



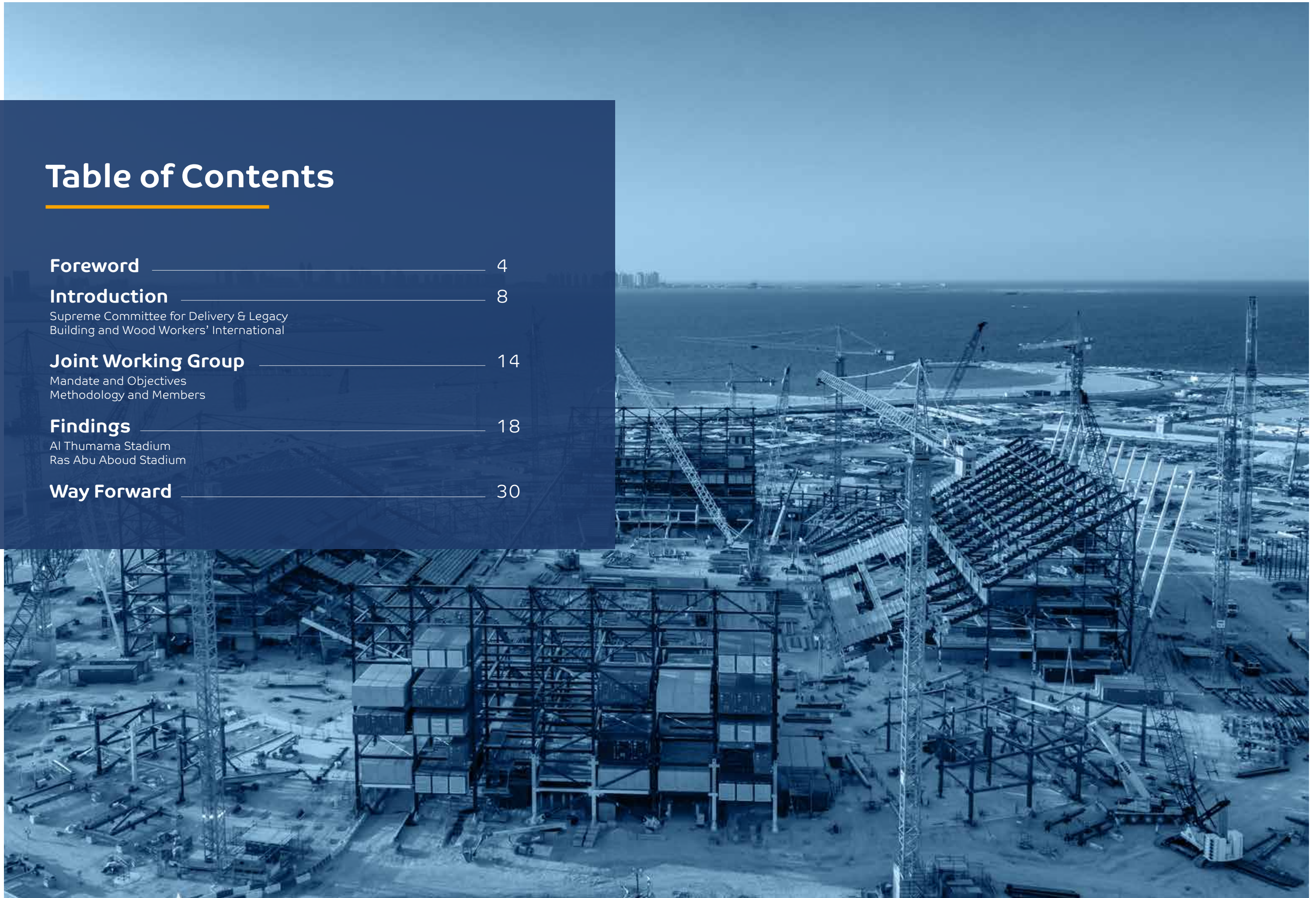
2020 REPORT

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

Joint Working Group

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The background image shows two construction workers in a blue-tinted overlay. They are wearing white hard hats with logos and safety vests. The worker on the left is holding a large set of papers or blueprints. The worker on the right is wearing a face mask and looking at the documents. The scene is a construction site with scaffolding visible in the background.

Foreword

Secretary General of the Supreme Committee for Delivery & Legacy

2020 presented unforeseen challenges to humanity as we collectively battled with the COVID-19 pandemic. The virus left no part of the world unharmed, and while the journey to global recovery appears to be underway, the path to 'normality' remains one of considerable distance.

This is the backdrop to this slightly abbreviated Joint Working Group (JWG) Report for the calendar year. I'm pleased to note that the partnership between the Supreme Committee for Delivery & Legacy (SC) and Building and Wood Workers' International (BWI) was strengthened further this year, in spite of the obvious obstacles presented by the pandemic.



The JWG was able to implement scheduled inspections in the first quarter of the year, and the findings are detailed within the report. Due to restrictions on travel, the JWG switched to virtual inspections, sharing global best practices on handling pandemic-related issues and concerns within the scope of responsibility, and contributing to the SC's COVID-19 action plan for our sites and accommodations.

Thanks to the tireless efforts of our Workers' Welfare Department, working closely with the Ministry of Public Health and the relevant authorities, the SC was generally successful in managing the spread of the virus on our sites and within our workforce. Our team was prompt to mobilise, immediately implemented health and safety measures, and ensured that education and communication on the new measures was prioritised.

It's important to credit the partnership between the SC and BWI when we consider the relative success of our policies during the pandemic. Since our respective organisations agreed on our terms of reference four years ago, significant progress has been achieved. The JWG's diligent work refined and strengthened our health and safety practices, and developed and empowered our Workers' Welfare Forums (WWF) and the representatives conveying the needs and concerns of our workforce.

The work undertaken over the period of our partnership was a critical factor in our readiness to handle the challenges we faced. Robust health and safety policies and procedures tweaked and refined over the years eased the pathway to 'COVID-Safe' sites, and the WWF structure provided us with a direct gateway for communication – perhaps the most important element in mitigating against the virus. There is no doubt that the strong frameworks crafted by the JWG played an important role in protecting our workforce through the worst of the pandemic.

I am hopeful that the JWG's work in 2021 includes a return to 'on the ground' inspections. As we edge closer to the conclusion of our construction work, I'm also hopeful that this partnership will continue its work across other sectors as part of our Host Country Operations programme. During our initial negotiations, General Secretary Ambet Yuson and I always emphasised the shared goal that serves as the foundation for our partnership – improving the lives of our workforce. That ethos will continue to guide us as we navigate forthcoming challenges together.

To conclude, I would like to pay my respect to Jin-Sook Lee, whom we sadly lost this year. Jin-Sook was fundamental to the success of this partnership and we will miss her spirit, her presence, and her dedication and commitment to her mission. She leaves behind a legacy of bettering the lives of people the world over. Her contribution to this event and its legacy will always be remembered and cherished.

H.E. Hassan Al Thawadi

General Secretary of the Building and Wood Workers' International

The Building and Wood Workers' International (BWI) is pleased to receive the 2020 report of the Supreme Committee for Delivery & Legacy (SC)-BWI Joint Working Group (JWG). It is proof that our relationship with the SC, with a strong focus on health and safety at the site level and at workers' accommodations, has been useful for construction workers on FIFA World Cup Qatar 2022™ (the Tournament) infrastructure projects to confront the challenges brought about by the COVID-19 pandemic.

In the first quarter of this difficult year, the BWI and SC jointly conducted inspections covering three project sites and workers' accommodation facilities, as well as facilitated training programmes for Worker Representatives (WRs) in Workers' Welfare Forums (WWF) on two project sites.



It was during the week of our joint inspections in Qatar that the government began rolling out measures to contain COVID-19, and WRs on the infrastructure sites inspected were able to raise issues and concerns about the crisis. Employer representatives during the inspection meetings explained the measures being undertaken to protect workers against the spread of the virus. We are glad to hear that engagements have continued at site level through the WWF, which has provided the structure for workers and employers to discuss measures needed to resolve issues that might arise. WRs and Workers' Welfare Officers (WWOs) have had a key role in raising awareness and providing feedback to workers on the measures taken to combat COVID-19.

We salute the sustained participation of occupational health and safety inspectors from BWI affiliates. In the joint inspections conducted in the first quarter of 2020, we had Prince Verma of BKNU – India, Rob Miguel of UNITE the Union – UK, Tommy Gustafsson and Carl Nils Torbjørn of the Swedish Electricians' Union. As always, their contributions are essential elements in achieving the objectives of the joint inspections.

Travel restrictions did not deter the JWG from monitoring working and living conditions of workers amidst the COVID-19 pandemic. In the absence of customary on-the-ground-inspections, both parties held a conference call between key members of the JWG as a 'virtual inspection'. They were able to exchange information and experiences from around the globe on protecting the rights and health of workers during the pandemic. We appreciated the transparency of the SC, who recognised our concerns for workers on site and in shared accommodations, and detailed the measures taken to protect migrant workers and limit the spread of COVID-19 on their projects.

We also appreciated the support and participation of the SC at the 2020 BWI Sports Conference on Labour Rights and the Legacy of FIFA World Cup 2022™. During this hybrid conference, that took place in person in Qatar as well as virtually to include BWI leadership and affiliates, we were able to discuss the process and outcomes of the joint labour inspections at the stadiums, as well as the formation and operation of the WWF. The conference also provided an opportunity to share insights on the future direction and priorities of the BWI-SC partnership leading to the Tournament and beyond.

At BWI, we believe that the legacy of the relationship between SC and BWI in the sporting world will be the model of joint inspections that has been developed. The relationship also has a legacy for Qatar that can be kept alive by social dialogue for future employment of migrant workers, especially in the context of the COVID-19 pandemic.

Ambet Yuson

A blue-tinted photograph of two construction workers wearing hard hats and safety vests, reviewing documents on a construction site. The worker on the left is holding a large set of papers. The worker on the right is wearing a mask and a hard hat with a label that reads '70300046'.

Introduction

Introduction to the Supreme Committee for Delivery & Legacy

The State of Qatar established the SC in 2011 to deliver the infrastructure required to host the Tournament. The SC is primarily responsible for the design, construction and upgrade of stadiums, training sites and non-competition venues. Guided by the Qatar National Vision 2030, the Tournament is an opportunity to bring about fundamental change in the working conditions of migrant workers responsible for the delivery of SC projects.



Workers' Welfare at the SC

The SC's Workers' Welfare Department (WWD), which reports directly to the Secretary General, was established to protect workers' health, well-being, safety and security.

In 2013, the SC published the Workers' Charter. Subsequently, in 2014, the SC's Workers' Welfare Standards (WW Standards) were released. Both these ground-breaking, governance documents were created with the UN Guiding Principles on Business and Human Rights.

The WW Standards are a contractually binding framework developed to protect workers through three pillars, covering ethical recruitment, accommodation and the work environment. These standards safeguard workers throughout the entire chain of contracting and the WWD oversees their implementation and enforcement.

WWD Department Overview



Compliance & Audits

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



Health & Safety

- Oversee all workers' Health & Safety (H&S) matters
- Set overarching WW H&S requirements
- Conduct WW H&S accommodation and site welfare inspections
- Conduct H&S induction training
- Coordinate H&S matters with site HSSE teams



Strategic Initiatives & Outreach and Data Management

- Conceptualise and manage delivery of strategic initiatives, innovative engagement and outreach projects for workers
- Conceptualise and manage delivery of WW research projects with relevant partners
- Develop and manage training and up-skilling activities for workers and contractors
- Collate and manage all WW information through reporting systems and tools, and internal and external reports



Communication and Stakeholder Engagement

- Manage and facilitate proactive and reactive engagement with key WW stakeholders (media, NGOs, human rights bodies and strategic partners)
- Deliver compelling content to showcase workers' contribution to Qatar 2022
- Lead and enable WW representation and messaging at key forums & events
- Build advocates for SC's WW efforts

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 the Tournament infrastructure. The TDO has established its internal safety management processes based on the Plan Do Check Act (PDCA) philosophy.

The WWD's H&S team, as well as the Audits and Inspections team, are responsible for ensuring that the welfare of workers at accommodation and construction sites is in line with H&S standards. The TDO's 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.

The TDO's H&S function specifically covers H&S assurance on construction sites. It is responsible for 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 regular audits and inspections.

This responsibility extends to effective reporting on key H&S performance indicators across the programme, and monitoring safety performance on site through regular audits and inspections. The Assurance team, with the support of all parties, also provides H&S assurance that design, construction, operations and deconstruction into the Qatar 2022 legacy, will meet the SC's requirements, and comply with Qatar's codes and standards. With the support of the supply chain, the Assurance team seeks to:



Set a minimum standard, complying with:

- The H&S requirements of the TDO programme
- The Qatar Construction Specifications (QCS) 2014



Reduce and prevent accidents, incidents, and illness across the programme by:

- Targeting the main causes of accidents, incidents and ill health
- Developing specific, minimum H&S standards, including setting minimum levels of competence for supervisors



Reduce design, construction and operational risks by:

- Applying the "principles of prevention" in all phases of the programme lifecycle
- Following a detailed design risk management process
- Applying a zero-tolerance policy for infringements

Introduction to Building and Wood Workers' International

BWI is a Global Union Federation that brings together independent, democratic trade unions representing workers in the building, building materials, wood, forestry and allied sectors. BWI was founded in 2005 with the merger of the International Federation of Building and Wood Workers (IFBWW) and the World Federation of Building and Wood Workers. BWI brings together around 350 trade unions representing about 12 million members in 136 countries. Its headquarters are in Geneva, with regional offices located in Panama, Malaysia and South Africa, and project offices in India and Brazil.

The purpose of BWI's work is to defend workers' rights and other human rights, especially the right to work in a safe and healthy environment. BWI focuses on health and safety training, as well as building cooperation with companies and governments to ensure that worksites are safe. Its work also includes upholding occupational health and safety protection practices in the workplace, through safety representatives and committees.

BWI does not only seek improvements in working conditions during the construction of sporting facilities ahead of mega-events, but also pushes for permanent changes in the wider construction industry, particularly those with a focus on state-of-the-art occupational health and safety practices and worker representation. To ensure that representation is real, democratic and sustainable, BWI focuses on the effective rights of workers to organise trade unions and bargain.

Work on global sporting events and associated construction began in its predecessor organisation, the IFBWW. What is now called, the BWI Global Sports Campaign for Decent Work and Beyond, began in 2006 and was related to the FIFA World Cup 2010™ that was to be held in South Africa.

The BWI's global sports campaign is not separated or isolated from other priorities. In fact, it is only a more visible part of its overall efforts to mobilise and consolidate global trade union solidarity. In Qatar and elsewhere, member organisations collaborate nationally to support and bring leadership to BWI's efforts. In Qatar, the member organisations have also made joint inspections possible, accompanied by trade union members with experience in occupational health and safety.

Since 2006, BWI has been involved in a number of mega-sporting events, including the FIFA World Cup™ and the Olympics. These have included Brazil, for both the FIFA World Cup 2014™ and the 2016 Summer Olympic Games, UEFA EURO 2012 in Poland and Ukraine, the FIFA World Cup Russia 2018™ and, in that same year, the Winter Olympics in PyeongChang, South Korea. It continues its focus on, and cooperation in Qatar, while working on the upcoming Summer Olympic Games in Japan, and preparing for future events, including the FIFA World Cup 2026™ in Canada, Mexico and the United States.



Joint Working Group

Mandate and Objectives

The key component of the relationship between the SC and BWI is the JWG, which operates in accordance with the “Terms of Reference” agreed between both parties in early 2017, before any inspections commenced. The Terms of Reference set out the parameters in which the inspections are managed and undertaken.

The responsibility of the JWG ranges from organising occupational health and safety inspections, assessing the effectiveness of the SC’s existing grievance mechanisms, reviewing and assessing the existing health and safety training curriculum and making recommendations for enhancement as well as training WRs to increase their role and performance at forums.



Methodology and Members

The JWG includes 10 permanent members who are supplemented on an ad-hoc basis by subject matter experts. Observers may also 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 of Inspections	Health & Safety Training	WWF and Grievance Mechanisms
Mahmoud Qutub (Chair) (SC)	James McLaughlin (SC)	Stephan Van Dyk (SC)	Mahmoud Qutub (SC)
Payvand Vahdat (SC)	Stephan Van Dyk (SC)	James McLaughlin (SC)	Naresh Jain (SC)
Jin Sook Lee (BWI)*	Marco Polo Ferrer (BWI)	Rajeev Sharma (BWI)	Rajeev Sharma (BWI)
Marco Polo Ferrer (BWI)**	Simon Hester (BWI)	Apolinar Tolentino (BWI)	Marco Polo Ferrer (BWI)
Tos Añonuevo (BWI)			

*Until March 2020 | ** From March 2020

The JWG develops a yearly project plan, which sets out the schedule and timing of each inspection. Each inspection commences with a kick-off meeting where the JWG is 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 that are to be inspected.

The JWG inspection team then inspects accommodation and construction sites where they identify health and safety non-compliances and note positive and/or negative observations. Interviews with workers are also undertaken during the inspections and feedback is provided to the contractors’ management.

The JWG convenes for a close-out meeting immediately after all inspections to discuss findings, identify good practices, non-compliances and observations, and gather lessons learned. The plan for the following inspections is also discussed and agreed.

The findings report, agreed and signed by all parties, is then generated through the SC’s electronic audit system – the Intellex platform. The contractors are sent their respective reports and are requested to submit a rectification plan on all non-compliances identified, together with evidence that any issues have been resolved.

Due to the COVID-19 pandemic, only two JWG inspections were conducted in 2020, in addition to an online meeting in April 2020 (see following section for more details).

The JWG has prepared this yearly report based on the findings of the inspections undertaken in March 2020.

The background of the slide is a photograph of a large stadium under construction, featuring a complex, curved metal roof structure. A large crawler crane is visible in the center of the stadium floor. The entire image is overlaid with a semi-transparent blue filter. On the right side, there is a solid yellow rectangular area.

Findings

Overview

During 2020, the JWG inspected a number of different construction sites as well as their respective accommodation sites, and conducted a follow-up inspection on one construction site.

The main inspection findings, as well as the good practices identified during the visits to Al Thumama and Ras Abu Aboud stadiums 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. The issues identified represent the JWG’s observations of the non-compliances, as well as observations (during both on site and accommodation visits) of areas where opportunities for improvement are present. Observations relating to different topics such as the malfunctioning of fire alarms and improper handling of different tools on the construction sites have been discussed and addressed. Most of the issues identified by the JWG were observations and have been closed promptly after the inspections.

It should be noted that good practices have been widely adopted and are observed on all sites and accommodations. During the close-out meeting, the JWG discussed many good practices observed on site by the management, the contractors, the WWOs and the workers. This is set out further in the following tables. WR trainings have also had a positive impact, as it was noted that the grievances raised during the WWF are more detailed in nature ranging from salary issues to food issues and housekeeping, to name a few. The WRs have been highly engaged due to the tools they received during their training such as skills in communication, negotiation and conflict resolution. It was also noted that workers interviewed on site and at accommodations were aware of the protocols and safety measures to be adopted for COVID-19 prevention.

Contractors were also found to be proactive and have anticipated issues that might arise, especially as stadiums are expecting to increase the number of their workers. JWG has also praised the management of these stadiums for being open to feedback and demonstrating a willingness to improve.



Al Thumama Stadium February - March 2020

Al Thumama Stadium	
Contractor	Tekfen - Al Jaber JV
No. of Workers	3,969
No. of OCPs	53
Major Nationalities	Indian (40%) Bangladeshi (25%) Nepalese (25%) Turkish (2%) Others (8%)

Inspection Findings	No. Identified	No. Closed to Date
Site Inspection (February and March)		
Non-compliances	9	9
Observations	11	11
Accommodation Inspection (February) - Isnaad		
Non-compliances	3	3
Observations	5	5
Accommodation Inspection (March) - Tekfen		
Non-compliances	1	1
Observations	5	5

Impact	Issue	Status
Site	Information on notice boards were not translated into the appropriate language. (Feb)	Addressed by Contractor
	Traffic management needed to be improved between the mess hall and the clinic. (Feb)	
	Pedestrian walkways needed to be clear from tripping hazards, and site entrance security gate, reception and direction to site offices needed to be improved. (March)	
	Insufficient signage to direct the workers to the toilet facilities. (March)	
	A crane was found with damaged wooden pad for outriggers. (March)	
	Armor electrical cables were placed on the second floor, which is a tripping hazard and no signage or warning were placed. (March)	
	No proper assessment of hand vibration tools and whole body vibration equipment/machinery. There was also no indication as to how long workers were allowed to use them. (March)	
	No mobile fire alarm system on site especially in the stadium basement and at different levels in case of fire emergency. (March)	
	Dust suppression was not regularly carried out, and building floors were not regularly swept. (March)	
	It was advised to develop a procedure programme to demonstrate the requirements to be followed for management of mental health related issues, which might arise among workers. (March)	
	Deep excavation utilised bund soil for edge protection on one side while the other sides had a hard barrier. Some workers were standing close to the edge of the excavation that had only a soft barrier (rope with red hazard tape) in place. (March)	
	Inadequate number of toilets that are easily accessible by workers. (Feb, March)	
	Thorough cleaning and sanitisation of clinic required. (Feb)	
	Dining hall was overcrowded during lunch time and there was food spillage making the floor slippery. (Feb, March)	
	Workers were lining up on the road while waiting to enter the dining hall and waited for as long as 45 minutes. (Feb, March)	
	Medicine cabinets in the site clinic were not locked and there was no log book available. (March)	
	Insufficient SC Hotline stickers available causing a lack of awareness about the hotline amongst workers. (March)	
	Some workers from an OCP complained about salary delays and reported that some were paid in cash. Workers who were on business visas stated that they do not receive reimbursement of their recruitment fees nor a flight ticket allowance like their co-workers who were on work visas. (March)	

Impact	Issue	Status
Site	Wash basins at the dining hall had no soap dispensers, hand dryers or paper towels. (March)	Addressed by Contractor
	Bus provided to workers had defective seat belts. Also, an incense stick was found burning inside, which could pose as a serious fire hazard. (March)	
Accommodation (Isnaad)	The accommodation site consists of several buildings. However, three of them are currently allocated to SC workers as they meet the WW Standards. During peak hours, it was noted that the workers from other buildings (non-SC) used the shower facilities of the SC-approved buildings. As a result, the toilet and shower ratio did not meet the required standard.	Addressed by Contractor
	Kitchen tiles were slippery as anti-slip tiles were not used.	
	Mold was identified in certain bedrooms and in all the toilets. The toilet facilities were not cleaned properly.	
	Water leakage from the ceiling of the bathrooms.	
	Building No.1 (non-SC) had 10 people in one bedroom. This was because workers tend to stay with their friends.	
	New blankets had not been issued for over two years.	
Accommodation (Tekfen- Labour City)	First aid room was provided with a full-time nurse who was not licensed by the Ministry of Public Health (MoPH).	Addressed by Contractor
	The pictures and contact details of the first aiders and fire wardens were not placed on the notice board.	
WWF (Isnaad)	Issues related to food: too many items with eggs in the menu, the Filipino food was not authentic and African workers preferred regular bread to be served during breakfast rather than Indian bread.	Addressed by Contractor
	Workers from building 7 (non-SC) used the bathrooms in building 4 (SC). This is because there was a lower worker to bathroom ratio in non-SC buildings. As a result, SC workers found the bathrooms occupied most of the time, especially when they came back from site, which led to delays in taking showers.	
WWF (Tekfen)	Workers were not using the flask given to them. They directly drank water from the cooler using their hands.	Addressed by Contractor
	Food and utensils in mess halls: Utensils and plates need to be thoroughly washed as workers found them dirty. Catering food menu was repetitive and mainly used potatoes in their vegetable curry. This led to stomach issues and also increased sugar content in food. Menu needed to be revised and use of potatoes to be reduced. Also, workers from southern parts of India wanted sambhar to be served.	
	The Turkish workers found it difficult to communicate with the doctor on site because of language issues.	
	Safety issues could occur on site as some areas were not cleared before the next batch of workers commenced their shift.	

GOOD PRACTICES

Accommodation (Isnaad)	Recreational area within the accommodation was good and allowed workers to enjoy their free time by using Wi-Fi/ playing various games/ watching TV.
	The contractor planted numerous trees across the accommodation site.
Accommodation (Tekfen)	Common areas within the accommodation site were well maintained.
	On entering the accommodation site, workers were required to visit the first aid room to check for any COVID-19-related symptoms before heading to their rooms.
	Tekfen has installed sanitiser dispensers across the accommodation site.
Site	Ducting for the air conditioning already had insulation. This eliminated the potential hazards caused by harmful chemical adhesives and removed some of the need to work at height. This is a very good practice and an example of 'safety by design', which could be carried out on other sites.
	The large excavations outside the main stadium were well managed with proper risk-management procedure in place.
	A strong Personal Protective Equipment (PPE) compliance was noted for general PPE as well as task-specific PPE across the site.
	A high standard of housekeeping was maintained. Waste segregation was well managed, skips were labelled appropriately and waste removal was done on a regular basis.
	The work at height activity was well managed through proper use of mobile scaffolds for mechanical, electrical and plumbing (MEP) activities and podium ladders.
	Electrical works and cable management were well implemented. Well-equipped fire stations containing fire extinguishers with updated inspection tag.
	Overall site was clean and well maintained with robust control measures in place.

Ras Abu Aboud Stadium

March 2020

Ras Abu Aboud Stadium	
Contractor	HBK Contracting
No. of Workers	1,780
No. of OCPs	30
Major Nationalities	Indian (62%) Nepalese (17%) Bangladeshi (15%) Others (6%)

Inspection Findings	No. Identified	No. Closed to Date
Site Inspection		
Non-compliances	1	1
Observations	9	9
Accommodation Inspection		
Non-compliances	2	2
Observations	10	10

Impact	Issue	Status
Site	Assessment of manual handling and working method for the steel erectors to be undertaken by main contractor.	Addressed by Contractor
	Some of the fire extinguishers were damaged and required immediate replacement.	
	Main contractor to review the operation of the mobile elevated work platform in terms of over-stretching, catching and crushing.	
	Main contractor to review electrical power tools against QCS requirements (i.e. using 220v).	
	JWG requested clarification on the modular scaffold within zone 1, level 1. The ladder had a straight run of 6m without a break platform.	
	There was no ongoing welding work at Ras Abu Aboud Stadium, however JWG recommended to follow the new UK safety guidance for managing welding fumes across the site.	
	Zone 1 area had poor housekeeping.	
	Hand-arm Vibration Syndrome and Whole-body Vibration Syndrome: Main contractor needed to improve the robustness and monitoring of their occupational health and safety programme in line with the UK guidance and requirements.	
	BWI and the SC held a discussion on mental health and occupational safety. Though programmes and monitoring were in place, it was recommended to establish mental health champions on the site to run further programmes, training and awareness sessions.	
Site Welfare	Some of the soap dispensers on site were empty.	Addressed by Contractor
Accommodation	The notice board did not display the accommodation rules and procedures in Hindi and Urdu (common languages of workers in the accommodation). Information was only displayed in English and Bengali.	Addressed by Contractor
	The medical isolation unit had to reduce the number of beds from three to one to prevent the spread of infectious diseases.	
	The size of the gymnasium and available equipment was insufficient considering the total occupancy.	
	Vegetable storage room within the kitchen was blocked as various storage tins were placed on the floor rather than on racks.	
	The social room for non-Asian workers was not adequate as it only included seven chairs.	
	The notice board for each block did not specify the location of the gymnasium, indoor recreational facilities and washing facilities within the site.	
	Accommodation for SC and non-SC workers: Hand sanitisers were only available in accommodation blocks housing SC workers.	

Impact	Issue	Status
WWF	Workers left their working equipment or tools unattended during lunch or other breaks instead of storing them securely at designated areas.	Addressed by Contractor
	When vehicles were being loaded with materials, the belt which restricts the material movement was loosely tied, increasing the risk of materials falling.	
	JWG recommended having a structured agenda for Project Workers' Welfare Forums (PWWF) to cover aspects like health and safety, working hours and rest period, cool water provisions, mess hall management, transport, hygiene and sanitation facilities, etc.	
	Crane drivers ignored barricades and entered into arguments with workers who stopped them.	
	Dustbins were not easily accessible on site for the proper disposal of dust/dirt collected as part of work activities.	

GOOD PRACTICES		
Site		Walkways and signage were provided throughout the site. These were well maintained and easy to follow. Main contractor was urged to keep up this good practice throughout the project duration. This is also important for emergency services and emergency access routes.
		JWG interviewed workers on various topics such as food, accommodation, working practices, on-site welfare, etc. No reported issues were identified during the on-site visit.
		Lifting operations met safety standards, following review of paperwork.
		Working areas were satisfactory overall across the site.
		Flagmen were properly guiding machinery and vehicles when required.
		A goal post system was in place across the main pitch area for vehicles entering the site.
		PPE, specifically hearing protection, was provided at numerous locations across the site.
		The toilets inspected were spotless. Good location of various sanitary facilities.
		Both traffic and pedestrian walkways were well managed all over the site. Good general housekeeping.
		Interviewed workers were aware of COVID-19 and the preventative actions to be taken.
Accommodation		Workers were questioned about heat stress management system in previous years. They mentioned that they were allowed to take breaks in AC rooms and that adequate supply of cold water was available.
		A fire alarm system was available throughout the construction site.
		The items within the dry storage area in the kitchen were well organised according to the expiry date.
		The contractor stored food samples for five days in the freezer for testing in case of suspected contamination.
		The kitchen included separate cutting area for poultry, meat, fish and vegetables. Knives were also sterilised.

Other Key Activities

Despite the global challenges of COVID-19, BWI and the SC have continued the work of the JWG.

In the absence of customary on-the-ground inspections, two virtual inspections via conference calls were held during the year; one in April, which included UK's union UNITE, Australia's CMFEU and the Swedish Painters' Union. The second conference call was held in July and involved UNITE, CMFEU, Swedish Painters' Union and Swedish Electricians' Union, and CGT-France.

Led by Mahmoud Qutub, Executive Director of the SC's WWD, the SC detailed the measures taken to protect migrant workers, which are in line with guidance from Qatar's MoPH. BWI was represented by General Secretary, Ambet Yuson. The meetings gave BWI the opportunity to share their own experiences of how various countries were responding to unprecedented workplace health challenges during the pandemic.

Yuson explained BWI's key concerns came from the observation that a number of workers were on site at the same time and living in shared accommodations. These concerns were recognised by the SC, who discussed the steps taken to limit the spread of COVID-19 on their projects. All participants agreed that WRs and WWOs had a key role in raising awareness and providing feedback from workers on the measures taken to combat COVID-19.

The JWG also conducted two WR training sessions at Ahmad Bin Ali Stadium and Doha Port Project in February and March 2020 respectively. 94 WRs attended these training sessions designed to equip them with skills in communication, negotiation, conflict resolution and leadership.

BWI 2020 Global Sports Virtual Conference: 23 – 24 November 2020: Labour Rights and the Legacy of FIFA World Cup 2022™

The BWI 2020 Global Sports Conference was held virtually this year. The conference highlighted the success of the SC-BWI partnership and focused on the labour rights legacy enabled by Qatar 2022.

The SC was invited to speak at the event and WWD Executive Director, Mahmoud Qutub, participated in a panel discussion titled "An Unlikely Partnership" alongside Simon Hester, Lead Inspector, BWI and Geert Aelbrecht, Chief People Officer, BESIX, Belgium. The panelists highlighted the role of the SC-BWI joint inspections in establishing internationally recognised best practices across Qatar 2022 sites, while implementing strategic recommendations to enhance the SC's occupational health and safety framework and grievance mechanisms for workers.

In his remarks, Ambet Yuson, General Secretary of BWI praised the SC for its commitment in ensuring workers had a voice, through their elected representatives. "WR training is an empowering experience for workers. We have observed them improve the quality of issues raised during forums, from food-related to more serious issues such as wage increment and reimbursement of recruitment fees. Workers are not afraid to ask questions about their rights."

He further commented that worker empowerment was crucial for the successful implementation of Qatar's labour reforms. "The real legacy of the Tournament is if Qatar's labour reforms are implemented and felt by every worker on the ground. Such reforms take time, but progress and workers' participation are the most important. We need to involve migrant workers through institutional and consultative partnerships with workers' committees and community labour leaders forums, which will serve as an important component to implementing these reforms."

The conference also included a session with WRs and migrant community leaders sharing experiences, particularly their gains and victories. The session was designed to allow other members of WWF in their worksites or dormitories to participate along with other BWI union leaders through online platforms.



Way Forward

The SC-BWI partnership remains strong and the spirit of collaboration has seen the JWG achieve its goals even in the most challenging environment. This approach will continue in 2021 and there may be opportunities to further enhance the role of the JWG as the WWD remit expands beyond the construction sector to include various areas of Host Country Operations (HCO).

The findings of 2020 clearly reflect the need for ongoing inspections, monitoring and consultation to ensure workers health and safety. Regular online engagement and communication with the JWG, close monitoring of the grievances recorded through Intelix and moving the WWF online are key to keeping the JWG close to the issues facing workers as we move forward.

There will be a continued focus on ensuring worker representation and empowerment through the fair assessment of the SC's grievance mechanisms. The WR training was well received and merits further enhancement and continuation in the next year. There are plans to work closely with BWI to establish the WWF within the hospitality sector and other tournament-related services as well, to provide service workers with access to remedy.

Strong emphasis will be placed on the health and safety training curriculum for workers and medical staff, adapting to online platforms and other alternatives where necessary, so that workers continue to benefit from a robust occupational health and safety framework. There are three stadiums still in various stages of construction and the learnings and best practices that have been put in place since 2017 will be applied to all existing and upcoming projects.

The positive impact of this partnership can be felt far and wide across the SC programme and an extension through to 2021 is recommended. A meeting will be scheduled in early 2021 to define the way forward. The strategy for 2021 will build on the lessons learnt through the four-year engagement and will forge ahead in enhancing the health, safety, welfare and dignity of all workers.



