

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.

Accor Hotels in Qatar

The Hotels in Doha will increase the number of employees by an average of 5% (on top of the total manning) from October 2022 until the end of the world cup. Those additional team members will be task force colleagues from other Accor Hotels around the world or provided through a service partner within Qatar.

The Living Adventure LLC

The Living Adventure is a special purpose vehicle to manage 60,000 rooms for visitors and fans during the event. Recruitment Channels are local and international recruitment agencies and hotel schools. List is attached to this document.

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.

No. However, the recruitment practices in Qatar are governed by the principles outlined by the Qatar Workers Welfare Standards which is available online.

If yes, please provide link to the policy

<https://www.qatar2022.qa/sites/default/files/docs/Workers-Welfare-Standards-Qatar-2022-v2.pdf>

Accor's, Ethics and compliance charter and recruitment policy links are below:

<https://group.accor.com/en/careers/our-philosophy/culture-of-inclusion>

<https://group.accor.com/en/group/our-commitments/accor-ethics-and-compliance>

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)
7107 Recruitment Agency	Philippines	F&B/Housekeeping	3 Male/2 Female	Philippines	NA
PHRS Hospitality Experts	USA	F&B	1 Male/ 2 Female	Argentina, Peru	NA

/Recruitment Agency					
Doha International Agency /Recruitment Agency	Qatar	F&B/Housekeeping/Kitchen	3 Male/4 Female	Kenya, Srilanka, Tunisia	NA
WHR Solutions/ Recruitment Agency	UAE	Kitchen	1 Male	Italy	NA
Luxury Jobs International	Ukraine	Recruitment Agency/HR Consultancy	15 Employees	Eastern Europe	N/A
Doha International Consulting	Doha, Qatar	Premier business and human resource management consulting and training firm	20 employees	Asia	N/A
Appointments	Dubai	Human Resource Consultancy, experience in sourcing	4 Employees	Middle East	N/A
Alaska	Qatar	Cleaning, Housekeeping	14 casual employees	Asia	N/A
Luxury Jobs International	Ukraine	Recruitment Agency/HR Consultancy	15 Employees	Eastern Europe	N/A
Ajeets Agency	India & Sri Lanka	Recruitment	35	Indian & Sri Lankan	N/A
Boutaina Hospitality	Morocco	Recruitment	17	Moroccan	N/A
Doha Consulting	Qatar	Recruitment	105	Joranian, Lebanon, Indonesia, South Africa	N/A
Inspire Agency	Rwanda, Serbia	Recruitment	73	Rwanda, Serbia	N/A
Integrated Recruitment Solution	Tunisia	Recruitment	31	Uganda, Nepal Philippines	N/A
Luxury Jobs	Bulgaria	Recruitment	26	All eastern Europe	N/A
Vive Diferente	Argentina	Recruitment	28	South America	N/A
Evolvin' Women	UAE	Reception, Housekeeping	1,000	African Countries	N/A
SEG Switzerland	Switzerland	Reception, Housekeeping	50	Globally	N/A
Oman Tourism College	Oman	Reception, Housekeeping and Laundry	30	Oman	N/A
Sultan Qaboos University	Oman	Reception, Housekeeping and Laundry	50	Oman	N/A
Universidad Panamericana	Mexico	Reception, Housekeeping and Laundry	50	Mexico	N/A
Baker Langham	UAE	Reception, Housekeeping and Laundry	1,000	Globally	N/A
Align	UAE	Reception, Housekeeping and Laundry	600	Globally	N/A

Auxilium (Transguard Qatar Contracting)	Qatar	Reception, Housekeeping and Laundry	500	Globally	N/A
PHRS Hospitality Experts LLC	US	Reception, Housekeeping and Laundry	50	South America	N/A
HRM Solutions	UAE	Reception, Housekeeping and Laundry	150	India	N/A
JobsGlobal	UAE	Reception, Housekeeping and Laundry	500	Eastern Europe	N/A
Khalifa Manpower	Qatar	Reception, Housekeeping and Laundry	1,500	India, Indonesia, Africa	N/A
Mahad Manpower	Qatar	Reception, Housekeeping and Laundry	1,500	Philippines, India, Nepal, Pakistan	N/A
ManpowerGroup Middle East (Fusion Outsourcing & Services LLC)	Qatar	Reception, Housekeeping and Laundry	500	Africa	N/A
Qatar Maid Service (Staff Source International)	Qatar	Housekeeping, Laundry	200	Globally	N/A
New State Services	Qatar	Housekeeping, Laundry	300	Globally	N/A
Elegancia	Qatar	Housekeeping, Laundry	500	Globally	N/A
Compass	Qatar	Housekeeping, Laundry	100	Globally	N/A
Azoss	Qatar	Housekeeping, Laundry	200	Globally	N/A
Qatar Star	Qatar	Housekeeping, Laundry	300	Globally	N/A
Urban Hospitality Services	Qatar	Housekeeping, Laundry	500	Globally	N/A
Manforce Group	Qatar	Housekeeping, Laundry	200	Globally	N/A

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.
Yes, in form of ethical recruitment agreements in compliance with the workers welfare requirements.
 - 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.
Recruitment fees are only paid to the agents after the candidates have arrived in the country and are onboarded. Fees are paid to the agency directly (as per invoice). Candidates are being informed during the interview about ethical recruitment including to not to pay any fees to any agents.
 - c) What % of workers do you interview prior to employment specifically to establish if fees have been paid? (Please provide details of process.)

100%. Ask the question at the interview.

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

100%. Upon arrival in the country, the employee is asked the question.

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

Yes, upon arrival in the country, compliance will be confirmed with the new joiner.

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?

Accor hotels in Qatar and The Living Adventure have no records of payments our employees have made to agencies.

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?

The Living Adventure's client (Supreme Committee) has implemented NDA's until 2025 so no disclosure will be possible until after this date.

Accor Hotels Qatar: Yes.