



MIGRANT-RIGHTS.ORG

Migrant Workers
Welfare Standards

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Introduction

There are currently in place three worker welfare standard documents in Qatar; the Qatar Foundation Mandatory Standards 2013 (QFMS), the Supreme Committee Workers' Welfare Standards (SCWWS), edition 2 which came into effect at the start of 2014. The 2014 publication is more extensive as it introduces a monitoring mechanism and the requirement to complete various forms as part of the monitoring process. The third document is the Ashghal Worker Welfare document (Ashghal) which looks at worker accommodation standards but does not address the recruitment process or on-site welfare.

In addition to the above, the Qatar Constitution 2003 has various provisions pertaining to equal rights of people and the Qatar National Vision 2030 (QNV 2030) confirms its commitment to valuing employees and seeks to ensure "the rights and safety of expatriate labour".

QNV 2030 is premised on four key pillars. The first pillar relates to Human Development with a focus on the targeted participation of expatriate labour. A key focus for Human Development is the recruitment of the right mix of expatriate labour, protecting their rights, securing their safety and the retention of employees who are outstanding.

Qatar Foundation Mandatory Standards:

The QFMS covers a broad range of welfare requirements from the recruitment and tendering stage, standards to adopt during the employment relationship, accommodation standards and planning requirements as well as facilities and self-monitoring mechanisms. This 50 page extensive document provides a great starting point for further future developments.

Supreme Committee of Delivery and Legacy standards:

The SCWWS version 1 broadly covers similar areas to the QFMS with a few additional sections. Version 2 however expands on version 1 and incorporates additional standards to be adopted including the RFP requirements, details of how pay slips should look, monthly reporting requirements, inspection of items and a sample of self-audit checklist.

Ashghal Standards:

The Ashghal Standards addresses accommodation welfare standards which also include the HSSE requirements. This document does not cater to the ethical recruitment, on site welfare requirements, or the recruitment process.

Comparison of QFMS, SCWWS and Ashghal standards

The QFMS and SCWWS broadly covers similar areas, including ethical recruitment, access to personal belongings, repatriation, end of service benefits, accommodation and site welfare, auditing and compliance. Whilst the two documents overlap in many aspects, there are some differences which are set out below. As set out above, the Ashghal Standards only addresses accommodation welfare, but does so in greater detail.

Overlap of topics between the QFMS and SCWWS documents:

- 1) Recruitment Standards
- 2) Employment and contract requirements and standards
- 3) Accommodation standards and facilities
- 4) Communal facilities
- 5) Recreational facilities
- 6) Food requirements
- 7) Fire safety hazard
- 8) Construction standards and requirements
- 9) Reporting mechanism

The SCWWS document provides greater detail on traffic management while the QFMS document remains silent on such issue. In particular the SCWWS document addresses the following traffic management topics (which are set out in full in Appendix A):

- Planning and Design
- Approach and internal roads
- Traffic control devices
- Entry and exit of vehicles to and from the accommodation site
- Bus boarding bays
- Design of the boarding bays
- Pedestrian walkway
- Pick up & drop off timings of delivery vehicles
- Control of external vehicles
- Other traffic management issues

The QFMS documents provides greater planning standards detail including the following headings(which are set out in full in Appendix B) which are otherwise missing from the SCWWS document:

- Density
- Coverage
- Landscape
- Heights
- Setbacks
- Parking & Servicing
- Recreational Space
- Land Use

The QFMS document also helpfully provides a detailed diagrammatic illustration of the community planning standards, including a clear breakdown of the spatial hierarchy meaning in blueprint form and better illustrates and explains the layout of the accommodation setup (as fully set out in Appendix C).

As indicated above the Ashghal document focuses only on the accommodation welfare standards and therefore explores this area in greater detail than the other standards set out herein.

Overall from the research conducted it can be concluded that the QFMS and the SCWWS are more comprehensive than the Ashghal standards. They certainly provide more detail and currently provide the best migrant welfare standards available in Qatar.

Set out below is a comparison table of the QFMS, SCWWS and the Ashghal standards.

*APLL means "as per labour law". Such areas are not addressed by the applicable standards and the position is set out in the Labour Law (as defined below).

Overlap of topics between the QFMS and SCWWS documents

Overlying topics	Topics discussed in detail	Company name		
		QFMS	SCWWS	Ashghal
Tendering process	Welfare adherence plan	Yes	Yes	Yes
	Tendering process	Yes	Yes	Yes
	Tenderer commitment statement	Yes	Yes	No
	Workers' welfare RFP requirements	No	Yes	No
Contracting	Contractor process	No	Yes	No
Recruitment standards	Ethical recruitment	Yes	Yes	No
	Recruitment agencies	Yes	Yes	No
	Contract with the recruitment agency	Yes	Yes	No
	Action against unscrupulous recruitment agencies	Yes	Yes	No
	Recruitment, Processing and Placement Fees	Yes	Yes	No
	Informed Consent to Employment	Yes	Yes	No
Employment standards	Employment contract	Yes	Yes	No
	Employment requirements	Yes	Yes	No
	Induction of Workers	Yes	Yes	Yes
	Personal documents	Yes	Yes	No
	Equal and Humane Treatment	Yes	Yes	No

Overlying topics	Topics discussed in detail	Company name		
		QFMS	SCWWS	Ashghal
Termination of Employment Contract	Wages	Yes	Yes APLL	No
	Monetary penalties	Yes	Yes APLL	No
	Working hours	Yes	Yes	No
	Leave	Yes	Yes APLL	No
	Termination of Employment Contract	Yes	Yes	No
	Repatriation	Yes	Yes	No
	End of Service	Yes	Yes	No
	Medical insurance	Yes	Yes	No
	Counseling services	Yes	Yes	No
	Skills training	Yes	Yes	No
Accommodation	Induction to the accommodation	Yes	Yes	Yes
	Spatial hierarchy	Yes	No	No
	Accommodation standards	Yes	Yes	Yes
	Building requirements	Yes	Yes	Yes
	Notice board	No	Yes	No
	Infrastructure requirements	Yes	Yes	Yes
	Fire safety requirements	Yes	Yes	Yes
	Bedroom requirements	Yes	Yes	Yes
	Toilet/showering facility requirements	Yes	Yes	Yes
	Communal TV and Social Room	Yes	Yes	Yes
	Sport and Recreational Facilities	Yes	Yes	Yes
	Communication and Internet Access	Yes	Yes	Yes

Overlying topics	Topics discussed in detail	Company name		
		QFMS	SCWWS	Ashghal
Overlying topics	Sewage	Yes	Yes	Yes
	Kitchen	Yes	Yes	Yes
	Mess halls	Yes	Yes	Yes
	Police, ambulance & Fire station	Yes	No	No
	Prayer room	Yes	Yes	Yes
	Post office	No	No	No
	Medical care facilities	Yes	Yes	Yes
	Refuse area	Yes	Yes	Yes
	Cleaning of accommodation	Yes	Yes	Yes
	Drinking water in accommodation	No	Yes	Yes
	Laundry	Yes	Yes	Yes
	Retail space	Yes	Yes	Yes
	Offices for Facilities Management & Maintenance Staff	Yes	Yes	Yes
	Security	No	Yes	Yes
	Police	Yes	No	No
Accommodation - planning standards	Planning standards	Yes	No (<i>in accordance with general planning standards</i>)	Yes
	Density	Yes	No	Yes
	Coverage	Yes	No	Yes
	Landscape	Yes	No	Yes
	Heights	Yes	No	Yes
	Setbacks	Yes	No	Yes
	Parking & servicing	Yes	No	Yes
	Recreational space	Yes	No	Yes
	Land use	Yes	No	Yes

Overlying topics	Topics discussed in detail	Company name		
		QFMS	SCWWS	Ashghal
Food Standards	Food requirements	Yes	Yes	Yes
	Onsite Catering/ kitchen Requirements	No	Yes	Yes
	External catering requirements	Yes	Yes	Yes
	Provision of Food to Construction Sites	No	Yes	No
	Nutrition	Yes	No	Yes
	Food service requirements	Yes	Yes	No
Fire Precautions	General requirements	Yes	Yes	Yes
	Codes, regulations & guidelines	Yes	Yes	Yes
	Certificate of Occupancy	Yes	Yes	Yes
	Maintenance of Buildings & Property	Yes	Yes	Yes
	Site Layout and Building Design	Yes	Yes	Yes
	Life safety during fire	Yes	Yes	Yes
	Fire alarm systems requirements	Yes	Yes	Yes
	Fire extinguishers	Yes	Yes	Yes
	Hose reels & hydrants	Yes	Yes	Yes
	Evacuation & Means of Escape	Yes	Yes	Yes
	Separation	Yes	Yes	Yes

Overlying topics	Topics discussed in detail	Company name		
		QFMS	SCWWS	Ashghal
Transportation	General	Yes	Yes	Yes
	Vehicle specification	Yes	Yes	Yes
	Driver competence	Yes	Yes	Yes
	Traffic management	No	Yes	Yes
	Approach and Internal Roads	No	Yes	Yes
	Bus boarding	No	Yes	Yes
	Pick Up & Drop Off Timings of Delivery Vehicles	No	Yes	Yes
	Control of External Vehicles	No	Yes	Yes
Construction site standards	HSE standards and requirements	Yes	Yes	No
	Health & safety	Yes	Yes	No
	Site welfare	Yes	Yes	No
	General	Yes	Yes	No
	Drinking water	Yes	Yes	No
	Sanitary conveniences	Yes	Yes	No
	Mess areas	Yes	Yes	No
	Drinking water requirements	Yes	Yes	No
	Medical facilities	Yes	Yes	No
	Cleaning of sanitary and mess facilities at the construction site	Yes	Yes	No
Reporting	Notice board	No	Yes	No
	Monthly reporting	No	Yes	Yes
Auditing	Inspection item	No	Yes	No
	Contractor self-audit checklist	Yes	Yes	No
	Welfare audit process	Yes	Yes	No

Overlying topics	Topics discussed in detail	Company name		
		QFMS	SCWWS	Ashghal
Additional sections	Volunteer support network	Yes	No	No
	HSSE	Yes	Yes	No
	Workers welfare forum	No	Yes	Yes
	Program welfare forum	No	Yes	No
	Records and Access	No	Yes	No
	Hotlines internal and external	No	Yes	No
	Compliance & enforcement	No	Yes	No
	HR for accommodation and site welfare	Yes	Yes	No
	Sample pay slip	No	Yes	No
	Sample new starter checklist	No	Yes	No
	Sample of monthly reporting	No	Yes	No
	Sample of the inspection items	No	Yes	No
	Sample Self checklist	No	Yes	No

Qatar Labour Law

The employment relationship in Qatar is principally governed by the provisions of Law No. 14 of 2004, as amended (Labour Law), adopted 19 May 2004. Various Ministerial Resolutions and Decisions have also been issued to complement the Labour Law. These include:

- The Ministerial Decision No. 5 of 2005 concerning the regulation of the work of Conciliation and Arbitration Committees in the settlement of collective disputes.
- Ministerial Resolution No. 6 of 2005 regulates shift work.
- Ministerial Decision No. 7 of 2005 concerning the form of the penalties list
- Ministerial Decision No. 8 of 2005 regulates the recruitment of expatriate employees from outside Qatar and specifically states that employees may not be charged for recruitment expenses, fees or other costs.
- Ministerial Decision No. 9 of 2005 concerning the disposal of the proceeds from the penalties imposed on workers.
- Ministerial Decision No. 10 of 2005 concerning the types of work where work can be carried out without intervals for rest.
- Minister of Civil Service Affairs and Housing Decree No. 11/2005 regarding occupations that are exempted from provisions regulating limited working hours. Came into effect 30 August 2005.
- Ministerial Resolution No. 12 of 2005 sets out the areas which at that time were designated "remote" and where appropriate means of transport, accommodation, portable water, food or the means to obtain food and medical provisions must be made available to employees.
- Ministerial Decision No. 13 2005 concerning the regulation of activities and procedures of labour inspection.
- Ministerial Decision No. of 15 2005 on the Works Minors Are Prohibited from Carrying Out.
- Ministerial Decision No. of 16 2005 on the regulation of the medical care for workers in establishments.
- Ministerial Decision No. 17 of 2005 sets out in detail the requirements for employees accommodation, including the area to which each employee should have access, bedding allocation, the number of employees who may share a bathroom, utilities and rubbish disposal.
- Decree No. 18/2005 governing the gathering of data about occupational injuries and illnesses.
- Minister of Civil Service Affairs and Housing Decree No. 19/2005, which obligates employers to conduct free and regular medical examinations of workers.

- Minister of Civil Service Affairs and Housing Decree No. 20/2005 regarding workplace safety and occupational hazards.
- Law No. 15 of 2011 on Combating Trafficking in Persons.
- Law No. 1 of 2014, which spells out regulations concerning nursery schools.
- Law No. 3 of 2014 amending some provisions concerning fees and expanding the definition of entities that are excluded from the cover of the Labour Law. Came into effect 4 February 2014 and published in the Official Gazette on 16 February 2014.
- Law No. 5 of 2014 about the National Service (which pertains only to Qatari nationals.)
- Ministerial Order No. 18 of 2014, which sets the conditions for adequate housing for workers in Qatar.
- Law No. 1 of 2015 clarifying compensation and the enforcement of due wages. Came into effect 18 February 2015 and published in the Official Gazette 2 April 2014.
- Law No. 21 of 2015 detailing the regulations on the Entry, Exit, and Residency of Foreign Nationals. Came into effect 13 December 2016.

Qatar did not have any regulations regarding the domestic workers rights however on August 22, 2017 an Emiri Decree was issued which sought to better regulate the domestic work scene in Qatar. Law No. 15 of 2017 has certain provisions that are beneficial to domestic workers who are employed in various capacities in households such as driver, educator, cook, gardener and the like. Other points the Qatar Labour Law focuses on are as follows:

1. Vocational Training
2. Regulation of The Employment of Workers
3. The Individual Labour Relationships
4. The Disciplinary Power of The Employer
5. Wages
6. Regulation of The Working Hours and Leave
7. Employment of Juveniles
8. Employment of Women
9. Safety, Vocational Health and Social Care
10. Work Injuries and Compensation Thereof
11. Workers Organizations
12. Workers Organizations
13. Joint Committees, Negotiation and Collective Agreements.
14. Collective Disputes
15. Inspection of Work
16. Penalties

Comparison of Qatar Labour Law to the other available Qatar Welfare Standards.

Overlying topics	Topics discussed in detail	Company name			
		QFMS	SCWWS	Ashghal	Qatar Labour Law
Recruitment Standards	Ethical Recruitment	Yes	Yes	No	No (not expressly stated)
	Recruitment Agencies	Yes	Yes	No	Yes
	Contract with the recruitment agency	Yes	Yes	No	Yes
	Action Against Unscrupulous Recruitment Agencies	Yes	Yes	No	Yes
	Recruitment, Processing and Placement Fees	Yes	Yes	No	Yes
	Informed Consent to Employment	Yes	Yes	No	Yes
Employment Standards	Employment Contract	Yes	Yes	No	Yes
	Employment Requirements	Yes	Yes	No	Yes
	Induction of Workers	Yes	Yes	Yes	No
	Personal Documents	Yes	Yes	No	Yes
	Equal and Humane Treatment	Yes	Yes	No	No (not expressly stated)
	Wages	Yes	Yes APLL	No	Yes
	Monetary Penalties	Yes	APLL	No	Yes
	Working Hours	Yes	Yes	No	Yes
	Leave	Yes	APLL	No	Yes
	Termination of Employment Contract	Yes	Yes	No	Yes
	Repatriation	Yes	Yes	No	Yes
	End of Service	Yes	Yes	No	Yes
	Medical Insurance	Yes	Yes	No	No

Overlying topics	Topics discussed in detail	Company name			
		QFMS	SCWWS	Ashghal	Qatar Labour Law
	Counseling Services	Yes	Yes	No	No
	Skills Training	Yes	Yes	No	Yes
Additional sections	General	Yes	Yes	Yes	Yes
	Worker's Welfare Forum	No	Yes	Yes	Yes (workers committee may be formed subject to restrictions)
	Compliance & Enforcement	No	Yes	No	Yes

All laws and decrees are issued in Arabic, official English language translations are not available and only the Arabic text prevails. A comparison of other decrees pertaining to other topics of Qatar standards are not available/have not been undertaken.

Appendix A

Appendix A: SCWWS Traffic Management

2.1 Planning and Design

2.1.1 The traffic management system at the Accommodation Site shall have professional design input including but not limited to access roads, traffic control devices, traffic calming devices, parking bays, entry and exit to and from the facility, control of incoming and outgoing vehicles, bus parking bays, pedestrian walk ways and direction of vehicle movement.

2.1.2 Traffic management shall cover issues like movement of traffic within the accommodation premises, transportation of Workers, safe pedestrian movement within the accommodation and movement of pick up and drop off situations of accommodation delivery vehicles and safe boarding and disembarking.

2.2 Approach and Internal Roads

2.2.1 Speed control measures shall be established within the Accommodation Site to limit speed to 25km/ph, such as by installing speed humps 100 meters away from the main gate in all directions of the approach roads and intermittent speed humps at 100meter intervals.

2.2.2 The design of the road shall avoid blind/sharp corners reducing visibility from opposite directions.

2.2.3 The width of a single lane is to be kept at 3.5m and the curve radius shall not be less than 12 meters. Sufficient illumination shall be provided in traffic zones.

2.3 Traffic Control Devices

2.3.1 Sufficient traffic warning signage (warning, prohibition and mandatory), according to the type of road and hazards shall be displayed and maintained.

2.3.2 Clear lane markings shall be provided to indicate the direction of traffic and edge markings. Centre lines shall be marked with a solid yellow to curtail overtaking on these roads

2.4 Entry and Exit of Vehicles to and from the Accommodation Site

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

2.5 Bus Boarding Bays

2.5.1 Adequate bus boarding bays shall be established in proportion to the size of the Accommodation Site. The buses shall be parked in the boarding bays and once boarded, the bus shall move out to an exit gate and the next bus shall be brought out from the external parking area to the boarding bay.

2.5.2 Movement of buses shall be co-ordinated by the Accommodation Site security staff stationed in the boarding bay and the external parking area through a walkie-talkie.

2.5.3 At the exit gate, security staff shall check the bus to ensure that it is seated to its capacity and not overloaded and that all passengers are properly wearing the seatbelts provided. A time out register with the vehicle numbers shall be maintained at the gate.

2.6 Design of the Boarding Bays

2.6.1 The boarding bay shall be established in such a place that the need to cross the access road is minimized as far as reasonably possible.

2.6.2 Bollards/railings are to be installed between the vehicles and the waiting queue area.

2.6.3 The size of each boarding bay shall be 20 meters including 5 meters each for the incoming and outgoing tapers.

2.7 Pedestrian Walkway

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

2.7.2 Road crossing areas shall include well marked zebra crossings with dropped kerb stones, combined with speed humps to reduce the risk of speeding vehicles at pedestrian cross over points.

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

2.8 Pick Up & Drop Off Timings of Vehicles

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

2.9 Control of External Vehicles

2.9.1 Movements of external vehicles inside the facility, like water tankers and waste removal tankers are to be instructed and monitored by the security staff.

2.9.2 In the absence of a vehicles reverse alarm, reversing and turning shall only be carried out with the help of a signalman.

2.10 Other Traffic Management Issues

2.10.1 A Traffic Management Policy shall be in place for each Accommodation Site and this shall be reviewed regularly.

2.10.2 Periodical defensive driving training shall be given to the drivers to improve safe driving and adherence to traffic rules and regulations.

2.10.3 A safe driving policy shall be in place to promote safe driving behaviors and include monitoring and reward of good and bad driving habits.

Appendix B

Appendix B: QFMS Planning Standards

13.3.1 Density

- 13.3.1.1 Maximum density = 500 persons per hectare (*g,i)
- 13.3.1.2 Minimum lot area per person = 20 sq.m. (*g,i)

13.3.2 Coverage

- 13.3.2.1 Maximum building footprint coverage = 40% (*g,i)

13.3.3 Landscape

- 13.3.3.1 Minimum landscape area = 30% total site area (inclusive of hardscape and softscape). (*g,i)
- 13.3.3.2 Minimum 15% of total site area to be softscape. (*g,i)
- 13.3.3.3 Gravel is not accepted as a hardscape material for walkways, public open space or circulation spaces.
- 13.3.3.4 Each residential cluster shall have a dedicated shaded landscaped outdoor space of 1.5 m² per person. (*g,i)

13.3.4 Heights

- 13.3.4.1 Minimum G+1 (*g,i)
- 13.3.4.2 No maximum - subject to Civil Defence approval of construction system fire rating. (*e)
- 13.3.4.3 If a building is greater than three storeys in height, elevators must be provided. Elevator design should conform to ASME A17.1 and NFPA, and its number and capacity should be determined by international best practice guidelines.

13.3.5 Setbacks

13.3.5.1 6 m from boundary to residential buildings (*a,b,e)

13.3.5.2 10 m from boundary to service/utilities buildings (*a,b,e)

13.3.5.3 10 m from boundary to any street (*a,b,e)

13.3.5.4 15 m minimum between residential buildings and service/utilities buildings (*a,b,e)

13.3.6 Parking & Servicing

13.3.6.1 There shall be a dedicated on-site staging area for 25% of the total Community bus requirement which shall be located on the perimeter of the site and situated so as to minimise walking distance for Workers (*d)

13.3.6.2 Controlled access for all service vehicles (*d)

13.3.6.3 Service roads within the site must be screened/fenced where adjacent to Living Units (*a,b,e)

13.3.7 Recreational Space

A minimum of one multi-purpose sports field shall be provided for each community of 1000 Workers. (*g,i)

13.3.8 Land Use

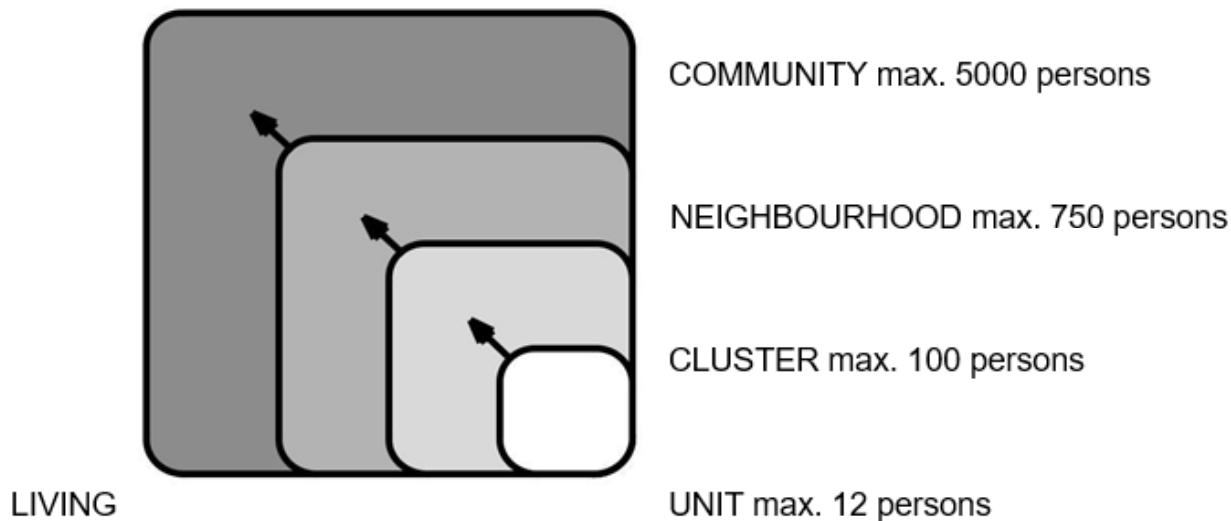
The only uses permitted within an accommodation facility for Workers are those specified in Articles 13 and 14 of these Standards.

Appendix C

Appendix C: QFMS Community Planning Standards

13.2.2.1 The Community Planning Standards embody key spatial and organizational elements found in all organic urban settlements regardless of culture, ethnicity, climate or topography. The design of accommodation facilities for Workers shall be based on the traditional town concept and shall include spatial hierarchy to enrich the living experience of the Workers and promote a strong sense of community.

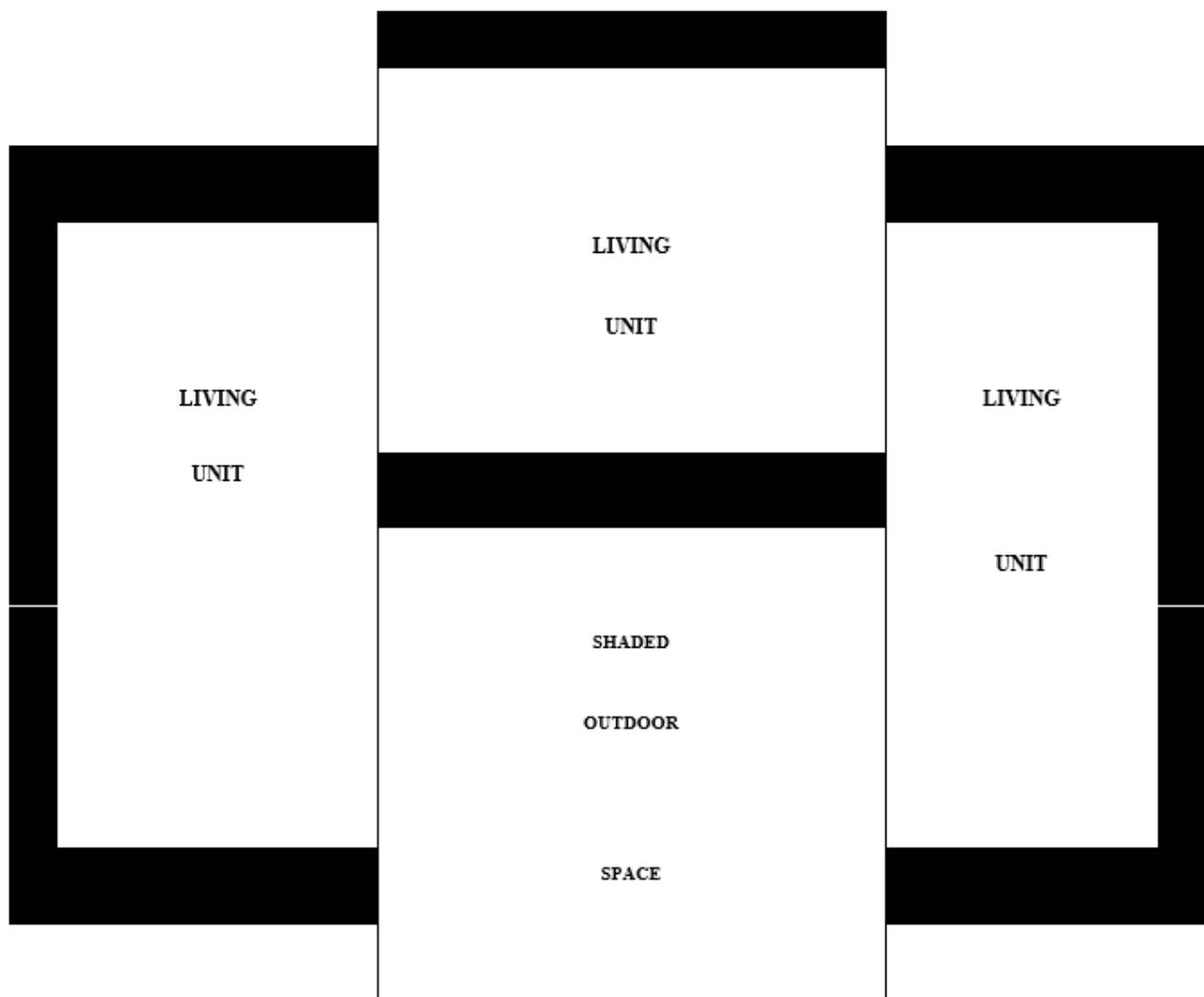
13.2.2.2 The spatial hierarchy in the Community includes the following components



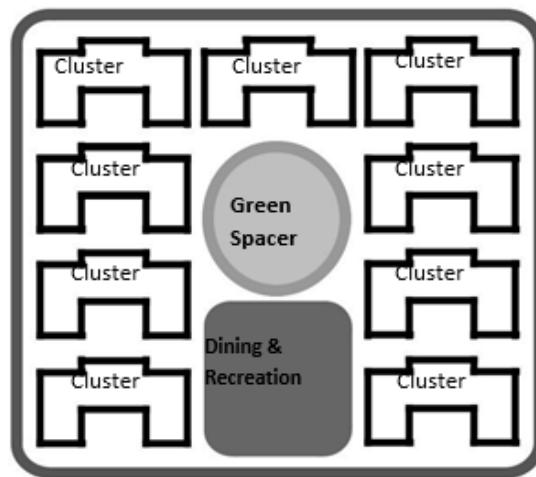
A. Living Unit is a self-contained compartment consisting of sleeping rooms, a bathing/toilet room and social room to accommodate a maximum of 12 Workers. Standards for Living Units are defined in Accommodation - Building Design Standards 14.2.



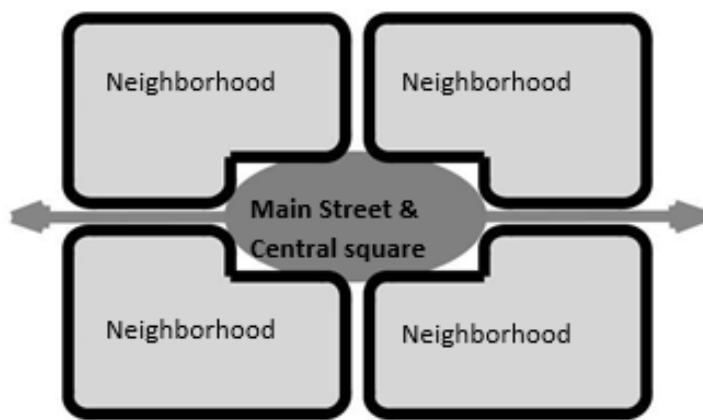
A Cluster is a building component comprised of Living Units, accommodating a maximum of 100 Workers and having its own shaded, landscaped outdoor social space.



Neighbourhood is a public landscaped open space composed of multiple Clusters, planned around dining and recreational activities, and accommodating a maximum of 750 Workers.



A Community is composed of multiple Neighbourhoods organized around a town centre, central square and/or main street that contains commercial, social, recreational and service uses and does not exceed 5000 Workers.



13.2.2.3 Alternative concepts for the Community design can be considered and will be deemed acceptable subject to QF review and approval as long as the intent of the Community Planning Standards stated above is met.