

Responses from Hilton, 17/05/21 to:

- “Qatar: Security company disregards, labor law,” Sportschau, 2 May 2021: https://www.sportschau.de/fussball/fifa-wm-2022/wm-ausrichter-katar-kafala-system-arbeitsrecht-streik-100~_variant-android.html
- “Security company faces penalty for breaking Qatar labour law”, Doha News, 4 May 2021: <https://www.dohanews.co/security-company-faces-penalty-for-breaking-qatar-labour-law/>

May 17, 2021

Hilton supports fundamental human rights for all people and expects Hilton’s suppliers to uphold the same standards. Hilton is committed to implementing human rights due diligence across our global operations, working with suppliers to eradicate any form of forced labor and human trafficking, and creating and partnering with cross-industry networks to advance international human rights.

On May 5, 2021, the BHRRC contacted Hilton regarding articles in the media on May 2 and 4, 2021, alleging that European Guardian & Security Services Co (EGSSCO) violated a September 2020 Qatari labor law by including specific clauses in contracts for individuals working as security guards in Qatar. The BHRRC believed that Hilton has a relationship with EGSSCO and asked Hilton to respond to the concerns raised in the media, describe the steps Hilton has taken in response to those concerns, and explain what due diligence Hilton has performed on EGSSCO.

Although two Hilton-managed properties – the Hilton Doha and the DoubleTree Doha Old Town – have hired security guards from EGSSCO in the past, Hilton is not currently using security guards from EGSSCO. On April 8, 2021, Hilton stopped using security guards from EGSSCO due to closures caused by the Covid-19 pandemic, and, on May 9, 2021, following the media articles, Hilton formally terminated all contractual relationships with EGSSCO.

Hilton understands from media reports that following the amendment of the Qatari labor law in September 2020, Qatari authorities determined that specific clauses in contracts between EGSSCO and individuals working as security guards violated the law. Hilton further understands that when Qatari authorities made EGSSCO aware of this issue, EGSSCO immediately revised its contracts and the Qatari authorities ensured that the workers’ rights were met. Because Hilton was not privy to the contractual terms at issue, Hilton was not aware of these labor law concerns prior to the May 2 and 4 media articles. Given that EGSSCO has remediated the problem and Hilton has no current contract with EGSSCO, we do not believe that any further action by Hilton is warranted at this point.

Hilton’s supplier due diligence process includes a review of open source information about human rights practices, requires suppliers to provide specific human rights certifications, and provides suppliers with a copy of Hilton’s Responsible Sourcing Policy. In addition, Hilton’s template agreement for security services requires suppliers to represent that they will not violate any applicable laws during the performance of the contract.

Out of an abundance of caution, Hilton is taking additional steps, including reminder communications and due diligence monitoring, related to the companies that provide security services at Hilton properties in Europe, the Middle East, and Africa (EMEA).