



Promoting ethical recruitment in the hotel and tourism industry

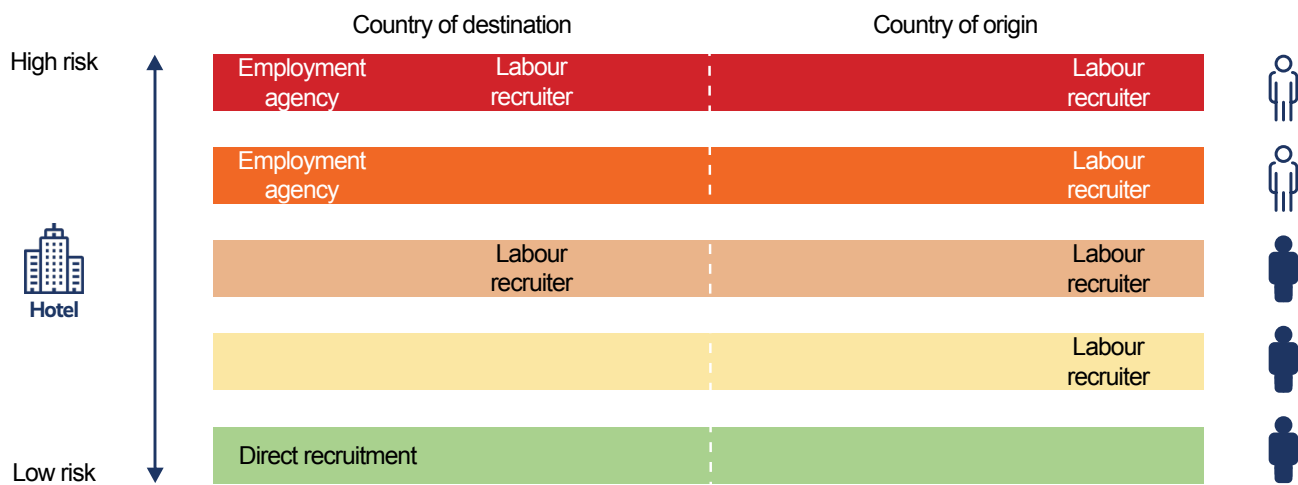
Workers are increasingly looking for job opportunities beyond their home country in search of decent work and better livelihoods. Many countries depend on migrant workers to satisfy local job demands, and millions of workers also migrate internally in search of opportunities.

The hospitality industry is a people industry, employing hundreds of millions of workers worldwide. The industry employs many migrant workers, particularly in fast-growing markets and in preparation of large-scale events (e.g. global sporting events). Recruiting across borders enables hotels to find the talent and skills needed and fill gaps in the local labour market.

Estimated **16 million people** globally in forced labour in the private sector

10% of private sector forced labour occurs in accommodation and food services¹

Fig 1: Migrant workers' recruitment risk profile



Adapted from ILO/IHRB's *Promoting Fair Recruitment and Employment in Qatar: Guidance Tool for Hotels in Qatar*²

Employee Agency worker

Recruitment processes

Recruitment processes and workers' journeys differ. All of them may present risks to workers, especially when recruitment is done without due diligence throughout the recruitment and migration process.

Hotels recruit workers through direct and/or indirect recruitment avenues (fig 1). The more agents involved increases the complexity of the recruitment process and the potential risk of unfair recruitment. This is because hotels have reduced transparency of the processes and less control over the contracts.

Knowing the risks

Migrant workers can be particularly at risk of forced labour due to unethical employment and recruitment practices – intentional or unintentional. This can include coercion to work through violence or intimidation, contract deception, debt bondage, restrictions on freedom of movement, retention of identity documents, threats, and poor living and working conditions.

For hotels, failure to mitigate against human rights issues in the labour supply chain can result in failure to meet national or international regulations, fines and imprisonment, reputational risk, and loss of commercial opportunities and investment.

Promoting ethical recruitment

Employers play an essential role in promoting ethical recruitment. Without this, recruiters are often reluctant to adopt new business practices and those that do are undercut by unethical practices.

To reinforce industry engagement, the International Organization for Migration (IOM) and the Sustainable Hospitality Alliance have created a partnership to promote ethical recruitment in hospitality and tourism. The initiative aims to promote ethical recruitment in cross-border labour migration and make international recruitment fair for everyone involved.

What we are doing

This initiative brings together recruitment agencies in countries of origin, with hotel companies in countries of destination, and local governments to:

- **Support recruitment agencies** in adopting ethical recruitment practices
- **Raise awareness** and increase commitment across the sector
- **Develop hospitality-specific online trainings and tools** on implementing ethical recruitment
- **Create guidance for hotel companies** operating in countries of destination
- **Improve access to information for hotel workers** throughout their recruitment journey

Find out more

To find out more about this project, and to take part, please visit www.sustainablehospitalityalliance.org

1. Global Estimates of Modern Slavery (2017), ILO, available from: www.ilo.org

2. Adapted from Promoting Fair Recruitment and Employment (2020), ILO, available from: www.ilo.org

About Sustainable Hospitality Alliance

Sustainable Hospitality Alliance brings together engaged hospitality companies and uses the collective power of the industry to address key challenges affecting our planet and its people.

info@sustainablehospitalityalliance.org

www.sustainablehospitalityalliance.org

Responsible hospitality for a better world

Sustainable Hospitality Alliance is a registered charity in England and Wales (1188731). Company limited by guarantee (12373950).

Where we are currently working

We are working in key migration corridors in Central America targeting destination countries such as Mexico and Panama, and from East Africa to countries of the Gulf Cooperation Council including Kuwait and Oman.

Learnings from this project will also enable the global hotel industry to better understand, identify, and address risks related to unethical recruitment faced by migrant workers in their global supply chains.



About International Organization for Migration (IOM)

IOM is the leading inter-governmental organization in the field of migration and is dedicated to promoting humane and orderly migration for the benefit of all.

www.iom.int



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