

Abbe Horswill

Director, Human Rights and Social Impact



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Danielle McMullan, Gulf Project
Michael Clements, Director of International Programmes
Business and Human Rights Resource Centre

Via email: mcmullan@business-humanrights.org; clements@business-humanrights.org

To whom it may concern:

Thank you for your email to Marriott International dated 6 October 2022. In advance of the 2022 World Cup, we have been closely monitoring these important human rights issues and continuing to support ethical recruitment efforts. We have begun to look into the matter raised and appreciate the opportunity to respond.

As stated in our [Human Rights Policy](#), Marriott International acknowledges and respects the principles contained in the United Nations Universal Declaration of Human Rights. We are committed to conducting our business in a manner consistent with these principles and the United Nations Guiding Principles on Business and Human Rights and to respecting human rights.

Marriott has a “no fees” recruitment policy and does not ask applicants for any money or fees as part of the recruitment process. As stated in our [Supplier Guidelines](#), Marriott also expects suppliers to not charge recruitment fees, not use fraudulent recruitment practices, and provide a safe and healthy working environment that meets legal and industry standards.

We are very worried to read this concerning report in Blankspot, and we have begun an investigation into why the third-party subcontractor was not living up to our high standards for ethical recruitment of on-call servers for special events, including the levels of accommodation and pay, which are clearly set out in our contracts. The server worked at the hotel for six shifts in early 2020, and we stopped working with this subcontractor in October 2020.

In addition, Marriott has been working collaboratively with the International Organization for Migration (IOM) and the Sustainable Hospitality Alliance on a [multi-year initiative](#) to promote ethical recruitment in the hotel and tourism industry, including participating in extensive pilot training sessions, developing training resources for internal and external stakeholders, and establishing ethical recruitment standards for the industry. We are also working with The Ministry and the Supreme Committee, and we are only using approved agencies.

We appreciate you bringing this matter to our attention and continuing to raise awareness of these important issues. Thank you again for your outreach and the opportunity to respond.

Sincerely,

A handwritten signature in black ink, appearing to read "Abbe Horswill".

Abbe Horswill