

# SC WORKERS' WELFARE STANDARDS

EDITION 1

*A LASTING LEGACY OF  
HUMAN AND SOCIAL DEVELOPMENT*

# **SUPREME COMMITTEE FOR DELIVERY AND LEGACY WORKERS' CHARTER**

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.

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 pre-requisite to the selection and retention by SC of its contractors and sub-contractors. 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 Abdullah H R Al Thawadi

Adopted: March 2013

**Secretary General, Supreme Committee for Delivery and Legacy**

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## 1. DEFINITIONS

<i>Accommodation</i>	means any free accommodation or housing provided by or on behalf of a Contractor for its Workers.
<i>Accommodation Site</i>	means any site where Accommodation is located.
<i>Annual Leave</i>	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.
<i>Basic Wages</i>	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.
<i>Basic Working Hours</i>	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.
<i>Contract</i>	means the contract between the SC and the Contractor of which these Standards form a part.
<i>Contractor</i>	means the other party to a Contract with the SC.
<i>Employment Contract</i>	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 Standards.
<i>End of Service Gratuity</i>	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.
<i>HOC</i>	means the SC's "Head of Compliance", or any nominee of the SC's "Head of Compliance".
<i>Hotline</i>	means the hotline phone service established by the Contractor under section 20.
<i>HSSE</i>	means health, safety, security and environment.
<i>HSSE Representative</i>	means the Contractor's HSSE Representative.
<i>Human Resources Manager</i>	means the person acting or occupying the role of Human Resources Manager (or equivalent) for the Contractor.
<i>Immediate Family</i>	means a person's spouse, siblings, parents, children, grandchildren and grandparents.
<i>Independent Monitor</i>	means the independent external monitor appointed by the SC under section 22 of these Standards.
<i>KPI</i>	means Key Performance Indicator.
<i>Law</i>	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.
<i>Managerial Staff</i>	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.
<i>Original Offer of Employment</i>	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.
<i>Other Contracting Parties</i>	means any subcontractor, consultant, labour supplier or Recruitment Agent to a Contractor.
<i>Overtime Wages</i>	means a rate of not less than the Basic Wage plus 25%.
<i>Overtime Working Hours</i>	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.
<i>Permanent Accommodation Buildings</i>	means purpose built Accommodation established on the Accommodation Site and designed for long-term existence.
<i>Placement Fees</i>	means any monies or fees paid to legalize 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.
<i>PMC</i>	means the entity appointed by the SC to provide program management consultancy services and act as manager of the Program.
<i>PPE</i>	means personal protective equipment.
<i>Prescribed Languages</i>	means the languages of Arabic, Bengali, English, Filipino, Hindi, Malayalam, Nepali, Punjabi, Tamil, Telugu and Urdu.
<i>Program</i>	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™.
<i>Project</i>	means any project in relation to which Works or services are being undertaken by the Contractor for the SC under the Contract.
<i>PM</i>	means the Project Manager appointed to provide project management services.
<i>PWF</i>	means the Program Welfare Forum established under section 18 of these Standards.
<i>Recruitment Agent</i>	means any person or entity acting as an intermediary for the recruitment, selection and mobilisation of Workers for a Contractor.
<i>Recruitment and Processing Fees</i>	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.

<i>Request</i>	means a request submitted under section 3.3 of these Standards.
<i>Rest Day</i>	means a weekly paid rest day of at least twenty-four consecutive hours.
<i>SC</i>	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.
<i>Site</i>	means the location, layout and boundaries of a Project as identified in the Contract.
<i>Standards</i>	means this document entitled "SC Workers' Welfare Standards".
<i>Temporary Accommodation Buildings</i>	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.
<i>Tenderer</i>	means any person or entity submitting or intending to submit a tender, proposal or quotation (or similar document) to the SC.
<i>Wages</i>	means both Basic Wages and Overtime Wages.
<i>Welfare</i>	means protecting and preserving the dignity, safety, health, wellbeing and security of Workers through the entire employment cycle, including recruitment, mobilization, transportation to and living and working in the State of Qatar, as well as the repatriation of Workers to their home countries.
<i>Worker</i>	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.
<i>Workers' Charter</i>	means the document titled "The Supreme Committee for Delivery and Legacy Workers' Charter" adopted March 2013.
<i>Works</i>	means the work to be performed by the Contractor under a Contract.
<i>WWC</i>	means the SC Workers' Welfare Committee.
<i>WWF</i>	means the Workers' Welfare Forum established under section 17 of these Standards.
<i>WWO</i>	means the Workers' Welfare Officer appointed under section 12 of these Standards.

## **2. INTERPRETATION**

- 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 Standards.
- 2.4 Any reference to gender is to both genders.
- 2.5 Any reference to the singular includes the plural and vice versa.

### **3. PURPOSE AND APPLICABILITY OF THESE STANDARDS**

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- 3.1 The purpose of these 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 Standards apply to all entities that undertake any Work or provide any good or services in relation to the Program.
- 3.3 If a Contractor reasonably considers that any part of these Standards should not apply to it or to any of its Other Contracting Parties, the Contractor should submit a request (Request) in writing to the HOC setting out:
- (a) the specific provisions which the Contractor considers should not apply;
  - (b) sufficient information to support the Contractor's request; and
  - (c) any other supporting documentation the Contractor may wish to submit to support its Request.
- 3.4 Upon receipt of the Request, the HOC shall refer the Request to the WWC which shall address the request and respond in writing approving or declining the Request, and setting out, at its sole discretion, any conditions, time periods or limitations that may apply to the approval or rejection.
- 3.5 A Contractor shall ensure the flow down to, and compliance with these 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 Ministry of Labour.
- 3.6 Under no circumstances shall compliance with these Standards by the Contractor or its Other Contracting Parties entitle the Contractor to any extension of time or additional compensation under the Contract.
- 3.7 A Contractor shall be liable for any non-compliance by its Other Contracting Parties with these Standards, as if such non-compliance was the non-compliance of the Contractor.

### **4. TENDERING**

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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 Standards.

- 4.2 Tenderers shall provide a Workers Welfare Compliance Plan (WWCP) with its tender to the SC.
- 4.3 The WWCP shall include:
- (a) a policy statement signed by the Tenderer's senior Managerial Staff committing to implement and ensure compliance with the Standards;
  - (b) a recruitment procedure for recruiting expatriate Workers, particularly from overseas;
  - (c) a sample Original Offer of Employment and Employment Contract;
  - (d) copies of contracts signed or intended to be signed with Recruitment Agencies;
  - (e) an organization chart showing the WWO, HSSE Representative, Human Resources Manager and other key personnel and describing their duties and responsibilities;
  - (f) the proposed procedures, practices and mechanisms to regulate relationships between the Tenderer, its Other Contracting Parties and Workers; and
  - (g) details on how the Tenderer and its Other Contracting Parties intend to implement the Accommodation, Transportation and HSSE requirements set out in the Standards.
- 4.4 Failure to provide a complying WWCP may result in disqualification from the tender.

## **5. CONTRACTING**

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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 put in place policies and procedures to ensure its commitment to the Welfare of its Workers and, at a minimum, meet the requirements of these Standards.
- 5.2 Such policies and procedures must:
- (a) comply with and implement the WWCP;
  - (b) set out that the Contractor prohibits the payment of any Recruitment and Processing Fees by a Worker;
  - (c) at a minimum, be translated into the Prescribed Languages; and
  - (d) be provided to the HOC who shall share them with the WWC.
- 5.3 The Contractor shall ensure its Other Contracting Parties comply with the Contractors Worker Welfare policies and procedures or adopt their own policies and procedures which shall be equal to or better than the Contractor's policies and procedures and these Standards.



- 5.4 The SC shall arrange workshops which shall be attended by the Contractor's (and Other Contracting Parties) senior Managerial Staff, the WWO, the HSSE Representative and the PMC to familiarize all parties with these Standards.

## **6. ETHICAL RECRUITMENT**

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- 6.1 During the recruitment of Workers, particularly from overseas, the Contractor shall comply with its recruitment procedure, as initially outlined in its WWCP, and these Standards to ensure the fair and ethical treatment of Workers.
- 6.2 The Contractor shall:
- (a) ensure that the Other Contracting Parties comply with the Contractor's recruitment procedure or its own procedure, as applicable, and otherwise comply with the requirements of these Standards;
  - (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 has been registered with the Qatar Ministry of Labour.
- 6.4 The contract between the Contractor and its Recruitment Agent must:
- (a) stipulate that the Worker is not to be charged any Recruitment or Processing Fees including any upfront deposits or security-payments for the provision of recruitment services;
  - (a) prohibit the confiscation or retention of the Workers passport or other personal documents by the Recruitment Agent;
  - (b) set out the fees and charges which the Recruitment Agent will charge the Contractor for the recruitment of Workers;
  - (c) 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;

- (d) 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;
  - (e) detail the ethical standards (which must be consistent with international best practice) applying to the Contractor and Recruitment Agents including the prohibition of any payment or other things of value from the Recruitment Agent to any employee or agent of the Contractor; and
  - (f) prohibit the use of any 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 HOC upon request.
- 6.6 The Contractor shall:
- (a) have an effective and efficient grievance procedure in place that Workers may utilise to lodge complaints against Recruitment Agents;
  - (b) ensure that Workers are informed as to how to utilise the grievance procedure without fear of retaliation; and
  - (c) reimburse a Worker upon receiving documentary proof of any Recruitment or Processing Fees paid by that Worker to a Recruitment Agent.
- 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 that Recruitment Agent to the Ministry of Labour, HOC and local Embassy or Consulate accordingly; and
  - (b) 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.

## **7. ORIGINAL OFFER OF EMPLOYMENT**

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- 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 Law and these Standards and specifically set out the following:
- (a) the nature of the project and work that the Workers will be performing;
  - (b) the duties and responsibilities of Workers, including HSSE;

- (c) the rights of Workers with regard to Basic Hours, Overtime Hours, Basic Wages and Overtime Wages;
  - (d) the location and conditions of work including regular hours and overtime requirements, accommodation, uniform and food provisions;
  - (e) benefits of Workers;
  - (f) days off, including Rest Days, and Annual Leave entitlement of Workers;
  - (g) sick leave and pay entitlements of Workers;
  - (h) the circumstances in which a Worker may terminate the Employment Contract without penalty in accordance with the Law; and
  - (i) the disciplinary and grievance procedures as well as dispute settlement procedures consistent with the Law.
- 7.2 The Original Offer of Employment shall be in writing in a Prescribed Language of the Workers choice and also 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 witnessed.
- 7.5 If a Worker cannot read or write they shall place a thumb print as signature coupled with 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.

## **8. *EMPLOYMENT CONTRACT***

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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 Law and these Standards;
  - (b) set out the terms and conditions of employment which must be no less favourable than the Original Offer of Employment;

- (c) be in writing in a Prescribed Language of the Workers choice and also explained to the Worker in a language that they understand; and
  - (d) be signed by the Worker and the Contractor and 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 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 Employment Contract.
- 8.6 At the time of signing the Employment Contract the Contractor shall inquire from the Worker if the Worker paid any Recruitment or Processing Fees in relation to their employment with the Contractor.
- 8.7 If the Worker did pay any Recruitment or Processing Fees, the Contractor shall:
  - (a) reimburse the Worker such fees after receipt of documentary evidence of payment; and
  - (b) in any event promptly inform the HOC that a Worker advised he/she paid Recruitment and Processing Fees, including the amount paid and to whom the payment was made.
- 8.8 At any time, the Original Offer of Employment and the Employment Contract shall be available for inspection by the HOC.
- 8.9 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 and may be withheld at the Workers absolute discretion.

## **9. GENERAL MANDATORY REQUIREMENTS**

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- 9.1 To ensure the dignified and ethical treatment of all Workers the Contractor shall:
  - (a) treat all Workers equally and fairly irrespective of their nationality, ethnicity, race, religion or belief or marital status;
  - (b) strictly prohibit compulsory labour or imposition of any additional work or financial penalties on Workers as a means to discipline them;
  - (c) strictly prohibit the use of violence, bullying, harassment, victimization, threats and intimidation in any form against Workers;

- (d) strictly prohibit the exploitation of the vulnerability of Workers, including the threat of denunciation to authorities as means of coercion;
- (e) exercise a reasonable duty of care to its Workers and shall have the health and safety of its Workers as one of its primary responsibilities;
- (f) encourage all Workers to co-operate in the implementation of HSSE policies and programs to help maintain a healthy and safe working and living environment, including encouraging Workers to notify the Contractor of any hazards noticed by a Worker; and
- (g) 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 Standards.

9.2 The Contractor shall further ensure that, at its cost:

- (a) all Workers possess a valid work permit, Qatari identity card, residence permit and health card in accordance with the Law; and
- (b) no Worker is allowed to work on Site unless they are in possession of a valid work permit in accordance with the Law.

9.3 The Contractor shall pay all Workers their Basic Wages during the time period in which their work permits are being processed.

9.4 The Contractor shall ensure that all Workers have personal possession of their passports and other personal documents.

9.5 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.

9.6 Contractors shall ensure that Workers are granted their entitlements to Annual Leave, Rest Days and all other minimum requirements of the Law.

9.7 Workers shall:

- (a) have freedom of movement in and out of the Accommodation; and
- (b) be free to travel to their home countries during Annual Leave or any other leave without any penalty or threat of termination.

- 9.8 For Annual Leave, the Contractor shall pay for the return air travel expenses to the nearest International Airport at the home country of the Worker.
- 9.9 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.
- 9.10 If a Worker is prevented by illness, accident, injury or other incapacity from properly performing their 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 The medical practitioner shall disclose and discuss the results of their examination with the Worker and the Contractor 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.
- 9.12 A Worker who has been ill, injured or suffered from any other form of incapacity shall not be required to return to work until a "fit for work" certificate has been provided by the medical practitioner.
- 9.13 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.

## **10. PAYMENT OF WORKERS**

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- 10.1 The Contractor shall engage a banking institution to open bank accounts for all Workers upon their arrival in Qatar in order to facilitate the payments of Wages for Workers who do not have a bank account.
- 10.2 The Contractor shall pay each Worker in full and at regular intervals, not exceeding one (1) month.
- 10.3 The Contractor shall strictly prohibit deferral, delay or withholding of Wage payments.
- 10.4 The Contractor shall not use non-cash or in-kind payments in replacement of Wages.
- 10.5 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.
- 10.6 The Contractor shall keep a Wages register.



- 10.7 Workers shall receive their Basic Wages when attending skills training, induction training or other training.
- 10.8 Whenever the circumstances of work requires a Worker to work on their Rest Day, the Worker shall be compensated for the Rest Day by another Rest Day and shall be paid for having worked on their Rest Day at the rate of the Workers Basic Wage plus an increase of not less than 150%.
- 10.9 The Contractor shall provide each Worker with a pay slip in a Prescribed Language of the Workers choice promptly following payment which shall set out:
- (a) the total amount of Wages paid to the Worker;
  - (b) the number of Basic Hours worked by the Worker;
  - (c) the amount of Basic Wages paid to the Worker (including calculations);
  - (d) the number of Overtime Hours worked by the Worker;
  - (e) the amount of Overtime Wages paid to the Worker (including calculations);
  - (f) number of leave days due to the Worker, including Annual Leave, and any payment for leave;
  - (g) an itemized list of any deductions with sufficient explanation;
  - (h) any contribution by the Contractor;
  - (i) any contribution by the Worker; and
  - (j) any production, annual or performance bonuses.
- 10.10 Any deductions from Wages may only be made strictly in accordance with the requirements of Law.
- 10.11 The Contractor shall not make any deduction from Wages for items provided prior to or during 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.

10.12 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.

## **11. TERMINATION, COMPLETION OF EMPLOYMENT AND REPATRIATION**

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11.1 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 completion of the Employment Contract, pay for the repatriation travel expenses of Workers.

11.3 All Wages and End of Service Gratuity payable to Workers at the end of their Employment Contracts 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.

## **12. ACCOMMODATION SITE REQUIREMENTS**

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12.1 The Contractor shall ensure that all Workers receive an adequate induction at the Accommodation Site.

12.2 The induction shall cover in appropriate detail:

- (a) HSSE standards, including any behavioural based safety programs, and regulations applying to the Accommodation;
- (b) the Law which is relevant to their employment including the means of referring any disputes to the Qatar Ministry of Labour;

- (c) these Standards;
  - (d) how to obtain medical care;
  - (e) the roles and responsibilities of key personnel at the Accommodation including the WWO, Volunteer Support Network and Social Worker;
  - (f) the function of the WWF and PWF and the role of the Worker representatives;
  - (g) use of the Hotline; and
  - (h) the Contractor's policies and procedures relating to the Accommodation.
- 12.3 The induction shall, at a minimum, be delivered in a Prescribed Language of the Workers choice.
- 12.4 The Contractor shall make available to each Worker safe and lockable storage facilities where Workers may store and freely access their personal documents and other personal possessions.
- 12.5 The Contractor shall appoint a dedicated WWO for every Accommodation Site used by the Contractor or its Other Contracting Party to accommodate Workers.
- 12.6 The Contractor may require its Other Contracting Parties to appoint the WWO if the Workers of the Other Contracting Party are located at a different Accommodation Site to the Contractor's Workers. For the purpose of these Standards, a WWO appointed by an Other Contracting Party shall be considered the Contractor's WWO.
- 12.7 For every Accommodation Site of one thousand and two hundred (1200) beds or more used to house Workers, the Contractor shall appoint a dedicated HSSE Representative for that Accommodation Site.

### ***13. PROJECT SITE REQUIREMENTS***

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- 13.1 The Contractor shall at all times provide the Workers with safe working conditions, including appropriate equipment and PPE, in accordance with the SC's Site procedures, standards and guidelines.
- 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 Workers shall only be required to perform on Site the tasks and duties for which they were recruited and employed and which are set out in their Employment Contract, or such other tasks and duties which are substantially similar in nature.
- 13.4 A Worker shall not be asked to perform any work other than the work set out in their Employment Contract (or such other work which is substantially similar in nature) unless otherwise agreed in writing between the Worker and the Contractor.
- 13.5 The Contractor shall put in place a time and attendance system to monitor hours and work and access to and from the Site by its Workers.

## **14. HSSE REQUIREMENTS**

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- 14.1 The Contractor shall comply with the following HSSE Standards:
- (a) Qatar Construction Specifications (QCS) 2010, particularly Section 11 (or latest version);
  - (b) the HSSE Standards specified in the Contract;
  - (c) these Standards; and
  - (d) any other HSSE standards, requirements or regulations prescribed by Law which exceed the above standards.
- 14.2 The Contractor shall implement a HSSE program that meets the requirements of the Law and the requirements of the Contract and these Standards.
- 14.3 The Contract shall appoint:
- (a) a member of Managerial Staff dedicated to being accountable for all HSSE matters; and
  - (b) such other HSSE representatives as required by the Contract or these Standards or as otherwise reasonably required by the SC.
- 14.4 The Contractor shall schedule and conduct HSSE assessments and audits, risk assessments (including but not limited to fire risk and water management) and on-site visits for both the Accommodation Site(s) and the Site(s).
- 14.5 The Contractor shall ensure that:
- (a) the Basic Hours and Overtime Hours worked by a Worker are at all times in accordance with the Contractor's duty to maintain healthy and safe working conditions;

- (b) all tools and machinery are in a safe working condition and are certified by the relevant government entities;
  - (c) all Workers are provided with:
    - (i) PPE (free of charge) that shall be compliant with the requirements of the Contract, applicable SC standard or Law and that shall be worn by Workers at all times while working on the Site;
    - (ii) all necessary information, training and supervision required in order to maintain safe and health working conditions (at a minimum in the Prescribed Languages) including training on the Contractors HSSE policies and procedure, applicable SC standards and HSSE requirements under Law and on how to recognize and respond to situation with present actual or potential hazards; and
    - (iii) basic first aid training by certified trainers with a sufficient number of selected Workers being given advanced first aid training.
- 14.6 The Contractor shall provide first aid treatment on Site in accordance with the Law.
- 14.7 The Contractor shall keep an occupational injuries register on Site or such other reasonable location, recording all occupational injuries, diseases or deaths arising out of or in relation to the Workers.
- 14.8 A copy of the occupational injuries register shall be provided to the HOC monthly or as otherwise requested by the HOC.
- 14.9 The Contractor shall:
- (a) provide medical insurance to Workers free of charge including obtaining a Hamad Hospital medical insurance card or in the alternative through a private insurer; 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.
- 14.10 Workers who suffer or contract an occupational illness, injury or disease shall undergo regular medical examinations every four (4) months.
- 14.11 Where a Worker has sustained any work related injury or occupational disease the Contractor shall promptly pay for the cost of any treatment.
- 14.12 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.

- 14.13 The Contractor shall ensure that free of charge medical professional counseling services are available to Workers requiring treatment for emotional, traumatic and mental illness issues.

## **15. VOLUNTEER SUPPORT NETWORK**

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- 15.1 The Contractor shall establish a Volunteer Support Network for Workers to approach other Contractor designated Workers in times of distress without fear of retaliation or detrimental treatment.
- 15.2 The Contractor shall ensure that the designated Workers are able to provide timely intervention as needed and to provide feedback to the WWO on all matters.
- 15.3 In addition, if the Contractor has more than three thousand and five hundred (3500) Workers housed at an Accommodation Site, the Contractor must employ full-time a qualified social worker to be available to assist Workers housed at that Accommodation Site (including for out of hours and shift Workers).

## **16. WORKERS' WELFARE OFFICER (WWO)**

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- 16.1 The WWO shall be the Contractor's representative and the person to whom Workers can raise grievances or other matters relating to the Accommodation and their Welfare.
- 16.2 The WWO shall hold at least a Bachelor's degree in human resources management (or equivalent qualifications) or have a minimum of five (5) years' experience in human resources management or in a Worker Welfare related field.
- 16.3 The WWO shall be a permanent, full-time employee of the Contractor.
- 16.4 The role of the WWO is to:
- (a) coordinate all employee relations functions relating to the interactions between the Workers, the Contractor and Other Contracting Parties;
  - (b) manage and seek to resolve Workers grievances and issues at the Accommodation Site;
  - (c) submit to the HOC monthly reports on (in respect of the preceding month):
    - (i) details of incidents requiring first aid and hospitalizations;
    - (ii) a summary of food complaints;
    - (iii) total number of Workers in the Accommodation Site and the nationality, start dates, visa, residency and passport expiry dates, position and Project Site of each Worker;
    - (iv) a copy of the Wages register and proof of payment to Workers; and



(d) participate in the WWF and PWF.

16.5 The WWO shall be appropriately authorized and delegated by the Contractor to undertake the functions listed above.

## **17. WORKERS' WELFARE FORUM (WWF)**

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17.1 The WWF is the Forum in which any matters the WWO has not been able to resolve are raised and in which Workers, via their representatives, may raise matters of particular concern to them regarding the Accommodation (including food), Transport or HSSE.

17.2 The Contractor shall establish a WWF for each Accommodation Site.

17.3 The WWF shall consist of:

- (a) the relevant WWO;
- (b) the Contractor's senior Managerial Staff, including at least the HR Manager;
- (c) one (1) Worker representative per nationality of Workers housed at the Accommodation Site (selected every six (6) months by the Workers);
- (d) the HSSE Representative; and
- (e) the Social Worker (if any).

17.4 The WWF will meet at least once per month at the relevant Accommodation Site as determined by the WWO.

17.5 The WWO shall give prior notice of a meeting to all attendees and the HOC.

17.6 The HOC shall be entitled to attend WWF meetings at the HOCs discretion.

17.7 The WWO shall take the Minutes and shall provide a copy of the Minutes to the HOC within seven (7) days from the date of the meeting along with a signed attendance register.

## **18. PROGRAM WELFARE FORUM (PWF)**

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18.1 The 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.

18.2 The SC shall establish a PWF to sit across the Program for the duration of Works.

18.3 The PWF shall consist of:

- (a) the HOC (Chair);
- (b) the SC's HSSE Manager;
- (c) the SC's PM for each project/stadium;

- (d) each WWO;
  - (e) the Contractor's HSSE Representative for each Accommodation Site;
  - (f) the Contractor's PM for each project/stadium;
  - (g) the Contractor's HSSE Representative for each project/stadium;
  - (h) the Human Resources Manager from each Contractor; and
  - (i) the PMC Representative for each project/stadium.
- 18.4 The PWF shall meet every other month as determined by the HOC.
- 18.5 The HOC shall give prior notice of a meeting to all attendees.
- 18.6 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 Standards; and
  - (d) discuss issues arising from audit reports and any issues of non-compliance with the Standards.

## **19. RECORDS AND ACCESS**

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- 19.1 The Contractor shall keep and maintain in a safe, fire proof and secure location in Qatar, all relevant information and records concerning the Workers and the Contractor's compliance with the requirements of the Standards including records of:
- (a) all Original Offers of Employment and Employment Contracts;
  - (b) the hours and days worked each month by each Worker, including overtime;
  - (c) each Workers attendance at training; and
  - (d) all instances of any illness, accident, injury or other incapacity suffered or incurred by a Worker.
- 19.2 The Contractor shall maintain a file for each Worker showing the Workers:

- (a) name;
- (b) job or occupation;
- (c) age;
- (d) nationality
- (e) place of residence;
- (f) marital status;
- (g) next of kin;
- (h) home contact details in case of emergency;
- (i) date of employment;
- (j) Wages paid and any adjustments made;
- (k) leave taken (including Annual Leave, sick leave and other leave);
- (l) disciplinary record;
- (m) period of probation;
- (n) grievances record;
- (o) work appraisals;
- (p) records of pre and post medical examinations;
- (q) induction and training records;
- (r) occupations illnesses and injuries;
- (s) skills history;
- (t) date and reason for termination of employment; and
- (u) any other information as may be required by the WWO.

19.3 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.

## **20. HOTLINE**

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20.1 The Contractor shall make a Hotline phone service available to all Workers which can be used by Workers to raise grievances, report concerns or non-compliances with these Standards or to make suggestions, anonymously and without fear of retaliation.

- 20.2 All reasonable steps shall be made to ensure that confidentiality is maintained regarding the identity of the caller, if it is disclosed.
- 20.3 All calls shall, as far as practicable, be attended to in the native language of the Worker.

## **21. NOTICE BOARD**

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- 21.1 The Contractor shall provide a notice board at the Site and the Accommodation Site for the purpose of communicating with Workers.
- 21.2 The Contractor shall display on such notice boards at least the following information and at a minimum in the Prescribed Languages:
- (a) the relevant HSSE rules;
  - (b) names, room number and work location of appointed first aiders, HSSE Representatives and fire marshalls;
  - (c) detailed instructions indicating measure relating to how to prevent fires and other hazards and the protection of Workers in this regard
  - (d) emergency escape routes and muster points in case of fire;
  - (e) name and contact details of the relevant WWO and Accommodation or facilities manager;
  - (f) disciplinary 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, Qatar Ministry of Labour and other Qatar Government agencies providing services to Workers in Qatar; and
  - (i) the telephone number of the Contractor's Hotline assistance.

## **22. AUDITING OF COMPLIANCE WITH THESE STANDARDS**

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- 22.1 The Contractor's compliance with these Standards shall be subject to a four tier auditing system as set out below:
- (a) Self-Audits:
    - (i) The Contractor shall undertake in conjunction with the SC's PM a monthly self-audit against its compliance and the compliance of its Other Contracting Parties (excluding any Recruitment Agent) with the Standards.

- (ii) The Contractor shall also require its Other Contracting Parties to undertake their own monthly self-audits.
  - (iii) The Contractor shall provide the results of each monthly self-audit (by it and its Other Contracting Parties) to the HOC within fourteen (14) days of completion of the audit.
  - (iv) The HOC will share each monthly self-audit result with the PWF.
- (b) the SC Audits:
- (i) The HOC shall undertake random inspections and audits of Contractors and Other Contracting Parties to monitor their compliance with the 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 the SC's, the Contractor's and Other Contracting Parties to monitor their compliance with the Standards and/or to validate the self-audits and the SC audits.
- (d) Ministry of Labour (MOL) Audits:
- (i) The MOL shall be entitled to perform random inspections and audits on Contractors and Other Contracting Parties in accordance with the Law.
- 22.2 Audits by the SC, the Independent Monitor or the MOL may include inspection of the Contractor's Work site(s), Accommodation Site(s), review of Workers employment records and interviews with Managerial Staff and Workers.
- 22.3 The Contractor shall cooperate with the SC designated personnel, the Independent Monitor and the MOL and make all places of Work, Accommodation Sites, documents, employment records, Managerial Staff and Workers available as necessary, and expeditiously provide any further information requested.
- 22.4 These audits do not in any way limit any other audit which the SC may be entitled to perform under the Contract.

## **23. ASSESSMENT OF COMPLIANCE**

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- 23.1 The Contractor's compliance with these Standards shall be tied to a KPI regime set out within the Contract and the Contractor's level of compliance shall be identified via the auditing processes set out above and determined by the WWC.

- 23.2 It is not the SC's intent to arbitrarily punish a Contractor who is not complying with the Standards, but to encourage Contractor's to self-remedy any non-compliance and adopt practices which will improve its Workers Welfare in general.
- 23.3 However, if a Contractor does not comply with these Standards, the WWC may (at its discretion) recommend to the SC the implementation of contractual measures against that Contractor for failure to achieve the relevant KPI(s).



## APPENDIX A: ACCOMMODATION AND FOOD STANDARDS

### 1. ACCOMMODATION STANDARDS

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#### 1.1 REQUIREMENTS FOR ACCOMMODATION BEING CONSTRUCTED BY THE CONTRACTOR

- 1.1.1 The maximum building footprint coverage shall be 50% for Permanent Accommodation Buildings and 60 % in the case of Temporary Accommodation Buildings.
- 1.1.2 The finished floor of the ground floor shall be between 300mm and 600mm above grade; all building plinths shall be made termite proof and voids under buildings enclosed to prevent waste build-up and pest access. This applies to all habitable buildings regardless of function.
- 1.1.3 Minimum landscape area soft scape shall be 15% of total site area for Permanent Accommodation Buildings and 7.5% for Temporary Accommodation Buildings.
- 1.1.4 Every building shall be connected to other buildings by concrete footpaths with a minimum width of 2m and with permanent shading overhead.
- 1.1.5 Any habitable room that opens directly to the outside shall be covered by a roof/awning/veranda with a minimum width of 3.0m.
- 1.1.6 Setbacks shall be:
  - (a) 6 m from boundary to residential buildings;
  - (b) 10 m from boundary to service/utilities buildings;
  - (c) 10 m from boundary to any street; and
  - (d) 5 m minimum between residential buildings and service/utilities buildings.
- 1.1.7 Building design, layout and construction shall be in accordance with NFPA 5000 as per the class of occupancy. Initial drawings shall incorporate all these details. The Contractor shall have the designs reviewed and approved by Qatar Civil Defence Department (QCDD) prior to implementation.
- 1.1.8 A 150mm diameter (minimum) fire service main is required to comply with NFPA.
- 1.1.9 Testing for the certificate of occupancy shall be witnessed by a QCDD representative and the Contractor's representative.

#### 1.2 REQUIREMENTS FOR ALL ACCOMMODATION SITES

- 1.2.1 For each Accommodation Site, the minimum lot area per person shall be 16m<sup>2</sup>.
- 1.2.2 Construction, alteration, repair, equipment, use and occupancy, maintenance, relocation, and demolition of every building or structure, or any appurtenances connected or attached

to such buildings or structures on site shall comply with NFPA 101 Life Safety Code, Building Construction and Safety Code.

- 1.2.3 All buildings, structures and parts thereof, shall be maintained in a safe condition.
- 1.2.4 All devices and safeguards required for the buildings, structures and parts thereof, shall be maintained in serviceable condition.
- 1.2.5 At each entrance to the Accommodation Site, signage shall be clearly displayed in both Arabic and English the name, Contractor logo and contact telephone number of the Contractor occupying the Accommodation.
- 1.2.6 External walls shall either be non-combustible or fire resistant for at least 30 minutes (to BS 476), and shall comply with NFPA Standards.
- 1.2.7 Every building shall be accessible by fire department apparatus through an emergency access route. An emergency access route shall extend up to 15m from all portions of the exterior walls of the first story of any building.
- 1.2.8 The Contractor shall install a Fire Detection and Alarm System (FAS) which shall be:
  - (a) designed and installed in conformance with the NFPA 72 Fire Alarm Code;
  - (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 and response teams. This alarm monitoring shall be networked to the monitoring system established by Civil Defence, if possible.
- 1.2.9 The FAS shall be supplied, installed, tested, and commissioned by FAS supplier pre-approved by QCDD. All components constituting FAS shall be certified for service and listed with QCDD.
- 1.2.10 No building shall be used in whole or in part until the FAS supplier has certified that the building and its occupancy are in accordance with the provisions of these Standards and the Law.
- 1.2.11 The Contractor shall install an appropriate number and type of fire extinguishers to be placed in offices, restrooms, and all other amenity areas.
- 1.2.12 Fire exits shall be clearly marked and illuminated and easily accessible from all locations and all muster points shall be clearly designated.
- 1.2.13 An uninterrupted power supply shall be provided for emergency lighting to assist with safe evacuation of occupants to muster points.

- 1.2.14 The Accommodation Site shall be risk assessed to ensure a fixed elevated water supply is provided. The risk assessment shall take into consideration the number of tanks, size and proximity to accommodation buildings to satisfy the Qatar Ministry of Interior, Civil Defence division.
- 1.2.15 The Contractor shall develop a comprehensive and standardised evacuation plan which shall presented in a user-friendly fashion in at least the Prescribed Languages and displayed appropriately.
- 1.2.16 Evacuation drills shall be regularly carried out to test the suitability of the evacuation plan and any results, lessons learnt and corrective actions shall be recorded and undertaken.
- 1.2.17 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 floor and one (1) per fifty (50) people at any time, with a minimum requirement of two (2) Fire Marshalls at all times.
- 1.2.18 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.

### **1.3 INFRASTRUCTURE REQUIREMENTS**

- 1.3.1 Diesel power generation is acceptable only if municipal power is unavailable.
- 1.3.2 Where Accommodation is powered by diesel generators, no habitable building shall be closer than 30 meters. Where any other building is less than 30m, a gas separator wall that is 2.4m high shall be built between the generator and the building.
- 1.3.3 Where storage of LPG and diesel fuel is required, no habitable building shall be closer than the distance defined by NFPA Standards.
- 1.3.4 Off-site water supply/on-site storage is acceptable only if municipal water is unavailable.
- 1.3.5 Water-tank storage shall be sheltered and insulated to allow for the provision of cooled water.
- 1.3.6 Clearances between power and other utilities shall be maintained within the minimum spacing requirements in accordance with Kahramaa, Ooredoo and Ashghal Regulations.
- 1.3.7 Spacing and elevation requirements for underground installations shall be properly engineered, standardized and constructed.
- 1.3.8 All materials, equipment, cables, etc. shall be suitable for the type of installation and location. All outdoor installations for electrical equipment and accessories shall be weather

proof and corrosion resistant. Diesel generator sets and power stations (substation, switching stations, enclosures, etc.) shall be adequately sized considering 100% connected load plus projected future loads.

- 1.3.9 An effective earthing/grounding network shall be installed. All equipment, steel and electrically conductive structures, fences, etc. shall be connected to the grounding grid.
- 1.3.10 Noise disturbance produced by all equipment (specifically diesel generator sets) shall not exceed the maximum specified dB levels as follows: sleeping 40 dBA max; recreation 45 dBA max; dining 45 dBA max. Vibration limits shall be in accordance with BS 6841.
- 1.3.11 An alternative and/or back-up power supply shall be provided for all essential services and deemed critical loads, including but not limited to, FAS, freezers, waters pumps, sewage pumps, air-conditioning, and kitchen equipment.
- 1.3.12 Emergency and security lighting shall be provided on a battery backup as per latest edition of NFPA101.
- 1.3.13 Safe systems of work shall be established and maintained for all operational, occupation and industrial hazards. For example, work in confined spaces, electrical installations, fuel systems, water treatment systems and any other works with potentially significant hazards shall be carried out under permit-to-work conditions. Generators and fuel farms shall be designated as restricted areas and fenced off with appropriate security padlocks and access controls.
- 1.3.14 Safety signage shall be placed and clearly marked with the appropriate telephone number for access.
- 1.3.15 Electrical distribution equipment and switchgear shall be secured with proper access controls.
- 1.3.16 Lockout-tag out systems shall be in operation for all electrical systems, at all times.

#### **1.4 BEDROOM REQUIREMENTS**

- 1.4.1 A maximum of four (4) beds per room (bunk beds and “bed sharing” are prohibited) with a minimum of 6m<sup>2</sup> floor area per person for bedrooms including storage and which shall have a minimum ceiling height of 2.5m.
- 1.4.2 Beds shall be (at least) 1.0m x 2.0m and a minimum of 0.3m above the floor and at least 1.5m apart and shall be made of material which is solid, durable, fire resistant and impervious to moisture.

- 1.4.3 Each bed shall be screened by a privacy curtain to be made of durable, fire resistant and non-transparent fabric.
- 1.4.4 Minimum storage per bed shall be provided as follows:
- (a) 0.5m<sup>3</sup> lockable bulk storage; and
  - (b) 0.2m<sup>3</sup> lockable clothing storage.
- 1.4.5 Two (2) sets of appropriate and suitable bed linen and towels shall be provided free of charge to each Worker per annum.
- 1.4.6 Each bedroom must contain at least:
- (a) one (1) x open shelf by each bed of 1.0m long;
  - (b) one (1) x task light and electrical outlet by each bed;
  - (c) one (1) x operable window per room to cover a minimum 10% of the floor area;
  - (d) one (1) x tack board by each bed of 1.2m<sup>2</sup> at minimum;
  - (e) one (1) x double power point per bed plus one (1) x additional double power point per room.
- 1.4.7 The bedroom floor shall be easily cleaned, impervious to water and have an anti-slip finish.
- 1.4.8 A sufficient number of shoe racks shall be provided outside each bedroom in order to accommodate the population.
- 1.4.9 Each bedroom shall be air conditioned with sufficient capacity to cool a fully occupied room during the hottest periods. Diffusers shall be appropriately located so that cooled air is evenly distributed in accordance with ASHRAE Codes and Standards.

## 1.5 TOILET/SHOWERING FACILITY REQUIREMENTS

- 1.5.1 Toilets, urinals, showers, and washbasins shall be contained within one (1) defined toilet/showering space (**Bathroom**).
- 1.5.2 The Accommodation shall contain a minimum of one (1) x water closet per six (6) beds.
- 1.5.3 A minimum of (1) x Western water closet shall be provided for every ten (10) Asian water closets.
- 1.5.4 Each toilet (Asian and/or Western) shall be contained in a private, lockable cubicle.
- 1.5.5 All water closets shall be provided with a hose on the right-hand side.
- 1.5.6 The plumbing shall be designed to allow paper to be flushed at a low flush of 6 litres per flush or at a high-efficiency flush of 3.78 litre per flush (single pressure assist). This shall remove the need for waste bins.

- 1.5.7 Urinals may replace toilets at a ratio of 2:1 provided at least one water closet is provided for every ten (10) urinals.
- 1.5.8 The Accommodation shall contain a minimum of one (1) aerated shower per six (6) beds.
- 1.5.9 Each shower shall be a minimum of 1m wide x 1.2m deep with a drain pan, privacy curtain or door, a vanity mirror, a vanity shelf, a towel rail and a clothes hook.
- 1.5.10 The combination of a shower and toilet is not allowed.
- 1.5.11 The shower shall have a low flow rate not exceeding 9.4 litres per minute. Hot and cold water shall be provided at all times.
- 1.5.12 The Accommodation shall contain a minimum of one (1) x washbasin per four (4) persons. A trough sink may be substituted at an equivalent width of 600mm per washbasin but segregated with separate water feed and drainage.
- 1.5.13 One (1) x wall-mounted glass mirror shall be mounted above the wash basin so that eye level is  $\frac{2}{3}$  height of the mirror and shall be 1m in height and equal to the length of the washbasins or trough sink.
- 1.5.14 No Bathroom shall be located closer than 25m to any dining or kitchen/meal preparation area.
- 1.5.15 Each Bathroom shall be located so as to be accessible without any individual passing through any adjacent bedrooms.
- 1.5.16 Bathroom facilities shall be located within a maximum of 50m to any bedroom.
- 1.5.17 Sufficient exhaust ventilation to remove foul air and moisture to in accordance with ASHRAE Codes and Standards.
- 1.5.18 Each Bathroom shall have one (1) operable window to cover a minimum of 10% of the floor area.
- 1.5.19 Bathroom floors shall be easily cleanable, impervious to water, and have an anti-slip finish.
- 1.5.20 Bathrooms shall be supplied with the appropriate detergents and disinfectants. Each Bathroom shall be cleaned daily and an intensive deep clean of all areas shall be undertaken monthly.
- 1.5.21 Each Bathroom shall be fitted with floor drains with covers to facilitate proper circulation and drainage.
- 1.5.22 Shoe racks shall be available outside each Bathroom.



### 1.6 COMMUNAL TV AND SOCIAL ROOM

- 1.6.1 A social room with sufficient seating shall be provided equipped with a TV, satellite TV package catering for the ethnic origins of the Workers and DVD player.
- 1.6.2 Natural light and ventilation provided by window area equal to 20% of the floor area in each social room.
- 1.6.3 Sufficient AC 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 in accordance with ASHRAE Codes and Standards.

### 1.7 SPORT AND RECREATIONAL FACILITIES

- 1.7.1 Communal indoor recreational space with adequate ventilation and cooling in accordance with ASHRAE Codes and Standards shall be provided for the use of all Workers.
- 1.7.2 A minimum of one (1) outdoor multipurpose sport field containing soccer/cricket pitch, basketball and volleyball courts shall be provided.
- 1.7.3 An equipped gymnasium shall be provided with adequate ventilation and cooling in accordance with ASHRAE Codes and Standards.
- 1.7.4 Access to retail services including grocery, barber shop, mobile shop, and money transfer shall be provided.
- 1.7.5 Public washrooms shall be provided with one (1) water closet and one (1) washbasin per 50 beds for which the recreation space is designed.

### 1.8 COMMUNICATION AND INTERNET ACCESS

- 1.8.1 Free Wi-Fi hotspots shall be located in communal recreation facilities and provided at a minimum rate of two (2) hotspots per one thousand (1000) beds at a speed rate of 2MB per second.
- 1.8.2 A computer centre/internet cafe shall be provided and equipped at a minimum rate of one (1) x computer with internet access per two hundred (200) beds.
- 1.8.3 Minimum of one (1) communal telephone per one hundred (100) beds shall be provided in a booth or in a suitable location to allow users reasonable privacy.
- 1.8.4 Owners/operators are encouraged to work with local service providers to develop subscription programmes for telephone and internet access that are below market rates.

## 1.9 LAUNDRY

- 1.9.1 The Contractor shall provide Workers free of charge, in house or external laundry facilities including one (1) laundry bag for every Worker per annum and ensure the performance of the following laundry services (wash and fold only):
- (a) uniforms or work clothes – twice a week for a maximum of twelve (12) pieces per Worker per week;
  - (b) bed linen - full change once a week; and
  - (c) towels - change once a week.
- 1.9.2 The Contractor shall provide one (1) dual compartment laundry tub with hot and cold faucets for every eighteen (18) beds with a wall mounted shelf of 150mm in depth.
- 1.9.3 The Contractor shall ensure that in-house laundry facilities are located no less than 30m from any living unit.
- 1.9.4 The Contractor shall provide suitable washing lines within the Accommodation for Workers to use as required.
- 1.9.5 The Contractor shall also provide adequate and sufficient ironing room for Workers to use.

## 1.10 KITCHEN

- 1.10.1 The Accommodation Site kitchen area shall be sized at least 1.63m<sup>2</sup> area per bed.
- 1.10.2 Kitchen specifications for hygiene and operational standards shall conform to applicable industry standards.
- 1.10.3 The kitchen shall be comprised of:
- (a) segregated areas to accommodate the preparation and cooking of different types of food;
  - (b) equipment including freezers, chillers and dry food stores as appropriate;
  - (c) washing up facilities including industrial dishwashers;
  - (d) refuse storage including waste segregation;
  - (e) toilets/bathrooms and changing areas for staff;
  - (f) staff offices to be used by catering management staff and storage of kitchen records;
  - (g) operational extractor fans to control smoke and odours;
  - (h) an emergency gas cut off and automated fire suppression systems; and
  - (i) industrial dishwashers with the appropriate chemical detergents.
- 1.10.4 The kitchen floor and the floor of all stores, offices etc. are to have an anti-slip finish.

1.10.5 Water supply facilities used in the preparation of food shall be fitted with ceramic water filters.

1.10.6 The walls of the kitchens are to be finished with porcelain tiles or an equivalent wall covering from floor to ceiling.

#### *1.11 PRAYER ROOMS*

1.11.1 Each Accommodation Site shall have at least one (1) mosque, one (1) prayer room and at least one (1) non-denominational prayer room for Workers of other faiths. The amount and size of such prayer rooms depends on the size of the Accommodation.

1.11.2 The minimum mosque built up area shall be calculated in accordance with the following formula: 25% of total population x 1.1 m<sup>2</sup> per person.

#### *1.12 POLICE, AMBULANCE AND FIRE STATION*

1.12.1 One (1) police branch station shall be provided for each Accommodation Site with twelve thousand (12,000) beds or more.

1.12.2 One (1) on-site ambulance and fire station facility shall be provided per four thousand (4,000) beds.

#### *1.13 POST OFFICE*

1.13.1 One (1) Postal service shall be provided for each Accommodation Site with four thousand (4,000) beds or more.

#### *1.14 MEDICAL CARE*

1.14.1 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.

1.14.2 The Contractor shall appoint first aid officers who shall have completed an approved course of training, typically a three (3) day course, such as those organized by the Hamad Medical Corporation or any other internationally approved provider.

1.14.3 Any appointed first aid officers shall undertake a refresher course annually and obtain recertification as required to keep the certification current.

1.14.4 Where the Accommodation Site houses more than one hundred (100) Workers, a resident qualified nurse that is qualified and licensed in accordance with Supreme Council of Health requirements.

1.14.5 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 and which shall have a minimum two (2) nursing beds with an additional one (1) nursing bed per one thousand (1000) Accommodation beds.

- 1.14.6 Where the Accommodation Site houses more than five hundred (500) Workers, a designated medical doctor shall be provided. This may be a retained service or full time employee, as stipulated by the specific license requirements of the Supreme Council of Health.
- 1.14.7 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.
- 1.14.8 The medical doctor shall carry out emergency first aid, basic health surveillance and routine consultations for Workers of the Contractor and Other Contracting Parties and shall be available to consult on health-related work restrictions for individual Workers.
- 1.14.9 An office for counselling and mental health services shall be provided. Such office shall have a floor area of at least 12m<sup>2</sup> and shall be in accordance with Ministry of Health requirements.
- 1.14.10 A Medical Isolation Unit with minimum two (2) isolation beds shall be available, away from the general clinic, to accommodate infectious disease cases (e.g. chickenpox, measles etc.) and one (1) additional isolation bed per two thousand (2,000) Accommodation beds. This unit shall be air-conditioned and shall have an attached washing/bathing/toilet unit.

#### **1.15 REFUSE**

- 1.15.1 A separate refuse area shall be available 30m to 35m away from any building.
- 1.15.2 Refuse shall not pile up in the kitchen preparation rooms or storerooms.
- 1.15.3 Non-food waste such as boxes and crates shall be broken down to minimal bulk. In large facilities, waste compactors may be appropriate for dry refuse.
- 1.15.4 The Accommodation Site shall have a trade refuse agreement with a private Contractor or the relevant municipality.
- 1.15.5 If for any reason, the regular collection service is delayed, the Contractor and Major Sub-Contractor shall make alternative disposal arrangements to avoid nuisance or any health hazards.
- 1.15.6 The burning of any waste or refuse at the Accommodation Site is not permitted.

#### **1.16 SEWAGE**

- 1.16.1 Permanent connection to the reticulated sewer system is preferred.

1.16.2 Where on-site sewerage collection and disposal is used, the following shall be incorporated:

- (a) sewer collections points shall be installed in accordance with the Ministry of Environment regulations;
- (b) sewer collections areas shall be secured and unauthorized access prevented;
- (c) Accommodation areas are to be kept a minimum of 50 meters from the sewer collection points;

1.16.3 Exhaust stacks for the sewerage collection point shall be provided at a sufficient height to ensure fumes do not affect Bedrooms.

1.16.4 The design of the sewerage collection installation shall allow for the Accommodation Site requirements without overloading the system.

### **1.17 PERSONNEL REQUIREMENTS**

1.17.1 The Contractor shall employ an Accommodation Manager who shall have a minimum three (3) years of experience as an accommodation manager or equivalent acceptable qualifications and demonstrate thorough knowledge of the Law and these Standards, to oversee the implementation of these Standards.

1.17.2 If a Contractor has more than five thousand (5000) Workers at an Accommodation Site the Contractor shall also employ:

- (a) an experienced recreation/sports and events officer; and
- (b) a linguistically capable communication officer.

## **2. FOOD STANDARDS**

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### **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 Site.

2.1.2 The menu shall be appropriate to the ethnic mix of Workers, provide sufficient calories and be rotated every fourteen (14) days.

2.1.3 The Contractor shall follow international dietary guidelines and best practice for healthy living in the provision of all meals.

2.1.4 The time between food preparation and meal service shall not exceed two (2) hours.

2.1.5 The Contractor shall implement Hazard Analysis and Critical Control Points (HACCP) food management principles to focus on activities and routine operations which are critical to food safety.

## 2.2 CATERING REQUIREMENTS

- 2.2.1 If Contractor has engaged a caterer to provide the meals, the Contractor shall ensure that the company operating the catering operation is ISO22000 certified.
- 2.2.2 All Workers, including those directly or indirectly employed (such as third party contractors), that work in kitchens, cafeterias, food outlets or mess halls, and/or handle foods, shall be in possession of any licences that may be required by the relevant authority.
- 2.2.3 Tiffin food carriers shall not be used to store or transport Workers meals.
- 2.2.4 Any food being transported to Site or the Accommodation Site shall be transported in specifically designed and approved vehicles for the transportation of food.
- 2.2.5 The Contractor shall ensure that there is no provision for self-cooking in any Accommodation Site for Workers. All cooking/catering shall be provided and managed centrally regardless of the number of Workers.

## 2.3 DINING REQUIREMENTS

- 2.3.1 The Contractor shall provide dining facilities for Workers at the Accommodation Site which:
  - (a) provide space of a minimum of 0.75m<sup>2</sup> per person, based on the maximum capacity of the Accommodation facility (this assumes seating for no more than 50% at any one time);
  - (b) accommodate a maximum of eight hundred (800) Workers and four hundred (400) Workers per sitting;
  - (c) contain dining chairs, in preference to benches;
  - (d) contain furniture that is primarily robust, functional, durable and easy to clean and maintain;
  - (e) in relation to hot and cold serveries, contain services which are stainless steel, fitted with sneeze guards and designed to maintain the food at appropriate temperatures in accordance with food safety legislation;
  - (f) contain defined server lines, subdivided by menu to make serving more efficient;
  - (g) contain a cooled drinking water fountain at the ratio of one (1) for every sixty (60) Workers;
  - (h) provide a sufficient number of easily accessible tray and dish return areas. These may be mobile trolleys or static delivery and collection points. They shall be in close proximity to the dish wash area to facilitate swift removal of dirty trays, crockery and utensils by catering service personnel;
  - (i) contain all necessary cutlery that may be required by Workers;
  - (j) provide suitable hand washing facilities or hand sanitizing facilities at the entrance of the dining area;

- (k) allow for natural light and ventilation, provided by window area equal to 20% of the floor area;
- (l) provide sufficient air conditioning capacity to cool a fully occupied room during the hottest periods;
- (m) have on display, in a designated area, "Food Suggestions and Complaints Register" where Workers can record any food related suggestions or complaints. The register shall be monitored so that actions are taken by the Food and Catering Manager or designate; and
- (n) have an adequate numbers of electronic flying insect traps or fly zappers.

## **2.4 DRINKING WATER**

- 2.4.1 A minimum of one (1) cooled drinking water fountain shall be provided at the Site for every sixty (60) Workers and refilled immediately as and when the water runs out.
- 2.4.2 The cooled drinking water fountain shall be located in 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.
- 2.4.3 Drinking water shall be marked "Drinking Water" in the Prescribed Languages.
- 2.4.4 The Contractor shall ensure that the water is of potable quality and free of contaminants.
- 2.4.5 The Contractor shall install three (3) candle ceramic water filters where drinking and cooking water is provided as well as chlorinators and disinfection units and shall ensure that water storage tanks are cleaned and regularly maintained.
- 2.4.6 The use of fibre or thread filters is prohibited.

## **2.5 PERSONNEL REQUIREMENTS**

- 2.5.1 The Contractor shall employ a Food and Catering Manager who shall have a minimum three (3) years of experience as a catering, food and beverage manager or equivalent, and demonstrate thorough knowledge of the international Food Safety standards (HACCP Standards) to oversee the implementation of these Standards.

## APPENDIX B: TRANSPORTATION AND TRAFFIC MANAGEMENT

### 1. **TRANSPORTATION**

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#### 1.1 *TRANSPORTATION REQUIREMENTS*

- 1.1.1 The Contractor shall provide to Workers at the Contractors expense:
- (a) transportation to and from the Site;
  - (b) transportation to and from retail, commercial centres and religious facilities during leisure time;
  - (c) transportation, upon request, to the closest medical facility for non-emergency health care needs.
- 1.1.2 The Contractor shall ensure that passenger stops shall be located as close as possible to a destination to prevent Employees from crossing main or high density traffic roads.
- 1.1.3 Contractor shall provide to the SC a transport/traffic management plan for the Accommodation Site which shall cover the provision of safe boarding bays for Workers.
- 1.1.4 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.

#### 1.2 *VEHICLE SPECIFICATIONS*

- 1.2.1 All vehicles used in the transportation of Workers to and from Site shall:
- (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 an In Vehicle Monitoring System (IVMS) that is monitored and maintained by the Contractor;
  - (d) state the maximum number of passengers permissible where each passenger shall have one (1) seat. This number shall not be exceeded and standing is not permitted;
  - (e) be fitted with seat belts for each seat and handgrips;
  - (f) be air-conditioned;
  - (g) have 'tinting' to passenger windows to assist with solar gain reduction, yet still ensure adequate visibility;
  - (h) shall have at least six (6) hammers to break the window glass in case of emergency;
  - (i) contain an easily accessible first aid kit with the contents regularly checked and replenished;



- (j) 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;
  - (k) be fitted with emergency windows in the front, middle and back of the vehicle which shall be indicated with signs;
  - (l) be fitted with a 'Frequent Stop' sign at the rear of the vehicle.
- 1.2.2 Smoking inside the vehicles shall be prohibited. The vehicles shall have clear pictures and signs in multiple languages stating that smoking in the vehicles is prohibited
- 1.2.3 All vehicles shall be inspected annually by the competent local authority.

### 1.3 DRIVER COMPETENCE

- 1.3.1 The vehicle shall be driven by a competent driver holding a relevant and valid Qatar driving licence and who has attended additional defensive driver training undertaken by a recognized competent third party training organization.
- 1.3.2 The driver shall possess current basic first aid training.

## 2. TRAFFIC MANAGEMENT

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### 2.1 PLANNING AND DESIGN

- 2.1.1 The traffic management system at the Accommodation Site shall have professional design input including but not limited to access roads, traffic control devices, traffic calming devices, parking bays, entry and exit to and from the facility, control of incoming and outgoing vehicles, bus parking bays, pedestrian walk ways and direction of vehicle movement.
- 2.1.2 Traffic management shall cover issues like movement of traffic within the accommodation premises, transportation of Workers, safe pedestrian movement within the accommodation and movement of pick up and drop off situations of accommodation delivery vehicles and safe boarding and disembarking.

### 2.2 APPROACH AND INTERNAL ROADS

- 2.2.1 Speed control measures shall be established within the Accommodation Site to limit speed to 25km/ph, such as by installing speed humps 100 meters away from the main gate in all directions of the approach roads and intermittent speed humps at 100 meter intervals.
- 2.2.2 The design of the road shall avoid blind/sharp corners reducing visibility from opposite directions.
- 2.2.3 The width of a single lane is to be kept at 3.5m and the curve radius shall not be less than 12 meters. Sufficient illumination shall be provided in traffic zones.

### 2.3 *TRAFFIC CONTROL DEVICES*

- 2.3.1 Sufficient traffic warning signage (warning, prohibition and mandatory), according to the type of road and hazards shall be displayed and maintained.
- 2.3.2 Clear lane markings shall be provided to indicate the direction of traffic and edge markings. Centre lines shall be marked with a solid yellow to curtail overtaking on these roads

### 2.4 *ENTRY AND EXIT OF VEHICLES TO AND FROM THE ACCOMMODATION SITE*

- 2.4.1 A one way system entering through one (1) gate and exiting through a different other gate shall be considered where practicable, so that opposite vehicle movements can be restricted to reduce the risk of any head on collisions.

### 2.5 *BUS BOARDING BAYS*

- 2.5.1 Adequate bus boarding bays shall be established in proportion to the size of the Accommodation Site. The buses shall be parked in the boarding bays and once boarded, the bus shall move out to an exit gate and the next bus shall be brought out from the external parking area to the boarding bay.
- 2.5.2 Movement of buses shall be co-ordinated by the Accommodation Site security staff stationed in the boarding bay and the external parking area through a walkie-talkie.
- 2.5.3 At the exit gate, security staff shall check the bus to ensure that it is seated to its capacity and not overloaded and that all passengers are properly wearing the seatbelts provided. A time out register with the vehicle numbers shall be maintained at the gate.

### 2.6 *DESIGN OF THE BOARDING BAYS*

- 2.6.1 The boarding bay shall be established in such a place that the need to cross the access road is minimized as far as reasonably possible.
- 2.6.2 Bollards/railings are to be installed between the vehicles and the waiting queue area.
- 2.6.3 The size of each boarding bay shall be 20 meters including 5 meters each for the incoming and outgoing tapers.

### 2.7 *PEDESTRIAN WALK WAY*

- 2.7.1 Inside the Accommodation Site, it is recommended to have a dedicated pedestrian walkway with footpaths elevated from the road level separating vehicles and pedestrians.
- 2.7.2 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.

- 2.7.3 Comfortable and inviting pedestrian walkways are encouraged to enhance walkability and physical activity. Walkways shall be safe, with adequate lighting, shaded and protected from weather conditions. Landscaping shall be considered.

**2.8 PICK UP & DROP OFF TIMINGS OF DELIVERY VEHICLES**

- 2.8.1 During the peak boarding and disembarking period (i.e. from 5:00 am to 7:00 am and evening time from 6:00 pm to 8:00 pm) all delivery vehicles into the facility are to be restricted.

**2.9 CONTROL OF EXTERNAL VEHICLES**

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

**2.10 OTHER TRAFFIC MANAGEMENT ISSUES**

- 2.10.1 A Traffic Management Policy shall be in place for each Accommodation Site and this shall be reviewed regularly.
- 2.10.2 Periodical defensive driving training shall be given to the drivers to improve safe driving and adherence to traffic rules and regulations.
- 2.10.3 A safe driving policy shall be in place to promote safe driving behaviours and include monitoring and reward of good and bad driving habits.

## APPENDIX C: FACILITIES MANAGEMENT AT ACCOMMODATION

### 1. FACILITIES MANAGEMENT

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#### 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 Pro-Active Maintenance Plan such as a computerised Planned Preventative Maintenance Plan that includes a recording mechanism for spares used and man hours;
  - (b) a Reactive Maintenance Plan that includes a recording mechanism for spares used and man hours; Safety Procedures (that include risk assessments and method statements for all maintenance and routine tasks;
  - (c) a routine, daily, weekly and other periodic Cleaning Plan;
  - (d) a deep Cleaning Programme;
  - (e) a waste Management Plan that includes waste disposal records;
  - (f) a pest Control Plan;
  - (g) a fire 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;
  - (h) a Kitchen Management Plan (as applicable) that includes all ISO2200 and HACCP required processes and records;
  - (i) a menu Plans and Recipe Book;
  - (j) a record of all clinic visits by Workers with a history of illnesses and conditions (subject to confidentiality);
  - (k) the Traffic Management Plan;
  - (l) a HSSE Plan;
  - (m) a Security Management Plan that includes all security procedures;
  - (n) a Workers Induction Plan that introduces new arrivals to the Accommodation Site, its surrounding area and the local culture;
  - (o) a Social Programmes Plan that includes sports, recreational, cultural and social events;
  - (p) a Continuing Education Plan that includes but is not be limited to language training, financial planning, health/fitness, computer and internet training;

- (q) a Skills Training and Up-skilling Plan that includes construction safety and trade skills; and
- (r) a Commercial Retail and Services Plan which includes competitive price monitoring, retail mix planning, and commercial leasing plans.

## 1.2 SECURITY

1.2.1 The Contractor must employ a licensed security provider in accordance with State of Qatar requirements to provide security at the Accommodation Site.

1.2.2 All security staff shall:

- (a) have a minimum of five (5) years experience in security operations;
- (b) be trained in basic security procedures and processes;
- (c) undergo site specific security training;
- (d) have undergone first aid training;
- (e) be dressed in uniform and clearly identifiable as security personnel.

1.2.3 The Contractor shall provide protocols (Codes of Conduct) for all security staff. The Contractor shall review and implement the protocols incorporated in the Voluntary Principles on Security and Human Rights ([www.voluntaryprinciples.org](http://www.voluntaryprinciples.org)).

1.2.4 These protocols shall clearly define the nature and magnitude of response to security incidents. The circumstances shall set out which security incidents are to be reported to the police. These protocols shall be made available for inspection by the Client upon request.

1.2.5 The typical roles of the security staff include:

- (a) being the first point of contact with visitors to the Accommodation Site;
- (b) being first responder to emergency incidents;
- (c) conduct basic investigations and report writing;
- (d) conduct day and night security patrols;
- (e) restricting access so that only authorised personnel and visitors may enter;
- (f) a physical presence and deterrent against theft and other crime;
- (g) monitoring suspicious people and vehicles; and
- (h) informing management of any unusual events.

1.2.6 The roles of the security staff may be extended to any or all of the following:

- (a) authority to carry out spot checks/searches on people or vehicles;
- (b) speed checks and enforcement;
- (c) ejecting people and vehicles that fail to comply with the rules;
- (d) detention of suspects until site management or the police arrive;

- (e) carry out initial evacuation procedures;
- (f) act as a control point in emergencies;
- (g) operate CCTV/access control systems/'pass card' issuance/radio communications;
- (h) provide a first response in the event of an emergency; and
- (i) deploy emergency/contingency plans.

1.2.7 If security staff are providing the above extended services the company providing the service shall be vetted and the experience and credentials of that company and its staff verified before contracts are agreed.

1.2.8 The security provider shall have procedures in place to respond, investigate and report security incidents arising within the Accommodation Site. Detailed records shall be kept of all security incidents.

## APPENDIX D: SITE WELFARE

### 1. SITE WELFARE

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#### 1.1 GENERAL REQUIREMENTS

- 1.1.1 Air Conditioning is mandatory for all habitable buildings occupied or used by Workers on Site in accordance with ASHRAE Codes and Standards and all windows, doors and ventilation openings in all habitable buildings shall be equipped with insect screens.
- 1.1.2 Pest control measures shall be implemented in all site offices, mess areas, washing and sanitary facilities. Pest control measures shall be appropriate to known/likely pests and carried out at a frequency to ensure pests are controlled. Pest control measures shall only be carried out by competent persons. Facilities shall not be used when hazardous pest control substances are being applied.

#### 1.2 DRINKING WATER

- 1.2.1 Cooled drinking water shall be provided in Site offices, mess areas, field rest shelters and at other suitable points to ensure every Employee is within a three (3) minute walk from a water station.
- 1.2.2 Drinking water shall be marked "Drinking Water" in the Prescribed Languages.
- 1.2.3 The Contractor and Major Sub-Contractor shall ensure that the water is of 'wholesome' quality and free of all contaminants.
- 1.2.4 The Contractor and Major Sub-Contractor shall install water filters, chlorinators and disinfection units and ensure that water storage tanks are cleaned and maintained.

#### 1.3 WASHING FACILITIES

- 1.3.1 Every Site where a Worker is employed for more than four (4) consecutive hours shall have washing facilities.
- 1.3.2 Rooms containing washing facilities shall have sufficient exhaust ventilation to remove foul air and moisture in accordance with ASHRAE Codes and Standards.
- 1.3.3 The walls and floors of rooms containing washing facilities shall be finished with impervious wipe clean surfaces in order to maintain them in a hygienic condition.
- 1.3.4 On Sites employing up to twenty-five (25) Workers of the Contractor or Other Contracting Parties, washing facilities shall include one (1) washbasin, plus one (1) extra washbasin for every additional twenty-five (25) Workers.

1.3.5 On Sites employing more than one hundred (100) Workers of the Contractor or Other Contracting Parties, washing facilities shall include four (4) washbasins, plus one (1) extra for every additional fifty (50) Employees.

1.3.6 Consumables such as liquid hand soap and paper hand towels shall be available in accordance with use and refilled as soon as reasonably possible.

#### **1.4 SANITARY FACILITIES**

1.4.1 Every Site where a Worker is employed for more than four (4) consecutive hours shall have sanitary facilities.

1.4.2 Rooms containing sanitary facilities shall have sufficient exhaust ventilation to remove foul air and moisture in accordance with ASHRAE Codes and Standards.

1.4.3 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.

1.4.4 Sanitary facilities (toilets/urinals) shall be partitioned from each other and have doors with fastenings. Urinals shall be suitably screened.

1.4.5 On Sites where the Contractor and Other Contracting Parties employ:

- (a) up to twenty-five (25) Workers, sanitary facilities shall include at least one (1) water closet and one (1) urinal; and
- (b) more than one hundred (100) Workers, sanitary facilities shall include four (4) water closets, plus one (1) urinal for every additional fifty (50) Workers (provided the ratio of urinals to water closets does not exceed 10:1).

1.4.6 Where the Contractor and/or Other Contracting Parties employ females on Site, separate water closet facilities shall be provided and shall include one (1) water closet for every ten (10) females.

1.4.7 The Contractor shall arrange for septic tanks to be emptied on a regular basis to prevent overflowing. Septic tanks shall be of sufficient size/quantity to cope with planned peak labour.

1.4.8 The Contractor shall employ a dedicated cleaning team or outsource the services to a professional cleaning company to ensure that suitable cleaning/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.



### 1.5 *MESS AREAS*

- 1.5.1 The Contractor shall provide sufficient and conveniently accessible mess areas for its Workers on Site.
- 1.5.2 Mess areas shall only be located within suitable buildings/structures and shall be enclosed, free of dust/sand ingress and air-conditioned.
- 1.5.3 Mess areas shall be located away from work areas in separate buildings/structures wherever possible. Where it is not deemed possible, appropriate partitioning shall be erected.
- 1.5.4 Mess areas shall be fitted out with tables and benches. The number of tables and benches shall allow for every Worker to sit at a table while eating food. The mess area shall be sized at a minimum of 1.5m<sup>2</sup> per Worker.
- 1.5.5 Should space restrictions be an issue, the Contractor shall organize meal breaks into shifts to ensure that no Worker is forced to eat meals on Site or outside the defined mess area and all Workers are able to sit whilst eating meals.
- 1.5.6 The consumption of food shall be restricted to the mess area. The Contractor shall ensure that meals for all Workers are provided for in the Site mess area.
- 1.5.7 Cooking shall not be allowed in the Site mess area. Should the Contractor require a full canteen with a kitchen to prepare hot food, a written proposal shall be submitted in advance to the SC Project Manager. Canteens shall be subject to the food safety regulations applicable in Qatar.
- 1.5.8 The Contractor and Major Sub-Contractor shall employ a dedicated cleaning team to ensure that suitable cleaning/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.

### 1.6 *MEDICAL FACILITIES AT 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 (SCH) 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 fifty (50) Workers on Site, the Contractor shall ensure that a Worker is trained to "appointed persons" standard, typically a one (1) day training course.

- 1.6.4 Where the number of Workers on Site exceeds fifty (50), there shall be at least one (1) fully trained first aid officer provided by the Contractor.
- 1.6.5 Where the number of Workers on Site is over one hundred (100), the Contractor shall provide an additional fully trained First Aid officer.
- 1.6.6 First Aid officers shall have completed an approved training course, typically a 3-day course, such as those organized by the Hamad Medical Corporation or any other internationally approved provider. First aid officers shall undertake a refresher course annually and obtain recertification every three (3) years.
- 1.6.7 First Aid boxes shall be readily available on 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 required by Law.
- 1.6.8 Defibrillator kits shall be readily available on 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 authorized to use such equipment.
- 1.6.9 All injuries more severe than first aid cases and medical emergencies shall be referred to the Site HSSE control centre via the Emergency Hotline.