

# Guidelines for Supporting at Risk Individuals

[X Hotel] operates a victim-centric approach to incidents of human trafficking and modern slavery to ensure the protection and support of suspected victims. When dealing with a potential victim, our primary responsibility is to ensure their safety and welfare.

The below are guidelines for speaking with an at risk individual. These do not replace the [Incident Reporting Protocols](#).

Some tips to keep in mind include:

If it is a victim who is making the report, listen carefully and nonjudgmentally. Assure them you are taking them seriously.

Provide reassurance, look after their welfare (i.e. offer food and water), and try to build rapport and trust.

Protect the identity of the suspected victim of modern slavery as well as the identity of the employee or person reporting, so that s/he will not suffer any harm.

Do not promise complete confidentiality. Explain that you have to report this to a manager or someone else who will help with the individual's protection.

If the victim or witness is in immediate danger, call the police immediately and ensure the individual is in a safe place until authorities arrive (move the individual to a sister hotel if required).

If you are unsure of how to respond to such incidents or do not want to call the police, call the Modern Slavery Helpline (08000 121 700).

If an interpreter is required, use a professional service. Asking a friend or colleague is strongly discouraged.

Honour the wishes of the victim, but once the incident has been reported, the police should be notified - modern slavery is a crime. If the victim wants to leave with the trafficker or doesn't want their name used when reporting the incident to the authorities, respect these wishes.

Ensure that staff know they can report directly to Crimestoppers, which offers an anonymous hotline (0800 555 111) if they don't feel comfortable reporting to their line manager or General Manager.