

# Modern Slavery and Human Trafficking Indicator List for Hotel Managers

## What type of exploitation might the signs indicate and what departments are likely to notice them?

The list below contains types of indicators broken down by department and types of modern slavery. Check the Blueprint for the definitions of each type. If 3 or more indicators within one type of modern slavery have been flagged by members of staff, the case should be investigated and escalated where appropriate in line with your reporting and remediation procedures.

### Sexual Exploitation

Indicators	Departments that would likely flag this indicator
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.	Front of House
Numerous adults and young people coming to the hotel who don't appear to have a reason for being there.	Front of House
Young people with boyfriends/girlfriends who seem to be much older.	Front of House
Use of porn channels in rooms with children.	Front of House
Pre-paid bar tab to a room where children stay.	Front of House
Guest is sitting in front of lifts for long periods of time.	Front of House
Receiving an unusual number of visitors in public areas and/or in their rooms.	Front of House
Guests who move in and out of the premises regularly at unusual hours.	Front of House
Young people loitering in public areas including the restaurant or bar.	Front of House
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.	Front of House
Do Not Disturb sign for the duration of stay but lots of requests for towels and amenities.	Housekeeping, Maintenance and Room Service

This guidance has been created to be used along with the Stop Slavery Blueprint. Learn more: [www.shivafoundation.org.uk/our-work/stop-slavery-blueprint](http://www.shivafoundation.org.uk/our-work/stop-slavery-blueprint)

Indicators (cont)	Departments that would likely flag this indicator (cont)
Guest rooms found to contain lots of excessive rubbish, smoking and drug paraphernalia, excessive amount of condom wrappers/waste, and evidence of filming equipment	Housekeeping, Maintenance and Room Service
A stream of visitors to a guest room, despite the Do Not Disturb sign	Housekeeping, Maintenance and Room Service
Excessive noise or evidence of parties	Housekeeping, Maintenance and Room Service
Requests for extra towels and/or bedding	Housekeeping, Maintenance and Room Service
Request for alcohol where minors are present	Housekeeping, Maintenance and Room Service
Request for food from child menu at odd times	Housekeeping, Maintenance and Room Service
Room service attendant refused entry to the room when delivering an order	Housekeeping, Maintenance and Room Service
Guest is behaving in a controlling manner, not allowing accompanying party to speak, ordering for them, buying them 'treats'	Food and Beverage
Guest is behaving in a submissive way, 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	Food and Beverage
Young people with significantly older guests in the restaurant or bar	Food and Beverage
Young people appearing to purchase alcohol and having to follow Challenge 25 protocols	Food and Beverage
Last-minute reservation changes	Sales and Marketing
Unusual request for privacy (e.g., insisting on limited room housekeeping)	Sales and Marketing
Guests creating excessive noise or evidence of parties, potentially disrupting the peace and safety of other guests	Security
Unusual or suspicious activity observed using surveillance equipment	Security
Guests seen in corridors at times when typical guest activity is not expected	Security

## Other Human Trafficking

Indicators	Departments that would likely flag this indicator
Last minute/walk-in bookings	Front of House
Guest lists local address at registration	Front of House
If a group book in, one person signs in for the whole group	Front of House
Booking made in a different name to those who check-in	Front of House
Controlling ID of accompanying person	Front of House
One guest is controlling or dominating towards accompanying person	Front of House
Accompanying person is submissive, doesn't speak, no eye contact, appears subdued	Front of House
Limited or excessive baggage and request for assistance declined	Front of House
Guest is refusing to leave a copy of the credit card and willing to pay in cash for multiple nights in advance	Front of House
Guests arriving and asking for a specific room number without knowing the name of the person who the room is booked under	Front of House
Guests extend their room reservation one day at a time and continuing to pay in cash	Front of House
Guests are unable to provide basic information or provide inconsistent stories	Front of House
Guests are reluctant to use hotel amenities	Front of House
Lack of luggage in room	Housekeeping, Maintenance and Room Service
Room service attendant refused entry to the room when delivering an order	Housekeeping, Maintenance and Room Service
Guest is behaving in a submissive way, 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	Food and Beverage Security Front of House
Frequent room service requests paid for by cash	Housekeeping, Maintenance and Room Service
Unusual block bookings from 3rd party distributor (e.g. long stay in airport hotels)	Sales and Marketing
Last-minute reservation changes	Sales and Marketing
Unusual request for privacy (e.g., insisting on limited room housekeeping)	Sales and Marketing
Guests observed moving in and out of the premises regularly at unusual hours	Security

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Indicators (cont)	Departments that would likely flag this indicator (cont)
Guests using lifts excessively or in an unusual manner	Security
Guests arriving or leaving the premises regularly at unusual hours, particularly during late-night hours	Security
Guests presenting identification that appears inconsistent or suspicious	Security
Unusual or suspicious activity observed using surveillance equipment	Security

## County Lines

Indicators	Departments that would likely flag this indicator
Noise complaints by other guests	Front of House
Receiving an unusual number of visitors in public areas and/or in their rooms	Front of House
Guests who move in and out of the premises regularly at unusual hours	Front of House
Young people loitering in public areas including the restaurant or bar	Front of House
Unattended bags or parcels in common areas which might be connected to criminal operations	Front of House
Evidence of children and alcohol/drugs/smoking/condom wrappers and waste	Housekeeping, Maintenance and Room Service
Request for alcohol where minors are present	Housekeeping, Maintenance and Room Service
Request for food from child menu at odd times	Housekeeping, Maintenance and Room Service
Room service attendant refused entry to the room when delivering an order	Housekeeping, Maintenance and Room Service
Unusual activity on the corridors: guests on corridors at times when you wouldn't usually see guests	Housekeeping, Maintenance and Room Service Front of House Security
Young people appearing to purchase alcohol and having to follow Challenge 25 protocols	Food and Beverage
Last-minute reservation changes	Sales and Marketing
Unusual request for privacy (e.g., insisting on limited room housekeeping)	Sales and Marketing

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Indicators (cont)	Departments that would likely flag this indicator (cont)
Unattended bags or parcels in common areas that might be connected to criminal operations	Security
Guests displaying suspicious behavior, such as loitering in restricted areas or acting in a manner that raises security concerns	Security
Security alerts or reports from other hotel staff regarding guest behavior or activities	Security
Unusual or suspicious activity observed using surveillance equipment	Security
Guests using hotel parking facilities excessively or in an unusual manner	Security
Guests presenting identification that appears inconsistent or suspicious	Security

## Domestic Servitude

Indicators	Departments that would likely flag this indicator
Guests (domestic staff) are not in possession of their own identity documents	Front of House
Guests (domestic staff) appear malnourished and/or unkempt. They may display signs of abuse	Front of House
Guests (domestic staff) are seen to work excessive hours around the hotel	Front of House
Guest's (domestic staff) movements are restricted/not allowed to do anything without the employer	Front of House
Room service attendant refused entry to the room when delivering an order	Housekeeping, Maintenance and Room Service
The room assigned to guests who have domestic staff doesn't have sufficient sleeping space for family members and the domestic worker	Housekeeping, Maintenance and Room Service
Requests for extra towels and/or bedding	Housekeeping, Maintenance and Room Service
Room service attendant refused entry to the room when delivering an order	Housekeeping, Maintenance and Room Service
Refusing services of a daily room attendant	Housekeeping, Maintenance and Room Service
Guests (domestic staff) don't eat with the rest of the family	Food and Beverage

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