

# The Socio-Economic Impact of Tourism in the Mediterranean



## DestiMED PLUS Project

Ecotourism in Mediterranean Destinations: From  
Monitoring and Planning to Promotion and Policy Support

Developed by:  
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Contributions from:  
IUCN Med, WWF Med



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## DestiMED PLUS Partnership



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## Executive Summary

The aim of this report is to draw up a baseline of the socio-economic implications of tourism for the Mediterranean countries where the Pilot Actions of the DestiMED PLUS project are located: Albania, Croatia, France, Greece, Italy and Spain.

The socio-economic situation analysis with regard to tourism in these Mediterranean countries has been carried out based on the analysis of data from socio-economic indicators obtained from public databases, such as ILOSTAT and The World Bank. The present analysis has been structured following the configuration of the set of socio-economic indicators of the upgraded DestiMED Standard. This allows to, later on, compare the socio-economic results of each ecotourism package studied in the DestiMED PLUS project with the socio-economic situation of the country and the country's tourism sector. The applied methodology is the [Product Social Impact Assessment \(PSIA\)](#), developed by the Roundtable for Product Social Metrics.

The data analysis showed a comparison of the socio-economic situation at the country level with the socio-economic situation of the tourism sector in each country for some indicators. It has been seen that the tourism sector, in various social topics, has a more negative socioeconomic performance than the national average. For example, in terms of working hours, employees in the tourism sector are working between 1 and 9 hours more than the national average and in some cases the average monthly salary for tourism is well below the average monthly salary in the country.

On the other hand, this analysis also showed that there are some social issues that will need to be monitored more closely depending on the country. For example, it might be possible to find more concerns with regard to forced labour and illegal labour in Greece, as they are ranking relatively high for the Global Slavery Index. In the case of Albania, special attention should be put on the working hours as in the tourism sector people work approximately 50 hours a week on average. Finally, another example from Spain refers to the necessity to look closely at the gender wage gap, with currently 22% lower salary for women in the tourism sector.

More information on the applied methodology and the results of the analysis can be found in the following pages.

## Introduction

Nowadays, a component that makes the tourism sector more competitive is sustainability, as in many cases the quality of a tourist destination is closely linked to nature, culture and the local community. The idea of sustainable tourism and sustainable development has greatly altered the approach with which the tourism impact is understood and measured, by integrating key issues and dimensions previously ignored, such as socio-economic impacts. Tackling the socio-economic impact of tourism is important, as the World Tourism Organization stated, because sustainable tourism should “respect the socio-cultural authenticity of host communities, conserve their built and living cultural heritage and traditional values, and contribute to intercultural understanding and tolerance”.

The socio-economic impacts are the social and economic consequences of an industrial activity towards the human population. The most common way to measure this type of impacts is through the development and assessment of a series of socio-economic indicators. Thus, the Interreg MED DestiMED PLUS project has upgraded the DestiMED Standard including, among other issues, a set of socio-economic indicators to measure the socio-economic impact of the ecotourism packages created by the different Pilot Actions involved.

The DestiMED [Standard](#) is a complete set of criteria and indicators for protected areas and LECs (Local Ecotourism Clusters), developed during the DestiMED project and adopted by the MEET Network, to manage aspects like the quality and the sustainability of the ecotourism products they offer to the market. The Standard consists of several pillars and supporting criteria that take into account governance, conservation, socio-economic and environmental considerations.

The aim of this report is to draw up a baseline of the socio-economic implications of tourism for the Mediterranean countries where the Pilot Actions of the DestiMED PLUS project are located: Albania, Croatia, France, Greece, Italy and Spain. Furthermore, this document should also provide the necessary information to compare, in terms of socio-economic performance, conventional tourism with ecotourism. This will be done through an analysis of the socio-economic assessment of the DestiMED PLUS ecotourism packages, whose results will be presented in the project Deliverable 3.4.3 Socio Economic Assessment of new packages and Recommendations.

## Methodology

The baseline of the socio-economic situation with regard to tourism has been carried out based on the analysis of quantitative data from a selected set of socio-economic indicators. These data have been obtained from public databases such as ILOSTAT and the World Bank, among others.

The present analysis has been structured following the configuration of the set of socio-economic indicators of the upgraded DestiMED Standard. This allows to later compare the socio-economic results of each ecotourism package with the socio-economic situation of the country and the country's tourism sector.

The methodology followed to socioeconomically assess the impacts of the ecotourism packages of the DestiMED PLUS project is the [Product Social Impact Assessment \(PSIA\)](#) methodology, developed by the Roundtable for Product Social Metrics. The PSIA methodology focuses on assessing social impacts of individual products and services rather than the impact of a company as a whole. The methodology consists of four key elements:

1. Stakeholder groups
2. Social topics
3. Performance indicators
4. Impact assessment (with reference scales)

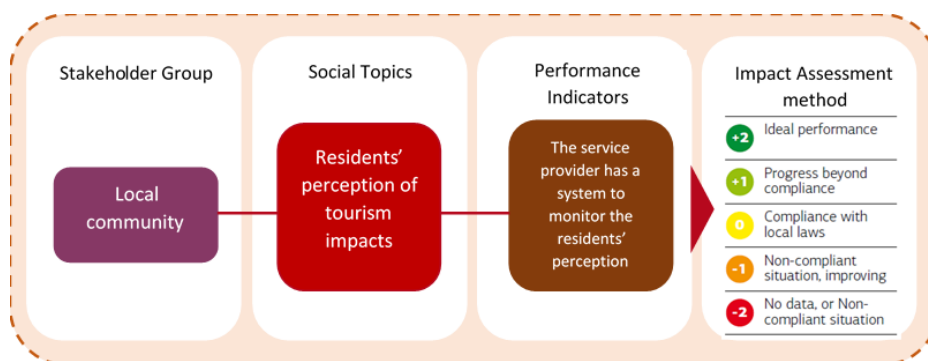


Figure 1. Key components of the methodology.

In the PSIA methodology, social impacts are assessed in connection to various groups of stakeholders, people who may be directly or indirectly affected throughout the life cycle of products or services. Those stakeholder groups are, in the case of the DestiMED PLUS project: workers, local community, supply chain and tourists. Each stakeholder group is associated with a set of social topics such as health and safety, local employment, well-being, etc. These social topics represent positive or negative impacts on stakeholders that may occur at various life cycle stages of the products or services. Inventory data for each of the social topics is collected via indicators and the performance indicators derived from them.



*Figure 2. Social topics for each stakeholder group.*

The PSIA methodology uses a combination of direct and indirect performance indicators for each indicator to guide the data collection process. Performance indicators (PIs) are quantitative or qualitative markers of performance. They underline the reference scales used to assess the performance of a product or a service on the stakeholder group in question and provide guidelines for the type of data that needs to be collected to correctly assess the impact of a product or service. The data is interpreted with a scale. The scale allows users to compare the data to a reference, usually an international standard or a sector's best-in-class. The reference points could even be set as improvement targets. The referencing step is crucial to interpret the

results and support informed decision making. The PSIA methodology is designed to consider both positive and negative impacts of the product or service, using a 5-point scale. Each position on the scale is a performance reference point assigned a score ranging from -2 to +2. A score of -2 is unacceptable performance and +2 is ideal performance.

|    |                                   |
|----|-----------------------------------|
| 2  | Ideal performance                 |
| 1  | Intermediate positive performance |
| 0  | Compliance                        |
| -1 | Intermediate negative performance |
| -2 | Non-acceptable performance        |

*Table 1. Generic scale to assess socioeconomic performance.*

So, with regard to the present report, the analysis of the socio-economic implications of tourism in the countries where the DestiMED Plus packages are located is carried out, in the first place, on the basis of the stakeholder groups. Furthermore, each stakeholder group is structured according to the set of social topics that correspond to them. For each social topic, data that allows to show the socio-economic performance of the tourism sector with regards that particular topic and for each country has been collected.

The information gathered at country and sector level is discussed in this report, and whenever possible a comparison with the reference scale of the indicators developed for this specific topic in the DestiMED Standard is made. This study will serve as a basis for comparing whether other ways of doing tourism distinct from conventional tourism, such as ecotourism, have fewer negative impacts and more positive impacts on society and the economy.

## Assessment

The assessment has been organized by stakeholder, thus, information for each assessed country is presented by the following stakeholder category: (i) workers, (ii) local community, (iii) value chain and (iv) consumer/tourist.

However, to facilitate the country specific reading, information has been summarized by country in Annex 1. The six following countries have been analysed: (i) Albania, (ii) Croatia, (iii) France, (iv) Greece, (v) Italy, (vi) Spain.

## Workers

Workers are those who operate in a specific industry in order to deliver a valuable product or service. Companies and facilities have a great influence on the overall workers wellbeing, starting with remuneration but also in terms of working conditions and motivation. It is also important for companies that workers are healthy, educated, satisfied and committed in order to be able to perform their tasks at an optimal level. Thus, it is necessary to protect and improve the situation of workers for them, but also for the proper functioning of the company.

### Working Conditions

The topic Working Conditions refers to the working environment and characteristics of an employee's terms and conditions of employment. In general, Working Conditions cover a broad range of issues, from the remuneration to work-life balance, as well as the nature of the contracts. The indicators developed in the framework of the DestiMED PLUS project to assess the impacts of ecotourism packages in terms of the Working Conditions of workers are: Forced Labour/Illegal Labour, % of jobs in tourism that are seasonal, Working hours/Overtime and Fair Salary. For the topic Working Conditions enough data, both in terms of the situation at the country level and in the tourism sector, has been obtained for the six DestiMED PLUS participating countries.

The first information set in the report contains data on modern slavery at a country level, which can be used to assess the indicator "Forced Labour/Illegal Labour" of the DestiMED Standard. Modern slavery is the exploitation of other people for personal or commercial gain. Modern slavery takes many forms, the most common are: human trafficking, forced labour, debt bondage, slavery of children, forced and early marriage, etc. The Global Slavery Index presents a ranking of 167 countries based on the percentage of the population estimated to be in modern slavery. It can be seen in Table 1 that, on the one hand, France, Spain and Italy occupy positions at the bottom of the ranking, but on the other hand, Croatia, Albania and Greece occupy substantially advanced positions in the ranking, highlighting Greece at number 27. Occupying position 27, as we can see in the column Estimated Proportion Living in Modern Slavery of Table 1, means that almost 8 out of 1000 people are subjected to some form of modern slavery. Also, in the same table, it can be seen that the Government Response Rating of the countries that are higher in the ranking, Greece and Albania, is lower (BB). The Government Response Rating is based on tracking government progress toward the achievement of a series of milestones focused on the abolishment of modern slavery and the rating scale goes from AAA, meaning the best performance, to D, meaning the worst performance.

Relating this information in Table 1 with the reference scale of the indicator “Forced Labour/Illegal Labour” of the DestiMED Standard, although a direct relationship cannot be made, it can be assumed that the countries with a higher Global Slavery Index, and therefore the countries with a lower proportion of people suffering from modern slavery, will probably have a better performance for this indicator.

*Table 1 Global Slavery Index, Government Response Rating, Estimated Proportion of People Living in Modern Slavery (%) and Vulnerability to Modern Slavery. Source: Walk Free (2018).*

*Global Slavery Index. Available from:*

<https://www.globalslaveryindex.org/2018/data/maps/#prevalence>

| Country | Global Slavery Index | Government Response Rating | Estimated Proportion Living in Modern Slavery (‰) |
|---------|----------------------|----------------------------|---------------------------------------------------|
| Albania | 43/167               | BB                         | 6.87                                              |
| Croatia | 54/167               | BBB                        | 5.99                                              |
| France  | 136/167              | BBB                        | 2.01                                              |
| Greece  | 27/167               | BB                         | 7.91                                              |
| Italy   | 122/167              | BBB                        | 2.43                                              |
| Spain   | 124/167              | BBB                        | 2.27                                              |

Table 2 shows the % of workers whose job has a pre-determined termination date. There is data for all countries except Albania, which could not be found. It can be seen that the country with the highest rate of temporary work is Spain, where more than one in four workers on a temporary contract. The rest of the countries range between 12.51% and 18.25% of temporary work, with Greece having the least temporary work value.

Comparing these values with the reference scale of the indicator “% of jobs in tourism that are seasonal” from the DestiMED Standard, Spain shows a compliant performance (25-35% of temporary employment), Croatia, France and Italy show intermediate positive performance (15-25% of temporary employment) and, finally, Greece shows an ideal performance (<15% of temporary employment). However, it should be taken into consideration that the data in Table 2 do not refer to the tourism sector in particular, but represent general data from each country. Therefore, and taking into account that the concentration of tourism-related activities is given during the summer<sup>1</sup> and other various information indicating that the temporality of jobs in the tourism sector is much higher than in other sectors, meeting with the compliant or positive

<sup>1</sup> Duro & Turrón-Prats (2019) Tourism Seasonality Worldwide. Tourism Management Perspectives, Vol. 31, pp. 38-53

levels of the Standard means that the performance with respect to the tourism sector is much more positive.

*Table 2 Temporary employment (%). Source: OECD (2019). Available from: <https://data.oecd.org/emp/temporary-employment.htm>*

| Country | Temporary employment (%) |
|---------|--------------------------|
| Albania | -                        |
| Croatia | 18.25                    |
| France  | 16.39                    |
| Greece  | 12.51                    |
| Italy   | 16.99                    |
| Spain   | 26.26                    |

Table 3 is showing the mean weekly hours actually worked per employed person at country level and at each country's tourism sector level. It can be seen that the country showing a lower average of hours worked per employee is France, with 36 hours. On the other hand, Albania and Greece are the countries where workers work the most, with a mean of 41 hours worked per employee. As for the tourism sector, the first thing that can be seen is that the average number of hours worked by workers in all cases is higher than the country mean, except in the case of Spain which is the same. In the case of Albania, the difference between the country mean and the tourism sector mean is considerable, with the tourism sector employees working on average 9 hours more. Also, in Albania, clearly the tourism sector exceeds the overtime allowed by law which is 200 a year.

Comparing the values in Table 3 with the reference scale of the "Working hours/Overtime" indicator of the DestiMED Standard, it can be seen that almost all countries would obtain at least a compliant performance, as overtime does not exceed the maximum stipulated by law. However, there is the exception of Albania, which would remain in a negative performance due to exceeding the overtime allowed per year by law.

*Table 3 Country and tourism mean weekly hours actually worked per employed person. Source: ILO (2019). Available from: <https://ilostat.ilo.org/topics/working-time/>*

| Country | Country mean weekly hours actually worked per employed person | Tourism mean weekly hours actually worked per employed person |
|---------|---------------------------------------------------------------|---------------------------------------------------------------|
| Albania | 41                                                            | 50                                                            |
| Croatia | 39                                                            | 40                                                            |
| France  | 36                                                            | 38                                                            |
| Greece  | 41                                                            | 44                                                            |
| Italy   | 37                                                            | 38                                                            |
| Spain   | 37                                                            | 37                                                            |

In Table 4, for all countries, it is observed that the minimum monthly wage is in, or exceeds, the range of the monthly living wage. Similarly, the average monthly wage, in all cases, exceeds both the value of the minimum monthly wage and the value of the monthly living wage. As for the average monthly salary in the tourism sector, it can be seen that for all countries it is higher than the minimum monthly salary and the monthly living wage, although it is substantially below the average country monthly salary.

Making a comparison between the average values of wages in the tourism sector in Table 4 with the reference scale of the “Fair Salary” indicator of the DestiMED Standard, it could be said that all countries show at least a compliant performance as they get to pay at least the minimum monthly wage.

*Table 4 Country living wage per month (single adult) and country minimum wage per month (single adult) (USD and National currency). Source: ILO (2019) and Wage Indicator (2019). Available from: <https://ilostat.ilo.org/topics/wages/> <https://wageindicator.org/> and Country and tourism (accommodation and food services activities) mean nominal monthly earning of employees (USD and National currency). Source: ILO (various years 2014-2019). Available from: <https://ilostat.ilo.org/topics/wages/>*

| Country | Living wage per month |                   | Minimum wage per month |                   | Total average wage per month |                   | Tourism average wage per month |                   |
|---------|-----------------------|-------------------|------------------------|-------------------|------------------------------|-------------------|--------------------------------|-------------------|
|         | USD                   | National currency | USD                    | National currency | USD                          | National currency | USD                            | National currency |
| Albania | -                     | -                 | 288                    | 30000             | 477                          | 52380             | 273                            | 30003             |
| Croatia | 551-791               | 3470-4980         | 666                    | 4250              | 1404                         | 8073              | 1200                           | 6898              |
| France  | 1113-1493             | 925-1240          | 1848                   | 1554              | 3423                         | 3030              | 2395                           | 2120              |
| Greece  | 572-794               | 475-660           | 773                    | 650               | 1047                         | 887               | 783                            | 663               |
| Italy   | 825-1149              | 685-955           | -                      | -                 | 3265                         | 2458              | 2329                           | 1753              |
| Spain   | 776-1035              | 645-860           | 1130                   | 950               | 2363                         | 2001              | 1411                           | 1686              |

## Gender Equality

In the workplace, Gender Equality is the equal treatment and access of female and male employees to the same opportunities and company resources. This includes equal opportunities and consideration for progression and promotion, preferred jobs and inclusion in decision-making processes. The indicator developed in the framework of the DestiMED PLUS project to assess the impacts of ecotourism packages in terms of the gender equality of value chain workers is: % of employment for each gender and gender wage gap. For this topic, enough data

has been obtained for the six countries, both in terms of the situation at the country level and at the level of the tourism sector.

In Table 5, it can be seen that, at the country level, the percentage of working men is significantly higher than that of working women in all cases. As for the tourism sector, the pattern is no longer the same for all countries. In the case of Albania and Greece, this gender gap still persists, but for the rest of the countries it is the other way around, more working women than men. In any case, the proportion of men/women or women/men in no case exceeds 60/40 or vice versa.

*Table 5 Total labour force by sex and tourism labour force by sex. Source: ILO (2019). Available from: <https://ilostat.ilo.org/topics/population-and-labour-force/>*

| Country | Total labour force (%) |        | Tourism labour force (%) |        |
|---------|------------------------|--------|--------------------------|--------|
|         | Male                   | Female | Male                     | Female |
| Albania | 57                     | 43     | 58                       | 42     |
| Croatia | 54                     | 46     | 45                       | 55     |
| France  | 52                     | 48     | 44                       | 56     |
| Greece  | 58                     | 42     | 54                       | 46     |
| Italy   | 58                     | 42     | 49                       | 51     |
| Spain   | 55                     | 45     | 47                       | 53     |

Table 6, shows the values of the proportion of women in managerial positions and the proportion of firms with female participation in ownership. The huge gender gap when it comes to representing important positions within companies and even when it comes to owning a company can be easily observed. All countries show values significantly below 35% for women in both cases, except for Greece, where 46% of companies' ownership belongs to women.

*Table 6 Proportion of women in managerial positions (%) and Firms with female participation in ownership (%). Source: ILO (2019) and World Bank (various years 2005-2019). Available from: <https://ilostat.ilo.org/topics/population-and-labour-force/> <https://data.w>*

| Country | Proportion of women in managerial positions (%) | Firms with female participation in ownership (%) |
|---------|-------------------------------------------------|--------------------------------------------------|
| Albania | 34.1                                            | 20.7                                             |
| Croatia | 26.4                                            | 31.7                                             |
| France  | 34.6                                            | -                                                |
| Greece  | 28                                              | 45.9                                             |
| Italy   | 27.8                                            | 24                                               |
| Spain   | 33.2                                            | 34.1                                             |

Finally, with regard to Gender equality, Table 7 contains data related to the salaries of men and women both at the country level and at the level of the tourism sector for each country. In each country, it can be seen that women are earning at least almost 10% less than men on average.

In the case of Italy and France this value climbs up to 17.5%. In the case of tourism, the gender wage gap continues to exist but is lower than the country's general gap. Albania shows the smallest gap, in the case of the tourism sector, where women are earning 1.16 % less than men.

Comparing the data in Table 5, Table 6 and Table 7 with the reference scale of the “% of employment for each gender and gender wage gap” indicator of the DestiMED Standard, it can be said that, with regard the gender parity between regular workers, all countries show at least a compliant performance, since the proportions of men/women do not exceed 40/60 or vice versa. When talking about gender parity at managerial positions the situation changes and all countries are far from reaching gender parity. Because no country reaches gender parity at managerial positions, no country would be able to achieve an ideal performance with regard to this indicator. Finally, all countries have a gender wage gap in the tourism sector greater than 5%, with the exception of Albania. In this case only Albania could aspire to have a compliant or positive performance. Particularly, in the case of Spain the fact that the gender wage gap in tourism is above 20% makes the performance non-acceptable.

*Table 7 Country mean nominal monthly earnings of employees by sex and tourism (accommodation and food service activities) mean nominal monthly earnings of employees by sex. Source: ILO (various years 2014-2019). Available from: <https://ilostat.ilo.org/topics/wa>*

| Country | Country mean nominal monthly earnings of employees |                            |                    | Tourism mean nominal monthly earnings of employees |                            |                    |
|---------|----------------------------------------------------|----------------------------|--------------------|----------------------------------------------------|----------------------------|--------------------|
|         | Male (National currency)                           | Female (National currency) | Male vs Female (%) | Male (National currency)                           | Female (National currency) | Male vs Female (%) |
| Albania | 54940                                              | 49411                      | 10,06              | 30155                                              | 29806                      | 1,16               |
| Croatia | 8454                                               | 7670                       | 9,27               | 7305                                               | 6611                       | 9,50               |
| France  | 3268                                               | 2696                       | 17,50              | 2220                                               | 2000                       | 9,91               |
| Greece  | 939                                                | 824                        | 12,25              | 683                                                | 641                        | 6,15               |
| Italy   | 2664                                               | 2197                       | 17,53              | 1818                                               | 1699                       | 6,55               |
| Spain   | 2228                                               | 1751                       | 21,41              | 1356                                               | 1067                       | 21,31              |

## Health & Safety

When talking about Health & Safety at work, reference is made to the absence of disease or infirmity of workers, but also includes the physical and mental elements affecting health. The indicator developed in the framework of the DestiMED PLUS project to assess the impacts of ecotourism packages in terms of the Health & Safety of value chain workers is: Presence of a formal policy concerning health and safety. For the topic health and safety enough data, both in

terms of the situation at the country level and at the level of the tourism sector, has been obtained for all countries except for Albania, for which only data about the number of sites covered by ISO 45001:2018 certificates have been found.

Table 8 shows that, in all cases, in terms of fatal occupational injuries, the values of the tourism sector are lower than the country values. It should be noted, however, that in the case of France the value of fatal injuries in the tourism sector is very similar to the value at the country level. On the other hand, in the case of Croatia and Greece there have been no fatal injuries in the tourism sector for the period studied. With regard to non-fatal occupational injuries, in most countries the number of non-fatal injuries in the tourism sector is almost equal to or even higher than at the country level.

*Table 8 Country fatal and non-fatal occupational injuries per 100000 workers and tourism (accommodation and food service activities) fatal and non-fatal occupational injuries per 100000 workers. Source: ILO (2015). Available from: <https://ilostat.ilo.org/topics>*

| Country | Country fatal occupational injuries per 100000 workers | Tourism fatal occupational injuries per 100000 workers | Country non-fatal occupational injuries per 100000 workers | Tourism non-fatal occupational injuries per 100000 workers |
|---------|--------------------------------------------------------|--------------------------------------------------------|------------------------------------------------------------|------------------------------------------------------------|
| Albania | -                                                      | -                                                      | -                                                          | -                                                          |
| Croatia | 2.2                                                    | 0                                                      | 950.7                                                      | 683.3                                                      |
| France  | 2.6                                                    | 2.1                                                    | 3160.3                                                     | 4571.3                                                     |
| Greece  | 1.2                                                    | 0                                                      | 159.6                                                      | 223.1                                                      |
| Italy   | 2.4                                                    | 0.8                                                    | 1313.9                                                     | 1191.8                                                     |
| Spain   | 2.3                                                    | 0.3                                                    | 2767.6                                                     | 3243.8                                                     |

Table 9 shows the data related to the number of sites covered by ISO 45001:2018 on Occupational health and safety (OH&S) management systems certificates per billion USD of PIB for each country. The purpose of an OH&S management system is to provide a framework for managing OH&S risks and opportunities. The aim and intended outcomes of the OH&S management system are to prevent work-related injury and ill health to workers and to provide safe and healthy workplaces. The data used to develop the indicator in Table 9 comes from ISO and the World Bank. It can be seen that Albania, Croatia, Italy and Spain are the countries with the highest number of sites with the ISO 45001:2018 per billion USD of GDP, while France and Greece present the lowest number of certified sites.

If the information in Table 8 and Table 9 is compared with the reference scale of the “Presence of a formal policy concerning health and safety” indicator of the DestiMED Standard, we assume that a lower number of injuries and a greater number of companies certified with ISO 45001:2018 means that there is a greater general interest in the country in terms of working

toward the improvement of the occupational health and safety. In this line, Italy and Croatia could be highlighted for the best performance.

*Table 9 Number of sites covered by ISO 45001:2018 certificates per billion USD of GDP. Source: Own elaboration.*

| Country | Number of sites covered by ISO 45001:2018 certificates per billion USD of GDP |
|---------|-------------------------------------------------------------------------------|
| Albania | 3046,4                                                                        |
| Croatia | 2688,5                                                                        |
| France  | 548,2                                                                         |
| Greece  | 591,7                                                                         |
| Italy   | 3666,5                                                                        |
| Spain   | 2878,1                                                                        |

### **Freedom of Association & Collective Bargaining**

Freedom of Association & Collective Bargaining refers to workers having the right to establish and to join organisations of their choice without prior authorisation, to promote and defend their interests, and to negotiate collectively with other parties freely. The indicator developed in the framework of the DestiMED PLUS project to assess the impacts of ecotourism packages in terms of freedom of association and collective bargaining of value chain workers is: Workers are free to join unions of their choosing. For the topic freedom of association and collective bargaining, enough data in terms of the situation at the country level has been obtained for all countries.

In Table 10, Trade union density rate refers only to the % of employees that are members of a trade union, excluding union members who are not in paid employment. Collective bargaining coverage includes workers whose pay and/or conditions of employment are determined by one or more collective agreements. The data in Table 10 show that the number of workers who are part of a union is relatively small. France is standing out with only 8.1% of unionized workers. . On the other hand, the country with the most unionized people is Italy, with 36.8%. As for the workforce working under collective bargaining, different data is observed. In the case of France, Spain and Italy most of the workers are covered by collective bargaining, in Albania and Croatia about a half of the workers and in Greece only 15% of workers.

With the available data, it could be said that, probably, the countries with a higher % of trade union density and collective bargaining coverage have companies that are more committed to their workers' rights and therefore, comparing it with the reference scale of the DestiMED Standard indicator "Workers are free to join unions of their choosing", they would get a better

scoring for this particular topic. In this way, considering the two values in Table 10 for each country, Italy is the country with the highest trade union density rate and collective bargaining coverage rate and Greece with the lowest.

*Table 10 Trade union density rate (%) and Collective bargaining coverage rate (%). Source: ILO (various years 2013-2014). Available from: <https://ilostat ilo.org/es/topics/union-membership/>*

| Country | Trade union density rate (%) | Collective bargaining coverage rate (%) |
|---------|------------------------------|-----------------------------------------|
| Albania | 13.3                         | 58                                      |
| Croatia | 29.4                         | 49.2                                    |
| France  | 8.1                          | 98.5                                    |
| Greece  | 23                           | 15                                      |
| Italy   | 36.8                         | 80                                      |
| Spain   | 16.8                         | 80.2                                    |

## Training

The topic Training of workers refers to the extent to which companies or facilities provide staff with the proper amount of adequate training to increase the knowledge and skills of employees for doing specific jobs and other general aspects. The indicator developed in the framework of the DestiMED PLUS project to assess the impacts of ecotourism packages in terms of training of value chain workers is: Training hours per year. For the topic training, enough data in terms of the situation at the country level, has been obtained for all countries with the exception of Albania, for which no data has been found.

Continuing Vocational Training (CVT) is the training that emphasizes skills and knowledge required for a particular job function or a trade. In Table 11 can be seen, in first place, that the companies of all countries that provide Continuing Vocational Training (CVT) courses offer, on average, between 11 and 13.4 hours of training per employee. On the other hand, the % of enterprises providing training shows that, in general, most companies provide training to their workers. However, it should be noted that in the case of Greece this is not true, where the number of companies offering training is substantially less than 50%.

If we assume that the hours of CVT courses provided are all the hours of training offered by companies and these values are compared with the reference scale of the indicator “Training hours per year” of the DestiMED Standard, it can be said that no country reaches a compliant performance, that requires at least 20 hours of training. In fact, countries like France and Spain are below what is required by law which is 30 and 20 hours of training for workers respectively.

*Table 11 Hours spent in CVT courses per person employed in enterprises providing CVT courses and Enterprises providing training (% of all enterprises). Source: Eurostat (2015). Available*

from: [https://appsso.eurostat.ec.europa.eu/nui/show.do?dataset=trng\\_cvt\\_24s](https://appsso.eurostat.ec.europa.eu/nui/show.do?dataset=trng_cvt_24s)  
[https://appsso.eurostat.ec.europa.eu/nui/show.do?dataset=trng\\_cvt\\_01s](https://appsso.eurostat.ec.europa.eu/nui/show.do?dataset=trng_cvt_01s)

| Country | Hours spent in CVT courses per person employed in enterprises providing CVT courses | Enterprises providing training (% of all enterprises) |
|---------|-------------------------------------------------------------------------------------|-------------------------------------------------------|
| Albania | -                                                                                   | -                                                     |
| Croatia | 11                                                                                  | 55.4                                                  |
| France  | 13.4                                                                                | 78.9                                                  |
| Greece  | 12.5                                                                                | 21.7                                                  |
| Italy   | 12.6                                                                                | 60.2                                                  |
| Spain   | 12.3                                                                                | 86                                                    |

## Local Community

The Local Community includes those who are indirectly impacted by the product because they live in the surroundings on any one of the life-cycle stages of the product development. Companies can have negative impacts on the community as health issues or access to resources such as water or land issues, but can also have positive impacts, such as providing education and jobs. Engaging in fair dialogue with the community can facilitate cooperation and ensure stability within the community as the ability of a company to operate also depends on whether the community accepts the company and agrees with the vision of the company.

### Local Capacity Building

In this case, community capacity building refers to strengthening the skills of people and communities, in order to achieve their goals and overcome particular issues, and is therefore closely related to education and training. Community involvement is the power to bring positive, measurable change to both the communities in which a company operates and to the business. The indicator developed in the framework of the DestiMED PLUS project to assess the impacts of ecotourism packages in terms of capacity building of the local community is: Partnerships involving the local community. For the topic local capacity building, enough data in terms of the situation at the country level has been obtained for all countries.

Table 12 shows the rate of adults in formal and non-formal education and training. It can be seen that the rate varies greatly among different countries. On the one hand, there is France with 51.3% and on the other hand Albania with 9.2%, while the rest of the countries are between these two values.

*Table 12 Participation rate of adults in formal and non-formal education and training (%).**Source: United Nations Global SDG Database (2016). Available from:**<https://unstats.un.org/sdgs/indicators/database/>*

| Country | Participation rate of adults in formal and non-formal education and training (%) |
|---------|----------------------------------------------------------------------------------|
| Albania | 9.2                                                                              |
| Croatia | 31.8                                                                             |
| France  | 51.3                                                                             |
| Greece  | 16.7                                                                             |
| Italy   | 41.5                                                                             |
| Spain   | 43.4                                                                             |

When it comes to achieving minimum levels of knowledge, in this case reading and mathematics, necessary for personal and professional life, in Table 13 it can be seen that the rate of achievement of this knowledge by the people living in rural areas is lower and, in some cases, much lower than the people living in urban areas. This shows a disadvantage between the rural and urban population for life in general, but also in the work context.

As previously mentioned, local capacity building is closely linked to education and training, and therefore it could be said that a higher rate of adults obtaining training and education and a lower difference of achievement of basic learning skills between rural and urban population means that a greater effort is being carried out by public administrations and the private sector to train the population. If this information is compared with the reference scale of the “Partnerships involving the local community” indicator of the DestiMED Standard, it can be said that France would be the country with better performance, followed by Spain and Italy. Croatia would achieve a compliant performance with intermediate values and the lowest performance would be assigned to Greece and Albania.

*Table 13 Rural to urban parity index ratio of achievement of a minimum proficiency level in reading and mathematics. Source: United Nations Global SDG Database (various years 2012-2018). Available from: <https://unstats.un.org/sdgs/indicators/database/>*

| Country | Rural to urban index ratio of achievement of a minimum proficiency level in reading and mathematics |      |
|---------|-----------------------------------------------------------------------------------------------------|------|
|         | Math                                                                                                | Read |
| Albania | 0.79                                                                                                | 0.56 |
| Croatia | 0.85                                                                                                | 0.88 |
| France  | 0.84                                                                                                | 1.06 |
| Greece  | 0.71                                                                                                | 0.7  |
| Italy   | 0.94                                                                                                | 0.83 |
| Spain   | 0.92                                                                                                | 0.93 |

## Local Employment

Local employment refers to all the employment created and provided by a local employer, company or organization in a local area of a country, and is a vital part of a local economic system. The indicators developed in the framework of the DestiMED PLUS project to assess the impacts of ecotourism packages in terms of employment of local community are: % of workforce hired locally and % of spending on locally based suppliers. For the topic local employment, enough data in terms of the situation at the country level has been obtained for all countries.

Table 14 shows the situation of each country in terms of total unemployment and also the comparison between unemployment in urban and rural areas. As can be seen, the highest unemployment rate is that of Greece, with 17.3%, and the lowest is that of Croatia, with 6.6%. In all cases, the unemployment rate in cities is a little higher than in rural areas.

*Table 14 Unemployment rate national and rural/urban areas (%). Source: ILO (2019). Available from: <https://ilostat.ilo.org/topics/population-and-labour-force/>*

| Country | Unemployment rate (%) |       |       |
|---------|-----------------------|-------|-------|
|         | National              | Rural | Urban |
| Albania | 11.5                  | 8.4   | 12.6  |
| Croatia | 6.6                   | 6.7   | 6.6   |
| France  | 8.4                   | 6.6   | 9.4   |
| Greece  | 17.3                  | 14.8  | 18.3  |
| Italy   | 10                    | 9.7   | 10    |
| Spain   | 14.1                  | 13.9  | 14.1  |

Table 15 presents the contribution of the tourism sector to the GDP of each country. The countries with the highest contribution of the tourism sector to the GDP are Croatia and Spain with 11.4%. On the other hand, the lowest contribution to the GDP is observed for Italy, with 5.9%.

Although these data give us an idea of the countries in terms of the possibility of getting a job or in terms of tourism spending in the country, it is difficult to relate them directly to the indicators “% of workforce hired locally” and “% of spending on locally based suppliers” of the DestiMED Standard. However, we will assume that in countries with a lower unemployment rate the chances of finding a job at the local level are higher and that countries with a greater contribution to GDP by the tourism sector may have a higher expense in local supplies.

*Table 15 Travel and tourism contributions to GDP (%). Source: World Bank (various years 2016-2018). Available from:*

[https://tcdata360.worldbank.org/indicators/tot.direct.gdp?country=BRA&indicator=24648&viz=line\\_chart&years=1995,2028](https://tcdata360.worldbank.org/indicators/tot.direct.gdp?country=BRA&indicator=24648&viz=line_chart&years=1995,2028)

| Country | Travel and tourism contribution to GDP (%) |
|---------|--------------------------------------------|
| Albania | 8.49                                       |
| Croatia | 11.4                                       |
| France  | 7.1                                        |
| Greece  | 6.3                                        |
| Italy   | 5.9                                        |
| Spain   | 11.4                                       |

## Well-Being

The topic Well-being relates the impacts of tourism on the happiness and wellness of a community. Sometimes communities perceive that tourism brings a range of negative impacts on society and culture, but at the same time it is also an important source of benefits, such as the economic ones. Knowing what the local community perceives about tourism allows to work toward improving the well-being of the community. The indicator developed in the framework of the DestiMED PLUS project to assess the impacts of ecotourism packages in terms of well-being of the local community is: Residents' perception of tourism impacts. For the topic well-being, enough data in terms of the situation at the country level has been obtained for all countries with the exception of Albania and Croatia for the case of Life satisfaction, where no data has been found.

Table 16 shows some indicators that may be related to the well-being of a population. The first one is Life expectancy and in all countries is quite high, between 78 and 83 years. In terms of the Life Satisfaction index, all the countries show a value of approximately 7 out of 11. Finally, in terms of the Suicide rate, the values for the different countries are diverse. On the one hand there is France and Croatia with the highest suicide values per 100,000 people, respectively 23.9 and 16.5 and on the other hand, there are Greece, Albania, Italy and Spain with lower values, respectively 5, 6.3, 8.2 and 8.7.

In this case it is also difficult to find a direct relationship between these data and the reference scale of the "Residents' perception of tourism impacts" indicator of the DestiMED Standard project. What can be indicated in this case, however, is that those countries with a higher life expectancy, a higher life satisfaction index and a lower suicide rate are countries related to a stronger welfare state. In this respect we can highlight Spain and Italy as countries with more well-being, given that we do not have data for Albania and Croatia in terms of Life Satisfaction index.

*Table 16 Life expectancy at birth (years). Life satisfaction (Mean values on an 11-point scale, with responses ranging from 0 (not at all satisfied) to 10 (completely satisfied). Suicide mortality rate (deaths per 100000 population). Source: World Bank (2019). OECD (2018). United Nations Global SDG Database (2016). Available from:*  
<https://data.worldbank.org/indicator/SP.DYN.LE00.IN>  
<http://www.oecd.org/statistics/how-s-life-23089679.htm>  
<https://unstats.un.org/sdgs/indicators/database/>

| Country | Life expectancy at birth (years) | Life satisfaction (11-point scale) | Suicide mortality rate (deaths per 100000 population) |
|---------|----------------------------------|------------------------------------|-------------------------------------------------------|
| Albania | 78                               | -                                  | 6.3                                                   |
| Croatia | 78                               | -                                  | 16.5                                                  |
| France  | 83                               | 7.25                               | 23.9                                                  |
| Greece  | 82                               | 6.44                               | 5                                                     |
| Italy   | 83                               | 7.07                               | 8.2                                                   |
| Spain   | 83                               | 7.3                                | 8.7                                                   |

## Tourism

The Tourism social topic is related with the capacity of a community to perform what it's commonly known as domestic tourism. Domestic or local tourism is the tourism carried out in the same region or country of residence. Sometimes it is difficult for a citizen to enjoy domestic tourism due to the large number of foreign tourists in the area. The indicator developed in the framework of the DestiMED PLUS project to assess the impacts of ecotourism packages in terms of tourism of the local community is: The service favours local tourism. For the topic tourism, enough data in terms of the situation at the country level has been obtained for all countries with the exception of Albania, for which no data has been found for Expenditure by destination (%).

Table 17 shows the expenditure on tourism by the inhabitants of each country according to the proportion spent on domestic tourism and that spent on international tourism. As it can be seen, with the exception of Croatia, all countries have a substantially higher expenditure on domestic tourism than on international tourism.

*Table 17 Expenditure by destination (domestic/outbound) (%). Source: Eurostat (2017). Available from: <https://ec.europa.eu/eurostat/statistics-explained/pdfscache/34961.pdf>*

| Country | Expenditure by destination (%) |                |
|---------|--------------------------------|----------------|
|         | Domestic trips                 | Outbound trips |
| Albania | -                              | -              |
| Croatia | 39                             | 61             |
| France  | 65                             | 35             |
| Greece  | 76                             | 24             |
| Italy   | 64                             | 36             |
| Spain   | 66                             | 34             |

Table 18 shows the number of guests and the number of nights of accommodation according to whether they are domestic tourists or foreign tourists. It can be seen that in the cases of Albania, Croatia and Greece, there is more foreign than domestic tourism, but in the case of France, Italy and Spain this is different and domestic tourism exceeds or is similar to foreign tourism.

The relationship that can be found between these data and the indicator “The service favours local tourism” of the DestiMED Standard is that, those regions where there is more domestic tourism than foreign tourism, are countries where the inhabitants have more possibilities to access tourist places and to do activities that fit in with their preferences, which are often different from those of foreign tourists. Also, the fact that people in a country do more domestic tourism than international tourism, as can be seen in Table 17, may mean that the circumstances given to be able to do domestic tourism are good. The countries from which data have been obtained that may suggest that the conditions for domestic tourism are very good are Spain, Italy and France. In these three countries, the expenditure on tourism by the inhabitants is higher at the domestic level than at the international level and the number of guests and nights of accommodation are higher or equal to those of international tourism.

*Table 18 Inbound tourism & Domestic tourism guests and overnights. Source: World Tourism Organization (2020), Compendium of Tourism Statistics, Data 2014 – 2018, 2020 Edition, UNWTO, Madrid, DOI: <https://doi.org/10.18111/9789284421459>.*

| Country | Accommodation (Hotels and similar establishments) ('000) |            |          |            |
|---------|----------------------------------------------------------|------------|----------|------------|
|         | Inbound                                                  |            | Domestic |            |
|         | Guests                                                   | Overnights | Guests   | Overnights |
| Albania | 257                                                      | 484        | 171      | 307        |
| Croatia | 5251                                                     | 19851      | 946      | 2305       |
| France  | 34032                                                    | 70859      | 78668    | 129216     |
| Greece  | 12735                                                    | 65941      | 5744     | 13201      |
| Italy   | 43097                                                    | 129692     | 45922    | 133318     |
| Spain   | 45693                                                    | 197981     | 47524    | 110255     |

## Value Chain

The Value Chain stakeholder group can be affected by the product and, at the same time, affect the product quality and security. The quality of goods depends on the skills and know-how of suppliers, so a certain level of trust and satisfaction is important in order to develop solid relationships between companies and suppliers.

### Integration of sustainability in supply chain

The topic Integration of sustainability on supply chain is related with the management of environmental, social and economic impacts and the encouragement of good governance practices throughout the supply chain of a company. The indicators developed in the framework of the DestiMED PLUS project to assess the impacts of ecotourism packages in terms of integration of sustainability on supply chain are: Environmental/social criteria for supplier selection and the company works to reduce the environmental impact of its products. For the topic integration of sustainability on supply chain, enough data in terms of the situation at the country level has been obtained for all countries.

The United Nations Global Compact is a non-binding United Nations pact to encourage businesses worldwide to adopt sustainable and socially responsible policies, and to report on their implementation. The UN Global Compact is the world's largest corporate sustainability initiative with nearly 17000 corporate participants and other stakeholders over 160 countries. Table 19 shows the number of corporations participating in the UN Global Compact per billion USD of GDP for each country. The data for the elaboration of the indicator in Table 19 has been obtained from the UN Global Compact and the World Bank. It can be seen that Spain is the country with the highest number of adhesions to the pact and, on the other hand, Italy is the country with the lowest number of participants per billion USD of GDP.

That a country has a higher number of organizations participating in this pact means that there is a stronger environmental and social awareness. Therefore, relating it to the reference scale of the indicators “Environmental/social criteria for supplier selection” and “The company works to reduce the environmental impact of its products” of the DestiMED Standard, it could be said that the countries with a greater number of participants in the UN Global Compact will get better scoring for the indicators as the likelihood of companies and facilities being committed to the environment and society is higher.

*Table 19 Number of United Nations Global Compact participants per billion USD of GDP. Source: Own elaboration.*

| Country | Number of UN Global Compact participants per billion USD of GDP |
|---------|-----------------------------------------------------------------|
| Albania | 463,6                                                           |
| Croatia | 770,5                                                           |
| France  | 508,6                                                           |
| Greece  | 362,4                                                           |
| Italy   | 178,0                                                           |
| Spain   | 1260,7                                                          |

## Supplier Relationships

Having a good relationship with suppliers is really important as an enterprise relies on suppliers to operate. Suppliers provide the resources for the products or services offered and the resources needed to run the business. The indicator developed in the framework of the DestiMED PLUS project to assess the impacts of ecotourism packages in terms of supplier relationships is: Payments on time to suppliers. This indicator measures the extent to which a company or facility pays to its suppliers as agreed with them and is following the law. For the topic supplier relationships, no data to compare the situation at country and at tourism sector level with the DestiMED indicator Payments on time to suppliers has been found.

## Customer / Tourist

Customers can be impacted by products and services in many ways, for example a product or service can have an effect on the health and safety of users but also can influence affordability and accessibility. Companies also rely on the reputation of the company to be able to operate and for this reason it is crucial to have transparency and to set up mechanisms to facilitate trust between users and the company.

## Transparency

In this case, the topic Transparency is related to corporate transparency that refers to the extent to which a corporation's actions are observable by outsiders, and which also include sustainability actions. The indicator developed in the framework of the DestiMED PLUS project to assess the impacts of ecotourism packages in terms of transparency is: Use of voluntary verified certifications/labelling for environmental/sustainable quality and/or a sustainability report. For the topic transparency on customers, enough data in terms of the situation at the country level has been obtained for all countries.

ISO 14001:2015 specifies the requirements for an environmental management system that an organization can use to enhance its environmental performance. ISO 14001:2015 is intended for use by an organization seeking to manage its environmental responsibilities in a systematic manner that contributes to the environmental pillar of sustainability. Having the ISO 14001:2015 makes an organization transparent from an environmental point of view and also shows the will to improve the environmental performance. The data for elaborating the indicator in Table 21 has been obtained from ISO and the World Bank. The countries with the highest number of organizations with ISO 14001: 2015 per billion USD of GDP, according to Table 21, are Croatia and Spain, while the country with the lowest number of corporations with this ISO is France.

Relating the data in Table 21 to the reference scale of the indicator “Use of voluntary verified certifications/labelling for an environmental/sustainable quality and/or a sustainability report” of the DestiMED Standard, it could be said that those countries with a higher number of corporations audited with ISO 14001:2015 would get a greater score for the indicator in question, as this value shows that in the country there is a greater commitment to the environment that is demonstrated through environmental certifications.

*Table 20 Number of sites covered by ISO 14001:2015 certificates. Source: Own elaboration.*

| Country | Number of sites covered by ISO 14001:2015 certificates per billion USD of GDP |
|---------|-------------------------------------------------------------------------------|
| Albania | 10397,4                                                                       |
| Croatia | 24032,8                                                                       |
| France  | 6836,2                                                                        |
| Greece  | 10339,4                                                                       |
| Italy   | 13632,0                                                                       |
| Spain   | 18573,6                                                                       |

### Quality of the Service

The Quality of the service is related with the excellence of the service provided to customers. The quality of a product or service can be measured based on many parameters. The indicator developed in the framework of the DestiMED PLUS project to assess the impacts of ecotourism packages in terms of quality of the service is: Accessibility to people with disabilities. For the topic quality of the service, enough data in terms of the situation at the country level has been obtained for all countries.

ISO 9001:2015 specifies requirements for a quality management system when an organization needs to demonstrate its ability to consistently provide products and services that meet customer and applicable statutory and regulatory requirements. Table 23 shows the values of the number of sites that have ISO 9011: 2015 per billion USD of GDP by country. The data for elaborating the indicator in Table 22 has been obtained from ISO and the World Bank. As in the case of ISO 14001: 2015, Italy, Spain and France are the countries with the largest number of organizations certified with ISO 14001:2015 and Greece, Croatia and Albania have the least.

If the data is compared with the reference scale of the indicator “Accessibility to people with disabilities”, a direct relationship cannot be found, but since we are evaluating the topic Quality of the service, we can assume that those countries that have more organizations audited with ISO 9001: 2015 have a greater commitment in terms of the quality offered.

Table 21 Number of sites covered by ISO 9001:2015 certificates. Source: Own elaboration.

| Country | Number of sites covered by ISO 9001:2015 certificates per billion USD of GDP |
|---------|------------------------------------------------------------------------------|
| Albania | 26821,2                                                                      |
| Croatia | 49311,5                                                                      |
| France  | 20778,3                                                                      |
| Greece  | 27449,5                                                                      |
| Italy   | 66041,7                                                                      |
| Spain   | 41809,7                                                                      |

## Health & Safety

The Health & Safety of customers is the extent to which a company or facility ensures that consumers are not injured by the product or service. The indicator developed in the framework of the DestiMED PLUS project to assess the impacts of ecotourism packages in terms of health & safety is: Risk management plan. For the topic Health & Safety enough, data in terms of the situation at the country level has been obtained for all countries.

Table 23 shows the number of tourist fatalities from January 1<sup>st</sup> 2013 to December 31<sup>st</sup> 2015 per million of arrivals for each country. The data used to develop the indicator in Table 23 comes from the World Tourism Organization and Reid, Caley, "The Global Epidemiology of Tourist Fatalities" (2017). *Masters of Education in Human Movement, Sport, and Leisure Studies Graduate Projects*. 44. France is the country with the highest number of tourist deaths and Croatia with fewest.

Tourist fatalities data cannot be directly related to the "Risk management plan" indicator of the DestiMED Standard, but it can be assumed that a country with a lower number of tourist deaths may be better managing aspects such as tourist safety.

Table 22 Distribution of Tourist Fatalities by Country of Incidence. Source: Own elaboration.

| Country | Distribution of Tourist Fatalities by Country of Incidence in the period 2013-2015 per milion of arrivals |
|---------|-----------------------------------------------------------------------------------------------------------|
| Albania | 0,16                                                                                                      |
| Croatia | 0,02                                                                                                      |
| France  | 0,34                                                                                                      |
| Greece  | 0,10                                                                                                      |
| Italy   | 0,24                                                                                                      |
| Spain   | 0,12                                                                                                      |

## Feedback Mechanism

The Feedback Mechanism topic refers to the customer feedback. Customer feedback is information provided by customers about their experience with the product or service. Its purpose is to reveal the level of satisfaction and help the company or facility understand where there is room for improvement. The indicator developed in the framework of the DestiMED PLUS project to assess the impacts of ecotourism packages in terms of feedback mechanism is: Presence of a mechanism for customers to provide feedback. For the topic feedback mechanism, enough data in terms of the situation at the country level has been obtained for all countries with the exception of Albania and Croatia.

Table 24 shows the percentages, by country, of people aged 16-65 who feel they have no say in what the government does. This information is the data that has been found to be able to measure somehow the opinion capacity of the population. It can be seen that, of the countries for which data is available, the rate of people who think they have no say in what the government does is about 60% for all countries, except Greece, where this percentage is only 16%.

The data in Table 24 can hardly be related to the indicator “Presence of a mechanism for customers to provide feedback” on the DestiMED Standard, but it can be assumed that the countries with a higher % of people who feel they have no say in what the government does have a lower capacity when it comes to getting feedback from the general population.

*Table 23 Having no say in government (Share of people aged 16-65 who feel they have no say in what the government does). Source: OECD (2012). Available from: <http://www.oecd.org/statistics/how-s-life-23089679.htm>*

| Country | People aged 16-65 who feel they have no say in what the government does (%) |
|---------|-----------------------------------------------------------------------------|
| Albania | -                                                                           |
| Croatia | -                                                                           |
| France  | 63.96                                                                       |
| Greece  | 15.59                                                                       |
| Italy   | 65.35                                                                       |
| Spain   | 59.64                                                                       |

## Conclusions

The present report has collected and analysed a series of data related to various social topics, for the six countries (Albania, Croatia, France, Greece, Italy and Spain) where the different pilot actions of the Interreg MED DestiMED PLUS project are located, in order to draw a basic scenario of the socio-economic situation of the countries and, where information was available, of the tourism sector of these countries.

In the analysis carried out in this document, an attempt has been made to relate the data obtained at country and tourism sector level to the socio-economic indicators developed within the framework of the DestiMED PLUS project to evaluate ecotourism packages. This fact can be used to compare the socio-economic performance of the ecotourism packages of the nine pilot actions of the project, with the performance at the country level and the tourism sector of the country in general.

The analysis of the data showed a comparison of the socio-economic situation at the country level with the socio-economic situation of the tourism sector in each country. This comparison has only been obtained for the data in the Workers section, as for the others, data was only available at the country level. In this line, it has been seen that the tourism sector has a more negative socioeconomic performance than the national average in various social topics. First of all, in terms of hours worked, employees in the tourism sector are working between 1 and 9

hours more than the national average. Moreover, the average monthly salary for tourism is well below the average monthly salary in the country, reaching up to more than 40% lower in some cases. With regard to gender parity, it can be seen that in the tourism sector there is more parity than at the country level, although it would be necessary to know whether parity in the tourism sector also includes parity in managerial positions. On the other hand, the gender wage gap is also lower in terms of tourism than the national average, but despite being lower it is still, in most cases, higher than 6%. Finally, with regard to occupational injuries, they occur, on average, more in the tourism sector than at the country level.

According to the analysis made in this document, there are some social issues that will need to be monitored more closely in certain countries when evaluating ecotourism packages. First, it might be possible to find more concerns with regard to forced labour and illegal labour in Greece, as they are ranked relatively high for the Global Slavery Index. In addition, only 15% of Greek workers work under a collective agreement and only 22% of companies offer training to their employees.

For Albania, special attention should be put on the working hours as, in the tourism sector, people work approximately 50 hours a week on average. Also, in the case of Albania, it should be noted that the tourism sector is receiving an average salary of 40% less than the national average wage. Finally, local capacity building in Albania should be monitored carefully, as in rural areas 50% more people are illiterate than in urban areas, and ecotourism is usually carried out in rural areas.

In the case of Spain, it is necessary to look closely at the gender wage gap, since women in the tourism sector receive 22% lower salaries with respect to men. This may be due either to women earning less in the same position or to women not having sufficient access to higher positions normally tied to higher salaries. In addition, it should be noted that in Spain 1 in 4 workers has a temporary contract, a value much higher than in other countries.

In the case of France, we must be careful about the health and safety of workers, as the values of occupational injuries are well above that of other countries, both at country and tourism levels. Additionally, in France, there is one of the highest values of fatal suicide with 24 suicides per 100,000 people.

Finally, with regard to Italy and Croatia, no value has been detected that could indicate that there is a serious problem in any of the topics studied in this paper.



## Annex: Results per Country

| ALBANIA: OVERALL SOCIO-ECONOMIC SITUATION ANALYSIS |                                                               |                        |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
|----------------------------------------------------|---------------------------------------------------------------|------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Topic                                              | Indicator                                                     | Result                 | Comments                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| Working Conditions                                 | Global Slavery Index                                          | 43/167                 | <ul style="list-style-type: none"> <li>The Global Slavery Index presents a ranking of 167 countries based on the percentage of the population estimated to be in modern slavery. Albania is in the position number 43, that means that is the 43<sup>rd</sup> country with a higher rate of modern slavery over 167 countries, with an estimated proportion of 6.87‰ people living in modern slavery.</li> <li>Workers in Albania work on average 41 hours a week, but in the tourism sector this value is higher and, on average, workers in tourism work 50 hours a week.</li> <li>The overall average wage per month is 477 USD, that is above the minimum wage per month. But, in the tourism sector, the average wage per month is slightly below the minimum wage.</li> </ul> |
|                                                    | Estimated proportion of people living in modern slavery (‰)   | 6.87                   |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
|                                                    | Temporary employment (%)                                      | -                      |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
|                                                    | Country mean weekly hours actually worked per employed person | 41                     |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
|                                                    | Tourism mean weekly hours actually worked per employed person | 50                     |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
|                                                    | Living wage per month (USD)                                   | -                      |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
|                                                    | Minimum wage per month (USD)                                  | 288                    |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
|                                                    | Total average wage per month (USD)                            | 477                    |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
|                                                    | Tourism average wage per month (USD)                          | 273                    |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
| Gender equality                                    | Total labour force (%)                                        | Male: 57<br>Female: 43 | <ul style="list-style-type: none"> <li>In Albania the proportion of male workforce is higher than the female workforce on average at country level and also in the tourism sector.</li> <li>It can also be seen that the rate of women in managerial positions and the proportion of firms with female participation in ownership are very low.</li> <li>In Albania there is a high gender wage gap between males and females that is bigger at country level than the wage gap at tourism sector level.</li> </ul>                                                                                                                                                                                                                                                                 |
|                                                    | Tourism labour force (%)                                      | Male: 58<br>Female: 42 |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
|                                                    | Proportion of women in managerial positions (%)               | 34.1                   |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
|                                                    | Firms with female participation in ownership (%)              | 20.7                   |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
|                                                    | Country gender wage gap (%)                                   | 10.06                  |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
|                                                    | Tourism gender wage gap (%)                                   | 1.16                   |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
| Workers Health & Safety                            | Country fatal occupational injuries per 100000 workers        | -                      | <ul style="list-style-type: none"> <li>For this particular topic, for Albania, there is only data available with regard the Number of sites covered by ISO 45001:2018 certificates per billion USD of GDP. ISO 45001:2018 refers to Occupational health and safety management systems. This number alone doesn't say much, but compared with other Mediterranean countries (see Table 9) it can be said that is high.</li> </ul>                                                                                                                                                                                                                                                                                                                                                    |
|                                                    | Tourism fatal occupational injuries per 100000                | -                      |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
|                                                    | Country non-fatal occupational injuries per 100000 workers    | -                      |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
|                                                    | Tourism non-fatal occupational injuries per 100000            | -                      |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |

|                                                           |                                                                                                     |                                                                                        |                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
|-----------------------------------------------------------|-----------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                                                           | Number of sites covered by ISO 45001:2018 certificates per billion USD of GDP                       | 3046.4                                                                                 |                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| <b>Freedom of Association &amp; Collective Bargaining</b> | Trade union density rate (%)                                                                        | 13.3                                                                                   | <ul style="list-style-type: none"> <li>• The trade union density rate refers to the % of employees that are members of a trade union. In the case of Albania only a 13.3% of employees are members of a trade union.</li> <li>• The collective bargaining coverage includes workers whose pay and/or conditions of employment are determined by one or more collective agreements. In this case, the 58% of workers are covered by a collective bargaining.</li> </ul> |
|                                                           | Collective bargaining coverage rate (%)                                                             | 58                                                                                     |                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| <b>Training</b>                                           | Hours spent in CVT courses per person employed in enterprises providing CVT courses                 | -                                                                                      | <ul style="list-style-type: none"> <li>• No data is available for the Training topic for Albania.</li> </ul>                                                                                                                                                                                                                                                                                                                                                           |
|                                                           | Enterprises providing training (%)                                                                  | -                                                                                      |                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| <b>Local Capacity Building</b>                            | Participation rate of adults in formal and non-formal education and training (%)                    | 9.2                                                                                    | <ul style="list-style-type: none"> <li>• In Albania only the 9.2% of adults participate in formal and non-formal education and training.</li> <li>• It can also be seen that the rural achievement of a minimum proficiency level in reading and maths is substantially below the urban achievement rate.</li> </ul>                                                                                                                                                   |
|                                                           | Rural to urban index ratio of achievement of a minimum proficiency level in reading and mathematics | Math: 0.79<br>Reading: 0.56                                                            |                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| <b>Local employment</b>                                   | Unemployment rate (%)                                                                               | National: 11.5<br>Rural: 8.4<br>Urban: 12.6                                            | <ul style="list-style-type: none"> <li>• The national unemployment rate in Albania is 11.5%. In the case of the urban areas the unemployment rate is slightly superior than that of the rural areas.</li> <li>• The contribution of travel and tourism to GDP is 8.49%. Compared to other Mediterranean countries (see Table 15) it is an intermediate value.</li> </ul>                                                                                               |
|                                                           | Travel and tourism contribution to GDP (%)                                                          | 8.49                                                                                   |                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| <b>Well-being</b>                                         | Life expectancy at birth (years)                                                                    | 78                                                                                     | <ul style="list-style-type: none"> <li>• The life expectancy at birth in Albania is 78 years. This value is quiet superior than the average world value (72.6 years).</li> <li>• The suicide mortality rate, compared to other Mediterranean countries (see Table 16), is low.</li> </ul>                                                                                                                                                                              |
|                                                           | Life satisfaction (11-point scale)                                                                  | -                                                                                      |                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
|                                                           | Suicide mortality rate (deaths per 100000 population)                                               | 6.3                                                                                    |                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| <b>Tourism</b>                                            | Expenditure by destination (%)                                                                      | -                                                                                      | <ul style="list-style-type: none"> <li>• The data for the topic Tourism shows that in Albania the inbound tourism is higher than the domestic tourism.</li> </ul>                                                                                                                                                                                                                                                                                                      |
|                                                           | Accommodation ('000)                                                                                | <u>Inbound</u><br>- Guest: 257<br>- Overnights: 484<br><u>Domestic</u><br>- Guest: 171 |                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |

|                                                      |                                                                                                            |                   |                                                                                                                                                                                                                                                                                                                                                                                                                                           |
|------------------------------------------------------|------------------------------------------------------------------------------------------------------------|-------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                                                      |                                                                                                            | - Overnights: 307 |                                                                                                                                                                                                                                                                                                                                                                                                                                           |
| <b>Integration of sustainability in supply chain</b> | Number of UN Global Compact participants per billion USD of GDP                                            | 463.6             | <ul style="list-style-type: none"> <li>The UN Global Compact is a non-binding UN pact to encourages businesses worldwide to adopt sustainable and socially responsible policies and to report on their implementation. The number of participants from Albania in this pact, in comparison with other Mediterranean countries (see Table 19), is low.</li> </ul>                                                                          |
| <b>Transparency</b>                                  | Number of sites covered by ISO 14001:2015 certificates per billion USD of GDP                              | 10397.4           | <ul style="list-style-type: none"> <li>ISO 14001:2015 is intended for use by an organization seeking to manage its environmental responsibilities in a systematic manner. In Albania the number of sites covered with this ISO, in comparison with other Mediterranean countries (see Table 20), is not high.</li> </ul>                                                                                                                  |
| <b>Quality of the service</b>                        | Number of sites covered by ISO 9001:2015 certifications per billion USD of GDP                             | 26821.2           | <ul style="list-style-type: none"> <li>ISO 9001:2015 specifies the requirements for a quality management system when an organization needs to demonstrate its ability to consistently provide products and services that meet customer and applicable statutory and regulatory requirements. The number of sites covered with ISO 9001:2015 in Albania, compared to other Mediterranean countries (see Table 21), is not high.</li> </ul> |
| <b>Customer Health &amp; Safety</b>                  | Distribution of tourism fatalities by country of incidence in the period 2013-2015 per million of arrivals | 0.16              | <ul style="list-style-type: none"> <li>The amount of tourist fatalities per million of arrivals in this specific time period, compared to other Mediterranean touristic countries (see Table 22), is in an intermediate position.</li> </ul>                                                                                                                                                                                              |
| <b>Feedback Mechanism</b>                            | People aged 16-65 who feels they have no say in what the government does (%)                               | -                 | <ul style="list-style-type: none"> <li>No data is available for the Feedback Mechanism topic for Albania.</li> </ul>                                                                                                                                                                                                                                                                                                                      |

## CROATIA: OVERALL SOCIO-ECONOMIC SITUATION ANALYSIS

| Topic                     | Indicator                                                   | Result | Comments                                                                                                                                                                                                                                                                                                      |
|---------------------------|-------------------------------------------------------------|--------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Working Conditions</b> | Global Slavery Index                                        | 54/167 | <ul style="list-style-type: none"> <li>The Global Slavery Index presents a ranking of 167 countries based on the percentage of the population estimated to be in modern slavery. Croatia is in the position number 54, that means that is the 54<sup>th</sup> country with a higher rate of modern</li> </ul> |
|                           | Estimated proportion of people living in modern slavery (‰) | 5.99   |                                                                                                                                                                                                                                                                                                               |
|                           | Temporary employment (%)                                    | 18.25  |                                                                                                                                                                                                                                                                                                               |

|                                                           |                                                                               |                        |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
|-----------------------------------------------------------|-------------------------------------------------------------------------------|------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                                                           | Country mean weekly hours actually worked per employed person                 | 39                     | <p>slavery over 167 countries, with an estimated proportion of 5.99‰ people living in modern slavery.</p> <ul style="list-style-type: none"> <li>Workers in Croatia work on average 39 hours a week and, in the tourism sector, workers work on average 40 hours a week.</li> <li>The living wage per month oscillates between 551 and 791 USD. The overall average wage per month is 1404 USD, that is quiet above the minimum wage per month and the living wage per month. In the tourism sector, the average wage per month is below the overall average wage but above the minimum and the living wages.</li> </ul> |
|                                                           | Tourism mean weekly hours actually worked per employed person                 | 40                     |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
|                                                           | Living wage per month (USD)                                                   | 551-791                |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
|                                                           | Minimum wage per month (USD)                                                  | 666                    |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
|                                                           | Total average wage per month (USD)                                            | 1404                   |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
|                                                           | Tourism average wage per month (USD)                                          | 1200                   |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
| <b>Gender equality</b>                                    | Total labour force (%)                                                        | Male: 54<br>Female: 46 | <ul style="list-style-type: none"> <li>In Croatia the proportion of male workforce is higher than the female workforce, on average, at country level, but at tourism sector level the female workforce is quiet superior than the male workforce.</li> <li>It can also be seen that the rate of women in managerial positions and the proportion of firms with female participation in ownership are very low.</li> <li>In Croatia there is a considerable gender wage gap between male and female workers. This gap is the same also in the tourism sector.</li> </ul>                                                  |
|                                                           | Tourism labour force (%)                                                      | Male: 45<br>Female: 55 |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
|                                                           | Proportion of women in managerial positions (%)                               | 26.4                   |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
|                                                           | Firms with female participation in ownership (%)                              | 31.7                   |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
|                                                           | Country gender wage gap (%)                                                   | 9.27                   |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
|                                                           | Tourism gender wage gap (%)                                                   | 9.5                    |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
| <b>Workers Health &amp; Safety</b>                        | Country fatal occupational injuries per 100000 workers                        | 2.2                    | <ul style="list-style-type: none"> <li>In Croatia the fatal and non-fatal occupational injuries are higher at country level than at tourism sector level.</li> <li>With regard the Number of sites covered by ISO 45001:2018 certificates, that refers to Occupational health and safety management systems, compared with other countries (see Table 9) it can be said that is high.</li> </ul>                                                                                                                                                                                                                         |
|                                                           | Tourism fatal occupational injuries per 100000                                | 0                      |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
|                                                           | Country non-fatal occupational injuries per 100000 workers                    | 950.7                  |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
|                                                           | Tourism non-fatal occupational injuries per 100000                            | 683.3                  |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
|                                                           | Number of sites covered by ISO 45001:2018 certificates per billion USD of GDP | 2688.5                 |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
| <b>Freedom of Association &amp; Collective Bargaining</b> | Trade union density rate (%)                                                  | 29.4                   | <ul style="list-style-type: none"> <li>The trade union density rate refers to the % of employees that are members of a trade union. In the case of Croatia, the 29.4% of employees are members of a trade union.</li> <li>The collective bargaining coverage includes workers whose pay and/or conditions of employment are determined by one</li> </ul>                                                                                                                                                                                                                                                                 |
|                                                           | Collective bargaining coverage rate (%)                                       | 49.2                   |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |

|                                |                                                                                                     |                                                                                           |                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
|--------------------------------|-----------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                                |                                                                                                     |                                                                                           | or more collective agreements. In this case, the 49.2% of workers are covered by a collective bargaining.                                                                                                                                                                                                                                                                                                                                                                    |
| <b>Training</b>                | Hours spent in CVT courses per person employed in enterprises providing CVT courses                 | 11                                                                                        | <ul style="list-style-type: none"> <li>· With regard training, it can be seen that the hours of training per person employed in enterprises providing CVT courses are 11. Comparing it with other Mediterranean countries (see Table 11) it is similar.</li> <li>· Also, more than 50% of enterprises provide training to their workers.</li> </ul>                                                                                                                          |
|                                | Enterprises providing training (%)                                                                  | 55.4                                                                                      |                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
| <b>Local Capacity Building</b> | Participation rate of adults in formal and non-formal education and training (%)                    | 31.8                                                                                      | <ul style="list-style-type: none"> <li>· In Croatia, a 31.8% of adults participate in formal and non-formal education and training. Comparing this value with other Mediterranean countries (see Table 12), it is an intermediate amount of people.</li> <li>· It can also be seen that the rural achievement of a minimum proficiency level in reading and maths is a little below the urban achievement rate.</li> </ul>                                                   |
|                                | Rural to urban index ratio of achievement of a minimum proficiency level in reading and mathematics | Math: 0.85<br>Reading: 0.88                                                               |                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
| <b>Local employment</b>        | Unemployment rate (%)                                                                               | National: 6.6<br>Rural: 6.7<br>Urban: 6.6                                                 | <ul style="list-style-type: none"> <li>· The national unemployment rate in Croatia is 6.6%. In the case of the urban areas the unemployment rate is slightly inferior than that of the rural areas. Comparing these values with that of other Mediterranean countries (see Table 14) it can be seen that are low.</li> <li>· The contribution of travel and tourism to GDP is 11.4%. Compared to other Mediterranean countries (see Table 15) it is a high value.</li> </ul> |
|                                | Travel and tourism contribution to GDP (%)                                                          | 11.4                                                                                      |                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
| <b>Well-being</b>              | Life expectancy at birth (years)                                                                    | 78                                                                                        | <ul style="list-style-type: none"> <li>· The life expectancy at birth in Croatia is 78 years. This value is quiet superior than the average world value (72.6 years).</li> <li>· The suicide mortality rate, compared to other Mediterranean countries (see Table 16), is high.</li> </ul>                                                                                                                                                                                   |
|                                | Life satisfaction (11-point scale)                                                                  | -                                                                                         |                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
|                                | Suicide mortality rate (deaths per 100000 population)                                               | 16.5                                                                                      |                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
| <b>Tourism</b>                 | Expenditure by destination (%)                                                                      | Domestic trips: 39<br>Outbound trips: 61                                                  | <ul style="list-style-type: none"> <li>· Croatians spend more money travelling outside the country than travelling domestic.</li> <li>· Also, the data shows that inbound tourism is higher than domestic tourism.</li> </ul>                                                                                                                                                                                                                                                |
|                                | Accommodation ('000)                                                                                | <u>Inbound</u><br>- Guest: 5251<br>- Overnights: 19851<br><u>Domestic</u><br>- Guest: 946 |                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |

|                                                      |                                                                                                            | - Overnights: 2305 |                                                                                                                                                                                                                                                                                                                                                                                       |
|------------------------------------------------------|------------------------------------------------------------------------------------------------------------|--------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Integration of sustainability in supply chain</b> | Number of UN Global Compact participants per billion USD of GDP                                            | 770.5              | · The UN Global Compact is a non-binding UN pact to encourage businesses worldwide to adopt sustainable and socially responsible policies and to report on their implementation. The number of participants from Croatia in this pact in comparison with other Mediterranean countries (see Table 19) is intermediate.                                                                |
| <b>Transparency</b>                                  | Number of sites covered by ISO 14001:2015 certificates per billion USD of GDP                              | 24032.8            | · ISO 14001:2015 is intended for use by an organization seeking to manage its environmental responsibilities in a systematic manner. In Croatia the number of sites covered with this ISO, in comparison with other Mediterranean countries (see Table 20), is very high.                                                                                                             |
| <b>Quality of the service</b>                        | Number of sites covered by ISO 9001:2015 certifications per billion USD of GDP                             | 49311.5            | · ISO 9001:2015 specifies the requirements for a quality management system when an organization needs to demonstrate its ability to consistently provide products and services that meet customer and applicable statutory and regulatory requirements. The number of sites covered with ISO 9001:2015 in Croatia, compared to other Mediterranean countries (see Table 21), is high. |
| <b>Customer Health &amp; Safety</b>                  | Distribution of tourism fatalities by country of incidence in the period 2013-2015 per million of arrivals | 0.02               | · The amount of tourist fatalities per million of arrivals in this specific time period, compared to other Mediterranean touristic countries (see Table 22), is very low.                                                                                                                                                                                                             |
| <b>Feedback Mechanism</b>                            | People aged 16-65 who feels they have no say in what the government does (%)                               | -                  | · No data is available for the Feedback Mechanism topic for Croatia.                                                                                                                                                                                                                                                                                                                  |

| FRANCE: OVERALL SOCIO-ECONOMIC SITUATION ANALYSIS |                                                               |                        |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
|---------------------------------------------------|---------------------------------------------------------------|------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Topic                                             | Indicator                                                     | Result                 | Comments                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| Working Conditions                                | Global Slavery Index                                          | 136/167                | <ul style="list-style-type: none"> <li>The Global Slavery Index presents a ranking of 167 countries based on the percentage of the population estimated to be in modern slavery. France is in the position number 136, that means that is the 136<sup>th</sup> country with a higher rate of modern slavery over 167 countries, with an estimated proportion of 2.01‰ people living in modern slavery.</li> <li>Workers in France work on average 36 hours a week and in the tourism sector this value is, on average, a little bit higher with 38 hours of working.</li> <li>The living wage per month oscillates between 1113 and 1493 USD. The overall average wage per month is 3423 USD, that is quiet above the minimum wage per month and the living wage per month. In the tourism sector, the average wage per month is below the overall average wage but above the minimum and the living wages.</li> </ul> |
|                                                   | Estimated proportion of people living in modern slavery (‰)   | 2.01                   |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
|                                                   | Temporary employment (%)                                      | 16.39                  |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
|                                                   | Country mean weekly hours actually worked per employed person | 36                     |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
|                                                   | Tourism mean weekly hours actually worked per employed person | 38                     |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
|                                                   | Living wage per month (USD)                                   | 1113-1493              |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
|                                                   | Minimum wage per month (USD)                                  | 1848                   |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
|                                                   | Total average wage per month (USD)                            | 3423                   |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
|                                                   | Tourism average wage per month (USD)                          | 2395                   |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| Gender equality                                   | Total labour force (%)                                        | Male: 52<br>Female: 48 | <ul style="list-style-type: none"> <li>In France, the proportion of male workforce is higher than the female workforce, on average, at country level, but at tourism sector level the female workforce is quiet superior than the male workforce.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
|                                                   | Tourism labour force (%)                                      | Male: 44<br>Female: 56 |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |

|                                                           |                                                                                                     |                             |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
|-----------------------------------------------------------|-----------------------------------------------------------------------------------------------------|-----------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                                                           | Proportion of women in managerial positions (%)                                                     | 34.6                        | <ul style="list-style-type: none"> <li>· It can also be seen that the rate of women in managerial positions is low.</li> <li>· In France there is a high gender wage gap, that is higher at country level than the gender wage gap at tourism sector level.</li> </ul>                                                                                                                                                                                                                                         |
|                                                           | Firms with female participation in ownership (%)                                                    | -                           |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
|                                                           | Country gender wage gap (%)                                                                         | 17.5                        |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
|                                                           | Tourism gender wage gap (%)                                                                         | 9.91                        |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| <b>Workers Health &amp; Safety</b>                        | Country fatal occupational injuries per 100000 workers                                              | 2.6                         | <ul style="list-style-type: none"> <li>· In France the fatal occupational injuries are higher at country level than at tourism sector level. On the other side, the number of non-fatal occupational injuries is higher at a tourism sector level.</li> <li>· With regard the Number of sites covered by ISO 45001:2018 certificates, that refers to Occupational health and safety management systems, compared with other Mediterranean countries (see Table 9), it can be said that is very low.</li> </ul> |
|                                                           | Tourism fatal occupational injuries per 100000                                                      | 0                           |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
|                                                           | Country non-fatal occupational injuries per 100000 workers                                          | 3160.3                      |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
|                                                           | Tourism non-fatal occupational injuries per 100000                                                  | 4571.3                      |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
|                                                           | Number of sites covered by ISO 45001:2018 certificates per billion USD of GDP                       | 548.2                       |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| <b>Freedom of Association &amp; Collective Bargaining</b> | Trade union density rate (%)                                                                        | 8.1                         | <ul style="list-style-type: none"> <li>· The trade union density rate refers to the % of employees that are members of a trade union. In the case of France, only 8.1% of employees are members of a trade union.</li> <li>· The collective bargaining coverage includes workers whose pay and/or conditions of employment are determined by one or more collective agreements. In this case, practically all workers (98.5%) are covered by a collective bargaining.</li> </ul>                               |
|                                                           | Collective bargaining coverage rate (%)                                                             | 98.5                        |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| <b>Training</b>                                           | Hours spent in CVT courses per person employed in enterprises providing CVT courses                 | 13.4                        | <ul style="list-style-type: none"> <li>· With regard training, it can be seen that the hours of training per person employed in enterprises providing CVT courses are 13.4. Comparing it with other Mediterranean countries (see Table 11) is similar.</li> <li>· Also, nearly the 80% of enterprises provide training to their workers.</li> </ul>                                                                                                                                                            |
|                                                           | Enterprises providing training (%)                                                                  | 78.9                        |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| <b>Local Capacity Building</b>                            | Participation rate of adults in formal and non-formal education and training (%)                    | 51.3                        | <ul style="list-style-type: none"> <li>· In France 51.3% of adults participate in formal and non-formal education and training.</li> <li>· It can also be seen that the rural achievement of a minimum proficiency level in reading and maths is similar or even a bit higher than the urban achievement rate.</li> </ul>                                                                                                                                                                                      |
|                                                           | Rural to urban index ratio of achievement of a minimum proficiency level in reading and mathematics | Math: 0.84<br>Reading: 1.06 |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| <b>Local employment</b>                                   | Unemployment rate (%)                                                                               | National: 8.4<br>Rural: 6.6 |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |

|                                               |                                                                                |                                                                                                                      |                                                                                                                                                                                                                                                                                                                                                                                                                                      |
|-----------------------------------------------|--------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                                               |                                                                                | Urban: 9.4                                                                                                           | <ul style="list-style-type: none"> <li>· The national unemployment rate in France is 8.4%. In the case of the urban areas the unemployment rate is slightly superior than that of the urban areas.</li> <li>· The contribution of travel and tourism to GDP is 7.1%. Compared to other Mediterranean touristic countries (see Table 15) it is an intermediate value.</li> </ul>                                                      |
|                                               | Travel and tourism contribution to GDP (%)                                     | 7.1                                                                                                                  |                                                                                                                                                                                                                                                                                                                                                                                                                                      |
| Well-being                                    | Life expectancy at birth (years)                                               | 83                                                                                                                   | <ul style="list-style-type: none"> <li>· The life expectancy at birth in France is 83 years. This high value is quiet superior than the average world value (72.6 years).</li> <li>· The life satisfaction scores a 7.25 on a 11-point scale, similar to the other Mediterranean countries (see Table 16).</li> <li>· The suicide mortality rate, compared to other Mediterranean countries (see Table 16), is very high.</li> </ul> |
|                                               | Life satisfaction (11-point scale)                                             | 7.25                                                                                                                 |                                                                                                                                                                                                                                                                                                                                                                                                                                      |
|                                               | Suicide mortality rate (deaths per 100000 population)                          | 23.9                                                                                                                 |                                                                                                                                                                                                                                                                                                                                                                                                                                      |
| Tourism                                       | Expenditure by destination (%)                                                 | Domestic trips: 65<br>Outbound trips: 35                                                                             | <ul style="list-style-type: none"> <li>· In France the travel expenditure is higher in domestic trips than in outbound trips.</li> <li>· Also, the data shows that domestic tourism is higher than inbound tourism.</li> </ul>                                                                                                                                                                                                       |
|                                               | Accommodation ('000)                                                           | <u>Inbound</u><br>- Guest: 34032<br>- Overnights: 70859<br><u>Domestic</u><br>- Guest: 78668<br>- Overnights: 129216 |                                                                                                                                                                                                                                                                                                                                                                                                                                      |
| Integration of sustainability in supply chain | Number of UN Global Compact participants per billion USD of GDP                | 508.6                                                                                                                | <ul style="list-style-type: none"> <li>· The UN Global Compact is a non-binding UN pact to encourage businesses worldwide to adopt sustainable and socially responsible policies and to report on their implementation. The number of participants from France in this pact, in comparison with other Mediterranean countries (see Table 19), is intermediate.</li> </ul>                                                            |
| Transparency                                  | Number of sites covered by ISO 14001:2015 certificates per billion USD of GDP  | 6836.2                                                                                                               | <ul style="list-style-type: none"> <li>· ISO 14001:2015 is intended for use by an organization seeking to manage its environmental responsibilities in a systematic manner. In France, the number of sites covered with this ISO, in comparison with other Mediterranean countries (see Table 20), is low.</li> </ul>                                                                                                                |
| Quality of the service                        | Number of sites covered by ISO 9001:2015 certifications per billion USD of GDP | 20778.3                                                                                                              | <ul style="list-style-type: none"> <li>· ISO 9011:2015 specifies the requirements for a quality management system when and organization needs to</li> </ul>                                                                                                                                                                                                                                                                          |

|                                     |                                                                                                            |       |                                                                                                                                                                                                                                                                            |
|-------------------------------------|------------------------------------------------------------------------------------------------------------|-------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                                     |                                                                                                            |       | demonstrate its ability to consistently provide products and services that meet customer and applicable statutory and regulatory requirements. The number of sites covered with ISO 9001:2015 in France, compared to other Mediterranean countries (see Table 21), is low. |
| <b>Customer Health &amp; Safety</b> | Distribution of tourism fatalities by country of incidence in the period 2013-2015 per million of arrivals | 0.34  | · The amount of tourist fatalities per million of arrivals in this specific time period, compared to other Mediterranean touristic countries (see Table 22), is very high.                                                                                                 |
| <b>Feedback Mechanism</b>           | People aged 16-65 who feels they have no say in what the government does (%)                               | 63.96 | · More than 50% of the adult population in France feels that they have no say in what the government does. This value compared with other Mediterranean countries is similar to the majority.                                                                              |

## GREECE: OVERALL SOCIO-ECONOMIC SITUATION ANALYSIS

| Topic                   | Indicator                                                     | Result                 | Comments                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
|-------------------------|---------------------------------------------------------------|------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Working Conditions      | Global Slavery Index                                          | 27/167                 | <ul style="list-style-type: none"> <li>The Global Slavery Index presents a ranking of 167 countries based on the percentage of the population estimated to be in modern slavery. Greece is in the position number 27, that means that is the 27<sup>th</sup> country with a higher rate of modern slavery over 167 countries, with an estimated proportion of 7.91% people living in modern slavery.</li> <li>Workers in Greece work on average 41 hours a week, but in the tourism sector this value is higher and, on average, workers work 44 hours a week.</li> <li>The living wage per month oscillates between 572 and 794 USD. The overall average wage per month is 1047 USD, that is quiet above the minimum wage per month and the living wage per month. In the tourism sector, the average wage per month is below the overall average wage but above the minimum and within the living wage range.</li> </ul> |
|                         | Estimated proportion of people living in modern slavery (‰)   | 7.91                   |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
|                         | Temporary employment (%)                                      | 12.51                  |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
|                         | Country mean weekly hours actually worked per employed person | 41                     |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
|                         | Tourism mean weekly hours actually worked per employed person | 44                     |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
|                         | Living wage per month (USD)                                   | 572-794                |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
|                         | Minimum wage per month (USD)                                  | 773                    |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
|                         | Total average wage per month (USD)                            | 1047                   |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| Gender equality         | Tourism average wage per month (USD)                          | 783                    | <ul style="list-style-type: none"> <li>In Greece, the proportion of male workforce is higher than the female workforce on average at country level and also in the tourism sector.</li> <li>It can also be seen that the rate of women in managerial positions is low and the proportion of firms with female participation in ownership is high in comparison with other Mediterranean countries (see Table 6).</li> <li>In Greece, there is a gender wage gap that is higher at country level than at tourism sector level.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                   |
|                         | Total labour force (%)                                        | Male: 58<br>Female: 42 |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
|                         | Tourism labour force (%)                                      | Male: 54<br>Female: 46 |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
|                         | Proportion of women in managerial positions (%)               | 28                     |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
|                         | Firms with female participation in ownership (%)              | 45.9                   |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
|                         | Country gender wage gap (%)                                   | 12.25                  |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| Workers Health & Safety | Tourism gender wage gap (%)                                   | 6.15                   | <ul style="list-style-type: none"> <li>In Greece, the fatal occupational injuries are higher at country level than at tourism sector level. On the other side, the number of non-fatal occupational injuries is higher at tourism sector level.</li> <li>With regard the Number of sites covered by ISO 45001:2018 certificates, that refers to Occupational health and safety</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
|                         | Country fatal occupational injuries per 100000 workers        | 1.2                    |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
|                         | Tourism fatal occupational injuries per 100000                | 0                      |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
|                         | Country non-fatal occupational injuries per 100000 workers    | 159.6                  |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
|                         | Tourism non-fatal occupational injuries per 100000            | 223.1                  |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |

|                                                           |                                                                                                     |                                              |                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
|-----------------------------------------------------------|-----------------------------------------------------------------------------------------------------|----------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                                                           | Number of sites covered by ISO 45001:2018 certificates per billion USD of GDP                       | 591.7                                        | management systems, compared with other Mediterranean countries (see Table 9) it can be said that is very low.                                                                                                                                                                                                                                                                                                                                                              |
| <b>Freedom of Association &amp; Collective Bargaining</b> | Trade union density rate (%)                                                                        | 23                                           | <ul style="list-style-type: none"> <li>· The trade union density rate refers to the % of employees that are members of a trade union. In the case of Greece, only the 23% of employees are members of a trade union.</li> <li>· The collective bargaining coverage includes workers whose pay and/or conditions of employment are determined by one or more collective agreements. In this case, only the 15% of workers are covered by a collective bargaining.</li> </ul> |
|                                                           | Collective bargaining coverage rate (%)                                                             | 15                                           |                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
| <b>Training</b>                                           | Hours spent in CVT courses per person employed in enterprises providing CVT courses                 | 12.5                                         | <ul style="list-style-type: none"> <li>· With regard training, it can be seen that the hours of training per person employed in enterprises providing CVT courses are 12.5. Comparing it with other Mediterranean countries (see Table 11) it is similar.</li> <li>· Also, only the 21.7% of enterprises provide training to their workers.</li> </ul>                                                                                                                      |
|                                                           | Enterprises providing training (%)                                                                  | 21.7                                         |                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
| <b>Local Capacity Building</b>                            | Participation rate of adults in formal and non-formal education and training (%)                    | 16.7                                         | <ul style="list-style-type: none"> <li>· In Greece, only a 16.7% of adults participate in formal and non-formal education and training.</li> <li>· It can also be seen that the rural achievement of a minimum proficiency level in reading and maths is quiet below the urban achievement rate.</li> </ul>                                                                                                                                                                 |
|                                                           | Rural to urban index ratio of achievement of a minimum proficiency level in reading and mathematics | Math: 0.71<br>Reading: 0.7                   |                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
| <b>Local employment</b>                                   | Unemployment rate (%)                                                                               | National: 17.3<br>Rural: 14.8<br>Urban: 18.3 | <ul style="list-style-type: none"> <li>· The national unemployment rate in Greece is 17.3%. In the case of the urban areas the unemployment rate is slightly superior than that of the rural areas.</li> <li>· The contribution of travel and tourism to GDP is 6.3%. Compared to other Mediterranean countries (see Table 15), is a low value.</li> </ul>                                                                                                                  |
|                                                           | Travel and tourism contribution to GDP (%)                                                          | 6.3                                          |                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
| <b>Well-being</b>                                         | Life expectancy at birth (years)                                                                    | 82                                           | <ul style="list-style-type: none"> <li>· The life expectancy at birth in Greece is 82 years. This value is quiet superior than the average world value (72.6 years).</li> <li>· The life satisfaction scores a 6.44 on a 11-point scale, similar to the other Mediterranean countries (see Table 16).</li> <li>· The suicide mortality rate, compared to other Mediterranean countries (see Table 16) is low.</li> </ul>                                                    |
|                                                           | Life satisfaction (11-point scale)                                                                  | 6.44                                         |                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
|                                                           | Suicide mortality rate (deaths per 100000 population)                                               | 5                                            |                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
| <b>Tourism</b>                                            | Expenditure by destination (%)                                                                      | Domestic trips: 76<br>Outbound trips: 24     | <ul style="list-style-type: none"> <li>· In Greece the travel expenditure is much higher in domestic trips than in outbound trips.</li> </ul>                                                                                                                                                                                                                                                                                                                               |

|                                                      |                                                                                                            |                                                                                                                    |                                                                                                                                                                                                                                                                                                                                                                                          |
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|                                                      | Accommodation ('000)                                                                                       | <u>Inbound</u><br>- Guest: 12735<br>- Overnights: 65941<br><u>Domestic</u><br>- Guest: 5744<br>- Overnights: 13201 | · On the other hand, data shows that inbound tourism is higher than domestic tourism.                                                                                                                                                                                                                                                                                                    |
| <b>Integration of sustainability in supply chain</b> | Number of UN Global Compact participants per billion USD of GDP                                            | 362.4                                                                                                              | · The UN Global Compact is a non-binding UN pact to encourage businesses worldwide to adopt sustainable and socially responsible policies and to report on their implementation. The number of participants from Greece in this pact, in comparison with other Mediterranean countries (see Table 19), is low.                                                                           |
| <b>Transparency</b>                                  | Number of sites covered by ISO 14001:2015 certificates per billion USD of GDP                              | 10339.4                                                                                                            | · ISO 14001:2015 is intended for use by an organization seeking to manage its environmental responsibilities in a systematic manner. In Greece, the number of sites covered with this ISO, in comparison with other Mediterranean countries (see Table 20) is intermediate.                                                                                                              |
| <b>Quality of the service</b>                        | Number of sites covered by ISO 9001:2015 certifications per billion USD of GDP                             | 27449.5                                                                                                            | · ISO 9001:2015 specifies the requirements for a quality management system when an organization needs to demonstrate its ability to consistently provide products and services that meet customer and applicable statutory and regulatory requirements. The number of sites covered with ISO 9001:2015 in Greece, compared to other Mediterranean countries (see Table 21), is not high. |
| <b>Customer Health &amp; Safety</b>                  | Distribution of tourism fatalities by country of incidence in the period 2013-2015 per million of arrivals | 0.10                                                                                                               | · The amount of tourist fatalities per million of arrivals in this specific time period, compared to other Mediterranean touristic countries (see Table 22), is in an intermediate position.                                                                                                                                                                                             |
| <b>Feedback Mechanism</b>                            | People aged 16-65 who feels they have no say in what the government does (%)                               | 15.59                                                                                                              | · Only 15.59% of the adult population in Greece feels that they have no say in what the government does. This value, compared with other Mediterranean countries, is very low.                                                                                                                                                                                                           |

| ITALY: OVERALL SOCIO-ECONOMIC SITUATION ANALYSIS |                                                               |          |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
|--------------------------------------------------|---------------------------------------------------------------|----------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Topic                                            | Indicator                                                     | Result   | Comments                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| Working Conditions                               | Global Slavery Index                                          | 122/167  | <ul style="list-style-type: none"> <li>The Global Slavery Index presents a ranking of 167 countries based on the percentage of the population estimated to be in modern slavery. Italy is in the position number 122, that means that is the 122<sup>nd</sup> country with a higher rate of modern slavery over 167 countries, with an estimated proportion of 2.43‰ people living in modern slavery.</li> <li>Workers in Italy work on average 37 hours a week and 38 hours a week in particular for the tourism sector.</li> <li>The living wage per month oscillates between 825 and 1149 USD. The overall average wage per month is 3265 USD, that is quiet above the living wage per month. In the tourism sector, the average wage per month is below the overall average wage but above the living wage range.</li> </ul> |
|                                                  | Estimated proportion of people living in modern slavery (‰)   | 2.43     |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
|                                                  | Temporary employment (%)                                      | 16.99    |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
|                                                  | Country mean weekly hours actually worked per employed person | 37       |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
|                                                  | Tourism mean weekly hours actually worked per employed person | 38       |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
|                                                  | Living wage per month (USD)                                   | 825-1149 |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
|                                                  | Minimum wage per month (USD)                                  | -        |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
|                                                  | Total average wage per month (USD)                            | 3265     |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
|                                                  | Tourism average wage per month (USD)                          | 2329     |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
| Gender equality                                  | Total labour force (%)                                        | Male: 58 |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |

|                                                           |                                                                                     |                        |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
|-----------------------------------------------------------|-------------------------------------------------------------------------------------|------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                                                           |                                                                                     | Female: 42             | <ul style="list-style-type: none"> <li>· In Italy, the proportion of male workforce is higher than the female workforce on average at country level but the female workforce exceeds the male workforce in the tourism sector.</li> <li>· It can also be seen that the rate of women in managerial positions and the proportion of firms with female participation in ownership are low.</li> <li>· In Italy, there is a big gender wage gap that is higher at country level than at tourism sector level.</li> </ul> |
|                                                           | Tourism labour force (%)                                                            | Male: 49<br>Female: 51 |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
|                                                           | Proportion of women in managerial positions (%)                                     | 27.8                   |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
|                                                           | Firms with female participation in ownership (%)                                    | 24                     |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
|                                                           | Country gender wage gap (%)                                                         | 17.53                  |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
|                                                           | Tourism gender wage gap (%)                                                         | 6.55                   |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
| <b>Workers Health &amp; Safety</b>                        | Country fatal occupational injuries per 100000 workers                              | 2.4                    | <ul style="list-style-type: none"> <li>· In Italy, the fatal and non-fatal occupational injuries are higher at country level than at tourism sector level.</li> <li>· With regard the Number of sites covered by ISO 45001:2018 certificates, that refers to Occupational health and safety management systems, compared with other Mediterranean countries (see Table 9), it can be said that is very high.</li> </ul>                                                                                               |
|                                                           | Tourism fatal occupational injuries per 100000                                      | 0.8                    |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
|                                                           | Country non-fatal occupational injuries per 100000 workers                          | 1313.9                 |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
|                                                           | Tourism non-fatal occupational injuries per 100000                                  | 1191.8                 |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
|                                                           | Number of sites covered by ISO 45001:2018 certificates per billion USD of GDP       | 3666.5                 |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
| <b>Freedom of Association &amp; Collective Bargaining</b> | Trade union density rate (%)                                                        | 36.5                   | <ul style="list-style-type: none"> <li>· The trade union density rate refers to the % of employees that are members of a trade union. In the case of Italy ,the 36.5% of employees are members of a trade union.</li> <li>· The collective bargaining coverage includes workers whose pay and/or conditions of employment are determined by one or more collective agreements. In this case, the 80% of workers are covered by a collective bargaining.</li> </ul>                                                    |
|                                                           | Collective bargaining coverage rate (%)                                             | 80                     |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
| <b>Training</b>                                           | Hours spent in CVT courses per person employed in enterprises providing CVT courses | 12.6                   | <ul style="list-style-type: none"> <li>· With regard training, it can be seen that the hours of training per person employed in enterprises providing CVT courses are 12.6. Comparing it with other Mediterranean countries (see Table 11) is similar.</li> <li>· Also, the 60.2% of enterprises provide training to their workers.</li> </ul>                                                                                                                                                                        |
|                                                           | Enterprises providing training (%)                                                  | 60.2                   |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
| <b>Local Capacity Building</b>                            | Participation rate of adults in formal and non-formal education and training (%)    | 41.5                   | <ul style="list-style-type: none"> <li>· In Italy the 41.5% of adults participate in formal and non-formal education and training.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                         |

|                                                      |                                                                                                     |                                                                                                                       |                                                                                                                                                                                                                                                                                                                                                                     |
|------------------------------------------------------|-----------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                                                      | Rural to urban index ratio of achievement of a minimum proficiency level in reading and mathematics | Math: 0.94<br>Reading: 0.83                                                                                           | · It can also be seen that the rural achievement of a minimum proficiency level in reading and maths is a little below the urban achievement rate.                                                                                                                                                                                                                  |
| <b>Local employment</b>                              | Unemployment rate (%)                                                                               | National: 10<br>Rural: 9.7<br>Urban: 10                                                                               | · The national unemployment rate in Italy is 10%. In the case of the urban areas the unemployment rate is slightly superior than that of the rural areas.                                                                                                                                                                                                           |
|                                                      | Travel and tourism contribution to GDP (%)                                                          | 5.9                                                                                                                   | · The contribution of travel and tourism to GDP is 5.9%. Compared to other Mediterranean countries (see Table 15) it is a low value.                                                                                                                                                                                                                                |
| <b>Well-being</b>                                    | Life expectancy at birth (years)                                                                    | 83                                                                                                                    | · The life expectancy at birth in Italy is 83 years. This value is quiet superior than the average world value (72.6 years).<br>· The life satisfaction scores a 7.07 on a 11-point scale, similar to the other Mediterranean countries (see Table 16).<br>· The suicide mortality rate, compared to other Mediterranean countries (see Table 16), is intermediate. |
|                                                      | Life satisfaction (11-point scale)                                                                  | 7.07                                                                                                                  |                                                                                                                                                                                                                                                                                                                                                                     |
|                                                      | Suicide mortality rate (deaths per 100000 population)                                               | 8.2                                                                                                                   |                                                                                                                                                                                                                                                                                                                                                                     |
| <b>Tourism</b>                                       | Expenditure by destination (%)                                                                      | Domestic trips: 64<br>Outbound trips: 36                                                                              | · In Italy, the travel expenditure is much higher in domestic trips than in outbound trips.<br>· On the other hand, data shows that domestic tourism is higher than inbound tourism.                                                                                                                                                                                |
|                                                      | Accommodation ('000)                                                                                | <u>Inbound</u><br>- Guest: 43097<br>- Overnights: 129692<br><u>Domestic</u><br>- Guest: 45922<br>- Overnights: 133318 |                                                                                                                                                                                                                                                                                                                                                                     |
| <b>Integration of sustainability in supply chain</b> | Number of UN Global Compact participants per billion USD of GDP                                     | 178                                                                                                                   | · The UN Global Compact is a non-binding UN pact to encourage businesses worldwide to adopt sustainable and socially responsible policies and to report on their implementation. The number of participants from Italy in this pact, in comparison with other Mediterranean countries (see Table 19), is very low.                                                  |
| <b>Transparency</b>                                  | Number of sites covered by ISO 14001:2015 certificates per billion USD of GDP                       | 13632.0                                                                                                               | · ISO 14001:2015 is intended for use by an organization seeking to manage its environmental responsibilities in a systematic manner. In Italy, the number of sites covered with this ISO, in comparison with other Mediterranean countries (see Table 20), is intermediate.                                                                                         |

|                                     |                                                                                                            |         |                                                                                                                                                                                                                                                                                                                                                                                          |
|-------------------------------------|------------------------------------------------------------------------------------------------------------|---------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Quality of the service</b>       | Number of sites covered by ISO 9001:2015 certifications per billion USD of GDP                             | 66041.7 | · ISO 9011:2015 specifies the requirements for a quality management system when an organization needs to demonstrate its ability to consistently provide products and services that meet customer and applicable statutory and regulatory requirements. The number of sites covered with ISO 9001:2015 in Italy, compared to other Mediterranean countries (see Table 21), is very high. |
| <b>Customer Health &amp; Safety</b> | Distribution of tourism fatalities by country of incidence in the period 2013-2015 per million of arrivals | 0.24    | · The amount of tourist fatalities per million of arrivals in this specific time period, compared to other Mediterranean touristic countries (see Table 22), is high.                                                                                                                                                                                                                    |
| <b>Feedback Mechanism</b>           | People aged 16-65 who feels they have no say in what the government does (%)                               | 65.35   | · The 65.35% of the adult population in Italy feels that they have no say in what the government does. This value compared with other Mediterranean countries similar.                                                                                                                                                                                                                   |

| SPAIN: OVERALL SOCIO-ECONOMIC SITUATION ANALYSIS |                                                               |                        |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
|--------------------------------------------------|---------------------------------------------------------------|------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Topic                                            | Indicator                                                     | Result                 | Comments                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| Working Conditions                               | Global Slavery Index                                          | 124/167                | <ul style="list-style-type: none"> <li>The Global Slavery Index presents a ranking of 167 countries based on the percentage of the population estimated to be in modern slavery. Spain is in the position number 122, that means that is the 124<sup>th</sup> country with a higher rate of modern slavery over 167 countries, with an estimated proportion of 2.27‰ people living in modern slavery.</li> <li>Workers in Spain work on average 37 hours a week and the same in the tourism sector.</li> <li>The living wage per month oscillates between 776 and 1035 USD. The overall average wage per month is 2363 USD, that is quiet above the living wage per month. In the tourism sector, the average wage per month is below the overall average wage but above the living wage range.</li> </ul> |
|                                                  | Estimated proportion of people living in modern slavery (‰)   | 2.27                   |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
|                                                  | Temporary employment (%)                                      | 26.26                  |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
|                                                  | Country mean weekly hours actually worked per employed person | 37                     |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
|                                                  | Tourism mean weekly hours actually worked per employed person | 37                     |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
|                                                  | Living wage per month (USD)                                   | 776-1035               |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
|                                                  | Minimum wage per month (USD)                                  | 1130                   |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
|                                                  | Total average wage per month (USD)                            | 2363                   |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
|                                                  | Tourism average wage per month (USD)                          | 1411                   |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| Gender equality                                  | Total labour force (%)                                        | Male: 55<br>Female: 45 | <ul style="list-style-type: none"> <li>In Spain the proportion of male workforce is higher than the female workforce, on average at country level, but the female workforce exceeds the male workforce in the tourism sector.</li> <li>It can also be seen that the rate of women in managerial positions and the proportion of firms with female participation in ownership are low.</li> <li>In Spain there is a big gender wage gap that is the same at country level and at tourism sector level.</li> </ul>                                                                                                                                                                                                                                                                                           |
|                                                  | Tourism labour force (%)                                      | Male: 47<br>Female: 53 |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
|                                                  | Proportion of women in managerial positions (%)               | 33.2                   |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
|                                                  | Firms with female participation in ownership (%)              | 34.1                   |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
|                                                  | Country gender wage gap (%)                                   | 21.41                  |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
|                                                  | Tourism gender wage gap (%)                                   | 21.31                  |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| Workers Health & Safety                          | Country fatal occupational injuries per 100000 workers        | 2.3                    | <ul style="list-style-type: none"> <li>In Spain, the fatal occupational injuries are higher at country level than at tourism sector level. On the other side, non-fatal occupational injuries are higher at tourism sector level.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
|                                                  | Tourism fatal occupational injuries per 100000                | 0.3                    |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |

|                                                           |                                                                                                     |                                              |                                                                                                                                                                                                                                                                                                                                                                                                                |
|-----------------------------------------------------------|-----------------------------------------------------------------------------------------------------|----------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                                                           | Country non-fatal occupational injuries per 100000 workers                                          | 2767.6                                       | · With regard the Number of sites covered by ISO 45001:2018 certificates, that refers to Occupational health and safety management systems, compared with other Mediterranean countries (see Table 9), it can be said that is high.                                                                                                                                                                            |
|                                                           | Tourism non-fatal occupational injuries per 100000                                                  | 3243.8                                       |                                                                                                                                                                                                                                                                                                                                                                                                                |
|                                                           | Number of sites covered by ISO 45001:2018 certificates per billion USD of GDP                       | 2878.1                                       |                                                                                                                                                                                                                                                                                                                                                                                                                |
| <b>Freedom of Association &amp; Collective Bargaining</b> | Trade union density rate (%)                                                                        | 16.8                                         | · The trade union density rate refers to the % of employees that are members of a trade union. In the case of Spain only the 16.8% of employees are members of a trade union.<br>· The collective bargaining coverage includes workers whose pay and/or conditions of employment are determined by one or more collective agreements. In this case, the 80% of workers are covered by a collective bargaining. |
|                                                           | Collective bargaining coverage rate (%)                                                             | 80.2                                         |                                                                                                                                                                                                                                                                                                                                                                                                                |
| <b>Training</b>                                           | Hours spent in CVT courses per person employed in enterprises providing CVT courses                 | 12.3                                         | · With regard training, it can be seen that the hours of training per person employed in enterprises providing CVT courses are 12.3. Comparing it with other Mediterranean countries (see Table 11) is similar.<br>· Also, the 86% of enterprises provide training to their workers.                                                                                                                           |
|                                                           | Enterprises providing training (%)                                                                  | 86                                           |                                                                                                                                                                                                                                                                                                                                                                                                                |
| <b>Local Capacity Building</b>                            | Participation rate of adults in formal and non-formal education and training (%)                    | 43.4                                         | · In Spain, the 43.4% of adults participate in formal and non-formal education and training.<br>· It can also be seen that the rural achievement of a minimum proficiency level in reading and maths is a little below the urban achievement rate.                                                                                                                                                             |
|                                                           | Rural to urban index ratio of achievement of a minimum proficiency level in reading and mathematics | Math: 0.92<br>Reading: 0.93                  |                                                                                                                                                                                                                                                                                                                                                                                                                |
| <b>Local employment</b>                                   | Unemployment rate (%)                                                                               | National: 14.1<br>Rural: 13.9<br>Urban: 14.1 | · The national unemployment rate in Spain is 14.1%. In the case of the urban areas the unemployment rate is slightly superior than that of the rural areas.<br>· The contribution of travel and tourism to GDP is 11.4%. Compared to other Mediterranean countries (see Table 15) it is a high value.                                                                                                          |
|                                                           | Travel and tourism contribution to GDP (%)                                                          | 11.4                                         |                                                                                                                                                                                                                                                                                                                                                                                                                |
| <b>Well-being</b>                                         | Life expectancy at birth (years)                                                                    | 83                                           | · The life expectancy at birth in Spain is 83 years. This value is quiet superior than the average world value (72.6 years).<br>· The life satisfaction scores a 7.3 on a 11-point scale, similar to the other Mediterranean countries (see Table 16).                                                                                                                                                         |
|                                                           | Life satisfaction (11-point scale)                                                                  | 7.3                                          |                                                                                                                                                                                                                                                                                                                                                                                                                |
|                                                           | Suicide mortality rate (deaths per 100000 population)                                               | 8.7                                          |                                                                                                                                                                                                                                                                                                                                                                                                                |

|                                                      |                                                                                                            |                                                                                                                       |                                                                                                                                                                                                                                                                                                                                                                                              |
|------------------------------------------------------|------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                                                      |                                                                                                            |                                                                                                                       | ·The suicide mortality rate, compared to other Mediterranean countries (see Table 16), is intermediate.                                                                                                                                                                                                                                                                                      |
| <b>Tourism</b>                                       | Expenditure by destination (%)                                                                             | Domestic trips: 66<br>Outbound trips: 34                                                                              | · In Spain, the travel expenditure is much higher in domestic trips than in outbound trips.<br>· On the other hand, data shows that domestic tourism is higher than inbound tourism.                                                                                                                                                                                                         |
|                                                      | Accommodation ('000)                                                                                       | <u>Inbound</u><br>- Guest: 45693<br>- Overnights: 197981<br><u>Domestic</u><br>- Guest: 57524<br>- Overnights: 110255 |                                                                                                                                                                                                                                                                                                                                                                                              |
| <b>Integration of sustainability in supply chain</b> | Number of UN Global Compact participants per billion USD of GDP                                            | 1260.7                                                                                                                | · The UN Global Compact is a non-binding UN pact to encourage businesses worldwide to adopt sustainable and socially responsible policies and to report on their implementation. The number of participants from Spain in this pact, in comparison with other Mediterranean countries (see Table 19), is very high.                                                                          |
| <b>Transparency</b>                                  | Number of sites covered by ISO 14001:2015 certificates per billion USD of GDP                              | 18573.6                                                                                                               | · ISO 14001:2015 is intended for use by an organization seeking to manage its environmental responsibilities in a systematic manner. In Spain, the number of sites covered with this ISO, in comparison with other Mediterranean countries (see Table 20), is high.                                                                                                                          |
| <b>Quality of the service</b>                        | Number of sites covered by ISO 9001:2015 certifications per billion USD of GDP                             | 41809.7                                                                                                               | · ISO 9001:2015 specifies the requirements for a quality management system when and organization needs to demonstrate its ability to consistently provide products and services that meet customer and applicable statutory and regulatory requirements. The number of sites covered with ISO 9001:2015 in Spain, compared to other Mediterranean countries (see Table 21), is intermediate. |
| <b>Customer Health &amp; Safety</b>                  | Distribution of tourism fatalities by country of incidence in the period 2013-2015 per million of arrivals | 0.12                                                                                                                  | · The amount of tourist fatalities per million of arrivals in this specific time period, compared to other Mediterranean touristic countries (see Table 22), is intermediate.                                                                                                                                                                                                                |
| <b>Feedback Mechanism</b>                            | People aged 16-65 who feels they have no say in what the government does (%)                               | 59.64                                                                                                                 | · The 59.64% of the adult population in Spain feels that they have no say in what the government does. This value compared with other Mediterranean countries is similar.                                                                                                                                                                                                                    |

