WORKSHEET 1.15

Whom the Hotel Answers For

Subchapter 1.15 · case in the book: Annecy

If children sing at your next celebration and half the service team comes through an agency, do you know who answers for these people while they are in your house? And what would you do if you learned that one of them was being wronged?

This worksheet turns the tools of the subchapter into a form you can fill in. The texts come from the book; the empty columns are for your own property. Adapt it before use: an unadapted checklist is exactly what the book warns against.

Practical application: what to do in your property

Step (from the book)	Done?	What we found / owner
The plan follows the children: After a call with the client, the choir sings at 8:15 p.m., between starter and main course, and the service team hands out the gift bags. The seminar moved so the rehearsal could end at 7 p.m. The children wait in their own room with two supervisors, are photographed only with parents' written consent, and the client's agency clarified with the competent authority whether a permit was needed. Asked by their director, the children wanted to sing two more songs.		
Evidence before the next shift: Duval asked the agency for the congress timesheets, the housing agreements and confirmation that every worker holds his or her own passport, before it worked the gala. She did not name the waiter. She had the hotel's possible liability for the unpaid hours checked locally.		
One rota and one route to report: Agency staff are now scheduled by the same working-time rules as the hotel's own. A multilingual reporting route, open to anyone working in the house and requiring no name, leads to a named person who answers within a set time.		
A signed commitment: Duval signed a one-page policy commitment on human and children's rights. New quotes for agency staff ask five questions, of which the hourly rate is one.		

These steps are the book's method, not requirements of ISO 20121. Evidence can take whatever form suits the property; a separate document is needed only where an applicable requirement, or the property's own system, makes it necessary.

Verification Pact: what is believed, tested against the standard

What is commonly believed	What actually holds	Our position
Human rights concern corporations with factories, not hotels	No. Human and children's rights and labour standards are social issues under 6.1.2 b)	

What is commonly believed	What actually holds	Our position
Agency staff are solely the agency's concern	No. The workforce is an interested party (4.2 d); A.1 names service providers' staff; supply chain under 8.3	
What we do not control is none of our business	No. Issues the organisation can influence must also be considered (6.1.2)	
Children at a company party are not an interested party	No. Participants under 4.2 f); A.1 names children under eighteen, as guidance	
The standard requires due diligence under the UN Guiding Principles	Only partially true. Annex D and Table A.2 rest on them as guidance; the requirements sit in 6.1 and 8.3	
Remedy means changing the agency	No. 6.1.1 refers to Annex D for remedy; under the Guiding Principles it means helping to put the harm right	

Common mistakes: a self-check

Mistake (from the book)	Present here?	Action / owner
Saying "we are only the venue" when the hotel controls much of what happens in its rooms.		
Placing children in a gap in the programme so that the plan follows the gala.		
Giving children tasks that are not a performance, without asking them or their parents.		
Allowing photographs of children without settled written consent.		
Buying agency labour on the hourly rate alone.		
Forgetting the hotel's own rota when agency staff work long days.		
Changing agency on suspicion and leaving the person behind.		
Leaving the policy commitment unsigned by those who own the house.		

Operative synthesis

- **Do we know, for every event, everyone who works or performs in the house?: People not on our payroll are where the risks begin**
- **Does our banquet form have a field for children taking part?: Without a field the question is never asked**
- **Do we plan children's rehearsals and performances around their age and the school day?: Their best interests come before the gala's timetable**
- **Do we schedule agency staff by the same working-time rules as our own?: The hotel often wrote the long days itself**

- **Do we know the wages, housing and deductions of our agency's staff?: The lowest rate brings its conditions with it**
- **Is there a reporting route for people who work here without being employed?: Otherwise the hotel learns by chance, or not at all**
- **Act on immediately. For every event with children taking part, rebuild the timetable around them; ask your staffing agency for timesheets, housing terms and confirmation that workers hold their own documents.**
- **Plan for. Sign a policy commitment at ownership level, add fields for children and agency staff to the banquet form, rewrite agency contracts with a right to see evidence, and open a multilingual reporting route.**
- **Monitor going forward. Review reports and agency evidence at every debrief, compare rotas with timesheets, and keep the legal register's answers on children and agency work current.**

Action plan for our property

Action	Owner	Due	How we will know it worked

Source: Francesco Dore, The Helm and the Lens, Volume 8a «The Helm», subchapter 1.15. Edizioni Effedore, 2026. Clause references are paraphrased; this sheet does not reproduce the text of ISO 20121. It is not legal advice: the law that applies is that of the place where the property operates.