**Questions for construction companies regarding working conditions in Qatar/UAE**

*Note: Question 11 provides the company with the opportunity to describe challenges confronted in the areas covered by the preceding questions.*

Where possible, please attach or provide a hyperlink to the policies and standards you refer to in your answers.

1. **Social responsibility or human rights policy:** Does your company have a publicly-available commitment to human rights or to social responsibility? If so please share the link.
2. **Scope of operations:** Please describe the nature and scope of your company’s operations in Qatar/UAE, including reference to current projects and business partners (herein ‘business partners’ inclusive of sub-contractors, suppliers, and joint ventures).
3. **Sub-contracting:** How many workers do you hire directly and how many are hired by sub-contractors?
4. **Health and safety:**

In direct operations and in contracts with business partners:

1. What is your company’s approach to ensuring workers’ health & safety in Qatar/UAE?
2. Have you established occupational health and safety committees, and if so, do these have worker participation?
3. How many accidents and fatalities have taken place on site in the last two years?
4. What measures do you have in place to protect workers from high temperatures during the summer months? How do you communicate these measures to the workers?
5. **Conditions of *employment*:** Please describe your company’s policies and practice on each of the items listed below.

*Where applicable, please include information on how you monitor and enforce these policies in direct operations and in contracts with business partners.*

1. Contracts - ensuring they are in a language the worker understands and are not modified upon the worker’s arrival in Qatar/UAE
2. Full and timely payment of wages, including issuing of bank cards for workers
3. Issuing ID and health cards for workers
4. Ensuring adequate worker accommodation
5. Passport retention - ensuring workers can store passports in a safe place and have access
6. Allowing workers to transfer employers within the country
7. Issuing of exit permits for workers who wish to leave the country
8. **Recruitment agencies:**
9. What process does your company employ to recruit migrant workers?
10. Which recruitment agencies does your company regularly work with to hire workers? *Please list names and contact details of the recruitment agencies*.
11. Does your company take steps to ensure that the recruiting agencies it deals with do not charge recruiting or placement fees? If workers have been charged fees, does the company compensate them for this expense on arrival in their position?
12. Does your company require business partners to comply with the above recruitment procedures?
13. **Grievance/remedy:**
14. Does your company have a grievance mechanism that is accessible to workers employed by you or working indirectly for you via business partners, in their own language?
15. How do you ensure that workers are aware of its existence?
16. How do you ensure that workers do not face retaliation from supervisors or others for raising grievances?
17. What processes do you have in place to address and remedy grievances?
18. **Freedom of association:**
19. Does your company have organizational-level policies and procedures in place on freedom of association for workers?
20. How does your company implement such policies in a context where local law restricts the ability of migrant workers to form or join trade unions, such as in Qatar/UAE?
21. **Public engagement:**
22. Who in your leadership is responsible for ensuring compliance with policies and procedures related to human rights in Qatar/UAE?
23. Who should be contacted if workers or civil society groups have questions or concerns about your company’s Qatar/UAE operations?  Please provide contact information.
24. **Engagement with national government:**
25. How does the company work with the national government to improve enforcement of the labour law in areas such as passport and fee retention?
26. Has your company engaged with the national government about elements of the “kafala” sponsorship system that restrict workers’ ability to change jobs or leave the country?
27. **Challenges:** Please describe any challenges your company is encountering in the areas described above.

**Further information and guidance:**

[OECD Guidelines for Multinational Enterprises](http://www.oecd.org/corporate/mne/)

[UN Guiding Principles on Business and Human Rights](http://business-humanrights.org/en/un-guiding-principles)