

26 October 2022

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Business and Human Rights Resource Centre

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

To whom it may concern:

Thank you for your email to Marriott International dated 13 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, provide a safe and healthy working environment that meets legal and industry standards, and uphold the highest standards of employment and human rights.

We take these reports extremely seriously. The welfare of everyone who works in our hotels, whether they are contracted by the hotel or subcontracted through other agencies, is always important to us.

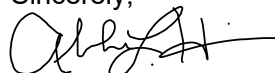
The hotel worked with this security contractor to improve the conditions at the accommodation they provide for their employees and make them compliant with the Supreme Committee’s standards. We cancelled our contract with them when it was clear they would not meet the Supreme Committee’s high standards for human rights, including the levels of accommodation.

We continue to work closely with our owner, along with The Ministry and the Supreme Committee, and we are only using agencies approved by them. The hotel sourced a replacement security supplier last month, and we ensured that they had been audited and approved by the Supreme Committee before being contracted by the hotel.

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 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,



Abbe Horswill