



Monitoring Recruitment Practices

Sample Questions

Migrant workers

- How did you find out about the work? Who was involved in getting you this job?
- Tell me about any fees or costs that you paid to get this job. What were they for? How much did you pay?
- How were you able to pay the fees? Did you have to borrow any money, and if so from whom?
- What information was included in your employment contract? How does it compare to the realities of working in the hotel (in other words, was it an accurate reflection on the job?)
- When did you sign your contract and with whom? Did you have to sign more than one contract (for instance, did you sign another one when you arrived at the hotel)?
- Did you have to hand over your passport at any stage to your recruiter, employer or any other party? If so, when, why and for how long?
- Where is your passport now? If it's not in your possession, how and when can you access it?
- Describe your current accommodation. Who arranged this for you? Can you move freely?

Labour recruiters

- How do you define and communicate your requirements to your staff, workers and customers?
- How do you ensure that workers are not paying recruitment fees and costs to sub-agents upstream?
- How and when do you present workers with their employment contract?
- How do you ensure that worker contracts clearly and accurately describe terms of employment? How do you ensure workers understand them?
- How do you qualify sub-agents? How do you communicate your requirements to them? How do you hold them accountable?
- What do contracts (service agreements) with customers state regarding their practices and how they do/don't support your policies?
- How do you understand worker needs and concerns once they have begun work at a customer site?
- When and how often do you check in on workers? How does your grievance mechanism work?



Franchisees or other business partners

- How many migrant workers do you have at your hotel or business (both directly employed and outsourced from agencies)? What is their breakdown re gender, nationality and age?
- What is your process for selecting and contracting labour recruiters and/or employment agencies?
- Who has oversight of the recruitment process?
- What fees and costs do you pay for the recruitment of workers? Can you provide an itemized list of fees and costs? Do you check what fees and costs workers pay?
- What is your policy on document retention and withholding of passports? Do you provide a safe place for workers to store their passports? If so, how and when can they access this place?
- Do you provide accommodation to migrant workers? If so, can you describe what the accommodation looks like and what are the rules and conditions for workers?
- How does a migrant worker terminate their contract early?
- How does your grievance mechanism work?