



**FIFA WORLD CUP
Qatar 2022**

Preventing harassment, abuse and exploitation in interactions with guests

Capacity-building for FIFA World Cup Qatar 2022
Accommodation Partners



- ◆ Introductions
- ◆ Key principles of harassment, abuse and exploitation in the accommodation sector
- ◆ Best practice exchange
- ◆ Q&A

Presenter:

Jose Retana

Sustainability senior manager, FIFA World Cup Qatar 2022 LLC



Welcome from FIFA

Andreas Graf, Head of Human Rights & Anti-Discrimination



Providing an inclusive tournament experience

OUR COMMITMENT

We will deliver an inclusive FIFA World Cup 2022™ tournament experience that is welcoming, safe and accessible to all participants, attendees and communities in Qatar and around the world. Through this, we will leave a legacy of cultural understanding, accessible infrastructure and services, and associated expertise among the local population.





Preventing harassment, abuse and exploitation in interactions with guests

CAPACITY-BUILDING FOR FIFA WORLD
CUP QATAR 2022 ACCOMMODATION
PARTNERS

Matthias Leisinger & Regula Meng, focusright Ltd.
Online, October 2022

WELCOME FROM FOCUSRIGHT

focusright provides consultancy services that make human rights tangible for business.

Based in Zürich, Switzerland



Matthias Leisinger

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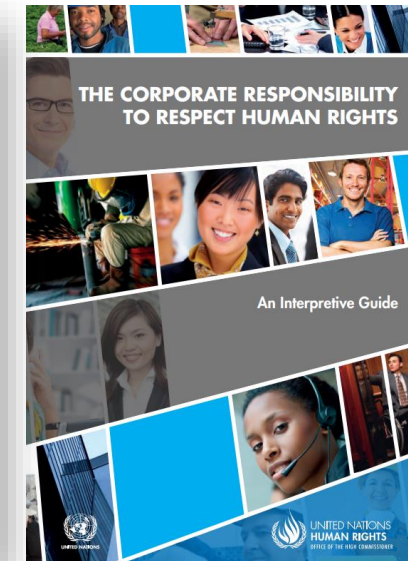
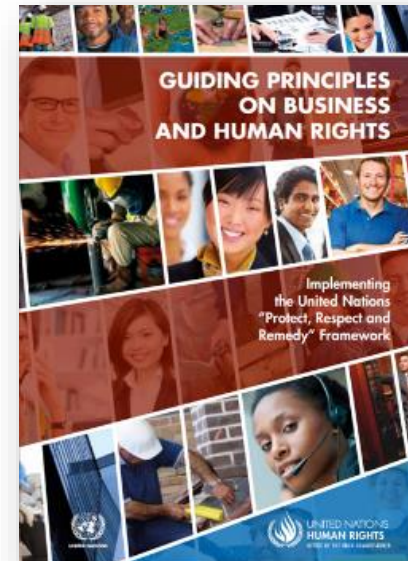
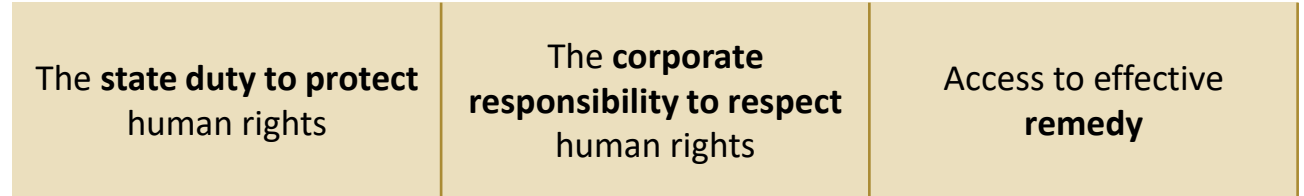
AGENDA

- 1 Key Principles: What is harassment, abuse & exploitation?
Examples: relevance for FIFA World Cup Qatar 2022
- 2 Accommodation Partners
- 3 Action Points: tackling harassment, abuse and exploitation
- 4 Grievance Mechanisms

INTERNATIONAL STANDARDS AS THE BASIS

Three Pillars: «Protect, respect, remedy»

- UN Guiding Principles on Business and Human Rights
- Adopted in 2011 by the UN Human Rights Council
- Framework underlying government and business policies
- **Key message:** companies have a responsibility to respect human rights as defined in international law & standards
- This includes the human right to be free from harassment, abuse and exploitation



KEY PRINCIPLES

What is harassment, abuse & exploitation?

WHAT IS HARASSMENT & ABUSE?

ILO C190 – Violence and Harassment Convention, Art. 1:

- A range of unacceptable behaviours and practices,
- that (might) result in physical, psychological, sexual or economic harm,
- and include gender-based violence and harassment

Source: ILO C190 – [Violence and Harassment Convention, 2019](#)



GENDER-BASED HARASSMENT & ABUSE

Two types:

- Any **physical, verbal or non-verbal conduct** of a sexual nature and other conduct based on sex affecting the dignity of women and men, which is unwelcome, unreasonable, and offensive to the recipient; (...)
- **Hostile work environment** – Conduct that creates an intimidating, hostile or humiliating working environment for the recipient.



Example 1: A member of a team delegation inappropriately touching body parts of a female or male hotel staff.

Example 2: A group of drunk fans shout and offend a female receptionist while entering the premises of the hotel.

WHAT IS EXPLOITATION & SEX TRAFFICKING?

- **Exploitation** includes the exploitation of the prostitution of others or other forms of sexual exploitation, forced labour or services, slavery or practices similar to slavery
- **Sex trafficking** is human trafficking for the purpose of sexual exploitation: victims are manipulated or forced against their will to engage in sex acts for money. (Modern Slavery)

Facts & Figures

In 2016, 4.8 million persons were victims of forced sexual exploitation.

Over 99% of the victims were women or girls.

74% of victims were exploited outside their country of residence.

More than 1 million / 21% of the victims were children (under 18 years).

On average, victims were exploited 2 years before being freed or managing to escape.

Source:

www.ohchr.org/sites/default/files/Documents/Issues/Women/WRGS/OnePagers/Traffickingpersons_August2014.pdf

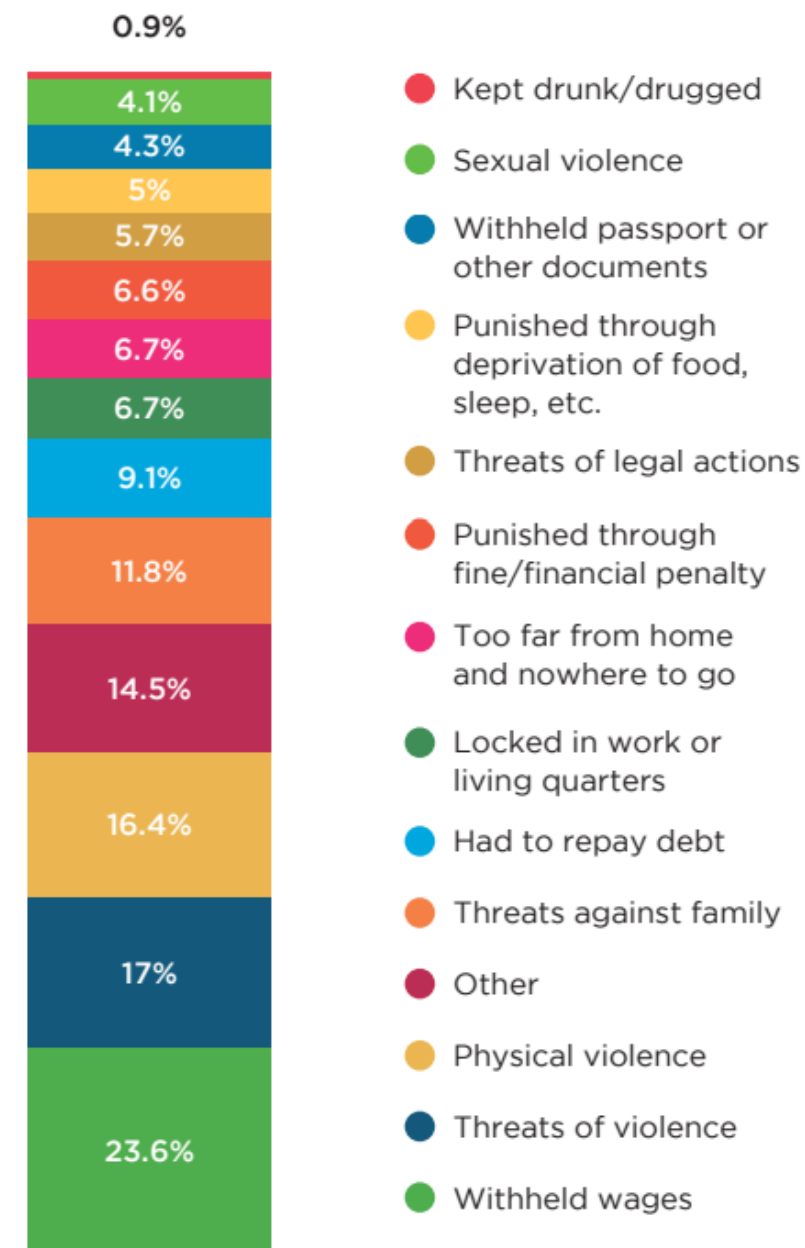
Source: [Global estimates of modern slavery: Forced labour and forced marriage International Labour Office \(ILO\), Geneva, 2017](#)

EXPLOITATION & SEX TRAFFICKING

How does it occur?

- “Traffickers use force, fraud, or coercion to lure their victims and force them into labor or commercial sexual exploitation.
- They look for people who are susceptible for a variety of reasons, including psychological or emotional vulnerability, economic hardship, lack of a social safety net, natural disasters, or political instability.
- The trauma caused by the traffickers can be so great that many may not identify themselves as victims or ask for help, even in highly public settings.”

(a) Percentage of victims of forced labour exploitation, by means of coercion



SEXUAL EXPLOITATION OF CHILDREN

What does it mean?

- Any sexual act on or in front of minors in which there is some form of remuneration for the child or to a third party.” (child = below 18 years).
- Can take place in connection with criminal networks, for example in human trafficking structures.

Forms:

- Children may be forced into prostitution, groomed and coerced to perform sexual acts in front of a camera or webcam.
- Depictions of the abuse are disseminated on the Internet in the form of videos, live-streaming or images.

The Code of Conduct for the Protection of Children from Sexual Exploitation in Travel and Tourism

- Multi-stakeholder initiative to provide awareness, tools and support to the travel and tourism industry to prevent the sexual exploitation of children.

Join us to end the sexual exploitation of children in travel and tourism

Our mission is to provide awareness, tools and support to the travel and tourism industry to keep children safe.

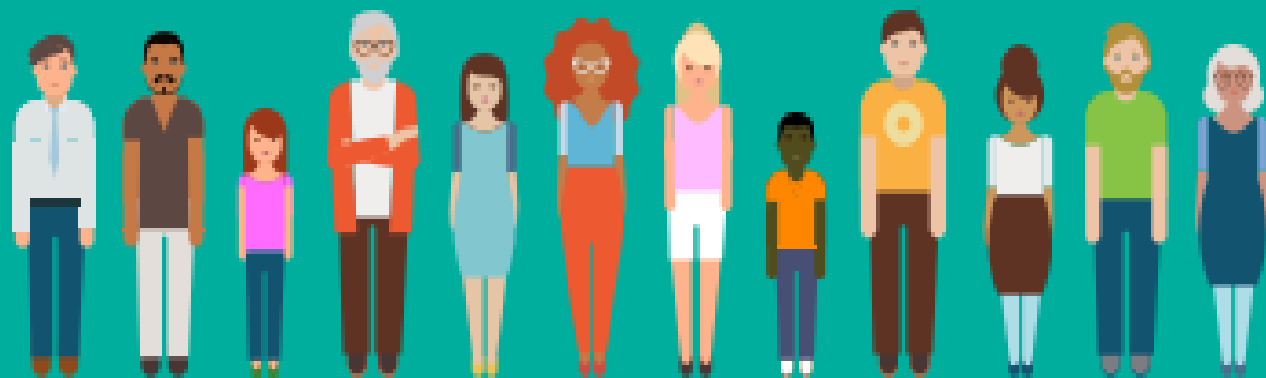
Become a member



WHO IS AFFECTED?

IT CAN HAPPEN TO ANYONE

NO MATTER AGE, RACE, GENDER IDENTITY, SEX, ETHNICITY,
NATIONALITY, IMMIGRATION STATUS, AND SOCIOECONOMIC CLASS



Factors contributing to a
person's vulnerability:
discrimination, poverty and
economic deprivation

CONNECTION TO MAJOR SPORTING EVENTS LIKE A WORLD CUP ...

As victims

and / or

As perpetrators

- FIFA Official (as defined by FIFA Code of Ethics)
- Accreditation holders (teams delegations members, volunteers, players)
- Hotel staff
- Fans
- Non-competition related hotel guests

Possible link between mega sporting events and sexual exploitation & trafficking.

EXAMPLES

Relevance for FIFA World
Cup Qatar 2022
Accommodation
Partners

EXAMPLE 1: HARASSMENT AND ABUSIVE BEHAVIOURS

What does it mean in interactions with guests?

- Protecting guests from unacceptable staff behaviour;
- Protecting staff from unacceptable guest behaviour;
- Protecting guests from unacceptable behaviour of other guests.

Examples of harassment in interactions with guests

At the reception: an angry guest shouts at and insults the receptionists.

At the restaurant: a waiter makes a sarcastic remark and then intentionally ignores a guest who is trying to place an order.

At the pool: a guest threatens to hit another guest if they do not leave the pool area.

At the bar: a guest who does not like their drink pours it intentionally over the bar counter for the bartender to clean up the mess.

EXAMPLE 2: SEXUAL HARASSMENT

WORKPLACE HEALTH & SAFETY

Report shows 89% of hospitality workers experience sexual harassment: How can your business help prevent it?

DOMINIC POWELL APRIL 28, 2017



- Survey of more than 300 hospitality workers undertaken by Australian trade union United Voice
- «The most commonly reported cases of sexual harassment were sexist comments (87%), comments about workers' bodies (85%), and sexual innuendos or insinuations (84%).»

Source: www.smartcompany.com.au/people-human-resources/workplace-health-safety/report-shows-89-of-hospitality-workers-experience-sexual-harassment-how-can-you-help-prevent-it/

Examples of sexual harassment in interactions with guests

At the spa: a client makes unwanted sexual advances to the massagist at the hotel spa.

In the elevator: a guest is touched against their will by a hotel employee while they are alone in the elevator.

At the reception: a hotel guest invites the receptionist up to his room to “have some fun”.

At the pool: a group of guests makes unwelcome sexual gestures to another group of guests enjoying the pool area.

EXAMPLE 3: SEX TRAFFICKING & CHILD SEXUAL EXPLOITATION

Importance for the hospitality industry

- Hotels are vulnerable to human trafficking, especially sex trafficking and child sexual exploitation.
- Traffickers and sex offenders may misuse the hotel infrastructure and services (e.g. hotel rooms, cash payments etc.) to exploit individuals or facilitate abuse.
- The more anonymity the accommodation enables, the easier it is for offenders to commit their abuse.

Examples of sex trafficking & child sexual exploitation in the accommodation sector

A trafficker or victim books a hotel room for sex buyers to come and go.

A hotel guest brings a trafficking victim to his room to buy sex.

A trafficking victim waits at the lobby to solicit sex buyers, while being watched by her trafficker.

A child is sexually exploited by a guest in a hotel room.

SIGNS OF SEXUAL EXPLOITATION IN THE ACCOMMODATION SECTOR



Red flags in the room:

- Always keeping a «Do Not Disturb» sign at the door
- Requesting multiple rooms or housekeeping services (e.g. new sheets, additional towels etc.) while denying hotel staff entry in the room
- Large amounts of sex paraphernalia, cash, or condoms used in a particular room
- Leaving minors alone in a room for a long time

Red flags at the bar / restaurant:

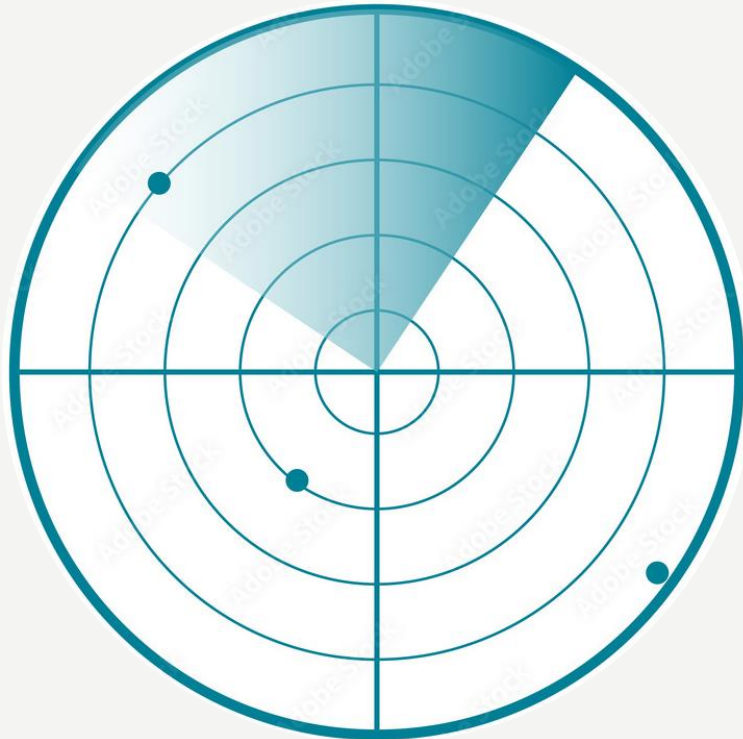
- Individuals who wait at a table or bar and are picked up by a male (trafficker or customer)
- Individuals loitering and soliciting male patrons
- Individuals who dress inappropriately (e.g. for their age) or have lower quality clothing compared to the others in their party

Red flags at the check in / lobby:

- Individuals with few or no personal possessions
- Asks for double room, but checks in alone
- Paying with cash or a preloaded credit card
- Individuals appearing fearful or anxious or showing signs of physical abuse or sleep deprivation
- Avoiding eye contact and interactions with others

RECOGNISING HARASSMENT, ABUSE AND EXPLOITATION

Keep on the radar



Possible forms of harassment, abuse and exploitation, including

- Physical, verbal or non-verbal harassment, incl. sexual harassment
- Sex trafficking and child sexual exploitation

Possible sources of harassment, abuse and exploitation, including

- Behaviour & speech of hotel staff (employees & managers)
- Behaviour & speech of hotel guests & visitors

Possible affected people:

- Hotel guests & visitors, incl. children
- Hotel staff (employees & managers)

ACTION POINTS

Tackling harassment,
abuse and exploitation in
interactions with guests

INCLUSIVE GRAND DOHA HOTEL & RESORT

Fictional Case Study

About us...

- 4 Star Hotel in Doha
- 350 guest rooms, including 65 luxury suites
- 3 restaurants, 2 cafés and 3 bars
- Pool & Sports Areas, Fitness Center
- Holistic Spa & Beauty Services
- Events and Business Conventions
- 400 Employees from 25 nationalities



Human Resources
Director



PREVENTING HARASSMENT, ABUSE AND EXPLOITATION



Areas of Action based on the UNGPs

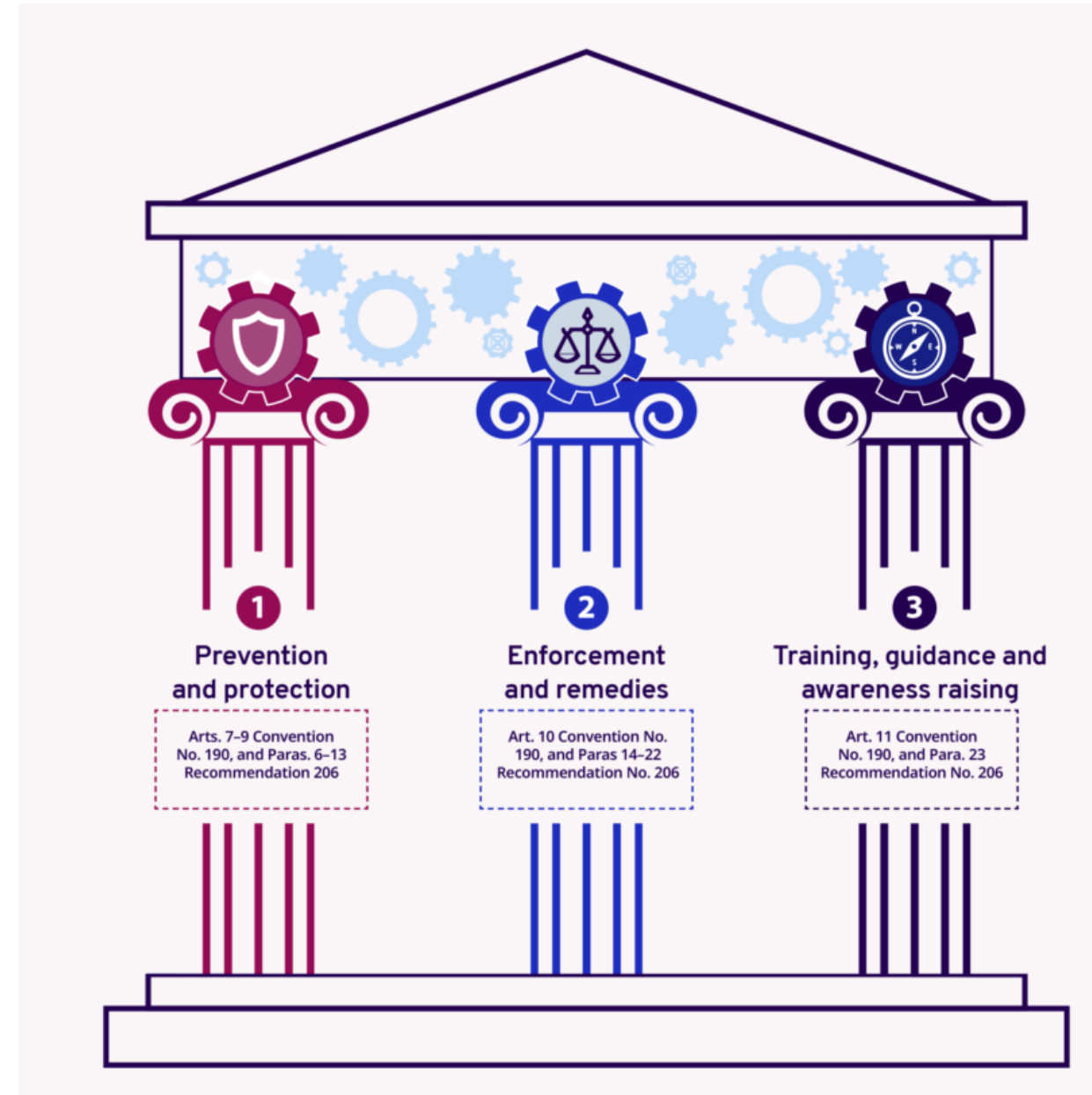


ADDRESSING HARASSMENT

ILO C190 – Violence and Harassment Convention

Art. 9 – Requirements for Employers:

- Adopt and implement a workplace policy on violence and harassment
- Take into account violence and harassment and associated psychosocial risks in occupational health & safety management
- Identify and assess the risks of violence and harassment with the participation of employees
- Take measures to prevent and address the identified risks
- Provide information and training, in accessible formats as appropriate



POLICY COMMITMENT



Action Points for Accommodation Partners

Types of Commitments

- Standalone commitment / policy
- Integrated commitment / policy (e.g. in Code of Conduct or Human Rights Policy)

1 Adopt Policy Commitment

Develop a policy commitment to respect human rights, including zero tolerance for harassment, abuse and exploitation, and approve it at the most senior level of the company.

2 Communicate Policy

Communicate the policy commitment internally and externally e.g. to personnel, suppliers, business partners, customers and other relevant parties. Make it publicly available.

3 Train key stakeholders

Include the policy in employee, supplier and business partner trainings.

ANTI-HARASSMENT POLICY

Recommended contents

- Employer's commitment and responsibility to maintaining a safe environment for everyone
- Definitions of violence and harassment
- Relevant examples of prohibited behaviours, conduct and practices based on the specific context, sector and occupation
- Establish of a violence and harassment prevention program with measurable objectives
- Inform employees / individuals about their rights and responsibilities, which include the disciplinary actions / sanctions that may derive from violations of such prohibitions
- Encourage employees / individuals to report behaviours and communications that could lead to violence and harassment
- Provide information on complaint and investigation procedures and commit to deal with any incidents in a timely and effective manner
- Commit to protecting individuals' right to privacy and confidentiality while balancing the right of workers to be made aware of all hazards
- Commit to protecting individuals' right not to be victimized or retaliated against
- Communicate policy to employees / individuals regularly (in accessible formats, as appropriate) and enforce it consistently

POLICY EXAMPLE 1

Hyatt Dignity, Respect and Harassment Policy Statement

DIGNITY, RESPECT AND HARASSMENT POLICY STATEMENT

All of the separate and distinct legal entities that manage, operate, own and/or provide service to the various Hyatt Hotels & Resorts properties around the world have adopted, or will adopt, a harassment policy that includes, at a minimum:

- a statement prohibiting harassment;
- a mechanism for associates to report harassment;
- a commitment to preserve the confidentiality of harassment complaints consistent with the need to investigate such complaints;
- a procedure for investigating harassment complaints;
- discipline for confirmed incidents of harassment; and
- a non-retaliation policy for those who report incidents of harassment or cooperate in the investigation thereof.

POLICY EXAMPLE 2

Four Seasons Human Rights Policy

Covering Human Trafficking and Sexual Exploitation



FOUR SEASONS HUMAN RIGHTS POLICY

Updated 18 March 2022

Human trafficking

Four Seasons works to ensure that human trafficking in all its forms is prevented from occurring across our operations, in line with the *UN Protocol to Prevent, Suppress and Punish Trafficking in Persons, Especially Women and Children*. A training and awareness program has been developed for Colleagues to be able to identify and report suspected instances of human trafficking. All Field Colleagues are expected to undertake equivalent training on an annual basis.

Prevention of sexual exploitation

Four Seasons abides by and supports laws and measures to prevent and punish the crime of sexual exploitation against children and adults, and supports the enactment of further laws and legislation in that respect.

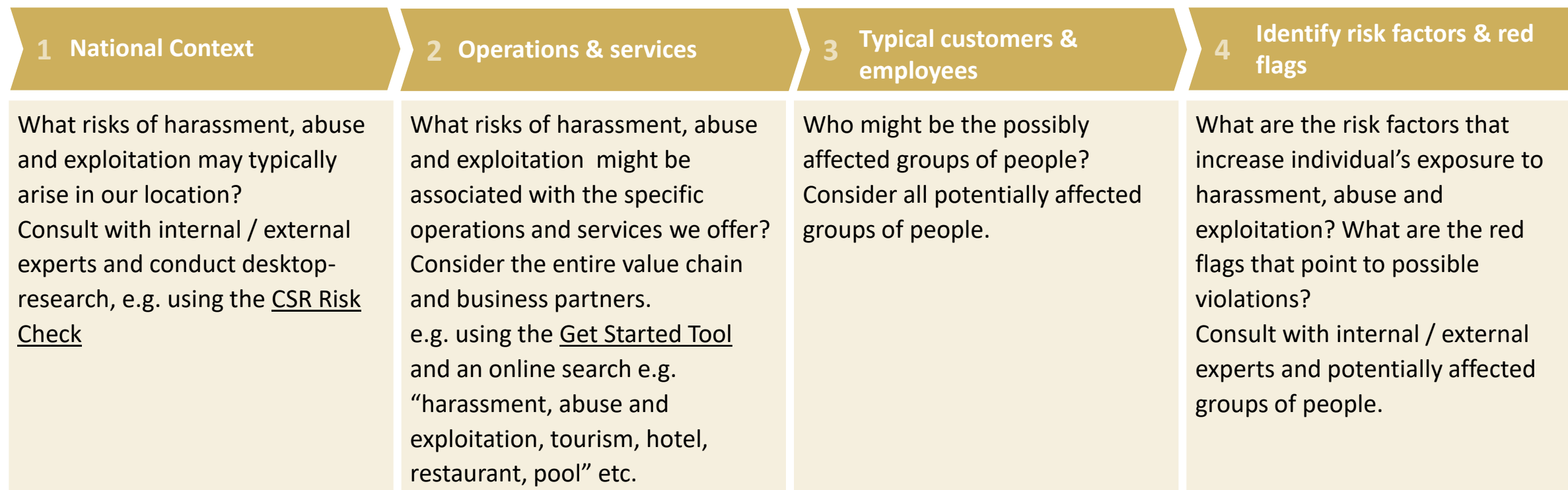
Four Seasons will work to raise awareness concerning such exploitation and will cooperate with law enforcement authorities as and where required by applicable local laws should the Company become aware of any such instances of sexual exploitation.

RISK ASSESSMENT



Action Points for Accommodation Partners

Research and discuss the following aspects with internal / external experts and stakeholders:



RISK ASSESSMENT



Risk factors for harassment, incl. sexual harassment

- Work in spread out physical spaces or isolated areas where people work alone (e.g. room service, housekeeping, hotel spa and massage)
- Late-night shifts with lack of supervision
- Availability of alcohol (e.g. bar, restaurant)
- Socio-economic vulnerabilities and inequalities (e.g. low-wage vs. high-wage earners)
- Power and age disparities (e.g. young employees or guests)
- Reliance on customer service and client satisfaction (e.g. tips in restaurant / bar)

Questions for reflection & discussion with staff:

- In which roles and locations in our operations could people be more exposed to harassment?
- Who are the employees and supervisors most likely confronted with unacceptable behaviour?
- What types or groups of guests and in what situations are most likely affected by or causing harassment?

RISK ASSESSMENT EXAMPLE

Marriott Risk Assessment - Human Trafficking

RISK ASSESMENT

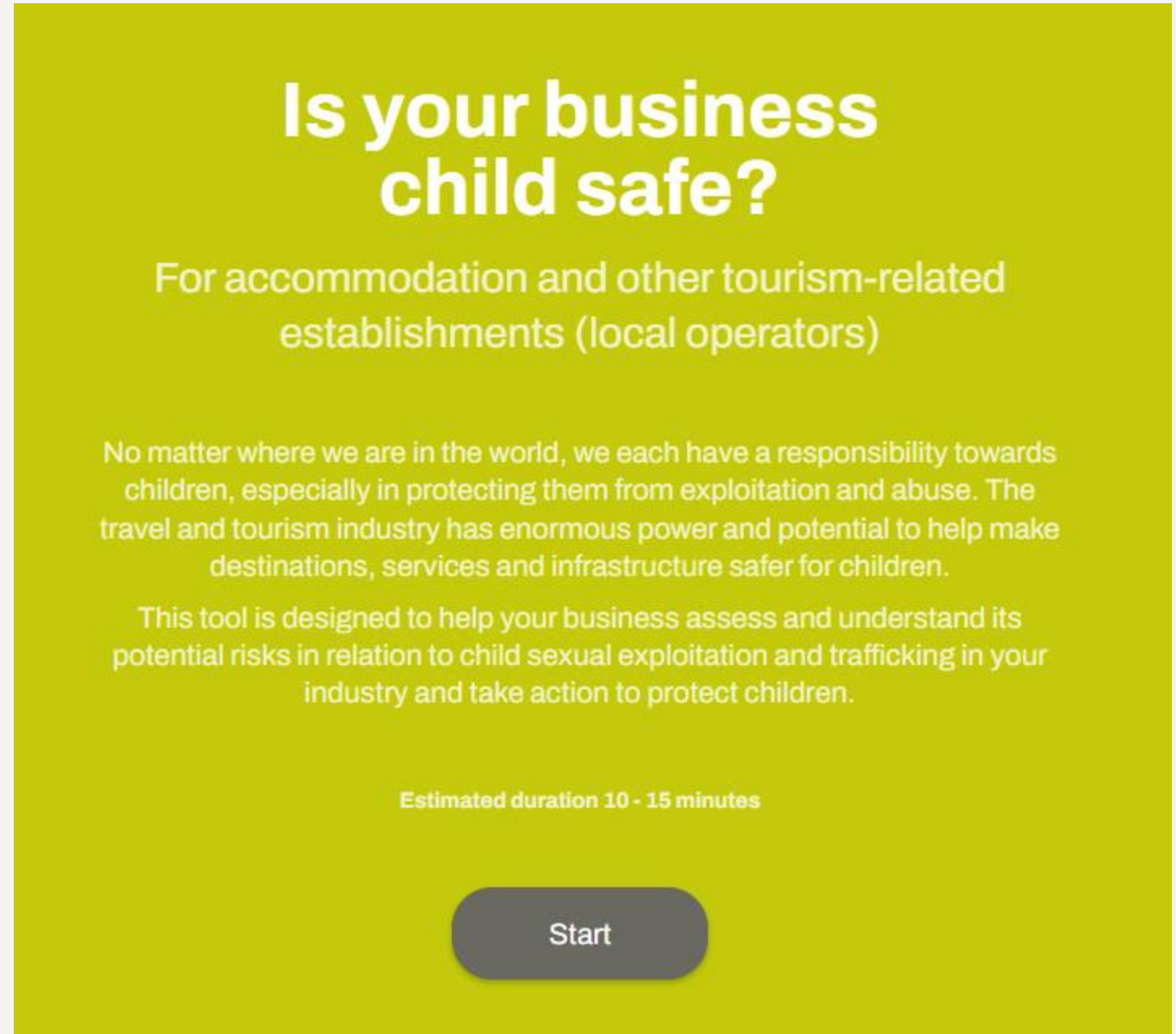
Marriott implements an ongoing risk management process to identify, mitigate, and prevent relevant human rights risks. Marriott's Internal Audit department coordinates an annual Enterprise Risk Assessment process through which senior leadership identify the top business and emerging risks facing the company. One of our procurement services providers and a nonprofit environmental group conduct risk and opportunity assessments, which include potential child and forced labor risks, and identify potential products for responsible sourcing efforts. We also work collaboratively with peers and industry associations, including the Sustainable Hospitality Alliance and World Travel and Tourism Council, to identify human rights issues that affect our industry. Through these risk assessment processes, we have identified several human trafficking risks that affect our business operations and supply chains.

- **Sex Trafficking in Operations** – Traffickers may use hotels to sexually exploit victims. The anonymity hotels provide and the ability to move around on a nightly basis make it easier for traffickers to avoid detection. In some cases, traffickers or victims book hotel rooms while sex buyers cycle in and out. In other cases, sex buyers book rooms and the victims are brought to them. Victims may also loiter around the hotel or wait at a table or bar and solicit potential sex buyers while their traffickers watch nearby.

RISK ASSESSMENT EXAMPLE

The Code Online Risk Assessment for Accommodation Providers

Source: thecode.org/is-your-business-child-safe-accommodation/



The screenshot shows a landing page for a risk assessment tool. The background is a solid light green color. At the top, the title 'Is your business child safe?' is written in large, bold, white sans-serif font. Below the title, the subtitle 'For accommodation and other tourism-related establishments (local operators)' is written in a smaller, white sans-serif font. The main body of text is in a white sans-serif font and is centered. It consists of two paragraphs: the first explains the responsibility towards children in the travel and tourism industry, and the second describes the purpose of the tool. Below the text, the estimated duration 'Estimated duration 10 - 15 minutes' is displayed in a smaller white font. At the bottom center, there is a dark grey rounded rectangular button with the word 'Start' in white text.

Is your business child safe?

For accommodation and other tourism-related
establishments (local operators)

No matter where we are in the world, we each have a responsibility towards children, especially in protecting them from exploitation and abuse. The travel and tourism industry has enormous power and potential to help make destinations, services and infrastructure safer for children.

This tool is designed to help your business assess and understand its potential risks in relation to child sexual exploitation and trafficking in your industry and take action to protect children.

Estimated duration 10 - 15 minutes

Start

MEASURES



Action Points for Accommodation Partners



RECOMMENDED MEASURES (1/3)



Define roles and responsibilities

- Define the roles and responsibilities of staff at different hierarchical levels to implement measures to prevent and address harassment, abuse and exploitation.

Communicate effectively

- Ensure internal and external communication of company policies and expectations, incl. to employees, managers, guests, business partners, suppliers and service providers.
- Ensure accessibility of communication: which channels, language and wording is needed to effectively communicate the messages to the target audience?



E.g., designate an internal anti-harassment officer or working group

E.g., create leaflets or posters to display in frequented areas or rooms to proactively raise awareness among guests.



E.g., communicate your zero-tolerance policy to guests and business partners.

E.g., be explicit and precise in formulating your company's expectations from staff, guests and business partners.



RECOMMENDED MEASURES (2/3)



Train staff and business partners

- Conduct mandatory trainings for staff, managers and service providers to raise awareness of concerns related to harassment, abuse and exploitation.
- Ensure they are aware of their responsibility under company policy to respect and uphold people's right to freedom from harassment, abuse and exploitation.
- Be specific - adapt the training content to the different roles and responsibilities (e.g. on identifying sex trafficking and sexual exploitation).
- Make sure people know how to react in case of (potential) incidents and how to report them.
- Guests are not always right: protect employees that report incidents from negative consequences by superiors.
- Repeat the training at regular intervals as appropriate. Rely on internal and/or external expertise wherever needed.



E.g., individual online training courses as part of the staff onboarding process.

E.g., integrate the topic in your regular training and communication processes, such as townhall or team meetings, staff on-boarding etc.



E.g. annual interactive workshops to discuss and exchange experience on the topic and raise awareness among staff.

E.g., offer capacity-building sessions for business partners and suppliers / service providers.



RECOMMENDED MEASURES (3/3)



Track and monitor progress

- Define qualitative and quantitative indicators to monitor the effectiveness of the measures taken to prevent and address harassment, abuse and exploitation.
- Ensure a regular exchange with key stakeholder groups (e.g. staff, guests, service providers etc.) to gather feedback on their experiences.
- Make sure the exchange has a format where people feel comfortable to talk (e.g. anonymous survey, confidential bilateral conversations, group meetings etc.).
- Regularly review the effectiveness of the measures taken and adapt them where necessary.



E.g., include questions on harassment, abuse and exploitation in customer / employee satisfaction surveys.

E.g., integrate the topic in existing processes / conversation formats, e.g. bilateral employee meetings.



E.g. include monitoring in other regular review processes, e.g. annual sustainability or HR reporting.

EXAMPLE: TRACK AND MONITOR PROGRESS

Hilton Slavery and Trafficking Statement 2020

Definition of Goals, KPIs and monitoring of Progress to Date



PERFORMANCE INDICATORS

2030 Travel with Purpose Goals	KPI Updated each target year through 2030 to align with Hilton's Travel with Purpose Goals	Progress to Date
	Embed human rights in Hilton policies and governance	<p>Human Right Principles details company approach</p> <p>Code of Conduct includes commitment to respect human rights and to not having recruitment fees</p> <p>Responsible Sourcing Policy includes human rights</p>
Embed human rights due diligence across our global operations	100% hotels trained in anti-human trafficking by 2030, including all Hilton Team Members	<p>Signs of Human Trafficking (since 2017):</p> <ul style="list-style-type: none"> In 2020, 4,425 hotels (71%) trained one or more Team Members in a position of leadership on anti-human trafficking In 2020, 124,796 Team Members have taken anti-human trafficking e-learning trainings <p>These numbers should be taken in the context that many properties temporarily suspended operations during the year and numerous Team Member were furloughed due to the pandemic.</p> <p>Modern Slavery in Labour Sourcing (since 2018):</p> <ul style="list-style-type: none"> In 2020, 2,245 (91%) of the labour sourcing leaders in EMEA (General Managers, HR Directors, Procurement Leads, Directors of Finance) have taken the Modern Slavery training
	100% operating hotels and pipeline countries mapped against human rights risks and information embedded in operations and development processes	<p>Mapped 100% operating hotels and pipeline countries against 11 human rights risk indices</p> <p>Integrated Human Rights criteria in our annual internal Global Enterprise Risk Survey</p> <p>Conducted more than 100 country-level human rights reviews and developed action plans accordingly</p> <p>Developed human rights support material 38 owners on identified salient issues</p>

Source: <https://cr.hilton.com/wp-content/uploads/2021/06/Hilton-Slavery-and-Trafficking-Statement-2020.pdf>

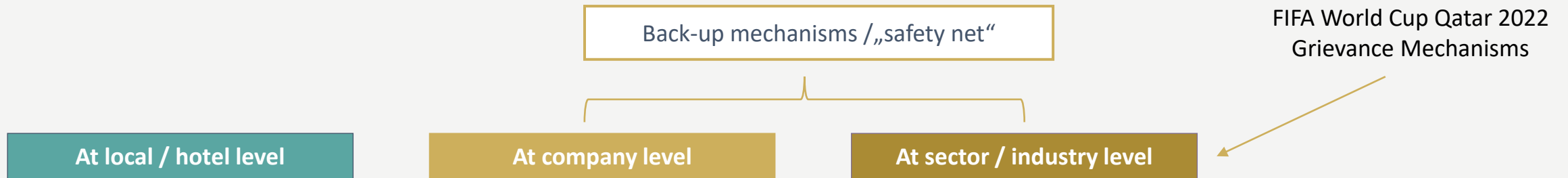
GRIEVANCE MECHANISMS

Receive Reports &
Ensure Access to
Remedy

WHAT IS A GRIEVANCE MECHANISM?

A grievance mechanism is a procedure (communication channel) that provides a formalized opportunity for a person to raise concerns in case of harassment, abuse and exploitation.

Type of mechanisms



ENSURING ACCESS TO GRIEVANCE & REMEDY

- Accommodation partners are expected to **ensure and promote access to grievance mechanisms** for people affected by (potential) cases of harassment, abuse and exploitation.
- In the case of justified complaints or actual negative impacts, accommodation partners should provide for or cooperate in their **remediation through legitimate processes**.



Examples of entry points
for reporting:

FACE TO FACE

ONLINE

PHONE NUMBER/HOTLINE

VICTIM-CENTRED APPROACH

Deal with incidents from a victim-focused approach. This means:

- The well-being of the victim is the main focus in seeking a solution.
- Do not blame the victim for causing or contributing to the incident that occurred.
- Zero tolerance: do not normalize or trivialize incidents of harassment, abuse and exploitation and do not seek excuses for unacceptable behaviours.

To protect the victim from further negative consequences, **ensure confidentiality** when handling complaints of harassment, abuse and exploitation.



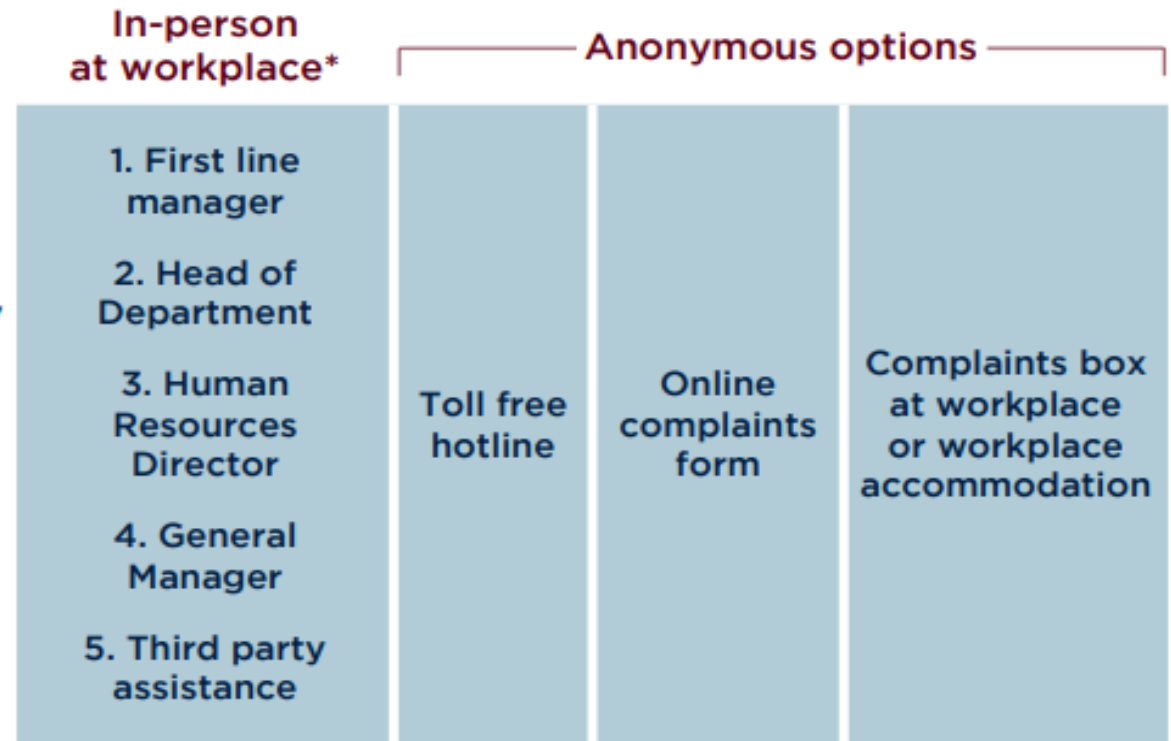
**ZERO TOLERANCE
FOR SEXUAL EXPLOITATION
AND ABUSE**



Stop, prevent, protect

KEY ELEMENTS OF GRIEVANCE MECHANISM DESIGN IN QATAR

Various entry points for complaints - including anonymous options



If FIFA official or accreditation-holder is involved as alleged perpetrator or victim:
 → Contact FIFA immediately

Initial assessment of complaint

Various options for resolution**



Source: <https://sustainablehospitalityalliance.org/resource/fair-recruitment-in-qatar/>

MANDATORY REPORTING OF INCIDENTS INVOLVING FIFA OFFICIALS / ACCREDITATION HOLDERS

Important

FIFA Officials and FIFA Accreditation Holders are covered by the FIFA Code of Ethics or / and the Safeguarding and Anti-Discrimination Code of Conduct.

If a FIFA official / accreditation-holder is involved in an incident:

→ Please contact immediately:

- FIFA event safeguarding manager on-site or
- FIFA representative from the ethics committee / disciplinary committee or
- FIFA representative from the human rights department



FIFA WORLD CUP QATAR 2022 GRIEVANCE MECHANISM FOR WORKERS / HOTEL STAFF

Enforcement of Workers' Welfare Standards in the hospitality sector

The SC's **Workers' Welfare Standards** (WWS), are a set of mandatory requirements developed to ensure the health, safety and wellbeing of workers across the FIFA World Cup 2022™ project. They are applicable and enforced for all contractors and Other Contracting Parties (OCPs) working in the construction of SC stadiums and training sites that will be used for the tournament. The WWS have been extended to other services associated with the tournament such as hospitality, security and logistics, ensuring that all workers involved in delivering the tournament have the same high levels of protection.

Grievance mechanisms include:

- Workers' Welfare Forums
- Workers' Welfare Officers
- Grievance Hotline



FIFA WORLD CUP QATAR 2022 GRIEVANCE MECHANISM FOR VISITORS / GUESTS

The screenshot shows the reporting interface. On the left, a vertical label reads 'BKMS® INCIDENT REPORTING'. The top left features the 'FIFA WORLD CUP Qatar 2022' logo, and the top right features the 'FIFA' logo. A language dropdown menu is set to 'English'. The main content area is divided into two columns. The left column contains a 'Submit report' button for first-time users and a 'Login' button for returning users, with a link for 'Information about submission via telephone'. The right column contains a 'Dear visitor,' greeting, a welcome message, and a paragraph about FIFA's commitment to human rights.

Submit report

Login

Information about [submission via telephone](#)

English

Dear visitor,

Welcome to this platform that offers you the opportunity to alert us to potential incidents of human rights violations related to the FIFA World Cup Qatar 2022.

FIFA touches the lives of millions of people all over the world. Through its competitions, such as the FIFA World Cup Qatar 2022, FIFA generates jobs and investment in infrastructure, promotes the values of equality and fairness and strengthens social bonds among people and countries.

With such a great impact comes responsibility. FIFA recognises its obligation to uphold the inherent dignity and equal rights of everyone affected by its activities.

Access the incident reporting page through the QR Code:



ENSURING ACCESS TO GRIEVANCE & REMEDY



Action Points for Accommodation Partners

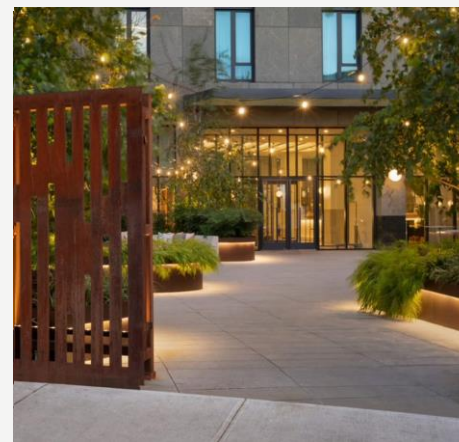
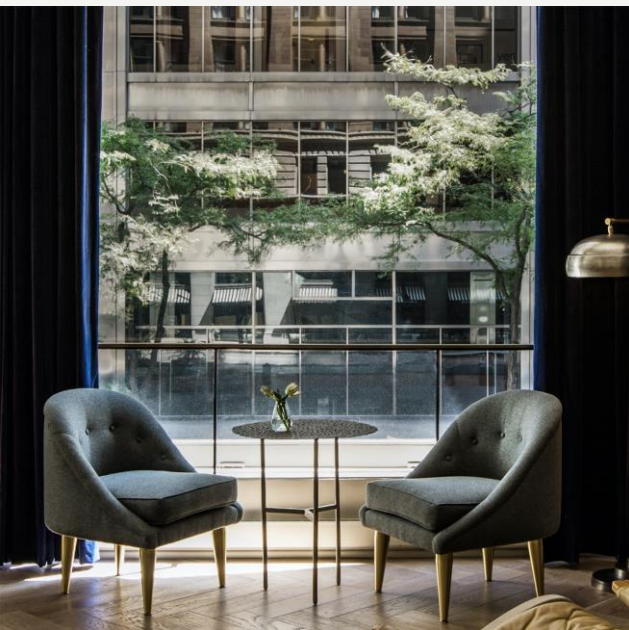
1 Establish Grievance Mechanisms	2 Raise Awareness	3 Ensure Accountability & Non-Retaliation
<p>Provide employees and customers with the ability to safely report complaints (incl. anonymously) in case of harassment, abuse and exploitation.</p>	<p>Raise awareness of internal and external mechanisms, such as the FIFA World Cup Qatar 2022 Complaints Mechanisms for visitors and hotel staff and the company-based (internal) mechanisms.</p>	<p>Hold employees, guests and business partners accountable if they engage in harassment, abuse and exploitation.</p> <p>Take all necessary measures to make sure that people who report an incident will not suffer retaliation (e.g. ensure confidentiality in handling complaints).</p>

HOTEL PEER LEARNING

Best Practice Exchange - InterContinental

IHG[®]

HOTELS & RESORTS





Mohamad Azakir
Director of Human Resources
InterContinental Doha Beach & Spa
and
Area Director of Human Resources
IHG – Lebanon and Qatar

10-MINUTES TRAINING

Sexual Exploitation and Human Trafficking

Format:

- PDF file back to back printing.
- Contains bullet points information.
- Short enough to be covered during operational/pre-shift briefings.

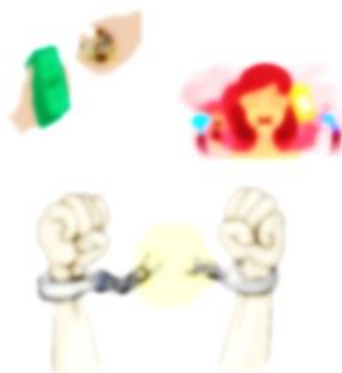
Contents:

- Introduction and definition of the criminal activity, what constitute the activity and vulnerability.
- Due diligence for labour companies.
- Impact and risks of criminal activity on the business.
 - Safety, Reputation, Financial Loss and Legal
- Signs of the criminal activity that hotel employees should look out for.
- Know what to do if witnessed a criminal activity.
- Quiz to test knowledge/understanding.

Process:

- Different topics as per Risk & Safety calendar.
- Carried out by either the Section Head or Supervisor during the briefing.
- Each colleague is given a copy to answer the quiz and sign.
- Compiled by Departmental Trainers and submitted to the L&D Department for filing.

HUMAN TRAFFICKING AND SEX EXPLOITATION OF CHILDREN



This programme addresses the importance of being watchful and alert for human trafficking activities related to Sex Exploitation of children and Labor Trafficking.

Target Audience
All Employees

PLEASE READ & PRINT AS REQUESTED BELOW

Today, I participated in a training programme designed to help prevent Human Trafficking and Sex Exploitation of Children at the hotel. I agree to observe and follow the written practices described in this e-learning, understand that I have any further questions regarding the programme or any security issue, should ask my Supervisor.

1. Your Name

2. Your Department

3. Your Supervisor's signature

4. Your Quiz score

Please cut along the right-hand side and give the completed section back to your Supervisor. You will observe it when training the



Please turn over for important information

The Quiz	True	False
Human Trafficking is a criminal activity in which human beings are coerced, forced, or deceived into an exploitive situation for another person's monetary gain.		
One sign of human trafficking is enough to alert Law enforcement.		
Signs victims of labor trafficking might show include being disoriented, have no possession or identity documents.		
There are no legal risks of human trafficking happening at the company's property.		
Employees can confront a victim of human trafficking and help her run away.		
Hotels are considered anonymous & low risk for traffickers to conduct their business from.		
Human trafficking only happens in locally owned motels and does not happen in Luxury chain establishments.		
Your role is to alert management of any human trafficking suspicions and take notes about the incident.		



Please turn over for important information

YOU NEED TO KNOW

The most serious and difficult issues employees must confront is human labor or sex, including the commercial sexual exploitation of children.

Trafficking is a criminal activity in which people are coerced, forced, or deceived into the situation for another person's gain. There are two forms of human trafficking which include the sexual exploitation of children and sex which include individuals engaged in or forced labor or services.

Hotels can find it hard to believe that trafficking can happen at their properties, exploitation occurs across a variety of properties from locally owned motels to establishments. It only takes one case offering to be uncovered in a property but consequences for the business.

Trafficking incurs many risks to the staff. Human trafficking is often connected to crimes including drugs and violent crime can jeopardize the safety of the hotel employees.

If a human trafficking case was in the news, this can cause our staff and guests to lose trust in our company's property's reputation. Property's bottom line can be impacted by publicity, legal fees, and business loss.

Our state and local laws could hold the hotel for trafficking that occurs at their

5. Victims of human trafficking come from all backgrounds and can be women, men, and children. People living in poverty or homeless youth are the targets. Victims can be lured through the promise of work, school or even sold to traffickers by their family.

6. Traffickers think that hotels are anonymous and low risk, so they might check into a hotel and conduct their operations from out of rooms.

7. Signs of sex trafficking for hotel staff to look for include trafficker pays for the room or cash for one day at a time and requests isolated private rooms or close to an exit, rooms are frequently visited by men, hotels on site or no housekeeping, excessive orders of drinks and alcohol, seen with many young persons or children exhibiting signs of trafficking. Alcohol is ordered for guests who appear to be under age, does not leave the victim alone or let them speak or control money or identification, distressed or security personnel and avoids areas with cameras.

8. Signs victims of labor trafficking might show include being disoriented, have no possession or passports or identity documents, fearful and avoid of authority figures, avoid of receiving their immigration status, avoid communication or eye contact, have few belongings, malnourished or injured at different stages of housing.

9. One sign on its own does not indicate human trafficking. Use your professional judgement to assess the situation but make sure to report any suspicions to management.

10. You should never get directly involved in a suspected human trafficking situation, and do not confront the victim or the trafficker because that would put you, the hotel staff and the guests at risk of violence or may lead for the trafficker and the victim to run away. Your role is to alert management of your suspicions and to take notes of their descriptions, names, dates, times of the incidents, and vehicles information if any.

11. Management employees should become familiar with the signs of human trafficking. The reality of the situation and indicators should be evaluated when considering alerting any law enforcement. Once the situation of human trafficking is reviewed, alert law enforcement and your area or corporate representative. Employee support to employees reporting the suspicious incident and make them comfortable.

12. When dealing with labor companies, management should make sure they are authorized to do business in the country and that they adopt similar standards with their employees.



Try our Quiz on the next page to see how much you know about

Human Trafficking and Sex Exploitation of Children

Other Practices ...

To Prevent Sexual Exploitation

Introduction:

- Certain areas around the hotel are more prone to sexual exploitation either due to the nature of the services provided, limited visibility areas, less frequented areas, privacy.

Examples:

- Spa Areas, Locker Rooms in the Health Club, Public Toilets, Guest Rooms or Residence Suites, Bars and Night Club.

Hotel Practices to Safeguard Employees:

- Male Attendants are assigned for the gents lockers and male public toilets.
- No in-room massage services.
- In room dining delivered by male colleagues.
- In case an employee must enter a guest room to attend to any calls, complaints, others, always accompanied by a Security Supervisor or Security Officer.
- Buddy system for Housekeeping services (Hotel and Residences).
- Housekeeping Attendants leaves the guest room door open, blocked by the trolley. No cleaning is done as much as possible in the presence of a guest/s.
- High visibility of Security Officers and Bouncers in all bars and night club.

Fostering a Speak Up Culture



Escalation Matrix

Anonymous Ethics Hotline

You said it, We did it!

"You share, We care" – QR Code



GMs Round Table Meetings
Town Hall Meetings

FURTHER SUPPORT

List of Tools & Guidance Materials

LIST OF TOOLS AND GUIDANCE MATERIALS

**focus
right**

**PREVENTION OF HARASSMENT, ABUSE AND
EXPLOITATION IN INTERACTIONS WITH GUESTS**

**List of Tools, Guidance Materials and Background
Information for FIFA World Cup Qatar 2022™
Accommodation Partners**

About

The following list of tools and guidance materials supports FIFA World Cup Qatar 2022™ accommodation partners to respect human rights in their own operations and business relationships, in particular with regards to the prevention of harassment, [abuse](#) and exploitation in interaction with guests.

The materials can be used as a reference to develop internal policies, trainings and awareness raising activities – making sure effective measures are in place to make respect for human rights a reality.

focusright Ltd., October 2022

**focus
right**

**PREVENTION OF HARASSMENT, ABUSE AND
EXPLOITATION: TOOLS & GUIDANCE FOR
ACCOMMODATION PARTNERS**

Name	Type	Author & Description	Link
Prevention of Harassment, Abuse and Exploitation in Interactions with Guests	Webinar Slides	focusright ; slides from the online capacity-building session on the prevention of harassment, abuse and exploitation in interactions with guests for FIFA World Cup Qatar 2022 Accommodation Partners.	insert
Doing Business with respect for human rights	Online Guide	Global Compact Network Netherlands, Oxfam & Shift ; This comprehensive guide equips readers with practical advice and real-life examples from companies and their stakeholders on doing business with respect for human rights.	Link
Know How Guide: Human Rights & the Hotel Industry	Guide for the hotel industry	International Tourism Partnership ; High-level introduction to human rights for the hotel industry – what human rights are, the context of the hotel industry, steps to implement the UN Guiding Principles and resources for further reading.	Link
Promoting Fair Recruitment and Employment	Guidance Tool for Hotels in Qatar	ILO ; This Guidance Tool is intended to help hotel companies in Qatar promote labour rights and fair recruitment in their business practices. In particular, the following chapters are relevant: Chapter 1.1 Developing Company Policies; Chapter 3.1 How to Design a Company Grievance Mechanism.	Link
Ending violence and harassment in the world of work	Online Guide on ILO Convention No. 190	ILO ; See Chapter 5: The role of employers in prevention of and protection from violence and harassment.	Link
Hospitality Toolkit – End Human Trafficking	Toolkit to inform and educate employees	Blue Campaigne (US-DHS) ; toolkit with tips and resources that can help you inform and educate your employees about human trafficking. It includes posters of human trafficking warning signs for four groups of employees : Hotel Staff; Housekeeping & Room Staff; Concierge; Front Desk & Security; Food & Beverage Staff	Link

Name Type Author & Description Link

Prevention of harassment, [abuse](#) and exploitation in interactions with guests: tools & guidance materials 1

THANK YOU!

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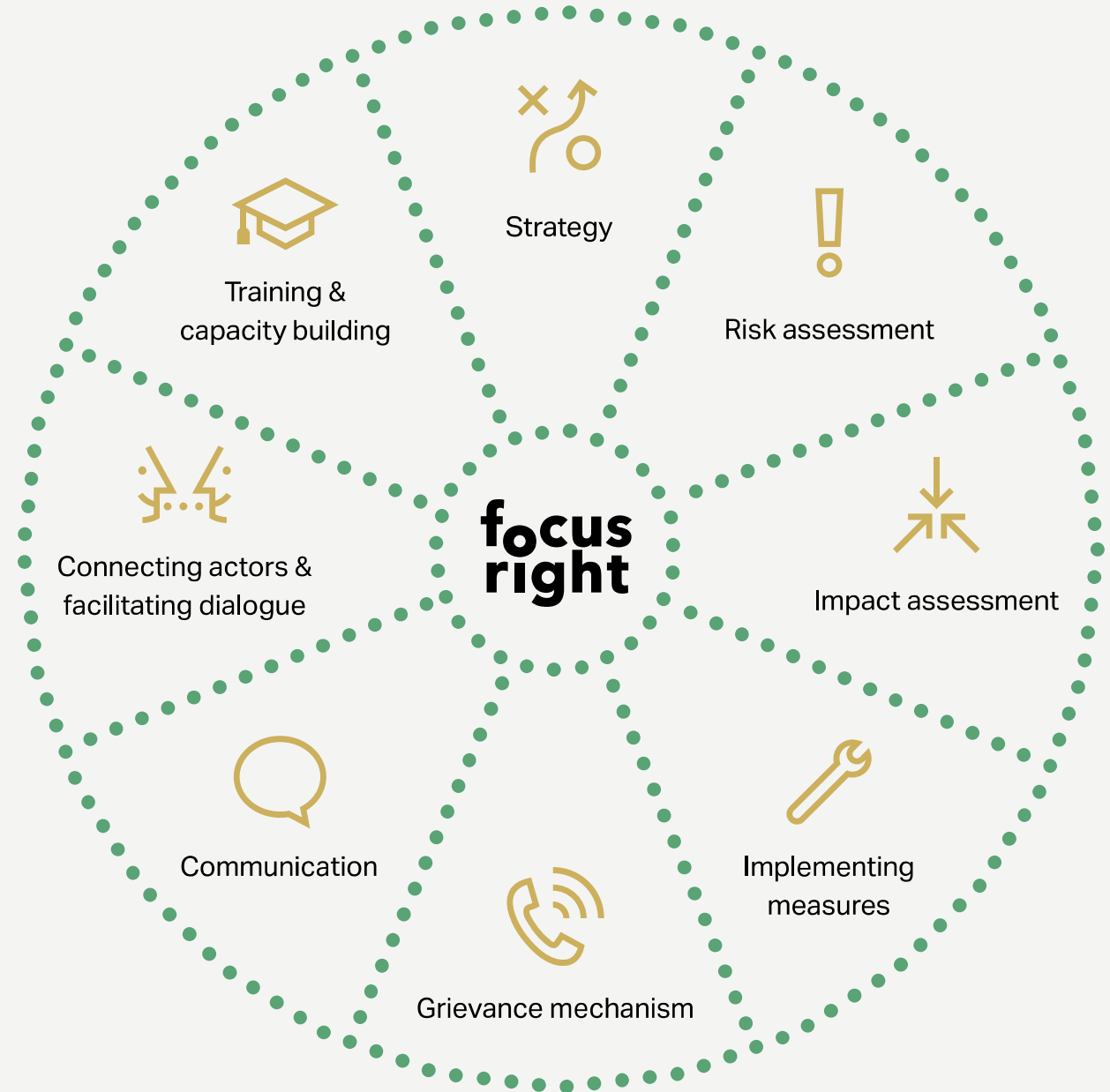
**focus
right**

ABOUT FOCUSRIGHT

focusright supports companies in identifying human rights risks and their impacts in their operations and value chains and in developing solution strategies.

We advise companies on their human rights due diligence process and corporate responsibility strategy by offering the following tailor-made services:

More information: www.focusright.ch





FIFA WORLD CUP
Qatar 2022



Q&A

Please write your question in Q&A section



FIFA WORLD CUP Qatar 2022™



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