

## 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.

The headcount will be raised by 45% in the next two months, not only to support the World Cup, but also to help the Resort Service to recover from the Pandemic. We do not do mass recruiting; instead, we carefully choose talented individuals from around the world to join us. (Without the support of any recruitment agencies.)

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. Yes

If yes, please provide link to the policy.

Attached is our Recruitment Policy, and we are adhering to the terms of the e-contract.

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)
Al Mukhtar cleaning	Qatar	Pest Control	4	Sri Lanka, Nepal & Bangladesh	
Qatar Factory	Qatar	Fire Alarm System and Fire Fighting	2	Sri Lanka & India	
Powergas	Qatar	LPG maintenance contract	1	Philippines	
Water Master	Qatar	RO Plant & STP	11	Bangladesh, Nepal, Pakistan & India	
Water Master	Qatar	Swimming pool	7	India, Bangladesh & Pakistan	
Integra	Qatar	Generator & Power distribution	12	India & Sri Lanka	
Al Kuwari	Qatar	Waste management	2	Bangladesh	
AG Middleeast	Qatar	Landscape	30	Pakistan & Bangladesh	
Al Nasser Security	Qatar	Security	31	Uganda, Kenya, Nepal & India	



4. Please describe the due diligence process you undertake to ensure that your recruitment standards are applied. In your answer, please address specifically:

- a) Whether you carry out due diligence on recruitment agents in sending countries? Yes/No. If yes, please provide details. [We don't have agency support](#)
- b) 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 don't have agency support](#)
- c) What % of workers do you interview prior to employment specifically to establish if fees have been paid? (Please provide details of process.) [Not applicable as we don't have recruitment agency support](#)
- d) What % of workers do you interview during employment to specifically establish if fees have been paid? (Please provide details of process.) [Not applicable as we don't have recruitment agency support](#)
- e) Do you monitor the compliance of business partners? Yes/No. If yes, please describe your monitoring process. [Yes. With the assistance of the Security team and the Finance team, we are checking all compliances such as QID Issuance, Health Cards, Checking their housing and other facilities. And we are implementing a new procedure in order to control the Monthly Wage Payment \(Amount & payment date\)](#)
- f) 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? [Not applicable as we don't have recruitment agency support](#)

5. 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 disclosing all facts, but we would want to clarify that we do not use any recruiting agencies or consultants for our recruitment needs. According to our policy, we cover all on boarding and relocation costs involved with our team members' recruiting.](#)

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? [Yes, we would be willing to rapport any risk.](#)

 <b>منتجع جزيرة البنانا</b> <b>BANANA ISLAND</b> <b>RESORT DOHA</b> <small>BY ANANTARA</small>  <b>LOCAL STANDARD</b> <b>OPERATING PROCEDURE</b>	<b>Code: HR - 020</b>		<b>PAGE : 1 of 5</b>
	<b>ISSUED &amp; Effective: 01 Dec 2015</b>		<b>UPDATED: 22<sup>ND</sup> SEP 2021</b>
	<b>ISSUED BY: Director of People &amp; Culture</b>		<b>DEPT.: PEOPLE &amp; CULTURE</b>
	<b>APPROVE BY:</b>	<b>General Manager</b>	
	<b>SUBJECT:</b>	<b>Recruitment Policy</b>	

#### Objective:

To ensure that all departments adhere to the resort's approved manning levels; costs relating to recruitment are controlled within the approved budget. People & Culture are responsible to ensure the overall profile of an Anantara team member is maintained and that the qualities and standards required by the various departments are adhered to when recruiting.

No departments other than People & Culture recruit directly or indirectly without the approved forms and procedure taken place.

#### Policy:

- All recruitment and selection will be coordinated through People& Culture Department and will be within the budgeted headcount for the resort.
- All recruitment will be consistent with Anantara recruitment guidelines, the local labor conditions, equal employment opportunities and to reflect positively on the Banana Island Doha by Anantara within the community.
- People & Culture Department in cooperation with Division/Department Heads will ensure that the highest quality applicants are hired. We will seek Team Members with positive attitudes, an aptitude for excellent guest service and those that display a willingness to be developed. A good command of English language (verbal) is mandatory for all guest contact positions.
- People & Culture Department will be responsible for all recruitment-related charges, such as Onboarding Ticket, Hotel Quarantine, Qatar ID, and Hamad Health Card etc.


The following documents must be prepared for all management positions (Section Head and above) and updated each time the position becomes available. This information is to be shared with the candidate.

- Updated Position Description – can be issued prior to interview.
- Specific Business Goals
- Competencies for the role (technical and managerial).

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The following documentation is to be maintained by People & Culture in support of each applicant.

- Application form and CV
- Targeted Selection Interview assessment.
- Psychometric assessment (Hogan test – applicable for key 13 positions only)
- Previous Individual Development Plan (for internal candidates only).

<b>Interview Process Involvement</b>		
<b>Category / Job Grade</b>	<b>First / Second Interview</b>	<b>Final Interview / Approver</b>
<b>Team Member</b>	People & Culture Unit Head Section Head	HM / GM
<b>Unit Head</b>	People & Culture Section Head Department Head	HM / GM
<b>Section Head</b>	People & Culture Department Head Division Head	HM / GM
<b>Department Head</b>	Dir. P&C Division Head HM	GM Group Director HR
<b>Division Head</b>	Dir. P&C General Manager Functional Group Director	Group Talent Director

**During the interview process the following should be ascertained:**


- Suitability and compatibility with philosophy/goals of the hotel.
- Employment history and stability
- Language skill test
- Educational background (if applicable)

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- Service attitude
- Suitability for the position
- Presentation and grooming


#### Procedure:

1. A Team Member Hiring Request Form must be completed by the Division/Department Head and forward to the Director of People & Culture, Director of Finance and General Manager for approval.
2. To encourage promotions and multi-skilling of current Anantara Team Members, available positions will first be posted on the notice boards and Smart Recruiter - Minor Career site. These listings will be updated on a weekly basis until the positions are filled.
3. The People & Culture Department will provide resumes, if suitable and available of external candidates from the applicant hold files. Advertisements and private employment agencies will be used with discretion, and only when other less costly recruitment strategies have been exhausted.
4. Once applicants have been sourced (internal & external), People & Culture team in cooperation with the Division/Department Head should review the applicable Job Description to ensure it is current, and make ready a list of interview questions in preparation for the interview.
5. All potential applicants will have no more than two interviews: People & Culture team will be involved in at least one of the interviews.
6. Detailed interview notes must be documented for all positions. Candidates will be advised within 14 days that a second interview may be required. They will then be waitlisted or alternatively sent a regret letter.

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7. After liaising with People & Culture team a second interview may need to be conducted, again taking detailed interview notes. Procedure 6 will be followed for waitlisted and unsuccessful candidates.
8. People & Culture team will check the specific VB (visa block availability) during the screening stage before move to the next level of recruitment.
9. For all candidates Department Head and above, the General Manager must be asked if he meet or interview them. All others should be seen by the Director of People & Culture before giving the offer.
10. Once the Division/Department Head and People & Culture Department reach an agreement on the suitability of an applicant, reference checking will take place. Utilizing the appropriate form, at least two reference checks will be done for all new hires to management, cash handling and other sensitive positions. All other positions require at least one reference check with past employer. All reference checks will be made within 7 working days following the final interview.
11. No Team Member will be hired until a Team Member Hiring Request Form is completed and approved by all concerned, interviews conducted, the necessary reference check completed a satisfactory report on medical condition is obtained and employment contract has been prepared.
12. No indication or confirmation of hire should be made to potential candidates before consulting with People & Culture Department or before successful completion of all items listed above.
13. Successful applicants will be requested to review and sign two copies of the contract of employment on commencement, as well provide a scanned copy of passport, passport-size photographs with blue background, university/college certificates, employment certificates from previous and/or current employers and reference to the People & Culture Department.

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14. Applicants who are unsuccessful or pending will be responded to within 14 working days of attending the second interview.

**Employment Restrictions:**

- Any deliberate or willful falsification of job related information during the hiring process should be considered ground for rejecting the candidate.
- Failing the pre-employment medical check will also result in withdrawal of the offer.
- Failing to get the necessary visa immigration approvals will also result in the withdrawal of the offer.
- Relatives may not be employed at Banana Island Doha by Anantara when such employment creates a situation in which one of the Team Member has effective control over any aspect of the other's employment. Additionally, relatives may not be employed in the same department or in other sensitive areas or roles such as Leadership Team, Area or Cluster roles, People & Culture or Payroll and Finance or Purchasing. "Relative" shall refer to relationships established by blood, marriage, or other legal actions (Father, Mother, Son, Daughter, Brother, Sister, Husband, Wife, Grandparents and Grandchildren).
- Banana Island Resort Doha by Anantara permits the re-hiring of Team Members, however, in re-hiring former Team Member the reference checking process must be followed with the former Anantara hotel(s).

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