

Questions for hotel companies

Scope of operations

1. How long has your company or subsidiary been operating in Uzbekistan? In summary, can you briefly describe the nature, scale, and geographic area of these operations?
2. Does your company maintain public workforce data? If yes, please provide a link or attachment with the data.

If not, please provide information on the number of:

Hotel name	Employment type ¹	Total numbers of workers	Male	Female	Main nationalities /countries of origin
	Directly employed				
	Employed by property owner				
	Employed by subcontractors (service providers)				
	Employed by subcontractors (labour suppliers)				

Human rights and due diligence

3. Does your company have a publicly available policy commitment to respect human rights in its operations and throughout its business relationships which specifically addresses workers' rights and references relevant human rights standards (e.g., United Nations (UN) Guiding Principles on Business and Human Rights, Universal Declaration of Human Rights, ILO core labour conventions)². Yes/No. If yes, provide link, please. If not, does your company have a diversity, equity and inclusion policy?
4. Does your company identify its salient human rights issues, and does it have a due diligence process to manage them? If so:
 - Are these assessments conducted at headquarter, regional, country and/or operational level?
 - Please list the issues identified and share a link to any accompanying public reporting by your company.
5. Does your company have a human rights due diligence process for identifying and prioritising workforce risks in its operations and throughout its business relationships specifically in Uzbekistan? Yes/No. If yes, please explain this process and highlight the top three workforce risks you identified.
6. Has your company conducted material, legal and/or reputational risk assessments of doing business in Uzbekistan? If so, what were the results? If not, does it intend to?

¹ Employees may be 1) directly employed workers with whom you have a contract of employment and to whom you pay wages; 2) workers employed by the entity that owns the hotel branch; 3) workers employed by subcontractors; 4) workers employed by labour supply/manpower agencies.

² According to the [UN Guiding Principles on Business and Human Rights](#), the term "business relationships" encompasses business partners, entities in the company's value chain, and any other State or non-State entity directly linked to its business operations, products, or services. This includes entities in its supply chain beyond the first tier, and indirect as well as direct business relationships. The business partners we are primarily interested in for the purposes of this survey are hotel property owners, management companies, labour suppliers, and service providers.

7. Has your company conducted any assessment of the impact of [criminalization laws](#) on its diversity and inclusion practices? If so, what were the results? If not, does it intend to?

Prevention of discrimination, physical and sexual abuse, exploitation, and harassment

8. Does your company have the following policies:
- On the prevention of bullying, discrimination and physical abuse of workers, by fellow workers and/or hotel clients in its operations and business relationships? Yes/No. If yes, please provide the policy or other evidence and indicate if it relates to abuse by fellow workers or hotel clients or both.
 - On the prevention of sexual abuse, exploitation, and harassment by fellow workers and/or hotel clients in its operations and business relationships? If yes, please provide the policy or other evidence and indicate if it relates to abuse by fellow workers or hotel clients or both.
9. Please provide the following information on the systems in place for reporting, investigating and redressing cases of abuse:
- How are workers made aware of company policies and reporting protocols (e.g., Trainings and guidance manuals)?
 - How are business partners made aware of company policies and reporting protocols (e.g., Trainings and guidance manuals)?
 - Are both directly employed and subcontracted workforces able to anonymously report allegations of abuse?
 - What steps do you take to protect directly employed workers and subcontracted workers from retaliation or intimidation for reporting abuses?
 - What support you provide to workers who make a claim of sexual abuse, including by hotel clients? including to file a criminal complaint, seek medical care, and pursue redress against a perpetrator, such as a hotel client?
10. Do your hotels provide accommodation for gay couples? Yes/No. If yes, how does your company make sure your guests are safe from prosecution by the authorities?
11. Considering the broader context of criminalization of homosexuality in Uzbekistan, what are the impacts of such laws on your work (employment policies, discrimination, intimidation and harassment, overall productivity, growth, and profitability of your business)?

Representation & remedy

12. How many of your hotels in Uzbekistan have trade unions, other affinity groups or an equivalent mechanism for worker organising? How are worker representatives selected? Do the trade unions cover subcontracted workers?
13. In line with the UN Guiding Principles on Business and Human Rights, does your company have an operational level grievance mechanism in place for direct and subcontracted workers to raise concerns, in their own language, and in a way that ensures grievances can be reported safely, without intimidation or retaliation? How are workers made aware of this mechanism? How are subcontracted workers made aware of this mechanism?
14. How many grievances were raised by workers in 2022 and 2023 in relation to:
- Racial/ethnic/gender/sexual orientation discrimination?
 - Bullying and verbal harassment?
 - Physical or verbal assault?
 - Sexual abuse and sexual exploitation?
 - Sexual assault and physical sexual harassment?
 - Verbal sexual harassment?

Other information

15. Is there anything else that you would like to tell us about how your company takes a responsible approach to managing its operations in Uzbekistan, including any challenges it faces in doing so?