

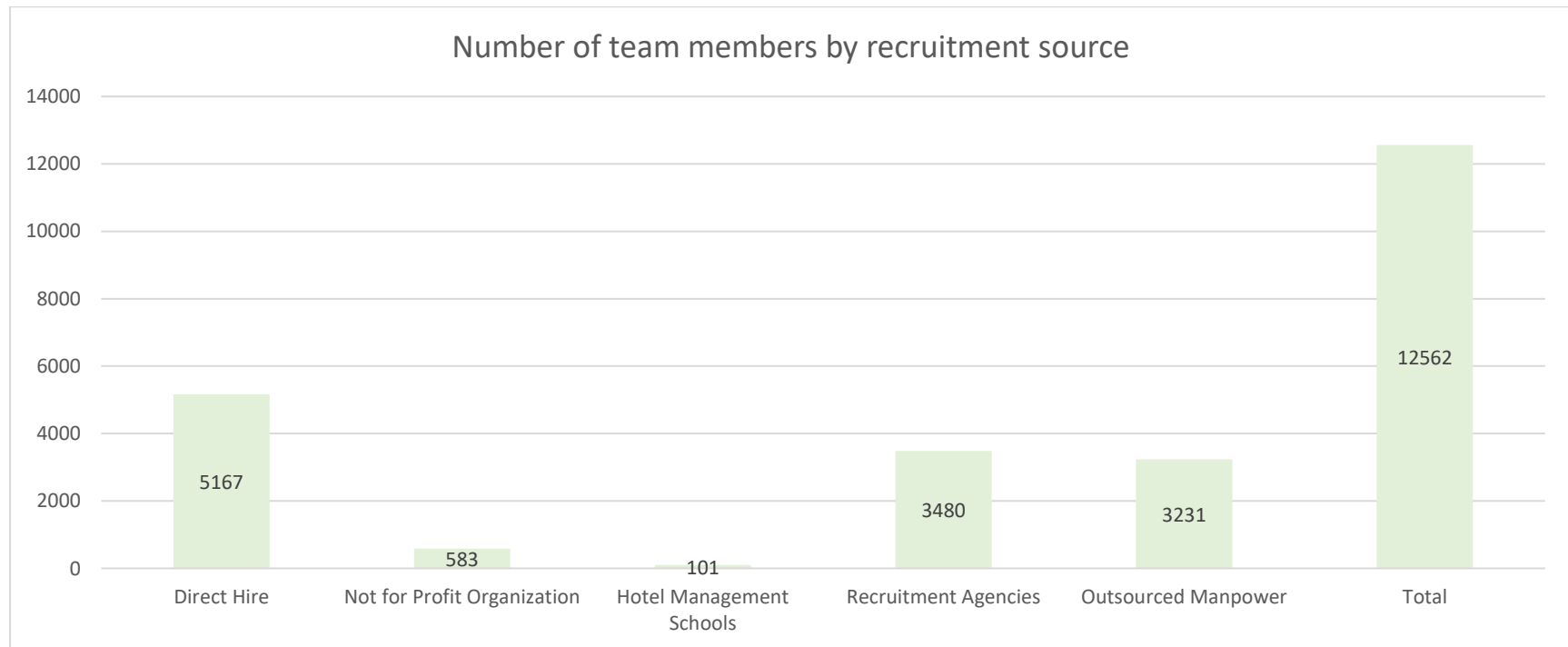
Response to the Business & Human Rights Centre, London

Question 1

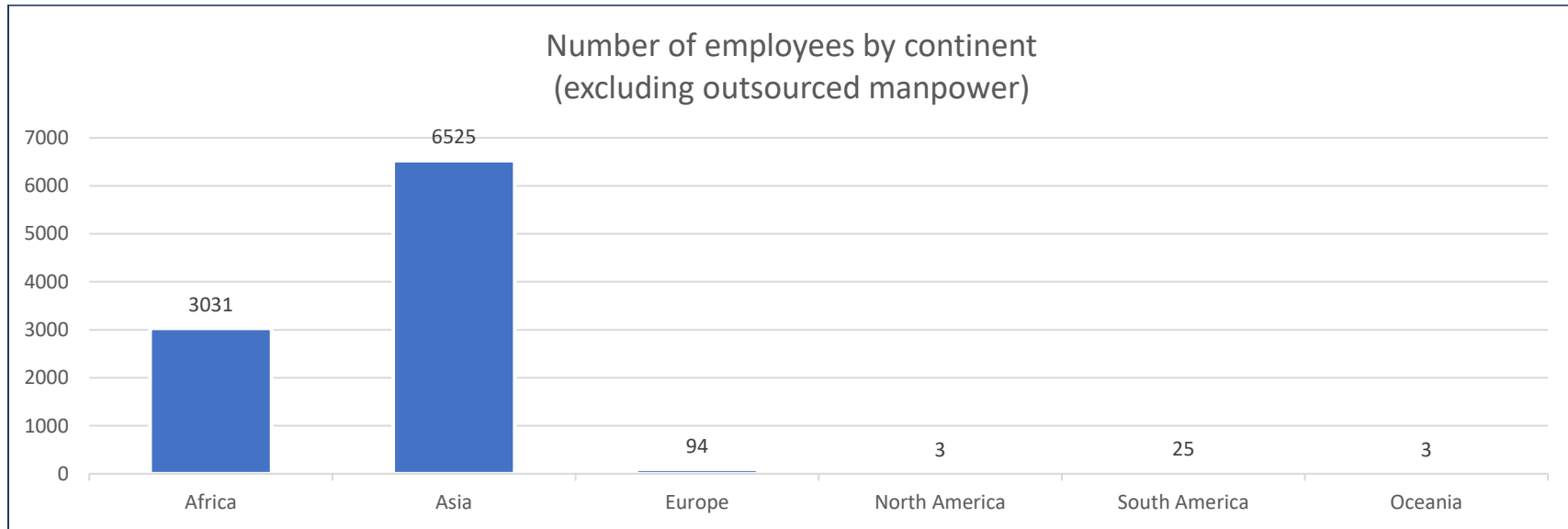
Please complete the below table with information on the recruitment agencies and labour suppliers used by yourself and business partners in Qatar throughout 2022. If you no longer use a particular agency or supply, please state why the contract/ business association was ended.

Reply 1

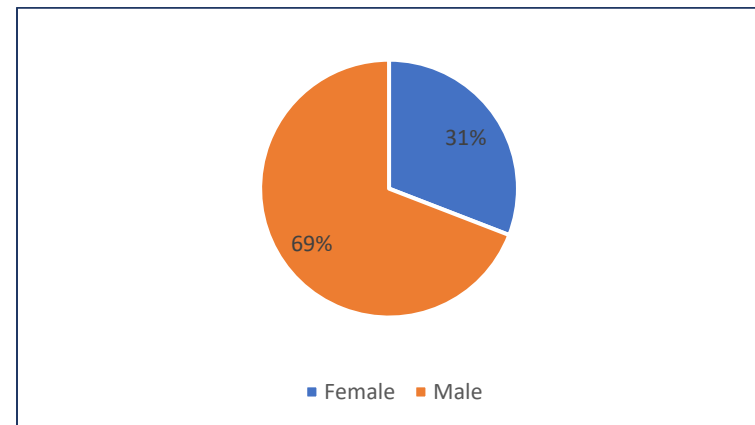
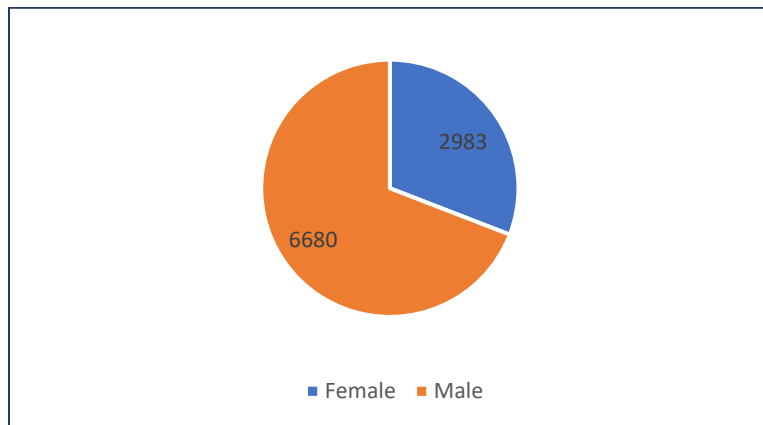
The Living Adventure was a special purpose vehicle launched for the Football World Cup 2022 in Qatar. Therefore, all agreements with recruitment agencies and outsourced manpower suppliers have ended in January 2023.



The Living Adventure had 12,562 team members from 78 Nationalities with a minimum of 55 languages.



Gender Mix (excluding outsourced manpower)



Company	Purpose of cooperation	Country of HQ	Nature of work	Total team	M	F	Main Nationalities	Reason for ending contract
Regency Recruitment	Recruitment Agency	Qatar	Housekeeping	205	205	0	Africa & Asia	End of project
Align	Recruitment Agency	Dubai	Front Office, Housekeeping, Laundry, Procurement & Logistics, Traffic & Transportation	221	140	81	Africa & Asia	End of project
ASMACS	Recruitment Agency	Qatar	Housekeeping & Front Office	336	96	240	Philippines	End of project
Auxilium	Recruitment Agency	Dubai	Front Office & Housekeeping	59	34	25	Africa, Asia, Europe	End of project
Barker Langham	Recruitment Agency	UK	Front Office & Housekeeping	618	340	278	Africa	End of project
Eteless	Recruitment Agency	UK	Safety & Security	6	5	1	British	End of project
HRM Solutions	Recruitment Agency	Dubai	Front Office & Housekeeping	92	72	20	Africa & India	End of project
Jobs Global	Recruitment Agency	Dubai	Front Office & Housekeeping	23	16	7	Tunisia, India, Indonesia	End of project
Khalifa Manpower	Recruitment Agency	Qatar	Front Office	128	44	84	Africa & Indonesia	End of project
Mahad Manpower	Recruitment Agency	Qatar	Front Office & Housekeeping	519	227	292	Kenya, India	End of project
Manpower Middle East	Recruitment Agency	Dubai	Duty Managers (Front Office)	15	12	3	Africa & Asia	End of project
Prospitality	Recruitment Agency	Sharjah	Duty Managers (Front Office)	5	3	2	Mexico, Tunisia, Jordan, Indonesia	End of project
Servico	Recruitment Agency	Qatar	Front Office, Housekeeping, Laundry, Procurement & Logistics, Traffic & Transportation	1,196	1,105	91	India, Pakistan, Lebanon, Uzbekistan, Morocco	End of project
Sirona	Recruitment Agency	Qatar	Front Office	56	33	23	South Africa, Sri Lanka	End of project
WMMC Consulting	Recruitment Agency	Netherlands	Procurement & Logistics	1	1	0	India	End of project
Blue Galaxy	Outsourced Manpower	Qatar	Front Office, Housekeeping, Laundry	125	125	0	Asia	End of project

Elegancia	Outsourced Manpower	Qatar	Front Office, Housekeeping, Laundry	2,631	2,631	0	Africa & Asia	End of project
New State Services	Outsourced Manpower	Qatar	Housekeeping & Laundry	475	475	0	Asia	End of project

Question 2

Please disclose any due diligence process your company undertook to detect recruitment-fee payment ahead of and during the Qatar World Cup.

Reply 2

All recruitment agencies and their sub-contractors (if applicable) had to sign an agreement including the requirements of the Qatar's Supreme Committee Workers Welfare Committee as well as a separate 'Ethical Recruitment Assurance Agreement' from Accor which was created especially for the project. Upon arrival in Qatar every employee hired via a recruitment agency was approached by the projects workers welfare team to fill a form stating if (or not) they have paid a fee to the recruitment agency or a third party of the agent. If yes, the amount of the fee paid was recorded on the form.

Question 3

How many instances (and as a percentage of your workforce in Qatar) of recruitment fees paid by workers in Qatar did your due diligence process uncover in 2022, how much in USD (if any) was paid back to workers, and how much was paid back within six months of the risks being identified?

Reply 2

Out of the 15 recruitment agencies we have been working with, one recruitment agency was identified (with evidence after investigation) where employees had paid fees to third parties of the recruitment agency. Following our investigation, further work with the agency was immediately discontinued.

Out of the 3,480 team members hired via an agency 270 (7.7%) claimed to have paid a fee before travelling to Qatar. The paid fees have been returned to the relevant employees with their final settlements in December 2022 and January 2023.