



رعاية العمال  
Workers'  
Welfare



MANFORCE

CONTRACTOR IN FOCUS

# Building a happier workforce

Manforce Trading & Contracting Company, established in 2010, began its journey with the Supreme Committee for Delivery & Legacy (SC) in 2015, as a sub-contractor for Khalifa International Stadium. Since then, the company has been providing manpower services for Ahmad Bin Ali, Education City and Al Bayt stadiums.

Narendra Aryal is the Manager for Administration & Operations at Manforce and one of the first employees of the company. Since the adoption of the SC's Workers' Welfare Standards, Narendra has observed a significant improvement in worker retention – a telling sign of a happy and content workforce.

“Manpower companies employ workers for short periods, depending on the scope of projects. It is hard for workers to develop a sense of belonging, so they usually don't stay for long,” explains Narendra. The Standards have helped management identify critical areas of need for its 3,000 workers and enabled the company to develop measures to ensure workers' well-being, ultimately aiding in worker retention.

Every Friday, workers are invited to the head office to share any grievances and engage in open discussions with Narendra and his team of welfare officers. A recurring request during these meetings was for a salary advance, which has been addressed by the company through a policy that entitles workers to an advance of up to QAR 3,000.

Narendra, a Nepali national, stresses on the importance of providing financial support, especially to workers hailing from countries like Nepal, that are vulnerable to natural disasters. In addition to contractual employee benefits, workers affected by natural calamities receive financial aid of up to QAR 1,000 as well as air tickets to go home and support their families. Manforce is also the first SC sub-contractor to provide life insurance policies for all workers, ensuring 24-hour worldwide protection.

The company also has a generous annual leave policy, enabling workers to determine the duration of leave, giving them flexibility. “We understand that workers get homesick. It is important that they spend sufficient quality time with their family,” says Narendra.

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**Narendra Aryal**

Manager for Administration & Operations, Manforce

To engage workers in social activities and build a sense of community and camaraderie, Manforce recently formed a football team. Suraj Bhomjan, a former national-level football player in Nepal, who serves as a supervisor at one of the company's workers' accommodation sites, is the team coach. The team is gearing up for the Workers' Cup – an annual football tournament organised by the Qatar Stars League (QSL) and sponsored by the SC.

Manforce is also investing in workers' safety and technical training to diversify their skills and progress in their trade. “Workers who started as helpers have been upgraded to scaffolding supervisors. All our supervisors have progressed from within the workforce,” Narendra proudly says.

These measures are a clear demonstration of Manforce's commitment to workers' welfare, which has enabled a culture of trust and loyalty amongst its workforce. “When workers fulfil their personal goals, such as purchasing a property, educating their children, or starting a business back home – it's an achievement for the company too. We are assured that we are on the right path, and we will continue to enhance our welfare standards for workers,” he concludes.