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# **The Supreme Committee for Delivery & Legacy and Building and Wood Workers' International**

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**Joint Working Group**

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**2018 Report**

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**BWV**







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# Foreword

## Secretary General of the Supreme Committee for Delivery & Legacy

In November 2016 the Supreme Committee for Delivery & Legacy (SC) and Building and Wood Workers' International (BWI) agreed to terms on a Cooperation Agreement with a focus on occupational health and safety inspections on accommodation and construction sites for the 2022 FIFA World Cup™.

More than two years have passed since I signed that agreement with my counterpart General Secretary Ambet Yuson. Our respective organisations agreed to embark on a journey together with the ultimate aim of improving the lives of workers delivering infrastructure for the biggest sporting event in our region's history. We share the view that the work implemented through this agreement will play a significant role in contributing to a sustainable and meaningful legacy of better practice and improved conditions in the decades that follow on from 2022.

Based on the success of our collaboration, I am very pleased that the agreement will be extended through 2019. The joint inspections undertaken by the combined SC / BWI Joint Working Group (JWG) constitute an important part of our commitment to the welfare of our workers. The inspections are thorough, observations are granular and specific, and clear plans for remedy and rectification are identified and implemented. We sincerely appreciate the expertise that BWI and its affiliates provide through this agreement and look forward to another year of close collaboration and continuous improvement in the areas the agreement covers.



Recommendations from the previous report were acted upon and I am particularly proud of the advances made on health issues. Safety in the workplace begins with taking care of the health of the people involved and ensuring that medical practitioners are adequately equipped to meet the needs of patients. The changes and improvements reflect our aim to transform the medical approach from a reactive culture to one of prevention. Through our collaboration with the Qatar International Safety Centre (QISC), we have provided tailored occupational health programmes for medical staff and trade-specific training to over 5,000 workers. Our new partnership with the Qatar Red Crescent will ensure that our entire workforce (30,000+) have access to comprehensive medical check ups to be completed by the end of the first quarter of 2019.

A key part of the agreement is the monitoring and enhancement of our grievance mechanisms. We established Workers' Welfare Forums (WWF) to ensure that workers had access to a system that provided a safe space for complaints to be registered and issues raised. We wanted to implement a process where the individual would trust that the issue raised would be investigated, reviewed, and rectified wherever possible. The joint inspections are vital in ensuring the effectiveness of this system. For the system to function properly, workers must be able to place their trust in our grievance mechanisms. While signs are encouraging, we still have a long way to go and the expertise provided by BWI is crucial in terms of attaining our goals. The International Labour Organisation (ILO) and the Ministry of Administrative Development, Labour and Social Affairs (MOADLSA) are working to implement this mechanism across Qatar.

As the SC edges closer to the peak stage of construction, the importance of the JWG inspections only increases. The progress made constitutes a positive step, but we are acutely aware that we are still in the nascent phase of a much longer process. During this reporting period, Tej Nerayan Tharu died after falling from height at the Al Wakrah Stadium construction site. Our deepest condolences remain with his family. Incidents like these must never happen again and the partnership with BWI is a critical part of ensuring this.

The next couple of years are critical in terms of construction and readiness for 2022. This partnership has already delivered important changes and improvements in the SC's programme and beyond and I trust that the strong relationship between our organisations will continue to flourish through this important period.

Our relationship is grounded in trust, transparency and most importantly, a shared vision to continuously improve and to implement long-lasting change that benefits workers in Qatar and beyond. The work that the SC and BWI have engaged in is gaining the recognition it deserves. We want to set a benchmark for best practice - locally and globally. Together – we have already made a difference. There remains a long journey ahead. I look forward to working together in 2019 and reviewing another year of progress, achievement, and improvement.

# Foreword

## General Secretary of the Building and Wood Workers' International

It is hard to believe that it is two years since BWI signed the Cooperation Agreement with the SC and that our first joint inspection was conducted in February of 2017. We were feeling our way in what was a “first” for both of us; one that would have been unimaginable a few years earlier.

This report provides many details of what has happened over the last year during the joint inspections. We are committed to ensuring that the report is detailed, transparent and outlines the close partnership.

Although we are proud of our accomplishments and you will see evidence of the success we have achieved so far, we also recognise that there still needs to be improvements to ensure health and safety for workers working at the 2022 FIFA World Cup™ project sites. This continues to be the number one priority for BWI, and we believe one shared by the SC.

This report is not selective but a reflection of the hard work of sincere people, on both sides, who are deeply committed to occupational health and safety and to decent conditions and treatment of workers.

If you “read between the lines”, you will also notice that the SC and BWI have developed a relationship of trust. We both assume honesty and commitment from each other. That is not just a good way to work, but also the best way to make our efforts bear fruit.

This is an excellent basis for a relationship that we hope will continue through the completion of the FIFA World Cup™. However, it also builds a solid foundation for long-term cooperation in our industry between public authorities and companies and BWI in our shared construction industry.

Although the purpose of this report is well-defined and precise, and limited, I would like to stress how important the cooperation between the SC and BWI has been in creating an environment in Qatar where additional and significant progress has been made in the improvement and respect of the human rights of workers, on and off the job.

That progress will continue. In large part because of our experiences with the SC, we are confident that the Qatari government will apply the fundamental labour standards of the ILO.

I would like to thank the member organisations of BWI that have participated in this important work throughout this year. Although the Secretariat of BWI is small, our work is collective, and our strength is built on our solidarity. That is visible around the world, including in Qatar.

The expertise, diligence, and honesty of the BWI inspection team which included the following affiliates: ACV-BIE (Belgium); Byggnads (Swedish Building Worker' Union); Construction, Forestry, Maritime, Mining and Energy Union (CFMEU-Australia); Cyprus Workers Confederation (SEK-Cyprus); Federation of Free Workers (FFW-Philippines); Fellesforbundet (Norway); FGTB Construction (General Federation of Labour-Construction, Belgium); FILCA-CISL (Italian Federation of Construction Workers and Affinities); FILLEA-CGIL (Italian Federation of Woodworkers, Construction, Related and Extractive Industries); IG Bauen-Agrar-Umwel (IG BAU-Germany); Indian Affiliates Council-BWI (IAC-BWI); Målareförbundet (Swedish Painters Union); Norsk Arbeidsmandsforund (Norwegian General Workers Union), Prospect (United Kingdom); Rafidnadarsamband Íslands (Icelandic Electrical Workers Union); Rakennusliitto (Finnish Construction Trade Union); Svenska Elektrikerförbundet (Swedish Electricians); UNIA-Switzerland, and UNITE the Union (United Kingdom) was critical to the success of the inspections.

In closing, I would also like to thank all of the people in the SC with whom we have worked so well. In particular, I would like to express our appreciation to Secretary General Hassan Al Thawadi. He has demonstrated fine leadership and has set the tone for trust and cooperation.



# Introduction

Ensuring the health and safety (H&S) of the workers on the SC programme is a collaborative process that requires commitment at all levels. In November 2016, the SC signed a Cooperation Agreement with BWI to conduct joint H&S inspections for the following year. A JWG was formed to coordinate and manage the inspections and reporting obligations, and achieve the objectives of the agreement. A fundamental provision of the agreement was a commitment to publicly release the findings of the JWG – the first report was released in January 2018.

Following the successful collaboration in 2017, the SC and BWI renewed their partnership for a further 12 months in 2018. This report gives an overview of the inspections carried out in 2018 by the JWG across SC accommodation and construction sites. The BWI JWG representatives and inspection team travelled to Doha on six different occasions to undertake, with their SC counterparts, accommodation site, construction site and follow-up inspections. In 2018, the inspections were not solely focused on international companies where BWI has a presence. For the first time, the whole SC programme, including Qatari companies, were covered by the JWG.

The main findings; non-compliances and observations, are detailed in this report. The issues identified cover a wide range and include findings such as:

- Institute protocols to ensure accommodation health clinic records are reported to the H&S management teams at the relevant construction sites.
- Large number of harnesses issued and utilised on site (in some cases over 700 on a daily basis) resulting in safety risks, initially identified in 2017. New measures including greater management and oversight of working at height activities and improved storage and issuance of harnesses instituted in 2018. Ongoing effective supervision is still critical especially in engineer controlled (e.g. guardrails) areas where a harness may result in a false sense of security.
- Mold was observed in rooms and corridors of the accommodations due to lack of ventilation which could pose health risks for workers.

The SC also followed up on key observations made by the JWG in 2017, particularly in relation to health record management systems and the requirement to provide ongoing training to medical staff to identify work related issues. The following actions were taken by the SC to address those observations:

- In collaboration with IIS Holding and The Phoenix Partnership (TPP), the SC rolled out a pilot of SystmOne, the UK's premier electronic medical records management system, at Education City Stadium in February 2018. The pilot was extended in late 2018 to Qatar Red Crescent health clinics to manage SC's mandatory health screening project. The use of SystmOne is the first reported rollout of an automated medical records management system on a construction programme in the Gulf Cooperation Council (GCC).
- Occupational H&S, medical requirements, and basic and advanced life support training was rolled out to all doctors and nurses across the SC programme, in partnership with QISC. As part of the same collaboration, the SC commissioned QISC to carry out soft skills training for the workers on select sites including induction training for all workers.

Another area of focus was the SC's grievance mechanisms, namely the WWF, of which the JWG attended several throughout the year to assess their development and effectiveness. The JWG noted that, compared to their observations from 2017, WWF are maturing in their dialogue content focusing on complex concerns. By the end of 2018, 112 WWF have been launched across the programme covering over 21,500 workers. The BWI JWG representatives also observed several WWF elections to ensure the integrity of the process is maintained. Voter turnout in these elections was close to 85% demonstrating the confidence and trust the workers had in the system. The WWF elections were conducted using election procedures established by the SC, with input and recommendations from BWI in 2017.

Given the continued success of the partnership, the SC and BWI decided to extend their collaboration through to 2019.



*SC / BWI JWG Inspection at Al Bayt Stadium*



## Introduction to the Supreme Committee for Delivery & Legacy

To deliver the infrastructure required to host the 2022 FIFA World Cup™, the State of Qatar established the SC in 2011. The SC is primarily responsible for the design, construction and upgrade of stadiums, training sites and non-competition venues. Its work will contribute to achieving the Qatar National Vision 2030, the country's roadmap to sustainable development. The tournament is an opportunity to leave a positive effect and legacy on the region and beyond.

## Workers' Welfare at the SC

Critical to the SC's mandate is the protection and promotion of the welfare of workers responsible for the delivery of the SC's projects. The SC has a dedicated Workers' Welfare Department (WWD), which reports directly to the Secretary General. The SC, through the WWD, has made significant strides in workers' welfare since the introduction of the Workers' Charter in 2013, followed by the Workers' Welfare Standards in 2014 (Ed 1) and 2016 (Ed 2 – which was further updated with the release of Bulletin 1 in 2018). These standards are mandatory for contractors and other contracting parties (OCP) working on SC projects and oblige contractors to ensure compliance by the OCP.



*WWD Testing Cooling Technology on Lusail Stadium*

The WWD together with a range of partners and stakeholders works on complex challenges in workers' welfare to collectively design a solution-centric approach to protecting and safeguarding the human rights and dignity of workers on SC projects. The progress achieved by the WWD and its subsequent impact on labour reforms will be one of the lasting legacies of the 2022 FIFA World Cup Qatar™. The WWD is committed to ensuring their standards positively impact all SC workers and extend beyond the tournament to a broader change in workers' welfare in the State of Qatar.



#### Compliance & Audits

- Undertake workers' welfare audits and inspections
- Conduct workers' welfare technical evaluations of SC bidders
- Manage enhancement of the Workers' Welfare Standards
- Oversee implementation and enforcement of the Workers' Welfare Standards
- Manage Other Contracting Party approval process



#### Health & Safety

- Oversee all workers' H&S matters
- Set overarching workers' welfare H&S requirements
- Conduct workers' welfare H&S accommodation inspections and construction site welfare inspections
- Conduct H&S Induction Training
- Coordinate H&S matters with construction site HSSE teams



#### Engagement and Outreach

- Engage in country-wide stakeholder discussions around critical workers' welfare issues
- Maintain relationships with external parties including embassies, NGO and partners
- Manage workers' welfare engagement and outreach activities
- Manage training and up-skilling activities for contractors and workers



#### Data Management and Reporting

- Manage workers' welfare analysis and research
- Collect and manage all workers' welfare information and reporting tools
- Maintain all databases to ensure accurate data
- Develop and collate workers' welfare reports

## Construction Health & Safety at the SC

The SC's Technical Delivery Office (TDO) is directly responsible for delivery of the stadiums, non-competition venues and infrastructure for the 2022 FIFA World Cup Qatar™.

The WWD's H&S team as well as the Audit and Inspections team is responsible for ensuring that the workers' accommodation and construction sites related welfare follow the H&S standards while the TDO's H&S function is responsible for H&S assurance on construction sites.

This includes:

- Implementing the SC "Safety Management System" across the programme's construction sites to ensure H&S is managed effectively;
- Reporting on key H&S performance indicators across the programme; and
- Monitoring safety performance on-site through audits and inspections.

In 2013, the TDO established its internal safety management processes which has continued to be updated based on the Plan Do Check Act (PDCA) philosophy, which identifies and develops the key themes and deliverables, providing the focus and tools to deliver a safe and healthy working environment.

The TDO's H&S responsibilities are cascaded down through the supply chain in a structured manner. The H&S function is directed by the Senior H&S Assurance Manager and administered by the H&S Assurance team. The Assurance team provides support and oversight at the programme level, as well as support and oversight to the supply chain and employees on each individual project.

This responsibility extends to effective reporting on key H&S performance indicators across the programme, and monitoring safety performance onsite through regular audits and inspections. Engagement with other stakeholders within Qatar to share best practice is managed through regular Safety Health Environment Team (SHELT) meetings.

The Assurance team, with the support of all parties, also provides H&S assurance that design, construction, operations and deconstruction into legacy, will meet the SC's requirements, and comply with Qatar codes and standards. With the support of the supply chain, the H&S Assurance team seeks to:

- Set a minimum standard complying with the H&S requirements of the TDO programme, as well as the Qatar Construction Specification (QCS) 2014.
- Reduce and prevent accidents, incidents, and illness across the programme by:
  - targeting the main causes of accidents, incidents and ill health; and
  - developing specific minimum H&S standards including set minimum levels of competence for supervisors.
- Reduce design, construction and operational risks by:
  - applying the "principles of prevention" in all phases of the programme life-cycle;
  - following a detailed design risk management process; and
  - applying a zero tolerance policy for infringements.



*TDO H&S Function at the SC Legacy Pavilion*

## Introduction to Building and Wood Workers' International

BWI, is a Global Union Federation grouping free and democratic unions with members in the Building, Building Materials, Wood, Forestry and Allied sectors. BWI was founded in December 2005 in Buenos Aires, Argentina by a merger of the International Federation of Building and Wood Workers and the World Federation of Building and Wood Workers.

BWI brings together around 334 trade unions representing more than 12 million members in 135 countries. The headquarter is in Geneva, Switzerland. Regional Offices are located in Panama, Malaysia, South Africa, and Project Offices in India, Burkina Faso, Kenya, Russia and Brazil.

Our mission is to promote the development of independent trade unions in the sectors BWI represent throughout the world and to promote the protection and respect for workers' rights in the context of sustainable development.

Construction is one of the world's most hazardous industries. BWI has been the forefront in promoting H&S globally by supporting BWI affiliates to develop and strengthen their structure, legislative and policy agenda and organising strategy. BWI also provides trainings for trade unionists to help them organise effectively on H&S.

This includes institutional participation to improve laws and policy and participation in the work place through safety representatives and safety committees in as many work places as possible. BWI has been instrumental in conducting the annual International Workers Memorial Day, a permanent organising campaign to highlight preventable nature of workplace accidents and ill death and to demand social justice.

BWI actively engages governments, construction companies, regional and international bodies such as ILO, Federation of Consulting Engineers (FIDIC), International Financial Institutions (IFIs), and Multi-lateral Development Banks (MDBs) to ensure H&S in the construction industry.

The BWI's Global Sports Campaign for Decent Work and Beyond, has passed the 10-year mark. The campaign started in 2006 at the World Social Forum in Nairobi, Kenya, where BWI launched the campaign in preparations for the 2010 FIFA World Cup™ in South Africa. This was a new initiative by BWI's then predecessor, the International Federation of Building and Wood Workers (IFBWW) to utilise mega-sporting events such as the FIFA World Cup™ to not only organise workers into trade unions but more importantly to improve standards in the construction industry that would out-live the games itself.

Since then, a pilot campaign has now become an institutional part of BWI's work as evident by our work in Brazil for both the FIFA World Cup™ and the Summer Olympics, 2012 Euro Cup in Poland and Ukraine, the 2018 FIFA World Cup™ in Russia, the 2018 PyeongChang Winter Olympics and our current work in Japan and Qatar, as well as our future work in the US, Canada, Mexico and China.

In each of these campaigns there is a consistency to BWI's work which are as follows:

- recruit and organise workers into trade unions;
- negotiate collective bargaining agreements with construction companies to ensure better wages, good work hours, H&S, and benefits;
- engage with mega-sporting bodies such as FIFA and the IOC to sign agreements for decent work and H&S that would include joint labour inspections and mechanisms to address workers' grievances.
- influence national governments and local cities hosting mega-sporting events to address policies on employment conditions, H&S, and where relevant, labour migration policies;
- launch a multi-media campaign to outreach to sports fans, sports clubs, and general public by highlighting the links between human and labour rights and sports;
- urge corporate sponsors of mega-sporting events to influence sporting bodies to adopt policies that ensure human and labour rights; and
- build alliances with international institutions and human rights organisations to ensure human rights and labour rights related to mega-sporting events.

As the campaign evolved, BWI has incorporated issues related to migrant workers noting that the majority of the work force in the recent FIFA World Cups™ and Olympic Games are migrant workers as in the case of Russia, where nearly 50% of the workers are from Central Asia and in Qatar, where nearly 99% of the workers in the construction industry are migrant workers.



The center of BWI's campaign is to ensure that construction workers have:

- living wage
- decent work
- safety and healthy working conditions
- good living accommodations in the case of migrant workers
- right to freedom of association and collective bargaining
- if possible direct employment
- in cases where they are hired by subcontractors, main contractor liability
- access to proper grievance mechanism systems

In Qatar, one of the key elements of the agreement between BWI and the SC is for the two parties to conduct joint inspections focusing on occupational H&S, following on BWI's previous work in South Africa. The lessons learned from Qatar as well as Russia have influenced BWI's push to FIFA and IOC to similarly carry out joint inspections.

The implementation of the agreement with the SC would not have been possible without the participation of technical experts and H&S officers from a number of BWI affiliates including unions that have presence in companies that are the main contractors of the 2022 FIFA World Cup™ projects in Qatar. These experts provide the necessary technical expertise on occupational H&S and occupational illnesses, as well as awareness on H&S.

In addition to H&S experts, trade union officials, familiar with grievance mechanism procedures and strengthening workers participation provide valuable input in discussions and engagement with representatives of the WWF. BWI will work closely with the SC in the coming years to further develop and strengthen the capacity of the WWF representatives so that they can effectively address issues and concerns raised by workers at the various construction sites.



*BWI Affiliated Union, CFMEU JWG Inspection at Al Bayt Stadium*



*Al Rayyan Stadium Accommodation Site*

# Joint Working Group

## Mandate and Objectives

The JWG operates in accordance with a set of “Terms of Reference” that was agreed between SC and BWI in early 2017 before inspections commenced. The Terms of Reference set out the parameters in which the inspections are managed and undertaken.

The JWG’s remit is as follows:

- Organisation of occupational H&S inspections related to workers:
  - Engaged in construction activities for SC projects; and
  - Who are employed by international companies operating in countries where BWI has a presence, and is recognised as a representative within the respective international company.
- Assessment of the effectiveness of the SC’s existing grievance mechanisms including the WWF.
- Review and assessment of existing H&S training curriculum and making recommendations for enhancement.
- Coordination of “train the trainer” workshops conducted by BWI for professionals working on SC projects.

The JWG met six times during 2018 to carry out joint H&S inspections, focusing on five stadia construction sites and associated accommodation per visit. In addition, two training construction sites and associated accommodation were also included in the inspections.

The JWG also undertook follow-up inspections to ensure that contractors are rectifying the non-compliances identified and address observations made during the initial inspections.



SC / BWI JWG at Lunch in Worker Accommodation at Sixco Worker Village

## Methodology and Members

The JWG has 12 permanent members who are supplemented on an ad-hoc basis by subject matter experts. It also allows for observers to participate on a case-by-case basis. The JWG is organised into four areas and includes the following members:

Operations, Oversight and Stakeholder Liaison	Organisation and Conduct Inspections	Health and Safety Training	Workers’ Welfare Forum and Grievance Mechanisms
Mahmoud Qutub (Chair) (SC)	Brian Maynard (SC)	Brian Maynard (SC)	Mahmoud Qutub (SC)
Payvand Vahdat (SC)	Nigel Valvona (SC)	Gordon Penney (SC)	Payvand Vahdat (SC)
Theologia Kostopoulou (SC)	Stephan Van Dyk (SC)	Nigel Valvona (SC)	Stephan Van Dyk (SC)
Jin Sook Lee (BWI)	Jin Sook Lee (BWI)	Rajeev Sharma (BWI)	Rajeev Sharma (BWI)
Rajeev Sharma (BWI)	Simon Hester (BWI)	Apolinar Tolentino (BWI)	Marco Polo Ferrer (BWI)



The JWG developed a project plan which sets out the schedule and timing of inspections and assigns responsibilities to members of the JWG, and where required, other representatives of the SC and / or BWI.

Each inspection commenced with a kick-off meeting where the JWG was presented with a progress report on the rectification of issues arising from past inspections, followed by a general overview presentation of the accommodation, workforce demographics and the construction sites. In 2018, the WWD incorporated the JWG Inspections into SC's existing electronic audit system – the Intellex Platform.

Following the presentation, the JWG inspection team inspected accommodations and construction sites where they identified H&S non-compliances; noted positive and negative

observations; and gathered photos and other documentary evidence. Interviews with workers were also undertaken during the inspections and feedback provided to the contractors' management.

The JWG convened immediately after all inspections to discuss findings, non-compliances and observations, and gather lessons learned. The plan for the following inspections was also discussed and agreed.

A findings report, agreed and signed by all parties, was then generated through the Intellex Platform. The contractors received their respective report and were requested to submit a rectification plan on all non-compliances identified, together with evidence that any issues were resolved. The JWG has prepared this yearly report based on the findings of all the inspections undertaken in 2018.



*Construction Site Health & Safety Inspection*



# Findings

## Overview

During 2018, the JWG inspected five different construction sites and two Training Sites contractors and their respective accommodation sites.



The main inspection findings relevant to each stadium are detailed overleaf. The total number of non-compliances and observations identified by the JWG and their current status is included in a summary table together with key statistics relevant to each stadium project. The JWG determined that a **non-compliance** to be a finding that violates either the QCS 2014, Qatari law, SC H&S requirements or SC Workers' Welfare Standards. Whereas, an **observation** was categorised as suggestion for improvement. The issues identified represent

the JWG's view as having a positive impact on either each individual project or in a WWF. Most of the issues identified by the JWG were observations. Typically between one to five observations were identified during construction site inspections. Non-compliances were less prevalent with the greatest number identified being three at stadium inspection. The JWG team typically made between three to 12 observations during the accommodation inspections.



## Al Bayt Stadium

Inspection Findings	No. Identified	No. Closed to Date
Site Inspections (2 - March and August)		
Non-compliances	0	0
Observations	2	2
Inspection Findings	No. Identified	No. Closed to Date
Accommodation Inspections (2 - March and August)		
Non-compliances	2	2
Observations	8	4

Contractor	GSIC JV; Galfar Al Misnad (Qatar); Salini Impreglio (Italy); Cimolai (Italy)
No. Workers	4,749
No. of OCP*	104
Major Nationalities	Indian (33%) Nepali (28%) Bangladeshi (27%)

### Main Findings:

Impact	Issue	Status
Site	Workers' Welfare hotline stickers were not observed on all workers' hardhats and some workers were not aware of the hotline or the WWF.	Addressed by Contractor
	Some memos issued by the contractors which have been placed on site notice boards fail to disclose or communicate all the grievance mechanisms available to workers.	
Accommodation (Al-Bayt Workers' Village)	The accommodation is not equipped with a quick response system (e.g. panic alarm) in the event of an emergency.	Addressed by Contractor
	Black mold was observed in most of the accommodation showers and washbasins.	
	Water leak in the kitchen where there are electrical cables.	
	Air conditioner filters were dusty and some were blocked.	
	Shoe-racks need to be lifted from the ground.	
	Some workers have deductions from their pay slips.	In progress - the contractor will procure the necessary extractor and blower fans and install them above the doors within the hallway of the living areas.
	Residential block hallways have a foul smell due to wet boots placed in shoe racks.	
	Some workers have not voted yet for their worker representative.	
	Workers were attended to by nurses at the clinic instead of a doctor, in spite of a doctor being onsite.	
	Workers' representatives requested dedicated mobile phones to communicate with WWO for matters related to grievances of workers.	In progress - WWO to investigate and report back to the WWF. Ensure the doctor's break and lunch timings are displayed properly on all notice boards. The protocol defines that workers be seen by nurses for minor issues. Any major issues will be referred directly to the on-site physician.
		In progress - the contractor will investigate and consider this request and provide feedback to the WWF.

\*Other Contracting Parties

All statistics in this table are as of 2018

## Al Rayyan Stadium

Inspection Findings	No. Identified	No. Closed to Date	Contractor	ABLT JV; Al Balagh (Qatar); Larsen and Toubro (India)
Site Inspection (1 - October)			No. Workers	4,346
Non-compliances	1	1	No. of OCP	46
Observations	5	5	Major Nationalities	Indian (30%) Bangladeshi (27%) Nepali (25%)
Inspection Findings	No. Identified	No. Closed to Date		
Accommodation Inspection (1 - October)				
Non-compliances	6	0		
Observations	3	1		

### Main Findings:

Impact	Issue	Status
Site	Employees found wearing non compatible gloves while working with insulation adhesive.	Addressed by Contractor
	Electrical distribution board's lock found easily operable by any metal piece, therefore it was recommended to place padlock and keep the circuits under lock out and tag out system.	
	Concrete steps were misaligned which created trip and fall hazards.	
	There are huge numbers of employees found using full body harnesses across the site. For example, 1,200 harnesses are currently issued. This needs further study to reduce harness usage by other means of fall preventions / protection.	
	Access to the project and internal access are found maintained well. But a number of access illumination found inadequate.	
	Most cable found was managed well. But there are a number of cable socket glands found not tightened properly. Especially where thinner cables inserted to the same industrial plug sockets available at site.	

All statistics in this table are as of 2018

## Al Rayyan Stadium

### Main Findings:

Impact	Issue	Status
Accommodation (Al Rayyan Workers' Village)	Competency of medical staff is good however, the new doctor did not provide sufficient responses when questioned about occupational health cases.	Addressed by Contractor
	Accommodation does not have a panic alarm system that can be used by workers to alert in the event of an emergency.	In progress - Contractor to install panic alarm system.
	AC unit does not have cutoff switch.	In progress - install cutoff switch similar to other AC units.
	Fire hose reel in IT room blocked by chair / desk.	In progress - relocate desk to avoid blocking access to fire system.
	Utility ladder for access to top of water storage tank not secured to prevent unauthorised access.	In progress - remove ladder and secure unit needed by maintenance. The preferred method would be to fence all utilities to prevent unauthorised entry.
	Electrical cable not protected from sharp edges.	In progress - Contractor to ensure cables are protected to prevent cutting into live wires.
	Dining hall chairs are made of poor quality.	In progress - Contractor to replace the current chairs.
	Wi-Fi was not working in the computer rooms and around the accommodation site.	In progress - Contractor to contact telecom provider to address issue. Additionally, the contractor will provide contact details for a technician to assist when Wi-Fi is not working.
	Mold has been observed in most corridors of the accommodation.	In progress - Contractor to paint with oil base paint or wash the walls with chemicals to remove the mold.

All statistics in this table are as of 2018



## Al Wakrah Stadium

Inspection Findings	No. Identified	No. Closed to Date
Site Inspection (1 - October)		
Non-compliances	2	2
Observations	1	1
Inspection Findings	No. Identified	No. Closed to Date
Accommodation Inspections (2 - August and December)		
Non-compliances	0	0
Observations	12	3

Contractor	MPS JV; Midmac (Qatar); Porr (Austria); Sixco (Belgium)
No. Workers	4,654
No. of OCP	73
Major Nationalities	Bangladeshi (37%) Indian (35%) Nepali (21%)

### Main Findings:

Impact	Issue	Status
Site	Mobile scaffolding appeared to have undergone onsite modifications by inserting welded vertical braces in between horizontal members.	Addressed by Contractor
	Temporary electrical cables wrapped around metal structures. Cables in good condition, but in some areas cables are wrapped around sharp metal objects that would cut into the cable.	
	Two instances of hot work operations occurring adjacent to chemical storage areas. Hot work permit signed off daily by HSE officer.	
Accommodation (Sixco Accommodation)	Kitchen cleaning mop register required to determine when mops are due for replacement.	Addressed by Contractor
	Walk-in freezers (shipping container type) need a panic or an emergency exit, in case a worker accidentally locks himself inside. The freezer can only be opened and closed from the outside.	
	Workers have vegetable gardens in front of their rooms, and the boundaries are made of wood which poses an injury risk, especially at night.	
	Acids and caustics stored together in building. This has the potential to result in a chemical reaction and fire if the two chemicals come into contact with each other.	In progress - Acids and caustics are being separated into different storage units.
	Safety shower installed adjacent to water treatment plan, however no safety signage and testing of safety shower was not being installed.	In progress - Safety signage is being installed.
	Generators and fuel tanks have secondary containment however, ancillary equipment (fuel lines and hoses) do not.	In progress - Installing secondary containment for fuel lines and hoses.
	Sports field has no greenery/lawn.	In progress - Contractor to provide plan and actions.

All statistics in this table are as of 2018

## Al Wakrah Stadium

Impact	Issue	Status
Workers' Welfare Forum	Wi-Fi is still very slow and sometimes not available.	In progress - Contractor contacted service provider to resolve issues related to speed and coverage. Accommodation locations are remote which makes this a complex issue.
	Workers do not have money to buy emergency leave tickets.	In progress - Contractor has evaluated and proposed a way to change the policy in order to help employees with this issue.
	WWO is not resolving the issues discussed.	In progress - WWO training arranged based on a training needs assessment to be undertaken by the Contractor.
	Workers are being sent back to their rooms when they report to the clinic, and there is low medicine stock at clinics.	In progress - Contractor has ensured that basic medicines are available at all times.
	No ATM is available at the accommodation.	In progress - Contractor contacted their respective bank to have mobile ATM at the accommodation for a few days after pay day.

All statistics in this table are as of 2018

## Education City Stadium

Inspection Findings	No. Identified	No. Closed to Date
Site Inspections (2 - February and December)		
Non-compliances	3	1
Observations	2	2
Inspection Findings	No. Identified	No. Closed to Date
Accommodation Inspections (2 - February and December)		
Non-compliances	0	0
Observations	13	1

Contractor	Conspell (Qatar); Joannou and Paras Kevaides (Cyprus)
No. Workers	2,796
No. of OCP	26
Major Nationalities	Indian (55%) Bangladeshi (22%) Nepali (17%)

## Main Findings:

Impact	Issue	Status
Site	Temporary electrical cable improperly secured on toilet facility.	Addressed by Contractor
	Protruding nails extending from concrete block walls in pedestrian access way.	
	No heat stress green flag displayed. Contractor has dismantled its heat stress programme. This is a mandatory requirement irrespective of weather conditions.	
	Nails and tie wire used in place of proper pins for false works.	In progress - Cotter pins ordered for falseworks scaffolding
	Several tubular scaffolding were observed to have no baseplates.	In progress - Baseplates have been requested and a portion have been received and installed
Accommodation (Qatar Foundation Workers' Village)	There is evidence of diesel fuel spillage.	Addressed by Contractor
	Gas monitor in kitchen does not have a calibration sticker.	In progress - Contractor will contact third party to conduct calibration.
	Used cooking oil storage area needs immediate attention. Issues include: containment full of oil, empty drums lying on their side, drums not capped, oil spilled on the ground.	In progress - Contractor is currently taking action to clean up storage area.
	Workers seeking QAR 750 minimum wage and understanding of timeframe for payment.	In progress - Contractor to adhere to the QAR 750 minimum wage and to back date those whose salaries have not been upgraded yet.
	All toilets are "western-style" although the accommodation houses a majority of Asians.	In progress - Contractor to investigate changing some of the toilets as well as consulting with workers to determine their preferences.
	Fire alarm panels shows error.	In progress - Contractor to use a fire alarm log book to indicate when the alarm error was reported and what has been done to fix it.
	Sewage collection area needs to be fenced off and collection tanks need lids.	In progress - Contractor to fence the area off and close the tanks with a lid.
	Little progress has been made to provide more greenery and landscaping.	In progress - The accommodation site has not been connected to the main water supply making the provision for greenery difficult. The contractor to have the design consultants and PMC involved to assist them in accelerating the application for direct water connection.

All statistics in this table are as of 2018

## Education City Stadium

### Main Findings:

Impact	Issue	Status
Accommodation (Qatar Foundation Workers' Village)	Fire alarm panel had a 'trouble in system' notification in the morning. During inspection in the afternoon, the notification was still present without having been addressed.	In progress - Contractor will develop a system to track and properly monitor "trouble system" notifications.
	Diesel storage tank secondary containment contains water.	In progress - Environmental department is closely monitoring containments area after a rainy day
	Utility areas such as water storage reservoirs, septic tanks, and diesel generators are not secure to prevent unauthorised entry of personnel.	In progress - Contractor to action recommendations.
	The accommodation notice board has too many emergency numbers.	In progress - Contractor to address recommendations to enhance emergency response times.
Workers' Welfare Forum	Workers seeking QAR 750 minimum wage and wanted to understand the timeframe for receiving this.	In progress - Contractor to adhere to the QAR 750 minimum wage and to back date those whose salaries have not been upgraded yet.

All statistics in this table are as of 2018

## Lusail Stadium

Inspection Findings	No. Identified	No. Closed to Date
Site Inspections (2 - March and June)		
Non-compliances	1	1
Observations	2	2
Inspection Findings	No. Identified	No. Closed to Date
Accommodation Inspections (2 - March and June)		
Non-compliances	2	2
Observations	3	2

Contractor	China Railway Construction Company; HBK
No. Workers	2,588
No. of OCP	10
Major Nationalities	Indian (65%) Bangladeshi (24%)

### Main Findings:

Impact	Issue	Status
Site	Workers are waiting in lines in the mess area for lunch for 22 minutes. One worker stated it usually takes around 30 minutes. Contractor to adjust shifts to ensure less waiting time.	Addressed by Contractor
	Workers working in pre-cast concrete area are exposed to direct sunlight without temporary shading.	
	Bain Maries not equipped with sneeze guards.	
Accommodation (Lusail Workers' Village)	Some workers were not aware of the special project allowance, and some stated that they had not received it.	Addressed by Contractor
	Two buses not equipped with working air conditioning or fans to cool the interior while transporting workers to and from the construction site. Contractor to replace buses that are not equipped with air conditioning or fans.	
	Computer room did not have Wi-Fi available at the time of inspection. Contractor to install more access points.	
	Air conditioning filters need to be cleaned more frequently.	
	No ATM available at accommodation site.	Unresolved. Contractor requested an ATM but the bank stated that it is not viable due to the small population in the area.

All statistics in this table are as of 2018

## Training Site – Al Saliya Sports Club

Inspection Findings	No. Identified	No. Closed to Date
Site Inspections (2 - February and December)		
Non-compliances	0	0
Observations	1	1
Inspection Findings	No. Identified	No. Closed to Date
Accommodation Inspections (2 - February and December)		
Non-compliances	1	1
Observations	11	7

Contractor	Nakheel Landscapes Qatar
No. Workers	745
No. of OCP	2
Major Nationalities	Bangladeshi (66%) Indian (20%)

### Main Findings:

Impact	Issue	Status
Site	Water tanks have openings / unsecured lids which could allow ingress of dirt / dust. Furthermore, there is no evidence of water tank cleaning.	Addressed by Contractor
Accommodation (Labour City)	Nurse station has no emergency response bag.	Addressed by Contractor
	Nurses need to be more knowledgeable about occupational health. Contractor to provide training.	
	Too many emergency response phone numbers posted on the notice boards and the communication method (e.g. mobile phones) is not adequate which would hinder response times. Contractor to post only one emergency number.	
	AED was not in an easily accessible location. Batteries were not inserted into AED in order for the AED to perform its self-check. There are no extra batteries or pads to ensure AED is always in a state of operation readiness. Contractor to place the AED in an easily accessible location and ensure the batteries are inserted.	
	Recreational facilities very poor. More attention to be given to ensure there is enough equipment and recreation for the number of workers living in the accommodation.	
	The dining hall water coolers are dripping / leaking water on the floor which leads to very slippery floor.	
	Food trays are greasy and need to be washed properly.	
	Water tanks have openings / unsecured lids which could allow ingress of dirt / dust. Furthermore, there is no evidence of water tank cleaning.	
	Fire sprinkler system in the bedrooms installed above the doors instead of in the middle of the rooms ceiling.	In progress - contractor to move the sprinkler in each bedroom or provide certification that the installed sprinkler systems is compliant to Civil Defense requirements
	Poor-quality ventilation in the corridors of the accommodation.	In progress - contractor to identify possible solutions, e.g. installing dehumidifiers and / or extractor blower fan system.
Workers' Welfare Forum	Early stages of mold in some blocks.	In progress - contractor to address this by identifying the cause and to treat the rooms with appropriate chemicals before repainting it
	Workers' representatives requested an incentive for performing workers' representatives duties.	In progress - contractor to investigate the request and revert to WWD with a proposal.

## Training Site – Doha Golf Club

Inspection Findings	No. Identified	No. Closed to Date
Site Inspections (2 - June and December)		
Non-compliances	1	1
Observations	1	1
Inspection Findings	No. Identified	No. Closed to Date
Accommodation Inspection (1 - December)		
Non-compliances	1	1
Observations	11	7

Contractor	Nakheel Landscapes Qatar
No. Workers	304
No. of OCP	3
Major Nationalities	Bangladeshi (68%) Indian (20%)

### Main Findings:

Impact	Issue	Status
Site	Notice boards were not in the prescribed language and further failed to present the grievance mechanisms available to workers, i.e. hotline number.	Addressed by Contractor
	Rest area (cabin with AC) is not big enough, which results in an over population at peak heat times.	
Accommodation (Labour City)	See previous entries for Al Saliya Sports Club.	

*All statistics in this table are as of 2018*



## Occupational Health & Safety

During 2018, occupational health continued to be a significant priority and major topic of discussion during the course of inspections. Each inspection included a thorough walkthrough of accommodation and construction sites medical facilities and discussions with licensed, competent doctors and nurses.

The inspections focused on licensing of medical facilities, equipment and medical staff resources, capabilities during an emergency event and documentation, recordkeeping of medical information and data, and the assessing and communication of occupational health related injuries and illnesses.

To supplement occupational health initiatives, approximately 5,366 workers have been provided with trade-specific occupational health related training through the SC's collaboration with QISC. Additionally, all medical staff were provided with occupational H&S training to support them in better identifying and dealing with such risks. This training included but was not limited to use of hazardous substances, musculoskeletal disorders, hand and arm vibration, and heat stress.

During the course of the year, the JWG discussed the topic of heat stress on the SC programme and shared ideas. The SC highlighted the key initiatives that have been initiated around heat stress including the cooling technology whereby several of BWI inspectors piloted the cooling shirts and vests and provided positive feedback. The SC also indicated that they are currently studying the heat stress management plans and have engaged with an international expert for advice, to which BWI representatives commended.

### Activities and Milestones for 2018

Based on previous year's recommendations, the JWG developed and focused on the following milestones:

- 1 Launch training for medical staff to recognise occupational H&S risks and to take steps to mitigate the effects.
- 2 Institute protocols to ensure accommodation health clinic records are reported to the H&S management teams at the relevant construction sites.
- 3 Review Risk Assessment Method Statements (RAMS) for tasks involving the use of vibrating tools and ensure procedures for managing the risk of contracting Hand Arm Vibration Syndrome (HAVS) are implemented.

### Key Achievements for 2018

- 1 Completed Occupational H&S training for 90 medical staff (doctors and nurses) across the programme.
- 2 Completed Basic Life Support training for 90 medical staff (doctors and nurses) across the programme.
- 3 Completed Advanced Cardiac Life Support training for 77 medical staff (doctors and nurses) across programme.
- 4 Medical staff on many sites (Al Bayt, Al Rayyan and Al Wakrah) are now communicating with the H&S teams on a weekly or bi-weekly basis to review the condition of workers identified with occupational health injuries and illnesses.
- 5 Following a work related fatality on Al Wakrah Stadium construction site in August, certain representatives of the JWG, both from the SC and BWI, were members of the SC's independent incident investigation team, providing technical input into the accident investigation.



SC / BWI JWG Inspection of Mobile Crane



## Challenges Faced in 2018

One of the primary challenges the JWG faced in 2018 was the competency of the 90 doctors and nurses across the programme as it relates to occupational H&S. The majority of the medical staff have experience in primary care with little to no training or experience in occupational H&S. Occupational H&S is a specialty field and requires extensive training and experience. Further training and development will be needed to change the existing reactive clinic style culture into a more proactive and worker-task focused mindset.

Another important challenge the JWG faced was the poor standard of medical health records. The majority of accommodation and construction sites medical facilities maintain health records via Microsoft Excel spreadsheets or paper log books. As a result, when a worker is referred to an external primary health care center for further treatment, proper care is hindered due to a lack of medical history of the worker.

## What Projects are Carrying Forward in 2019

2019 will see a continued focus on competency level training for all medical staff across the programme. The JWG inspections have highlighted the importance of providing sufficient training to all medical professionals on occupational H&S both at the accommodation and construction sites. This is to ensure that medical staff are more aware of the direct correlation of work on the construction site and H&S to better address potential long-term injuries and illnesses. The JWG in its last inspection of 2018, recommended the SC consider the employment of an experienced occupational health specialist or physician that could develop a strategy and work with the medical teams across the SC programme.

The SC has partnered with Qatar Red Crescent to provide comprehensive medical screening for all 30,000 SC workers. To date, over 4,000 workers have already been screened and this will continue throughout 2019 until all workers are covered.

The SC will also expand its TPP pilot programme to cover other accommodation and construction sites with the goal of being the first electronic medical records management system integrated with Hamad Medical Corporation in Qatar.



*SC Workers - Steel Fixers*

## Workers' Welfare Forums

The JWG attended seven WWF and interacted with workers' representatives. There is growing awareness and acknowledgement of the role of WWF, WWO and the SC Hotline. The provision of business cards for workers representatives at Training Sites, Al Bayt and Education City Stadiums has enabled ease of access for workers to voice their grievances. In addition, the introduction of the Nudge booklets – a guide designed to assist WWO and worker representatives to capture and report grievance has considerably improved the frequency and quality of grievances reported.

A range of issues as highlighted in the findings sections were raised in these WWF which are being addressed by the contractors and monitored by the SC.

The success of the WWF is clearly visible in the growing attendance, active engagement and participation. An average voter turnout of 85% was registered for WWF elections. 85% of the workforce equating to 21,500+ workers attended 112 Operational WWF. 56% of the workforce equating to 14,000 workers attended 52 WWF elections conducted at 31 accommodation sites.

The WWF has had a positive spill over impact. For example, a Tier-1 OCP on Lusail Stadium provides WWF representatives a monthly allowance (QAR100) as an incentive. Five contractors banded together to form a common WWF for their workers and conducted elections for the SC and non-SC workers at their accommodations. Nakheel Landscape, the contractor on SC Training Sites has more than 4,500 workers in Qatar, with 250 workers on SC projects. However, they rolled out the WWF to cover all workers.



SC / BWI JWG Attending WWF



BWI Training of Workers' Representatives at Lusail Stadium

## Activities and Milestones for 2018

The WWF have resulted in significant improvements in the following areas.

- The WWD briefed the ILO project office in Qatar and the MOADLSA representatives on the SC WWF model in September 2018. The ILO Qatar and MOADLSA intend to launch Joint committees across Qatar.
- ILO Qatar and Institute for Human Rights and Business (IHRB) lauded the SC WWF model at the Labour Law Reforms conference in Qatar in October 2018.
- Finalised roles and responsibilities of workers' representatives
- Grievance mechanisms, including awareness about roles and responsibilities of WWO and workers' representatives were included in accommodation induction material across all contractors.
- Nakheel Landscapes and Al Balagh / Larsen & Tourbo (ABLT) JV provided WWF representatives with specific designed and coloured overalls to enable easy identification of representatives.
- Workers' representatives were provided with business cards that can be shared with other workers for ease of communication.
- Hotline services broadened to include four new languages, Mandarin, Vietnamese, Nepali and Turkish. In total the hotline can provide assistance to workers in 10 languages.

## What Projects are Carrying Forward in 2019

- BWI to support SC's ongoing training efforts by providing WWF representatives capacity and leadership training beginning in April 2019.
- A full-fledged soft skills training programme is being finalised by the SC in collaboration with QISC and will commence during the first quarter of 2019.
- WWF branding (name and logo) will be finalised based on inputs from various stakeholders that includes WWOs, BWI and Impactt Ltd, the SC's independent third party monitor.
- WWF elections will be held for all contractors and OCP having more than 100 workers.
- WWF representatives to be provided with nominal monthly incidental expenses allowance in order to be able to perform their duties.
- WWF representatives to be provided with certificate of appreciation for their services in the role, after completion of their tenure.
- WWF representatives to be provided access to participate in other committees like food committee, safety committee, sports, event and festival committee etc.





# Way Forward

The two-year SC / BWI partnership has delivered tangible impact on the health, safety and welfare of SC workers. The two organisations have developed a strong, enduring and sustainable relationship built on trust and transparency, allowing for unimpeded inspections and discussions with workers. Some of the observations and recommendations by the JWG have resulted in marked improvement to the SC programme and there is strong merit in continuing our efforts in this space.

In the next year, based on the findings and recommendations of the JWG, a range of new initiatives will be implemented to continue to enhance the lives of our workers. This includes training programmes for medical staff on a range of topics from mental health, to improving healthcare quality and fundamentals in patient safety. The TPP SystmOne will be expanded to multiple construction and accommodation sites. The comprehensive medical health screenings for SC workers are also expected to be completed, covering around 30,000 workers. There will be continued focus on improving communication between medical staff and H&S staff to ensure occupational health related injuries, illnesses are shared and controlled measures adopted to prevent recurrences.

In addition, the grievances raised through the WWF will also be addressed. A rebranding exercise to identify a name for the WWF is expected to roll out next year aimed at ensuring the name resonates with workers. WWF elections will be expanded to cover all contractors and OCP with more than 100 workers. Measures to enhance the quality of feedback and commitment of WWF representatives will be rolled out. This includes a nominal monetary allowance to support their role as worker representatives, as well as means to recognise their service contribution to WWF. WWF representatives will also be provided access to participate in other committees like food committee, safety committee, sports, event and festival committee etc.

Given the positive impact of the two-year partnership between the SC and BWI, the Cooperation Agreement will be extended for 2019. A meeting will be scheduled in January to develop a revised strategy and outline the way forward. The strategy will build on the successes and lessons learnt over the two years and will maintain its unwavering commitment to the health, safety, welfare and dignity of all workers.



*SC Workers - Brick Layers*



**BWV**



# BWI!



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