

What would you see if you really looked?

Hotels and other companies operating in the hospitality sector have a responsibility to safeguard staff and agency workers engaged within their business operations and to treat all workers with dignity and respect.

Effective due diligence

Companies should be aware of laws protecting staff from exploitation and forced labour, and should undertake effective due diligence to ensure that their employment and contracting arrangements meet legal requirements.

Turning a blind eye is not an option

Turning a blind eye to the exploitation of staff and agency workers and the unscrupulous operating practices of some agencies is not an option. The law is quite clear; wilfully disregarding indications that an offence is taking place may leave companies liable for prosecution.

Use the **SEE** formula overleaf to help protect your business and those who work in it.



Staff Wanted Initiative

COMBATTING FORCED LABOUR, TRAFFICKING AND EXPLOITATION IN THE UK HOSPITALITY INDUSTRY

Staff Wanted Initiative is led by the Institute for Human Rights and Business and Anti-Slavery International, to raise awareness within the UK hospitality industry of the steps needed to combat the exploitation of vulnerable workers, trafficking and forced labour.

Our aims are to:

- Help the hospitality industry recognise and understand how exploitation of workers can occur
- Provide a due diligence lens to view the activities of those agencies providing labour and other services to the hospitality industry
- Offer guidance on best practice and business operational procedures which respect the rights and dignity of workers



The Institute for Human Rights and Business works to raise corporate standards and strengthen public policy to ensure that the activities of companies do not contribute to human rights abuses, and in fact lead to positive outcomes. www.ihrb.org

Anti-Slavery International, founded in 1839, is committed to eliminating all forms of slavery throughout the world by exposing current cases of slavery, campaigning for its eradication and supporting the initiatives of local organisations. www.antislavery.org



This project is funded by The Joseph Rowntree Foundation. www.jrf.org.uk

www.staff-wanted.org

Don't turn a blind eye to exploitation

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Scrutinise

Scrutinise and monitor your relationships with staff and with recruitment agencies. Records, business agreements, contracts and payments can reveal valuable information about possible exploitation. Additional checks can help ensure you are operating as a responsible employer or user of agency staff.

1. Check all staff including agency workers have a written contract.

2. Check all staff including agency workers have not paid any kind of direct or indirect fees to obtain work.

3. Check and record addresses of all staff including agency workers. Investigate where numerous staff list the same address, indicating high shared occupancy.

4. Undertake background checks on any agency used to recruit or supply staff. Are they reputable?

5. Use indicative pricing statistics to assess quotations and fees from agencies offering or charging suspiciously low rates.

Engage

Engage with your workforce. Talking formally and informally with your workforce can uncover whether there are any issues around potential exploitation that you should investigate further.

1. Provide training for supervisors and other staff on identifying and remedying risks and vulnerabilities to exploitation.

2. Monitor hours worked and have triggers in place to investigate excessive overtime or availability for work on rest days. Ensure recorded hours match hours actually worked.

3. Monitor allocation of jobs, work, roles or tasks and prevent any form of discrimination.

4. Provide full details to all staff including agency workers of rules surrounding statutory rights, sick pay, holiday pay and any other benefits due.

5. Investigate payments by workers to any agency for food, accommodation, uniforms / overalls, transport, laundry or other services.

Ensure

Ensure you provide a fit and proper workplace. Clear operational procedures provide a framework for your own staff and supervisors when dealing with agency workers. They can help ensure that problems either do not occur or can be quickly identified and remedied.

1. Have a clear recruitment policy with procedures and guidelines in place for the hiring of staff or use of recruitment or employment agencies.

2. Supervisors and managers should receive written notification that accepting inducements, or any form of worker maltreatment, coercion or harassment will be regarded as a gross misconduct offence.

3. Calculate and then operate to realistic expectations of work to be achieved within timeframes. This should take into account varying patterns of normal hotel use by customers.

4. Ensure all health and safety measures are appropriate and accessible to all staff including agency workers

5. Establish a confidential grievance process for all staff including agency workers.