# 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



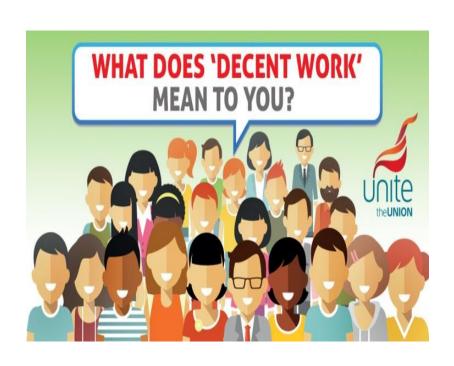
- Campaign such as Fair Tips
- Educating workers via our graphic novel
- Applying leverage via CSR policies
- Political
   Lobbying –
   Mayor's office etc.

#### **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