

Crisis Management Flowchart

What to do for a potential incident of modern slavery

Ensure that modern slavery incident reporting processes are embedded as part of a company's crisis management procedures before an incident occurs.

1. **Staff Member** witnesses an indicator of possible modern slavery.

- What has happened? Collect information and whatever facts are relevant from the noted indicator.
- Record the information in the indicator log.
- Notify your designated Anti-Slavery Champion/duty manager.

2. **Anti-Slavery Champion/duty manager** continues to observe the situation.

- Refer to the indicator log as appropriate and inquire as to whether multiple indicators have been observed related to the same person.
- When the indicators reach the pre-agreed level of severity, it is deemed an "incident."

3. **Anti-Slavery Champion/duty manager/crisis team** enacts the incident management process.

- Consider elements like whether the person in question is in immediate risk of harm or whether s/he is still on the premises.
- Contact the police and/or relevant victims service provider as appropriate.
- Follow the process as part of the general crisis management procedure.

4. **Anti-Slavery Champion/duty manager** follows up with the staff member who first reported the indicator.

- Ensure that s/he is commended and assured that the process followed was correct.
- See whether any follow up with the relevant staff member is needed (if they feel shaken up, for example).

5. **Crisis team** informs head office and other relevant contacts.

- All contacts, as identified in your crisis management procedure should be contacted as soon as possible. This may include head office, the brand of the hotel and a communications contact to handle any potential PR.
- Keep records of the incident as well as the police case number in case any follow up is made.
- Review how well the process was followed and how effective the process was, and feedback accordingly.

NOTE: It is important to agree a process with your suppliers which includes steps for the notification, response and follow up action for any incident.