

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.

Recruitment agency/ labour supplier	Country of HQ	Nature of work	Total no. people (disaggregated by gender)	Main nationalities	Reason for ending contract (if any)
DOHA Consultancy	Qatar	Hospitality Service providers	10 Male 01 Female	South Asians, East Europeans, African, Middle Eastern	
Life Line	Nepal	Hospitality Service providers	7 Male	South Asians	Charging Recruitment Fees
Vive Diferente	Columbia	Hospitality Service providers	30 Female 30 Male	Latin, Middle East, East Europeans	

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

We only work with Recruitment Agencies that are approved by the Kempinski Regional Office and/or the Ministry of Labor. To ensure ethical recruitment policies and procedures are aligned, we use the Supreme Committee for Legacy approved recruitment agreement as an addendum to our existing contract.

As part of the recruitment as an employer we bear all sort of recruitment fees as below:

- Visa Fees
- Airline ticket from specific country to Doha, Qatar
- Qatar Visa Center Charges - QVC
- Qatar Residence Permit Issuance
- Medical Insurance
- Medical Checkup expenses

When we send a contract to a candidate, we ensure to communicate that it is a zero-cost recruitment process. We also ensure that all our partner recruitment agencies sign our ethical recruitment agreement, with which they commit to not charge candidates with any recruitment cost.

Finally, upon joining Kempinski, every employee completes the Supreme Committee for Legacy new starter checklist, within which they must disclose if they have paid any recruitment fees.

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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?

During an audit conducted in early 2022, we discovered 7 Nepali workers (1.7% of total workers) had each paid 1200 QAR to a recruitment agency. We immediately agreed to reimburse each worker the same amount and cancelled our contract with that respective agency. We also informed the Ministry of Labor and Supreme Committee of the agency's non-compliance so they would not be approved in the future.

After this incident, the hotel implemented the Recruitment Fees Reimbursement Policy to ensure all employees were suitably protected. We also included a new tagline at the bottom of our recruitment emails – reminding candidates that under no circumstances should they be paying fees to any agencies – and added a question into our new starter checklist asking whether they had paid a fee or not.

All these procedures have been acknowledged by the IMPACTT audit & Supreme Committee for Legacy and Delivery as being in high compliance with Ethical Recruitment Standards.