

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.

Our recruitment strategy depends predominantly on the Company's career portal, catereglobal, and the long-standing partnership with hotel schools around the world. This assists in reducing the risk of third parties and long supply chains. However, recruiting from the Philippines and Nepal requires the involvement of a third-party agency which we comply with but only to perform and process government paperwork. These agencies are not involved in sourcing, interviewing, and recruiting candidates.

The current manning level budgeted for the year is adequate to support the operation, and the above sources have contributed to recruit the required talents for the current year. Furthermore, there will be no additional recruitment for FIFA 2022, but we will invite our colleagues from our sister properties to assist on the Task Force basis if needed.

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.** Policies are in the draft phase , once finalized we will be able to share.

If yes, please provide link to the policy.

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.

We have signed a contract with a third-party agency in Doha that is approved by the Ministry of Labour - State of Qatar, which means such agencies passed the government audit as an ethical recruiter. This agency will be used moving forward.

Recruitment agency/ labour supplier	Country of HQ	Nature of work	Total no. people (disaggregated by gender)	Main nationalities	Reason for ending contract (if any)
VMS Nepal	Kathmandu	Recruitment Agency	7 Female 3 Male	Nepal	
American Prime Manpower Services, Inc.	Manila	Recruitment Agency	15 Female 05 Male	Philippines	
ASMACS	QATAR	Recruitment Agency	0	0	

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.

When we partner with an agency based outside Qatar, their credentials are checked, a formal interview is held with the agency to assess compliance, and partners from those countries are required to sign an MOU that ensures their responsibility towards an ethical recruitment process. In case the service provider in Doha (worker provider) an audit will be conducted including their staff accommodation.

- 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.

The fees are paid by the hotel as per the contract. Candidates are informed about the ethical recruitment practices during the interview and are being requested not to pay any fees while they need to report to us immediately if they have been requested. Upon arrival to Doha, employees are asked to confirm and acknowledge that they have not paid any fees of any kind to be recruited.

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

All candidates that require agencies to process government paperwork are sourced and interviewed by us not the agency. The successful candidates are explained the ethical recruitment process and are told not to pay to the agency before we refer them to proceed with the paperwork.

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

All candidates that require agencies to process government paperwork are sourced and interviewed by us not the agency. The successful candidates are explained the ethical recruitment process and are told not to pay to the agency before we refer them to proceed with the paperwork.

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

Yes, all are interviewed and asked to sign the ethical recruitment MOU as part of the contract. Moreover, the Supreme Committee for Delivery and Legacy (a government entity) holds thorough audits on all companies, part of which are our service providers and we are being notified when a company is not complying, which we then seize the partnership.

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?

NA

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

Additional information from Four Seasons:

With regards to the third party agencies :

1. Due diligence is made before signing the agreement with the company
2. Ethical recruitment and human rights are part of the contract the companies need to sign
3. Spot check is being made through asking employees if they are receiving their salaries on time for example (we cancelled a contract with one security company due to human rights issues)
4. Working closely with the Supreme committee who are assisting in auditing these companies (ethical recruitment, working conditions, accommodation conditions) . Some companies did not pass the audit and we cancelled their contracts accordingly.

Lastly, for question 5, you have answered NA – should we take this to mean that zero instances of recruitment fees were uncovered? Yes