

The Mekong Club “Hospitality Compliance Checklist”

User Guide

The Hospitality Checklist was created by the Mekong Club to assist companies to understand the risks of forced labour and other forms of modern slavery in the hotel industry, and to take steps to anticipate, prevent and, if necessary, respond to exploitative practice. The Checklist consists of seven parts:

1. **OVERVIEW** – of the issue of modern slavery and its relevance to the hospitality industry.
2. **GENERAL POLICY** – how to address forced labour throughout all aspects of the company’s operations.
3. **HOTEL USAGE FOR SEXUAL EXPLOITATION** – how to effectively address this issue, without offending clientele.
4. **SUPPLY CHAIN AND PROCUREMENT** – how to ensure that the goods and services purchased by the company do not involve forced labour.
5. **THIRD PARTY CONTRACTS AND OUTSOURCING** – how third-party engagement may increase the risks of exploitative practice.
6. **RECRUITMENT AND FEES** - how the recruitment process and accompanying fees can lead to forced labour.
7. **CONSTRUCTION AND RENOVATION** – how construction workers are particularly vulnerable to labour rights infringements.

A vertical table of contents with a dark blue background and light blue bars for each item. Each item is preceded by a white downward-pointing chevron icon.

Overview
General Policy
Hotel Usage For Sexual Exploitation
Supply Chains and Procurement - Overview
Third Party Contracts and Outsourcing
Recruitment and Fees
Construction and Renovation

The Checklist may be navigated in any order, by opening any section. However, adopting a top to bottom approach is recommended during the first reading, in order to have a comprehensive overview of the distinctive features of the hospitality sector.

When you click on the white down arrow on the left side of any of the main headings, the sub-headings for that topic will appear on your screen. Every section includes an **overview** of the issue, **key considerations**, and the **suggested action** to take. The Checklist is colour-coded as follows:

- **Light blue** – main headings
- **Green** – overview of topic
- **Sage** – recommended actions
- **Grey** – advantages of taking action (Overview only)
- **Yellow** – consequences of inaction
- **Orange** – additional facts
- **White** – additional actions to consider



The screenshot shows a checklist interface with a dark blue background. On the left, there is a vertical navigation bar with white arrows pointing up and down. The main content area displays a list of items under the heading 'General Policy' (light blue background). Each item has a white down arrow on the left and a colored background:

- The Issue** (Green background)
- If companies don't act...** (Yellow background)
- Policy recommendation 1:** Ensure all hotel executives understand how modern slavery/human trafficking relates to the hospitality sector, and their obligations in this regard (Sage background)
- Policy recommendation 2:** Make a public commitment to combat trafficking/modern slavery (Sage background)
- Policy recommendation 3:** Develop a policy or Code of Conduct to reflect clear and unambiguous 'zero tolerance' to any form of forced labour within the hotel company's operations and its supply chains (Sage background)
- Policy recommendation 4:** Develop a plan to implement the policy/Code of Conduct throughout the organisation (Sage background)
- Policy recommendation 5:** Develop and implement a certified training programme for all hotel staff, including third party agency staff (Sage background)
- Policy recommendation 6:** Establish worker voice mechanisms for direct and indirect employees (Sage background)
- Did you know?** (Orange background)
- Policy recommendation 7:** Develop a plan to manage reports of forced labour incidents (Sage background)
- Policy recommendation 8:** Establish a system to monitor the implementation of the policy/Code of Conduct and make changes where necessary (Sage background)
- Did you know?** (Orange background)
- Additional action to consider:** Contributing to a fair deal for domestic workers (White background)

At the bottom of the list, there is a heading for 'Hotel Usage For Sexual Exploitation' (light blue background) with a white down arrow on the left.

Following the same method of clicking on the white down arrows, it's possible to read the descriptive text for each heading. The text may contain links to external web pages, internal Mekong Club resources, or viewable and downloadable documents.

