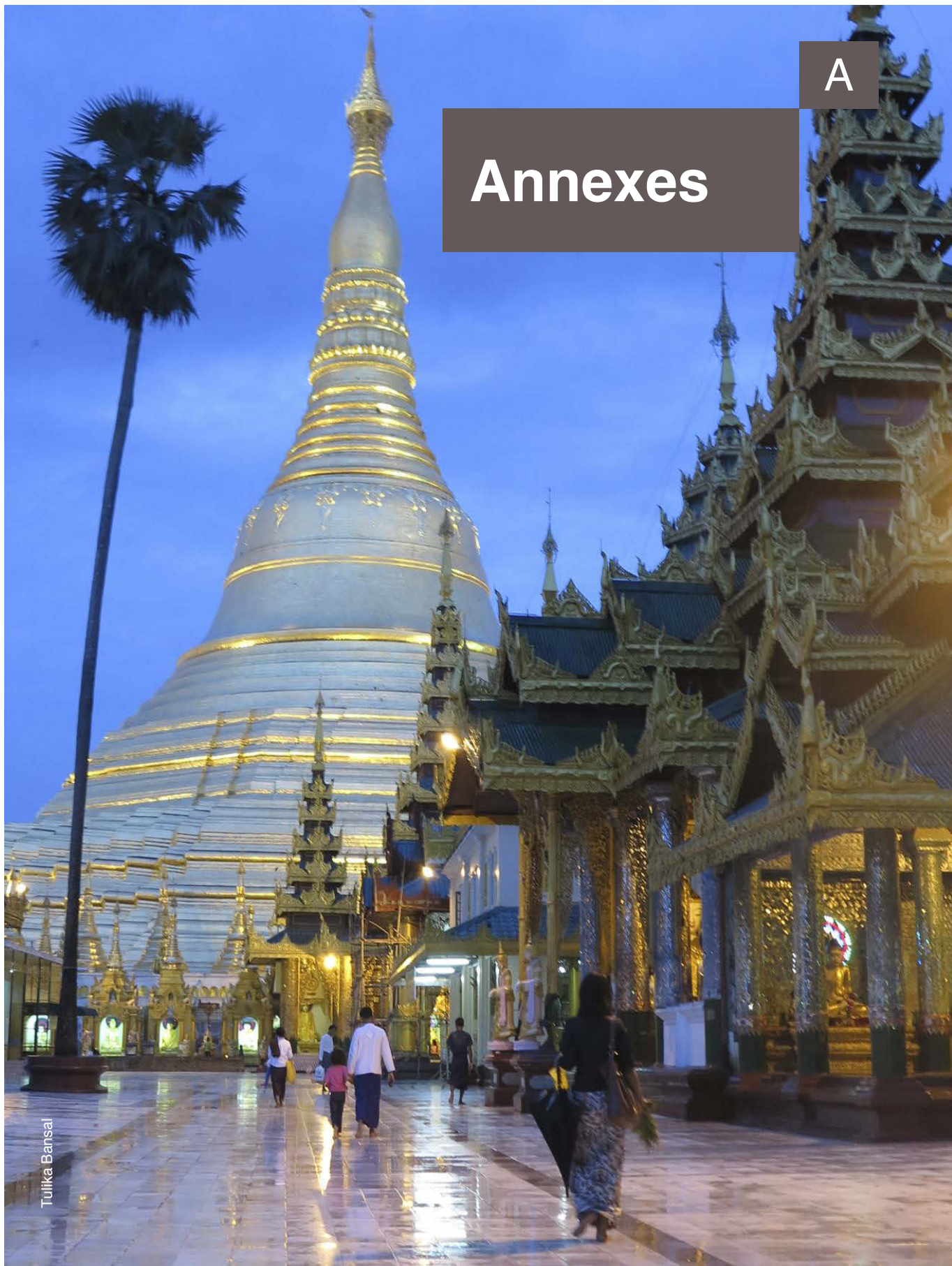


A

Annexes



Tuilika Bansal

Additional Information on SWIA Methodology

A. SWIA Phases

The SWIA process follows well-established impact assessment steps. For each step of the process specific tools or approaches have been developed, which are described below.⁶⁵¹

Box 37: SWIA Phases



I. Screening

Objective: Select economic sectors for a SWIA based on several criteria:

- a. the importance of the sector to the Myanmar economy
- b. the complexity and scale of human rights risks involved in the sector
- c. the diversity of potential impacts looking across the sectors
- d. human development potential
- e. geographical area

Tasks:

- f. Informal consultations were held inside and outside Myanmar to develop and verify the selection of sectors.

Key Outputs / Tools

- g. Selection of 4 sectors for SWIA: Oil & Gas, Tourism, ICT and Agriculture

II. Scoping the Tourism sector in Myanmar

Objective: Develop foundational knowledge base to target field research for validation and deepening of data collection.

Tasks:

- Commission expert background papers on: the Tourism sector; the legal framework; land and labour issues
- Stakeholder mapping
- Informal consultations were held inside and outside Myanmar to understand the key issues and areas relevant for the Tourism SWIA

Key Outputs / Tools

- Scoping papers
- SWIA work plan

⁶⁵¹ This table has been gratefully adapted from the presentation used in [Kuoni's HRIA of the tourism sector in Kenya](#).

III. Identification and Assessment of Impacts

Objective: Validate foundational knowledge base with primary data collected through field research from targeted locations across Myanmar.

Tasks:

- Two rounds of field team visits to three different locations each time collecting qualitative data on:
 - Livelihoods; Environment; Housing & Land; Community Consultation; Grievance Mechanisms; Public & Community Services; In-Migration; Cultural Rights; Vulnerable Groups; Labour; Security; and Worker Housing
- Compile and synthesise field data, including IHRB/DIHR trips to debrief with research teams in Yangon
- Further desk research

Key Outputs / Tools

- Questionnaires
- Internal fact sheets on various business and human rights issues in Myanmar
- Ethical research policy
- Field safety guidelines
- Interview summaries
- Reports of stakeholders consulted

IV. Mitigation and Impact Management

Objective: Identify measures that will help avoid, minimise, mitigate potential impacts of the sector.

Tasks:

- Synthesise information on potential impacts at the three levels: sector, cumulative and project in order to identify considerations for companies and Government to prevent or mitigate potential impacts

Key Outputs / Tools

- Initial synthesis reports of field findings

V. Consultation & Finalisation of the SWIA Report

Objective: Present SWIA findings and conclusions, as well as recommendations to be validated through consultations with representatives of Myanmar Government, tourism businesses already operating/planning to operate in Myanmar, and representatives of civil society organizations, trade unions, international organizations, donor governments.

Tasks:

- Iterative drafting of main SWIA chapters
- Translations for consultations
- Consultations in Yangon, Nay Pyi Taw
- Webinar for Europe based tourism businesses, civil society organizations and business associations
- Revisions to draft SWIA
- Finalisation, publication and dissemination of the Tourism SWIA

Key Outputs / Tools

- Draft SWIA report in English and Burmese
- Slide pack summarising the SWIA findings for consultation
- Consultation report
- Final Tourism SWIA report and dissemination programme

B. What is Different about a SWIA Compared to a Project Level Assessment

- **Wider audience:** A project-level EIA, SIA or ESIA is typically carried out by or for a project developer to fulfill a regulatory requirement as a step in gaining permission to operate. SWIA are intended for a much wider audience: Government and Parliamentarians, business, local communities, civil society, and workers and trade unions.
- **Aims to shape policy, law and projects:** SWIA look at the national context, national frameworks, the legal contracts (where available) and business practices, and identifies what actions will help shape or impede better human rights outcomes for the sector. The findings inform the analysis and recommendations at the core of the SWIA for a range of audiences.
- **Information goes into the public domain:** Company-led HRIA are typically confidential, and ESIA may be also unless disclosure is required. The whole rationale behind the SWIA is to make the document a public good for the purpose of informing and thereby improving practices and outcome of business investment.
- **Looks at 3 Levels of Analysis:** The SWIA looks at the impacts of the sector and to do this uses three levels of analysis: sector, project and cumulative levels.
- **Does not replace a project-level ESIA/HRIA:** The SWIA does not replace the need for a project-level ESIA where such an ESIA is required or desirable. Nor would it substitute for a project-level HRIA if a company chooses to do one. Instead the SWIA helps *inform* a project level assessment, as it gives an indication of the kinds of human rights impacts that have arisen in the past in the sector. This helps to forecast what future impacts may be. A SWIA may be particularly relevant at the project scoping stage. The SWIA also alerts to potential legacy issues that incoming companies may face. Such assessments will have to examine the specific situation of the forthcoming project within the particular local context and in doing so, may also uncover new potential impacts that were not picked up in the SWIA. It is therefore not a checklist but a guide for considerations in subsequent impact assessments.
- **Does not replace a project-level conflict risk assessment:** Given the history of conflict in certain areas of the country, companies operating in those areas might want to carry out project level conflict risk assessments. The limited number of people interviewed and places visited within the framework of this SWIA is not sufficient to develop a comprehensive analysis of drivers of conflict. However, such a limitation is inevitable in the rationale for the SWIA, which cannot expect to get this level of detail across the country. Furthermore, the types of interviewees would need to be expanded in order to more effectively capture conflict impacts, including conflict experts, ethnic armed group and community leaders.
- **Takes a broad view of what a human rights impact includes.** As HRIA methodology evolves, there has been an accompanying discussion about what distinguishes a human rights impact from other types of social impacts in particular. The SWIA takes a

broad view of what constitutes a human rights impact, as there are a wide variety of actions that can ultimately result in human rights impacts and because it is intended to support an approach to responsible business conduct in the country which will require addressing all these issues.

Box 38: Six Key Criteria for Assessing Human Rights Impacts

In order to adequately assess human rights impacts, the impact assessment process and content should reflect the six criteria listed below⁶⁵²

Standards

The impact assessment needs to be based on international human rights standards. Human rights constitute a set of standards and principles that have been developed by the international community. This establishes an objective benchmark for impact identification, severity assessment, mitigation and remedy.

Scope

The scope of an assessment should include actual and potential human rights impacts caused or contributed to by a company, including cumulative impacts, as well as impacts directly linked to a project through business relationships such as with contractors, suppliers, joint-venture partners, government and non-government entities.

Process and engagement

The impact assessment, including associated engagement and consultation activities, should apply the human rights principles of participation, non-discrimination, empowerment, transparency and accountability. This promotes attention to process, not just outcome, and can help to create "buy-in" in the impact assessment among relevant stakeholders. Inclusive engagement throughout the impact assessment process is a key component, in a manner that is gender sensitive and takes into account the needs of vulnerable individuals and groups, providing capacity building or assistance where needed to promote their meaningful participation.

Assessing and addressing impacts

Impacts should be assessed according to the severity of their human rights consequences. This means including the assessment criteria of scope, scale and ability to remedy the impact, and taking into account the views of rights-holders and/or their legitimate representatives in determining impact severity. Addressing identified impacts should follow the standard mitigation hierarchy of "avoid-reduce-mitigate-remedy". Where it is necessary to prioritise actions to address impacts, severity of human rights consequences should be the core criterion.

Accountability and transparency

The impact assessment should consider the differentiated but complementary duties and responsibilities of government and non-government responsible parties for addressing identified impacts. For company responsibilities, this would include assigning to relevant staff members actions to avoid, mitigate and remedy impacts.

⁶⁵² Developed by the Danish Institute for Human Rights.

The impact assessment process and its associated communications should be transparent and provide for effective ways for rights-holders to hold the responsible parties to account for how impacts are identified, prevented, mitigated and/or remedied.

Interrelated impacts

Identification and management of impacts should take into account the interrelatedness of various environmental, social and human rights impacts. For example, depleting a community water supply will have an impact on the right to water, but may also have interrelated impacts on the right to education of children who may need to walk longer distances to collect water and are therefore less able to attend school.

- **Takes a practical view on distinguishing different types of impact assessments.** In the Tourism sector where EIAs are often a routine requirement for large-scale projects, there have been discussions on what distinguishes an SIA from an HRIA, potentially diverting attention from getting on with the process of assessing and addressing potential impacts. The approach taken in this SWIA is that the labels that are given to the process are less important than getting the process and the content covered in a manner that is compatible with human rights and that a lot depends on the quality of the ESIA/SIA. A good quality ESIA/SIA comes close to addressing many human rights issues but may not pay sufficient attention to civil and political rights, and in considering risks to human rights defenders, which can be relevant to large-scale development projects.⁶⁵³
- **Does not establish a baseline but instead describes the situation for the sector at a moment in time.** The SWIA does not purport to set out a baseline of conditions at the project level; this is a task for operator's project-level ESIA. Part 3 on Sector Level Impacts, and the national context discussions at the beginning of each of the eight chapters of Part 4 on Cumulative-Level and Project-Level Impacts, sets out the current context around the enjoyment of human rights at the national level, and gives some indication regarding future trends as well as particular areas that are high-risk based on past in-country experiences.
- **Would provide relevant information for a sector master plan or strategic ESIA.** Sectoral master plans or strategic impact assessments have not been used to date in Myanmar. The SWIA provides relevant information for consideration in strategic impact assessments.

⁶⁵³ [Report of the Special Rapporteur on the situation of human rights defenders, Margaret Sekaggya](#), OHCHR, A/HRC/19/55 (2011), sections III & IV.

C. Limitations of the Tourism SWIA

- **Non-attribution:** The team made a decision not to attribute practices, good or bad, to particular places, companies, or individuals and therefore have not listed specific stakeholders engaged during the research. The SWIA uses existing experiences to identify opportunities to improve new and existing projects in the sector.
- **Six locations visited:** The Tourism SWIA field research focused on six regions that are already major or emerging tourist destinations. The locations were selected as representative of a range of tourism contexts in Myanmar, such as cities, coastal areas, cultural heritage destinations and religious/pilgrimage sites. The findings highlight trends seen across the six research locations and are therefore not meant to provide detailed analysis of particular types of projects or regions.
- **Existing, not planned, operations:** It was specifically decided to do the field research in locations with existing tourism operations, rather than prospective areas for exploration or production. Given the tensions that have surrounded some large scale tourism development projects to date in Myanmar, there was a concern that asking about potential projects in certain areas (without knowing whether projects would actually materialise) might create concerns in communities and potentially build expectations (good or bad) that were not fulfilled. In addition, given the inexperience of many Myanmar communities with being able to express their concerns publicly, the relative lack of experience with large scale development projects in the country to date, the project team decided that research with communities that had already experienced the impacts of tourism development would be able to provide more relevant data for the research. In addition, as Government permission was needed to carry out the research and given sensitivities surrounding the sector, it was considered more likely that Government permission would be granted to review existing rather than prospective projects.
- **Rapidly changing dynamics:** A challenge of conducting a SWIA at this moment of time in Myanmar is that the country is undergoing rapid social, economic, political and regulatory changes. As a result, changes mean that past experiences, both good and bad, may not always be relevant to future operations. Examples of good practice from the previous era where companies would rightly try to insulate themselves from interaction with the Government are far less likely to be appropriate in a new era of openness. Prompting the Government to support responsible business approaches may be a more appropriate approach.
- **Conflict expertise:** The interviewers were experienced social science researchers but did not have sufficient experience or training in questions of diversity and exclusion to sufficiently explore ethnic grievances and the dynamics of conflict (both armed conflict and inter-communal violence). Given Myanmar's recent history, addressing this would require very careful selection and intensive training of interviewers, and even then there would likely be remaining limitations with gathering all required information through qualitative information. Since tourism development in ethnic regions is an important

aspect for consideration in this study, expert organizations were consulted to understand the impacts of tourism in conflict sensitive areas better. Additionally, a graduate student with interest in this area carried out desktop research and conducted a number of interviews with stakeholders in Mon and Kayin State.

- **Limitations due to lack of permission:** Generally, authorities and companies were willing to grant access to the SWIA field teams and share information. In some instances no permission was granted to speak to individual workers.
- **Access limitations:** While the SWIA field teams tried to conduct workers' interviews away from the workplace and without the presence of management, this was not always possible. This may have resulted in different responses than if interviews had been held offsite.

D. Field Research Methodology & Interviews

Field Research Methodology

The Tourism SWIA is comprised of both primary and secondary research. For the primary research, three teams of two researchers (plus a local facilitator, translator and driver as needed) visited six different locations (see location map below).

The field teams used qualitative research methods that were adapted to the local contexts to take account of the sensitivities of localised issues (such as potential conflict or tensions) while being sufficiently standardised to allow for coverage of all major human rights issues and comparison of findings.

The field researchers used a set of assessment questionnaires to structure their meetings and guide their conversations (rather than as checklists). The questionnaires are based on DIHR's Human Rights Compliance Assessment Tool (HRCA),⁶⁵⁴ a tool to enable companies to identify and assess human rights compliance in their operations (a more generalised copy of the interview questionnaires will be published on the MCRB website).⁶⁵⁵

The questionnaires covered four overarching stakeholder groups and interviews were held one-to-one, in small groups and through focus group discussions:

- Managers of tourism companies and sub-contractors (including hotels, guesthouses, tour operators, travel agencies, airlines, restaurants and souvenir shops);
- Workers of tourism companies and sub-contractor;
- Communities;
- Other external stakeholders (local or national authorities, NGOs, international organizations, journalists, political parties, schools and monasteries).

Open questions were used as much as possible, in order to allow respondents to answer using their own thoughts and words, and raise the issues they considered as important. All

⁶⁵⁴ [Human Rights Compliance Assessment](#), Danish Institute for Human Rights.

⁶⁵⁵ <http://www.myanmar-responsiblebusiness.org/>

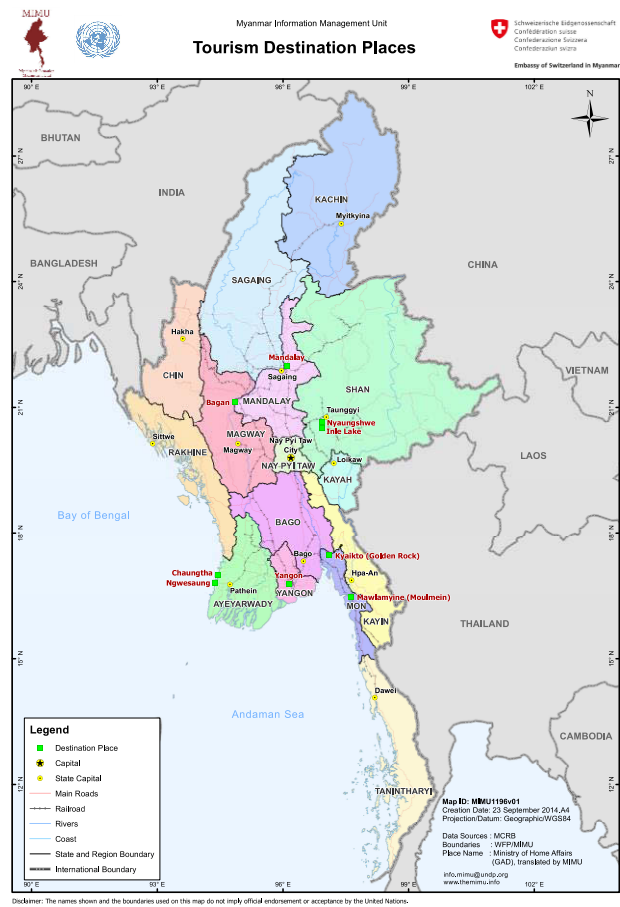
interviews were documented with written notes and in most cases voice recorded with permission of the interviewees. Most interviews were conducted in Burmese, while local intermediaries translated in meetings with local community representatives where other ethnic languages were used. The issues in Box 39 below were covered in the field research questionnaires.

Box 39: Topics Covered in SWIA Questionnaires

- Community Impacts, including consultation and participation
- Land acquisition and resettlement practices
- Livelihoods of communities
- Impacts of in-migration and out migration on communities
- Housing
- Labour issues, including health and safety of employees, working conditions and opportunities
- Grievance mechanisms for communities
- Public services and community services
- Women and Children
- Indigenous Peoples
- Security Arrangements
- Conflict
- Environment and Ecosystem Services
- Ethical Business Practices

The field research was carried out in the following locations

- 1st round of field visits**
Oct-Nov. 2013:
- A. Yangon
 - B. Bagan
 - C. Inle Lake (Shan State)
- 2nd round of field visits**
Dec 2013 - Jan 2014:
- D. Mawlamyine and Kyaikhtiyo
 - E. Ngwesaung and Chaungtha
 - F. Mandalay



Overview of Stakeholders Consulted

Researchers often began visits to different towns by speaking with the local township or village authorities. This helped provide an initial understanding of some of the main issues affecting or concerning the community as a whole. Researchers then conducted individual interviews and focus group discussions to discuss in more detail but without the authorities present in order to gain insights from other perspectives. The interviews generally covered the issues in the questionnaires.

The table below presents a breakdown of the discussions with in total 329 individuals and groups representing different stakeholder groups – 224 individual interviews were held and 105 discussions were held in focus groups. Meetings were held in Yangon with various relevant stakeholders including international intergovernmental organizations such as the Asian Development Bank, UNICEF, and UNESCO, non-profit organizations such as The Code, Travelife, Hanns Seidel Foundation and Swisscontact. Meetings were also held with the Myanmar Tourism Federation and its business associations and local and international tourism experts. Meetings were also held in Nay Pyi Taw and Yangon with the Ministry of Hotels and Tourism and MPs and local government officials from field areas.

In addition to the field team research, in July-August 2014 MCRB was assisted by a researcher interning with the Centre who was studying the challenges of tourism development in the context of the ongoing peace process, and the perspectives of various civil society organizations, non-state armed groups, and business stakeholders in Mon and Kayin (Karen) states. She met regional representatives of nine international NGOs, sixteen local NGOs/CSOs, Myanmar Peace Center, and members of the NMSP, KNU, PNLO, the Mon National Party and Karen political parties, as well as seven tourism companies.

Box 40: Stakeholder Interviews Conducted

GOVERNMENT	
12 interviews / 1 focus group discussion	
<p><u>Nyaungshwe Township & Inle Lake:</u></p> <ul style="list-style-type: none"> ■ 3 interviews <ul style="list-style-type: none"> ● 1 Township Administrator ● 1 Officer of Inle Wildlife Preservation Department ● 1 Tourist Police Officer <p><u>Bagan:</u></p> <ul style="list-style-type: none"> ■ 1 interview <ul style="list-style-type: none"> ● 1 Tourist Police Officer <p><u>Yangon:</u></p> <ul style="list-style-type: none"> ■ 1 interview <ul style="list-style-type: none"> ● 1 Tourist Police Officer 	<p><u>Mawlamyaing & Kyaikhtiyo:</u></p> <ul style="list-style-type: none"> ■ 4 interviews <ul style="list-style-type: none"> ● 1 State Cultural Minister ● 1 Local Administrator ● 1 Tourist Police Officer ● 1 Check-point Officer <p><u>Chaungtha & Ngwesaung:</u></p> <ul style="list-style-type: none"> ■ 0 interview <p><u>Mandalay:</u></p> <ul style="list-style-type: none"> ■ 3 interviews / 1 focus group <ul style="list-style-type: none"> ● 1 Township Administrator ● 2 Tourist Police Officers ● 1 group of administrators

POLITICAL PARTIES	
7 interviews / 2 focus group discussions	
<p><u>Nyaungshwe Township & Inle Lake:</u></p> <ul style="list-style-type: none"> ■ 2 interviews <ul style="list-style-type: none"> ● 1 USDP Chairman of Nyaungshwe ● 1 NLD Chairman Nyaungshwe <p><u>Bagan:</u></p> <ul style="list-style-type: none"> ■ 3 interviews <ul style="list-style-type: none"> ● 1 USDP Member ● 2 NLD Chairmen of Bagan <p><u>Yangon:</u></p> <ul style="list-style-type: none"> ■ 0 interview 	<p><u>Mawlamyaing & Kyaikhtiyo:</u></p> <ul style="list-style-type: none"> ■ 1 interview <ul style="list-style-type: none"> ● 1 USDP Co-ordinator of Mawlamyaing <p><u>Chaungtha & Ngwesaung:</u></p> <ul style="list-style-type: none"> ■ 2 in focus groups <ul style="list-style-type: none"> ● 1 group of USDP members ● 1 group of NLD members <p><u>Mandalay:</u></p> <ul style="list-style-type: none"> ■ 1 interview <ul style="list-style-type: none"> ● 1 Party member of the National League of Democracy
COMMUNITIES	
33 individual interviews / 48 focus group discussions	
<p><u>Nyaungshwe Township & Inle Lake:</u></p> <ul style="list-style-type: none"> ■ 4 interviews / 6 in focus groups <ul style="list-style-type: none"> ● 4 villagers ● 5 groups of villagers ● 1 Media group <p><u>Bagan:</u></p> <ul style="list-style-type: none"> ■ 9 interviews / 10 in focus groups <ul style="list-style-type: none"> ● 7 village leaders ● 2 teachers ● 6 groups of villagers ● 1 horse cart drivers group ● 1 boatmen group ● 2 groups of street children <p><u>Yangon:</u></p> <ul style="list-style-type: none"> ■ 1 interview / 2 in focus groups <ul style="list-style-type: none"> ● 1 sex workers organization ● 1 group of villagers ● 1 group of sex workers 	<p><u>Mawlamyaing & Kyaikhtiyo:</u></p> <ul style="list-style-type: none"> ■ 2 interviews / 3 in focus groups <ul style="list-style-type: none"> ● 2 Villages ● 1 Porter group ● 1 group of village women ● 1 group of child laborers <p><u>Chaungtha & Ngwesaung:</u></p> <ul style="list-style-type: none"> ■ 15 interviews / 18 in focus groups <ul style="list-style-type: none"> ● 15 villagers ● 12 groups of villagers ● 2 fishermen groups ● 2 street vendor groups ● 2 groups affected by land grabbing <p><u>Mandalay:</u></p> <ul style="list-style-type: none"> ■ 2 interviews / 9 in focus groups <ul style="list-style-type: none"> ● 1 village head ● 1 villager ● 7 groups of villagers ● 1 media group ● 1 horse cart drivers group

Monasteries, Pagoda Trustees & Community Based Organizations (CBOs)

27 interviews / 9 focus group discussions

Nyaungshwe Township & Inle Lake:

- 4 interviews
 - 1 pagoda trustees
 - 2 monks
 - 1 CBO representative

Bagan:

- 10 interviews / 3 in focus groups
 - 5 pagoda trustees
 - 5 monks
 - 1 group of tour guides
 - 2 CBOs

Yangon:

- 6 interviews / 3 in focus groups
 - 4 Pagoda Trustees
 - 1 tour contractor
 - 1 Institute
 - 1 group of pagoda trustee members
 - 2 groups of CBO representatives

Mawlamyaing & Kyaikhtiyo:

- 4 interviews
 - 1 monk
 - 2 representatives of cultural groups
 - 1 pagoda trustee

Chaungtha & Ngwesaung:

- 1 in focus group discussion
 - 1 group of people affected by land grabbing

Mandalay:

- 2 interviews / 2 in focus groups
 - 1 pagoda trustee
 - 1 assistant monk
 - 2 groups of CBO representatives

A

Annex

Hotel & Resort, Residence, Guest House, Inn management and personnel

61 interviews / 26 focus group discussions

Nyaungshwe Township & Inle Lake:

- 10 interviews / 8 in focus groups
 - 10 managers
 - 8 staff groups

Bagan:

- 17 interview / 2 in focus groups
 - 17 managers
 - 2 staff groups

Yangon:

- 11 interviews / 5 in focus groups
 - 11 managers
 - 5 staff groups

Mawlamyaing & Kyaikhtiyo:

- 5 interviews / 6 in focus groups
 - 5 managers
 - 6 staff groups

Chaungtha & Ngwesaung:

- 12 interviews
 - 6 managers
 - 6 staff members

Mandalay:

- 6 interviews / 5 in focus groups
 - 6 managers
 - 5 staff groups

Travel Agencies & Service personnel

40 interviews / 7 focus group discussions

Nyaungshwe Township & Inle Lake:

- 1 interviews
 - 1 manager of travel agency

Bagan:

- 15 interview
 - 12 managers of travel agencies
 - 1 consultant
 - 2 staff members

Yangon:

- 15 interviews / 2 in focus groups
 - 6 managing directors of travel agencies

Mawlamyaing & Kyaikhtiyo:

- 2 interviews / 1 in focus group
 - 2 managers of travel agencies
 - 1 group of tour guides

Chaungtha & Ngwesaung:

- 0 interview

Mandalay:

- 7 interviews / 4 in focus groups
 - 4 managers of travel agencies (including cruise ships)
 - 3 owners of travel agencies

<ul style="list-style-type: none"> • 6 managers • 2 staff members • 1 tour guide • 2 groups of travel agency staff & managers 	<ul style="list-style-type: none"> • 4 groups of travel agency staff & managers
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Restaurant & Souvenir Shops personnel 44 interviews / 12 focus group discussions	
<p><u>Nyaungshwe Township & Inle Lake:</u></p> <ul style="list-style-type: none"> ■ 7 interviews / 2 in focus groups <ul style="list-style-type: none"> • 3 restaurant owners • 4 souvenir shop owners • 2 groups of souvenir shop staff <p><u>Bagan:</u></p> <ul style="list-style-type: none"> ■ 15 interview / 3 in focus groups <ul style="list-style-type: none"> • 2 restaurant owners • 4 restaurant managers • 7 restaurant staff members • 2 souvenir shop owners • 3 groups of souvenir shop staff <p><u>Yangon:</u></p> <ul style="list-style-type: none"> ■ 4 interviews / 4 in focus groups <ul style="list-style-type: none"> • 3 restaurant managers • 1 souvenir shop director • 4 groups of restaurant staff 	<p><u>Mawlamyaing & Kyaikhtiyo:</u></p> <ul style="list-style-type: none"> ■ 6 interviews <ul style="list-style-type: none"> • 3 restaurant owners • 2 souvenirs shop owners • 1 souvenir shop staff member <p><u>Chaungtha & Ngwesaung:</u></p> <ul style="list-style-type: none"> ■ 6 interviews <ul style="list-style-type: none"> • 4 souvenir shop owners • 2 restaurant owners <p><u>Mandalay:</u></p> <ul style="list-style-type: none"> ■ 6 interviews / 3 in focus groups <ul style="list-style-type: none"> • 3 souvenir shop owners • 1 restaurant owner • 2 restaurant managers • 3 groups of restaurant staff

The Tourism SWIA Field Research Team

One of the objectives of the SWIA programme is to build the capacity of Myanmar researchers to understand human rights issues and their connection to business and to begin to develop researchers in Myanmar with this skill set. The intention was to equip the researchers to participate in assessing and contributing to consultations on issues of responsible business following their work with MCRB.

The Tourism SWIA team consisted of a Myanmar SWIA manager (responsible for several current and future SWIA processes in Myanmar), one field team leader and six field researchers. The field team leader was a tourism sector expert with extensive experience in the sector and the field researchers had a background in conducting qualitative and quantitative social science research. All field staff received a thorough training before visiting the field. The training was carried out by local and international experts. It covered basic human rights and business training, an introduction to the practice of social impact assessment, sessions on human rights impacts of the tourism sector, sessions on how to conduct focus group discussions, ethical standards for conducting field research, discussion on environmental issues and ESIA, labour unions, foreign direct investment, and an introduction to the various SWIA questionnaires and desk research.

Following the first round of field visits, IHRB and DIHR experts debriefed the teams in Yangon to reflect on the team’s findings and fine-tune the research approach and the subsequent data compilation process. Following the 2nd round of field visits IHRB and DIHR experts again debriefed the teams to get a comprehensive “download” of the 2nd round findings and discuss the root causes of the impacts before the final data compilation was completed.



The O&G and Tourism SWIA field researchers outside the MCRB office in Yangon

Annex B

Tourist Survey Findings

In June 2014 the Myanmar Centre for Responsible Business launched a survey for tourists traveling in Myanmar, in order to identify how tourists perceive the impacts of the tourism sector on local communities and the environment.

The survey was open during a period of four months, until the end of September 2014 for tourists who had visited the country in the past 12 months. There were 139 responses. The survey was drafted in English and French and contained seven questions, out of which three were multiple choice questions and four open-ended questions. Questions included what the main positive and negative impacts of tourism were. Respondents could choose from the following options:

Positive impacts:

- A. Employment and vocational training
- B. Infrastructure development
- C. Cultural preservation
- D. Environmental protection
- E. Foreign exchange
- F. Development of health care services

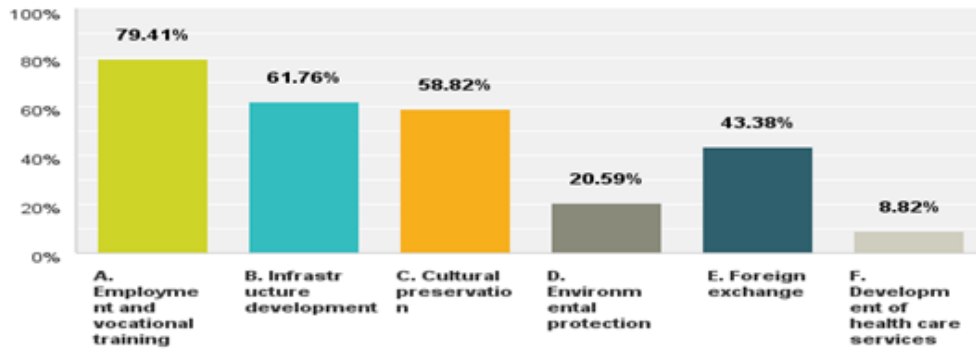
Negative Impacts:

- Social impacts from creation of hotel zones (example: relocation of communities, creation of tourist ghettos)
- Environmental impacts (example: waste water, garbage, CO2 emissions, increase of motor boats, soil pollution, and deforestation)
- Forced/conscript/bonded labor
- Child labor
- Discrimination (gender, ethnic, religious)
- Impacts on cultural heritage
- Corruption (observed or requested payment of tea money or other forms of bribery)
- Prostitution and sex tourism, including child sex tourism
- Loss of local identity and values (example: tribal women exhibited for fees)
- Culture clashes between people of different geographical locations (example: consumption of alcohol/ inappropriate dress code by tourists at religious sites)
- Community dissatisfaction due to tourist behavior
- Job level friction between people from the community and non-community members.
- Crime generation

The below figures provide the answers of all the respondents on the positive and negative impacts of tourism sector, as well as on the locations mostly benefiting from development of the tourism sector.

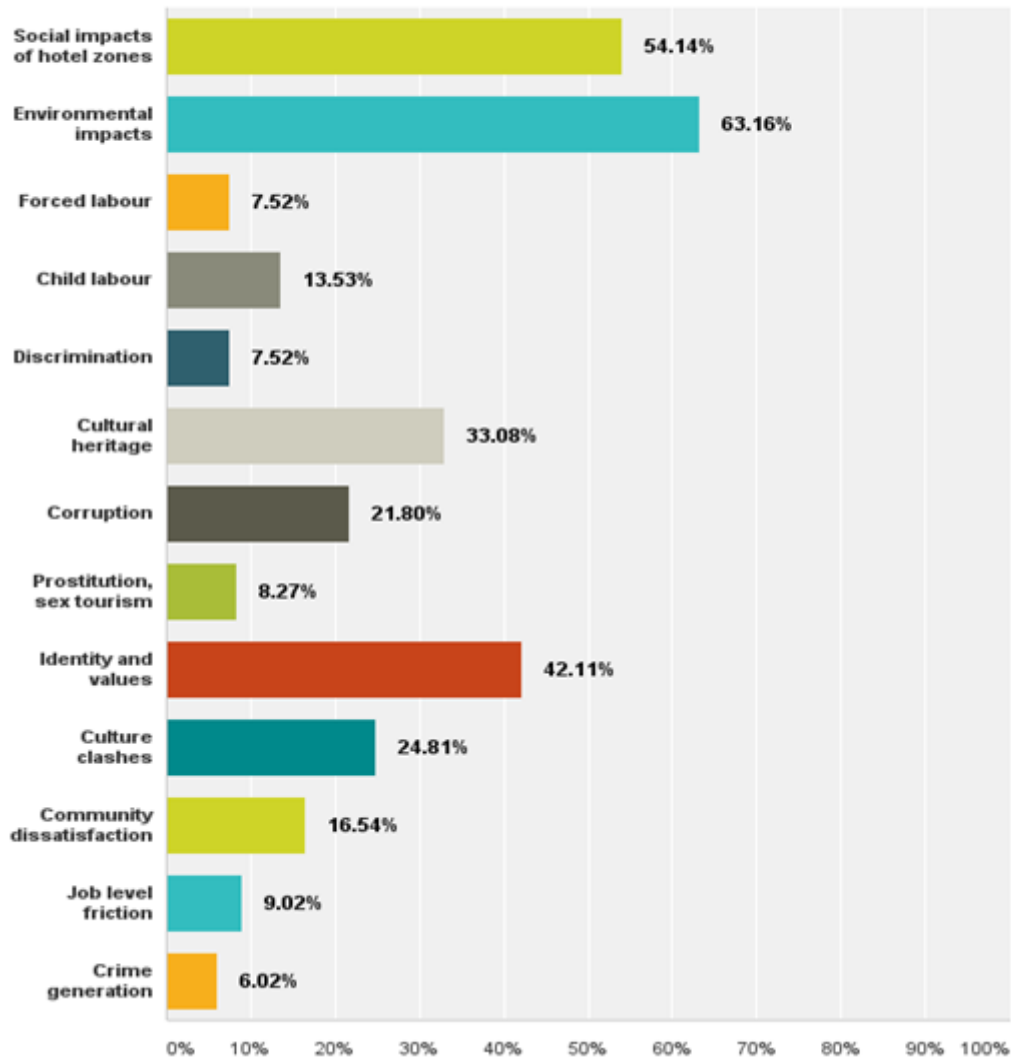
In your opinion, what are the main positive impacts of the tourism sector you have observed in Myanmar?

Answered: 136 Skipped: 3



Main negative impacts of tourism development observed

Answered: 133 Skipped: 6



The data was then thematically divided into five main sections: environmental impacts, social impacts, cultural impacts, impacts on labour rights and facilities for tourists.

Environmental impacts

Positive impacts

More than 20% of the respondents considered that tourism could positively impact the environment. 7% of the respondents provided additional comments on the potential positive impacts tourism could have on the environment. They mentioned that there are currently a number of eco-tourism initiatives in the country, such as nature tours. One specific Yangon-based tour operator was mentioned a number of times as a company that offers responsible tourism services. A number of respondents also mentioned that due to increased tourism, there are more garbage bins in tourist areas and efforts are being undertaken to keep tourist spots clean.

Negative impacts

Over 60 percent of the respondents considered that tourism could negatively impact the environment. 25 out of 139 respondents specifically described a number of actual or potential negative environmental impacts of tourism. In particular Inle Lake was referred to as a destination where environmental impacts were considerable. The main issue respondents mentioned were weak waste management and recycling practices, littering by tourists and the lack of garbage bins leading to plastic bottles and plastic bags not being disposed of properly. Respondents also mentioned that they feared that tourism and the construction of hotels would affect Myanmar's fragile ecosystem. They also raised other issues such as air and noise pollution caused by boat engines on Inle Lake, increased number of tourist cars and the lack of sewage systems.

Social impacts

Positive impacts

According to respondents the development of the tourism sector has led to an increase in job opportunities for locals and improved infrastructure and services. Nearly 80% of the respondents to the survey said that tourism could have a positive impact on employment and vocational training opportunities. Other positive impacts included infrastructure development (nearly 62% of the respondents), foreign exchange earnings (43% of the respondents) and the development of healthcare services (almost 9% of the respondents). Approximately 7% of the respondents elaborated on the positive impacts tourism has or could have on local communities in Myanmar. It was mentioned that due to the development of the tourism sector locals have started to learn foreign languages, and in particular English. One respondent mentioned the existence of English learning groups in Bagan.

Negative impacts

More than 50% of the respondents considered that hotel zones could cause social impacts on communities. According to several respondents the development of hotel zones in several areas may lead to the loss of jobs for the local population. One of the respondents

brought as an example Burmese fishermen who lost their jobs due to the construction of hotels in a coastal area. Several tourists expressed their concerns about the impact of hotel zones on local communities. They mentioned the resettlement of communities due to the construction of hotel zones, as well as land grabbing and relocation of communities without compensation.

Out of all respondents, 20% considered that tourism could lead to corruption. A little over 16% of the respondents considered that tourism could lead to community dissatisfaction. Approximately 8% of the respondent answered that tourism may promote sex tourism in Myanmar.

Respondents on several occasions mentioned instances of harassment of vendors by tourists and as well harassment of tourists by vendors. The elimination of small businesses and dominance of foreign investors were also raised as a concern by the respondents.

6% of the respondents said that tourism could lead to crime generation. According to a number of respondents tourism has led to an increase of social inequality in the country. Increased numbers of beggars in tourist areas were mentioned, including in Bagan and Mandalay. In two instances tourists mentioned monks begging for money.

A number of respondents mentioned that tourism could have a negative impact on the livelihoods of communities. Examples that were mentioned included increased wealth disparity and increased prices for food and land.

Cultural impacts

Positive impacts

Nearly 60% of the respondents considered that tourism could have a positive impact on cultural preservation. Three respondents gave a description of positive impacts of tourism on the culture heritage of Myanmar. According to one of the respondents, thanks to tourism more attention is given to local cultural heritage. Artisanal workshops for tourists in the Inle Lake were also mentioned as promoting Myanmar culture. Respondents to the survey considered that cultural exchange between foreigners and Myanmar society is very important as it preserves and promotes Myanmar culture and traditions.

Negative impacts

As to the negative impacts on culture, more than 42% of the respondents said that tourism could impact the local identity and values of Myanmar society, 33% of the respondents said that tourism could negatively affect cultural heritage and almost 25% of the respondents mentioned that tourism could lead to culture clashes. One respondent was concerned about large group tours who may not be interested in Myanmar culture or traditions. Another respondent considered that development of the tourism sector leads to the westernization of Myanmar and the destruction of Myanmar culture.

Several respondents mentioned disrespectful behaviour of tourists towards local communities. The examples included: inappropriately dressed tourists at religious sites and tourists taking pictures of local ethnic tribal groups. Other concerns such as locals not

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participating in “community tourism” and exploitation of ethnic minorities and their traditions to entertain tourists were also identified.

Respondents also mentioned that with the development of tourism local communities are changing their beliefs relating to nature, food and local traditions. According to one respondent, Shan State’s cultural heritage has been destroyed by tourism. Discriminatory treatment of local communities by guides from different ethnic groups was also outlined.

Labour rights

Negative impacts

7.5% of the respondents considered that forced labour was a negative impact of tourism and 13.5% referred to child labour. One respondent noted workers employed in the tourism sector were poorly paid.

Some respondents were very concerned about child labour and the presence of young children in the streets, outside temples and pagodas, selling goods and saying they need money for school. According to the survey child labour was observed in Bagan, Nyaungshwe, Ngapali Beach and Mandalay.

Facilities for tourists

Respondents to the survey mentioned a number of issues related to the quality of services offered to tourists in Myanmar. They mentioned the lack of quality accommodation at affordable prices, rudeness and aggressive behaviour by vendors, poor transportation facilities and poor sanitation facilities and roads.



The Myanmar Centre for Responsible Business (MCRB) was set up in 2013 by the Institute for Human Rights and Business (IHRB) and the Danish Institute for Human Rights (DIHR) with funding from several donor governments. Based in Yangon, it aims to provide a trusted and impartial platform for the creation of knowledge, capacity, and dialogue amongst businesses, civil society organizations (CSO) and governments to encourage responsible business conduct throughout Myanmar. Responsible business means business conduct that works for the long-term interests of Myanmar and its people, based on responsible social and environmental performance within the context of international standards.

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