

## Survey questions

1. Please describe the scope of your operations and supply chains in Qatar, including whether you or your projects will be increasing the rate of recruitment in Qatar ahead of the World Cup and/or across the Gulf, by how much and in what timeframe.

**Kempinski Answer:** Marsa Malaz Kempinski, The Pearl – Doha is a luxury hotel, therefore part of the hospitality sector, providing facilities and services including accommodation and restaurants as well as recreation facilities such as beach and water sports, pool and spa.

The hotel has been operating for the past seven years (hotel officially opened on 7 January 2015) and has a stable workforce, therefore there are no immediate plans to increase the current headcount as most positions are filled.

For the FIFA World Cup Qatar 2022, the plan is to have ‘task force’ assigned from sister hotels across the region, or even worldwide, to assist with any additional requirements during the peak period of November and December 2022.

2. 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 and related costs) should be borne by the employer ("Employer Pays Principle")? Yes/No.

**Kempinski Answer:** Yes.

Our hotels occasionally use head-hunters and recruitment agencies to source candidates. As a point of principle, Kempinski and the hotels under its management do not contract with agencies that charge candidates recruitment or placement fees for introductions or placements. The only fees that will ever be paid to the agent are the contractual fees owed by the employer. This point is included in the contracts between our hotels and the recruitment agencies as a separate clause, to the effect that candidates introduced by a recruitment agency are not being charged any fee for the placement services.

To reinforce this, Kempinski and the hotels under its management, including Marsa Malaz Kempinski, The Pearl – Doha, check with new employees upon their joining, during interviews and on-boarding processes, whether they have been charged any recruitment fees. Under these protocols, if any discrepancies are found, investigations are conducted and steps taken to immediately rectify the situation. Kempinski will not hesitate to immediately stop collaborating with any agents that are found to charge such fees to candidates.

Should a candidate have doubts about their recruitment process and costs, we have a document available on our website that clarifies this: <https://kempinski.jobs/faqs/>

Outsourced providers are required to comply with the standards set out in our *Labour Standards for Third-Party Providers Policy*, available on our website (<https://kempinski-dev.s3.amazonaws.com/34394674/policy-regarding-labour-standards-for-third-party-providers-2020-version.pdf>) which states the following: ‘Recruitment fees cannot be charged to the staff by the employer or any other third party and all recruitment costs should be absorbed by the employing entity.’

In addition, Marsa Malaz Kempinski, The Pearl – Doha collaborates closely with the Supreme Committee for Delivery & Legacy Worker’s Welfare which imposes the same rule: recruitment costs shall be borne by the employers and workers shall not pay any fee.

The hotel checks on this particular point with the candidates or new joiners during the selection process or during their on-boarding.

Additionally, both the Supreme Committee for Delivery and Legacy as well as the Qatari ministry of Labour conduct from their end, regular audits / interviews with workers to particularly check on this point.

Link to the Supreme Committee website:

<https://www.qatar2022.qa/sites/default/files/documents/Workers-Standards-Qatar-2022-EN.pdf>

3. Please complete the below table with information on the recruitment agencies and labour suppliers used by yourself and business partners in Qatar since 2020. If you no longer use a particular agency or supply, please state why the contract/ business association was ended.

Recruitment agency/ labour supplier	Country of HQ	Nature of work	Total no. people (disaggregated by gender)	Main nationalities	Reason for ending contract (if any)
Doha International Consulting	Qatar	Recruitment Agency		Eastern and Southern Asia Kenya Morocco Tunisia South Africa	
HotelierRecruit	Qatar	Recruitment Agency		Eastern Europe	
Viva Differente	Colombia	Recruitment Agency		Latin America	
USM	Qatar	Cleaning Manpower		Eastern and Southern Asia Kenya	
Al joud	Qatar	F&B casual manpower		Southern Asia	
Habtoor International	Nepal	Recruitment Agency	X	Nepal	Services discontinued for Non-compliance with the Supreme Committee guidelines
Step Into The Future	Qatar	Recruitment Agency	x	Eastern Europe	Agency Refused to sign the Recruitment Agency Declaration set a standard by the Supreme Committee guidelines
ZSS	Qatar	Security Manpower	25 (20 male and 5 female)	Kenya	Services discontinued for Non-compliance with the Supreme Committee guidelines
BM Events	Qatar	F&B casual manpower	10 (5 male and 5 female)	Southern Asia	Services discontinued for Non-compliance with the Supreme Committee guidelines
HSS	Qatar	F&B & Cleaning manpower	40 (all male)	Eastern and Southern Asia Kenya	Services discontinued for Non-compliance with the Supreme Committee guidelines

4. Please describe the due diligence process you undertake to ensure that your recruitment standards are applied. In your answer, please address specifically:

a) Whether you carry out due diligence on recruitment agents in sending countries? Yes/No. If yes, please provide details.

**Kempinski answer:** The Marsa Malaz Kempinski, The Pearl – Doha uses only the recruitment agencies that are recommended by the Supreme Committee for Delivery & Legacy with due diligence and checks already conducted prior. Additionally, the hotel conducts reference checks on these recommended agencies.

b) Do you take proactive steps to prevent fee prevention? For example, do you pay recruitment fees direct to agents to ensure workers do not pay? If yes, please provide details.

**Kempinski answer:** Yes, in the contracts signed with the agencies, we have a compulsory clause stating that the agent cannot charge recruitment fees to the candidates. Fees are paid directly to the agency by the hotel.

What % of workers do you interview prior to employment specifically to establish if fees have been paid? (Please provide details of process.)

**Kempinski answer:** Approximately 50% prior to joining, with the remainder interviewed during the on-boarding process.

Attached is the new joiners check-list (shared by the Supreme Committee for Delivery & Legacy) so all new joiners are asked if they have paid any fee to the agent during their recruitment process.

c) What % of workers do you interview during employment to specifically establish if fees have been paid? (Please provide details of process.)

**Kempinski Answer:** As of 2022, 100% of new joiners are interviewed post on-boarding, using a New Starter Checklist provided by the Supreme Committee.

d) Do you monitor the compliance of business partners? Yes/No. If yes, please describe your monitoring process.

**Kempinski Answer:** YES.

The Marsa Malaz Kempinski, The Pearl – Doha, as well as the Supreme Committee carry out checks on whether the business partners are compliant e.g. by conducting interviews with employees or conducting inspections/audits with the business partners (these can also include visits at the business partners' accommodation premises). Suppliers who do not comply with the above requirements have their agreements terminated.

In essence, the due diligence assessments for identifying workforce risks revolve around a series of audits, either internal or by the Supreme Committee. This is coupled with investigations into any employee concerns raised through our anonymous whistleblowing mechanisms and internal grievance procedures.

Also note that Marsa Malaz Kempinski, The Pearl – Doha, also applies and aims for full adherence to the Kempinski Code of Conduct & Business Ethics as well as our Whistleblowing Policy. Both of these documents are published and available on the company website.

<https://www.kempinski.com/en/hotels/about-us/sustainability/policies-and-commitments/>

5. How many instances of recruitment fees paid by workers in Qatar has your due diligence process uncovered in 2020, 2021 and to date in 2022, and how much (if any) was paid back to workers during each year. What percentage of your workforce were found to have paid fees in each year?

**Kempinski Answer:**

2020 – no case has been recorded

2021 – one (1) case was recorded where the candidate raised the issue prior to the on-boarding, and communication was immediately sent to the agency and the hotel was billed, instead of the employee.

2022 – a total of five (5) cases are currently under investigation

- 2 claims highlighted during the Supreme committee audit in Q2 2022; these claims are under investigation by the Supreme Committee. Findings will be shared with the hotel for appropriate corrective actions.
- 3 claims highlighted through hotel due diligence, are under investigation and based on the outcomes, the hotel will proceed with the appropriate action.

6. After the Qatar World Cup, do you commit to disclosing information on recruitment risks identified during the preparations for and while the tournament was happening, including how many workers were discovered to have paid fees, how much they paid, and how much was paid back within six months of the risks being identified?

**Kempinski Answer:** Yes, we commit to continue our collaboration with the Business & Human Rights Resource Centre and provide information regarding identified recruitment risks.