

Room Service

- Request for alcohol where minors are present.
- Request for food from child menu at odd times.
- Frequent room service requests paid for by cash.
- Room service attendant refused entry to the room when delivering order.

Bars and Restaurants

- Behavioural observations: controlling, not allowing second party to speak, ordering for them, buying them 'treats'.
- Behavioural observations of second person: submissive, lack of eye contact, not talking, sitting in secluded area. Subdued if sitting on own – doesn't answer to name as false name is being used.
- Young people with significantly older guests in the restaurant or bar.
- Always follow Challenge 25 protocols. (If using Challenge 25 for anyone in our bar outlets, record the incident following the Challenge 25 and modern slavery indicator reporting protocols).

Post Check-Out

- Room checks as above (see Housekeeping and Maintenance).
- Noise complaints raised at morning meeting.

Members of staff

- Physical appearance: victims may show signs of abuse, appear malnourished, exhausted or unkempt.
- Isolation: victims may associate rarely with co-workers at work or outside of working hours.
- Few or no personal possessions: victims may have few personal possessions and might always wear the same clothes day in day out.
- Restricted freedom of movement: victims may not be able to move freely outside of work.
- Unusual travel times: victims may be dropped off/collected for work on a regular basis either very early or late at night.
- Multiple people listing the same address, phone number, bank account and/or next of kin on work records.
- Holiday request is submitted through the HR system by any other employee other than the one requesting the holiday.

Modern Slavery and Human Trafficking Indicator List

Types of indicators that would raise your suspicion.

If 3 or more of these indicators are checked, then raise your concern with the senior manager on duty.

SAY SOMETHING IF YOU SEE SOMETHING.

Reservations

- Unusual block bookings from 3rd party distributors (e.g.: long stay in airport hotels).

Arrival/Reception

- Last minute/walk-in bookings.
- Guest lists local address at registration.
- If a group book in: one person signs in for the whole group.
- Booking made in a different name to those who check-in.
- Odd request for room location: e.g.: at end of corridor, overlooking car park, next to fire exit or lift. Requests interconnecting rooms.
- Controlling ID of accompanying person.
- Behaviour: controlling or dominating towards accompanying person.
- Behaviour of accompanying person: submissive, doesn't speak, no eye contact, appears subdued.
- Limited or excessive baggage and request for assistance declined.
- Refusing to leave credit card imprint and willing to pay in cash for multiple nights in advance.
- Noise complaints by other guests.
- Adult guests who appear secretive about their visit or trying to conceal that they are with a young person or are buying alcohol for someone who you suspect is under 18 years old.
- Numerous adults and young people coming to the hotel who don't appear to have a reason for being there.
- Guests arriving and asking for a specific room number without knowing the name of the person who the room is booked under.
- Young people with boyfriends/girlfriends who seem to be much older.
- Use of porn channels in rooms with children.
- Pre-paid bar tab to a room where children stay.
- Guests extending their room reservation one day at a time and continuing to pay in cash.

Domestic Servitude

- Someone living with and working for a family staying in the hotel.
- Their passports or other identity documents are being withheld.
- The domestic worker doesn't eat with the rest of the family.
- They may appear malnourished and/or unkempt. They may display signs of abuse.
- The room doesn't have sufficient sleeping space for family members and the domestic worker.
- They are forced to work excessive hours.
- Their movements are restricted/not allowed to do anything without the employer.

Guest movements in hotel

- Suspicious behaviour of controlling person: sat in front of lifts for long periods of time.
- Receiving unusual number of visitors in public areas and/or in their rooms.
- Guests who move in and out of the premises regularly at unusual hours.
- Young people loitering in public areas including the restaurant or bar.
- Guest arrives with or is seen with alcohol that they have purchased off the hotel premises and not from the hotel bar, especially if minors or young adults are known to be present in their hotel room.

Housekeeping and Maintenance

- Do Not Disturb sign for duration of stay but lots of requests for towels and amenities.
- Guest rooms found to contain lots of excessive rubbish, smoking and drug paraphernalia, excessive amount of condom wrappers/waste, and evidence of filming equipment.
- A stream of visitors to a guest room, despite Do Not Disturb sign.
- Excessive noise or evidence of parties.
- Requests for extra towels and/or bedding.
- Refusing services of daily room attendant.
- Lack of luggage in room.
- Evidence of children and alcohol/drugs/smoking/condom wrappers and waste.
- Unusual activity on the corridors: guests on corridors at times when you wouldn't usually see guests.