

2021 Questions for Hotel Companies ACCOR HOTELS RESPONSE
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

- 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	Alwadi Hotel Doha MGallery Hotel Collection	Managed properties	Musheireb Properties
2	Mercure Grand Doha	Managed Property	Sheikh Khaled Bin Jassim Al-Thani
3	Movenpick Hotel Doha	Managed Property	Katara Hospitality
4	Movenpick Hotel Westbay Doha	Managed property	Regency Group
5	Pullman Doha West Bay	Managed Property	Rayan Plaza Hotel and Offices Complex
6	La Cigale Hotel Managed by Accor	Managed Property	La Cigale Hotel
7	Banyan Tree La Cigale Mushaireb	Managed Property	Doha Oasis

Workforce data

- Please complete the table below with workforce data.

Hotel Name	Employment type	Total number of people	Male	Female	Main nationalities / countries of origin
M Gallery	Directly employed (by owner)	96 employees 100%	75 Males 78%	21 Females 22%	22% Indians / India 10% Bangladeshi / Bangladesh 10% Srilankan/Srilankan 8% Tunisian/Tunisia 6% Moroccan 5% Nepalese/Nepal 4% Filipino/Philippines 4% Kenyan/Kenya 4% Uzbek/Uzbekistan 3% Algerian 3% Portugese 2% Sryian, Uganda, Ukraine 1% American, Aregentina, Belarusian Bosnian, Egyptian, Iran, Jordanian, Peru, South Africa, Sudanese, Venezuelan, French

	Employed by subcontractors by the hotel (e.g. service providers or labour suppliers)	38 Casual Employees	35 males 92%	3 females 8%	39% Nepalese /Nepal 24% Kenyan /Kenya 16% Bangladeshi/Bangladesh 8% Srilankan/Srilanka 5% Filipino/Philippines 5% Indian/India 3% Nigerian/Nigeria

Hotel Name	Employment type	Total number of people	Male	Female	Main nationalities / countries of origin
Mercure Grand Doha	Directly employed by owner	113	109	4	Sri Lanka - Bangladesh Nepal – Indian – Morocco – Egypt
	Employed by subcontractors of the property owner (e.g. service providers or labour suppliers)	0	0	0	0

Hotel Name	Employment type	Total number of people	Male	Female	Main nationalities / countries of origin
Movenpick Hotel Doha	Directly employed by owner	67	53	14	Eritrean, Sri Lankan, Nepali, Indian, Filipino, Egyptian, Bangladeshi, Pakistani, Lebanese, Gambian, Tunisian,
	Employed by subcontractors (e.g. service providers or labour suppliers)	0	0	0	0
	Employed by subcontractors of the property owner (e.g. service providers or labour suppliers)	0	0	0	0

Hotel Name	Employment type	Total number of people	Male	Female	Main nationalities / countries of origin
Movenpick Hotel Westbay Doha	Directly employed by owner	158	73%	27%	India – 24% Bangladesh – 15% Filipino – 14% Nepal – 14% Sri Lanka – 9% Kenya – 6% Others - 18 (Egypt, Gambia, Ghana, Tunisia, Moroccan, Macedonian)
	Employed by subcontractors (e.g. service providers or labour suppliers)	12	100%		Bangladesh, India, Nepal
	Employed by subcontractors of the property owner (e.g. service providers or labour suppliers)	12	100%		Bangladesh, Srilanka, Kenya, India, Nepal

Hotel Name	Employment type	Total number of people	Male	Female	Main nationalities / countries of origin
Pullman Doha West Bay	Directly employed by owner	209 100 %	146 70 %	63 30 %	Indians 20.57 % - 43 Filipinos 13.40 % - 28 Sri Lankans 10.53 % - 22 Indonesian 7.18 % - 15 Moroccan 6.22 % - 13 Bangladeshi 5.74 % - 12 Nepalese 5.74 % - 12 Tunisian 5.74 % - 12 Kyrgyz 3.83 % - 8 Egyptian 3.35 % - 7 Turkish 2.86 % - 6 Kenyan – 1.44 % - 3 Ugandans – 1.44 % - 3

					Other Nationalities 11.96 % - 25 Heartists (Belarusian, French, Italian, Macedonian, Pakistani, Syrian, Ukrainian, Uzbekistani, Azerbaijani, British, Ghanaians, Lithuanian, Mexican, Moldovan, Peruvian, Russian and Thai)
	Employed by subcontractors by hote (e.g. service providers or labour suppliers)	32 Casual Employees	29	3	
	Employed by subcontractors of the property owner (e.g. service providers or labour suppliers)	0	0	0	

Hotel Name	Employment type	Total number of people	Male	Female	Main nationalities / countries of origin
La Cigale & Banyan Tree	Directly employed by owner	La Cigale 460	340	120	28 Nationalities (Top 6 are Lebanese, Tunisian, Indian, Philippines, Nepalese, Srilankan)
		Banyan Tree 150	84	66	32 Nationalities (Top 6 are Thai, Indian, Philippines, Italy, South Africa SriLanka, Bangladesh)
	Employed by subcontractors by hotel (e.g. service providers or labour suppliers)	Banyan Tree	4	0	
		La Cigale	35	0	
	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.

M Ga	Labour supply company	Nature of work eg. Cleaning, housekeeping, security	Total number of people
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	Alaska	Cleaning, Housekeeping	14 casual employees
	Tayseer	Security Services	8 casual employees
	Mr. Valet	Valet parking service provider offering a wide range of valet parking services, provide Traffic Management Service, Golf Cart shuttling service & Limousine Service.	6 casual employees
	Zarooq	Cleaning, Housekeeping	3 casual employees
	Arab Express	Cleaning, Stewarding	2 casuals employees
	Al Wafaq Al Kkaleej	Cleaning, Stewarding	5 Casual employees

Mercure Grand Doha	Labour supply company	Nature of work eg. Cleaning, housekeeping, security	Total number of people
	EDI Agency	Front office – FB	5

Movenpick Hotel Doha	Labour supply company	Nature of work eg. Cleaning, housekeeping, security	Total number of people
	Only for casual staff depending on the business demands.		

Movenpick Hotel Westbay Doha	Labour supply company	Nature of work eg. Cleaning, housekeeping, security	Total number of people
	AL Asmakh Facility Management Company	Engineering	12
	A to Z Services	Housekeeping	2
	Skymoon Cleaning & Hospitality	Stewarding	1

	Innovation Hospitality Services	Kitchen	3
	Skymoon Cleaning & Hospitality	F&B Service	4
	Innovation Hospitality Services	F&B Service	2

Pullman Doha West Bay	Labour supply company	Nature of work eg. Cleaning, housekeeping, security	Total number of people
	Force Security Services	Security Services	22 casual employees
	Qatar Clean	Marble Cleaning Services	3 casual employees
	Verminex	Pest Control Services	1 casual employees
	ACS Qatar	Engineering Services	6 casual employees

La Cigale & Banyan Tree	Labour supply company	Nature of work eg. Cleaning, housekeeping, security	Total number of people
	STARK	Security	18
	Mr. Valet	Valet Parking	15
	Kin Company	Housekeeping	6

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)¹. Yes/No. If yes provide link.

As individual Hotels we do not have an individual policy document however we do follow the work Ethics & CSR (Corporate social responsibility) which has been clearly outlined by ACCOR. At the same time the Qatar Labor Law mandates several guidelines and has set up rules and regulations which specifically addresses every employee right and this has to be followed by every employer.

Refer to below links:

<https://careers.accor.com/global/en/what-we-stand-for>

<https://group.accor.com/en/commitment>

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

¹ 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.

specifically in Qatar? Yes/No. If yes, please explain this process and highlight the top three workforce risks you identified.

Yes. We have and follow the Qatar Labor law guidelines and workmen's compensation/liability insurance. We also represent our hotels at the Hospitality Group Working Committee in Qatar for the past two years. This committee is set up under the aegis of Ministry of Labor and International Labor Organization in Qatar.

The work force potential risks identified as a part of this activity are:

- 1) Fair recruitment practices*
- 2) Mechanism of addressing grievances*
- 3) Due diligence of service providers and placement agencies*

Furthermore, Qatar Labor Law also required a mandatory compensation & liability insurance to cover employees - <https://qatarlaborlaw.com/>

La Cigale Hotel is currently working closely with the 2022 Supreme Committee as pilot hotel on human rights-related aspects which will be adopted by the hospitality sectors within the country

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. La Cigale Hotel with the pilot project of 2022 Supreme Committee and Internal welfare committee activities ensure that business partners are monitored through visiting their accommodation facilities, collect information from the staff, proper legal documentations and monitoring of salaries/benefits.

Respective hotels request feedback from other hotels in the market with regards to the potential partners performance in term of quality of service, treating of workers, etc.

With regards to vetting potential hotel owners we go through a rigorous KYC process before it can be approved for us to go into a partnership.

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?

Yes, all businesses in Qatar, including our sub-contractors, must operate within the legal framework of the country. Employees of sub-contractors are included in the onboarding and cultural training of Accor.

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.

Recruitment's agencies are approved by Ministry of Labor & Supreme Committee to be following the fair recruitment practices including not to pay for the cost of recruitment.

We reinforce to any recruitment the fact that recruitment expenses must not be charged to candidates. All recruitment costs are to be borne by the hiring hotel.

9. 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, provide details.

Reference & Background checks are conducted on Recruitment Agencies before signing the agreement.

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.

Yes – 100%. All hires are closely monitored and have a direct contact with a member of the T&C team.

c) If you have a process for preventing contract substitution? Yes/No. If yes, please describe.

Many thanks for clarifying the point regarding contract substitution. I confirm that our recruitment process makes this highly unlikely as all contracts are prepared and issued by our hotel HR teams and signed by candidates prior to departure, a 3rd party is not involved in the contracting process. Furthermore we have not had any reports of discrepancies from our employees in Qatar.

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

None Yes. We are communicating with our candidates and conduct interviews once they are on board.

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?

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.

Accor properties in Qatar strictly follow the Qatar labor law and polices which stipulates the minimum wages, food and accommodation, allowance to be paid to employees and no employees are paid below the stipulated minimum wage.

The payment is done through bank account /Ooredoo account and which is ruled by the WPS (wage protection system) and is audited and checked by competent authorities as needed to ensure compliance.

For Banyan Tree La Cigale Mushaireb La Cigale Hotel - WPS / Supreme Committee get Copy of WPS of Subcontractors and share the Transfer of payment.

Any company defaulting on the employee financial dues will be subject to strict legal action. In addition, Accor uses a Hay grading to manage wages and benefits which ensures equality of payments.

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)?

All employees are paid on time and in full including overtime with no illegal deductions. The same is double checked by Hotel HR and owning company HR team on a monthly basis. Any deductions must be only due to absence or written warning letters (if any) and needs to be authorized by HR Director and GM.

For casuals we are having direct conversations with the employees who are placed on our site and we do follow ups and take appropriate actions whenever any irregularity is observed or reported.

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.

Movenpick Hotel Doha had to make 20% of roles redundant and Pullman Doha 7% of the roles redundant.

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?

The roles that had been made redundant have been paid all financial dues including the leaves, notice period pay according to the service period and the salary till their last date they worked and the gratuity according to the Qatar labour law.

Additionally we provided return tickets to their home countries for those who wanted to go back however, for those who wanted to stay in Qatar and search for other job, we allowed them to stay in hotel employees' accommodations as well as paid meal allowance assisted them to find jobs and some of them are re-hired and some of them have found jobs in Qatar.

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?

The following were provided by Accor properties in Qatar which had to do redundancies.

- Salary to date they worked*
- Leave accruals if any*
- Gratuity or EOS (End of Service Indemnity)*
- Any other financial amounts due for example awards for service recognition program if the employee is entitled*
- Return air ticket to home country*

•All these are paid, and the employee acknowledges it by signing the paperwork and other appropriate records are maintained.

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?

We follow the Qatari Labour law, hence as an employer we do not keep any original documents of the employees. The passports and the Qatar IDs are the sole responsibility of the employee.

All employees are made aware of their rights during the joining orientation and constant monitoring to ensure the same is followed.

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?

Yes, all employees have the freedom to change jobs at will as per the existing labour laws in Qatar.

In your answer, please provide information on the following:

- Are there any restrictions based on type or length of contract?

As per the Qatari Labour Law, we have two kinds of contracts: Limited which is for 2 years and Unlimited. As per the current update on labour law an employee can change job in Qatar by sending electronic notification to current employer via ADLSA system.

The notice period is based on their tenure and is set by the ADLSA department which is 2 months if the length of service is 2 years or more and 1 month if its lesser.

We provide waivers of notice period for Accor property transfers without considering the restrictions of Length of Contracts if required. The notice period waivers are for employees transferring within Accor managed hotels and is handled on a case by case basis depending on the need to do so. For employees transferring to a non-Accor managed entity the contractual notice would apply in most cases.

- 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?

MGALLERY Doha: *There were 23 workers who requested to change employer using the ministry of labour sponsorship transfer process and so far, 22 were granted. The remaining case that was not accounted for was cancelled as the employee had a family emergency and left Qatar before the transfer was completed.*

Movenpick West Bay *So far, the number of requests after the new law was implemented were 10. All were granted. 4 of them were completed and 6 are under process with ADLSA.*

Pullman Doha: *There was only 1 worker who requested to change employer using the ministry of labour sponsorship transfer process and is still waiting for the approval from the ministry*

La Cigale Doha: *100 Employees starting from August 2020, all Granted*

Movenpick Hotel Doha *15 of the workers requested for sponsorship transfer, all were granted and 2 are under process with ADLSA.*

Mercure Grand Doha: *there was 01 worker who changed to new employer, there are 03 workers change under process with ADLSA*

Do workers have to comply with any additional administrative requirements applied by the employer to change jobs?

Yes, they would be required to submit a formal resignation, serve the required notice period, provide us with the new offer letter so that the transfer work could be processed.

As well as there is a requirement of clearance letter from the previous employer

Eventually they must comply with the notice period with the existing employer and can start with the new sponsor once the transfer request is approved by ADLSA.

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. Does your policy apply to subcontracted workers?

Under normal circumstances there is no curfew policy nor any restrictions on movement in employee accommodation. However during covid19, all communication from Ministry of Public Health related to restriction in movements and gatherings are communicated to the team members bearing in mind the Government protocol.

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 roles classified as outdoor work are being performed by subcontractors and they work in accordance with the Qatar labour law rules and regulations for outdoor work. We do not have a specific policy in addition to this.

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.

Yes, we follow all precautionary measures in accordance with Qatar Ministry of Public Health instructions and HMC, followed by Accor's All Safe Policy. This applies to all employees, suppliers and workforces coming to work in the hotel.

We continuously provide training, memos about the precautionary measures and regularly update them about the COVID status, ensuring health and well-being of our employees remain our top priority

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?

We Follow the Qatar Labour Law and Supreme Committee requirements; We provide employees either accommodation or housing allowance based on the grades.

Apart from this meal allowance or duty, meal is provided, and transport allowance or transportation is provided to and from work.

The water and electricity expenses of the employee accommodation is being borne by the company. Subcontractors/ outsource contractor employees do not live with us as they have their own accommodation and facility provided by the sub-contractor which we do not monitor currently.

22. 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.

As per the guidelines issued by MOPH and Qatar Clean as well as the Accor ALL Safe Program, safety Measures have been implemented including Temperature Check, Ehteraz application, social distancing in elevators, we closed sports Corners & Hand sanitizers are installed in all corridors and constantly refilled.

Hand sanitizers and liquid soaps are being provided Inside apartments and regular reminders being sent out to employees to wear face masks (provided by the hote), wash hands regularly.

The cleaning chemicals of employee accommodation has been changed to MOPH recommended chemicals from Johnson Diversy. Fogging and Sanitization is done to any rooms in case there is any positive cases.

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

23. 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 laws in Qatar has zero tolerance towards such behaviors. Accor has very detailed Accor Ethics and CSR Responsibility Charter which is distributed and shared amongst all employees (attached).

- 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. Accor has very detailed Accor Ethics and CSR Responsibility Charter which is distributed and shared amongst all employees.

24. 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)?

All employees attend orientation when they join the company and are given details on company policies and reporting protocols. All employees have access to ACCOR-INTEGRITY which is an online, anonymous, whistleblowing facility.

- How are business partners are made aware of company policies and reporting protocols (e.g. Trainings and guidance manuals)?

Copies of required policies as per areas are distributed and displayed as needed in the hotel. Certain important clauses are communicated via email and ensured is mentioned in contract.

- 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?

Reporters are routinely given the opportunity to remain anonymous. Retaliation or intimidation would be a serious breach of the Accor ethics charter and would be treated as such.

- 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?

The investigation is conducted as needed in strict confidentiality. Assistance of Medical and criminal authorities are provided as required by the situation. All instances of sexual abuse would be reported to and investigated by the competent authority.

25. How many grievances were raised by workers in 2019 and 2020 in relation to:
- Bullying, discrimination, physical abuse in its own operations?
None
 - Bullying, discrimination, physical abuse in its subcontracted workforce?
None
 - Sexual abuse, exploitation, and harassment in its own operations?
None
 - Sexual abuse, exploitation, and harassment in its subcontracted workforce?
None

Representation & remedy

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

None of the hotels have an officially registered workers committee. All hotels have Social, Welfare and Sports committees which meet regularly to discuss and coordinate the employee events of the hotel.

27. 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?

Accor has a detailed grievance procedure, attached.

28. How many grievances were raised by workers in 2019 and 2020 in relation to:
- Recruitment costs? - *None*
 - Wages? - *None*
 - General working or living conditions? *There are some general concerns related to employee accommodation and cafeteria food at times. Corrective actions are taken as and when needed involving the relevant Social & Welfare committees.*
 - Health and safety? *None*
 - How many of these grievances were raised by subcontracted workers? *None*

Other information

29. 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?

In the last two years, the HR heads of the hotels have been actively involved in the working committee formed by the Qatar Ministry of Labor and International Labor Organization. These DOHRs were part of the hospitality working group which released the Hospitality Tool for Guidance for Hotels. This Guidance Tool builds on ongoing consultation with members of the Working Group for Sustainable Growth and Decent Work in Qatar's hospitality sector.

This group, convened by ADLSA, ILO and IHRB has met regularly since March

2019 to explore labour rights challenges and responsibilities in the hotel sector in Qatar. This was attended by the Human Resources Directors of the participating hotels for their contributions.

https://www.ilo.org/beirut/projects/qatar-office/WCMS_755593/lang--en/index.htm



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Subject: Grievance Procedure	2 Pages
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Overview

It is essential for all colleague grievances to be treated in a fair and consistent manner. Grievances may be concerns relating to but not limited to terms and conditions of employment, conditions in the workplace, health and safety concerns, work relations, bullying and harassment or discrimination. All managers should be trained in handling grievances and all colleagues aware of the formal route open to them through the Grievance Procedure including all stages, how to and with whom to raise the grievance, sources of support and timescales.

Procedure

- Colleagues should raise the nature of their grievance in writing, a grievance must be raised within 3 months of the incident relating to the complaint.
- In minor cases if in agreement with the colleague grievances should be dealt with informally.
- It must be documented that the issue has been resolved and no further action is required.
- A meeting should be held within at least 5 working days of receipt of the grievance.
- A member of T&C must be present, if the grievance is against a direct line manager an alternate manager must attend.
- The colleague has the right to put forward their grievance and how they feel it could be resolved.
- If possible, the grievance may be resolved during the meeting, if not the colleague should be advised as to when to expect a response and outcome and further investigation should be carried out.
- Any investigation held must be documented with any witness statements maintained anonymous throughout the hearing.
- A letter should be issued detailing the outcome of the investigation and any action required.
- If the grievance is not upheld reasons should be explained and the colleague offered the right to appeal to the next level manager within 5 working days.
- Notes should be maintained detailing the nature of the grievance, outcome, actions taken and whether an appeal is logged.
- The same steps will follow an appeal hearing with a maximum of 2 appeals being logged, each escalated appeal being heard but the next level of manager and T&C representative, the outcome of the 2nd appeal will be final and communicated in writing.



- If a grievance is raised during a disciplinary the disciplinary may be temporarily suspended in order to review the grievance, this is at the discretion of the T&C representative.
- If both matters are related, they may be dealt with in the same meeting ensuring separate communications on findings of both.
- If the line manager involved in the disciplinary is implicated in the grievance it should be suspended and dealt with separately.
- All documents and communications will be held confidentially on the colleagues file.
- Anonymous letters cannot be responded to and must be redirected to be presented formally as a grievance.

Supporting documents

- ✓ Grievance Outcome Template
- ✓ Appeal Outcome Template