

# Appendix 1: Questions to Apollo, Fritidsresor and Ving

## Introduction

- What share of the Swedish charter market did you have in 2014?
- How many Swedish travelers are staying at your contracted hotel in Thailand per year?
- What international conventions are your code of conduct based on?

## Control of the supply chain

- Have you set measurable targets in order to improve the working conditions at your contracted hotels?
- Do the suppliers of the hotels also have to follow the code of conduct?
  - a. If yes, how do you ensure that your code of conduct is followed by the hotels' suppliers in Thailand?
- What risks have you identified among the hotels' suppliers in Thailand?
- At which type of supplier in Thailand do you believe the workers run the highest risks of violations of human and labor rights?
- How many hotels of the ones you use in Thailand are certified by Travelife (percent)?
- Regarding the contracted hotels in Thailand that Travelife does not control, do you or anyone else conduct an external audit of these hotels' compliance with the code of conduct?
- Can you describe your Health, Safety & Sustainability Audits? (Only Fritidsresor)

## Working conditions, organization and wages in hotels in Thailand

- How many of your contracted hotels in Thailand have independent trade unions (percent)?
- Do you collaborate with independent trade unions to improve working conditions at the contracted hotels in Thailand?
  - a. If yes, which ones?
- How many of your contracted hotels in Thailand have an agreement based on collective bargain?
- Have you assessed the wage levels at your contracted hotels in Thailand?
  - a. If yes, what was the result?
  - b. If so, what steps have you taken in response to the survey?
- Do you work to ensure that the employees at the contracted hotels in Thailand receive a living wage?
  - a. If yes, how?
- Do you collaborate with local human rights organizations to improve working conditions at the contracted hotels in Thailand?
  - a. If yes, which ones?
- Do you incentivize the hotels financially in Thailand to encourage improvement of working conditions?
  - a. If yes, please describe the incentives.
- When choosing new hotels to collaborate with in Thailand, do you take into account the hotel's work to improve working conditions?
- In what ways have you raised the requirements regarding social responsibility in the new guidelines at your hotel contract? (Only Fritidsresor)

- Have you conducted any workshops or seminars regarding labor rights with management and staff at the hotels in Thailand?
  - a. If yes, please describe how you proceeded.

**Follow-up of the report “No place in the sun” from 2012**

- Have you followed up on the situation of Burmese migrant workers at your contracted hotels in Thailand since Schyst resande and Fair Action’s review in 2012?
  - a. If yes, in what way and what are the results?
  - b. If no, why not?
- Have you investigated the working conditions of the suppliers to the contracted hotels in Thailand since Schyst resande and Fair Action’s review in 2012?
  - a. If yes, in what way and what are the results?
  - b. If no, why not?

**Follow-up of the case at the laundry (Ving and Fritidsresor only)**

The report “No place in the sun” revealed the existence of forced labor and child labor in a laundry used by a hotel. Schyst resande and Fair Action followed up on the situation in July 2014, and a short report was released in September 2014. According to the migrant workers, most of the violations of human rights continued in the laundry.

- Have you taken any action in response to the new report from 2014?
  - a. If yes, what measures have you put in place?

## **Appendix 2: Questions to hotel workers and workers for the suppliers**

### **Background**

- Name? Age? Where in Burma do you come from?
- Which ethnic group do you belong to? Gender?
- Documentation status? (Registration, ID, immigration status, work permit)
- How did you come to Thailand? Did you borrow money to pay a broker? How long will it take to pay off your debt?

### **Current job**

- Which hotel/company do you work for?
- What are your main duties?
- How many workers are employed by the hotel/company? (Estimation of total numbers of workers)
- Have you signed a contract with your employer? In what language? Did you understand the contract?
- For how long have you worked for this employer?
- Has your boss ever treated you in a bad way?

### **Working hours**

- What are your working hours?
- Do you have a day off? (How many days off did you have in the last month?)
- Do you work overtime? Do you get paid for working over time/extra long days?
- If you can't work overtime (take care of sick child for example), can you say no?
- Do you get (paid) holiday? How many days?
- Are you ever able to take holiday?
- Are you employed on a seasonal or permanent basis?

### **Social security**

- If you have a fever for a week and cannot work, will you receive any salary?
- If you will have a bad accident at work, will your employer pay you any money as economic compensation if you can't work for a long time?
- Does female employees get paid maternity leave? For how long time?

### **Wage**

- What is your salary (total per month)?
- Do you get paid on time?
- Is this salary enough to live out off/"feed your family" (living wage), or is overtime work or a second job necessary to make a living?
- How much would you need to cover the basic expenses?
- If applicable: How much does your Thai colleagues earn for the same job?
- How common is it for workers to have their wage withheld by the management as a means of punishment? Has it happened to you?
- Do men and women earn the same wage for similar kind of work? (eg. are the two sexes equally paid)
- Do you get meals/transport from the employer? Any other benefits?

### **Living conditions**

- Where do you live?
- What are your living conditions? Concerning clean water, sanitation facilities, electricity, sleeping, cooking, approx. total area of living (m<sup>2</sup>)

### **Background**

- Do you have a family? Where do they live?
- Do your children go to school? If not, why? What do they do?
- Do you send them money? Could they get by without you sending them money?

### **Ethnic groups**

- What other ethnic groups are there within your work force? How many workers of each group in the workforce?
- Are other ethnic groups treated differently than the Thai workers? (Discrimination)

### **Working environment**

- Is there any danger in your job? What? Have you ever had a work accident?
- What measures have the management taken to minimize these risks? Any safety trainings?

### **Children's situation and forced labour**

- How old is the youngest person working here?
- For how long time has he/she worked her?
- What are his/her duties (can we talk to him/her later on)?
- Salary? Working hours? Days per week?
- Where does he/she lives? With the family?

### **Forced labour**

- Do you have your passport and other documents, or does your employer have them? If so, why?
- Are there any compulsion at your workplace, by any party? Is anyone forced to work?

### **Union/Labour organization**

- If something is wrong at the place where you live or where you work, can you ask the boss/manager if he can help you to fix that?
- What is the boss' attitude towards you and the other employees?
- Have you ever heard about a trade union?
- Are you, or have you been, a member of a trade union? Which one?
- Have you got any help from a trade union or a NGO? Which one, and with what?
- Do you feel free to join a trade union of your own choice? If not, why?
- If applicable: How are your working conditions at this employer compared to the situation in 2012? Has the working conditions changed for the better/worse or are they the same? What has changed?
- Any other comments regarding your working conditions?