

Temporary migrant labour in the hospitality and tourism industry

How to address risks when recruiting temporary workers

Key risks for workers

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| <ul style="list-style-type: none"> • Recruitment fees and costs
(p11, section 2)* | <p>Some recruiters might charge for jobs. For short-term work, this might mean the bulk of income goes towards the repayment of debt.</p> | <ul style="list-style-type: none"> • Restricted freedom of movement
(p12, section 4)* | <p>Migrant workers can be tied to employers by contracts, visas or fees, which prevent them from leaving or reporting abuses.</p> |
| <ul style="list-style-type: none"> • Withholding identity documents
(p12, section 4)* | <p>Identity documents might be withheld as a means of control. This is illegal in many places and a violation of worker rights.</p> | <ul style="list-style-type: none"> • Fraud or scams | <p>Temporary workers might be scammed in the recruitment process, for example given false assurances or fraudulent contracts.</p> |
| <ul style="list-style-type: none"> • Isolation
(p21, section 4.5)* | <p>Temporary work rarely allows workers to bring family, depriving them of key social supports, which can cause stress and isolation.</p> | <ul style="list-style-type: none"> • Limited freedom of association
(p13, section 5)* | <p>Temporary workers might have limited rights to join unions or groups, reducing protections and making them vulnerable to retaliation.</p> |
| <ul style="list-style-type: none"> • Limited labour standards
(p19, section 4.3)* | <p>Certain countries may not have/enforce labour standards for temporary workers, allowing abuses to happen and go unreported.</p> | <ul style="list-style-type: none"> • Limited access to social services | <p>Certain visas can prevent migrant workers from accessing benefits, insurance or legal services limiting options if they experience abuse.</p> |
| <ul style="list-style-type: none"> • Discrimination and xenophobia | <p>Migrant workers can face challenges of discrimination and xenophobia, which can affect wellbeing and safety.</p> | <ul style="list-style-type: none"> • Limited access to remedy
(p13, section 5)* | <p>Due to short-term contracts, migrant workers may struggle to receive remedy due to lengthy grievance processes.</p> |

Temporary migrant labour is also known as 'short-term', 'seasonal' or 'guest workers'.

* For further information, please see [Establishing Ethical Recruitment Practices in the Hospitality Industry](#) on the pages and sections indicated.

Recommendations for hotels to prevent exploitation of temporary migrant workers

Align with [Principles on Forced Labour](#) and [Employer Pays Principle](#)

Every worker should have **freedom of movement**



No worker should **pay** for a job



No worker should be **indebted** or **coerced** to work



Health and safety

- **Ensure health and safety guidelines** are met in all workplaces, transportation, and housing settings.



Worker rights

- Respect freedom of movement by ensuring that workers **documents are not kept**.



Worker voice

- **Hold discussions with migrant workers** to understand their recruitment and employment experiences.



Grievance processes

- Ensure **grievance processes are accessible** to migrant workers during and after employment.



Access to remedy

- Provide migrant workers with transparent and easily accessible systems and processes to rectify issues.

Find out more

For more detailed guidance and practical steps for the hospitality industry on recruiting migrant workers, use our free resources:

- [Establishing Ethical Recruitment Practices in the Hospitality Industry](#)
- [Promoting Fair Recruitment and employment for hotels in Qatar](#)

