

**Business and Human Rights Resource Centre survey:  
Recruitment risks to migrant workers during Qatar 2022**

**1. Please complete the below table with information on the recruitment agencies and labour suppliers used by yourself and business partners in Qatar throughout 2022. If you no longer use a particular agency or supply, please state why the contract/ business association was ended.**

<b>Recruitment agency/ labour supplier</b>	<b>Country of HQ</b>	<b>Nature of work</b>	<b>Total no. people (disaggregated by gender)</b>	<b>Main nationalities</b>	<b>Reason for ending contract (if any)</b>
EDI StaffBuilders	Philippines	Waiters/Waitresses Reception Reservations Kitchen staff	4 Male 5 Female	Filipino	Active
Scope Hospitality & Cleaning Services	Qatar	Housekeeping Attendants Waiters/Waitresses Kitchen staff	80 Male 10 Female	Indian	Active
Urban Hospitality	Qatar	Housekeeping Waiters/Waitresses Runners Bar staff Stewarding Kitchen staff	258 Male 80 Female	Nepali Indian Bangladeshi	Active
Eleganica	Qatar	Kitchen staff	10 Male	Bangladeshi Indian	Used only during FIFA WC 2022
Mr. Valet	Qatar	Valet Service	11 Male	Kenyan Ugandan Indian Nepali	Active
Certis International	Qatar	Security	139 Male 24 Female	Kenyan Ugandan Indian Nepali	Active
Tanzifco	Qatar	Waiters/Waitresses Runners Cleaners	4 Males 2 Female	Indian Nepali	Active
Worksavers	Qatar	Stewards	34 Male	Indian Nepali	Active
New Image	Qatar	Housekeeping	7 Male	Indian Nepali	Non-Compliance with Labour Welfare Standards
Tayebat Al Sham	Qatar	Housekeeping	3 Male	Indian Nepali	Non-Compliance with Labour

					Welfare Standards
Bella Contracting	Qatar	Housekeeping	4 Male	Indian Nepali	Non-Compliance with Labour Welfare Standards
Azim Facilities Management	Qatar	Pool/Recreation Attendants	7 Male	Indian Nepali	Non-Compliance with Labour Welfare Standards
ISC Security	Qatar	Security	10 Male 2 Female	Kenyan	Non-Compliance with Labour Welfare Standards
Awraq Al Kahdra	Qatar	Waiters/Waitresses Runners	3 Male 3 Female	Nepali Indian Filipino	Non-Compliance with Labour Welfare Standards
Operators	Qatar	Stewards	24 Male	Nepali Indian	Non-Compliance with Labour Welfare Standards
Ideal Trading & Contracting	Qatar	Housekeeping	1 Male	Indian	Non-Compliance with Labour Welfare Standards
Golden Vision	Qatar	Housekeeping	2 Male	Indian	Non-Compliance with Labour Welfare Standards
Doha International Consulting	Qatar	International Recruitment	5 Male 1 Female	Indian Filipino	Used only for Pre-opening Recruitment
Dream Big Hospitality	Macedonia	Security	1 Male	Romanian	Used only for Pre-opening Recruitment
PT. All Qurrny Bagas Pratama	Indonesia	Housekeeping Waiters/Waitresses Bar staff Kitchen staff	5 Male 10 Female	Indonesian	Used only for Pre-opening Recruitment

Evolvin Women DMCC	UAE	Housekeeping Guest services	3 Female	South African	Used only for Pre-opening Recruitment
International Employment Solutions	South Africa	Guest services Reservations Bar staff Waiters	6 Male 1 Female	South African Zimbabwean	Used only for Pre-opening Recruitment
Saadcom Trading and Services	Qatar	Housekeeping	2 Female	Nepali	Non-Compliance with Labour Welfare Standards
Genial Cleaning and Trading	Qatar	Housekeeping	2 Male	Bangladeshi	Non-Compliance with Labour Welfare Standards
CBM Facilities Management	Qatar	Multi Technician	2 Male	Indian Sri Lankan	Short-term contract
International Security Consultancy Group	Qatar	Security	10 Male	Kenyan Ugandan	Used only during FIFA World Cup 2022
Rotana Rent a Car	Qatar	Valet Services	10 Male	Indian	Active

**2. Please disclose any due diligence process your company undertook to detect recruitment-fee payment ahead of and during the Qatar World Cup.**

At IHG Hotels & Resorts, we are committed to conducting business responsibly, including respect for human rights across our operations, relationships with third-party hotel owners, and our supply chain. We worked closely with our hotels in Qatar, in preparation for 2022 FIFA World Cup, to ensure that appropriate policies and due diligence processes were in place. All IHG hotels in Qatar received approval from the Qatar Supreme Committee ahead of the event, following their participation in government audits on ethical recruitment, hotel staff accommodation and worker welfare. We also conducted internal audits of our hotels in Qatar against IHG's Responsible Labour Requirements (that set minimum standards for recruitment and employment, staff accommodation, worker voice and due diligence when using recruitment agencies and third-party labour suppliers), enabling us to better understand areas of strength and improvement. In addition, hotels were given guidance on recruitment fees and related costs, recruitment scams, and information on short term labour recruitment. More information can be found in our 2021 and 2022 Modern Slavery Statements [here](#). Specific due diligence measures undertaken by IHG hotels in Qatar on recruitment fee payment include:

- A regular welfare survey, including a question related to recruitment fee charges, providing workers with the opportunity to communicate with hotel leadership.
- Written agreements, including contractual clauses, committing recruitment agencies and labour suppliers to ethical and fair recruitment.

- Questions on ethical recruitment, including recruitment fee payment, included in the orientation and onboarding process for new recruits.
- Periodic interviews with migrant workers to check-in on their welfare and remuneration entitlements.
- Selection of recruitment agencies and labour suppliers restricted to those approved by the Supreme Committee.

***3. How many instances (and as a percentage of your workforce in Qatar) of recruitment fees paid by workers in Qatar did your due diligence process uncover in 2022, how much in USD (if any) was paid back to workers, and how much was paid back within six months of the risks being identified?***

Our [Human Rights Policy](#) clearly sets out that no worker should pay for a job. We have guidance and training for hotels on this topic, which includes carrying out interviews with workers to help check if fees or costs have been paid during the recruitment process.

In 2022, we identified two instances of recruitment fees paid by workers in Qatar. Immediate actions were taken to address the issue, including a change in the contract agreement with the agency to explicitly prohibit the charging of recruitment fees or costs to workers.

In June 2023, were we made aware of a complaint relating to workers, recruited via an agency, being charged recruitment fees – this is currently being investigated.

We continue to develop policies, processes, and requirements for hotels to help better understand and address this issue.