References

- Abdella, Heba, Project Coordinator, Siwa Sustainable Development Initiative, Environmental Quality International (EQI). 2007. Personal communication (e-mail), August 28-September 24.
- AKDN. 2006. Remarks by His Highness the Aga Khan at the Official Opening of the Kampala Serena Hotel, 10 November 2006. http://www.akdn.org/speeches/2006Nov11.htm (accessed October 10, 2007).
- AKDN. n.d. Aga Khan Development Network. http://www.akdn.org/index.html (accessed October 10, 2007).
- Aga Khan Development Network (AKDN). n.d. Aga Khan Fund for Economic Development. http://www.akdn.org/agency/akfed.html (accessed October 10, 2007).
- Ashbee, Clare E. 2007, TPS Eastern Africa Limited: Serena Hotels. Internal report prepared by the Aga Khan Foundation (UK).
- Ashley, Caroline and Jonathan Mitchell. 2007. Assessing how tourism revenues reach the poor. Overseas Development Institute Briefing Paper No. 21.
 - http://www.odi.org.uk/Publications/briefing/bp_june07_tourism_v ca.pdf (accessed October 9, 2007).
- Ashley, Caroline. 2006. Participation by the Poor in Luang Prabang Tourism Economy: Current Earnings and Opportunities for Expansion. Overseas Development Institute (ODI) Working Paper 273. London: ODI.
- Ashley, Caroline and Gareth Haysom. Forthcoming. "The development impacts of tourism supply chains - increasing impact on poverty and decreasing our ignorance." In Spenceley, A., ed. Forthcoming, Tourism, Conservation and Poverty Alleviation in Southern Africa. On file with the authors.
- . 2006. "From Philanthropy to a Different Way of Doing Business: Strategies and Challenges in Integrating Pro-Poor Approaches into Tourism Business." Development Southern Africa 23(2): 265-280.
- Ashley, Caroline, Harold Goodwin, Douglas McNab, Mareba Scott, and Luis Chaves. 2006. "Brief 3: Building Links with Local Farmers." Making Tourism Count for the Local Economy in the Caribbean: Guidelines for Good Practice. London: Pro-Poor Tourism Partnership, the Caribbean Tourism Organisation, and the Travel Foundation.
 - http://www.propoortourism.org.uk/caribbean/caribbean-briefswhole.pdf (accessed October 15, 2007).
- _. 2006. "Brief 5: Involving Local People and Products in Tours, Packages, and Excursions." Making Tourism Count for the Local Economy in the Caribbean: Guidelines for Good Practice. London: Pro-Poor Tourism Partnership, the Caribbean Tourism Organisation, and the Travel Foundation.
 - http://www.propoortourism.org.uk/caribbean/caribbean-briefswhole.pdf (accessed October 15, 2007).

- Ashley, Caroline, Clive Poultney, Gareth Haysom, Douglas McNab, and Adrienne Harris. 2005. How to? Tips and Tools for South African Tourism Companies on Local Procurement, Products and Partnerships. http://www.propoortourism.org.uk/howto.htm (accessed October 9, 2007).
- Ashley, Caroline, Dilys Roe, and Harold Goodwin. 2001. Pro-Poor Tourism Strategies: Making Tourism Work for the Poor. Pro-Poor Tourism Report No. 1. London: Overseas Development Institute. http://www.propoortourism.org.uk/ppt_report.pdf (accessed October 9, 2007).
- Bah, Adama and Harold Goodwin. 2003. Improving Access for the Informal Sector to Tourism in Gambia. Pro-Poor Tourism Working Paper No. 15. http://www.responsibletourismpartnership.org/publications/Improv ing%20Access%20for%20Informal%20Sector%20Gambia.pdf (accessed October 9, 2007).
- Canovas, Alberto, Operations Manager, Youth Career Initiative. International Business Leaders Forum. 2007. Personal communication (interviews), August 1-September 25.
- Diotallevi, Marina, Chief, Cultural, Social and Ethical Aspects of Tourism, UN World Tourism Organisation (UNWTO). 2007. Personal communication (e-mail to Amy Lehr), September 26.
- 2007. Personal communication (e-mail to Hannah Wilde), August 25-September 28.
- Environmental Quality International (EQI). n.d. About Us: Overview. http://www.eqi.com.eg/index.php?activemenu=About%20Us&scr eenid=16 (accessed October 13, 2007).
- _. n.d. The Siwa Sustainable Development Initiative. http://www.eqi.com.eg (accessed August 28, 2007).
- . n.d. The Siwa Sustainable Development Initiative: Organic Agriculture & Agro-Culinary Production. http://www.eqi.com.eg/index.php?activemenu=Project%20Showc ase&screenid=99 (accessed August 28, 2007).
- . n.d. The Siwa Sustainable Development Iniatiative: Siwa Women's Artisanship Development Initiative. http://www.egi.com.eg/index.php?activemenu=Project%20Showc ase&screenid=37 (accessed August 28, 2007).
- Fair Trade in Tourism South Africa. n.d. About us. http://www.fairtourismsa.org.za/aboutus/index.html (accessed October 9, 2007).
- Global Travel & Tourism Partnership (GTTP). No date. "Fast Facts -About Us." http://www.gttp.org/html/facts.html#mission http://www.gttp.org/html/facts.html#mission (accessed March 5, 2008).
- . No date. "Who We Are." http://www.gttp.org http://www.gttp.org/"> (accessed March 5, 2008).

- Goodwin, Harold and Justin Frances. 2003. "Practitioner Papers:
 Ethical and Responsible Tourism: Consumer Trends in the UK."
 Journal of Vacation Marketing 9(3): 271-284. See also First
 Choice. 2005. Responsible Tourism Who Cares? First Choice
 2005 Trends Report.
 http://www.fcenvironmentandpeople.com/fcenviro/TrendsReport_
- Goodwin, Harold, Peter Greenhalgh, Peter Nizette, Diane Stadhams, Claudia Townsend, and Matt Walpole. 2000. Harnessing Tourism for Poverty Elimination: A Blueprint from the Gambia. Final Report to the UK Department for International Development (DfID). Natural Resources Institute Report No. 2693, Project No. C1526.

150.pdf (accessed October 9, 2007).

- Fundación Haciendas en el Mundo Maya (Fundación Haciendas). n.d. Achievements.
 - http://www.fundacionhaciendas.com/eng/logros.html (accessed October 12, 2007).
- Hatem, Tarek. Forthcoming. "Siwa Sustainable Development Initiative."
 In United Nations Development Programme (UNDP). Forthcoming.
 Growing Inclusive Markets: Business Works for Development and
 Development Works for Business. New York: UNDP.
- Hawkins, Rebecca, Jan Jackson, and Hugh Somerville, with Susan Mahon and Rosemarie Thomas. 2006. Increasing Local Economic Benefits from the Accommodation Sector in the Eastern Caribbean, Travelwatch for the Travel Foundation.
- International Business Leaders Forum (IBLF). 2006. "Case Study: Siwa Women's Artisanship Development Initiative, Siwa Oasis, Egypt." Green Hotellier No. 39. Page 22.
- _____. 2006. "Case Study: Siwa Oasis, Egypt." Green Hotellier No. 38. Page 14.
- _____. 2006. "Case Study: The Aga Khan Fund for Economic Development." Green Hotellier No. 38. Page 15.
- _____. 2005. "Case Study: Spier, Stellenbosch-Winelands, South Africa." Green Hotellier No. 36. Page 15.
- _____. 2005. "Case Study: Spier, Stellenbosch-Winelands, South Africa." Green Hotellier No. 35. Page 16.
- _____. n.d. Youth Career Initiative. http://www.youthcareerinitiative.org (accessed August 20, 2007)
- Lejarraga, Izaskun and Peter Walkenhorst. 2006. Of Linkages and Leakages: How tourism can foster economic diversification. Draft World Bank report.
- Lengefeld, Klaus, German Technical Cooperation (GTZ) and Robert Stewart, Directing Manager, Sandals Resorts International. 2004. All-Inclusive Resorts and Local Development. Presentation to the World Travel Market Meeting, London, November 10. http://www.propoortourism.org.uk/WTM%20Presentations/WTM% 20Sandals%20presentation.pdf (accessed October 9, 2007).
- Mattoo, Aaditya and Lucy Payton, eds. 2007. Services Trade & Development: The Experience of Zambia. Washington, DC: International Bank for Reconstruction and Development/The World Bank.
- Mclarty, Rachel, Director, Corporate Communications, Sandals Resorts International. 2007. Personal communication (e-mail), September 5-October 9.

- Meyer, Dorothea. 2006. Caribbean Tourism, Local Sourcing and Enterprise Development: Literature Review. Pro-Poor Tourism Working Paper No. 18.
 - http://www.propoortourism.org.uk/18_domrep.pdf (accessed October 14, 2007).
 - _____. 2003. Outbound UK Tour Operating Industry and Implications for PPT in Developing Countries. Pro-Poor Tourism Working Paper No. 17. http://www.propoortourism.org.uk/17_industry.pdf (accessed October 9, 2007).
- Mitchell, Jonathan and Caroline Ashley. Forthcoming. Pathways to Prosperity: How can tourism reduce poverty? A review of the pathways, evidence, and methods. London and Washington, DC: Overseas Development Institute and The World Bank.
- ______. 2007. Can Tourism Offer Pro-Poor Pathways to Prosperity? Overseas Development Institute Briefing Paper No. 22. http://www.odi.org.uk/publications/briefing/bp_june07_tourism_p tp.pdf (accessed October 9, 2007).
- Mitchell, Jonathan and Jojoh Faal. 2006. The Gambian Tourist Value Chain and Prospects for Pro-Poor Tourism. London: Overseas Development Institute.
 - http://www.odi.org.uk/tourism/resources/longerpapers/0612_ga mbiavca.pdf (accessed October 9, 2007).
- Nazerali, Aly, CEO and European Representative, Aka Khan Development Network. 2007. Personal communication (e-mail to Jane Nelson, Director, CSR Initiative, Kennedy School of Government, Harvard University), October 9.
- Poultney, Clive, title, Wilderness Safaris. 2007. Personal communication (e-mail), September 27-October 10.
- Poultney, Clive, and Anna Spenceley. 2001. Practical Strategies for Pro-Poor Tourism: Wilderness Safaris South Africa: Rocktail Bay and Ndumu Lodge. Pro-Poor Tourism Working Paper No. 1. London: Overseas Development Institute (ODI). http://www.propoortourism.org.uk/safrica_cs1.pdf (accessed October 12, 2007).
- PriceWaterhouseCoopers (PWC). 2006. East Africa's Most Respected Companies 2006.
 - http://www.pwc.com/Extweb/pwcpublications.nsf/docid/6AC057B 01E9DE5BE8025723B002D092A (accessed October 10, 2007).
- _____. 2006. PWC Hospitality Directions, Europe Edition, No. 13.
- Roche, Chris, Communications Manager, Wilderness Safaris. 2007. Personal communication (e-mail), September 7-October 10.
- Rural Agricultural Development Authority (RADA). n.d. Sandals/Farmer Programme Update Nov. '03.
 - http://www.radajamaica.com.jm/marketing_articles.asp?section= Marketing&ID=28 (accessed August 22, 2007).
- . n.d. Sandals/Farmer Programme.
 - http://www.radajamaica.com.jm/marketing_articles.asp?section= Marketing&ID=27 (accessed September 26, 2007).
- Saville, Naomi. 2001. Practical Strategies for Pro-Poor Tourism: Case study of pro-poor tourism and SNV in Humla District, Nepal. Pro-Poor Working Paper No. 3.
 - http://www.propoortourism.org.uk/nepal_cs.pdf (accessed October 9, 2007).

- Serena Hotels. 2007. SOS Serena Outreach to Society: The Corporate Social Responsibility Newsletter for Serena Hotels. Issue No. 1.
- Smith, Gare and Dan Feldman. 2003. Company Codes of Conduct and International Standards: An Analytical Comparison. World Bank Group Corporate Social Responsibility Practice. Washington, DC: International Bank for Reconstruction and Development/The World Bank.
- South African Department of Environmental Affairs and Tourism. 2002. National Responsible Tourism Development Guidelines for South Africa: Provisional Guidelines.

http://www.icrtourism.org/international%20Initiatives/Responsible %20Tourism%20Guidelines.doc (accessed October 9, 2007).

- Spenceley, Anna and Jennifer Seif. 2003. Strategies, Impacts, and Costs of Pro-Poor Tourism Approaches in South Africa. Pro-Poor Working Paper No. 11.

 http://www.propoortourism.org.uk/11_South_Africa.pdf (accessed October 9, 2007).
- Spier Leisure Holdings. 2006. Spier: A Better Future. 2006 Corporate Social Responsibility Report.
- Tao, Sharona, InterContinental Hotels Group China. 2007. Personal communication (e-mail), February 26 March 6, 2008.
- The Business Trust. n.d. Tourism Enterprise Programme (TEP). http://www.btrust.org.za/index.aspx?_=127&id=10&sid=7 (accessed October 4, 2007).
- Tolman, Michelle, Networks Manager, Youth Career Initiative, International Business Leaders Forum. 2007. Personal communication (interviews), August 1-September 25, 2007.
- United Nations Development Programme (UNDP). Forthcoming.
 Growing Inclusive Markets: Business Works for Development and Development Works for Business. New York: UNDP.
- United Nations World Tourism Organisation (UNWTO). 2006. Poverty Alleviation Through Tourism: A Compilation of Good Practices. Madrid: UNWTO.
- _____. n.d. About UNWTO. http://www.unwto.org/aboutwto/index.php (accessed August 23, 2007).
- _____. n.d. Affiliate Members: About Us: Affiliate Members & Secretariat.
 - http://www.unwto.org/afiliados/about_us/en/about_us.php?op=1 (accessed August 23, 2007).
- _____. n.d. Affiliate Members: Business Council.

 http://www.unwto.org/afiliados/business/en/business.php
 (accessed October 14, 2007).
- _____. n.d. Ethics in Tourism: Global Code of Ethics: Background. http://www.unwto.org/code_ethics/eng/global.htm (accessed October 3, 2007).
- ______. n.d. ST-EP. http://www.unwto.org/step/index.php (accessed August 24, 2007).
- ______. n.d. WTO Commission for Africa: Welcome to the World Tourism Organization's Regional Representation for Africa. http://www.unwto.org/regional/africa/menu.htm (accessed October 12, 2007).
- Verjee, Nadia, External Relations and Strategic Planning, Aga Khan Development Network. 2007. Personal communication (e-mail), August 28-October 10.

Wright, Michael and Amy Lehr. 2007. "Business recognition of human rights: Global patterns, regional and sectoral variations."

Addendum to the Report of the UN Special Representative to the Secretary-General on Business and Human Rights, A/HRC/4/35/Add.4.