

Deutsche Hospitality (2018)

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Following the publication of our briefing paper - [Inhospitable: How hotels in Qatar & the UAE are failing migrant workers](#) - Deutsche Hospitality provided answers to a select number of survey questions on migrant workers' rights in its UAE operations.

6. If you directly employ workers, please describe your company's process for recruiting migrant workers to Qatar or the UAE. What are the most common countries of origin of migrant workers operating in your directly employed and subcontracted workforce?

The hotel strictly adheres to the Deutsche Hospitality Code of Conduct, where we create an environment of equal opportunity and non-discrimination regarding race, creed, gender or religious beliefs. The hotels have dedicated resources that recruit in a fair and objective manner.

Further, in line with the vision of the country's leadership to bring "People of Determination" (people with special needs) into the main stream, the hotel has tied up with a local organization called "Mahaweb from Beautiful People" and is currently training two young people with special needs at the hotel as interns.

9. If your company has a policy of no-fee recruitment, what steps does it take to ensure workers do not pay recruitment fees and related costs? How could you demonstrate that workers (both directly employed and subcontracted at your hotels) do not incur any fees? If your company has a policy of reimbursing fees, please describe the company's process for identifying incidences of worker-paid fees and reimbursing fees to workers (both directly employed and subcontracted at your hotels).

It is our strict policy to ensure that no recruitment fee is paid by any candidate. In case the candidates are sourced through external agencies, the hotel ensures that the agencies do not charge any fees to the candidates. Any recruitment fee that is levied is paid by the hotel on behalf of the candidates.

11. How does your company ensure that workers (both directly employed and subcontracted at your hotels) are paid on time and in full, including for overtime and without illegal deductions? What steps does the company take when entities in its value chain fail to pay workers on time and in full?

The hotel follows strict adherence to the payment of wages, the wages are determined through a survey of hotels to derive competitive salaries and benefits. These are then clearly indicated in the employment contracts offered to all new recruits and are verified through internal as well as external audits. Further, to ensure that all wages are distributed, no cash salaries are given and the hotels have registered and make payments through the Wage Protection System (WPS) as defined by the local government.

13. How does your company ensure that workers (both directly employed and subcontracted at your hotels) are free to change jobs and/or leave Qatar and the UAE at will and without penalty? What steps does the company take when entities in its value chain prevent workers from changing jobs and/or leaving Qatar and the UAE at will?

No restrictions whatsoever are imposed on any of the colleagues in their movement, both within the country as well as if they wish to travel overseas. In order to ease movements of our colleagues, the hotel also issues no objection letters and certificates to embassies of overseas governments, where it may be required for our colleagues to furnish as a proof of employment or travel.

14. Please describe your company's health & safety policy and procedures, including what steps the company takes to ensure that they are applied to workers (both directly employed and subcontracted at your hotels). Areas covered may include, but are not limited to: health & safety training, injury prevention, maximum working hours per week and overtime, sick leave, non-discrimination, prevention of physical, sexual and verbal abuse.

This is a key priority of the management, regular inspections are carried out internally as well as through government bodies to ensure that there is adherence to the local legislation, corrections to any anomalies reported are executed in the swiftest possible manner. There is also a dedicated housing team for the colleague accommodation whose job scope entails, safety, security and comfort of all colleagues. Monthly housing inspections are also carried out to ensure that all health and safety standards are adhered to.

15. Please describe your company's standards for workers' living conditions both directly employed and subcontracted at your hotels).

The hotel ensures that all our colleagues are provided with safe and comfortable living conditions. The hotel accommodates its colleagues in a residential building exclusive for its employees. The facilities are equipped for instance with a gym and a swimming pool exclusive for the residents. There is 24 hours security and CCTV coverage at the premises. Further, activities such as movie nights, sports tournaments are also held monthly at the colleague housing facilities.

19. Please indicate if the company has a global policy commitment on freedom of association and collective bargaining for workers in its direct and subcontracted workforce. If yes, please provide links or attachment to the relevant documents.

There are no restrictions on the colleagues to be associated with any legally recognized association.

21. In line with the UN Guiding Principles on Business and Human Rights, does your company have an operational level grievance mechanism in place for direct and subcontracted workers to raise concerns, in their own language, and in a way that ensures grievances can be reported safely, without intimidation or retaliation? How are workers made aware of this mechanism? Please provide a description of the company's grievance mechanism.

The hotel practices a very transparent and fair grievance process, with dedicated HR teams at the premise. The grievance matrix goes all the way up to the headquarters in Frankfurt should a colleague wish to escalate this.