

Dear Sirs,

Thank you for reaching out to us regarding the article published in Josimar Football and the allegations made against USM Qatar. We take these matters very seriously, and we appreciate the opportunity to provide our response.

At USM Qatar, we are committed to upholding the highest standards of labor rights, fair treatment, and safety for all our workers. We have a strict code of conduct in place that prohibits any form of labor abuse, and we have implemented comprehensive policies and procedures to ensure full compliance throughout our operations with Ministry of Labor, Ministry of Interior and the Supreme Committee. End of the day we're to respect and abide the internal rules and regulation of the hosting country we operate in, in addition to our standards of labor rights.

Upon receiving the information about the alleged labor abuse, we immediately initiated a thorough investigation into the matter. We take any complaints or concerns raised by our workers seriously, and we are committed to addressing them promptly and effectively.

Based on our investigation, we have not found any evidence to substantiate the specific allegations mentioned in the article.

Firstly, it is important to note that Qatar is recognized as a law-abiding country that upholds the rights of workers. At USM Qatar, we are fully committed to following the regulations set by labor laws to ensure the fair treatment and well-being of our employees. We recognize the importance of employee satisfaction and continuously strive to create a positive working environment.

We are proud to work in parallel with the Supreme Committee for Delivery and Legacy standards, which have been instrumental in ensuring the welfare of workers in Qatar. As part of our commitment to transparency, the company's compliance rates were externally inspected by Impact Limited (having address at Celtic House, 33 John's Mews, Holborn, London, WC1N 2NA), a third-party employee-owned consultancy. The results of the inspection indicated a compliance rate of 89%, further demonstrating our dedication to upholding labor rights.

Moreover, we would like to highlight that a significant number of our employees have shown long-term commitment to USM Qatar. Over 70% of the actual work force of the company have renewed at least three times their two years employment contract while they could have asked for a transfer to another employer without the right to the company to object such transfer. This indicates a positive and enduring working relationship between the company and its employees.

Regarding the accident that occurred on 8/3/2023, as documented in a police report, it was determined that the mistake was made by a second party who was driving without a license. In collaboration with the Hamad Medical Corporation (HMC), immediate first aid medication, helicopter transportation, and rehabilitation were

provided to those injured. Three staff members sustained serious injuries and are currently undergoing medical treatment. It's important to mention that USM Qatar only abided by the HMC healthcare medical reports in regards to any discharge or release from the Hospital.

USM Qatar is diligently addressing the medical charges and the monthly wages of the affected staff members have been paid in full till date. The final compensation amount for each employee will be determined by the Ministry of Health and the Traffic Department court, where the second party will be held accountable.

Regarding the employee who filed the complaint, it is important to mention that their agreement expired [REDACTED]. As with any employee, the company conducted a careful evaluation and review of their performance before deciding whether to renew their job agreement or not. It is worth noting that this employee received [REDACTED] warning letters for various reasons, [REDACTED]
[REDACTED]
[REDACTED]. These behaviors caused disturbances and damages to the community, as evidenced by the police report number.

Furthermore, the employee, who was designated as [REDACTED] caused an accident resulting in significant damages to a customer truck and its cargo. It is essential to emphasize that the employee's job description was limited to [REDACTED] duties and did not include authorization or a license to drive the truck. Consequently, the employee was held accountable and charged the appropriate penalty for their actions. His action is determined as illegal and caused a potential risk on his, his colleagues and our customer staff safety.

We acknowledge the challenges and pressures faced by our staff working away from their families and home countries. We empathize with their situations and strive to provide the necessary support and resources. Our employees are valued as human assets that drive our company's success.

However, it is crucial to emphasize that we cannot tolerate the making and spreading of false statements and harmful information about the company or our esteemed customers without any proof and evidence from any reliable source. Such allegation is just a point of view of a party who's not accepting to follow the host country rules and regulations. Such actions have the potential to cause significant harm to all parties mentioned unfairly in the report and the allegation.

Those false allegations are considered defamatory, constituting a crime that carries legal consequences.

Sincerely,