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Via e-mail:  
To: [stephen.cockburn@amnesty.org](mailto:stephen.cockburn@amnesty.org)

Zurich, 9 June 2020

**FIFA World Cup Qatar 2022™ : Qatar Meta Coats (QMC) and labour rights due diligence**

Dear Mr. Cockburn,

Thank you for your letter to FIFA dated 28 May 2020 with respect to the allegations of non-payment of workers of the company Qatar Meta Coats (QMC) and FIFA's labour rights due diligence in connection with the FIFA World Cup Qatar 2022™.

Firstly, please be assured of FIFA's ongoing commitment to human rights in relation to the FIFA World Cup Qatar 2022. Since receiving your letter, we have engaged with our partner in Qatar, the Supreme Committee for Delivery and Legacy (SC), as well as with other stakeholders in an effort to address the grievances presented to Amnesty International by the QMC workers. To this end, we understand that further salary payments have been made to QMC workers in the last few days and we are fully committed to continuing to work with our partners in Qatar and to engaging with you and other stakeholders to ensure that all outstanding salaries are paid without further delay.

In your letter, you raise several queries in relation to the QMC case and FIFA's due diligence mechanisms to ensure that the rights of workers involved in the preparation of the FIFA World Cup in Qatar are respected. As such, we are pleased to share the following information.

*Qatar Meta Coats*

We understand that QMC worked on the Al Bayt stadium site between September 2017 and February 2020 and was contracted by GSIC-JV, which is the project's main contractor, and with the stadium delivered by the Aspire Zone Foundation with oversight from the SC. Further to our ongoing discussions with the SC and other independent entities, we were advised that there had been delays in salary payments, in the renewal of health cards by QMC, and of allegations by workers that they paid recruitment fees in their home countries. To date, we have not been able to confirm the withholding of No Objection Certificates (NOCs) by QMC.

We have engaged with the SC as our trusted partner to understand more fully the steps it had taken to address the QMC case and the failure of this company to meet its obligations in

accordance with the SC's Workers' Welfare Standards (WWS). We understand these issues were first identified through the SC's monitoring program in July 2019 with some outstanding salaries subsequently paid to QMC workers in October 2019. In February 2020, we understand that the SC demobilised QMC from the FIFA World Cup site after continued delays in salary payments and we kindly refer to the SC's letters to Amnesty International dated 29 May 2020 and 5 June 2020 which provide a detailed summary of the remedial steps taken by the SC in this case. We have noted the repeated and the sincere efforts by the SC, and their engagement with the Qatari authorities to find the desired outcomes in this challenging case.

FIFA welcomes the decisive measures the Qatari authorities have taken against the new owners of QMC over the past two weeks. We understand that these measures have been critical to ensuring the recent payments to the workers, and we trust that the measures exerted by the Qatari authorities on QMC will be upheld until all outstanding payments to the workers have been made. We will continue to liaise with the SC to this end and to learn lessons from this complex case to further strengthen our own mechanisms. Furthermore, we were pleased to learn about the ongoing efforts by the Qatari authorities to further strengthen the effectiveness of the Workers' Support and Insurance Fund as an instrument to intervene in comparable cases.

FIFA expects that none of the workers in question face repercussions for raising their legitimate grievances with the company, the government or other relevant entities. The SC and the Qatari authorities share this view, and we would encourage Amnesty International and / or the respective workers to report any such incidents through the established whistleblower reporting channels of the SC, FIFA or the Qatari National Human Rights Committee. In that respect, we would urge human rights defenders who face undue restrictions when working to advance human rights in connection with FIFA's activities to use FIFA's [grievance mechanism](#) for human rights defenders.

#### *Wider due diligence on workers' rights in relation to the FIFA World Cup Qatar 2022*

In regards to the wider due diligence systems in place to protect workers' rights in relation to the FIFA World Cup Qatar 2022, as you refer to in your letter, the joint [FIFA World Cup Qatar 2022 Sustainability Strategy](#) (joint strategy of the delivery partners) sets out the respective commitments and objectives, and introduces several key initiatives to deliver them. This strategy was developed based on wide ranging stakeholders engagement and a robust assessment of salient human rights risks associated with the tournament (we kindly refer you to the [Development of the Sustainability Strategy document](#) which describes the strategy development process more fully).

The three aforementioned joint delivery partners, namely FIFA, FIFA's Doha-based subsidiary FIFA World Cup Qatar 2022 LLC (Q22) and the SC, work closely together to deliver this strategy through joint initiatives and systems, and with each taking the lead where best placed to do so to ensure the most effective use of their processes and preventative systems and the desired outcomes. We will continue to review the preventative measures in place and to strengthen these processes where needed and to provide for, collaborate in, or otherwise promote remediation based on our respective individual responsibilities under the UNGPs.

In regards to the protection of the rights of construction workers in Qatar, the day-to-day due diligence lead lies with the SC as the entity responsible for the delivery of the FIFA World Cup infrastructure. In recent years, the SC has put in place robust and transparent systems to address labour rights risks of FIFA World Cup workers based on the UNGPs. These are supported through collaborations with independent external entities such as the international trade union

for construction workers BWI, the work by the independent monitor Impactt Ltd., and through its engagement with a wide range of other expert entities focusing on particular topics such as nutrition or heat stress, and the SC's close collaboration with the Qatari Ministry for Administrative Development, Labour and Social Affairs (ADLSA).

FIFA has taken an active involvement in the development of these systems and has every reason to trust their overall effectiveness and the sincerity with which the SC works to ensure that companies working on FIFA World Cup-related construction projects respect the rights of their workers. FIFA also steps in more proactively in accordance with our responsibility under the UNGPs when we become aware of particular adverse impacts, as in the QMC case, and / or where we believe that a specific topic requires FIFA's additional attention, such as the protection and care of workers during the Covid-19 pandemic.

FIFA and Q22 work closely together in the day-to-day due diligence of business relationships with companies that deliver operational services that will contribute to the delivery of the tournament such as in the hospitality, security, transportation or logistics sectors. Many of these business relationships are owned by FIFA or Q22 and the respective components of the due diligence process, such as the onboarding process, the contracting, as well as the handling of potential grievances are managed directly by FIFA and Q22. Leveraging on the existing enforcement systems set up by the SC on construction sites, the SC takes the operational lead in working with companies delivering services to the tournament to build capacity and monitor compliance with the SC's Workers' Welfare Standards.

The third group of workers covered by the sustainability strategy are workers outside Qatar involved in the supply chain of the tournament, for example in the production of licensed goods, with the respective due diligence processes to be fully managed by FIFA and Q22. With these relationships gradually being set up in the coming months, FIFA and Q22 are currently testing and strengthening these processes and systems to ensure that they are robust and transparent.

In closing, we would like to thank you once again for raising your concerns regarding the QMC workers and we will be pleased to continue to liaise with you and other stakeholders in our efforts to find effective remediation for all concerned QMC workers. We also look forward to our ongoing collaboration with Amnesty International in the lead up to the FIFA World Cup 2022 in Qatar and in leaving a lasting human rights legacy in the region.

Yours sincerely,



Joyce Cook, CBE, OBE  
Chief Social Responsibility & Education Officer

## EMAIL RESPONSE FROM FIFA

TUESDAY 9 JUNE 2020

Dear Steve,

Thank you for your message and request for clarification, to which we are pleased to respond as follows:

FIFA was made aware of the QMC case by the SC after Amnesty International shared the results of its research in a letter to the SC in May 2020 and then contacted Amnesty for further information.

FIFA is not routinely notified of every case needing remediation but trusts its implementing partners and the preventative systems that have been put in place to protect workers' rights. This particular case has presented more complex challenges as you are aware. Nevertheless, and as referred to in our letter, we will be reviewing our processes and systems together with our partners in Qatar as part of the learnings in this case.

Thank you also for confirming the advance notice of the report publication.

With best regards,