

Survey questions

1. Please describe the scope of your operations and supply chains in Qatar, including whether you or your projects will be increasing the rate of recruitment in Qatar ahead of the World Cup and/or across the Gulf, by how much and in what timeframe.

- We will not be increasing the rate of recruitment and intend to continue at the agreed contracted rates with recruitment agencies onboard
- Standard recruitment costs following the minimum wage structure laid out by the state of Qatar
- More focus on hiring directly locally through employee reference or direct international hires from the country of origin

2. Does your company have a publicly-available policy which requires that no worker in its operations or supply chains should pay for a job, and that the costs of recruitment (i.e., recruitment fees and related costs) should be borne by the employer ("Employer Pays Principle")? Yes/No. If yes, please provide link to the policy.

- Qatar's labour law prohibits the charging of recruitment fees by recruitment agencies and we comply fully with the labour laws
- All recruitment charges will be borne by Steigenberger Doha & no additional fees will be charged by the recruitment agency" clause mentioned in the recruitment agency contract
- Code of Conduct: <https://www.deutschehospitality.com/about-us/csr>

3. Please complete the below table with information on the recruitment agencies and labour suppliers used by yourself and business partners in Qatar since 2020. If you no longer use a particular agency or supply, please state why the contract/ business association was ended.

| Recruitment agency/ labour supplier | Country of HQ | Nature of work | Total no. people (disaggregated by gender) | Main nationalities | Reason for ending contract (if any) |
|--|------------------|-------------------------------------|--|-----------------------|--|
| Careerline | UAE | Agency | 1 Male | Moroccan | |
| Jobsglobal | UAE | Agency | 1 Male | Tunisian | |
| ASMACS | India | Agency | Under process | NA | |
| Teyseer Security Services | Qatar | Third Party Manpower Supplier | 14 | African | |

4. Please describe the due diligence process you undertake to ensure that your recruitment standards are applied. In your answer, please address specifically:
 - Whether you carry out due diligence on recruitment agents in sending countries? Yes/No. If yes, please provide details.

- Addressing recruitment fees by working collaboratively as an industry, researching about the agency with competition and doing a thorough reference check in order to

establish a fair and transparent recruitment process that ensures workers will not pay fees to the agency.

- Also, clause mentioned in the recruitment agency contract – “in the event the Recruitment agency has received any fees or payments from any applicant / candidate / worker, this Agreement is terminable and the fees must be reimbursed to the workers”

- Do you take proactive steps to prevent fee prevention? For example, do you pay recruitment fees direct to agents to ensure workers do not pay? If yes, please provide details.

- We systematically communicate to the agency at several points during the recruitment process to establish and ensure that fees/recruitment costs will not be charged to workers.
- As per the agreement between 2 parties (hotel & recruitment agency) Invoice is sent to the hotel after the deployment of the worker

- What % of workers do you interview prior to employment specifically to establish if fees have been paid? (Please provide details of process.)

- We liaise with the agency, hence at the time of selection process we do not interview the worker about recruitment fees however we verify such information with the recruitment agency and ensure that all the preconditions mentioned in the contract are met

- What % of workers do you interview during employment to specifically establish if fees have been paid? (Please provide details of process.)

- Qatar follows EPP “[Employer Pays Principle](#)” and we are fully compliant with regards to the labour laws hence at the time on onboarding, such details are inquired
- Simply relying on the contractual terms specifically does not constitute sufficient due diligence hence we take active steps by conducting interviews at the time of onboarding, to establish if workers have paid fees during the recruitment process
- Necessary actions & corrective steps will be taken if such cases are found

- Do you monitor the compliance of business partners? Yes/No. If yes, please describe your monitoring process.

- Yes, we do monitor the compliance of the business partners and as part of our due diligence we proactively monitor the living conditions of our subcontracted workforce. Since we work closely with Supreme committee, we are very transparent in sharing information as part of our audits and inspection of the hotel. Supreme Committee identified our security agency as high-risk sub-contractors due to several critical non-compliances as per their standards; they then recommended us to demobilize the company and replace them with compliant service provider hence we appointed Teyseer Security Services as our third-party manpower supplier.
- At the time of signing the contract, all legal documents are verified

- We systematically and regularly interview subcontracted workers about their overall wellbeing, health & safety, living conditions with assurance of non-retaliation as well ensure that their wages are paid on time
- Grievance mechanism process is in place and training is imparted to all workers

5. How many instances of recruitment fees paid by workers in Qatar has your due diligence process uncovered in 2020, 2021 and to date in 2022, and how much (if any) was paid back to workers during each year. What percentage of your workforce were found to have paid fees in each year?

- Although we did not experience any instances of recruitment fees paid by the international hires to our current agencies onboard, as a part of our due diligence, Steigenberger mobilized ASMACS as a recruitment agency
- There is a form in place, which is filled by the new joiner hired from recruitment agency, highlighting if they were required to pay any sum of amount to the recruitment agency at the time of deployment to Qatar. If yes then how much.
- Out of the 2 we hired from the recruitment agency, both confirmed of no extra charges by the agency at the time of their onboarding interview

6. After the Qatar World Cup, do you commit to disclosing information on recruitment risks identified during the preparations for and while the tournament was happening, including how many workers were discovered to have paid fees, how much they paid, and how much was paid back within six months of the risks being identified?

- We are committed to be fully compliant and will disclose any information with regards to recruitment risks, if any.
- Steigenberger Doha focuses on direct hires internationally and locally available candidate however we will continue to implement due diligence with regards to all hires from recruitment agency
- ASMACS is recommended by the Supreme committee as a highly compliant agency and we will continue the business relationship with them