

UNETHICAL LONDON DENIAL AND ACCOUNTABILITY



THE CLIMATE IN WHICH WE ORGANISE

- **65 Million tourists visit London**
- **68% of hospitality workers paid less than the London Living Wage**
- **70% are migrant**
- **Many work for outsourced housekeeping providers**



WHAT OUR MEMBERS SAY

Waiting Staff

- 33% start work early for no extra pay
- 41% leave late for no extra pay
- 71% do not know how their tips are worked out

Chefs

- 44% work 48 to 60 hours each week
- 69% believe their hours impact adversely on their health
- 78% have had an accident or near miss at work due to being overtired

WHAT ROOM ATTENDANTS SAY

- 90% have constant pain caused by their job
- 88% have neck pain
- 84% have back pain
- 70% take painkillers on a daily basis

“This is slavery – it’s like a jail.”

“They treat us like machines – they burn us out.”

“You won’t find people who speak good English – They don’t want people who can discuss their rights.”

WHO SHOULD BE ETHICAL?

- **Hilton – UN Global Compact Signatory**
- **IHG – UN Global Compact Signatory**
- **Carlson Rezidor – UN Global Compact Signatory**
- **Melia – UN Global Compact signatory & Global Union Agreement**
- **Accor – UN Global Compact Signatory & Global Union Agreement**
- **Whitbread – ETI Foundation Stage Member**

WHAT IS THE REALITY?

- **None of these chains has collective bargaining in the UK**
- **None of these chains allow trade union access in the UK**
- **All of these chains have collective bargaining and union access agreements in other major cities across the world**
- **Union organisers constantly subject to harassment**
- **Union workplace activists subject to victimisation**
- **No concept of 'good faith' in any dialogue with the union – delay and avoidance tactics applied across the board**

HOW WE ARE CHANGING THINGS



- Campaign such as Fair Tips
- Educating workers via our graphic novel
- Applying leverage via CSR policies
- Political Lobbying – Mayor’s office etc.

GOING GLOBAL

- IUF
- EFFAT
- UNITE / HERE
- Global Housekeepers Campaign
- German Roundtable on Human Rights in Tourism award



CITY WIDE PRINCIPLES FOR ETHICAL HOTELS - *(THESE ARE NOT UNREASONABLE DEMANDS)*



- **Promote the right to Freedom of Association**
- **Allow trade union access**
- **Allow secret ballots for union recognition**
- **Bargain collectively**