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Mustafa Qadri, Equidem

Jennifer (JJ) Rosenbaum, Global Labor Justice- International Labor Rights Forum (GLJ-ILRF)

Via email: [mqadri@equidem.org](mailto:mqadri@equidem.org); [jjrosenbaum@globallaborjustice.org](mailto:jjrosenbaum@globallaborjustice.org); [info@equidem.org](mailto:info@equidem.org)

To whom it may concern:

Thank you for your email to Marriott International dated 15 July 2022, regarding working conditions for migrant workers in advance of the 2022 World Cup. We have also been closely monitoring the situation and continuing to support human rights efforts in the region.

As stated in our [Human Rights Policy](#), Marriott International acknowledges and respects the principles contained in the United Nations Universal Declaration of Human Rights. We are committed to conducting our business in a manner consistent with these principles and the United Nations Guiding Principles on Business and Human Rights and to respecting human rights.

Marriott supports and upholds the elimination of discriminatory practices with respect to all aspects of employment and promotes diversity and inclusion within its business operations. As stated in our [Supplier Guidelines](#), Marriott also expects suppliers to prevent discrimination and promote an inclusive environment that fosters mutual respect, diversity, inclusion and equal opportunity with employees and other stakeholders.

The travel industry has been impacted in unprecedented ways by the COVID-19 pandemic. At the property level and in our corporate offices, reducing staff and salaries were some of the many proactive steps Marriott took to mitigate the negative financial and operational impacts of the pandemic. All termination packages were at least in line with government requirements, and Marriott aims to rehire associates who were terminated due to the COVID-19 pandemic, where possible, as the industry opens up again.

In response to the allegations raised by Equidem and GLJ-ILRF, we consulted with General Managers and Directors of Human Resources, reviewed salary and payroll data, and reviewed unpaid leave documents and found the following:

- At the **Westin Hotel, Doha**, all associates receive the same pay rate for the same roles, regardless of nationality. The vast majority of expat employees are recruited directly by the hotel team; in all cases, fair salaries and detailed job descriptions are agreed by both sides before they travel to Qatar.
- At the **Courtyard by Marriott, Kuwait City**, no associates were required to sign documents confirming they had received salary while they were on unpaid leave; they signed a Notice of Agreement of Unpaid Leave, which stated that the associate agreed to unpaid leave during the unprecedented Covid period and to confirm that Marriott continued to provide accommodation, medical insurance, meals, and schooling allowances (where

appropriate). In the banqueting department, all waiters start at the same pay rate, regardless of nationality.

- At the **JW Marriott Hotel, Kuwait City**, all associates in entry-level positions start at the same pay rate, regardless of nationality or gender. Better qualified and more experienced associates are hired at higher positions and offered higher pay rates, accordingly. In 2020, 30 associates were terminated due to pandemic and 205 associates due to the complete closure of the hotel for a comprehensive multi-year renovation. The process followed for all redundancies was in line with Kuwait labor law and government regulations, and all associates were paid for three months and offered benefits, such as indemnity, repatriation or visa transfer.
- The **Marriott Resort Palm Jumeirah, Dubai** is currently in a pre-opening stage and did not have any associates employed during the indicated period.

Marriott provides associates with a variety of means, including anonymous channels, to report unethical behavior harassment, discrimination, and other human rights concerns. We require a prompt and thorough investigation of complaints, and we do not tolerate any retaliation toward individuals who have raised such concerns in good faith. None of the allegations raised by Equidem and GLJ-ILRF were reported through these channels.

We take our commitment to respect and uphold human rights seriously, and we appreciate you raising awareness of this important matter. Thank you again for your outreach and the opportunity to respond.

Sincerely,



Abbe Horswill