

CHECKLIST FOR EMPLOYERS IN QATAR



How to choose a good recruitment agency/cleaning services company and ensure decent work

Employer | Head of the household requiring services of domestic worker

Agency | Either the recruitment agency placing domestic workers, or the cleaning company that provides part-time services

Employee | Domestic worker either sponsored by the Employer, or by the cleaning services company

Before you proceed with the checklist, assess your requirement:

- House cleaning Laundry Baby sitting of school going children Elderly care
- Newborn care Cook Driver Gardener/Housekeeper (Bawwab or Hares)

02 (a)

SECTION II

Choosing a Recruitment Agency (for live-in)

- The Recruitment Agency is not blacklisted in Qatar or in any other country
- The Recruitment Agency is licensed to recruit from the country the domestic worker hails from (based on the visa approved for you)
- Charging recruitment fees from the employee, either in the origin or destination country is illegal as per Qatari laws, and classifies as extortion, bribery, and corruption
- The Recruitment Agency (or its partners in countries of origin) does not charge the worker any fees
- The Recruitment Agency (or its partners in countries of origin) is willing to share all the documentation with you in regards to the recruitment of the worker (contract, terms and conditions, etc.)
- The Recruitment Agency has not been involved in any legal action for the past two years, both in Qatar or in the country of origin.
- The Recruitment Agency is following formal and legal recruitment procedure in the home country

Has the Recruitment Agent provided you with the standard employment contract as approved by the Ministry of Administrative Development, Labour and Social Affairs. (This template should include provisions for health and safety, adequate number of vacation days, repatriation conditions, ticket to their home country, medical care)

02 (b)

Has the Recruitment Agency fulfilled its responsibility?

Before you Finalise Employment Relationship

The Recruitment Agency is willing to be transparent in regards to all concerns pertaining to workers' welfare during recruitment process, which will include pre-departure training in country of origin

Once the Recruitment Agent shortlists workers, you are able to conduct a telephone interview, before finalising candidate and signing contract

You, as Employer, have ensured that the salary and the benefits provided to the Employee are independent of the worker's nationality, religion, caste, and gender

02 (c)

Once contracted worker starts his/her employment, you ensure:

Your Responsibilities

Timely payment of wages

Salary as per the contract, without deductions

Salary is paid directly to the worker, and not the Recruitment Agent

No contract substitution has occurred. What the worker was promised before arrival is what he or she receives on arrival

The contract signed with the worker was in the worker's language as well.

Working hours are compliant with Qatar Domestic Worker's law (Not more than 10 hours a day with a weekly off day of 24 continuous hours)

Living conditions are in compliance with Qatar's Domestic Workers Law

03 (a)

SECTION III

Choosing a Cleaning Company

Checklist for hiring live-out, part-time workers (usually through a cleaning company)

The Cleaning Company is not blacklisted in Qatar or in any other country

The Cleaning Company is licensed to recruit from the country the worker hails from

The Cleaning Company (or its partners in countries of origin) does not charge the worker any recruitment fees

The Cleaning Company (or its partners in countries of origin) is willing to share all the documentation with you in regards to the recruitment of the worker (contract, terms and conditions, etc.)

03 (a)

Choosing a Temporary Recruitment Company

- | | |
|--|--------------------------|
| The Cleaning Company abides by the Qatar Labour Law. | <input type="checkbox"/> |
| The Cleaning Company is not involved in any legal action for the past two years in Qatar or in the country of origin. | <input type="checkbox"/> |
| The workers employed by the Cleaning Company are covered by the Qatar Labour Law, and NOT the Domestic Worker's law. | <input type="checkbox"/> |
| The cost of recruitment cannot be passed on to the employee, and has to be paid by the employer, in this case the Cleaning Company. | <input type="checkbox"/> |
| Workers deployed by the Cleaning Company are only permitted to provide cleaning services, and not other domestic work services such as cooking, child care and elderly care. | <input type="checkbox"/> |

03 (b)

Employment

While Using Services

- | | |
|--|--------------------------|
| If female workers are employed, are they subject to discriminatory terms that restricts their mobility and freedom by the Cleaning Company? You may verify this by asking workers if they are allowed to go out of their accommodation on their day off. | <input type="checkbox"/> |
| You ensure the workers are housed in decent, healthy and hygienic conditions. You may verify this by asking the worker how many share a room and bathroom, do they have health cards, how do they go to the hospital when ill? | <input type="checkbox"/> |
| When workers raise complaints of non-payment of salary /over time payment or excessive work, you raise these issues with the Cleaning Company | <input type="checkbox"/> |
| The worker is in the possession of his/her passport, Qatar ID, ATM card, health card | <input type="checkbox"/> |
| The worker is paid monthly through the Wage Protection System | <input type="checkbox"/> |
| The worker is provided with all the protective gear required to carry out cleaning services | <input type="checkbox"/> |

Sources

- ¹ While there is no publicly available list of blacklisted companies, one way of checking is through embassy of the country from which you are hiring. Additionally, you may ask for the current valid CR number from the agency.
- ² This has to be a direct question addressed to the agent, and during the phone call before recruitment, to the worker.
- ³ The cost of recruitment cannot be passed on to the employee, and has to be paid by the employer.
- ⁴ Are you aware that charging recruitment fees from the employee, either in the origin or destination country is illegal as per Qatari laws, and classifies as extortion, bribery, and corruption.
- ⁵ Under the Wage Protection System workers' salaries must be transferred to the worker's bank account by the company.

MIGRANT-RIGHTS.ORG

Developed by: PROJECT BRIDGES | MIGRANT-RIGHTS.ORG