



To: Business & Human Rights Resource Centre
For: Isobel Archer

**Royal Netherlands Football
Association**
Woudenbergseweg 56-58 3707 HX

Dear Business & Human Rights Resource Centre representatives,

We appreciate your request for information regarding the Josimar Article: “You have just to do your work and suffer alone” by Sam Kunti published on the 12th of June of 2023.

Before replying to the two questions, you posed. We would like to stress that we hope that all people involved in the accident as described in the article have been able to recover from physical and mental trauma caused by the accident.

Your request is to provide information on two specific points. Below you will find the points and our response for each of them.

1. Respond to the report’s findings:

The KNVB has responded to the questions that the author of the article posed to our organization. We understand now that the author has decided to only publish our answers partially. For the sake of clarity we refer you to [Looking back at nine KNVB initiatives aimed at the other side of the World Cup in Qatar | KNVB](#). Through this link you will find information on the 9 initiatives that the KNVB has developed to improve the situation of migrant workers in Qatar.

The KNVB has already said that we will continue its efforts as referred to on our website after the World Cup. We do this, for example, with the proceeds from the shirt auction. Furthermore, the KNVB also went back to Qatar to talk with the Dutch embassy, the International Labor Organization, and representatives of the workers Welfare Committee of the St. Regis, among others.

2. Disclose what steps it has taken to investigate and remedy workers for the abuse reported:

The KNVB has engaged with the hotel to understand more about and to discuss the report mentioned above. The hotel has informed us that it has conducted an internal investigation on the reported accident and processing of grievances that (may) have incurred because of it. The findings were shared with us:

- The hotel contracted USM Doha for housekeeping and stewarding services at the property, based on their extremely high audit scores, and Supreme Committee compliance.
- The hotel remains in regular contact with them [USM Doha] to be assured that the wellbeing and quality of accommodation for these team members remains as much a priority for them as it is for the hotel.



- The hotel has processes in place for all team members to escalate any concerns to the hotel so that they can be addressed as quickly as possible.
- The hotel has checked whether the people involved in the accident worked for the St. Regis
- The alarming crash and report were of course an immediate trigger to get in touch with the mentioned company.
- The hotel has not received any notification of grievance.

We would like to take this opportunity to highlight the importance of the report and the work of the Business & Human Rights Resource Centre. It is very important to give voice to those who face difficulties. We would also invite the persons described in the report to report their grievances to the property they worked for in case that their direct employer is not processing it accordingly. Another venue could be to seek help from the International Labour Organisation (ILO).