
Trafficking and Modern Slavery

An Industry Response - Shiva Foundation





www.shivafoundation.org.uk



@shiva_fdn

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The Issue

Hospitality

- **292 million** – hospitality jobs globally (that's 1 in 10)
- **10.2 %** – of gross domestic product globally

Modern Slavery

- **40.3 million people** living in modern slavery globally
- **1.1 million victims** of modern slavery in Europe
 - Sexual exploitation in hotels - **93,000**
 - Forced labour in hotels - **4,500**
 - Forced labour in restaurants - **12,500**

Stop Slavery Blueprint



Stop Slavery Blueprint



Stop Slavery General Manager Handbook

Stop Slavery Hotel Industry Network



Call the Modern Slavery Helpline on 08000 121 700 to get help, report a suspicion or seek advice

What is The Stop Slavery Hotel Industry Network?

The Network brings together representatives from across the hotel industry to combat human trafficking and modern slavery within the sector. Its ethos stems from the acknowledgement that actors across the industry, whether international brands, bespoke hotel groups, independent owners, managers or employee agencies are all responsible for combating this horrific crime.

FIND OUT MORE



"delivering beyond expectation"
Since 1974



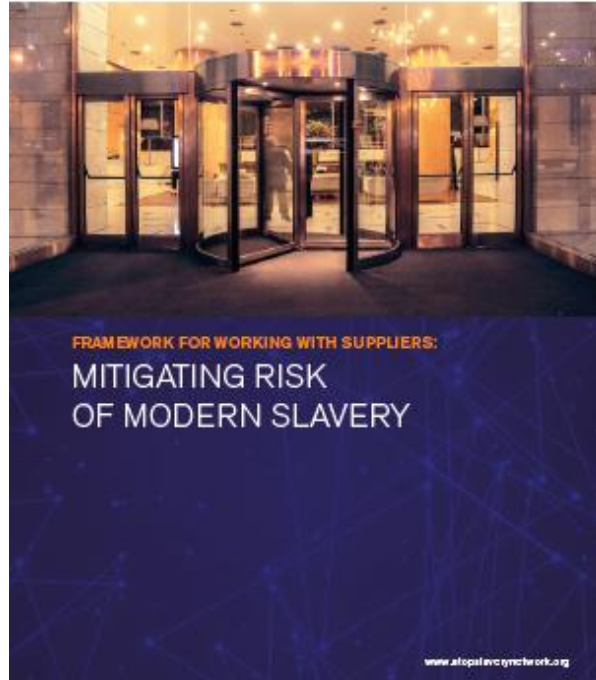
International
Tourism
Partnership



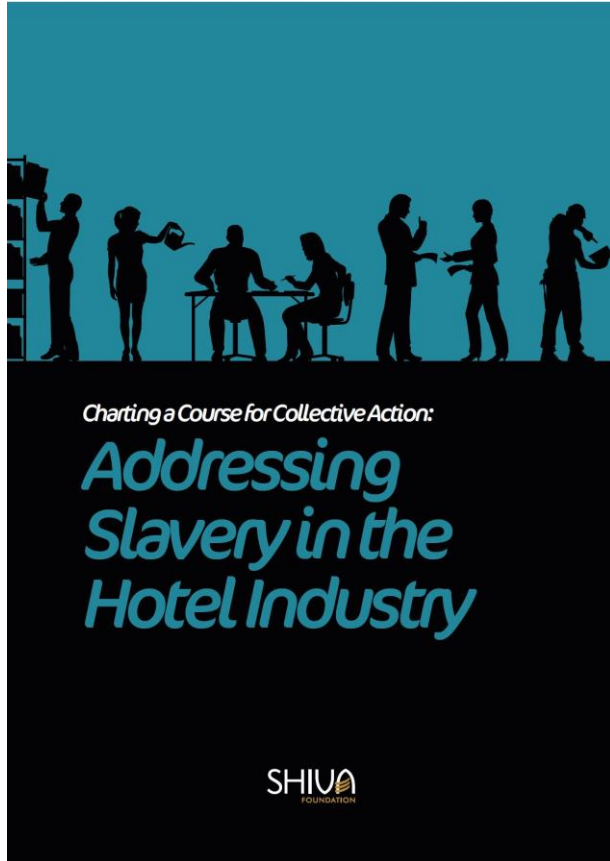
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Stop Slavery Hotel Industry Network

The **Framework** for working with suppliers



Report: Charting a Course for Collective Action



Recommendations:

Engage models **that share responsibility** across brands, managers and owners.

Change the discourse: instead of thinking about the risk involved with addressing slavery head on, consider how it could be an opportunity.

Make slavery a **cross-functional issue** and develop a broad approach within an individual company.

Collaborate: more often, more honestly and with more organisations.

Launch



Collaborating to Tackle Human Trafficking and Modern Slavery

SHIVA
FOUNDATION



UN
WOMEN
Planet 50-50 by 2030
Step It Up for Gender Equality



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Sian Lea, Senior Programme Manager
Shiva Foundation



@SianLea

Our Journey: Stop Slavery Blueprint



Stop Slavery Blueprint



LABOUR & RECRUITMENT



SEXUAL EXPLOITATION



SUPPLY CHAINS

The Stop Slavery Blueprint

1. Public commitment to tackling human trafficking modern slavery



Our Commitment to Tackle Human Trafficking

Shiva Hotels LLP is a hotel company with a collection of hotels across the UK. As a growing business, we strive towards running our business in a socially responsible way. This is core to our mission. We continually engage in dialogue with stakeholders across the industry and in government and civil society in order to reach collaborative solutions to some of the common critical social issues of our time.

Our current commitment is to bring about a model to tackle modern slavery and human trafficking within our organisation and across the industry.

OUR INDUSTRY: The hotel and hospitality sector employs over 4.4 million people and contributes over £143 billion to the UK economy. The UK National Crime Agency states that traffickers and organised criminals look for ways to exploit this. Shiva Hotels believes businesses need to take a stand and play a leading role in addressing some of the key risk areas within the industry, including hotel usage, employment and supply chains.

OUR RESPONSIBILITY: We recognise that we have a responsibility to play a critical role in increasing awareness and taking what positive action we can to prevent this horrific crime.

"Great stay, even nicer than expected"

2 Oct 2017



Berryktravels (21 reviews)
scotland

First impressions were "wow" as I walked along and saw the flags outside and concierge. Feels very special.

Hotel is very conveniently located between holborn and covent garden too.

Check in staff were fantastic with plenty friendly concierge on hand to help. Take a look at their anti human trafficking promise on the wall too. Brilliant to see what looks like an old fashioned, fancy hotel take a stand and to make sure everyone sees. Very impressed by this. More businesses need to be vocal and this was the perfect way to do it. My room was spacious and comfortable and I slept very well. I'd definitely stay again.

Helpful?



The Stop Slavery Blueprint

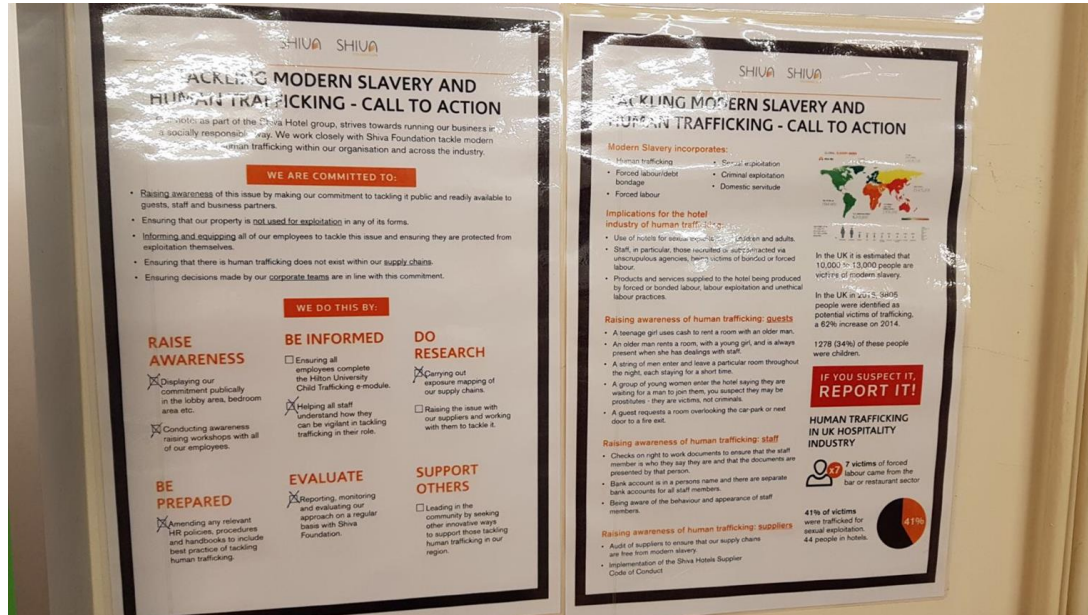
2. Practical training and tools



What is your understanding
of the term Modern Slavery?

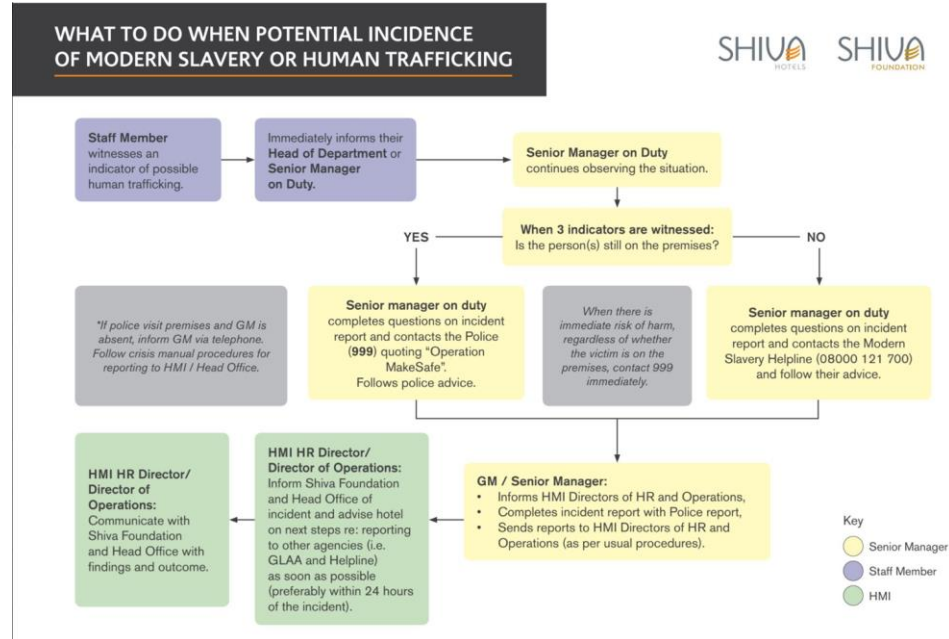
The Stop Slavery Blueprint

3. Policy that covers hotel use, employees, recruitment, supply chains and even business decisions



The Stop Slavery Blueprint

4. Protocols for reporting and remedy



Risk Areas

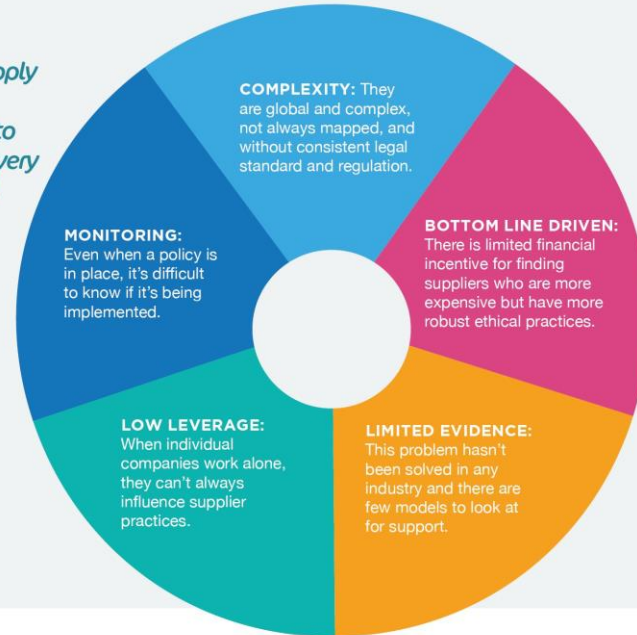
- Are you aware of what risk your industry might face when it comes to modern slavery?
- What are the risk areas for your business/industry (i.e. supply chains, recruitment, operations)?

Measures to Address Risk

- What measures are you aware of are being used to address these risk areas?
- How effective are these measures?
- Is there anything else that might be helpful to address risk of modern slavery?

Supply Chains

Why are supply chains so vulnerable to modern slavery in the hotel industry?



Supply Chains: Risk Mapping

Exposure Mapping

As outlined in more detail across different sections in this Blueprint, as part of our Initiative to identify and mitigate risk in the short term, hotels shall adopt the following control measures:

- **Relationships:** where possible, build and maintain longstanding relationships with local and trusted suppliers, making clear our expectations of business behaviour.
- **Employment:** Where possible, recruit, vet and employ employees directly, following clear company policies and guidelines.
- **Compliance:** Ensure compliance with current legislation and guidelines by embedding both into the day-to-day of the hotel's work. This includes relevant human resources provisions in law such as Working Time Regulations, and the National Minimum Wage.
- **Knowledge:** Improve knowledge base by collecting relevant data and improving transparency within the business and down the supply chain.
- **Feedback:** Promote a company culture whereby the reporting of concerns and the protection of informants is encouraged.
- **Third Party Engagement:** Build strategic alliances with independence unions, social advisors and NGOs.
- **Measurable Change:** Develop verifiable KPIs to measure progress.

Framework for Working with Suppliers

Five key risks to worker welfare in labour sourcing and recruitment:



Charging recruitment fees:

Large recruitment fees, whether for recruitment itself, travel, visa or administration costs, can leave workers in situations of debt bondage. Lower-skilled migrant workers tend to pay a higher percentage of job-matching fees than high-skilled non workers.



Contract deception:

Labor agencies may not provide written contracts of employment or may provide a contract to workers in a language other than their native language. Workers may find themselves in a different job or with a significantly lower salary than they were promised.



Wages and Benefits:

Current factors of labour exploitation include withholding of wages (notably if contract is terminated early), unreasonable pay deductions, wages not paid on time, worker bank accounts controlled by employer, and in-kind payments (e.g., bonds, manufactured goods, etc.).



Retention of Identification Documents:

Workers can be effectively bound to a job or employer when personal documents (e.g. passports), or any other valuables (e.g. wedding rings), are confiscated, destroyed, withheld, or otherwise denied to the worker, technically preventing them from leaving their job.



Worker living accommodations:

If employer provide accommodation for workers to live, the housing must be safe, clean, and offered at a reasonable price. For migrant workers, there may be no other options of a place to live. As workers become more reliant upon the labour provider, risk of exploitation can increase.

Supply Chains: Setting a Baseline

BEST PRACTICE COMMITMENT ON EMPLOYMENT & HUMAN RIGHTS **To incorporate into HR Manuals.**

[x hotel] is committed to upholding basic human rights and supports in full the United Nations Universal Declaration of Human Rights and the International Labour Organisation Core Conventions. We are committed to working towards embedding the following policy, as guided by UK employment law, into our existing policies and documents as appropriate.

GUIDELINES FOR ESTABLISHING TERMS AND CONDITIONS WITH RECRUITMENT AGENCIES **To incorporate into HR Manuals.**

Agreeing Terms of Business between an agency and [x hotel] for the Supply of Staff Services

Supply Chains: Engaging Suppliers

Supplier Code of Conduct

This policy defines both [x hotel's]' minimum standards and the basic principles of cooperation that we require of all suppliers, whether they supply goods, services or people. It also identifies the commitments we will make to ensure the Supplier Code of Conduct is effectively implemented throughout the supply and value chains. The policy requirements are based on core international labour organisation conventions, the ETI base code and the UN Guiding Principles on Business and Human Rights.

Supply Chains: Reporting Incidents



Table Discussion

- Are these tools similar to any you already have in your organisation?
- Are any of these tools something you would encounter in your role?
- Could these tools be useful for your own business? Why and why not?
- What else would help your efforts?

Get Involved

- GET INFORMED:

(1) Check out the resources on the Network hub –

www.stopslaverynetwork.org

(2) Ask hotels you stay at if they have training for staff or reporting protocols.

- GET IN TOUCH:

(1) Send us your feedback on the Blueprint

(2) Contact us - Sian Lea, Senior Programme Manager, Shiva Foundation:

sian@shivafoundation.org.uk