

BHRRC – Migrant Worker Rights - Overview

Introduction

Whitbread's human rights in the supply chain due diligence is driven by our Responsible Sourcing Policy which is aligned to ILO Conventions and the UN Guiding Principles on Business and Human Rights. We also have a wider Whitbread Human Rights Policy which speaks to our most salient human rights risks and is supported by a robust due diligence and remediation system to manage those risks effectively.

Specifically, in relation to the rights of migrant workers, our Responsible Sourcing Policy states that:

'Migrant, contract, part-time and home-workers must receive the same rights, benefits and opportunities for advancement as other workers performing similar activities.'

These rights, benefits and opportunities for advancement are outlined in the wider policy and fall under the categories of: employment; freedom of association and collective bargaining; working conditions; child labour; fair wages; working hours and annual leave; discrimination; regular employment; humane treatment; dormitories; ethical corporate practices; and, environmental stewardship.

Risk Assessment

We undertake annual risk assessments to identify our salient risks and design our strategy for responding to them.

Procurement processes

Our core procurement process integrates the Responsible Sourcing Policy to ensure it is communicated and implemented effectively with our suppliers and partners. The Policy is implemented across our global supply chain to all suppliers, including construction, contractors and labour providers. We measure supplier performance against the Policy standards through our due diligence systems (SIM) which all suppliers are required to register on. This process is on-going and enables capture of their acceptance of our policies, key performance and compliance information (including evidence-based verification) and management of improvement action plans. We also use SEDEX which enables us to conduct further due diligence including social and ethical audits and remediation thereof.

Assurance

We undertake third party, independent ethical audits (to the SMETA standard) for higher risk suppliers as a priority. High risk suppliers are identified through risk ratings and a global supply chain analysis completed to identify higher risk areas for modern slavery. Our work now focuses on developing and implementing a response or remediation to that risk. Our strategy is aligned to the UN Guiding Principles on Business and human rights due diligence framework. Our full programme is outlined, along with annual updates, in our [Modern Slavery Act](#).

Specifically in Qatar, the JV between PIH LLC and Msheireb Properties undertakes a general due diligence process on all suppliers supplying our Premier Inn in Doha and ensures that suppliers are following all local law regulations. We also ensure that our sub-contractors comply with Qatar Labour Law and follow the Qatar minimum wage.

Qatar – Premier Inn Hotels LLC

Premier Inn Hotels LLC operates eight Premier Inn hotels in the UAE and two Premier Inn's in Qatar. PIH LLC is a Joint Venture between Emirates Group and Whitbread PLC, of which Whitbread is a minority investor.

Of the two hotels in Qatar, Premier Inn Doha Education City is a joint venture between PIH LLC and Msheireb Properties. In an extension to our JV with Emirates Group, an Emirates Company called Emirates Retail Leisure LLC leases & delivers most of the Food & Beverage space/offering.

The second hotel in Qatar, Premier Inn Doha Airport, is not owned by PIH LLC but by Al Majed Group which operates through a Hotel Management Agreement with PIH LLC.

Scope of operations

No.	Name of hotel	Business model	Property owner
1	Premier Inn Doha Education City	Owned and Managed (Joint Venture Private Company)	1. Msheireb Properties 2. Premier Inn Hotels LLC
2	Premier Inn Doha Airport	Hotel Management Agreement	3. Al Majed Group

Workforce data

Employment type	Total number of people	Male	Female	Main nationalities / countries of origin
Directly employed- Full Team at Premier Inn Doha Education City (PI DEC)	60	47	13	Sri Lanka, Nepal, India, Philippines, Tunisia & UK.
Employed by property owner- Full Team at Premier Inn Doha Airport (PI DOA)	31	26	5	Sri Lanka, Nepal, India, Philippines, Tunisia, Morocco & Bangladesh
Employed by subcontractors (e.g. service providers or labour suppliers)	7	7	0	Kenya, Nepal, Bangladesh
Employed by subcontractors of the property owner (e.g. service providers or labour suppliers)	4	4	0	Kenya, Ghana & Ethiopia

Labour supply data

No.	Labour supply company	Nature of work eg. Cleaning, housekeeping, security	Total number of people
1	Weqaya Security Services PI DEC: 4 nos. PI DOA: 4 nos.	Security	Kenya, Nepal.
2	Zaroq Hospitality Services (PI DEC: 3 nos)	Kitchen Porters	Nepal, Bangladesh

Recruitment and management of workers in Qatar

The recruitment and all other HR processes of our Premier Inn team members in Qatar is completed by the joint venture's Management team. This is undertaken in adherence to Qatar Labour Law and any recruitment is undertaken directly by the JV between PIH LLC and Msheireb Properties. The JV recruits 100% of employees directly for the Premier Inn Doha Education City and there are a minimum of two interviews undertaken directly with the hotel team for each candidate. For migrant workers from Nepal and Philippines, where it is mandatory to onboard employees through an embassy certified recruitment agency based in their home country, the JV undertakes this through a formal contract. This contract mandates that any and all recruitment costs/ fees are payable by the JV and not the employee. We ensure that any recruitment agencies used in this way are approved and listed by the Home Country's embassy in Qatar and in 2019/20 our due diligence processes demonstrated that 0% of our workers were found to have paid fees. As per Qatar Labour Law, employers don't keep custody of employee passports. Each employee has possession of their own passport at all times.

Working and living conditions

We undertake workplace risk assessments and training for all our employees and all roles. The top three workforce risks identified are fire, hazardous chemicals and STF (Slips, Trips and Falls). We have mitigation procedures in place to manage this risk.

The JV ensures that Qatar Labour Department's guidelines for staff accommodation and hygienic living conditions are adhered to at all times. Assuring this involves a monthly inspection being carried out by the management team to ensure compliance. During the COVID-19 pandemic, the revised guidelines outlined by the Ministry of Public Health were adhered to. Where staff choose to live in company accommodation, which is managed in accordance with local labour department's guidelines, they are not restricted in any way and no curfews are imposed.

During the months of May 2020 to January 2021, when the number of positive COVID-19 cases in the area was high, our team moved from staff accommodation to our hotel and resided in individual hotel bedrooms to ensure they were in independent units with increased levels of social distancing. We felt this was the safest option for our teams safety versus shared accommodation.

Payment & Hours

The JV adheres to Qatar Minimum Wage and has an approved salary structure for all roles with management processes in place to ensure this is paid in a timely manner and that employees are working within agreed contracted hours, with any overtime being paid in accordance with Qatar Labour Law.

Grievance

In the event of worker grievance, the JV has a formal grievance policy in place and also follows Qatar Labour Law. Employees are trained on this grievance policy during their induction programme and it is managed by the HR and Administration department. We did not have any grievances raised in 2019 and 2020.

We are pleased to confirm that no worker contracts in Premier Inn Doha Education City were terminated as a result of COVID-19 impact.

The recruitment process for Premier Inn Doha Airport remains the same as Premier Inn Doha Education City, however, for this hotel, the recruitment process and employment is run and managed by the owning company (Al Majed Group).