

Workers' Welfare

# WORKERS' WELFARE STANDARDS

Edition 2

[www.sc.qa/workerswelfare](http://www.sc.qa/workerswelfare)





## Supreme Committee For Delivery & Legacy Workers' Charter

The Supreme Committee for Delivery & Legacy (SC)'s vision is the successful delivery of a historic FIFA World Cup™ in alignment with national plans and with a lasting impact on the country and the world.

The SC firmly believes that all workers engaged on its projects, and those of the other infrastructure developers in Qatar, have a right to be treated in a manner that ensures at all times their wellbeing, health, safety and security.

The SC affirms that all contractors and sub contractors engaged in the delivery of its projects will comply with the principles set out in this Charter as well as all relevant Qatari laws. These principles will be enshrined in SC's contracts and will be robustly and effectively monitored and enforced by SC for the benefit of all workers.

Compliance with this Charter and all relevant Qatari laws will be a prerequisite to the selection and retention by the SC of its contractors and sub contractors. The SC is **committed**, and shall **require** its contractors and sub contractors, to **adhere** to the following principles in their treatment of all workers:

- **Health and Safety** – foster and actively encourage a world class health and safety culture;
- **Employment Standards** – comply with SC's required employment standards and all relevant Qatari laws;
- **Equality** – treat all workers equally and fairly, irrespective of their origin, nationality, ethnicity, gender or religion;
- **Dignity** – ensure that workers' dignity is protected and preserved throughout their employment and repatriation;
- **Unlawful Practices** – prohibit child labour, forced labour, and human trafficking practices;
- **Working and Living Conditions** – create and maintain safe and healthy working and living conditions;
- **Wages** – ensure that wages are paid to workers on time;
- **Grievances** – prohibit retaliation against workers who exercise any rights deriving from SC's required employment standards or relevant Qatari laws;
- **Access to Information** – provide access to accurate information in the appropriate language regarding workers' rights deriving from SC's required employment standards or relevant Qatari laws; and
- **Training** – provide workers with training on skills necessary to carry out their tasks, including areas related to their health and safety.

**This Workers' Charter is our pledge to ensuring a lasting positive legacy on the wellbeing of workers in Qatar.**

**Hassan Al Thawadi**  
Secretary General  
Supreme Committee for Delivery & Legacy

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# 01 | Definitions



**Accommodation**

Means any accommodation or housing provided by or on behalf of a Contractor to its Workers which is dormitory style and/or contains commonly shared living facilities.

**Accommodation Site**

Means any site where Accommodation is located.

**Annual Leave**

Means for Workers in service less than five years, a minimum of three weeks' paid annual leave and for Workers in service more than five years, a minimum of four weeks' paid annual leave.

**Basic Wages**

Means the monetary consideration given to a Worker in return for their service under the terms of their Employment Contract, which amount is used as a basis from which overtime and benefit calculations (including the payment of leave) are made.

**Basic Working Hours**

Means the basic working hours of a Worker not exceeding eight (8) hours per day and forty-eight (48) per week except during the Holy month of Ramadan when the basic working hours shall not exceed six (6) hours per day and thirty-six (36) hours per week, with a rest interval of not less than an hour and a half per day.

**Construction Site**

Means the location, layout and boundaries of a Project as identified in the relevant Contract.

**Contract**

Means the contract between the SC and the Contractor of which these WW Standards form a part.

**Contractor**

Means the other party to a Contract with the SC.

**Employment Contract**

Means a contract between a Contractor and a Worker for the performance of work in the State of Qatar as may be amended from time to time in accordance with the Law and these WW Standards.

**End of Service Gratuity**

Means a gratuity payable to all Workers who have completed one or more years of service and which shall be calculated in accordance with the requirements of the Law.

**GEM**

Means the SC's Governance & Enforcement Manager, Workers' Welfare, or their nominee.

**H&S**

Means health and safety.

**HSE**

Means health, safety and environmental.

**HSE Manager**

Means the Contractor's HSE Manager Representative.

**Human Resources Manager**

Means the person acting or occupying the role of Human Resources Manager (or equivalent) for the Contractor.

**Immediate Family**

Means a person's spouse, siblings, parents, children, grandchildren and grandparents.

**Independent Monitor**

Means the independent external monitor appointed by the SC under paragraph 19 of these WW Standards.

**Law**

Means any applicable law, regulation, directive, decree, ministerial decision, ministerial order or guidelines issued in the State of Qatar, as may be amended and/or updated from time to time.

**Main Contractor**

Means the entity appointed as main Contractor on each 2022 World Cup™ Stadium Construction Site.

**Managerial Staff**

Means employees of the Contractor who have the authority to hire, discipline or terminate the employment of Workers and to represent the Contractor internally or externally.

**MOADLSA**

Means the Ministry of Administrative Development and Labour and Social Affairs in Qatar.

**Original Offer of Employment**

Means an offer of employment, issued by or on behalf of the Contractor or an Other Contracting Party, to a candidate Worker in their country of origin and/or prior to their arrival in the State of Qatar.

**Other Contracting Parties**

Means any subcontractor, consultant, labour supplier or Recruitment Agent to a Contractor.

**Overtime Wages**

Means a rate of not less than the Basic Wage plus 25%.

**Overtime Working Hours**

Means any working hours exceeding the Basic Working Hours worked by a Worker with their consent, provided that the overall working hours do not exceed sixty (60) hours in the week on average unless the overtime work is necessary for the prevention of gross loss or dangerous accident or for the elimination of consequences of such a loss or accident.

**Permanent Accommodation Buildings**

Means purpose built Accommodation established on the Accommodation Site and designed for long-term existence.

**Placement Fees**

Means any monies or fees paid to legalise employment in Qatar such as commissions, costs, or expenses paid for travel to Qatar, medical tests in Qatar, applying for a work permit and a residence permit in Qatar.

**PM**

Means the Project Manager appointed to provide project management services.

**PPE**

Means personal protective equipment.

**Prescribed Languages**

Means the languages of Arabic, Bengali, English, Tagalog, Hindi, Nepali, Tamil and Urdu.

**Program**

Means the construction of facilities by the SC and other all activities directly under the control of the SC associated with hosting the 2022 FIFA World Cup™.

**Project**

Means any project in relation to which Works or services are being undertaken by the Contractor for the SC under the Contract.

**PWF**

Means the Program Welfare Forum established under paragraph 17 of these WW Standards.

**PWWO**

Means the Project Worker Welfare Officer appointed under paragraph 14 of these WW Standards.

**QCS 2014**

Means Qatar Construction Specification 2014.

**Recruitment Agent**

Means any person or entity acting as an intermediary for the recruitment, selection and mobilisation of Workers for a Contractor.

### **Recruitment and Processing Fees**

Means any fees, costs or expenses charged by a Recruitment Agent or a Contractor in respect of a proposed Worker obtaining employment in the State of Qatar including any fees, costs or expenses related to medical tests, police clearances, recruitment advertisements, interviews, insurance, government taxes in the country of origin, pre-departure orientations, airline tickets and airport taxes and any fees, costs or expenses charged by the Recruitment Agent to recuperate any Placement Fees.

### **Request**

Means a request submitted under paragraph 19.5 of these WW Standards.

### **Rest Day**

Means a weekly paid rest day of at least twenty-four consecutive hours.

### **RFP**

Means a request for proposal which normally forms a part of the tender process for SC agreements.

### **SC**

Means the Supreme Committee for Delivery and Legacy an entity established under the laws of the State of Qatar pursuant to Emiri Decree No. 27 of 2011 as amended by Emiri Decree No. 3 of 2014.

### **Temporary Accommodation Buildings**

Means Accommodation established on the Accommodation Site for a defined period of time after which it is dismantled and removed, with the Accommodation Site returning to its original use or compatible alternative use.

### **Tenderer**

Means any person or entity submitting or intending to submit a tender, proposal or quotation (or similar document) to the SC.

### **Wages**

Means both Basic Wages and Overtime Wages.

### **Welfare**

Means protecting and preserving the dignity, safety, health, wellbeing and security of Workers through the entire employment cycle, including recruitment, mobilisation, transportation to and living and working in the State of Qatar, as well as the repatriation of Workers to their home countries.

### **Worker**

Means all paid employees (whether hourly, daily, monthly or otherwise and whether temporary employees or otherwise) or workers of the Contractor or any Other Contracting Parties used to perform any Works or services for the Program, regardless of their original date or purpose of recruitment.

### **Workers' Charter**

Means the document titled "The Supreme Committee for Delivery & Legacy Workers' Charter" adopted March 2013.

### **Works**

Means the work to be performed by the Contractor under a Contract.

### **WW**

Means Workers' Welfare.

### **WWF**

Means the Workers' Welfare Forum established under paragraph 16 of these WW Standards.

### **WWO**


Means the Worker Welfare Officer appointed under paragraph 14 of these WW Standards.

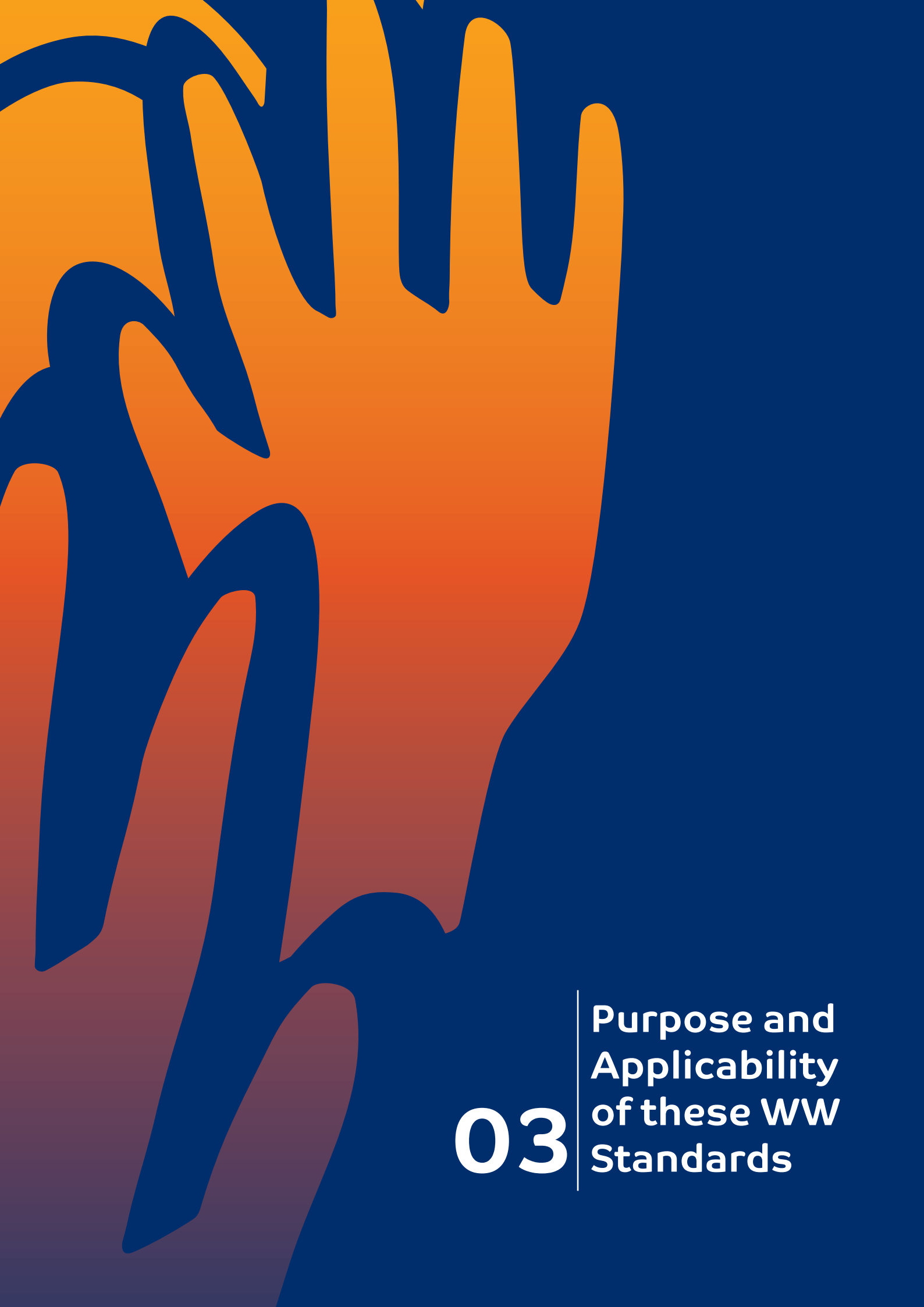
### **WW Standards**

Means this document entitled "SC Workers' Welfare Standards".




## 02 | Interpretation

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- 2.1 Any reference to “include” or “including” is without limitation.
  - 2.2 Unless otherwise stated, a reference to days is calendar days.
  - 2.3 Headings are for convenience only and do not affect the interpretation of these WW Standards.
  - 2.4 Any reference to gender is to both genders.
  - 2.5 Any reference to the singular includes the plural and vice versa.



03


Purpose and  
Applicability  
of these WW  
Standards

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- 3.1 The purpose of these WW Standards is to give effect to the principles and objectives of the Workers' Charter by setting out minimum mandatory requirements with respect to Workers to ensure that their welfare is maintained at all times.
  - 3.2 These WW Standards apply to all entities that undertake any Works or provide any goods and/or services in relation to the Program.
  - 3.3 A Contractor shall ensure the flow down to, and compliance with these WW Standards by its Other Contracting Parties, through its contracts and agreements with Other Contracting Parties, including the right of inspection and audit by the SC, the Independent Monitor and the MOADLSA. Each Contractor is responsible to undertake ad hoc audits on its Other Contracting Parties and ensure that the Other Contracting Parties undertaken and submit to the Contractor a monthly self-audit in accordance with paragraph 19.
  - 3.4 Under no circumstances shall compliance with these WW Standards by the Contractor or its Other Contracting Parties entitle the Contractor to any extension of time or additional compensation under the Contract.
  - 3.5 The Contractor must, in addition to complying with these WW Standards, comply with all requirements of the Contract, including all HSE policies and procedures incorporated within the Contract, and of Law, including QCS 2014.
  - 3.6 A Contractor shall be liable for any non-Compliance by its Other Contracting Parties with these WW Standards, as if such non-compliance was the non-compliance of the Contractor.




## 04 | Tendering Process



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- 4.1 To be considered for the provision of goods and/or services to the SC, Tenderers shall be committed to and demonstrate their commitment to the Welfare of Workers in accordance with the Workers Charter and these WW Standards.
  - 4.2 To submit a compliant proposal in response to any pre-qualification or tender activity of the SC, Tenderers must provide the information requested by SC within the relevant pre-qualification or request for tender documentation relating to the Tenderers' Workers' Welfare practices.
  - 4.3 For all pre-qualification and tender activities, Tenderers must sign and return with their proposal a Commitment Statement in the form provided in the RFP, which shall be substantially similar to the form at Attachment A.
  - 4.4 For tenders requiring the use of Workers to complete the contract scope, Tenderers will be required to provide the additional information set out within the RFP relating to its recruitment and accommodation arrangements, which shall be substantially similar to the form at Attachment B. Where the Tenderer is a joint venture, each joint venture party must provide the requested information. This information will be verified by the SC through an evaluation process, which shall include an inspection of the Tenderer's nominated Accommodation, and the results incorporated as part of the SC's technical evaluation report.
  - 4.5 Tenderers who are assessed by the SC as not compliant with the Workers' Welfare requirements of any prequalification or tender activity may be disqualified. Such basis for disqualification may include the failure to provide a signed Commitment Statement and/or failure of the Contractor's nominated Accommodation to meet a minimum level of compliance to the WW Standards. In cases where, as a result of the SC's tender evaluation, violations of Law are suspected or discovered the SC may also report the Tenderer to the relevant authorities.




# 05 | Contracting Process

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- 5.1 Once a Tenderer has been selected by the SC to provide goods and/or services to the SC and enters into a Contract, as a Contractor it shall implement all necessary rectifications and measures to improve the Welfare of its Workers and, at a minimum, meet the requirements of these WW Standards.
  - 5.2 The Contractor shall ensure its Other Contracting Parties implement any necessary rectifications and measures to be compliant with these WW Standards.
  - 5.3 The SC shall arrange workshops which shall be attended by relevant Contractor (and Other Contracting Parties) personnel including senior Managerial Staff, the WWO and the Worker Representatives to familiarise all parties with these WW Standards.



# 06 | Ethical Recruitment

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- 6.1 During the recruitment of Workers, particularly from overseas, the Contractor shall comply with all relevant Laws and these WW Standards to ensure the fair and ethical treatment of Workers.
- 6.2 The Contractor shall:
- (a) ensure that its Other Contracting Parties comply with all relevant Laws and these WW Standards during the recruitment of their Workers;
  - (b) treat all job applicants equally and fairly in providing access to employment, training and opportunities for promotion irrespective of their age, nationality, disability, ethnic or national origin, gender, race, religion or belief or marital status; and
  - (c) select, employ, promote and treat individuals on the basis of their relevant aptitudes, skills, capabilities and qualifications.
- 6.3 The Contractor and its Other Contracting Parties shall only use the services of a Recruitment Agency that:
- (a) is validly registered with the MOADLSA; and
  - (b) has entered into a signed, written contract with the Contractor or Other Contracting Party, as relevant.
- 6.4 The contract between the Contractor and its Recruitment Agent must:
- (a) stipulate that a Worker is not to be charged any Recruitment or Processing Fees including any upfront deposits or security-payments for the provision of recruitment services;
  - (b) prohibit the confiscation or retention of the Workers passport or other personal documents by the Recruitment Agent;
  - (c) stipulate that the Contractor is responsible for the payment of all Recruitment or Processing Fees relating to the recruitment of Workers and set out the amount of such fees and charges which the Recruitment Agent will charge the Contractor for the recruitment of Workers;
  - (d) stipulate that any job advertisements placed by the Recruitment Agent for recruiting Workers includes a statement to the effect that no Recruitment or Processing Fees shall be charged to, or refunds demanded from the Workers, at any time;
  - (e) stipulate that the Recruitment Agent shall clearly inform the Worker in a language they understand the nature of the role and the working and living conditions in Qatar, including the risks of the work to be performed and that the Worker is not required to pay any Recruitment or Processing Fees;
  - (f) prohibits any payment or provision of any gift or hospitality from the Recruitment Agent to any employee or agent of the Contractor;
  - (g) stipulate that only medical clearance certificates provided by Gulf Approved Medical Centres Association (GAMCA) approved medical providers will be accepted (where relevant); and
  - (h) prohibit the use of any unlicensed brokers or sub-agents.

- 6.5 The Contractor shall provide a copy of its contract with the Recruitment Agents and / or any job orders issued under that contract to the GEM upon request.
- 6.6 Immediately after the placement of Workers by a Recruitment Agent, the Contractor shall obtain a signed statement from the Recruitment Agent that the Recruitment Agent has complied with the requirements set out in paragraph 6.4 above, which shall substantially be in the form at Attachment C.
- 6.7 If the Contractor becomes aware that a Recruitment Agent is in breach of any of the terms set out above, the Contractor shall:
- (a) Immediately report the Recruitment Agent to the MOADLSA, GEM and local Embassy or Consulate accordingly;
  - (b) if the payment of any Recruitment or Processing Fees by a Worker is discovered by a Contractor, the Contractor shall demand the refund of such money from the Recruitment Agent and reimburse the affected Workers; and terminate its contract with that Recruitment Agent.
- 6.8 The SC reserves the right to prohibit the use or continued use of or to direct the Contractor to prohibit the use of any particular Recruitment Agent.
- 6.9 The Contractor shall reimburse a Worker upon receiving substantiating proof of any Recruitment or Processing Fees paid by that Worker to a Recruitment Agent. Substantiating proof may include evidence of a bank transfer by a Worker to a Recruitment Agent, a written receipt for moneys received or loan documentation which relates to the payment of such moneys being treated as a loan.
- 6.10 The Contractor shall complete a new starter checklist within the first month of a Worker signing their Employment Contract and submit this to the GEM in the format directed. The checklist shall be substantially in the form of Attachment D and cover:
- (a) country recruited from;
  - (b) the method of recruitment of a Worker;
  - (c) the name of any Recruitment Agent used;
  - (d) complaints against Recruitment Agents;
  - (e) whether the Recruitment Agent explained to the Worker their rights and that no Recruitment or Processing Fees are to be paid; and
  - (f) whether the Worker paid any Recruitment or Processing Fees and, if yes, the amount of such fees and how the Worker funded the payment.




# 07 | Offers of Employment

- 7.1 An Original Offer of Employment given to a Worker in their home country by or on behalf of the Contractor shall comply with the minimum requirements of the Law and these WW Standards and specifically set out the following:
- (a) the nature of the work that the Worker will be performing;
  - (b) the duties and responsibilities of Worker, including H&S;
  - (c) the rights of the Worker with regard to Basic Working Hours, Overtime Working Hours, Basic Wages and Overtime Wages;
  - (d) the expected regular Basic Working Hours and Overtime Working Hours;
  - (e) entitlement of the Worker to benefits including accommodation, uniform; transport and food provisions;
  - (f) days off, including Rest Days, and Annual Leave entitlement of Worker including flights home; and
  - (g) the provision of medical care.
- 7.2 The Original Offer of Employment shall be in writing and must be explained to the Worker in a language that they understand.
- 7.3 A Worker shall not be coerced into signing a blank or incomplete document.
- 7.4 If a Worker accepts the Original Offer of Employment it shall be signed by the Worker and by or on behalf of the Contractor and such signatures shall be witnessed.
- 7.5 If a Worker cannot read or write they shall place a thumb print as signature coupled with the signature of a witness who explained the content of the document in a language the Worker understands.
- 7.6 The Worker shall be given a copy of the signed Original Offer of Employment.
- 7.7 The Contractor is responsible for all costs in relocating the Worker from their home country to Qatar including air fare and visa costs.





# 08 | Employment Contracts

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- 8.1 Once a Worker arrives in Qatar they shall be promptly provided with an Employment Contract.
- 8.2 The Employment Contract shall:
- (a) comply with the minimum requirements of the Law and these WW Standards;
  - (b) set out the terms and benefits of employment which must be no less favourable than the Original Offer of Employment; and
  - (c) be explained to the Worker in a language that they understand; and
  - (d) be signed by the Worker and the Contractor and such signatures shall be witnessed.
- 8.3 The Contractor shall ensure that no Worker is required to sign an Employment Contract different to the Original Offer of Employment unless the Employment Contract stipulates terms and conditions more advantageous to the Worker.
- 8.4 If a Worker cannot read or write they must place a thumb print as signature coupled with a signature of a witness who explained the content of the document in a language the Worker understands.
- 8.5 The Worker must be given a copy of the signed and MOADLSA attested Employment Contract.
- 8.6 At any time, the Contractor must make the Original Offer of Employment and the Employment Contract available for inspection by the GEM.
- 8.7 Once duly signed, no changes shall be made to an Employment Contract without the prior written consent of the Worker which must be freely and voluntarily given. Changes to an Employment Contract must follow the same written process as set out in paragraph 8.1 to 8.6 above.
- 8.8 Workers shall only be required to perform the tasks and duties for which they were recruited, trained and employed for and which are set out in their Employment Contract unless:
- (a) the Worker performs such other tasks and duties which are substantially similar in nature; or
  - (b) unless the Worker has been promoted to a new position and receives the benefits and necessary training associated with the new position.



# 09 | Employment Conditions


- 9.1 To ensure the dignified and ethical treatment of all Workers the Contractor shall have written policies and procedures which stipulate the following requirements:
- (a) that all Workers shall have equal opportunities regardless of age, nationality, disability, ethnic or national origin, gender, race, religion or belief or marital status;
  - (b) that all forms of compulsory labour or imposition of any additional work or financial penalties on Workers as a means to discipline them are strictly prohibited;
  - (c) the use of violence, bullying, harassment, victimisation, threats and intimidation in any form against Workers shall be strictly prohibited;
  - (d) the Contractor will strictly prohibit the exploitation of the vulnerability of Workers, including the threat of denunciation to authorities as means of coercion shall be strictly prohibited;
  - (e) the Contractor shall take disciplinary action against any of its Managerial Staff or other employees who are found to be in breach of the prohibitions prescribed by these WW Standards.
- 9.2 The Contractor shall further ensure that, at its cost, all Workers possess a valid work visa which shall be transferred into a residence permit, Qatari identity card and health card in accordance with the Law.
- 9.3 The Contractor shall ensure that all Workers have personal possession of their passports and other personal documents, identification cards and bank cards. The Contractor shall provide suitable individual lockable storage facilities to each Worker for the safe protection of such items. Contractors are not entitled to retain possession of any personal documents or cards of a Worker, except when required in accordance with paragraph 9.4, even if the Worker has signed or offers to sign a consent form. If the Contractor fails to provide a valid identification card to a Worker who is then subject to any form of fine imposed under Law, the Contractor shall be liable for the payment of such fine whether directly to the relevant authority or by immediate reimbursement to the Worker.
- 9.4 Contractors are entitled to require the provision of the Workers passport and other relevant personal documentation for the purpose of renewing the Workers visa and/or work permit. During this process, the Contractor shall provide the Worker with an exact copy of these documents and shall return the original passport and personal documents immediately at the end of the renewal process.
- 9.5 Contractors shall ensure that Workers are granted their entitlements to Annual Leave, Rest Days and all other minimum requirements of the Law.
- 9.6 Workers shall:
- (a) have freedom of movement in and out of the Accommodation subject to complying with any Accommodation policies and procedures; and
  - (b) be free to travel to their home countries during Annual Leave or any other leave without any penalty or threat of termination.

- 9.7 For Annual Leave, the Contractor shall pay for the return air travel expenses to the nearest employee nominated International Airport at the home country of the Worker.
- 9.8 Contractors shall comply with the rest period and days prescribed by Law with respect to all Workers. “Daily” paid Workers, as referred to in the Law, shall be treated the same as other Workers in respect of rest periods.
- 9.9 The Contractor shall:
- (a) provide medical insurance to Workers free of charge including obtaining for each Worker a Hamad Hospital medical insurance card or private alternative; and
  - (b) be liable for the payment of Workers medical insurance and any necessary medicine, special procedures, tests, consultations and any associated costs prescribed by the Workers medical practitioner.
- 9.10 If a Worker is prevented by illness, accident, injury or other incapacity from properly performing his or her duties under the Employment Contract:
- (a) the Worker shall be informed to immediately report this fact to the Contractor; and
  - (b) the Contractor must, at its expense, arrange for a medical practitioner to examine and treat the Worker.
- 9.11 Where a Worker has sustained any work related injury or occupational disease the Contractor shall promptly pay for the cost of any treatment.
- 9.12 Where an injury of a Worker prevents the Worker from undertaking their Work, the Contractor shall continue to pay that Workers’ Wages, subject to the provisions of the Law.
- 9.13 The Contractor shall ensure that medical professional counselling services are available free of charge to Workers requiring treatment for emotional, traumatic and mental illness issues.
- 9.14 The medical practitioner shall disclose and discuss the results of their examination with the Worker including any matters which, in the medical practitioner’s opinion, might hinder or prevent the Worker from returning to work or, for any period of time properly, performing their duties.
- 9.15 A Worker who has been ill, injured or suffered from any other form of incapacity shall not be required to return to work for the duration of any doctors/medical certificate excusing the Worker from duty. The Contractor is entitled to receive a copy of any such certificate.

- 9.16 Workers shall be entitled to unpaid leave of up to fourteen (14) days in the event of a death or serious debilitating injury to a member of their Immediate Family.
- 9.17 The Contractor shall maintain in a secure location in Qatar an employment file for each Worker containing the following details:
- (a) signed Original Offer of Employment and MOADLSA attested Employment Contract;
  - (b) name;
  - (c) job or occupation;
  - (d) date of birth;
  - (e) nationality;
  - (f) place of residence;
  - (g) marital status;
  - (h) next of kin;
  - (i) home contact details in case of emergency;
  - (j) date of employment;
  - (k) Wages paid and any adjustments made, including wage increases;
  - (l) leave taken (including Annual Leave, sick leave and other leave);
  - (m) disciplinary record;
  - (n) period of probation and evidence of completion of probation;
  - (o) grievances record;
  - (p) work appraisals;
  - (q) records of any pre employment and post-employment (i.e end of service) medical examinations;
  - (r) induction and training records;
  - (s) occupational illnesses and injuries;
  - (t) skills history; and
  - (u) date and reason for termination of employment.
- 9.18 The Contractor shall at any time allow the SC, or any person designated on behalf of the SC, access to the above records and files.



# 10 | Payment of Workers

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- 10.1 Contractors shall pay, and shall ensure its Other Contracting Parties pay, all Workers in accordance with the Wage Protection System implemented under the Qatar Labor Law.
- 10.2 The Contractor shall not apply any charges or interest on Wages paid in advance of the due date whether by way of advance payment or loan.
- 10.3 Any deductions from Wages may only be made strictly in accordance with the requirements of Law. Specifically the Contractor shall not make any deduction from Wages for items provided prior to or during the term of the Employment Contract including:
- (a) Recruitment and Processing Fees;
  - (b) relocation or visa costs;
  - (c) Accommodation;
  - (d) bedding;
  - (e) food;
  - (f) transportation;
  - (g) training and development;
  - (h) recreation facilities at the Accommodation Site; or
  - (i) medical insurance and prescribed health care.
- 10.4 The Contractor shall provide each Worker with a pay slip for each payment period. The pay slip shall, at a minimum, contain the information set out in the sample pay slip included at Attachment E.
- 10.5 The Contractor shall keep a Wages register.
- 10.6 Workers shall continue to receive their Basic Wages when attending skills training, induction training or other training.
- 10.7 Whenever the circumstances of work requires a Worker to work on their Rest Day, the Worker shall be compensated for the Rest Day in accordance with Law.






11

End of  
Employment  
and  
Repatriation

- 11.1 The Contractor's policies and procedures shall stipulate that a Worker shall be entitled to terminate their Employment Contract without notice and retain full rights to both the End of Service Gratuity and repatriation at the expense of the Contractor where the Contractor:
- (a) commits a breach of its obligations under the Employment Contract or at Law; or
  - (b) the Contractor's representatives:
    - (i) commit a physical or immoral act upon such Worker; or
    - (ii) have misrepresented to the Worker at the time of entering into the Original Offer of Employment and/or the Employment Contract as to the terms and conditions of the work; or
    - (iii) are aware of a danger to the health, safety or security of the Worker and do not take the necessary steps to remove the relevant danger.
- 11.2 The Contractor shall, upon the end of the employment of a Worker, pay for the repatriation travel expenses of that Worker in accordance with the Law or their Employment Contract, whichever is more favourable to the Worker.
- 11.3 All Wages and End of Service Gratuity payable to Workers at the end of their employment shall be paid to the relevant Worker before their return to their country of origin or as soon as reasonably practicable if the Worker remains in Qatar.
- 11.4 In the case of death of a Worker, all Wages and End of Service Gratuity due shall be promptly settled and transferred to the Worker's family wherever they reside.




# 12 | Accommodation Requirements

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- 12.1 The Contractor shall ensure and keep evidence that all Workers receive an adequate induction at the Accommodation Site.
- 12.2 The induction shall cover in appropriate detail:
- (a) the emergency evacuation procedure for the Accommodation;
  - (b) how to obtain medical care when at the Accommodation;
  - (c) the roles and responsibilities of key personnel at the Accommodation including the WWO;
  - (d) the function of the WWF and PWF and the role of the Worker representatives;
  - (e) the facility management and health & safety rules and requirements relating to the Accommodation;
  - (f) an explanation or summary of Workers' rights and protections under Law and the types of breaches which a Worker may experience and which they are entitled to report. Such an explanation may be achieved by distributing a copy of the National Human Rights Committee's (NHRC) booklet titled "Worker Rights Book" which is available from NRHC in multiple languages;
  - (g) the Contractor's policies and procedures relating to the Accommodation.
- 12.3 The induction shall be delivered in a Prescribed Language of the Workers choice.
- 12.4 The Contractor shall ensure that its Accommodation complies with the requirements of Appendices A, B and C.



# 13 | Construction Site Requirements

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- 13.1 The HSE team within the SC's Technical Delivery Office has overall responsibility for overseeing the implementation and delivery of the health and safety function across the SC program. The Contractor shall follow the requirements of that HSE team relating to all Construction Site HSE requirements including, but not limited to, complying with the following documents:
- (a) Technical Delivery Office, Health & Safety Manual, Q22M-APW-CMN-PMC-MAN-0646
  - (b) Technical Delivery Office, Health & Safety Process Manual, SC-APW-PAC-TEC-MAN-00003
  - (c) Technical Delivery Office, Health & Safety Templates & Guides, SC-APW-PAC-TEC-GDL-00001
- 13.2 The Contractor shall ensure that all Workers receive, free of charge, appropriate training on the necessary skills required to carry out the work required under their Employment Contract including any behavioral based safety training and regular refresher training throughout the term of the Employment Contract.
- 13.3 The Contractor shall comply with all Project Site HSE policies, procedures and requirements and appoint such HSE personnel as required by the Contract, these WW Standards or by the Law.
- 13.4 The Contractor shall comply with all Construction Site HSE policies, procedures and requirements and appoint such HSE personnel as required by the Contract, these WW Standards or by the Law.
- 13.5 The Contractor shall ensure and keep evidence that Workers are fully briefed and inducted on the HSE policies, procedures and requirements of the Construction Site and ensure all Workers report HSE matters in accordance with the HSE reporting system without any penalty or threat of termination.
- 13.6 The Contractor shall ensure that its Construction Site complies with the requirements of Appendix D.



14 | Personnel

14.1 The following table specifies the personnel requirements of the WW Standards, which the Contractor must appoint or facilitate.

Title	When required	Appointed by	Skills/Qualifications	Role
Workers' Welfare Officer	Accommodation Sites	Contractor (where an accommodation is occupied by Workers employed by different parties to a joint venture, the joint venture parties shall agree and appoint one (1) Workers' Welfare Officer, who is an employee of one of the parties, to represent them)	<ul style="list-style-type: none"> <li>• Experience in human resources management or in a Workers' Welfare field</li> <li>• Basic First Aid training</li> </ul>	<ul style="list-style-type: none"> <li>• Overall responsibility for coordinating all employee relations and functions relating Workers' issues, especially interactions between the Workers, the Contractor and the SC.</li> <li>• Receiving and addressing workers issues at the Accommodation Site.</li> <li>• Act as a representative on the WWF and PWF.</li> </ul>
Project Workers' Welfare Officer	Construction Site (mandatory when more than 500 Workers are located on that site.)	Main Contractor (where the Main Contractor is a joint venture entity, the joint venture parties shall agree and nominate one (1) Project Workers' Welfare Officer, who is an employee of one of the parties, to represent them)	<ul style="list-style-type: none"> <li>• Experience in human resources management or in a Workers' Welfare related field</li> <li>• Basic First Aid training</li> </ul>	<ul style="list-style-type: none"> <li>• Specific responsibility for overseeing Site welfare requirements and acting as the interface between Workers, the Contractor and the SC.</li> <li>• Receiving and addressing Workers issues at the Project Site.</li> <li>• Be present at construction site inductions to introduce themselves and give an overview of the Workers' legal rights and responsibility on the Construction Site.</li> </ul>
Workers Representative	One (1) per nationality of Worker at each Accommodation Site	Elected by the Workers every six (6) months	Must have been employed by the Contractor for at least one year.	Representing their nationality at the WWF



Title	When required	Appointed by	Skills/Qualifications	Role
HR Manager	Company Wide	Contractor	Bachelor's degree in human resources management (or equivalent) or a minimum of five (5) years' experience in human resources management.	Participate on the PWF
Accommodation Manager /Camp Boss	Each Accommodation Site	Contractor	<ul style="list-style-type: none"> <li>• Minimum three (3) years of experience as an accommodation manager or equivalent acceptable qualifications</li> <li>• Basic first aid training</li> </ul>	Oversee implementation of the Accommodation standards
First Aider	At least one (1) first aider for every twenty-five (25) Workers.	Contractor	As required by the Supreme Council of Health	First Aid
Nurse	More than 100 Workers	Contractor	As required by the Supreme Council of Health	Medical care
Doctor	More than 500 Workers	Contractor	As required by the Supreme Council of Health	Medical care



# 15 | Reporting Requirements

15.1 The Contractor, via the WWO, is required to submit the following monthly reports (in respect of the preceding month) to the GEM:

- (a) medical records of the Accommodation Site;
- (b) the information requested in the form included at Attachment F as follows with respect to each Worker:
  - (i) total number of Workers in the Accommodation Site;
  - (ii) nationality;
  - (iii) employment start date;
  - (iv) contract expiry date;
  - (v) residence permit (RP) number;
  - (vi) date of issuance of residence permit (RP);
  - (vii) date of expiry of residence permit (RP);
  - (viii) passport number;
  - (ix) date of expiry of passport;
  - (x) date of issuance of health card;
  - (xi) position; and
  - (xii) Construction Site.
- (c) a copy of the Wages register and proof of payment to Workers; and
- (d) any new employee checklist completed in accordance with paragraph 6.6.

15.2 The monthly report shall be submitted within 14 days following the end of the relevant reporting month.

15.3 The Contractor shall obtain and collate the information listed above from each of its Other Contracting Parties. This shall be provided to the GEM as requested.


15.4 The PWWO and WWO shall immediately report to the GEM any actual or suspected breaches of Law or these WW Standards by a Contractor for the investigation and follow-up of the SC. The SC shall treat all such reports in confidence. Where disclosure of the report or information to the Contractor is required by the SC in order to adequately investigate and remedy a report, the SC shall seek the Contractor's formal assurance in writing that no retaliation shall occur against the PWWO or WWO who reported the matter.

15.5 If the investigation by the SC under paragraph 15.4 reveals a breach of Law by a Contractor the SC may, in addition to any contractual remedy it may have against that Contractor, report any such breach of Law to the relevant authority.




16

Workers'  
Welfare  
Forum

- 
- 16.1 The Contractor shall establish a Workers' Welfare Forum (WWF) for each Accommodation Site. The WWF is the forum in which Workers, via the Worker Representatives, may raise matters of concern to them on any issue without fear of retaliation.
- 16.2 The WWF shall consist of:
- (a) the relevant WWO;
  - (b) the relevant PWWO (if any); and
  - (c) the Worker Representatives.
- 16.3 The WWF will meet at least once per month at the relevant Accommodation Site as determined by the WWO.
- 16.4 The WWO shall give prior notice of a meeting to all WWF members referred to in paragraph 16.2 and the GEM.
- 16.5 The GEM shall be entitled to attend WWF meetings at the GEM's discretion.
- 16.6 The WWO shall take the meeting minutes and shall provide a copy of the minutes to the GEM within seven (7) days from the date of the meeting along with a signed attendance register.
- 16.7 The WWO shall ensure that the minutes capture the nature of the grievance raised but shall not disclose the name of the person filing the grievance. Once a grievance has been resolved, this shall be recorded in the relevant meeting minutes, including the action taken and whether the Representatives are satisfied with the resolution.
- 16.8 When a grievance is raised which reveals an actual or suspected breach of Law by a Contractor the SC may, in addition to any contractual remedy it may have against that Contractor, report any such breach of Law to the relevant authority.



# 17 | Program Welfare Forum

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- 17.1 The Program Welfare Forum (PWF) is the forum in which matters not resolved by the WWF can be raised and where matters of particular concern across the Program can be discussed.
- 17.2 The SC shall establish a PWF to sit across the Program for the duration of Works.
- 17.3 The PWF shall consist of:
- (a) the GEM (Chair);
  - (b) each Main Contractor's WWO;
  - (c) each Main Contractor's PWWO;
  - (d) each Main Contractor's Human Resources Manager;
  - (e) each Main Contractor's PM for each project/stadium;
  - (f) each Main Contractor's HSE Manager for each project/stadium;
  - (g) any other person invited by the GEM.
- 17.4 The PWF shall meet on a quarterly basis as determined by the GEM.
- 17.5 The GEM shall give prior notice of a meeting to all PWF members referred to in paragraph 17.3.
- 17.6 The PWF shall, among other things:
- (a) discuss any existing or potential employee relations issues across the Program and identify and prescribe possible solutions, strategies and action plans in relation to same;
  - (b) hear from each WWO on unresolved matters relating to their Accommodation Site and identify and prescribe possible solutions, strategies and action plans in relation to same;
  - (c) exchange ideas on improvements and share information relating to the implementation of and compliance with the WW Standards; and
  - (d) discuss general issues arising from audit reports and any topics where wide-spread non-compliance of the WW Standards has been identified across the Contractors to understand the cause and potential ways to rectify.





- 18.1 Each Contractor must use all reasonable endeavours to establish within its accommodation a support system to monitor and address issues relating to the welfare of its Workers in a confidential and culturally appropriate manner.
- 18.2 Workers must also be advised by the Contractor of the other support systems available where Workers can report grievances. In addition to support provided by the relevant Embassies of the Workers, details of some other support systems are set out below. The Contractor should advise Workers to review the mandate of each agency and report their grievance to the appropriate agency.
- (a) **MOADLSA**
- Labour disputes and grievances may be lodged with the Labour Relations Department as follows:  
**Phone:** +974 44406400, 44406388  
**In Person:** At the Labour Departments of the MOADLSA via form available from [www.molsa.gov.qa](http://www.molsa.gov.qa)  
**On Line:** via self-service multi-lingual machines located at MOADLSA offices, or print form to lodge in person at Labour Relations Department.
- (b) **National Human Rights Committee**
- Lodge a complaint against a potential violation of a person's human rights.
  - Submit a complaint via:  
**Phone:** +974 44048844  
**Email:** [info@nhrc.org.qa](mailto:info@nhrc.org.qa)  
**Online:** [www.nhrc-qa.org](http://www.nhrc-qa.org)  
**In Person:** Fereej Abdulaziz,  
Nasser Bin Khalid Intersection,  
Opposite Doha Petrol Station, Otabi Tower.
  - With a complaint you must submit:
    - o details of your complaint in writing;
    - o your contact information including phone, email and address;
    - o a copy of your QID or Passport and Visa;
    - o any related documents to support your complaint.
- (c) **Qatar Foundation for Protection and Social Rehabilitation**
- Lodge concerns relating to domestic and societal violence or potential cases of human trafficking.  
**Phone:** +974 108  
**Email:** [info@qfpsr.org.qa](mailto:info@qfpsr.org.qa)
- (d) **SC**
- Seek advice regarding or lodge a complaint against a potential breach of the WW Standards:  
**Email:** [workerswelfare@sc.qa](mailto:workerswelfare@sc.qa)

A large, stylized graphic of a hand in shades of orange and blue, with fingers spread, occupying the left and center of the page. The hand is composed of several overlapping shapes, with the palm area being a lighter orange and the fingers and wrist area being a darker blue. The background is a solid dark blue.


19

Auditing of  
Compliance  
with these  
WW Standards

- 19.1 The Contractor's compliance with these WW Standards shall be subject to a four tier auditing system as set out below:
- (a) **Self-Audits:**
    - (i) the Contractor shall undertake a monthly self-audit against its compliance with the WW Standards in accordance with the form of self-audit checklist included at Attachment G (a copy of which may also be obtained on request by writing to [workerswelfare@sc.qa](mailto:workerswelfare@sc.qa)).
    - (ii) the Contractor shall also require its Other Contracting Parties (excluding any Recruitment Agents) to undertake their own monthly self-audits and agree a rectification plan with its Other Contracting Parties for any non-compliances identified.
    - (iii) the Contractor shall provide the results of each monthly self-audit to the GEM within fourteen (14) days from the end of the relevant month and at the same time provide a rectification plan against each partial compliance or non-compliance identified.
  - (b) **SC Audits:**
    - (i) The SC shall undertake random inspections and audits of Contractors and Other Contracting Parties to monitor their compliance with the WW Standards and/or to validate the self-audits.
  - (c) **Independent Monitor Audits:**
    - (i) An independent external monitor appointed at the discretion of the SC shall undertake random audits of SC, the Contractors and Other Contracting Parties to monitor each of their compliance with the WW Standards and to validate the self-audits and the SC audits.
  - (d) **MOADLSA Audits:**
    - (i) The MOADLSA shall be entitled to perform periodic or random inspections and audits on Contractors and Other Contracting Parties in accordance with the Law.
- 19.2 Audits by the SC, the Independent Monitor or the MOADLSA may include inspection of the Contractor's Construction Site(s), Accommodation Site(s), review of Workers employment records and interviews with Managerial Staff and Workers.
- 19.3 If an audit by the SC under paragraph 19.1(b) reveals an actual or suspected breach of Law by a Contractor the SC may, in addition to any contractual remedy it may have against that Contractor, report any such breach of Law to the relevant authority.
- 19.4 The Contractor shall cooperate with the SC designated personnel, the Independent Monitor and the MOADLSA and ensure that all places of Work, Accommodation Sites, documents, employment records, Managerial Staff and Workers are available as necessary, and expeditiously provide any further information requested.
- 19.5 These audits do not in any way limit any other audit which the SC may be entitled to perform under the Contract or which other Governmental authorities are entitled to perform in accordance with the Law.
- 19.6 If a Contractor reasonably considers that any part of these WW Standards should not apply to it or to any of its Other Contracting Parties in relation to an existing accommodation facility that was occupied by the Contractor or Other Contracting Party prior to the release of these WW Standards, the Contractor should submit a request (Request) in writing to the GEM setting out:
- (e) the specific provisions which the Contractor considers should not apply;
  - (f) sufficient information to support the Contractor's Request; and
  - (g) any other supporting documentation the Contractor may wish to submit to support its Request.
- 19.7 Upon receipt of the Request, the GEM shall address the Request and respond in writing approving or declining the Request, and setting out, at his or her sole discretion, any conditions, time periods or limitations that may apply to the approval or rejection.




# 20 | Compliance & Enforcement

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- 20.1 The Contractor's level of compliance shall be identified via the auditing process set out in paragraph 19.1 and determined by the GEM.
- 20.2 If a Contractor does not comply with these WW Standards, the SC may enforce its contractual remedies against the Contractor for non-compliance with the WW Standards as per the Contract.
- These remedies may include, but are not limited to:
- (a) suspension of payment;
  - (b) SC rectification at Contractor's cost;
  - (c) SC blacklisting;
  - (d) reporting the Contractor to MOADLSA;
  - (e) reporting the Contractor to the State of Qatar Central Tenders Committee;
  - (f) Contract termination.



21

Voluntary  
Adoption of the  
WW Standards

- 
- 21.1 The SC will act in an advisory capacity to any entity which voluntary elects to adopt and comply with the WW Standards (including entities who have been, but are no longer, a Contractor).
  - 21.2 Any entity wishing to voluntarily adopt the WW Standards must formally advise the SC in writing.
  - 21.3 For any entity under the voluntary program who tenders to the SC, that entity will be assessed against the most recent audit conducted on that entity and may be disqualified from the tender process if it has failed to comply with the WW Standards and/or any associated rectification plan during the period of voluntary adoption.



## **Appendix A: Accommodation and Food Standards**



## 1. Accommodation Standards

### 1.1 Building Requirements

- 1.1.1 Building design, layout, construction and operation shall be in accordance with relevant Qatar Civil Defence Department (QCDD), Qatar Construction Specification (QCS) and other Qatar Governmental requirements.
- 1.1.2 All pathways in and around the Accommodation Site shall be clear of all debris and hazardous materials to allow for safe and unobstructed movement of personnel.
- 1.1.3 At each entrance to the Accommodation Site, signage shall be clearly displayed stating the Contractor's name, logo and contact telephone number of the Contractor occupying the Accommodation.
- 1.1.4 The Contractor shall have an operable Fire Detection and Alarm System (FAS) installed throughout the entire Accommodation Site installed in accordance with applicable Qatari regulations and connected to a central alarm monitoring station that is supervised 24/7 by Accommodation Site security.
- 1.1.5 Where required by Civil Defence requirements, the alarm system shall be networked to the monitoring system established by Civil Defence and by a FAS supplier approved by QCDD.
- 1.1.6 The Contractor shall install an appropriate number and type of fire extinguishers within the Accommodation which shall be tagged and serviced as regulated.
- 1.1.7 Fire exits shall be clearly marked and illuminated and easily accessible from all locations and all muster points shall be clearly designated and signed.
- 1.1.8 Battery back-up power shall be provided for exit lighting to assist with safe evacuation of occupants to muster points.
- 1.1.9 The Contractor shall develop a comprehensive and standardised evacuation plan which shall be presented in a user-friendly fashion (using pictorials and diagrams) and displayed appropriately, including a display of the plan within each bedroom.
- 1.1.10 Evacuation drills shall be regularly carried out to test the suitability of the evacuation plan and any results, lessons learned and corrective actions shall be recorded and undertaken.
- 1.1.11 All involved persons shall be trained appropriately, to undertake their designated roles e.g. fire marshalls. The ratio of fire marshalls shall be at least one (1) per fifty (50) people residing within the Accommodation Site.
- 1.1.12 At least two (2) emergency exits shall be provided from the Accommodation which shall be routed through non-hazardous areas to the relevant muster point.



- 1.1.13 The Contractor shall provide a notice board at the Accommodation Site for the purpose of communicating with Workers.
- 1.1.14 The Contractor shall display on such notice boards at least the following information and in the Prescribed Languages relevant to the Workers residing in that Accommodation Site:
  - (a) the Contractor's Health & Safety Policy signed by Senior Management;
  - (b) names, pictures and room number of appointed first aiders and fire marshalls;
  - (c) evacuation plan, exits and muster points in case of fire;
  - (d) name and contact details of the relevant WWO and Accommodation Manager/Camp Boss;
  - (e) Accommodation rules and procedures;
  - (f) details regarding Support Systems available to Workers.
- 1.1.15 Shaded areas, whether provided as shading between buildings or separate dedicated areas, shall be provided for Workers use and comfort.

## 1.2 Infrastructure Requirements

- 1.2.1 Diesel power generation is acceptable only if municipal power is unavailable.
- 1.2.2 Where Accommodation is powered by diesel generators, no habitable building shall be closer than 30 meters.
- 1.2.3 Off site water supply/on site storage is acceptable only if municipal water is unavailable.
- 1.2.4 All water-tanks used to store water for showering and ablutions shall be sheltered and insulated or fitted with water cooling devices to allow for the provision of cooled water. The water used for this purpose shall be periodically tested by the Contractor to ensure the water is free of contaminants.
- 1.2.5 A back-up diesel power supply shall be provided (either permanent at site or temporary when required) for all essential services and deemed critical loads, including but not limited to, FAS, freezers, waters pumps, sewage pumps, air conditioning, and kitchen equipment if main power is not available.
- 1.2.6 Where diesel power generation is used, generators and fuel farms shall be designated as restricted areas and fenced off with appropriate security and access controls.
- 1.2.7 Electrical distribution equipment and switchgear shall be secured and safety signage shall be placed and clearly marked with the appropriate telephone number for access.



### 1.3 Bedroom Requirements

- 1.3.1 Bedrooms shall contain a maximum of four (4) beds per room with a minimum of 6m<sup>2</sup> floor area per bed, including storage.
- 1.3.2 Bunk beds and bed sharing are specifically prohibited. Every Worker is to be provided with their own bed.
- 1.3.3 Beds shall be (at least) 1.0m x 2.0m and a minimum of 0.3m above the floor and shall be made of material which is solid, durable, fire resistant and impervious to moisture.
- 1.3.4 Each bed shall be screened by a hung, moveable privacy curtain to be made of durable, fire retardant and non-transparent fabric.



- 1.3.5 Lockable personal storage per bed shall be provided which is at least 180mm high, 90mm wide and 45mm deep and contain a separate lockable area inside for the storage of personal documents.
- 1.3.6 Each bedroom shall be fitted with a door that is equipped with a thumb turn door cylinder lock to facilitate easy evacuation.
- 1.3.7 Workers shall be provided with the following free of charge:
  - (a) mattress;
  - (b) pillow;
  - (c) two (2) sets of appropriate and suitable bed sheets and pillow cases per year; and
  - (d) a blanket.
- 1.3.8 Each bedroom must contain at least:
  - (a) one (1) x operable window per room covered by a moveable curtain;
  - (b) one (1) x power point per bed; and
  - (c) one (1) x bed side table or appropriate shelf.

- 1.3.9 The bedroom floor and walls shall be free of mould and debris and be easily cleanable.
- 1.3.10 A shoe rack shall be wall mounted (i.e off the floor) in a ventilated area outside each bedroom with sufficient capacity for the number of occupants.
- 1.3.11 The shoe rack shall be made of material which is solid and durable.
- 1.3.12 Each bedroom shall be air conditioned with sufficient capacity to cool a fully occupied room during the hottest periods.
- 1.3.13 The Contractor shall ensure that there is no storage or cooking of food or storage of filled water buckets within the bedrooms.



#### **1.4 Toilet/Showering Facility Requirements**

- 1.4.1 Toilets, urinals, showers and washbasins shall be contained within one (1) defined toilet/showering space (Bathroom).
- 1.4.2 The Accommodation shall contain a minimum of one (1) x toilet per six (6) beds.
- 1.4.3 Each toilet (Asian or Western) shall be contained in a private, lockable cubicle.
- 1.4.4 All toilets shall be provided with a hose on the right hand side.
- 1.4.5 The Accommodation shall contain a minimum of one wall mounted shower, with shower head, per six (6) beds.
- 1.4.6 Each shower shall be fitted with:
  - (a) drain pan;
  - (b) privacy curtain or door;
  - (c) soap dish;
  - (d) clothes hook; and
  - (e) towel rail.
- 1.4.7 The combination of a shower and toilet is expressly prohibited.
- 1.4.8 Only potable water shall be provided for showering and ablutions. Hot and cold water shall be provided at all times.



- 1.4.9 The Accommodation shall contain a minimum of one (1) x washbasin per four (4) beds.
- 1.4.10 One (1) x wall mounted glass mirror shall be mounted above each wash basin.
- 1.4.11 Each Bathroom shall be located so as to be accessible without any individual passing through any adjacent bedrooms.
- 1.4.12 Bathroom facilities shall be located no further than 50m from any bedroom.
- 1.4.13 Each Bathroom shall have sufficient ventilation to remove foul air and moisture.
- 1.4.14 Bathroom floors and walls shall be free of mould and debris and be easily cleanable.
- 1.4.15 Each Bathroom shall be cleaned daily and an intensive deep clean of all areas shall be undertaken monthly.
- 1.4.16 Each Bathroom shall be fitted with floor drains with covers to facilitate proper circulation and drainage.



## **1.5 Communal TV and Social Room**

- 1.5.1 A social room with sufficient seating shall be provided and be equipped with a Contractor provided TV and satellite TV package reasonably catering for the ethnic origins of the Workers.
- 1.5.2 Adequate natural light and ventilation shall be provided in each social room.
- 1.5.3 Each social room shall have sufficient air-conditioning capacity to cool a fully occupied room inclusive of any associated latent and sensible heat loads such as lighting and electrical appliances that are normally in operation, during the hottest periods.

## 1.6 Sport and Recreational Facilities

- 1.6.1 Communal indoor recreational space with adequate natural light, ventilation and cooling shall be provided for the use of all Workers.
- 1.6.2 A minimum of one (1) outdoor multipurpose sport field shall be provided or free access and transport shall be provided to a community sport facility, such as Al Khor Workers Sports Complex.
- 1.6.3 A free access, indoor equipped gymnasium shall be provided with adequate ventilation and cooling.
- 1.6.4 Access on site to retail services such as grocery, barber shop, mobile shop, and money transfer shall be provided or free transport shall be provided to these services at least once per week.



## 1.7 Communication and Internet Access

- 1.7.1 A sufficient number of free access WiFi hotspots shall be located throughout the Accommodation Site to allow access for all Workers or a free access computer room shall be provided and equipped by the Contractor.



- 1.7.2 Contractors are encouraged to utilise the Ministry of Information and Communications Technology (ictQATAR) to implement ictQATAR's Better Connections Program. The program aims to bridge the digital gap and raise awareness among Workers by providing Workers with access to ICT tools and training in the Accommodation. To support the program Contractors must use their best efforts to:
- (a) prepare a facility within the Accommodation dedicated for computer use and internet access following the Better Connections Program standards and recommendations (the IT Facility);
  - (b) provide connectivity to ensure continual Internet access as technically feasible;
  - (c) nominate digital champions from among the Workers to sustain the IT Facility in the Accommodation;
  - (d) develop processes for providing fair access for Workers to the IT Facility and to co-ordinate and monitor such access;
  - (e) collaborate with SC and ictQATAR on initiatives that lead to information and communications technology (ICT) as an enabler to support and improve the work environment for Workers;
  - (f) make provisions to allow access, and provide information to SC and ictQATAR on the usage of the IT Facility as and when reasonably requested; and
  - (g) partake in joint publicity to promote the work of the parties and the Better Connections Program.

## 1.8 Laundry

- 1.8.1 The Contractor shall provide Workers with a laundry service, whether in house or external, free of charge.
- 1.8.2 Each Worker shall be provided with one (1) laundry bag per annum for free.
- 1.8.3 The laundry service shall allow for a minimum of 5kg of laundry per Worker per week including:
- (a) Workers uniforms and clothes;
  - (b) bed sheets; and
  - (c) towels.
- 1.8.4 The Contractor shall ensure the installed privacy curtains are washed at regular intervals.
- 1.8.5 For washing of personal items at the Workers choice, the Contractor shall provide suitable washing facilities such as a laundry tub/trough with hot and cold faucets or washing machines.
- 1.8.6 The Contractor shall provide suitable washing lines within the Accommodation for Workers to use as required.



## 2. Food Standards

### 2.1 Food Requirements

- 2.1.1 The Contractor shall, at its own expense, provide every Worker with three (3) meals per day, free of charge whether the Worker is at the Accommodation Site or the Construction Site..
- 2.1.2 Meals can be provided either by the Contractor using an on-site kitchen within the Accommodation or by using an external caterer.
- 2.1.3 The menu shall be appropriate to the ethnic mix of Workers.
- 2.1.4 The Contractor shall ensure that there is no provision for self cooking in any Accommodation Site for Workers. All cooking and catering shall be provided and managed centrally regardless of the number of Workers.

### 2.2 On-Site Catering Requirements

- 2.2.1 If the Contractor provides food using a kitchen(s) at the Accommodation Site, the Contractor shall comply with the requirements of this paragraph 2.2.
- 2.2.2 The Contractor shall ensure that, at a minimum, it complies with the principles of ISO22000. If the cooking on site is out-sourced, the on-site caterer must be ISO22000 certified.
- 2.2.3 The Accommodation Site kitchen area shall be at least 0.9m<sup>2</sup> per bed comprising of:
  - (a) cooking area;
  - (b) segregated food preparation areas;
  - (c) separate storage areas for different food types e.g. chilled and dry food;
  - (d) equipment including freezers, chillers and dry food stores as appropriate;
  - (e) washing up facilities;
  - (f) refuse storage including waste segregation;
  - (g) operational extractor fans to control smoke and odours;
  - (h) an emergency gas cut off and automated fire suppression systems;
  - (i) anti-slip floor;
  - (j) porcelain tiles or equivalent covering from floor to ceiling;
  - (k) ceramic water filters fitted to water supply facilities used for cooking; and
  - (l) a staff office(s) to be used by kitchen staff and storage of kitchen records.





- 2.2.4 The kitchen shall comply with applicable industry standards for hygiene and operational requirements.
- 2.2.5 All persons, including those directly or indirectly employed (such as third party contractors), that work in the kitchen and/or handle food, shall be in possession of any licences that may be required by the relevant authority.



### **2.3 External Catering Requirements**

- 2.3.1 If the Contractor provides food using an external (third party) caterer, the Contractor shall comply with the requirements of this paragraph 2.3.
- 2.3.2 The Contractor shall ensure that the company operating the catering operation is ISO22000 certified.
- 2.3.3 All catering staff, including those directly or indirectly employed (such as third party contractors), that work in the kitchen or handle food, shall be in possession of any licences that may be required by the relevant authority.

### **2.4 Provision of Food to Construction Sites**

- 2.4.1 All food delivered to Construction Sites must be stored and transported in accordance with Hazard Analysis Critical Control Point requirements in order to regulate and maintain the temperature of the food.
- 2.4.2 Storage containers that do not regulate temperature, such as a Tiffin, shall not be used unless packed inside an appropriate temperature controlled unit, such as a thermo box.
- 2.4.3 As a guideline, the SC strongly encourages the use of bain marie's for the serving of food at Construction Sites.



## 2.5 Food Service Requirements

- 2.5.1 Wherever food is served to Workers, the Contractor shall comply with the requirements of this section 2.5.
- 2.5.2 In relation to hot and cold serveries, these must be stainless steel, fitted with sneeze guards and designed to maintain the food at appropriate temperatures in accordance with food safety legislation.
- 2.5.3 The Contractor shall provide to each Worker one set of suitable and durable eating utensils (i.e. tray, cup and spoon) for use at the Accommodation Site. The Contractor shall provide eating utensils for meals provided at the Construction Site.
- 2.5.4 The Contractor shall provide:
  - (a) a sufficient number of easily accessible tray and dish return areas for dirty dishes and cutlery; or
  - (b) suitable dish washing areas, with detergent, for Workers to wash their own dishes and cutlery.

## 2.6 Dining Hall Requirements

- 2.6.1 The Contractor shall provide dining facilities for Workers at the Accommodation Site which:
- (a) provides sufficient seating for the number of meals to be provided relative to the shift;
  - (b) contain dining chairs, in preference to benches;
  - (c) provide suitable hand washing facilities or hand sanitising facilities at the entrance of the dining area;
  - (d) allow for natural light and ventilation, provided by window area equal to 20% of the floor area;
  - (e) provide sufficient air conditioning capacity to cool a fully occupied room during the hottest periods; and
  - (f) have an adequate number of electronic flying insect traps or fly zappers.

## 2.7 Drinking Water Requirements

- 2.7.1 The Accommodation Site shall contain a cooled drinking water fountain at the ratio of one (1) tap or outlet for every sixty (60) Workers;
- 2.7.2 The Contractor shall ensure that the water is of potable quality and free of contaminants.
- 2.7.3 The Contractor shall install three (3) candle ceramic water filters where drinking water is provided and shall ensure that water storage tanks are cleaned and regularly maintained.
- 2.7.4 The use of fibre or thread filters is prohibited.



## **2.8 Prayer Rooms**

- 2.8.1 Each Accommodation Site shall have at least one (1) mosque (either on site or within close proximity) or one (1) prayer room.
- 2.8.2 The number and size of such mosque or prayer room shall be appropriate for the size of the Accommodation Site.

## **2.9 Medical Care**

- 2.9.1 The Contractor shall provide medical care within the Accommodation Site based on the number and distribution of Workers and staff in accordance with the Law.
- 2.9.2 The Contractor shall appoint first aid officers who shall have completed first aid training provided by a recognised training organisation.
- 2.9.3 Any appointed first aid officers shall obtain re-qualification as required to keep the certification current.
- 2.9.4 Where the Accommodation Site houses more than one hundred (100) Workers, the Contractor shall provide a resident nurse, qualified and licensed in accordance with Supreme Council of Health requirements.
- 2.9.5 The nurse shall be provided with an air conditioned medical station which shall be a designated room, designed and registered in accordance with Supreme Council of Health requirements.



- 2.9.6 Where the Accommodation Site houses more than five hundred (500) Workers, the Contractor shall provide a designated medical doctor. This may be a retained service or full time employee, as stipulated by the specific license requirements of the Supreme Council of Health.
- 2.9.7 Where the Accommodation Site houses more than five thousand (5000) Workers, the Contractor shall provide a resident medical doctor. Medical doctors shall be accordingly qualified to work in Qatar and licensed by the Supreme Council of Health.
- 2.9.8 The medical doctor shall carry out emergency first aid, basic health surveillance and routine consultations for Workers of the Contractor and shall be available to consult on health related work restrictions for individual Workers.
- 2.9.9 A Medical Isolation Unit shall be available, away from the general clinic, to accommodate infectious disease cases (e.g. chickenpox, measles etc.). This unit shall be air conditioned and shall have an attached washing/ bathing/toilet unit.

## **2.10 Refuse**

- 2.10.1 A separate refuse area shall be available a minimum of 30m away from any building.
- 2.10.2 The burning of any waste or refuse at the Accommodation Site is not permitted.

## **2.11 Sewage**

- 2.11.1 Permanent connection to the reticulated sewer system is preferred.
- 2.11.2 Where on-site sewerage collection and disposal is used, sewer collections points shall be installed in accordance with the Ministry of Municipality and Environment regulations.



## Appendix B: Transportation



## 1. Transportation

### 1.1 Requirement to Provide Free Transport

- 1.1.1 The Contractor shall provide to Workers at the Contractors expense transportation to and from the Construction Site and to other events and services, including medical care, as required.

### 1.2 Vehicle Requirements

- 1.2.1 The Contractor shall bear the cost of insuring, testing and payment of applicable taxes and registration, repairing and maintaining the vehicles and for all other running expenses of the vehicles used at the Accommodation or Construction Site.
- 1.2.2 All buses used in the transportation of Workers, including to and from the Construction Site and recreational facilities, shall comply with the requirements of the General Directorate of Traffic under the Ministry of Interior and shall also:
- (a) be surrounded by suitable lighting to identify its dimensions;
  - (b) visibly display the name of the Contractor on the outside including contact details for remarks and complaints;
  - (c) be fitted with seat belts for each seat and handgrips;
  - (d) be air-conditioned;
  - (e) shall have at least six (6) hammers to break the window glass in case of emergency;
  - (f) contain an easily accessible first aid kit with the contents regularly checked and replenished;
  - (g) shall have two (2) fire extinguishers of at least 5kg dry powder each, one (1) placed in the front and the other towards the rear of the vehicles; and
  - (h) be fitted with emergency windows indicated with signs.
- 1.2.3 Smoking inside the vehicles shall be prohibited.
- 1.2.4 All vehicles shall pass an annual inspection by the competent local authority.



### **1.3 Driver Competence**

- 1.3.1 The vehicle shall be driven by a competent driver holding a valid Qatar driving licence for the appropriate category of vehicle.
- 1.3.2 The driver shall possess current basic first aid training.

## **2. Traffic Management**

### **2.1 Approach and Internal Roads**

- 2.1.1 The Contractor shall minimise traffic within the Accommodation and establish speed control measures to limit speed to not more than 25km per hour.
- 2.1.2 The Contractor shall ensure that sufficient traffic warning signage is placed throughout the Accommodation Site. Road crossing areas shall include well marked zebra crossings with dropped kerb stones, combined with speed humps to reduce the risk of speeding vehicles at pedestrian cross over points.
- 2.1.3 Where practicable the Contractor shall operate a system of all vehicles entering through one (1) gate and exiting through a different other gate.
- 2.1.4 Sufficient illumination shall be provided in traffic zones.

### **2.2 Bus Boarding**

- 2.2.1 The Contractor shall ensure that bus boarding bays are safely located within or alongside the Accommodation.
- 2.2.2 Bus boarding bays shall be clearly marked with adequate lighting.
- 2.2.3 The boarding bay shall be established in such a place that the need to cross the access road is minimised as far as reasonably possible.

### **2.3 Pick Up & Drop Off Timings of Delivery Vehicles**

- 2.3.1 During the peak boarding and disembarking period during the morning and afternoon, all delivery vehicles into the facility are to be restricted.

### **2.4 Control of External Vehicles**

- 2.4.1 Movements of external vehicles inside the facility, like water tankers and waste removal tankers are to be instructed and monitored by the security staff.
- 2.4.2 In the absence of a vehicles reverse alarm, reversing and turning shall only be carried out with the help of a signalman.





## **Appendix C: Facilities Management at Accommodation**

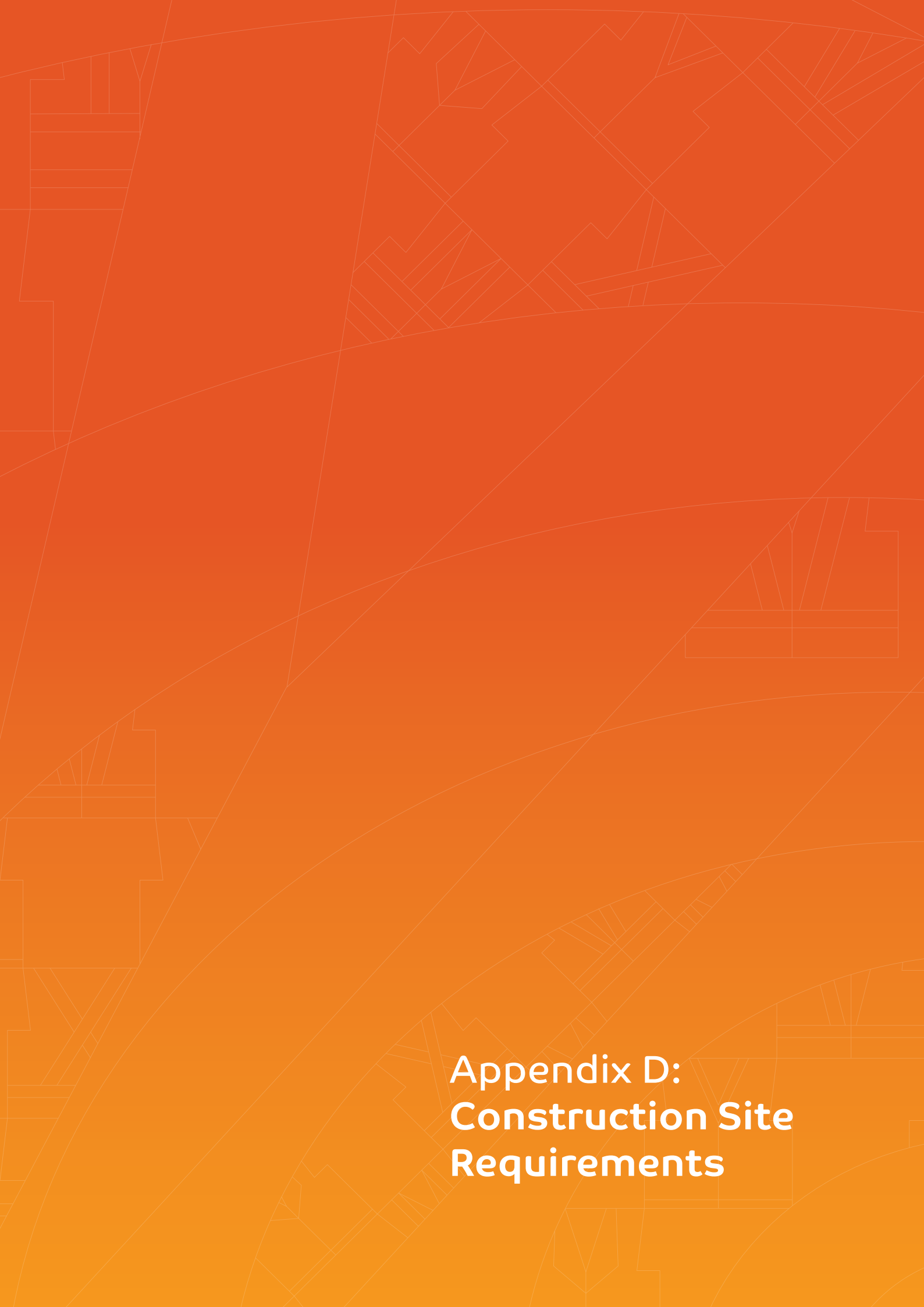
## **1. Facilities Management**

### **1.1 Facilities Management Program**

- 1.1.1 The Contractor shall prepare a detailed Facilities Management Program for each Accommodation Site to address the operations and maintenance of the Accommodation Site as well as the health, welfare, education, training and recreation strategies for Workers.
- 1.1.2 The Facilities Management Program shall be available to the SC upon request.
- 1.1.3 The Facilities Management Program shall include:
  - (a) a routine, daily, weekly and other periodic cleaning plan;
  - (b) a monthly deep cleaning programme;
  - (c) a pest control plan;
  - (d) a fire safety and life safety management plan that includes a detailed layout of all fire detectors and fire fighting equipment, multi lingual signage and details of the Fire Evacuation plan and records of drills;
  - (e) a menu plan;
  - (f) a Security & Emergency Management Plan that includes all security procedures; and
  - (g) a Workers Induction Plan that introduces new arrivals to the Accommodation Site, its surrounding area and the local culture.

### **1.2 Security**

- 1.2.1 The Contractor must employ:
  - (a) a licensed security provider in accordance with State of Qatar requirements; or
  - (b) dedicated and trained staff, to provide security at the Accommodation Site.
- 1.2.2 All security staff shall:
  - (a) be trained in basic security procedures and processes;
  - (b) undergo site specific security training;
  - (c) have undergone first aid training;
  - (d) be dressed in uniform and clearly identifiable as security personnel.
- 1.2.3 The Contractor shall provide a copy of the Security & Emergency Management Plan to all security personnel.
- 1.2.4 The role of the security staff shall include:
  - (a) being the first point of contact with visitors to the Accommodation Site;
  - (b) restricting access so that only authorised personnel and visitors may enter;
  - (c) monitoring and reporting to management suspicious people, vehicles and events.
- 1.2.5 Records shall be kept of all security incidents and made available to the SC upon request.



## **Appendix D: Construction Site Requirements**

## **1. Construction Site Welfare**

### **1.1 General Requirements**

- 1.1.1 Air-conditioning is mandatory for all habitable buildings occupied or used by Workers on Construction Site and all opening windows in all habitable buildings shall be equipped with insect screens.
- 1.1.2 Pest control measures shall be implemented and carried out at regular frequency in all site offices, mess areas, washing and sanitary facilities.

### **1.2 Drinking Water**

- 1.2.1 Cooled drinking water shall be provided in Construction Site offices, mess areas, field rest shelters and at other suitable points to ensure every Worker is within a three (3) minute walk from a water station.
- 1.2.2 The Contractor shall ensure that the water is of potable quality and free of contaminants.
- 1.2.3 The Contractor shall install water filters, chlorinators and disinfection units and ensure that water storage tanks are cleaned and maintained.

### **1.3 Sanitary Facilities**

- 1.3.1 Every Construction Site where a Worker is employed for more than four (4) consecutive hours shall have sanitary facilities containing toilets or urinals and handwashing basins.
- 1.3.2 Sanitary facilities shall be located in convenient locations relative to where work on the Construction Site is being performed.
- 1.3.3 Rooms containing sanitary facilities shall have sufficient exhaust ventilation to remove foul air and moisture.
- 1.3.4 The walls, floors and partitions within rooms containing sanitary facilities shall be finished with impervious wipe clean surfaces in order to maintain them in a hygienic condition.
- 1.3.5 Toilets shall be partitioned from each other and have lockable doors for privacy. Urinals shall be suitably screened.
- 1.3.6 Where portable sanitary facilities are provided, these shall be regularly cleaned and emptied to maintain hygienic conditions at all times.
- 1.3.7 On Construction Sites, the Contractor shall provide at a minimum the specified number of sanitary facilities dependant on the total number of Workers employed by the Contractor and Other Contracting Parties at that Construction Site:
  - (a) up to fifty (50) Workers, two (2) toilets and two (2) washbasin;
  - (b) for the next fifty (50) Workers, two (2) additional toilet plus two (2) additional washbasins;
  - (c) for every additional 100 Workers, one (1) additional toilet, one (1) additional washbasin and two (2) additional urinals.



Workers	Toilets	Urinals	Washbasins
50	2	–	2
100	4	–	4
200	5	2	5
300	6	4	6
400	7	6	7
500	8	8	8
1000	16	16	16
2000	32	32	32

N.B. during mobilisation and demobilisation from the Construction Site, some leeway will be allowed on the above ratios due to day to day manpower fluctuations.

- 1.3.8 Consumables such as liquid hand soap and paper hand towels shall be available in accordance with use and refilled as soon and as often as reasonably possible.
- 1.3.9 Where the Contractor or Other Contracting Parties employ females on the Construction Site, separate toilet facilities shall be provided and shall include one (1) toilet for every ten (10) females.
- 1.3.10 The Contractor shall arrange for septic tanks to be emptied on a regular basis to prevent overflowing. Septic tanks shall be of sufficient size and quantity to cope with planned peak labour.
- 1.3.11 The Contractor shall employ a dedicated cleaning team or outsource the services to a professional cleaning company to ensure that suitable cleaning and disinfecting procedures are implemented in all sanitary conveniences. The frequency of cleaning shall depend on the frequency of use but shall be at least once prior to the commencement of each shift.



## **1.4 Mess Areas**

- 1.4.1 The Contractor shall provide sufficient and conveniently accessible mess areas for its Workers on the Construction Site.
- 1.4.2 Mess areas shall only be located within suitable buildings and structures and shall be enclosed, free of dust and sand ingress and be air conditioned.
- 1.4.3 Mess areas shall be located away from work areas in separate buildings and structures wherever possible. Where it is not deemed possible, appropriate partitioning shall be erected.
- 1.4.4 Mess areas shall be fitted out with tables and chairs. The number of tables and chairs shall allow for every Worker during that meal shift to sit at a table while eating food.
- 1.4.5 The consumption and storage of food shall be restricted to the mess area. The Contractor shall ensure that meals for all Workers are provided for in the Construction Site mess area.
- 1.4.6 The Contractor shall provide eating utensils for meals provided at the Construction Site.
- 1.4.7 Cooking shall not be allowed in the Construction Site mess area. Should the Contractor require an on-site kitchen to prepare hot food, a written proposal shall be submitted in advance to the SC Project Manager. Any on-site kitchen shall be subject to the food safety regulations applicable in Qatar.
- 1.4.8 If an on-site kitchen is not used, all food served at a Construction Site for Workers must be cooked and transported in accordance with the requirements of Appendix A, sections 2.2, 2.3 and 2.4
- 1.4.9 The Contractor shall employ a dedicated cleaning team to ensure that suitable cleaning and disinfecting procedures are implemented in all mess areas. The frequency of cleaning shall depend on the frequency of use but shall be at least once prior to the commencement of each meal break.

## **1.5 Notice Board**

- 1.5.1 The Contractor shall provide a notice board at the Construction Site for the purpose of communicating with Workers.
- 1.5.2 The Contractor shall display on such notice boards at least the following information and at a minimum in the Prescribed Languages:
  - (a) the Contractor's Health & Safety Policy signed by Senior Management;
  - (b) names and work location of appointed nurse, first aiders, HSE personnel and fire marshalls;
  - (c) the location of all first aid kits on site;
  - (d) emergency escape routes, exits and muster points in case of fire;
  - (e) name and contact details of the PWWO (if applicable);
  - (f) Construction Site rules and procedures;
  - (g) the hours at which work begins and ends, and where work is carried out by shifts, the hours at which each shift begins and ends, such rest intervals accorded during the period of work as well as Rest Days;
  - (h) grievance procedures of the Contractor, SC, Qatar MOADLSA and other Qatar Government agencies providing services to Workers in Qatar.

## 1.6 Medical Facilities at Construction Site

- 1.6.1 The Contractor shall provide adequate and appropriate medical provisions based on the number and distribution of Workers in accordance with Supreme Council of Health requirements and licenses.
- 1.6.2 All Workers shall have a reasonably rapid access to first aid. If Workers are dispersed over a wide area, then the Contractor shall provide adequate first aid cover for all locations.
- 1.6.3 Where there are less than five (5) Workers on the Construction Site, the Contractor shall ensure that a Worker is trained to “appointed person” first aid standard.
- 1.6.4 Where the number of Workers on the Construction Site exceeds five (5), there shall be at least one (1) fully trained first aid officer provided by the Contractor per fifty (50) Workers or part thereof.
- 1.6.5 Where the number of Workers on the Project Site is over one hundred (100), the Contractor shall provide a Supreme Council of Health registered nurse.
- 1.6.6 First aid officers shall have completed an approved training course by a recognised training organisation. Any appointed first aid officers shall obtain re-qualification as required to keep the certification current.
- 1.6.7 First aid boxes shall be readily available on the Construction Site and the location of first aid boxes shall be clearly signed. The number, size and content of first aid boxes shall be proportionate to the number of Workers in the work area and shall comply with the minimum requirements of the Law.
- 1.6.8 Defibrillator kits shall be readily available on the Construction Site. The location of defibrillator kits boxes shall be clearly signed and shall be positioned to ensure easy access. Only qualified and trained personnel shall be authorised to use such equipment.
- 1.6.9 All injuries more severe than first aid cases and medical emergencies shall be reported in accordance with the Construction Site HSE Plan.





## **Appendix E: Tenderer Commitment Statement**





## WORKERS' WELFARE TENDERER COMMITMENT STATEMENT

The Supreme Committee for Delivery and Legacy (SC)'s vision is the successful delivery of a historic FIFA World Cup™ in alignment with national plans and with a lasting impact on the country and the world.

The SC firmly believes that all workers engaged on its projects, and those of the other infrastructure developers in Qatar, have a right to be treated in a manner that ensures at all times their wellbeing, health, safety and security.

Compliance with the SC Workers' Welfare Standards and all relevant Qatari laws is a pre requisite to the selection and retention by the SC of its contractors and sub contractors. The SC is **committed**, and **requires** its contractors and sub contractors, to **adhere** to the following principles in their treatment of all workers:

- **Health and Safety** – foster and actively encourage a world class health and safety culture;
- **Employment Standards** – comply with the SC's required employment standards and all relevant Qatari laws;
- **Equality** – treat all workers equally and fairly, irrespective of their origin, nationality, ethnicity, gender or religion;
- **Dignity** – ensure that workers' dignity is protected and preserved throughout their employment and repatriation;
- **Unlawful Practices** – prohibit child labour, forced labour, and human trafficking practices;
- **Working and Living Conditions** – create and maintain safe and healthy working and living conditions;
- **Wages** – ensure that wages are paid to workers on time;
- **Grievances** – prohibit retaliation against workers who exercise any rights deriving from the SC's required employment standards or relevant Qatari laws;
- **Access to Information** – provide access to accurate information in the appropriate language regarding workers' rights deriving from the SC's required employment standards or relevant Qatari laws; and
- **Training** – provide workers with training on skills necessary to carry out their tasks, including areas related to their health and safety.

The Tenderer confirms that it has read the contents of this Commitment Statement and commits to implement and comply with the SC Workers' Welfare Standards and the principles set out above. The signatory below represents and warrants to SC that he or she has authority to bind the Tenderer to this Commitment Statement.

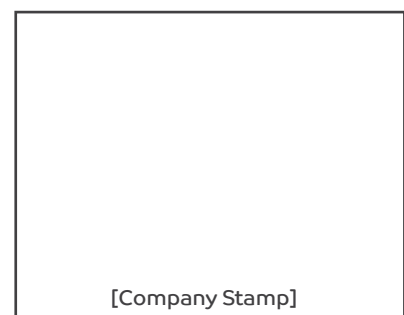
Signature: \_\_\_\_\_

Name of Signatory: \_\_\_\_\_

Title of Signatory: \_\_\_\_\_

Date of Signature: \_\_\_\_\_

Name of Tenderer: \_\_\_\_\_





## **Appendix F: RFP Requirements**



## WORKERS' WELFARE RFP REQUIREMENTS

### Requirement 1 – Commitment to the WW Standards

No.	Requirement	Response
1.1	The Tenderer shall provide a signed Commitment Statement (signed by an authorized signatory of the organisation and with company stamp) in the form set out in [insert reference to attachment in RFP].	
1.2	The Tenderer shall provide the name of its proposed Workers' Welfare Officer and show this role within its proposed organisation chart.	

### Requirement 2 – Recruitment and Employment Information

No.	Requirement	Response
2.1	The Tenderer shall provide the name and contact details of all recruitment agents you current use.	
2.2	Please advise whether you have a formal contract in place with all of these recruitment agents?	
2.3	Please advise the number of workers each recruitment agent has recruited into Qatar for you in the previous 12 months.	
2.4	Please provide a copy of each recruitment agents' Ministry of Labour and Social Affairs (MOLSA) registration.	
2.5	In the previous 12 months, have you directly recruited workers into Qatar?	

2.6	If yes to requirement 2.5, how many workers?	
2.7	If yes to requirement 2.5, please provide a copy of the signed “Approval to Recruit” letter from the sending country.	
2.8	Please provide number of workers anticipated at peak construction of the works, providing a projection for the duration of the project.	
2.9	Please provide the percentage of workers that will be directly employed by the Tenderer versus the number of workers that will be employed by your subcontractors.	

### Requirement 3 – Worker Accommodation Information

No.	Requirement	Response
3.1	Please provide the address/location (with map and GPS coordinates) of all your worker accommodation facilities in Qatar.	
3.2	Please nominate the specific accommodation facility in Qatar where your workers undertaking this project will be housed.	
3.3	In relation to the facility nominated at requirement 3.2, please provide:	
(a)	the capacity and occupancy rates;	
(b)	an outline of the recreation facilities and amenities;	
(c)	whether the facility is owned by the Tenderer or rented and, if rented, the name of the owner/landlord;	
(d)	whether the facility is shared with other employer’s workers;	
(e)	the name and contact details of the caterer used by the Tenderer (if any) and a copy of their ISO2200 certification;	
(f)	approximate distance /travel time to the work site during morning and evening hours;	
(g)	the name and contact number of the Camp Boss.	

#### Requirement 4 – Accommodation Inspection Confirmation

No.	Requirement	Response
4.1	Please confirm that you will allow SC (or its representatives) access to the worker accommodation nominated at requirement 3.2 in order to conduct an inspection as part of the tender evaluation. This inspection will be conducted on short notice.	
4.2	Please confirm that you understand that the results of the inspection will be included as part of the tender evaluation assessment and a failure to achieve a minimum level of standard will result in disqualification.	
4.3	Please confirm that if you are successful with this tender, you will allow any Qatari governmental authority, including but not limited to, Ministry of Labour and Social Affairs, Ministry of Interior and Civil Defence, access to all worker accommodation facilities where workers performing the project will be housed.	
4.4	Please confirm that you will not relocate workers on the project from the accommodation facility nominated at requirement 3.2 without the prior written consent of the SC.	

# Appendix G: New Starter Checklist



## Workers' Welfare - New Starter Checklist

Full Name:	
How old are you?	
Where are you from?	
Is this your first job in Qatar?	<input type="checkbox"/> Yes <input type="checkbox"/> No
If no, have you left and then returned to Qatar?	<input type="checkbox"/> Yes <input type="checkbox"/> No
How many years in total have you worked in Qatar?	<input type="text"/> Years
<b>What is your occupation in Qatar?</b>	
<input type="checkbox"/> labourer	<input type="checkbox"/> heavy driver
<input type="checkbox"/> carpenter/electrician	<input type="checkbox"/> mechanic
<input type="checkbox"/> security guard	<input type="checkbox"/> mason
<input type="checkbox"/> operator shovel/excavator	<input type="checkbox"/> steel fixer
<input type="checkbox"/> other	
<b>What is your native language?</b>	
<input type="checkbox"/> Arabic	<input type="checkbox"/> English
<input type="checkbox"/> Bengali	<input type="checkbox"/> Hindi
<input type="checkbox"/> Urdu	<input type="checkbox"/> Tagalog
<input type="checkbox"/> Malayalam	<input type="checkbox"/> Other
<b>What other language can you speak?</b>	
<input type="checkbox"/> Arabic	<input type="checkbox"/> English
<input type="checkbox"/> Bengali	<input type="checkbox"/> Hindi
<input type="checkbox"/> Urdu	<input type="checkbox"/> Tagalog
<input type="checkbox"/> Malayalam	<input type="checkbox"/> Other
<b>What other language can you speak?</b>	
<input type="checkbox"/> Agent	<input type="checkbox"/> Employed directly by company
<input type="checkbox"/> Referred by friend	<input type="checkbox"/> Referred by relative
<input type="checkbox"/> Other	



<b>Did you pay money to come to Qatar?</b>		
<input type="checkbox"/> Yes	<input type="checkbox"/> No	
<b>If yes, who did you pay the money to?</b>		
<input type="checkbox"/> Agent	<input type="checkbox"/> Company	<input type="checkbox"/> Relative
<input type="checkbox"/> Friend	<input type="checkbox"/> Other	
<b>If yes, how much did you pay? (QAR)</b>		
<b>Did you borrow the money to come to Qatar?</b>		
<input type="checkbox"/> Yes	<input type="checkbox"/> No	
<b>If yes, who did you borrow the money from?</b>		
<input type="checkbox"/> Agent	<input type="checkbox"/> Company	<input type="checkbox"/> Relative
<input type="checkbox"/> Friend	<input type="checkbox"/> Someone in your Village	<input type="checkbox"/> Bank
<b>How often do you have to make repayments?</b>		
<input type="checkbox"/> fortnightly	<input type="checkbox"/> monthly	<input type="checkbox"/> Other
<b>How much are your repayments? (QAR)</b>		
<b>How long after you signed your job offer did you come to Qatar?</b>		
<input type="checkbox"/> Within 1 month	<input type="checkbox"/> 1 – 3 Months	<input type="checkbox"/> More than 3 months



The background is a solid orange color with a complex, abstract pattern of thin, light-orange lines. These lines form various geometric shapes, including rectangles, triangles, and polygons, some of which are nested or overlapping. The pattern is dense and covers the entire page, creating a textured, architectural feel.

## Appendix H: Payslip



## EXAMPLE PAYSリップ

Employee number:  Employee Name and Surname:

Employment start date:  Job Trade:

Basic monthly Salary :  Month:

Monthly Basic Salary ( Calculated on 30 days = daily rate)

DETAILS	NUMBERS	BASIS	RATE PER HOUR	TOTAL HOURS WORKED	DEDUCTIONS
<b>SALARY</b>					
Days worked		Day/s			
Back payment		Day/s			
Salary adjustments		Day/s			
<b>OTHER PAYMENTS</b>					
Sick leave ( < 2 WEEKS )		Day/s			
Sick leave ( > 2 WEEKS TO 6 WEEKS		Day/s			
Maternity leave		Day/s			
Work Accident					
Paid Leave					
Public Holiday					
Overtime 125%					
Overtime 150%					
Accrued Leave Paid					
End of Service benefits					
Notice period paid					
<b>ALLOWANCES :</b>					
Housing					
Food					
Transportation					
Mobile allowance					
Others					
<b>DEDUCTIONS :</b>					
Salary cash advance					
Flight ticket					
Loans					
<b>OTHER DEDUCTIONS</b>					

### MEANS OF PAYMENT

Bank Transfer to Personnel Acct.  
AHLI BANK QATAR  
0016301-308437-

TOTAL SALARY  
TOTAL ALLOWANCES  
TOTAL DEDUCTIONS

NET PAY

Days	01	02	03	04	05	06	07	08	09	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	30
Calendar	Thu	Fri	Sat	Sun	Mon	Tue	Wed	Thu	Fri	Sat	Sun	Mon	Tue	Wed	Thu	Fri	Sat	Sun	Mon	Tue	Wed	Thu	Fri	Sat	Sun	Mon	Tue	Wed	Thu	Fri	Sat
Timekeeping	11	DO	10	10	10	10	10	10	DO	10	10	T	9	9	9	DO	7	8	8	8	8	8	DO	10	9	9	9	9	9	5	8
P - Present	M- Mission	T-Travel	DO-Day off	F- Fear-Holiday	PV- Paid Vacation	S - Sick	WA- Work Accept	MT-Maternity	C- Compassionate Leave	A- Unauthorized Leave	UV-Unpaid Leave																				



## Appendix I: Monthly Reporting



[INSERT NAME OF ACCOMMODATION] MASTER LIST AS AT [Insert date]						
S.No.	Emp. No.	Name	Nationality	Position	Date of Joining	Project Site
1						
2						
3						
4						
5						
6						
7						
8						
9						
10						
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12						
13						
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17						
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20						



**[INSERT NAME OF ACCOMMODATION] MASTER LIST AS AT [Insert date]**

## Appendix J : Inspection Item



## INSPECTION ITEM: ETHICAL RECRUITMENT

Date Of Audit:			
Contractor's Name:			
Name & Signature Of Contractor Representative:			
Name & Address Of Accommodation:			
<b>INSPECTION ITEM: ETHICAL RECRUITMENT</b>	<b>Complies</b>	<b>Partially Complies</b>	<b>Does Not Comply</b>
<b>1. Ethical Recruitment</b>			
During the recruitment of Workers, particularly from overseas, the Contractor complies with all relevant laws and the SC's Workers' Welfare Standards (WW Standards) to ensure the fair and ethical treatment of Workers.			
The Contractor currently ensures that:			
The Contractor currently ensures that:			
(a) its Other Contracting Parties comply with all relevant Laws and these WW Standards during the recruitment of their workers;			
(b) it treats all job applicants equally and fairly in providing access to employment, training and opportunities for promotion irrespective of their age, nationality, disability, ethnic or national origin, gender, race, religion or belief or marital status; and			
(c) it selects, employs, promotes and treats individuals on the basis of their relevant aptitudes, skills, capabilities and qualifications.			
The Contractor and its Other Contracting Parties only use the services of a Recruitment Agency that:			
(a) is validly registered with the Qatar Ministry of Labour			
(b) has entered into a signed, written contract with the Contractor or Other Contracting Party, as relevant.			
The contract between the Contractor and its Recruitment Agent:			
(a) stipulates that a Worker is not to be charged any Recruitment or Processing Fees including any upfront deposits or security-payments for the provision of recruitment services;			
(b) prohibits the confiscation or retention of the Workers passport or other personal documents by the Recruitment Agent;			
(c) stipulates that the Contractor is responsible for the payment all Recruitment or Processing Fees relating to the recruitment of Workers and set out the amount of such fees and charges which the Recruitment Agent will charge the Contractor for the recruitment of Workers;			
(d) stipulates that any job advertisements placed by the Recruitment Agent for recruiting Workers includes a statement to the effect that no Recruitment or Processing Fees shall be charged to, or refunds demanded from the Workers, at any time;			
(e) stipulates that the Recruitment Agent shall clearly inform the Worker in a language they understand the nature of the role and the working and living conditions in Qatar, including the risks of the work to be performed and that the Worker is not required to pay any Recruitment or Processing Fees;			
(f) prohibits any payment or provision of any gift or hospitality from the Recruitment Agent to any employee or agent of the Contractor;			
(g) stipulates that only medical clearance certificates provided by Gulf Approved Medical Centres Association (GAMCA) approved medical providers will be accepted (where applicable)			
(h) prohibits the use of any unlicensed brokers or sub-agents			
The Contractor shall provide a copy of its contract with the Recruitment Agents and / or any job orders issued under that contract to the GEM upon request.			
After the placement of Workers by a Recruitment Agent, the Contractor obtains a signed statement from the Recruitment Agent that the Recruitment Agent has complied with the requirements set out in the contract between the Agent and the Contractor.			



INSPECTION ITEM: ETHICAL RECRUITMENT	Complies	Partially Complies	Does Not Comply
If the Contractor becomes aware that a Recruitment Agent is in breach of any of the terms set out above, the Contractor:			
(a) immediately reports that Recruitment Agent to the MOADLSA, GEM and local Embassy or Consulate accordingly; and			
(b) if the payment of any Recruitment or Processing Fees by a Worker is discovered by a Contractor, the Contractor demands the refund of such money from the Recruitment Agent and reimburses the affected Workers; and			
(c) terminates its contract with that Recruitment Agent			
The Contractor reimburses a Worker upon receiving substantiating proof of any Recruitment or Processing Fees have been paid by a Worker to a Recruitment Agent.			
<b>2. Offers Of Employment</b>			
The Original Offer of Employment given to a Worker in their home country by or on behalf of the Contractor complies with the minimum requirements of Law and these Standards.			
The Original Offer of Employment specifically sets out the following:			
(a) the nature of the project and work that the Worker will be performing;			
(b) the duties and responsibilities of Worker, including HS;			
(c) the rights of Worker with regard to basic Working Hours, Overtime Working Hours, Basic Wages and Overtime Wages			
(d) the expected regular Basic Working Hours and Overtime Working Hours			
(e) entitlement of the Worker to benefits including accommodation, uniform, transport and food provisions			
(f) days off, including Rest Days, and Annual Leave entitlement of Worker including flights home;			
(g) the provision of medical care;			
(h) sick leave and pay entitlements of Workers;			
The Original Offer of Employment is in writing and explained to the Worker in a language that they understand.			
A Worker is not coerced into signing a blank or incomplete document.			
If a Worker cannot read or write they are directed to place a thumb print as signature coupled with the signature of a witness who has explained the content of the document in a language the Worker understands.			
The Worker is given a copy of the signed Original Offer of Employment.			
The Contractor is responsible for all costs in relocating the Worker from their home country to Qatar including air fare and visa costs			





INSPECTION ITEM: ETHICAL RECRUITMENT		Complies	Partially Complies	Does Not Comply
<b>3. Employment Contracts</b>				
Once a Worker arrives in Qatar they are promptly provided with an Employment Contract.				
The Employment Contract:				
(a) complies with the minimum requirements of Law and WW Standards;				
(b) sets out the terms and conditions of employment which must be no less favourable than the Original Offer of Employment;				
(c) is explained to the Worker in a language that they understand;				
(d) is signed by the Worker and the Contractor and such signatures shall be witnessed.				
The Contractor ensures that no Worker is required to sign an Employment Contract different to the Original Offer of Employment unless the Employment Contract stipulates terms and conditions more advantageous to the Worker.				
If a Worker cannot read or write they are directed to place a thumb print as signature coupled with a witness who explained the content of the document in a language the Worker understands.				
The Worker is given a copy of the signed and MOADLSA attested Employment Contract				
The Contractor makes the Original Offer of Employment and the Employment Contract available for inspection by the SC.				
No changes are made to an Employment Contract without the free and voluntary prior written consent of the Worker.				
Any changes to an employment contract are processed in the same manner as the original employment contract				
Workers are only required to perform the tasks and duties for which they were recruited, trained and employed for and which are set out in their employment contract.				
A Worker is only required to perform tasks not set out in their employment contract if:				
(a) such other tasks and duties are substantially similar in nature;				
(b) the Worker has been promoted to a new position and receives the benefits associated with the new position.				
<b>4. Employment Conditions</b>				
To ensure the dignified and ethical treatment of all Workers the Contractor ensures:				
(a) that all Workers shall have equal opportunities regardless of age, nationality, disability, ethnic or national origin, gender, race, religion or belief or marital status;				
(b) that all forms of compulsory labour or imposition of any additional work or financial penalties on Workers as a means to discipline them are strictly prohibited;				
(c) the use of violence, bullying, harassment, victimization, threats and intimidation in any form against Workers is strictly prohibited;				
(d) that the exploitation of the vulnerability of Workers, including the threat of denunciation to authorities as means of coercion, is prohibited;				
(e) that disciplinary action is taken against any of its Managerial Staff or other employees who are found to be in breach of the prohibitions prescribed by these WW Standards.				
The Contractor ensures that, at its cost, all Workers possess:				
(a) a valid work visa which shall be transferred into a residence permit				
(b) a Qatari identity card				
(c) health card				
All Workers have personal possession of:				
(a) their passports				
(b) Qatari identity card				
(c) bank cards				



INSPECTION ITEM: ETHICAL RECRUITMENT	Complies	Partially Complies	Does Not Comply
If the Contractor requires the provision of the Workers passport or other documentation to renew the Workers visa and/or work permit, the Contractor provides the Worker with an exact copy of these documents and returns the original passport and personal documents immediately at the end of the renewal process.			
If the Contractor fails to provide a valid identification card to a Worker who is then subject to any form of fine imposed under Law, the Contractor pays the amount of fine whether directly to the relevant authority or by immediate reimbursement to the Worker.			
Contractors ensures that Workers are granted their entitlements to Annual Leave, Rest Days and all other minimum requirements of the Law			
Workers shall:			
(a) have freedom of movement in and out of the Accommodation subject to complying with any Accommodation policies and procedures;			
(b) be free to travel to their home countries during Annual Leave or any other leave without any penalty or threat of termination.			
For annual leave, the Contractor pays for the return air travel expenses to the nearest International Airport at the home country of the Worker.			
Contractor complies with the rest period and days prescribed by Law with respect to all Workers.			
The Contractor:			
(a) provides medical insurance to Workers free of charge including obtaining for each Worker a Hamad Hospital medical insurance card or private alternative			
(b) is liable for the payment of Workers medical insurance and any necessary medicine, special procedures, tests, consultations and any associated costs prescribed by the Workers medical practitioner			
If a Worker is prevented by illness, accident, injury or other incapacity from properly performing his or her duties under the Employment Contract:			
(a) the Worker is informed to immediately report this fact to the Contractor;			
(b) the Contractor, at its expense, arranges for a medical practitioner to examine and treat the Worker.			
Where a Worker has sustained any work related injury or occupational disease the Contractor promptly pays for the cost of any treatment.			
Where an injury of a Worker prevents the Worker from undertaking their Work, the Contractor continues to pay that Workers' Wages, subject to the provisions of the Law.			
The Contractor ensures that free of charge medical professional counselling services are available to Workers requiring treatment for emotional, traumatic and mental illness issues			
A Worker who has been ill, injured or suffered from any other form of incapacity is not required to return to work for the duration of any doctors/medical certificates excusing the Worker from duty.			
Workers are entitled to unpaid leave of up to fourteen (14) days in the event of a death or serious debilitating injury to a member of their Immediate Family.			
The Contractor maintains in a secure location in Qatar an employment file for each Worker containing the following details:			
(a) signed Original Offer of Employment and MOADLSA attested Employment Contract			
(b) name;			
(c) job or occupation			
(d) date of birth			
(e) nationality			
(f) place of residence			
(g) marital status			
(h) next of kin;			
(i) home contact details in case of emergency;			
(j) date of employment;			
(k) Wages paid and any adjustments made, including wage increases			



INSPECTION ITEM: ETHICAL RECRUITMENT	Complies	Partially Complies	Does Not Comply
(l) leave taken (including Annual Leave, sick leave and other leave)			
(m) disciplinary record;			
(n) period of probation and evidence of completion of probation;			
(o) grievances record;			
(p) work appraisals;			
(q) records of any pre employment and post-employment (i.e end of service) medical examinations;			
(r) induction and training records;			
(s) occupational illnesses and injuries;			
(t) skills history			
(u) date and reason for termination of employment			
The Contractor at any time allows the SC, or any person designated on behalf of the SC, access to the above records and files.			
<b>5. Payment Of Workers</b>			
The Contractor pays, and ensures its Other Contracting Parties pay, all Workers in accordance with the Wage Protection System implemented under the Qatar Labor Law.			
The Contractor does not any charges or interest on Wages paid in advance of the due date whether by way of advance payment or loan.			
Any deductions from Wages are only made strictly in accordance with the requirements of Law.			
The Contractor makes no deduction from Wages for the following items:			
(a) Recruitment and Processing Fees;			
(b) relocation or visa costs;			
(c) Accommodation;			
(d) bedding;			
(e) food;			
(f) transportation;			
(g) training and development;			
(h) recreation facilities at the Accommodation Site;			
(i) medical insurance and prescribed health care.			
The Contractor provides each Worker with a pay slip for each payment period.			
The pay slip provided by the Contractor complies with the requirements of the sample pay slip included in the WW Standards.			
The Contractor keeps a Wages register			
Workers continue to receive their Basic Wages when attending skills training, induction training or other training			
Whenever the circumstances of work requires a Worker to work on their Rest Day, the Worker is compensated for the Rest Day in accordance with Law			



INSPECTION ITEM: ETHICAL RECRUITMENT		Complies	Partially Complies	Does Not Comply
<b>6. End Of Employment And Repatriation</b>				
The Contractor's policies and procedures stipulate that a Worker shall be entitled to terminate their Employment Contract without notice and retain full rights to both the End of Service Gratuity and repatriation at the expense of the Contractor where the Contractor:				
(a) commits a breach of its obligations under the Employment Contract or at Law; or				
(b) the Contractor's representatives:				
(i) commit a physical or immoral act upon such Worker; or				
(ii) have misled the Worker at the time of entering into the Original Offer of Employment and/or the Employment Contract as to the terms and conditions of the work; or				
(iii) are aware of a danger to the health, safety or security of the Worker and does not take the necessary steps to remove the relevant danger.				
The Contractor, upon the end of the employment of a Worker, pays for the repatriation travel expenses of that Worker in accordance with the Law or their Employment Contract, whichever is more favourable to the Worker.				
All Wages and end of service gratuity payable to Workers at the end of their Employment Contracts are paid to the relevant Worker before their return to their country of origin or as soon as reasonably practicable if the Worker remains in Qatar.				
In the case of death of a Worker, all Wages and End of Service Gratuity due are promptly settled and transferred to the Worker's family				
<b>7. Accommodation Site Requirements</b>				
The Contractor ensures that all Workers receive an adequate induction at the Accommodation Site.				
The induction covers in appropriate detail:				
(a) the emergency evacuation procedure for the Accommodation;				
(b) how to obtain medical care when at the Accommodation				
(c) the roles and responsibilities of key personnel at the Accommodation including the WWO;				
(d) the function of the WWF and PWF and the role of the Worker representatives;				
(e) the facility management and health & safety rules and requirements relating to the Accommodation				
(f) an explanation or summary of Workers' rights and protections under Law and the types of breaches which a Worker may experience and which they are entitled to report.				
(g) use of the support mechanisms outlined in the WW Standards				
(h) the Contractor's policies and procedures relating to the Accommodation.				
The induction is delivered in a Prescribed Language of the Workers choice.				
<b>8. Reporting Requirements</b>				
The Contractor submits all the required monthly reports to the SC as required by the WW Standards				
The Contractor obtains monthly reports from its Other Contracting Parties.				
<b>9. Workers' Welfare Officer (WWO) &amp; Project Workers' Welfare Officer (PWWO)</b>				
The Contractor has appointed a WWO for each Accommodation Site.				
The Contractor has appointed a PWWO for the Construction Site (where applicable)				



INSPECTION ITEM: ETHICAL RECRUITMENT		Complies	Partially Complies	Does Not Comply
<b>10. Workers' Welfare Forum (WWF)</b>				
The Contractor does have a WWF for each Accommodation Site.				
The Contractor has facilitated and ensured the election of the Workers representatives to participate on the WWF.				
The WWF meets at least once per month at the relevant Accommodation Site as determined by the WWO				
The WWO ensures that meeting minutes are recorded and submitted to the SC.				
The Contractor has a procedure to ensure that grievances raised at the WWF are recorded on a confidential basis and actioned.				
<b>11. Self-Audits</b>				
The Contractor undertakes a monthly self-audit against its compliance with the Standards.				
The Contractor also requires its Other Contracting Parties to undertake their own monthly self-audits.				



## **Appendix K : Contractor Self Audit Checklist**



## INSPECTION ITEM: ACCOMMODATION AUDIT

Date Of Audit:			
Contractor's Name:			
Name & Signature Of Contractor Representative:			
Name & Address Of Accommodation:			
<b>INSPECTION ITEM: ACCOMMODATION RELATED</b>	<b>Complies</b>	<b>Partially Complies</b>	<b>Does Not Comply</b>
<b>1. Accommodation</b>			
All pathways in and around the Accommodation Site are clear of debris and hazardous materials to allow for the safe and unobstructed movement of personnel.			
At each entrance to the Accommodation Site, signage is clearly displayed stating the Contractor's name, logo and contact telephone number of the Contractor occupying the Accommodation.			
The Contractor has installed a Fire Detection and Alarm System (FAS) which is:			
(a) installed in accordance with applicable Qatari regulations;			
(b) installed throughout the entire Accommodation Site; and			
(c) connected to a central alarm monitoring station that is supervised 24/7 by Accommodation Site security.			
Where required by Civil Defence requirements, the alarm system is networked to Civil Defence's monitoring system and by a FAS supplier approved by QCDD.			
The Contractor has installed an appropriate number of fire extinguishers within the Accommodation which are tagged and serviced as regulated.			
Fire exits are clearly marked and illuminated and easily accessible from all locations and muster points are clearly designated and signed.			
Battery back-up power shall be provided for exit lighting to assist with safe evacuation of occupants to muster points.			
The Contractor has developed a comprehensive and standardised evacuation plan which is presented in a user-friendly fashion.			
The evacuation plan is displayed within each bedroom.			
Evacuation drills are regularly carried out to test the suitability of the evacuation plan and any results, lessons learnt and corrective actions are recorded and undertaken.			
All involved persons are trained appropriately, to undertake their designated roles e.g. Fire Marshall.			
The ratio of Fire Marshall is at least one (1) per fifty (50) people residing in the Accommodation Site.			
At least two (2) emergency exits are provided from the Accommodation which are routed through non-hazardous areas to the relevant muster point.			
The Contractor has installed a notice board at the Accommodation Site to communicate with Workers.			



INSPECTION ITEM: ACCOMMODATION RELATED	Complies	Partially Complies	Does Not Comply
The notice board sets out in the relevant Prescribed Languages for Workers in that Accommodation:			
(a) the Contractor's H&S Policy signed by senior management;			
(b) names, pictures and room number of fire marshalls and first aiders; and			
(c) evacuation plan, exist and muster points;			
(d) name and contacts details of the Workers' Welfare Office and Camp Boss;			
(e) Accommodation rules and procedures			
(f) details regarding the Support Systems available to Workers.			
Shaded areas, whether provided as shading between building or separate dedicated areas, shall be provided for Workers use and comfort.			
<b>2. Infrastructure</b>			
Diesel power generation is acceptable only if municipal power is unavailable.			
Where Accommodation is powered by diesel generators no habitable building shall be closer than 30 meters.			
Off-site water supply/on-site storage is acceptable only if municipal water is unavailable.			
Water-tanks used to store water for showering and ablutions shall be sheltered and insulated or fitted with water cooling devices.			
Water used for showering and ablutions is periodically tested by the Contractor to ensure the water is free of contaminants.			
Back-up diesel power is provided (either permanent at site or temporary when required) for all essential services and deemed critical loads including FAS, freezers, water pumps, sewage pumps, a/c and kitchen equipment if main power is not available.			
Where diesel power generation is used, generators and fuel farms are designated as restricted areas and fenced off with appropriate security and access control.			
Electrical distribution equipment and switchgear is secured with safety signage and with telephone number for access.			
<b>3. Bedroom Requirements</b>			
Each bedroom has a maximum of four (4) beds per room.			
Bed bunks and bed sharing are not used.			
Bedrooms allow a minimum of 6m <sup>2</sup> floor area per person for bedrooms including storage			
Beds are (at least) 1.0m x 2.0m and a minimum of 0.3m above the floor.			
Beds are made of material which is solid, durable, fire resistant and impervious to moisture.			
Each bed is screened by a hung, moveable privacy curtain to be made of durable, fire resistant and non-transparent fabric.			
Lockable personal storage per bed is provided which is (at least) 180mm high, 90mm wide and 45 mm deep.			
The storage unit contains a separate lockable area inside for the storage of personal documents.			
The storage unit contains a separate lockable area inside for the storage of personal documents.			
Each bedroom is fitted with a door equipped with a thumb turn door cylinder to facilitate easy evacuation.			





INSPECTION ITEM: ACCOMMODATION RELATED	Complies	Partially Complies	Does Not Comply
Each worker is provided with the following free of charge			
(a) mattress			
(b) pillow;			
(c) two (2) sets of appropriate and suitable bed sheets and pillow cases per year;			
(d) blanket.			
Each bedroom contains at least:			
(a) one (1) x operable window per room covered by a movable curtain;			
(b) one (1) x power point per bed;			
(c) one (1) x bed side table or appropriate shelf.			
The bedroom floor and walls shall be free of mould and debris and be easily cleanable.			
A shoe rack is wall mounted outside each bedroom with sufficient capacity for the number of occupants.			
The shoe rack is made of material which is solid and durable.			
Each bedroom is air-conditions with sufficient capacity to cool a fully occupied room during the hottest months.			
The Contractor has ensured that there is no storage of filled water buckets within the bedrooms.			
The Contractor has ensured that there is no storage or cooking of food within the bedrooms.			
<b>4. Toilet And Shower Facilities</b>			
Toilets, urinals, showers, and washbasins are contained within one (1) defined toilet/showering space (Bathroom).			
The Accommodation has a minimum of one (1) x toilet per six (6) beds.			
Each toilet (Asian and/or Western) is contained in a private, lockable cubicle.			
All toilets are fitted with a hose on the right hand side.			
The Accommodation has a minimum of one wall mounted shower, with shower head, per six (6) beds.			
Each shower is fitted with:			
(a) drain pan;			
(b) privacy curtain or door;			
(c) soap dish;			
(d) clothes hook; and			
(e) towel rail.			
The combination of a shower and toilet is expressly prohibited.			
Only potable water is provided for showering and ablutions and hot and cold water is available at all times.			
The Accommodation has a minimum of one (1) x washbasin per four (4) beds.			
One (1) x wall-mounted glass mirror is mounted above each wash basin.			
Each Bathroom is located so as to be accessible without any individual passing through any adjacent bedrooms.			



INSPECTION ITEM: ACCOMMODATION RELATED	Complies	Partially Complies	Does Not Comply
Bathroom facilities are located within a maximum of 50m to any bedroom.			
Each bathroom has sufficient exhaust ventilation to remove foul air and moisture.			
Each bathroom is cleaned daily and an intensive deep clean is undertaken monthly.			
Each Bathroom is fitted with floor drains with covers to facilitate proper circulation and drainage.			
<b>5. Communal TV and Social Room</b>			
The Accommodation has a social room with sufficient seating equipped with a TV, satellite TV package reasonably catering for the ethnic origins of the Workers.			
Adequate natural light and ventilation is available in each social room.			
Each social room has sufficient air-conditioning to cool a fully occupied room during the hottest period inclusive of any associated latent and sensible heat loads such as lighting and electrical appliances that are normally in operation.			
<b>6. Sport and Recreation</b>			
The Accommodation has a communal indoor recreation space with adequate ventilation and cooling for the use of all Workers.			
The Accommodation has an outdoor multipurpose sport field OR free access and transport is provided to a community sport facility.			
The Accommodation has a free access, indoor gymnasium with adequate ventilation and cooling.			
Workers are provided with access on-site retail services or free transport provided to such facilities at least once a week.			
<b>7. Communication and IT Access</b>			
A sufficient number of free access Wi-Fi hotspots are located throughout the Accommodation OR a free access, equipped computer room is provided.			
<b>8. Laundry</b>			
The Contractor provides Workers with a free laundry service, whether in house or external.			
The Contractor provides each Worker one (1) laundry bag per annum for free.			
The laundry service includes:			
(a) 5kg laundry per week			
(b) Workers uniforms and clothes;			
(c) bed sheets			
(d) towels			
The Contractor ensures that the privacy curtains are washed at regular intervals.			
The Contractor provides washing facilities such as laundry tub/trough or washing machines for Workers to wash personal items.			
The Contractor provides suitable washing lines within the Accommodation for Workers to use as required.			
<b>9. Food Standards</b>			
The Contractor, at its own expense, provides every Worker with three (3) meals per day, free of charge whether the Worker is at the Accommodation Site or the Construction Site.			
The menu is appropriate to the ethnic mix of Workers.			
The Contractor ensures that there is no provision for self-cooking in the Accommodation.			



INSPECTION ITEM: ACCOMMODATION RELATED	Complies	Partially Complies	Does Not Comply
<b>10. On-site Catering Requirements</b>			
If the Contractor provides food using a kitchen(s) at the Accommodation Site the Contractor ensures that the kitchen complies with the principles of ISO22000 or if the cooking is outsourced that the caterer is ISO22000 certified.			
The on-site kitchen:			
(a) is sized at least .09m2 per bed			
(b) has a cooking area;			
(c) has segregated food preparation areas			
(d) has separate areas for different food type e.g. chilled and dry food			
(e) has washing up facilities			
(f) has refuse storage including waste segregation			
(g) has operational extractor fans to control smoke and odours			
(h) has an emergency gas cut off and automated fire suppression system.			
(i) has an anti-slip floor			
(j) has ceramic tiles or equivalent covering from floor to ceiling.			
(k) has ceramic water filters fitted to water supply facilities used for cooking; and			
(l) has a staff office for use by kitchen staff and storage of kitchen records.			
The kitchen complies with applicable industry standards for hygiene and operational requirements.			
All persons, including those directly or indirectly employed (such as third party contractors), that work in kitchen and/or handle foods, are in possession of any licenses that may be required by the relevant authority.			
<b>11. External Catering Requirements</b>			
If the Contractor provides food using an external (third party) caterer the Contractor shall ensure that the company operating the catering operation is ISO22000 certified.			
All persons, including those directly or indirectly employed (such as third party contractors), that work in kitchen and/or handle foods, are in possession of any licenses that may be required by the relevant authority.			
<b>12. Provision Of Food To The Construction Site</b>			
All food delivered to the Construction Site is stored and transported in accordance with HACCP requirements to regulate and maintain the temperature of the food.			
Storage containers that do not regulate temperature, such as a Tiffin, are not used unless packed inside an appropriate temperature controlled unit, such as a thermo box			
The Contractor uses hot and cold serveries that are stainless steel, fitted with sneeze guards and designed to maintain the food at an appropriate temperature			
The Contractor provides to each Worker one set of suitable and durable eating utensils (i.e. tray, cup and spoon) for use at the Accommodation Site.			
The Contractor provides eating utensils for meals provided at the Construction Site.			
The Contractor provides:			
(a) a sufficient number of easily accessible tray and dish return areas for dirty dishes and cutlery OR			
(b) suitable dish washing areas, with detergent, for Workers to wash their own dishes and cutlery			



INSPECTION ITEM: ACCOMMODATION RELATED	Complies	Partially Complies	Does Not Comply
<b>14. Dining Hall Requirements</b>			
The Contractor provides dining facilities for Workers at the Accommodation Site which:			
(a) provides sufficient seating for the number of meals to be provided relative to the shift			
(b) contain dining chairs, in preference to benches;			
(c) provides suitable hand washing facilities or hand sanitizing facilities at the entrance of the dining area;			
(d) allows for natural light and ventilation, provided by window area equal to 20% of the floor area,;			
(e) provides sufficient air conditioning capacity to cool a fully occupied room during the hottest periods;			
(f) has an adequate numbers of electronic flying insect traps or fly zappers.			
<b>15. Drinking Water Requirements</b>			
The Accommodation Site has a cooled drinking water fountain at the ratio of one (1) tap or outlet for every sixty (60) Workers			
The Contractor ensures that the water is of potable quality and free of contaminants			
The Contractor has installed three (3) candle ceramic water filters where drinking water is provided and ensures that water storage tanks are cleaned and regularly maintained.			
The use of fibre or thread filters is prohibited.			
<b>16. Prayer Rooms</b>			
The Accommodation Site has at least one (1) mosque (either on site or within close proximity) or one (1) prayer room			
The number and size of such mosques or prayer room is appropriate for the size of the Accommodation Site			
<b>17. Medical Care</b>			
The Contractor provides medical care within the Accommodation Site based on the number and distribution of Workers and staff in accordance with the Law.			
The Contractor has appointed first aid officers who have completed first aid training provided by a recognised training organisation			
The appointed first aid officers do obtain re-qualification as required to keep the certification current			
Where the Accommodation Site houses more than one hundred (100) Workers, Contractor provides a resident nurse, qualified and licensed in accordance with Supreme Council of Health requirements.			
The nurse is provided with an air conditioned medical station which is a designated room, designed and registered in accordance with Supreme Council of Health requirements.			
Where the Accommodation Site houses more than five hundred (500) Workers, the Contractor provides a designated medical doctor. This may be a retained service or full time employee, as stipulated by the specific license requirements of the Supreme Council of Health.			
Where the Accommodation Site houses more than five thousand (5000) Workers, the Contractor provides a resident medical doctor. Medical doctors shall be accordingly qualified to work in Qatar and licensed by the Supreme Council of Health			
A Medical Isolation Unit is available, away from the general clinic, to accommodate infectious disease cases (e.g. chickenpox, measles etc.). This unit shall be air conditioned and shall have an attached washing/bathing/toilet unit.			
<b>18. Refuse</b>			
A separate refuse area is available a minimum of 30m away from any building.			
The Contractor prohibits the burning of any waste or refuse at the Accommodation Site			



INSPECTION ITEM: ACCOMMODATION RELATED	Complies	Partially Complies	Does Not Comply
<b>19. Sewage</b>			
Where on-site sewage collection and disposal is used the sewer collection points are installed in accordance with the Ministry of Environment regulations.			
<b>20. Transportation Requirements</b>			
The Contractor provides to Workers at the Contractors expense transportation to and from, as required:			
(a) the Construction Site;			
(b) to other events and services;			
(c) medical care.			
<b>21. Vehicle Requirements</b>			
The Contractor bears the cost of insuring, testing and the payment of applicable taxes and registration, repairing and maintaining the vehicles and for all other running expenses of the vehicles.			
All buses used in the transportation of Workers to and from Construction Site:			
(a) comply with the requirements of the General Directorate of Traffic under the Ministry of International;			
(b) are surrounded by suitable lighting to identify its dimensions;			
(c) visibly displays the name of the Contractor on the outside including contact details for remarks and complaints;			
(d) are fitted with seat belts for each seat and handgrips;			
(e) are air-conditioned			
(f) have at least six (6) hammers to break the windows glass in case of emergency			
(g) contain an easily accessible first aid kit with the contents regularly checked and replenished			
(h) have two (2) fire extinguishers of at least 5kg dry powder each, one (1) placed in the front and the other towards the rear of the vehicles;			
(i) are fitted with emergency windows indicated with signs			
(j) contain an easily accessible first aid kit with the contents regularly checked and replenished;			
(k) does have two (2) fire extinguishers of at least 5kg Dry Powder each, one (1) placed in the front and the other towards the rear of the vehicles;			
(l) be fitted with emergency windows in the front, middle and back of the vehicle which does be indicated with signs;			
The Contractor prohibits smoking inside its vehicles.			
All vehicles have passed an annual inspection by the competent local authority.			
<b>22. Driver Competence</b>			
The vehicles are driven by a competent driver holding a valid Qatar driving licence for the appropriate category of vehicle			
The driver possess current basic first aid training			



INSPECTION ITEM: ACCOMMODATION RELATED	Complies	Partially Complies	Does Not Comply
<b>23. Traffic Management</b>			
The Contractor minimises traffic within the Accommodation and has established speed control measures to limit speed to not more than 25km per hour			
Contractor has ensured that sufficient traffic warning signage is placed throughout the Accommodation Site			
Where practicable the Contractor operates a system of all vehicles entering through one (1) gate and exiting through a different other gate			
There is sufficient illumination in traffic zones			
<b>24. Bus Boarding</b>			
The Contractor has ensured that bus boarding bays are safely located within or alongside the Accommodation.			
All bus boarding bays are clearly marked with adequate lighting.			
The boarding bay is established in such a place that the need to cross the access road is minimized as far as practicably possible.			
<b>25. Control Of Other Vehicles</b>			
During the peak boarding and disembarking period in the morning and afternoon all delivery vehicles into the facility are restricted.			
Movements of external vehicles inside the facility, like water tankers and waste removal tankers are instructed and monitored by the security staff.			
In the absence of a vehicles reverse alarm, reversing and turning is only be carried out with the help of a signalman.			
<b>26. Facility Management</b>			
The Contractor has detailed Facilities Management Program for each Accommodation Site to address the operations and maintenance of the Accommodation Site as well as the health, welfare, education, training and recreation strategies for Workers.			
The Facilities Management Program is available to the SC upon request.			
The Facilities Management Program includes:			
(a) a routine, daily, weekly and other periodic Cleaning Plan;			
(b) a monthly deep cleaning programme;			
(c) a pest control plan;			
(a) a routine, daily, weekly and other periodic Cleaning Plan;			
(d) a fire safety and life safety management plan that includes a detailed layout of all fire detectors and fire fighting equipment, multilingual signage and details of the Fire Evacuation plan and records of drills;			
(e) a menu plan;			
(f) a Security & Emergency Management Plan that includes all security procedures;			
(g) a Workers Induction Plan that introduces new arrivals to the Accommodation Site, its surrounding area and the local culture;			



INSPECTION ITEM: ACCOMMODATION RELATED	Complies	Partially Complies	Does Not Comply
<b>27. Security</b>			
The Contractor employs one of the following to provide security at the Accommodation Site:			
(a) a licenced security provider in accordance with State of Qatar requirements OR			
(b) dedicated and trained staff.			
All security staff are:			
(a) a licenced security provider in accordance with State of Qatar requirements OR			
(b) have undergone site specific security training			
(c) have undergone first aid training			
(d) are dressed in uniform and clearly identifiable as security personnel			
The Contractor has provided a copy of the Security & Emergency Management Plan to all security personnel.			
Security staff understand their role is to:			
(a) be the first point of contact with visitors to the Accommodation Site			
(b) restrict access to only authorised personnel and visitors			
(c) monitor and report to management suspicious people, vehicles and events.			
Records are kept of all security incidents and made available to SC on request			



## INSPECTION ITEM: SITE WELFARE

Date Of Audit:			
Contractor's Name:			
Name & Signature Of Contractor Representative:			
Name & Address Of Site:			
<b>INSPECTION ITEM: SITE WELFARE</b>	<b>Complies</b>	<b>Partially Complies</b>	<b>Does Not Comply</b>
<b>1. Construction Site Requirements</b>			
The Contractor provides Workers with safe working conditions, including appropriate equipment and PPE.			
The Contractor has in place a time and attendance system to monitor hours and work and access to and from the Construction Site by its Workers.			
<b>2. General Requirements</b>			
All habitable buildings occupied or used by Workers on the Construction Site are:			
(a) air-conditioned			
(b) have insect screens fitted to all opening windows.			
Pest control measures are implemented and carried out at regular frequency in all site offices, mess areas, washing and sanitary facilities.			
<b>3. Drinking Water</b>			
Cooled drinking water is provided in Construction Site offices, mess areas, field rest shelters and at other suitable points to ensure every Worker is within a three (3) minute walk from a water station.			
The Contractor ensures that the water is of potable quality and free of contaminants.			
The Contractor has installed water filters, chlorinators and disinfection units and ensure that water storage tanks are cleaned and maintained.			
<b>4. Sanitary Facilities</b>			
If a Worker is employed for more than four (4) consecutive hours on the Construction Site, it has sanitary facilities containing toilets or urinals and handwashing basins.			
Sanitary facilities are located in convenient locations relative to where work on the Construction Site is being performed.			
Rooms containing sanitary facilities have sufficient exhaust ventilation to remove foul air and moisture.			
The walls, floors and partitions within rooms containing sanitary facilities are finished with impervious wipe clean surfaces in order to maintain them in a hygienic condition.			
Toilets are partitioned from each other and have lockable doors for privacy.			
Urinals are suitably screened.			
Where portable sanitary facilities are provided, these are regularly cleaned and emptied to maintain hygienic conditions at all times.			





INSPECTION ITEM: SITE WELFARE	Complies	Partially Complies	Does Not Comply
The Contractor provides at a minimum the following specified number of sanitary facilities dependent on the total number of Workers employed by the Contractor and Other Contracting Parties at the Construction Site:			
(a) up to fifty (50) Workers, two (2) toilets and two (2) washbasin;			
(b) for the next fifty (50) Workers, -two (2) additional toilet plus two (2) additional washbasins;			
(c) for every additional 100 Workers, one (1) additional toilet, one (1) additional washbasin and two (2) additional urinals.			
Consumables such as liquid hand soap and paper hand towels are available in accordance with use and refilled as soon and as often as reasonably possible.			
Where the Contractor or Other Contracting Parties employ females on the Construction Site, separate toilet facilities are provided and shall include one (1) toilet for every ten (10) females.			
The Contractor arranges for septic tanks to be emptied on a regular basis to prevent overflowing. Septic tanks shall be of sufficient size and quantity to cope with planned peak labour.			
Septic tanks are of sufficient size and quantity to cope with the numbers of Workers on the Construction Site.			
The Contractor has a dedicated cleaning team (internal or outsources) to ensure that suitable cleaning and disinfecting procedures are implemented in all sanitary conveniences.			
Cleaning is undertaken at least once prior to the commencement of each shift.			
<b>5. Mess Area</b>			
The Contractor provides sufficient and conveniently accessible mess areas for its Workers on the Construction Site.			
Mess areas are located within suitable buildings and structures and are enclosed, free of dust and sand ingress and are air-conditioned.			
Mess areas shall be located away from work areas in separate buildings and structures wherever possible. Where it is not deemed possible, appropriate partitioning shall be erected.			
Mess areas are fitted out with tables and chairs.			
The number of tables and chairs allows for every Worker during that meal shift to sit at a table while eating food.			
The consumption and storage of food is restricted to the mess area.			
The Contractor ensures that meals for all Workers are provided for in the Construction Site mess area.			
The Contractor provides eating utensils for meals provided at the Construction Site.			
Cooking is not be allowed in the Construction Site mess area unless the Contractor has received the approval of the SC PM. Any on-site kitchen shall be subject to the food safety regulations applicable in Qatar.			
Any on-site kitchen is compliant with the food safety regulations applicable in Qatar.			
The Contractor has a dedicated cleaning team (internal or outsources) to ensure that suitable cleaning and disinfecting procedures are implemented in all mess areas			
Cleaning is undertaken at least once prior to the commencement of each meal break.			
<b>6. Notice Board</b>			
The Contractor has provided a notice board at the Construction Site for the purpose of communicating with Workers.			
The notice board contains the following information:			
(a) the Contractor's Health & Safety Policy signed by Senior Management;			
(b) names and work location of appointed nurse, first aiders, HSE personnel and fire marshalls;			
(c) the location of all first aid kits on site;			
(d) emergency escape routes, exits and muster points in case of fire;			
(e) name and contact details of the PWWO (if applicable);			
(f) Construction Site rules and procedures;			
(g) the hours at which work begins and ends, and where work is carried out by shifts, the hours at which each shift begins and ends, such rest intervals accorded during the period of work as well as Rest Days;			
(h) grievance procedures of the Contractor, SC, Qatar MOADLSA and other Qatar Government agencies providing services to Workers in Qatar.			



INSPECTION ITEM: SITE WELFARE	Complies	Partially Complies	Does Not Comply
<b>7. Medical Facilities</b>			
All Workers have reasonably rapid access to first aid. If Workers are dispersed over a wide area, then the Contractor shall provide adequate first aid cover for all locations.			
Where there are less than five (5) Workers on the Construction Site, the Contractor has ensured that a Worker is trained to "appointed person" first aid standard.			
Where the number of Workers on the Construction Site exceeds five (5), there is at least one (1) fully trained first aid officer provided by the Contractor per fifty (50) Workers or part thereof.			
Where the number of Workers on the Construction Site is over one hundred (100), the Contractor shall provide a Supreme Council of Health registered nurse.			
First aid officers have completed an approved training course by a recognised training organisation.			
Any appointed first aid officers are required to obtain re-qualification as required to keep the certification current.			
First aid boxes are readily available on the Construction Site and the location of first aid boxes is clearly signed.			
The number, size and content of first aid boxes is proportionate to the number of Workers in the work area and shall comply with the minimum requirements of the Law.			
Defibrillator kits are readily available on the Construction Site.			
The location of defibrillator kits boxes are clearly signed and positioned to ensure easy access and marked that only qualified and trained personnel are authorised to use such equipment.			
All injuries more severe than first aid cases and medical emergencies are reported in accordance with the Construction Site HSE Plan.			



# **Workers' Welfare**