



Taking a leading role in ethical recruitment

Nearly 800 workers from STS Group are helping to bring the FIFA World Cup Qatar 2022™ stadiums to life. Working closely with the Supreme Committee for Delivery & Legacy (SC), the sub-contractor has shown strong commitment to implementing the Workers' Welfare Standards, ensuring all workers are protected every step of the way.

“We are a workforce supply company, our workers are our only assets. If you take care of their rights, everything else is taken care of,” said Sebtain Nasser, Human Resources and Operations Director at STS Group – a family-owned business, founded in 2004.

“Treat workers the way you want to be treated” is a philosophy he inherited from his father, and one that has helped the company implement and enhance welfare standards for its growing family of over 3,500 workers across SC and non-SC projects.

STS Group was appointed as a sub-contractor in 2017 to supply for the Lusail, Al Bayt, Ahmad Bin Ali and Education City stadiums. It was recently recognised by the SC for taking the lead in ethical recruitment, underlining the robust recruitment process that the company has adopted to protect workers from unscrupulous recruitment agents.

“A lot of times, workers get approached by unregistered agents, even after they have been interviewed by us. They are tricked into paying recruitment fees as they fear losing out on the opportunity. All workers are given helpline numbers to contact us immediately, so that we can assure them of our zero-fees policy. This is why we also regularly interact with workers before they leave their home countries, to ensure they haven't paid from their own pockets,” he says.

STS Group launched its zero-fees policy in March 2018. Since then, over 800 Indian and Bangladeshi workers have arrived in Qatar without paying recruitment fees. For those recruited prior to that, the company has committed to applying the SC's Universal Reimbursement Scheme and repaying 790 workers in monthly instalments.



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Sebtain Nasser
Human Resources and Operations Director, STS Group

“Workers are always happy to earn extra money, especially money that they were not supposed to lose in the first place. It's always a good feeling to receive something unexpected,” says Sebtain.

STS Group recognises the significance of establishing an open and frank dialogue with its workers to build an environment of trust and boost employee morale. Sebtain works closely with Worker Representatives – elected by workers to bring issues to attention of the Workers' Welfare Forum, the SC's flagship grievance mechanism.

The Forums are held every month, as required under the SC's Standards. “We also have a direct line of communication with all the Representatives, with one from each department. When a worker raises a grievance, the Representative can record it and share it within the wider group. The necessary department can immediately respond and resolve the matter. It's simple and quick.”

With less than three years to go until the Middle East's first ever FIFA World Cup™, Sebtain is hopeful that the event will establish a legacy of enhanced working conditions across the country. “Workers would benefit greatly if the Standards were adopted as the norm. A lot of organisations have welfare standards, but you need to ensure these best practices are enforced – just as they are by the SC,” he says.