

2022 Questions for Hotel Companies *Migrant Worker Rights*

Survey questions

- 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.

Scope of work/operations

No.	Name of hotel	Business model	Operator	Property owner
1	Millennium Plaza Hotel Doha	Managed	Millennium Hotels & Resorts- MEA	Barwa Al Sadd (SPC)
2	Millennium Hotel Doha	Managed	Millennium Hotels & Resorts- MEA	Al Sraiya Hotels and Hospitality
3	Millennium Central Doha	Managed	Millennium Hotels & Resorts- MEA	
4	Kingsgate Hotel Doha	Managed	Millennium Hotels & Resorts- MEA	

- 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.

Answer: Yes, we do have an active policy which indicates the same as it is our practice that no employee has no pay any fees in relation with their employment with any of our hotels. Reference: [HR- Recruitment & Selection 010- Recruitment Agencies.pdf](#).

- 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.

Answer: Recruitment & Selection is mostly done now through direct local hire, in-house, and through job postings in Job Portals i.e, Millennium & Copthorne LinkedIn Page and Indeed.

Name of Hotel	Recruitment agency/ labour supplier	Country of HQ	Nature of work	Total no. people (disaggregated by gender)	Main nationalities	Reason for ending contract (if any)
• Millennium Hotel Doha,	JobsManila International Inc.	Manila, Philippines	Recruitment Firm	No hire since 2020	Filipino	NA
	Three Brothers Human Resource Pvt Ltd	Kathmandu, Nepal	Recruitment Firm	No hire since 2020	Nepalese	NA
• Millennium Central Doha,	Al Hattab Security Services	Qatar	Third Party Manpower supplier	10 (M)	African & Nepali	NA
• Kingsgate Hotel Doha	Alhamy Contracting & Cleaning Services	Qatar	Third Party Manpower supplier	5 (F)	Filipino	NA

	Best and Best Hospitality & Cleaning Services	Qatar	Third Party Manpower supplier	4 (M)	Nepali	NA
	GWC Transport	Qatar	Third Party Manpower supplier	3 (M)	Pakistani	NA
	Golden Miles Hospitality	Qatar	Third Party Manpower supplier	4 (M)	Indian	NA
• Millennium Plaza Doha	Sky Moon	Qatar	Third Party Manpower Supplier	15 (Male)	Bangladeshi	On - Hold (Under Review by Supreme Committee)
	Lusail Security Services	Qatar	Third Party Manpower Supplier	9 (Male)	African	The company was not compliant to Qatar Supreme Committee Rules- Terminated Contract since May 2022
	PH Consulting	Qatar	Third Party Manpower Supplier	10 (Male) 5 (Female)	Bangladeshi/ Sri Lanka/ Phillipinos	NA

During pandemic in 2020-2021 hotel business was low, the hotels had gone through manpower reduction and overseas recruitment was put on hold.

In 2022, all new hires under the hotels payroll are direct hires or movement within Millennium family.

All the above labour suppliers are listed and approved by Supreme Committee Qatar.

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.

Answer: Yes. Similar to hiring process, we conduct feedback checks from networks who worked with the same recruitment agents and from candidates hired through them.

Prior to the pandemic, site visits were conducted by the corporate office HR, to ensure that due diligence are in place.

For labour suppliers, we do monitor the compliance of our business partners, be in Third party manpower provider we work with through site visits, licenses from Supreme Committee Qatar, and reviewing the legal/official documents.

- 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.

Answer: Yes, in reference with our policy related with Recruitment Agencies, we make sure that when we are to utilize our contact agencies, we, as an employer will solely borne the fees related with the hiring process of the employee.

Reference: [HR- Recruitment & Selection 010- Recruitment Agencies.pdf](#)

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

Answer: With 100% of employees being interviewed, we take it into our procedure to ensure and verify whether the employee pay fees to the agency or not prior to their employment. In such cases that employee confirms they have paid fees, we conduct probing and investigation against the agency. We do not proceed employing the candidate from them and immediately terminate the agreement.

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

Answer: 100% of on boarded new employees from agencies, we verify from them if they have paid fees or not related with their employment. Upon confirmation from employee, we conduct investigation to probe the agency with the same, and immediately cease the agreement.

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

Answer: Yes. Monitoring done through site visits, legal/official document compliance, licenses, contract review, and employees' feedback.

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?

Answer: Whilst overseas recruitment was on halt due to the pandemic in 2020, and all hiring are done with locally available candidates. With a minimal ease on 2021 on overseas hiring, and still with precautions 'til date, all new hires are done with direct hire, locally available candidates and internal application within Millennium.

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?

Answer: Yes, we do commit to disclose information on recruitment risks as we do not tolerate such unfair and unjust ways and treatments. It is a just and diligent practice to ensure that in order to uplift a safe and healthy workplace, it is important to take a look on all aspects of employment especially at the beginning of it.



MILLENNIUM

HOTELS AND RESORTS

MILLENNIUM ▪ COPTHORNE

You are the Centre of Our World

Policy & Statement Recruitment & Selection Recruitment Agencies

Policy No:	HR – Recruitment & Selection 010
Issue Date:	August 2014
Review Date:	
Version:	Version 1

Purpose

- To ensure we have a system in place that clearly explains under what conditions we are allowed to use a recruitment agent and who will authorise the positions given to agencies.

Application

- Director of Human Resources
- Recruitment Team
- Human Resources Department

Statement of Policy

1. This policy has attached the list of recruitment agents where there is a special Corporate Deal already signed. Only recruitment agents on this policy document are allowed to be used.
2. Should any agent approach a Human Resources Director/Manager, they must request them to contact Corporate Director of Human Resources, who will then start the negotiation and background checks to see if they can be placed on the approved list.
3. All attempts must be made to recruit through our Millennium & Copthorne Website and Catererglobal.
4. Only 1 agent must be used at a time, this is prevent the same CV coming from various agents, which can then lead to a dispute over which agent is entitled to the fee.
5. A detailed tracking system must be in place to record what agent has forwarded which CV on what date.
6. Payment of agents must be within 30 days of candidate commencing work.
7. Human Resources must plan in their budgeting procedure how much they believe they may need to spend in any year on agency fees.
8. Agents must not offer gifts or bribes to Human Resources decision makers, such acceptance of gifts could lead to Disciplinary measures and will fall under the anti-bribery policy of the company.

Forms

- Recruitment Agency List