

17 AUGUST 2020

Dear Ms Archer,

We note that you wrote to our Group's shareholder expressing your concerns over some matters involving a GSS Certis employee who was subcontracted to work for the Msheireb Downtown Doha project. Your letter has been passed to us, as our Group's shareholder is not involved in our business decisions. We would like to take the opportunity to share our response.

At the outset, let us assure you that the health and safety of our staff has been our key priority during the COVID-19 outbreak. Some measures have been taken by public health authorities in Qatar that necessitated changes in the services we could provide to our customers. We also made decisions to relocate some of our staff by temporarily moving them to alternate accommodation. It was never intended that these relocations would be permanent.

In March this year, 650 of our employees were moved to these alternative accommodation facilities to reduce the risk of a COVID-19 cluster affecting all our staff. As you may be aware, a number of accommodation facilities in Qatar were locked down because of infections, so we felt short term relocations could help mitigate the potential impact of such measures on our entire workforce, as well as helping to reduce the health risk to our employees. Due to our large number of employees, and limited availability of accommodation facilities in Doha, we were, unfortunately, able to relocate only 650 of our staff.

In June, the majority of these employees were transferred back to their previous accommodation when the situation improved. We would like to assure you that it was always intended to return the staff as soon as it was safe and permissible to do so.

Our employees work in demanding jobs, and we understand fully that they need to rest in comfortable living conditions during their non-working hours. We house our employees in accommodation facilities that are regularly inspected by our customers and the authorities.

In an inspection of our facilities conducted by Qatar Foundation in late June, we achieved a very high score for the living conditions provided to our employees. That is not to say we regard a high score as enough; we regularly review our arrangements, consult with our customers and take in suggestions from our employees, to ensure we are not just in compliance with our obligations, but also that we are making improvements.

To even further reduce the risk of COVID-19 infections, we have also already embarked on arrangements to source for more space to make the transition to reduce the people in each room to no more than four.

Our employees come from diverse backgrounds and ethnicities, and as such, have different dietary preferences and requirements. We therefore provide them with a food allowance so that they may choose how much and what varieties of food to spend on.



CERT NO.: 2009-2-1776-1
 ISO 9001: 2015
 CERT NO.: 12-117-52176-TMS
 ISO 45001:2018

GROUP SECURITY SYSTEM CERTIS INTERNATIONAL
Licensed Private Security Services Company

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المجموعة للأمنية سيرتيس إنترناشيونال

شركة خدمات أمنية خاصة مرخصة

ص.ت : ١٢٣٩١

ص.ب : ٤٧٢٨

الدوحة - دولة قطر

تليفون : ٢٢ / ٤٤٤٤ ٨٤١١ +٩٧٤ ، فاكس : ٨٤٣٣ ٤٤٤٤ ٩٧٤ +

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At the accommodation facilities, we bring in a third-party catering vendor to provide convenient food options. This vendor is required to meet food quality standards and is regularly reviewed and inspected. The food quality is consistent, and we ensure that there is a variety of Asian, African, Arabic and Filipino menu options catering to different needs. We note the concern expressed about food quality, and will keep this area under close review.

Feedback provided to us by our employees is important. It helps us to maintain engagement and a dialogue with our employees, clients and with the authorities to raise standards. We value our employees and their contribution to supporting our customers and keeping Qatar safe.

Please be assured that we are committed to ensuring the health and safety, as well as continuously improving the well-being of our employees, especially during these difficult times brought about by the COVID-19 pandemic. Without doubt, some of pandemic protection measures required, both by us and of us by the health authorities in Qatar, have caused disruption and concern to our employees, but we're sure you appreciate the concern that motivated health authorities there, and in many other places around the world, to seek to contain the spread of the virus.

We have acted quickly, and with limited available options in the circumstances, to try to protect our workforce by implementing short-term relocations to improve separation. We tried very hard to ensure our staff were kept well-informed about these changes, but it is possible some of them felt frustrated by the suddenness of changes in very difficult circumstances. We understand that frustration and want to work with our employees to help manage a return to their work for our customers as smoothly as possible.

We welcome the opportunity to engage with you further to discuss concerns regarding the welfare of our employees in Qatar.

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شركة خدمات أمنية خاصة مرخصة

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