

[REDACTED]

From: [REDACTED]
Sent: 25 July 2022 11:26
To: [REDACTED]
Cc: [REDACTED]
Subject: RE: Request for Response: Violations of Migrant Workers' Rights at FIFA World Cup Qatar 2022 Hotels

Dear [REDACTED]

Thank you for your email.

I am sharing below the feedback to your questions:

Hotel Fairmont Bab Al Bahr, Abu Dhabi, UAE

1. *Non-payment or underpayment of wages*

An Indian worker employed as a steward at this hotel explained his decision to return home based on a hotel practice of requiring employees to work without pay. He told Equidem,

“After the lockdown, the hotel asked us to work without pay until December in return for accommodation, or we could apply for extended unpaid leave. I could not stay without pay. I have family commitments. The company did not give us notice. Workers who resigned got their service entitlement.”

The stewarding services stewarding at Fairmont Bab Al Bahr employs both hotel team members and employees from an outsourced company. Only 10 stewarding team members are directly employed by Fairmont Bab Al Bahr. During the pandemic, we can confirm the hotel never closed and the stewarding department remained in operation. The hotel did place the outsourced stewarding contract on hold for a period of time, as the hotel’s own stewarding team was enough to handle the volume of business. We can confirm these team members received their pay during the pandemic and to date. The management team never asked any team members to work without pay.

As per the hotel’s records from April 2020 to date, only 4 resignations have been recorded in the Stewarding Department. Three of these resignations were from Nepalese Citizens and only one from an Indian team member at a Supervisory level, who recently resigned for a promotion opportunity in Dubai effective May 15 2022. Thus, there are no records of another employee from India leaving employment and returning home between January 2020 and today.

The wages in the Emirate of Abu Dhabi are monitored and controlled by the authorities through the Ministry of Human Resources and Emiratization, we can confirm no violation has ever been received by the hotel due to non-payment of wages.

2. *Abrupt termination*

Workers at this hotel reported that after the pandemic spread, the hotel closed and more than 160 workers suddenly lost their jobs.

We can confirm Fairmont Bab Al Bahr never closed and no redundancies were made due to the pandemic.

Mövenpick Hotel West Bay Doha, Qatar

1. *Occupational safety and health*

A Bangladeshi airport services worker at the Mövenpick Hotel West Bay in Doha, Qatar—a FIFA World Cup Qatar 2022 partner hotel—described pressure from management to work against his will, exposing himself and other workers to COVID-19 prior to vaccines being released on the global market.

“The [Qatari] government booked the whole hotel for COVID-19 patients. Management offered us work with salary. If we refused to work, we still received food and accommodation, but no salary. Many of us refused to work. Then we received pressure from management to work.”

Starting from March 16 March 2020 until 12 December 2020:

Mövenpick Hotel West Bay Doha was exclusively part of Quarantine and Welcome Home program as partner with MOPH (Ministry of Public Health).

Unfortunately, roles were impacted due to the change of clientele during this period and the management team of Mövenpick Hotel West Bay Doha gave their team members the option to report to duty with salary or to stay at accommodation on local leave until they finished their paid vacation balance, then unpaid vacation. This option was provided to team members whom were impacted in order to avoid making the roles redundant.

Employees choosing to work in the hotel:

All team members received full precaution training from Hamad Medical Corporation (HMC) team trainers, and they were working with the full precautions' measures under HMC 24/7 observation.

For more protection, teams working on floors, were isolated and were staying in the Hotel.

In case an employee unfortunately was infected, an isolation area in the Hotel or an isolation center, as advised by HMC, and were given a fully paid sick leave.

HMC Medical team was doing swab test on a regular basis.

Employees who chose the option not to work and remain in the accommodation:

To support them, the management team gave them the option to take local vacation and advanced Public Holidays to support them with Income.

Accommodation and 3 daily meals were providing to their rooms on daily basis.

Ramadan Iftar and Sohour were delivered as open buffet with all precaution measures and social distancing and under daily observation of HR department.

2. *Access to health services.*

A Bangladeshi airport services worker employed in the Mövenpick Hotel West Bay Doha in Qatar — a FIFA World Cup Qatar 2022 hotel partner — explained:

“As migrant workers, we have had problems accessing medical care for general illness. Access to hospitals was a problem because most hospitals only accepted serious cases during COVID- 19. [Qatari] national and western people were given priority in accessing hospitals.”

- All Mövenpick employees were provided with all safety protocol and protection information and had the support from the Hamad Medical Corporation team who were located in the hotel 24/7 during the quarantine period.
- During the pandemic, the hotel did not receive a complaint from any team member about facing challenge with accessing health care or health centres.
- If an team member felt unwell, the Management team advised to call 911 immediately.

- In addition, the Management gave the option to go to Hamad Hospital for any emergency, or private hospital if it was required and costs were reimbursed (for example, to the Al Safa clinic).

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With that background, we specifically would like to know whether Accor is aware of the particular issues noted in this letter; whether any steps have been taken to address these specific issues; and whether Accor is aware of other, similar human and labour rights issues at these hotels and other Accor hotels in the region.

Neither these two hotels, nor Accor in the region, were made aware of the issues raised in this letter prior to receiving the email. There are no records of similar labour rights issues reported in the region during this period.

Thank you



[Redacted]

[Redacted]

India, Middle East, Africa & Turkey

[Redacted]

[Redacted]

www.accor.com

From: [Redacted]

Sent: Friday, 15 July 2022 6:39 PM

To: [Redacted]

Cc: [Redacted]

[Redacted]

Subject: Request for Response: Violations of Migrant Workers' Rights at FIFA World Cup Qatar 2022 Hotels

Re: Violations of Migrant Workers' Labour and Human Rights at Accor Hotels.

[Redacted]

We are writing to you on behalf of Equidem and Global Labor Justice – International Labor Rights Forum (GLJ-ILRF), two human rights charities that monitor labour rights globally, including in the Arab Gulf countries. Between February 2020 and June 2022, Equidem and GLJ-ILRF investigated working conditions for migrant workers employed at hotels belonging to hospitality partners of FIFA World Cup Qatar 2022.

Request for Response

During our research, we identified workers employed by your company that we believe are being subjected to labour exploitation. We wish to share our findings with you and request further information about the cases we have documented and your company’s protections for the rights of migrant workers. Where relevant and appropriate, Equidem and GLJ-ILRF would like to publish information provided by the company in a public report to be published later this month.

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We would appreciate receiving any information you are willing to provide by Tuesday, July 26th, so that we can incorporate your responses in the report that we intend to issue in the closing days of this month. Please send your response to info@equidem.org.

Yours sincerely,

[Redacted]

[Redacted]

Equidem

[Redacted]

[Redacted]

[Redacted]

Global Labor Justice- International Labor Rights Forum (GLJ-ILRF)

[Redacted]

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