

**2021 Questions for Hotel Companies**  
**Migrant Worker Rights**

Please complete the questions on your company's operations in Qatar. *For all answers please ensure you provide as much evidence as possible and links to all policies referenced if publicly available.*

**Scope of operations**

1. Please describe the scope and structure of your company's operations in Qatar in the table below, including the business model each hotel operates under (owned and managed; leased; managed properties; franchised properties; joint ventures; other).

No.	Name of hotel	Business model	Property owner
1	Park Hyatt Doha		
2	Grand Hyatt Doha Hotel & Villas		
3	Hyatt Regency Oryx Doha		
4			
5			

**Workforce data**

2. Please complete the table below with workforce data. *Information unavailable at this time.*

*[Hyatt Clarification: we put information unavailable at this time, because of the structure of our business, we do not have access to this information.]*

Employment type	Total number of people	Male	Female	Main nationalities / countries of origin
Directly employed				
Employed by Property Owner				
Employed by subcontractors (e.g. service providers or labour suppliers)				
Employed by subcontractors of the property owner (e.g. service providers or labour suppliers)				

If the exact breakdown is not available, please provide % estimate of workers employed directly and those subcontracted.

3. Please complete the table below with labour supply data. *Information unavailable at this time.*

*[Hyatt Clarification: we put information unavailable at this time, because of the structure of our business, we do not have access to this information.]*

No.	Labour supply company	Nature of work eg. Cleaning, housekeeping, security	Total number of people

If the exact breakdown is not available, please provide % estimate of workers provided by each company.

### Human rights and due diligence

4. Does your company have a publicly available policy commitment to respect human rights in its operations and throughout its business relationships which specifically addresses workers' rights and references relevant human rights standards (e.g. UN Guiding Principles on Business and Human Rights, Universal Declaration of Human Rights, ILO core labour conventions)<sup>1</sup>. Yes/No. If yes provide link.

<https://about.hyatt.com/en/hyatt-thrive/human-rights.html>

5. Does your company have a human rights due diligence process for identifying and prioritising workforce risks in its operations and throughout its business relationships specifically in Qatar? Yes/No. If yes, please explain this process and highlight the top three workforce risks you identified. **The HR professionals on property are directed to follow Hyatt's Business Code of Conduct and Ethics , Human Rights Statement , as well as Dignity, Respect & Harassment policy.** <https://about.hyatt.com/en/hyatt-thrive/our-people.html> and [https://s2.g4cdn.com/278413729/files/doc\\_downloads/corp%20gov/2019/HHC-Code-of-Business-Conduct-and-Ethics-\(FINAL-approved-Dec-2017-effective-Jan-2018\).pdf](https://s2.g4cdn.com/278413729/files/doc_downloads/corp%20gov/2019/HHC-Code-of-Business-Conduct-and-Ethics-(FINAL-approved-Dec-2017-effective-Jan-2018).pdf)

### Business relationships and human rights:

6. When selecting business partners, does your company consider how potential partners treat migrant worker rights? Yes/No. If yes, please detail your vetting process for selecting subcontractors and hotel owners. Is consideration given to recruitment fees, wages, general working and living conditions, and health and safety? Are these considerations weighted against cost? What percentage of business relationships are rejected due to risks? **Yes. Hyatt has a Supplier Code of Conduct. Hotel Management are directed to follow policies for Hyatt's code of conduct (Hyatt's Business Code of Conduct and Ethics), human rights statement policy and Dignity, Respect & Harassment policy.**
7. Does your company require hotel property owners and subcontractors in Qatar to comply with your human rights and other rights-related policies and procedures (eg. through contract clauses, brand standards)? Yes/No. If yes, please provide link to this policy or other evidence for both property owners and subcontractors. How do you ensure they understand the requirements (e.g. through trainings and workshops) and what mechanisms do you employ to monitor compliance and hold them accountable?

<sup>1</sup> [According to the UN Guiding Principles on Business and Human Rights](#), the term "business relationships" encompasses business partners, entities in the company's value chain, and any other State or non-State entity directly linked to its business operations, products, or services. This includes entities in its supply chain beyond the first tier, and indirect as well as direct business relationships. The business partners we are primarily interested in for the purposes of this survey are hotel property owners, management companies, labour suppliers, and service providers.

Yes, Hyatt has a Supplier Code of Conduct. Hotel Management are directed to follow policies for Hyatt's Business Code of Conduct and Ethics, human rights statement policy and Dignity, Respect & Harassment policy. <https://about.hyatt.com/en/hyatt-thrive/our-people.html> and [https://s2.q4cdn.com/278413729/files/doc\\_downloads/corp%20gov/2019/HHC-Code-of-Business-Conduct-and-Ethics-\(FINAL-approved-Dec-2017-effective-Jan-2018\).pdf](https://s2.q4cdn.com/278413729/files/doc_downloads/corp%20gov/2019/HHC-Code-of-Business-Conduct-and-Ethics-(FINAL-approved-Dec-2017-effective-Jan-2018).pdf)

## Recruitment

8. Does your company have a publicly-available policy which requires that no worker in its operations or supply chains should pay for a job, and that the costs of recruitment (i.e., recruitment fees) should be borne by the employer ("Employer Pays Principle")? Yes/No. If yes, please provide link to the policy. **Please refer to our Human Rights Statement . You can view our statements here on Hyatt.com <https://about.hyatt.com/en/hyatt-thrive/human-rights.html>**"
9. Please describe the due diligence process you undertake to ensure that your recruitment standards are applied. In your answer please address specifically:

**(9. A-D) The HR professionals on property are directed to follow Hyatt's Business Code of Conduct and Ethics, human rights statement policy, as well as Dignity, Respect & Harassment policy. Hyatt HR professionals provide oversight to local HR Teams.**

- a) Whether you carry out due diligence on recruitment agents in sending countries? Yes/No. If yes, provide details.
  - b) Whether you conduct interviews with workers prior to employment to establish if fees have been paid? Yes/No. If yes, please provide details including percentage of workers you interview.
  - c) If you have a process for preventing contract substitution? Yes/No. If yes, please describe.
  - d) Do you monitor the compliance of business partners? Yes/No. If yes, please describe your monitoring process. N.A
10. How many instances of recruitment fees paid by workers has your due diligence processes uncovered in 2019 and 2020, and how much (if any) was paid back to workers during this period. What percentage of your workforce were found to have paid fees?  
n/a

*[Hyatt Clarification: When we wrote N/A it is not because it is not applicable to our hotels, it is because either the information is not available or we were not able to answer the question as worded as it does not align with the structure of the question]*

## Payment & wages

11. What is your company's process for determining workers' wages in Qatar, and what benchmarks does it use to set wage levels (e.g. do you have a non-discrimination and/or living wage policy; if so please provide)? Please explain how these policies apply to subcontracted workers including how you monitor this and whether you collect data on wages paid by subcontractors.

**Hyatt's practice is to conduct an annual salary survey to determine baseline wages for workers in the Hospitality industry. A review is conducted and where required, an alignment of salary will take place. Colleagues are provided with the same accommodation standards regardless of ethnic background or gender.**

12. How does your company ensure that workers are paid on time and in full, including for overtime and without illegal deductions? How does this apply to subcontracted workforces? What steps does the company take when your labour suppliers or subcontractors fail to pay workers on time and in full (please illustrate this with specific examples)?

The country has the Wage Protection System in place to ensure that all employers abide by the requirements to pay colleagues on time and in full.

### **Redundancy of workers due to COVID-19**

13. If your company, your subcontractors, or other business partners terminated contracts of workers in your hotels during the COVID-19 pandemic, please state how many workers in total were terminated during 2020 and what percentage of the workforce this represents. Please provide figures for your own operations and that of your subcontractors and business partners, including hotel owners. Information not available.
14. Please explain the process undertaken to decide which workers would be terminated and what, if any, non-financial assistance was provided to terminated workers (that was not part of their termination package e.g. plane tickets home) that went beyond that prescribed by the Qatari Government. What policies and processes (if any) did you implement to ensure that a fair process was conducted for workers employed by subcontractors, and how did you monitor this?

A review took place across all areas of the business and the segments that were most affected by revenue loss. By identifying the segments of the business that would likely take a longer period to recover, positions were identified as no longer required in the business. The final settlements covered a notice period and calculation of service gratuity and return plane ticket were included. For those colleagues unable to return home immediately, housing, transport and all meals continued to be provided. Further to this, Hyatt created the Hyatt Care Fund whereby hotel employees experiencing hardship, including loss of employment, as a result of COVID-19, were able to submit a request for financial assistance to be deposited into their account.

15. If, and when, workers were terminated, what financial packages/compensation were given to them? What packages/compensation were provided to subcontracted workforces and how did you monitor this?

All full and final settlements were processed through the Human Resources and Finance department as per the Qatar Labour Law and Hyatt policy and practice.

### **Document retention, job mobility & freedom of movement**

16. How does your company ensure that workers have free and secure access to their passports and identity documents? How does this apply to subcontracted workforces? What steps does the company take when you discover that workers subcontracted at your hotels do not have sole, secure access to these personal items?
17. How does your company ensure that workers are free to change jobs at will and without penalty? How does this apply to subcontracted workforces?

Hyatt branded Hotels in Qatar do not retain any personal identity items including residency permits nor passports.

Changes in Qatar regulations allow employees to submit a request for employment transfer through the Ministry of Labour.

In your answer, please provide information on the following:

- Are there any restrictions based on type or length of contract? Colleagues may experience challenges transferring if they have already transferred within a 3-month period; this is monitored by the Ministry of Labour.
- How many workers have made requests to change employer using the new Ministry of Labour sponsorship transfer process and how many of these transfer requests were granted? Numerous colleagues at Hyatt-branded hotels in Qatar have successfully transferred sponsorship with the support of the Immigration representative.
- Do workers have to comply with any additional administrative requirements applied by the employer to change jobs? No.

18. Do you have a policy that specifies workers should not be subject to restrictions on movement, including curfews in provided accommodation? Yes/No. If yes, please provide the policy or other evidence. If there are curfews, are there any differences in treatment of men and women? Yes/No. **It is not Hyatt's practice to establish independent curfews or restricted movement for hotel employees living in provided accommodation's.**  
Does your policy apply to subcontracted workers? **Not applicable.**

## Health & safety

19. Do you have specific policies and protocols to manage outdoor work (e.g. security, gardening, cleaning) and prevent the risk of heat stress beyond implementation of the national summer working hours ban? Yes/No. If yes, please provide the policy or other evidence. Does this apply to subcontracted workers? Yes/No. If yes, please provide policy or other evidence.

The hotel practices the following during the summer months:

- **Rotation of workspace where possible and if not possible, a frequent break to be taken**
- **Water available to colleagues at all times**
- **Saline based sports drinks to aide in hydration are provided**
- **Ice towels provided**
- **Workspaces to have shade provided where possible**

20. Do you have policies and procedures in place to protect workers from becoming infected with the COVID-19 virus? Yes/No. If yes, please policy or other evidence. Does this apply to subcontracted workforces? Yes/ No. If yes, please provide the policy or other evidence.

- **All arrivals to the Hotel including colleagues and contractors are required to present the EHTERAZ application, to complete the QC required acknowledgement to record temperature checks and any symptoms; this is completed twice per day.**
- **All PPE is provided including gloves, masks and gowns**
- **Mandatory for colleagues to wear masks in the workplace unless there are in an isolated working environment**
- **Isolation rooms prepared at Colleague Accommodation for any suspected covid-19 cases**

**Safety Checklist**

-  We have recently introduced biometric time & attendance
-  Wash your hands with soap and water for 20 seconds or more.
-  If your hands are not visibly dirty, clean them frequently with alcohol-based hand sanitizer.
-  Cover your mouth and nose when coughing or sneezing. Use tissue or your flexed elbow.
-  Wear a mask or face shield when outside your house.
-  Seek medical care early if you have a cough, fever, or are experiencing difficulty breathing.
-  Practice social distancing by keeping a safe distance from others (1.5m).

We are committed to your health and safety.  
Let's stop the spread together!

## Keeping ourselves and each other safe @ work

We rely on each other to build a culture of safety and security.

If you see something, be sure to say something.

If you don't feel comfortable then be sure to speak to your Manager immediately.



### Steps Being Taken to Keep You Safe

- ✓ Mandatory masks and gloves upon entry into Grand Cafe
- ✓ Social Distancing measures & temperature checks
- ✓ Bus disinfection between each trip and deep cleaning overnight
- ✓ Sanitiser stations & Personal Protective Equipment




## Living conditions

21. Please provide your company's standards for workers' living conditions (Please provide policy or other evidence). What steps does the company take to monitor the performance of subcontractors and labour suppliers to house workers against company and government standards? What remedial action is taken if these standards are breached?

Hyatt HR professionals provide oversight to local hotel operations to ensure appropriate living conditions are being provided and maintained, including periodic inspection of the premises.

Please describe any changes you made to workers' living conditions in response to the COVID-19 pandemic. Do these apply to subcontracted workers? Please detail how you monitored compliance with any new COVID-19 specific requirements specified by your policies or by the Qatari Government.

- Common closed-in areas for recreation purposes were closed including gym, swimming pool and recreation room.
- Restrictions in place for number of people using Laundry room reduced to no more than 3 people in the space at one time
- No external visitors allowed to enter accommodation
- Bus transport capacity reduced to 50% capacity (this is required across Qatar)

## Prevention of discrimination, physical and sexual abuse, exploitation and harassment

22. Does your company have the following policies:
- On the prevention of bullying, discrimination and physical abuse of workers, by fellow workers and/or hotel clients in its operations and business relationships? Yes/No. If yes, please provide the policy or other evidence. **Yes, the company's Statement pertaining to Dignity, Respect & Harassment**
  - On the prevention of sexual abuse, exploitation, and harassment by fellow workers and/or hotel clients in its operations and business relationships. If yes, please provide the policy or other evidence. **Yes, the company's Statement pertaining to Dignity, Respect & Harassment. This is covered through compliance training each year and in orientation sessions delivered to colleagues.**

23. Please provide the following information on the systems in place for reporting, investigating and redressing cases of abuse:

- How are workers made aware of company policies and reporting protocols (e.g. Trainings and guidance manuals)? **Provided in orientation, email memos and posting on the internal intranet, Back Office Board, which is available to all colleagues via computer, smart phone and screens in the Heart of House areas.**
- How are business partners are made aware of company policies and reporting protocols (e.g. Trainings and guidance manuals)? **Hyatt provides an anonymous whistleblower reporting tool for third parties or Hyatt related persons.**
- Are both directly employed and subcontracted workforces able to anonymously report allegations of abuse?  
**Yes, What steps do you take to protect direct workers and subcontracted workers from retaliation or intimidation for reporting abuses?**  
**Ongoing communication and support to colleagues. Anonymous feedback loops are available.**
- What support you provide workers who make a claim of sexual abuse, including by hotel clients? including to file a criminal complaint, seek medical care, and pursue redress against a perpetrator, such as a hotel client? Does any provision of support also apply to subcontracted workers? **N/A**

24. How many grievances were raised by workers in 2019 and 2020 in relation to:

- Bullying, discrimination, physical abuse in its own operations? **N/A**
- Bullying, discrimination, physical abuse in its subcontracted workforce? **n/a**
- Sexual abuse, exploitation, and harassment in its own operations? **n/a**
- Sexual abuse, exploitation, and harassment in its subcontracted workforce? **n/a**

## Representation & remedy

25. How many of your hotels in Qatar have worker committees or an equivalent mechanism for worker organising? How are worker representatives selected? Do the committees cover subcontracted workers?

**Hyattalk forum is used as an opportunity for colleagues to share any feedback or suggestions directly with the General Manager and Director of Human Resources. These talks take place on a fortnightly basis with a rotation across all colleagues over the calendar year.**

26. 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? How are subcontracted workers made aware of this mechanism? Caring for one another and for our Company means having the courage to speak up if you have any concern about ethical misconduct. It also means fostering an environment where colleagues can freely speak up when they're uncomfortable without fear. Our Ethics Hotline is available as a way for anyone to report anonymously, if preferred.

[https://s2.q4cdn.com/278413729/files/doc\\_downloads/corp%20gov/2019/HHC-Code-of-Business-Conduct-and-Ethics-\(FINAL-approved-Dec-2017-effective-Jan-2018\).pdf](https://s2.q4cdn.com/278413729/files/doc_downloads/corp%20gov/2019/HHC-Code-of-Business-Conduct-and-Ethics-(FINAL-approved-Dec-2017-effective-Jan-2018).pdf)

27. How many grievances were raised by workers in 2019 and 2020 in relation to:

- Recruitment costs?
- Wages?
- General working or living conditions?
- Health and safety?
- How many of these grievances were raised by subcontracted workers?

**Information for the above not available at this time.**

## Other information

28. Is there anything else that you would like to tell us about how your company takes a responsible approach to managing its operations in the Gulf region, including any challenges it faces in doing so? All information provided in the responses contained in this questionnaire reflects Hyatt's management practices for Hyatt-branded hotels in Qatar. Use of the term "company," "you," or other similar terms in the questions above do not necessarily reflect the specific practices at an individual hotel entity given that Hyatt may not have an ownership interest or be the designated employer at a particular hotel.

***[Hyatt Clarification: Regarding your note under Q28, do you mean that you have provided answers only on directly-employed Hyatt workers? No, that is not what we intended. Hyatt branded hotels in Qatar all receive guidance and follow certain policies and practices based on guidance provided by Hyatt's non-hotel-based services. That guidance is consistent across these hotels. However, in our view the terminology used in some of the questions does not match up with the hotel business structure in place and we wanted to make that clear.]***

***[Hyatt Clarification: Where you've given an answer as N/A, it would be helpful if you could clarify why this question does not apply or whether this means 0 eg. Qs 23 or 24. Thank you for inquiring further. N/A does not mean 0. This response meant that a question was not applicable to a hotel(s), or we do not have that information, or we were not able to answer the question as worded as it does not align with our business structure.]***