



UEFA WORKING GROUP ON HUMAN AND LABOUR RIGHTS

Site Visit Summary – 09-10 December 2021

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1. Working group and site visit objectives

The aim of the working group is to ensure one united and aligned voice for the European football association and provide commitment and leadership to ensure the respect of Human Rights, and specifically Labour Rights, related to the 2022 WC Qatar.

Ahead of this second site visit in December 2021, the working group had held four meetings, on the following dates:

- 17 May 2021, Online
- 1 June 2021, Online
- 10 July 2021, in person, hosted in London
- 24 August 2021, in person, hosted in Doha
- 21 October 2021, Online
- 29 November 2021, Online

The December site visit aimed to continue the gathering of information about developments in Qatar through discussions and exchanges with authorities, institutions, and individuals. In this, the organisations involved presented their work and key areas of expertise, followed by discussion and exchange on critical questions brought forward by the UEFA working group. The main topics which were discussed included:

- Labour rights
- Freedom of the press
- Fan engagement and tournament involvement
- Anti-discrimination, in particular women's rights and LGBTQI+ safety and inclusion
- Human rights due diligence checks throughout the supply chain

The group's visit to Doha also looked to widen the scope of interaction with additional active parties. This included potential new discussions concerning migrant workers in the hospitality industry, a sector which is coming more to the fore as the tournament approaches given infrastructure and construction projects are being finalised.

The visit also focused on collecting more detailed information to enable the exploration of the legacy aspect of the tournament. Conversations were held around the existing legacy plans of the country and the institutions involved. This, to understand how European football association can contribute to these, ensuring that the positive developments that have taken place will endure after the tournament.

2. Delegation

The visit was attended by the following delegation:

- **Robert Breiter**, General Secretary of the Swiss Football Association (representing Dominique Blanc, President)
- **Gijs de Jong**, Secretary-General of the Royal Netherlands Football Association
- **Anders Hasselgård**, Head of International Development Cooperation of the Football Association of Norway
- **Jakob Jensen**, CEO of the Danish Football Association
- **Edleen John**, Director for International, Corporate Affairs and EDI at the English Football Association (representing Mark Bullingham, CEO)
- **Håkan Sjöstrand**, Secretary General of the Swedish Football Association
- **Terje Svendsen**, President of the Football Association of Norway
- **Tobias Tibell**, General Counsel of the Swedish Football Association
- **Ben Weinberg**, Social Responsibility and Supporter Relations of the German Football Association (representing Heike Ullrich, Vice General Secretary)
- **Nodar Akhalkatsi**, FIFA Director Member Associations Europe
- **Andreas Graf**, FIFA Head of Human Rights & Anti-Discrimination

UEFA representatives on site:

- **Michele Uva**, UEFA Director of Football and Social Responsibility
- **Emily Shaw**, UEFA Head of Executive Office
- **Laura Piccolo**, UEFA Diversity and Inclusion Coordinator

The following individuals joined the meetings virtually:

- **Marco Casagrande**, General Secretary of the Finnish Football Association
- **Ekaterina Fedyshina**, Deputy CEO of the Football Union of Russia
- **Thierry Favre**, UEFA Deputy Director of National Associations
- **Sara Holmgren**, UEFA Diversity and Inclusion Expert

3. Meeting arrangements

Organisations and institutions represented

- Amnesty International
- Builder and Woodworkers International (BWI)
- Fédération Internationale de Football Association (FIFA)
- International Labour Organisation (ILO)
- Embassies:
 - Embassy of the Kingdom of The Netherlands in Qatar
 - Embassy of Norway in Abu Dhabi
 - Embassy of Switzerland in Qatar
- Ministry of Labour, Qatar
- Ministry of Foreign Affairs, Qatar
- National Human Rights Committee, Qatar
- Supreme Committee for Delivery and Legacy (SC)
- Qatar Football Association (QFA)

Agenda

Date	Time	Activity
09.12.2021	10:00-10:45	Visit opening and run-through of 2 days
	11:00-12:00	Meeting with the QFA and SC : 1 year to go and legacy plans, including focus on freedom of press
	12:00-12:50	Worker's welfare in the hotel sector, Andreas Graf (FIFA) and Mahmoud Qutub (SC)
	14:00-14:45	Meeting with Qatari authorities, Ministry of Labour
	16:15-17:00	National Human Rights committee : 1 year to go and legacy insights
	17:20-18:05	Meeting with Qatari authorities, Ministry of Foreign Affairs
10.12.2021	09:30-10:00	Day-2 opening, debrief day 1, UEFA working group brief
	10:00-10:45	BWI : 1 year to go and legacy updates
	11:30-12:30	Embassy insights
	12:30-13:30	ILO : Due diligence workshop, changing demographics, and legacy updates
	13:30-14:00	FIFA : 1 year to go and legacy plans
	15:00-15:30	Amnesty International : NA due diligence recommendations
	15:30-17:00	Organisation conference
	17:00-18:00	Debrief of day 2 and full visit
21:00	Departure for Arab cup match	

4. Key findings

The site visit provided a strong follow-up to the first meetings held in Qatar in August 2021. While increasing the scope of the organisations and institutions that the UEFA Working Group met with, this visit also ensured that discussions were further detailed about key concerns as well as better understanding concrete plans around direct impact and the potential legacy within the country.

The five main topics of discussion ([outlined in section 1 of this report](#)) provided the following findings:

Labour Rights: Implementation of reforms and enforcement of laws

Implementation of legal reforms remains a concern for many organisations actively working on human rights in the region. While the workers contracted directly to the tournament can rely on structure and procedures of monitoring set by the SC, there are still cases reported where employers do not agree and act to implement the changes defined in the reforms.

To look at impacting this, the meetings enabled dialogue on how football, UEFA and the National Associations can engage in making these reforms a reality for the migrant workers across the country. In this, due diligence work, support of workers welfare centers/platforms and work with joint committees were mentioned as concrete actions.

Freedom of the press

Discussions were held around the recent case of the Norwegian journalists who had been arrested in Qatar, the legal reasons for this as well as the concerns around the treatment of these individuals once arrested.

The SC and FIFA ensured the group that media and journalists will be able to perform their work in Qatar without limitations to freedom of press. The need for correct permits will however remain, as will the laws on trespassing.

Regarding the procedures and treatment during the arrest, these are to be reviewed, and the SC will ensure that the UEFA Working Group is informed about the progress around this and will follow-up, should the information not be proactively shared.

Fan engagement and tournament involvement

While the discussions around information-sharing and due diligence aspects are mostly focused on national football associations, the importance of also engaging further with qualified national teams and their fans was highlighted.

From understanding the country culture to ensuring that fans and all involved in the tournament have access to information about the organiser's procedures for reporting incidents of discrimination – enabling access to this information will be critical well in advance of tournament kick-off. While focusing on tournament specific information, this also offers the opportunity for clarification on aspects of human rights, the work done, and the progress in the country.

The UEFA Working Group, the ILO and FIFA agreed to all make efforts to ensure information is openly available and that communications highlight progress in the country.

Anti-discrimination, in particular women's rights and LGBTQI+ safety and inclusion

The topic of gender inequality was more prevalent as dialogue regarding migrant workers expanded beyond those in the construction sector. As members of the group met with workers from a wide scope of industries, the progress in the country was reflected, but with the note that this differs widely in implementation across sectors. The domestic sector was identified to be lagging behind, and women were reported to be in a high need of support against abuse and mistreatment.

This highlighted the need for access to support through centers/platforms where the migrant workers can go and learn about their rights and get support for remedy. The information about such support also needs to be shared widely.

On the topic of sexual orientation and LGBTQI+ safety and inclusion, the topic was discussed in meetings and the focus of this predominantly in relation to fans. The organisers ensured the group that there should be no safety concerns for anyone and asserted that LGBTQI+ individuals and groups should, as all, feel welcome to enjoy the tournament and the country.

In these discussions, it was highlighted that respect needed to go both ways and that international guests should also respect the culture of the country. The reality is that public displays of affection are not part of Qatari culture irrespective of sexual orientation.

Human rights due diligence checks throughout the supply chain

For workers' welfare and human rights the work directly connected to the event, contracted by FIFA and the Supreme Committee are held to standards above the legal parameters and this expectation set the benchmark even before reforms were official in the country. However, many other sectors are lacking behind, and there is still some exploitation of migrant workers so it is key to be aware of where due diligence work can have a further impact.

With the work of the SC and ILO increasing the efforts within the hospitality industry, it is important that this also includes the full supply chain, as hotels can have a big section of its workforce sub-contracted (e.g., security, gardeners, cleaners, etc.). The SC has already supported NA's with briefings around such audits.

Due diligence should therefore not only target the management of hospitality providers, but also that of their supply chain. This can be done by interaction not only with the management, but workers' representatives.

Joint committees have proven to be a good vehicle for such engagement, comprising elected workers' representatives, and often representing the full supply chain.

Further to the five main topics discussed there was, in addition, a consistent focus on **legacy** which was also identified by the UEFA Working Group as a key finding of the visit. Throughout meetings and discussions, the importance of not only impacting the situation for the tournament, but also leaving a lasting legacy remained a positive point in common between the organisations and institutions throughout their work.

Whether referring to legislative reform, or the implementation of joint committees, the UEFA Working Group will keep to the objective of identifying and sharing information and tools for European football associations to impact the legacy aspects in Qatar. Additional visits to Qatar will also remain part of the plan for the UEFA Working Group, ensuring continued engagement post tournament.

Open points

Some points still require clarification in future exchanges and meetings including: the workers foreseen situation during the tournament; responsibility and outlines of legacy work past the mandate of the Supreme Committee (SC); the procedures connected to journalist/media arrests, their rights, and the support available.

5. Recommendations and next steps

Recommendations

Based on the input and discussions within the visit, the UEFA Working Group has defined the following recommendations to UEFA and the European Football Associations:

1. The UEFA Working Group will arrange a meeting with NAs, specifically targeting qualified NAs, to share and discuss the insights obtained during the site visit.
2. A European exchange session should be arranged, with participants of all 55 NAs, providing a platform for interaction with key stakeholders like the SC, ILO and BWI, and bringing discussions on these key topics to the wider European football community.
3. NAs and qualified teams should perform due diligence activities focused on the full supply chain with all foreseen providers in Qatar.
4. Reports of the visits should be made available to the public, for full transparency.

Next steps

Following the recommendations, UEFA and the Working Group will ensure all European NAs have access to the information collected during the site visit.

The UEFA Working Group will continue meeting on a regular basis and will also plan the third site visit to Qatar, which is currently set to take place in the spring of 2022.

6. Conclusion

The site visits in Qatar provide a strong opportunity for the delegation to collect direct insight into the systems and the work taking place on the ground, which enables better insight into the impact of Qatar hosting the 2022 World Cup.

The UEFA Working Group and UEFA agree that site visits are of absolute importance for gaining a better understanding about the situation, the development, and the challenges regarding human rights in Qatar. These visits also ensure that relevant information can be reviewed with the organisers, other organisations involved in the work, as well as with local authorities in a forum where questions can be raised and answers can be challenged and discussed.

Though this second visit marked one-year ahead of the FIFA 2022 World Cup in Qatar, it also highlighted the longer-term impact that work on reform implementation can have in the country and region for years to come. It also provided the foundation for the exploration of the possible legacy of football associations, ensuring human rights related due diligence becomes a consistent procedure in all events and tournaments.

UEFA and the Working Group thank the SC for their efforts in supporting the arrangements for meetings and logistics throughout the visit and appreciate all organisations, ministries and tournament colleagues taking the time to meet with the delegation in Doha. An additional thank you must go to the ILO, who in addition to contributing to discussions also supported further dialogue with migrant workers from different industries.



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