WORKING MATERIAL 2.4 · CHAPTER 2 — THE OPERATIONAL PERSPECTIVE (SECTIONS B, C AND D) · SETTING: KRABI, THAILAND

A Code of Conduct and Zero Tolerance for Exploitation

Source: Francesco Dore, The Helm and the Lens, Volume 7a — GSTC Hotel Standard v4.0, subchapter 2.4 (book page 237)

GUIDING QUESTION

Almost every hotel would say, if asked, that it does not tolerate exploitation, harassment or abuse. Criteria B6 and B7 ask what that sentence becomes on a busy night: who is told, through which channel, what is done next, and how the hotel knows that its suppliers say the same. What is a zero-tolerance policy worth if nobody knows how to use it?

1 · Verification Pact: market claims against the standard

Copied from the book. The last column is for your property: what holds here, and how you know it.

What is claimed	Binding?	What actually holds	In our property
A signed statement of zero tolerance meets B6 and B7	No	B6 requires a code with specific content and training; B7.1 requires written procedures, including confidential disclosure	
The code concerns employees only	No	B6 addresses staff, suppliers and guests, and B7.2 requires communication to all three	
Contractors are responsible for their own workers	Only partially true	B7.6 requires the hotel to require supplier compliance in selection, contracts and evaluations	
Child protection is a matter for the police alone	No	B6.3 requires safeguards in the code, and the guidelines ask for identification of guests at check-in	
Reporting to a line manager is a sufficient channel	No	The B7 guideline requires clear, accessible and confidential channels that address barriers to reporting	
Training at induction is enough	No	B6.6 asks for regular training and B7.4 for guidance on recognising and reporting incidents	

2 · Common mistakes — a self-check

Tick each mistake you recognise in your own property, and note where it shows.

☐ Treating a signed statement of zero tolerance as a code of conduct and a policy.

☐ Writing the code for employees only and saying nothing to guests or suppliers.

☐ Offering no reporting channel other than the line manager.

☐ Leaving out any reference to children, interns and vulnerable groups.

☐ Training at induction only, in a language some staff do not read.

☐ Assuming contractors are responsible for their own workers on the hotel's grounds.

☐ Moving the person who reports rather than addressing the behaviour reported.

☐ Mistaking a rise in recorded reports for a rise in incidents.

3 · A Checklist for Codes and Zero Tolerance

The book's checklist, with a column for your own answer.

Question	Why it matters	Our answer
Does our code address staff, suppliers and guests, and mention minors and vulnerable groups?	B6 requires a code for all three, with B6.3 and B6.4 safeguards	
Is there a reporting channel outside the line of management, available on every shift?	The B7 guidelines require clear, accessible and confidential channels	
What happens, step by step, after a report is made?	B7.1 requires procedures for responding, not only for reporting	
Have all staff, including contractors' workers, been trained this year, with records?	B6.6 and B7.4 require regular training and guidance	
Do our contracts require suppliers to comply, and do we check?	B7.6 requires compliance in selection, contracts and ongoing evaluations	
Can we show records that no child labour or illegal labour is employed?	B7.5 requires such records	

4 · What would show this is working

Questions drawn from the subchapter's reading of the standard and its practical application. Indicator references point to the GSTC Hotel Standard v4.0; where the evidence lives is this book's practice, not a requirement of the standard.

Question	Where the evidence lives	Seen?
Is there a written code of conduct with zero tolerance, covering communication, minors and vulnerable groups (B6.1–B6.4)?	Dated code of conduct	☐
Is the code communicated to all staff, regularly updated, and trained with records (B6.5, B6.6)?	Distribution and training records	☐
Is there a written policy with procedures for reporting, confidential disclosure and response (B7.1)?	Policy and incident procedure	☐
Are staff trained to recognise and report exploitation and harassment (B7.4)?	Training records by language and shift	☐
Do records show that no child labour or illegal labour is employed, including by suppliers (B7.5, B7.6)?	Age records; contract clauses; contractor reviews	☐
Are all guests, including children and accompanying adults, identified at check-in (guideline to B6.3)?	Check-in procedure and records	☐

> *What this sheet is not: the GSTC Hotel Standard does not prescribe this form. It is a working aid drawn from the book; the standard's criteria, indicators and guidelines govern the real case. Independent material; not affiliated with or endorsed by the GSTC. The standard's own text at www.gstc.org prevails.*