

# Workers' Welfare Standards Bulletin 1 to Edition 2

Effective February 2018

## Attachment to Workers' Welfare Standards (WW Standards) Bulletin No.1

The following table sets out the amendments made to WW Standards 2nd Edition by this bulletin:

	Standard	Edition No.2	Amended Standard
1	Definitions	<p><b>Worker</b> 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 Programme, regardless of their original date or purpose of recruitment.</p>	<p><b>Worker</b> Means all paid employees or workers of the Contractor or any Other Contracting Parties performing any Works or services for the Programme, regardless of their original date, or purpose, of recruitment. The following employees shall be excluded from the definition of Worker:</p> <ul style="list-style-type: none"> <li>(a) professionals and “white collar” workers, qualified in a regulated field such as law, finance, accountancy or engineering, or working in an office-based or administrative role;</li> <li>(b) employees who perform managerial duties and receive an accommodation allowance from their employer instead of Accommodation;</li> <li>(c) temporary visiting workers undertaking “one-off” tasks including short term maintenance works or supplying or delivering goods to a Construction Site or the SC’s offices.</li> </ul>
2	Definitions	<p><b>Prescribed Languages</b> Means the languages of Arabic, Bengali, English, Tagalog, Hindi, Nepali, Tamil and Urdu.</p>	<p>Amend definition of “Prescribed Languages” to: Means the languages of Arabic, Bengali, English, Tagalog, Hindi, Nepali, Tamil, Urdu and Malayalam.</p>
3	Contracting Process - appointment of Other Contracting Party - approval process	<p><b>5.2</b> The Contractor shall ensure its Other Contracting Parties implement any necessary rectifications and measures to be compliant with these WW Standards.</p>	<p><b>5.2</b> Before appointing an Other Contracting Party the Contractor shall provide the Other Contracting Party with a copy of these WW Standards and appropriate guidance on these WW Standards and their requirements, including requirements under the Law. The Contractor shall then carry out appropriate due diligence on the Other Contracting Party’s compliance with these WW Standards. The Contractor shall ensure all of its Other Contracting Parties implement any necessary rectifications and measures to be compliant with these WW Standards before commencing work.</p> <p><b>New 5.4</b> For Main Contractors, in addition to any approval process for the appointment of Other Contracting Parties set out in the Contractor’s agreement with SC, Main Contractors shall obtain prior approval from SC for the appointment of Other Contracting Parties (of all tiers). In order to obtain this, Main Contractors shall provide SC with:</p> <ul style="list-style-type: none"> <li>(a) a schedule detailing the proposed Other Contracting Parties;</li> </ul>

	Standard	Edition No.2	Amended Standard
			<p>(b) an accommodation inspection report/checklist for the proposed Accommodation for the Other Contracting Parties' Workers in the form provided in Appendix K;</p> <p>(c) an ethical recruitment audit report/checklist in the form provided in Appendix K;</p> <p>(d) a workers' database setting out details of proposed Workers as per Appendix L;</p> <p>(e) a Workers' Welfare commitment statement (in the form provided in Appendix K, duly signed by authorised signatory of the Other Contracting Party as per its Company Registration card) and stamped; and</p> <p>(f) confirmation that the Main Contractor has carried out an ethical recruitment audit and an accommodation inspection, as required by the WW Standards.</p> <p>If the Workers of an Other Contracting Party are to be accommodated in the same Accommodation as the Main Contractor, which has already been approved in writing by SC, then item b), the accommodation inspection report/checklist, is not required.</p> <p>SC shall review the documents received from the Main Contractor and may carry out its own audit or inspection of the Other Contracting Party and/or its proposed Accommodation. SC shall then accept or reject the Other Contracting Party at its sole discretion. An acceptance may be conditional on the Other Contracting Party complying with rectification requirements imposed by SC.</p>
4	Employment Contracts	Not included	<p><b>New article 8.9</b></p> <p>Contractors must ensure that Workers are employed in roles for which they were tested and interviewed for in their home country. In the event that Workers are required to undertake different jobs, Contractors must ensure that (a) the role is at least at the same level, (b) that the Worker is given suitable training, (c) that this is identified and reported to SC with appropriate justification and (d) changes to the employment contract and salaries shall be made as appropriate.</p>
5	Employment Conditions – use of business visas	<p>9.2</p> <p>The Contractor shall further ensure that, at its cost, all Workers possess a valid work visa which shall be transferred into a residence permit, Qatari identity card and health card in accordance with the Law.</p>	<p>9.2</p> <p>The Contractor shall further ensure that, at its cost, all Workers possess a valid work visa which shall be transferred into a residence permit, along with a Qatari identity card and health card in accordance with the Law. If the Contractor requires to employ any Workers on business-work visas or other types of visa, it shall submit a request to SC and SC shall make a determination on a case-by-case basis.</p>

	Standard	Edition No.2	Amended Standard
6	Employment Conditions - periodical medical examinations	Not included	<b>New article 9.9 (c)</b> Provide workers who have not gone through a Gulf Approved Medical Centre Association (GAMCA) equivalent pre-employment medical check-up in their home countries, with a base line medical health screening as per Appendix K-Contractor Self Audit Checklist, before they are mobilised on the Project. (Please refer to Clarification # 28 for further details)
7	Employment Conditions	<p><b>18.2</b> Workers must also be advised by the Contractor of the other support systems available where Workers can report grievances. In addition to support provided by the relevant Embassies of the Workers, details of some other support systems are set out below. The Contractor should advise Workers to review the mandate of each agency and report their grievance to the appropriate agency.</p> <p><b>(a) MOADLSA</b></p> <ul style="list-style-type: none"> <li>Labour disputes and grievances may be lodged with the Labour Relations Department as follows: Phone: +974 44406400, 44406388 In Person: At the Labour Departments of the MOADLSA via form available from <a href="http://www.molsa.gov.qa">www.molsa.gov.qa</a> On Line: via self-service multi-lingual machines located at MOADLSA offices, or print form to lodge in person at Labour Relations Department.</li> </ul> <p><b>(b) National Human Rights Committee</b></p> <ul style="list-style-type: none"> <li>Lodge a complaint against a potential violation of a person's human rights.</li> <li>Submit a complaint via: Phone: +974 44048844 Email: <a href="mailto:info@nhrc.org.qa">info@nhrc.org.qa</a> Online: <a href="http://www.nhrc-qa.org">www.nhrc-qa.org</a> In Person: Fereej Abdulaziz, Nasser Bin Khalid Intersection, Opposite Doha Petrol Station, Otabi Tower.</li> <li>With a complaint you must submit: <ul style="list-style-type: none"> <li>- details of your complaint in writing;</li> <li>- your contact information including phone, email and address;</li> <li>- a copy of your QID or Passport and Visa;</li> <li>- any related documents to support your complaint.</li> </ul> </li> </ul>	<p><b>18.2</b> Workers must also be advised by the Contractor of the other support systems available where Workers can report grievances. In addition to support provided by the relevant Embassies of the Workers, details of some other support systems are set out below. The Contractor should advise Workers to review the mandate of each agency and report their grievance to the appropriate agency.</p> <p><b>(a) Supreme Committee (SC)</b> SC Workers' Grievance Hotline If Workers have grievances or suggestions with respect to matters of their concerns, including but not limited to ethical recruitment, rights and benefits, fair treatment, accommodation and food, transport, health and safety and medical, then they may register their concerns through the following means:</p> <p>Toll free Phone number: 00800 100 386 Languages available are English, Hindi, Urdu, Tagalog, Arabic and Malayalam. Online complaints: <a href="http://www.sc.ethicspoint.com">www.sc.ethicspoint.com</a></p> <p>The Contractor must advise Workers that complaints will be handled anonymously.</p> <p><b>(b) SC Workers' Welfare</b> Seek advice regarding, or lodge a complaint regarding a potential breach of the WW Standards: Email: <a href="mailto:workerswelfare@sc.qa">workerswelfare@sc.qa</a> or <a href="mailto:wwcompliance@sc.qa">wwcompliance@sc.qa</a></p> <p><b>(c) MOADLSA</b></p> <ul style="list-style-type: none"> <li>Labour disputes and grievances may be lodged with the Labour Relations Department as follows: Phone: +974 44406400, 44406388 In Person: At the Labour Departments of the MOADLSA via form available from <a href="http://www.molsa.gov.qa">www.molsa.gov.qa</a> On Line: via self-service multi-lingual machines located at MOADLSA offices, or print form to lodge in person at Labour Relations Department.</li> </ul>

	Standard	Edition No.2	Amended Standard
		<p>(c) Qatar Foundation for Protection and Social Rehabilitation</p> <ul style="list-style-type: none"> <li>Lodge concerns relating to domestic and societal violence or potential cases of human trafficking. Phone: +974 108 Email: info@qfpsr.org.qa</li> </ul> <p>(d) SC</p> <ul style="list-style-type: none"> <li>Seek advice regarding or lodge a complaint against a potential breach of the WW Standards: Email: workerswelfare@sc.qa</li> </ul>	<p>(d) National Human Rights Committee</p> <ul style="list-style-type: none"> <li>Lodge a complaint against a potential violation of a person's human rights.</li> <li>Submit a complaint via: Phone: +974 44048844 Email: info@nhrc.org.qa Online: www.nhrc-qa.org In Person: Fereej Abdulaziz, Nasser Bin Khalid Intersection, Opposite Doha Petrol Station, Otabi Tower.</li> <li>With a complaint you must submit: <ul style="list-style-type: none"> <li>- details of your complaint in writing;</li> <li>- your contact information including phone, email and address;</li> <li>- a copy of your QID or Passport and Visa;</li> <li>- any related documents to support your complaint.</li> </ul> </li> </ul> <p>(e) Qatar Foundation for Protection and Social Rehabilitation</p> <ul style="list-style-type: none"> <li>Lodge concerns relating to domestic and societal violence or potential cases of human trafficking. Phone: +974 108 Email: info@qfpsr.org.qa</li> </ul>
8	Payment of Workers	Not included	<p><b>New article 10.3(j)</b> Licenses, qualifications or skill upgrades required for the Worker's job.</p> <p>Deduction from Worker's salary for the cost of examination or test shall not be permitted, if a Worker fails any exam or test upto first 2 attempts. Cost of the examination or test for next attempts may be deducted from the Workers' salary.</p> <p>The Contractor needs to maintain appropriate documentation for the same.</p>
9	End of Employment and Repatriation	Not included	<p><b>New article 11.5</b> In the case of death of a Worker, the Contractor shall claim any amounts due under its workers' compensation insurance policy and promptly pay the whole of these amounts to the deceased Worker's family.</p>
10	End of Employment and Repatriation	Not included	<p><b>New article 9.9 (c)</b> Procure and maintain a workers' compensation insurance policy, in accordance with the requirements of its contract with SC and ensure that such policies are applied to cover medical expenses and/or compensation in case of injury or disability to, or death of, a Worker caused by an accident on a Construction Site.</p>

	Standard	Edition No.2	Amended Standard
11	Employment Conditions - periodical medical examinations	2.1.4 The Contractor shall ensure that there is no provision for self-cooking in any Accommodation Site for Workers. All cooking and catering shall be provided and managed centrally regardless of the number of Workers.	2.1.4 The only Workers permitted to cook in Accommodation are non-construction workers, such as pantry staff, cleaners and security staff residing in standalone villa Accommodation. For Workers who are permitted to cook, the Contractor shall ensure the kitchen and kitchen equipment meet applicable industry safety standards.
12	Accommodation and Food Standards – Food Standards	2.4.3 As a guideline, the SC strongly encourages the use of bain-maries for the serving of food at Construction Sites.	2.4.3 All cooked food made available to Workers at the Accommodation and Construction Site must be served in a bain-marie.
13	Accommodation and Food Standards – Accommodation Standards	Not included	<b>New introduction before 1.1</b> These Accommodation Standards apply to all Accommodation. In the event that the Contractor finds any of these requirements unsuitable for a particular type of Accommodation, such as a villa, the Contractor shall submit a request for an exemption to SC with appropriate justification. SC, at its discretion, may accept such request and impose any specific conditions that it deems necessary.
14	Personnel	14.1 Change to table	<p>Add to “When Required” column to the table at 14.1</p> <p>For Workers’ Welfare Officer: For more than 100 Workers at an Accommodation Site: one dedicated WWO for the Project.</p> <p>For more than 1000 Workers at an Accommodation Site: two dedicated WWOs for the Project.</p> <p>For Project Workers’ Welfare Officer: For more than 500 Workers at a Construction Site: one PWWO. For more than 1500 Workers at a Construction Site: two PWWOs.</p> <p>Add to the “Role” column for WWO and PWWO:</p> <p>WWO and PWWO shall report to Contractor’s Project Manager/Director.</p> <p>WWO/PWWO must have authority to oversee workers’ welfare management for the SC site that includes recruitment, induction and mobilization, accommodation, catering and facility management, end of service and repatriation, Other Contracting Parties approval and management process.</p>



	Standard	Edition No.2	Amended Standard
15	Personnel	14.1 Change to table	14.1 Entry under “When Required” for “Nurse” amended to: 100 Workers to 1000 Workers, one resident Nurse. More than 1000 Workers, two resident Nurses. Nurses shall be available 24 hours a day, 7 days a week.
16	Reporting Requirements	9.17(v) Not included	9.17(v) Workers’ mobile number.
17	Reporting Requirements	15.3 The Contractor shall obtain and collate the information listed above from each of its Other Contracting Parties. This shall be provided to the GEM as requested.	15.3 The Contractor shall obtain and collate the information listed in 15.1 from each of its Other Contracting Parties. This shall be provided to the Compliance & Enforcement Manager (CEM).  Governance and Enforcement Manager (GEM) has been replaced by CEM.
18	Workers’ Welfare Forum	16.1 The Contractor shall establish a Workers’ Welfare Forum (WWF) for each Accommodation Site. The WWF is the forum in which Workers, via the Worker Representatives, may raise matters of concern to them on any issue without fear of retaliation.	16.1 The Workers’ Welfare Forum (WWF) is the forum in which Workers may, via their respective Worker Representatives, raise matters of concern on any issue without fear of retaliation. The Contractor shall establish a WWF for each Accommodation Site. The Contractor shall ensure that where an Other Contracting Party accommodates more than 50 Workers at one Accommodation Site, the Other Contracting Party shall establish a WWF for this Accommodation Site within two months of mobilisation on the Project.
19	Workers’ Welfare Forum	Not included	16.9 The WWO shall maintain a log of all grievances and their resolution status. This should include grievances raised through the WWF and any other channels, at the Construction Site and Accommodation.

	Standard	Edition No.2	Amended Standard
20	Auditing of Compliance	<p>19.1 The Contractor's compliance with these WW Standards shall be subject to a four tier auditing system as set out below:</p> <p><b>(a) Self-Audits:</b></p> <p>(i) the Contractor shall undertake a monthly self-audit against its compliance with the WW Standards in accordance with the form of self-audit checklist included at Attachment G (a copy of which may also be obtained on request by writing to workerswelfare@sc.qa).</p> <p>(ii) the Contractor shall also require its Other Contracting Parties (excluding any Recruitment Agents) to undertake their own monthly self-audits and agree a rectification plan with its Other Contracting Parties for any non-compliances identified.</p> <p><b>(b) SC Audits:</b></p> <p>(i) The SC shall undertake random inspections and audits of Contractors and Other Contracting Parties to monitor their compliance with the WW Standards and/or to validate the self-audits.</p> <p><b>(c) Independent Monitor Audits:</b></p> <p>(i) An independent external monitor appointed at the discretion of the SC shall undertake random audits of SC, the Contractors and Other Contracting Parties to monitor each of their compliance with the WW Standards and to validate the self-audits and the SC audits.</p> <p><b>(d) MOADLSA Audits:</b></p> <p>(i) The MOADLSA shall be entitled to perform periodic or random inspections and audits on Contractors and Other Contracting Parties in accordance with the Law.</p>	<p>19.1 The Contractor's compliance with these WW Standards shall be subject to a four tier auditing system as set out below:</p> <p><b>(a) Self-Audits:</b></p> <p>(i) the Contractor shall undertake a quarterly self-audit against its compliance with the WW Standards in accordance with the form of self-audit checklist included at Attachments I, J and K (a copy of which may also be obtained on request by writing to workerswelfare@sc.qa) and provide the submission to SC on the 14th day of the first month of the quarter, along with rectification plans (if required).</p> <p>(ii) the Contractor shall also ensure that its Other Contracting Parties (excluding any Recruitment Agents) undertake their own quarterly self-audits. The Contractor shall review the Other Contracting Parties' self-audits and agree a rectification plan with them for any non-compliances identified and monitor their compliance with the rectification plan.</p> <p><b>(b) SC Audits:</b></p> <p>(i) The SC shall undertake random inspections and audits of Contractors and Other Contracting Parties to monitor their compliance with the WW Standards and/or to validate the self-audits.</p> <p><b>(c) Independent Monitor Audits:</b></p> <p>(i) An independent external monitor appointed at the discretion of the SC shall undertake random audits of SC, the Contractors and Other Contracting Parties to monitor each of their compliance with the WW Standards and to validate the self-audits and the SC audits.</p> <p><b>(d) MOADLSA Audits:</b></p> <p>(i) The MOADLSA shall be entitled to perform periodic or random inspections and audits on Contractors and Other Contracting Parties in accordance with the Law.</p>



	Standard	Edition No.2	Amended Standard
21	Auditing of Compliance	<p><b>19.4</b> The Contractor shall cooperate with the SC designated personnel, the Independent Monitor and the MOADLSA and ensure that all places of Work, Accommodation Sites, documents, employment records, Managerial Staff and Workers are available as necessary, and expeditiously provide any further information requested.</p>	<p><b>19.4</b> The Contractor shall cooperate with the SC designated personnel, the Independent Monitor and the MOADLSA and ensure that all places of Work, Accommodation Sites, documents, employment records, Managerial Staff and Workers are available as necessary, and expeditiously provide any further information requested. SC designated personnel can obtain/ make copies of these documents and records in physical or electronic form.</p>
22	Compliance & Enforcement	<p><b>20.2</b> If a Contractor does not comply with these WW Standards, the SC may enforce its contractual remedies against the Contractor for non-compliance with the WW Standards as per the Contract. These remedies may include, but are not limited to:  (a) suspension of payment;  (b) SC rectification at Contractor's cost;  (c) SC blacklisting;  (d) reporting the Contractor to MOADLSA;  (e) reporting the Contractor to the State of Qatar Central Tenders Committee;  (f) Contract termination.</p>	<p><b>20.2</b> If a Contractor does not comply with these WW Standards and/ or Qatar Laws the SC may enforce its contractual remedies against the Contractor for non-compliance with the WW Standards or Qatar Laws. These remedies may include, but are not limited to:  (a) suspension of payment;  (b) SC rectification at Contractor's cost;  (c) SC blacklisting;  (d) reporting the Contractor to MOADLSA;  (e) reporting the Contractor to the State of Qatar Central Tenders Committee;  (f) Contract termination;  (g) suspension of the Contractor's work and demobilisation from the Project (and any other SC Projects with which the Contractor is involved), until the Contractor has remedied the non-compliance and obtained SC's approval.</p>
23	Construction Site Requirements	<p><b>Appendix D</b> <b>1.6.6</b> First Aid officers shall have completed an approved training course such as those organized by the Hamad Medical Corporation or any other approved provider. Any appointed first aid officers shall obtain re-certification as required to keep the certification current.</p>	<p><b>Appendix D</b> <b>1.6.6</b> First Aid officers shall have completed an approved training course such as those organized by the Hamad Medical Corporation or any other approved provider, which shall include the use of Automated External Defibrillators (AED). All appointed first aid officers shall obtain re-certification as required to keep the certification current.</p>
24	Appendix A - Inspection item: accommodation and food standards	Not included	<p><b>New article 1.1.16</b> Extractor fans shall be installed in Accommodation hallways.</p>
25	Appendix A - Accommodation and Food standard	Not included	<p><b>New 2.9.9</b> under "Medical Care" – The Contractor must carry out emergency medical drills at least once every two months. These drills shall cover various scenarios and must involve the participation of all medical staff and first aiders at the Accommodation. The Contractor shall keep adequate records of the drills, including the scenario covered and the names of participating medical staff and first aiders.</p>

	Standard	Edition No.2	Amended Standard
26	Appendix A - Accommodation and Food standard	Not included	<b>New 2.9.10</b> under “Medical Care” – The Contractor must implement a medical records management process which allows for collating, storing and retrieving health information on workers in an efficient manner.
27	Appendix A: Accommodation and Food Standards	<b>1.3.5</b> Bedroom requirement: Lockable personal storage per bed shall be provided which is at least 180mm high, 90mm wide and 45mm deep and contain a separate lockable area inside for the storage of personal documents.	<b>1.3.5</b> Bedroom requirement: Lockable personal storage per bed shall be provided which is at least 180cm high, 90cm wide and 45cm deep and contain a separate lockable area inside for the storage of personal documents.
28	Appendix K -”Contractor Self Audit Checklist”	Not included	<p>Addition to 17 of the Audit Checklist: Workers mobilised on the Project effective Bulletin 1 to Edition 2 – new to Qatar: Baseline pre-employment GAMCA-equivalent medical screening must be carried out for each Worker, before arriving in Qatar, by a registered Doctor or Nurse in their home country.</p> <p>Workers mobilised on the Project effective Bulletin 1 to Edition 2 – already in Qatar: Baseline medical screening (as per Appendix-M) must be carried out for each Worker, before mobilisation at the Project Site, by a registered Doctor or Nurse, if there is a time lapse of more than one year from their initial pre-employment GAMCA-equivalent medical screening.</p> <p>Existing Workers on the Project: Baseline medical screening must be carried out for all workers on the Project, if there is time lapse of more than one year between the effective date of this Bulletin and the date of their last baseline/pre-employment health screening.</p> <p>Medical monitoring/periodic health screening:  Periodic medical screenings for purposes of health monitoring must be carried out for all workers on the Project, as per Appendix-M.</p> <p>Doctors and Nurses in Qatar should have valid registration from the Supreme Council of Health, and the screening principles listed in Paragraph 1 of Appendix M should be adhered to.</p>
29	Appendix K - “Contractor Self Audit Checklist”	Not included	Extra pads and battery must be available to ensure the Automated External Defibrillators (AED) are in-service at all times.

	Standard	Edition No.2	Amended Standard
30	Appendix K - "Contractor Self Audit Checklist"	Not included	Under 17 "Medical Care" – The Contractor must carry out medical drills at least once every two months and maintains records of these drills. These drills must cover various scenarios and are held with the participation of all medical staff and first aiders at the Accommodation.
31	Appendix K - "Contractor Self Audit Checklist"	Not included	Under 17 "Medical Care" – The Contractor must implement a medical records management process which allows for collating, storing and retrieving health information on workers in an efficient manner.
32	Appendix K: Self Audit checklist -Accommodation inspection checklist	Change to list order	Removed sections 20-22 on the "Inspection Item: Accommodation Related" checklist in Appendix K: Self Audit Checklist and updated in "Inspection Item: Site Welfare" checklist under a new heading "8. Transportation".
33	Appendix K: Self Audit checklist - Ethical recruitment	Change to list order	Removed section 7 on the "Inspection Item: Ethical recruitment audit Related" checklist in Appendix K: Self Audit Checklist and updated in "Inspection Item: Accommodation related" checklist under a heading "1. Accommodation".
34	Appendix I Monthly Reporting	Not included	Add a column headed "Mobile Number".
35	Appendix J - Inspection Item	Not included	Delete "partially compliant" column.
36	Appendix K Contractor Self Audit Checklist	Not included	Delete "partially compliant" column.
37	Inspection item: Construction site	Not included	Delete "partially compliant" column.



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

   @roadto2022