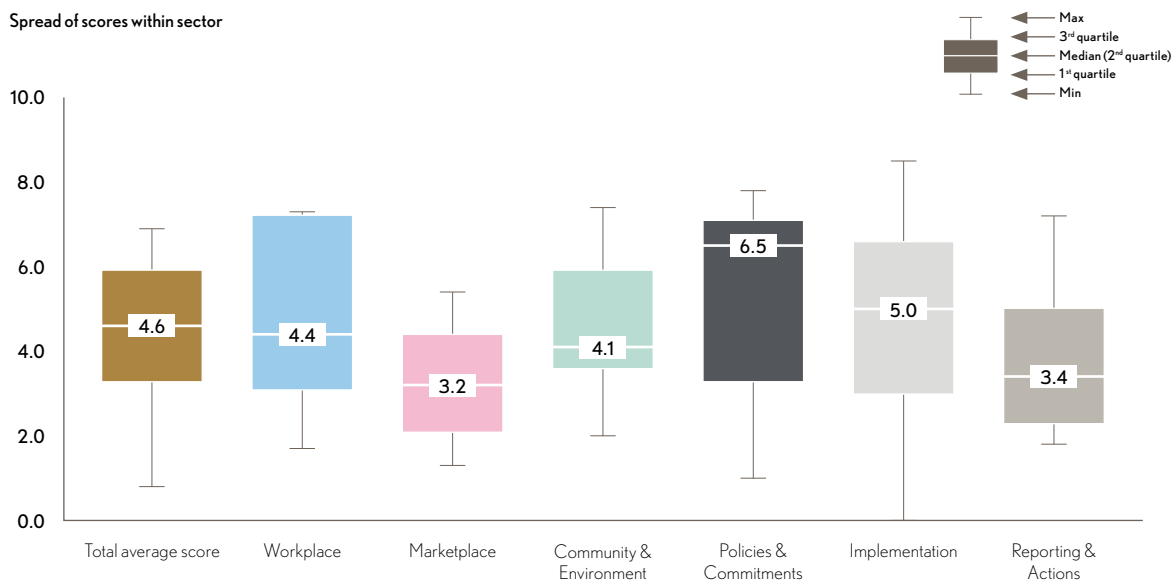
Companies in study	13
Passenger Transport	9
Hotels	4
Average sector revenue	\$4.78B



6.4.8 Travel & Leisure

Sector results

Spread of scores within sector



Top 3 companies with highest score 2020

Company name	Industry	Overall score (max score 10)	Performance group
Minor International PCL	Hotels	6.9	Achiever
Genting Malaysia BHD	Hotels	6.8	Achiever
Singapore Airlines Ltd.	Passenger transport	6.2	Achiever

Top-mover since 2016²⁴

Company name	Industry	Score 2016 (max score 9)	Score 2020 (max score 10)	Change
Comfordelgro Corporation Ltd.	Passenger transport	1	7	+6
Minor International PCL	Hotels	1	7	+6

²⁴ For the 2016-2020 comparison, we have applied a previous methodology, meaning that these scores are not directly comparable to the 2020 benchmark scores. For more information about conversion and scoring, please see the [Comparing 2016 to 2020 Results Section](#).