



FIFA Statement on unethical recruitment practices in the hospitality sector in Qatar

FIFA has taken note of the data collected by the BHRRRC on exploitative recruitment practices and, in particular, on the illegal payment of recruitment fees by many migrant workers employed in the hospitality sector in Qatar.

FIFA is committed to uphold and promote the highest international labor standards for all workers contributing to FIFA-related activities and events, in line with the eight core International Labour Organization conventions and other international human rights instruments. This commitment is recalled at paragraph 5 of FIFA's Human Rights Policy (see [here](#)), article 3 of the FIFA Statutes and several other FIFA regulations and codes. FIFA and its local counterparts make continuous efforts to improve practices in recruitment with a special focus on those sectors where risks are higher, such as hospitality.

FIFA's due diligence processes in respect to the FIFA World Cup Qatar™ are outlined in the joint [FIFA World Cup Qatar 2022™ Sustainability Strategy](#) between FIFA and the host country, as well as the progress report on strategy implementation (see [here](#)). These documents contain a clear strategic objective on enabling remedy for workers engaged in the provision of services for the FIFA World Cup 2022™, including through a programme to promote the reimbursement of recruitment fees (see objective H2.2 for further details). Along this line, the [FIFA World Cup Qatar 2022™ Sustainable Sourcing Code](#) sets out minimum standards and requirements, including on fair recruitment, for all FIFA and/or Q22's suppliers and licensees, as well as their subcontractors.

On its part, the [Supreme Committee \(SC\)'s Workers' Welfare \(WW\) standards](#) have a dedicated chapter on ethical recruitment that restates the prohibition of payment of recruitment and processing fees by workers. Contractors are required to use recruitment agencies that are approved and certified by the Ministry of Labour and fees shall always be borne by the recruitment agent. To reinforce this commitment, the SC has created the Universal Reimbursement Scheme, through which it encourages contractors to reimburse recruitment fees to its workers irrespective of whether workers can provide substantiating proofs of payment. As part of the SC's effort to ensure repayment of recruitment fees, for example, workers have received payments of a total of USD 22.6 million as at December 2021, with an additional UDS 5.7 million committed by contractors.

In order to enforce its requirements, FIFA/Q22 and the SC's WW team have developed a strong audit approach targeting the hospitality sector, building on the SC's experiences in the construction sector. Audits include specific questions on recruitment fees and human trafficking for hotel managers, as well as regular in-presence interviews with hotel staff. If irregularities are found, we have specific routines and timelines in place to make sure non-compliances are addressed. FIFA/Q22 and the SC aim at auditing all the 159 hotels involved in the programme at least twice by the time of the tournament.

Finally, the tournament organisers continue to work on raising awareness on this and other issues among hotels. Since 2019, in the framework of the Strategic Dialogue Group on Hospitality in which FIFA/Q22 and the SC are actively involved, 8 workshops concerning the key challenges faced by the hospitality sector have been delivered to 26 hotel operators.

FIFA deems unethical recruitment and the payment of recruitment fees unacceptable. FIFA encourages anyone who wishes to raise a complaint on unethical recruitment possibly linked to the FIFA World Cup 2022™ to consider reporting such cases through the SC-dedicated 24/7 grievance hotline or using FIFA's grievance mechanism (see [here](#)).