

1. Please complete the below table with information on the recruitment agencies and labour suppliers used by yourself and business partners in Qatar throughout 2022. If you no longer use a particular agency or supplier, please state why the contract/ business association was ended.

The hotel is hiring directly, no recruitment agency is used.

Below are companies which supplied casual & contracted workforce during 2022:

Labour supplier	Country of HQ	Nature of work	Total no. people (disaggregated by gender)	Main nationalities	Reason for ending contract (if any)
Porto Services & Hospitality	Qatar	Stewarding; Cleaners	30	Pakistan; Kenya	
AG Middle East	Qatar	Landscaping & Irrigation	2	Bangladesh, India	
Castle Limousine	Qatar	Driver	2	Myanmar, India	
Mr. Valet	Qatar	Valet Parking	5	India	
Al Nasr Security	Qatar	Security	16	Kenya	
Al Mukhtar	Qatar	Pest Control	4	India	
Sidra Nursing/Home Care Centre	Qatar	Nursing Services	4	India	
Genial	Qatar	Stewarding; Cleaners	10	Bangladesh	Demobilized in the beginning of 2022 as per recommendation of Supreme Committee due to low Score of Ethical recruitment Audit
Soundless Recruitment	Qatar	Recruitment of Nepal Candidates	3	Nepal	

2. Please disclose any due diligence process your company undertook to detect recruitment-fee payment ahead of and during the Qatar World Cup.

During 2022, we have updated our LSOP related to Hiring Process by ensuring during the interviews the candidate is fully aware that there is no recruitment fees needs to be paid to the company and by ensuring that any Offender will be subject to Disciplinary Action.

Also the Offer Letter has been updated according to the Labour Law.

We have also conduct an awareness session to all the interns.

Regarding suppliers – we have implemented due diligence process, which includes the following: checking appropriate documentation related to fair treatment and fair payment, checklists and interviews of casual and contracted team members by P&C of the hotel, checking accommodation of casual and contracted team members by P&C of the hotel.

Ahead of tournament – all team members of the hotel were interviewed and “Workers’ Welfare - New Starter Checklist” was implemented in addition to existing onboarding procedure of the hotel. We implemented quarterly self-audits which are submitted to SC (ethical recruitment, accommodation, welfare).

We are working closely with Qatar Supreme Committee for Delivery and Legacy and in 2022 and 2023 were audited every quarter, in addition to that following audits took place during 2022: Social Compliance Assessment by Elevate (UK); Workers Welfare Audit by Impactt (UK); Due Diligence by England Football Association including site and accommodation visit, interviews with team members. In total – 15 audits were done in 2022 for our hotel related to workers welfare and ethical recruitment.

Regarding suppliers – we have implemented due diligence process, which includes the following: checking appropriate documentation related to fair treatment and fair payment, checklists and interviews of casual and contracted team members by P&C of the hotel, checking accommodation of casual and contracted team members by People & Culture Department of the hotel.

- 3. How many instances (and as a percentage of your workforce in Qatar) of recruitment fees paid by workers in Qatar did your due diligence process uncover in 2022, how much in USD (if any) was paid back to workers, and how much was paid back within six months of the risks being identified?*

Already had existing practice of zero-cost recruitment, however original receipt is required to be submitted by team member upon joining in order to claim the expense (usually it is medical expense in own country, cost of issuance of police clearance). It is clearly stated in email communication to our team members that such expenses are reimbursed and original receipts to be submitted once they are arriving to Qatar. No unpaid recruitment expenses were revealed during interviews with hotel team members, however some of team members were unable to provide receipts.

Therefore, before FIFA tournament, Management took a decision to proceed with one-time payment to all team members hired prior to 20th March 2022 (to eliminate any possibility of unpaid expenses in own country) and to all team members who joined after 20th March 2022 who are unable to provide necessary receipts. The amount of payment was determined by Supreme Committee as 200 QAR for each

team member. Total amount paid for possible expenses in own country was 12000 QAR (3297 USD).

[Additional clarification was provided by the company with reference to question 3:]

No recruitment fees were paid to agencies. There were however medical tests and police clearances that Team Members paid in their home countries, that was reimbursed by the property. Any Team member that did not have receipts, were paid QAR 200.

During the survey interview with Impact, Elevate and the Supreme Committee, some of the Team members (employed before March 2022), were unsure of whether they were repaid for Medical test, police clearance, or taxi fares in their home country. Property decided to pay all Team Members the cost quoted by the Supreme Committee for all Team Members employed before March 2022.

New Team Members employed after March 2022, were asked to supply there receipts for Medical, Police Clearance and taxis to medical test in their home country, and reimbursed accordingly. If they could not supply receipts, an amount of QAR 200 is reimbursed (average cost quoted by Supreme Committee).

the QAR 12,000 was the total amount that was paid to the Team Members.