



FIFA response to the BHRRC: Mechanisms to protect workers' rights at the FIFA World Cup Qatar 2022

FIFA has taken note of the information collected by the BHRRC and its partners on human and labor rights in the context of the FIFA World Cup Qatar 2022. In line with FIFA's Human Rights Policy (see [here](#)) and article 3 of the FIFA Statutes, FIFA is firmly committed to uphold and promote internationally recognized human and labor rights standards for all workers involved in the FIFA World Cup 2022.

As per the initiatives outlined in the FIFA World Cup 2022 Sustainability Strategy (see [here](#)), FIFA, in collaboration with its Qatari counterparts, implemented a far-reaching due diligence programme with the aim to ensure companies contributing to the tournament abide by the Supreme Committee's Workers' Welfare Standards. Since 2015, FIFA and the Supreme Committee for Delivery & Legacy have been reporting in significant detail on these mechanisms (see [here](#)). This also includes reports by the independent monitor Impactt Ltd and joint reports between the SC and the Building and Woodworkers' International.

As demonstrated throughout the years as part of our joint efforts with the Supreme Committee, FIFA considers any failure by companies to uphold their obligations under the SC's Workers' Welfare Standards unacceptable. It is the primary responsibility of the respective companies as well as the Qatari authorities to rectify possible adverse impacts on workers. As FIFA, and in line with our responsibilities under international standards, we actively follow up when we learn about allegations directly linked to FIFA World Cup operations, using our leverage with third parties to find solutions for the benefit of workers and contribute to the provision of remedy where relevant.

International experts and trade union representatives who have assessed and collaborated in the labour rights programme for FIFA World Cup workers have repeatedly recognised that it led to heightened protection and welfare for FIFA World Cup workers. More generally, according to the International Labour Organisation, Qatar's labour reforms have been significant and benefitted hundreds of thousands of workers with the World Cup being an important catalyst for these reforms. It is undeniable that significant progress has taken place, and it is equally clear that the enforcement of such transformative reforms takes time and that heightened efforts are needed to ensure the reforms benefit all workers in the country.

Finally, with regards to your inquiries related to the FIFA Human Rights Grievance Mechanism, we would like to highlight that rights-holders were made aware of this mechanism (see [here](#)) through different channels: trainings delivered to high-risk suppliers and commercial affiliates; targeted outreaches including awareness-raising sessions with civil society organizations and information sent to ticket-holders via email and fan app; communication through embassies; press statements and a dedicated section on FIFA.com. In addition please note that the primary platform for reporting labour issues was the 24/7 Workers' Welfare Grievance Hotline managed by the Supreme Committee's Workers' Welfare Department (see [here](#)).

More detailed information on the FIFA Human Rights Grievance Mechanism, including the numbers of complaints received and closed, and examples of topics raised, is currently being verified by a third-party assessor and will be published in due course as part of the overall tournament reporting on sustainability matters.