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.
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 subheadings 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

![Image of the Checklist](image-url)
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.

The hospitality industry has a big part to play in addressing forced labour within its facilities, its workforce, and its supply chains. With the added complexity of shared responsibilities between brand franchisors, property owner franchises, and management operational outsourcing, along with the seasonality of payrolls, the sector is vulnerable in very specific ways.

This section demands a comprehensive response encompassing the day-to-day business, customer activities, supply chains, third party agencies, and construction services, within an environment where it may especially difficult to terminate commercial relationships. This section of the checklist addresses issues around overall policy, with the following sections providing more details on its application to specific forced labour risks faced by companies.

All aspects of the guide need to be addressed equally to provide confidence in an effective response. Brands and property owners should not leave dealing with forced labour solely to their management teams.

**Policy recommendation 1:** Ensure all hotel executives understand how modern human trafficking relates to the hospitality sector, and their obligations in this regard.