



Governing Body

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THIRTEENTH ITEM ON THE AGENDA

Complaint concerning non-observance by Qatar of the Forced Labour Convention, 1930 (No. 29), and the Labour Inspection Convention, 1947 (No. 81), made by delegates to the 103rd Session (2014) of the International Labour Conference under article 26 of the ILO Constitution

1. At its 329th Session of March 2017, recalling the decisions adopted at its 325th Session (November 2015) and 328th Session (November 2016), and noting the recent measures taken by the Government to implement Law No. 21 of 2015 relating to the entry, exit and residence of migrant workers as well as to further follow-up on the high-level tripartite delegation's assessment, the Governing Body decided to:
 - (a) request the Government of Qatar to continue to provide information to the Governing Body at its 331st Session (November 2017) on further measures to effectively implement Law No. 21 of 2015 relating to the entry, exit and residence of migrant workers; and to further follow-up on the high-level tripartite delegation's assessment;
 - (b) request the Government of Qatar to provide information to the Governing Body at its 331st Session (November 2017) on measures taken to effectively implement Law No. 1 of 4 January 2017 relating to the entry, exit and residence of migrant workers, the Law on Domestic Workers of 8 February 2017 as well as the Law establishing Workers' Dispute Resolution Committees of 19 October 2016 upon their entry into force, and to provide official copies of these three laws to the Committee of Experts on the Application of Conventions and Recommendations at its forthcoming session (22 November–9 December 2017);
 - (c) request the Government of Qatar to continue engaging with the ILO in the elaboration of a technical cooperation programme to support an integrated approach to the annulment of the sponsorship system, the improvement of labour inspection and occupational safety and health systems, and giving a voice to workers, and to provide information on such a programme to the Governing Body at its 331st Session (November 2017) for its consideration;

- (d) defer further consideration on the appointment of a Commission of Inquiry until its 331st Session (November 2017).
2. By a letter dated 4 April 2017, the Government was invited by the Office to report on action taken in respect of the matters raised in paragraphs (a), (b) and (c) above. The Government's reply was received in a communication dated 2 October 2017 and a summary thereof is contained in Appendix I. The Government sent to the Office official copies of Law No. 1 of 4 January 2017 relating to the entry, exit and residence of migrant workers, Law establishing Workers' Dispute Resolution Committees of 16 August 2017, as well as the Law on Domestic Workers of 22 August 2017 which are reflected in Appendices II, III and IV, respectively. The Government also provides a copy of a model contract for domestic workers which is contained in Appendix V.
 3. The Government of Qatar continued its discussions with the ILO on the development of a programme of technical cooperation to support an integrated approach to the annulment of the sponsorship system, the improvement of labour inspection and occupational safety and health systems, and giving a voice to workers. Three rounds of discussions took place between July and October 2017 and resulted in the finalization of a three-year programme of technical cooperation. The Office facilitated also two meetings between the Secretary General of the ITUC and the Minister and key officials of the Ministry of Administrative Development, Labour and Social Affairs.
 4. Through this technical cooperation programme, the Government of Qatar expressed a commitment to align its laws and practices with international labour standards and fundamental principles and rights at work, including by implementing related comments of the ILO supervisory bodies. The programme will support the implementation of numerous measures to address passport confiscation, contract substitution, as well as restrictions on migrant workers' ability to change employer and exit the country. Restrictions on migrant workers' ability to exit the country subsequent to a reasonable notice period will be removed. The Wage Protection System (WPS) will continue to be improved to ensure that workers' wages are paid on time and that wage arrears are systematically settled. In addition, the Government of Qatar has announced its intention to introduce a minimum wage rate applicable to all workers without any distinction. As part of its efforts to implement a contractual system to replace the *kafala* system, the Government of Qatar expressed its commitment to undertake the renewal of residence permits directly with migrant workers. The Labour Dispute Resolution Committees, established by Law No. 13 of 2017, will be operationalized to offer effective and timely remedies to workers' grievances. The ILO will support migrant workers in submitting complaints to the national mechanisms with a view to ensuring speedy and fair treatment and absence of retaliation. Joint committees will also be established. The ILO technical cooperation programme will report annually to the Governing Body at its November session. Detailed information on this programme of technical cooperation is provided in the summary of the Government's report in Appendix I.

Draft decision

5. *At its 331st Session of November 2017, recalling the decisions adopted at its 329th Session (March 2017), and commending (i) the measures taken by the Government to effectively implement Law No. 21 of 2015 relating to the entry, exit and residence of migrant workers and to follow up on the high-level visit assessment, (ii) the official transmission of Law No. 15 of 22 August 2017 on Domestic Workers and of the Law establishing Workers' Dispute Resolution Committees of 16 August 2017, (iii) the information provided on the technical*

cooperation programme between the Government of Qatar and the ILO(2018–20), the Governing Body may wish to:

- (a) support the agreed technical cooperation programme and its implementation modalities between the Government of Qatar and the ILO; and*
- (b) decide to close the complaint procedure under article 26.*

Appendix I

Information submitted by the Government

1. In a communication dated 2 October 2017, the Government provides information on: (I) new legislative developments; (II) the effective application of Law No. 21 of 2015 relating to the entry, exit and residence of migrant workers; (III) further measures taken to follow-up on the assessment of the high-level tripartite delegation; and (IV) the measures taken to engage in a technical cooperation agreement with the ILO.

I. New legislative developments

A. ***Law No. 13 of 2017 which amends several provisions of the Labour Code promulgated by virtue of Law No. 14 of 2004 and the Civil and Commercial Proceedings Law***

2. The Government states that Law No. 13 of 2017 which amends several provisions of the Labour Code and the Civil and Commercial Proceedings Law was issued on 16 August 2017 and published in the *Official Gazette* No. 9 on 12 September 2017. The Law obliges both a worker and an employer, if a dispute arises between them relating to the application of the law or the employment contract, to submit the dispute first to the competent department at the Ministry, which consequently takes the necessary measures to settle the dispute amicably. If the parties to the dispute accept the outcome of the settlement, the agreed settlement will be evidenced in a report which has executory force. If the dispute is not settled or if the worker or employer refuses the settlement provided by the competent department, the dispute shall be referred to a committee which is specialized in settling workers' disputes.
3. The Government indicates that the legislator has provided for the establishment of one or more committees at the Ministry of Administrative Development, Labour and Social Affairs called the Workers' Dispute Resolution Committees, chaired by a judge from a court of first instance, selected by the Supreme Judiciary Council, and composed of two members nominated by the Minister, provided that one of the members shall be an experienced accountant. It will decide within a period not exceeding three weeks on all disputes resulting from the provisions of the Labour Code or the employment contract, referred by the competent department at the Ministry to the Committee, if its mediation did not result in an amicable settlement. The Law authorizes stakeholders to appeal against any final decision taken by the Committee before the competent court within a month of the Committee's decision. The abovementioned Law also specifies that the courts shall continue to decide on lawsuits referred to them before the Law's entry into force.
4. To implement the provisions of the abovementioned law, the draft decision relating to the rules and specific procedures to be followed before the Workers' Dispute Resolution Committees was adopted by the Council of Ministers on 20 September 2017 and is now with the Emir for his approval. It includes provisions related to the composition of the Committees and their mandates, the cases in which the competent department refers the dispute arising between an employer and a worker to a Workers' Dispute Resolution Committees, the period during which the competent department refers the dispute to a Committee, the manner of referral and its procedures, appeals made against revoking a decision of sanctions imposed, the duration of the first session for the examination of a dispute, appearance before a Committee, the procedures for the examination of a dispute, and the notification to both parties to the dispute of the procedures and decisions issued by the committee. To expedite

the procedures of the complaints and to facilitate workers' access thereto, the abovementioned draft decision of the Council of Ministers specifies the possibility of notification of the dispute procedures through any registered means of communication, including electronic communication means (fax, email, SMS). It also specifies that the committee shall meet three times a week, its sessions shall be public, and the proceedings shall be held in camera. The committee shall also issue its decisions by a majority vote of its members. Lastly, the draft decision specifies that the committee shall motivate its decision which will be signed by the president and the secretary of the committee.

B. Law No. 15 of 2017 on domestic workers

5. The Government highlights that Law No. 15 of 2017 on domestic workers which was adopted by the Council of Ministers on 8 February 2017, was promulgated on 22 August 2017, within the spirit of the State's commitment to provide legal protection to all categories of workers without discrimination, including domestic workers. The Law prohibits the employment of domestic workers before obtaining a work permit in the country. It also prohibits the employment of domestic workers of both sexes, who are under 18 years or over 60 years of age. The Law has set down a maximum limit for hours of work, which is ten hours a day, during which there will be periods for worship, rest and food. Such periods will not enter into the calculation of the hours of work. A worker shall also be granted paid weekly rest, not less than 24 consecutive hours, and annual holidays of a three-week duration for each year spent in service, sick leave, and an end-of-service bonus. A domestic worker shall undergo a paid probationary period. A draft ministerial decision was prepared, which relates to determining the duration and rules of the probationary period for domestic workers, and it was approved by the Council of Ministers on 20 September 2017. Under Chapter 11bis of the abovementioned Labour Code, the legislator specifies that disputes arising between an employer and a worker shall be referred to a Workers' Dispute Resolution Committee.
6. The Ministry of Administrative Development, Labour and Social Affairs has prepared a model contract for domestic workers, a copy of which it has annexed to its report. This model contract was distributed to employers, to recruitment agencies and to the embassies of the labour-sending countries of domestic workers. Moreover, the Ministry has organized several symposia and events to raise awareness of the new law and its provisions.

II. Effective application of Law No. 21 of 2015 relating to the entry, exit and residence of migrant workers, as amended by Law No. 1 of 4 January 2017

A. Impact of the application of Law No. 21 on a worker's right to change employer

7. The Ministry of Administrative Development, Labour and Social Affairs launched an electronic notifications service which is provided to workers in case of a transfer to a new employer, or if he/she wishes to leave the country for good, on its website which is as follows: <http://e-notice.adlsa.gov.qa/Login.aspx?ReturnUrl=%2>. The worker will register on the Ministry's website, using his/her personal number and mobile number, under his/her name. In this manner, he/she can access the electronic notifications form which includes specific data on the worker, occupation, age, and information on his/her employer with whom he/she is currently working. This is set within the integrated electronic linking of databases shared between the Ministry of Administrative Development, Labour and Social Affairs, and the Ministry of Interior. The worker subsequently enters the reason for the notification either by indicating a change of employer, or final departure. Subsequently, the worker will submit a certified copy of the employment contract as well as a copy of a certificate which attests to the amicable end of the contractual relationship with the

employer, or to demonstrate that there was abuse by an employer. It is the Ministry of Administrative Development, Labour and Social Affairs which takes a final decision on the request submitted by a worker.

8. The Government highlights that it has removed the constraints previously imposed on some migrant workers in changing employers. These involved workers who were granted work permits for specific projects. Now, the Government has not imposed any conditions on transferring to another employer and the worker can move to another employer if the provisions of the Labour Code concerning the notification procedure are respected. Moreover, the Government has allocated a location for migrant workers who wish to change their employer in order to follow-up and review the procedures of such a transfer. As previously reported by the Government to the Governing Body, Law No. 1 of 2017 which was promulgated on 4 January 2017 amends certain provisions of Law No. 21 of 2015. According to this amendment, a worker's departure from the country is no longer tied to notifying the competent authority at the Ministry of Interior three days prior to each trip outside the country. Leaving the country for holidays, or for an emergency, or for any other purpose has become a worker's right, after a notification by the worker to the employer, based on the employment contract.
9. The Government points out that the Ministry continues to implement awareness-raising campaigns on the rights of migrant workers through convening direct meetings with workers or through TV and newspapers as well as through social media networks (Facebook and Twitter). Twelve workshops were also held to inform both migrant workers and employers of the rights and obligations specified in the Law. The Government then proceeds to provide statistical information on the cases of transfer to a new employer before and after applying Law No. 21 of 2015, as well as statistics on the departure, both temporary and permanent, of migrant workers from the country.

Statistics on the cases of transfer to a new employer

Table 1. Number of employer transfers, agreed upon in 2016 before the Law's application

Number	Case	Total
1	Number of permanent cases of transfer	582
2	Number of temporary cases of transfer	562
3	Number of cases of transfer without the employer's agreement	1 144

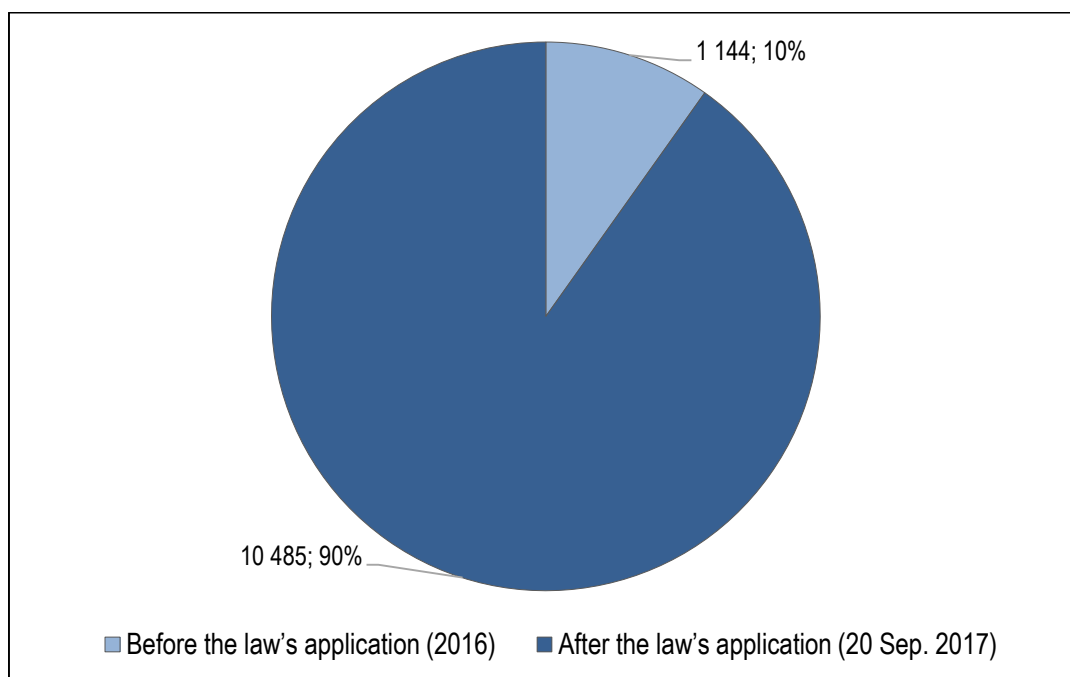
Source: Ministry of Interior.

Table 2. Number of employer transfers, agreed upon from 1 January 2017 to 20 September 2017

Sector	Men	Women	Total
Government	304	24	328
Private	9 138	387	9 525
Personal	384	248	632
Total	9 826	659	10 485

Source: Ministry of Interior.

Figure 1. Graph on the evolution of procedures in employer transfer before and after the Law's application until 20 September 2017

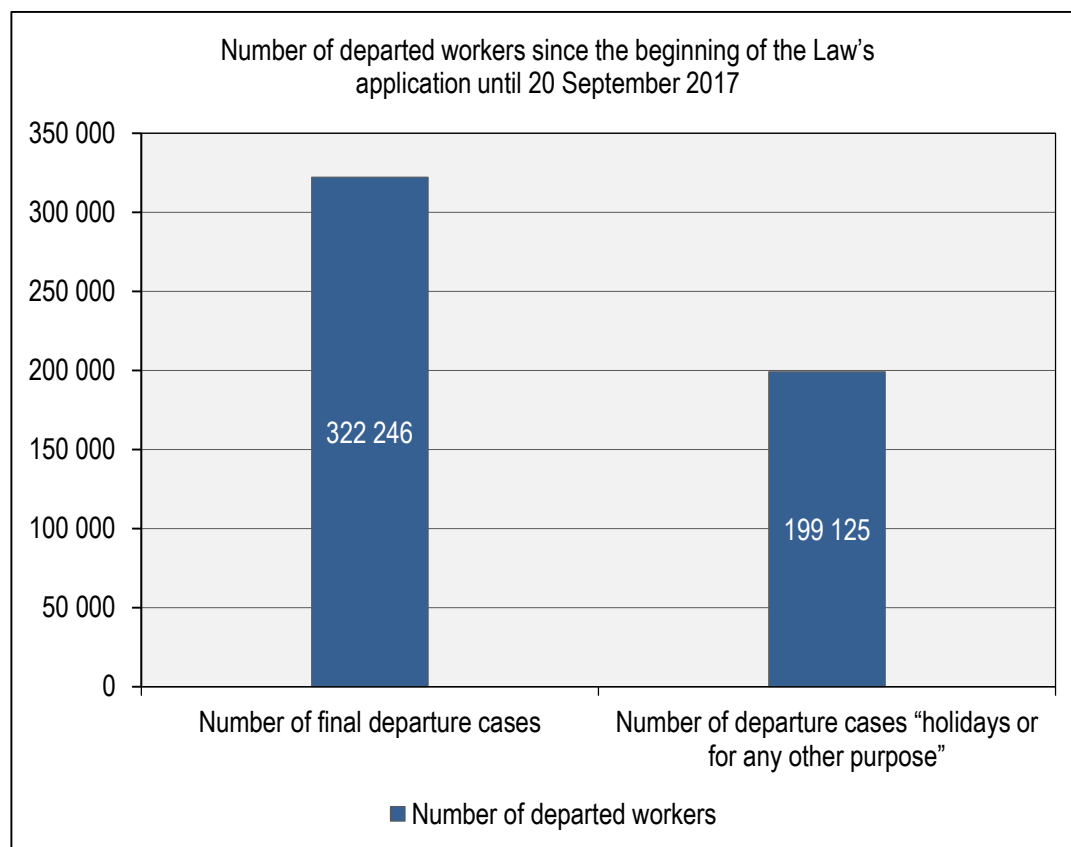


10. In spite of the short duration since the Law's entry into force, up to 20 September 2017, the practice has nevertheless reflected the Government's seriousness and commitment to protecting the rights of migrant workers. Furthermore, the abovementioned percentages are subject to change with the passage of time and as a result of the application of the awareness-raising strategy which aims to inform the largest number of migrant workers about their rights and obligations.

Statistics on the exit of migrant workers since the Law's application until 20 September 2017

Table 3. Cases of exit of migrant workers since the Law's application until 20 September 2017

Number	Type of cases	Total
1	Number of departure cases "holidays or any other purpose"	199 125
2	Number of final departure cases	322 246
3	Total number of requests before the Grievances Committee	2 958

Figure 2. Graph clarifying the outcome of the Law after revoking the exit permit

B. *Grievances Committee on migrant workers' departures*

11. The Government explains that a Grievances Committee on the departure of migrant workers was set up by virtue of Decision No. 51 of 2016 taken by the Minister of Interior. It includes representatives from the Ministry of Interior, who constitute the president and deputy president of the committee; a representative from the Ministry of Administrative Development, Labour and Social Affairs; and a representative from the National Human Rights Committee. This Committee takes the final decision, within three working days, on the grievances concerning the departure of migrant workers' and on a request for departure submitted by a migrant worker in accordance with section 7 of Law No. 21.
12. Any migrant worker or recruiter may appeal to the Minister against the Committee's decision within a period not exceeding 24 hours as of the day on which he/she received the Committee's decision. The appeal shall be made at the Committee's headquarters, provided that the Committee's secretariat shall refer the appeal against the Committee's decision to the Minister of Interior. The Minister or his deputy will take a final decision within 48 hours as of the day on which the appeal was submitted. The Government then indicates that there were 2,958 workers who submitted grievance forms to the Committee from 1 January 2017 to 18 September 2017. Through an examination of the appeals submitted by workers, the reasons for the rejection of their cases can be summed up as follows: the existence of financial claims to be paid by a worker; or the existence of judicial procedures within the courts in the country (a sentence imposed on a migrant worker in a criminal case which prohibits a worker's travel).

Statistics on the Grievances Committee
related to a migrant worker's exit

Table 4. Cases of grievances

Item	Type of grievance	Number	Reasons for rejection
1	Number of accepted cases of grievances	2 956	–
2	Number of rejected cases of grievances	2	Prohibition of travel based on criminal notification

III. Further follow-up to the assessment of the high-level tripartite visit

A. Wage Protection System (WPS)

13. In response to the evaluation of the high-level tripartite delegation with respect to the need for the WPS to be implemented by all companies including small and medium-sized enterprises (SMEs), joint ventures and foreign-owned companies so as to benefit all migrant workers in Qatar, the Government points out that it has launched an inspection campaign aimed at monitoring the transfer of workers' wages to financial institutions by SMEs, subcontracting companies and manpower companies. The Government then proceeds to provide statistical information on the number of beneficiaries from the WPS.

Table 5. Statistics on the beneficiaries of the WPS since its launch up to 31 August 2017

Category of classification	Number of undertakings in this category	Number of workers at undertakings	Number of registered undertakings up to date	Undertakings which completed the procedures of opening accounts and sending correct files	Total number of beneficiaries from the WPS since its launch
More than 500 workers	373	679 947	370	369	1 090 582
101–500 workers	1 751	353 470	1 731	1 693	521 404
51–100 workers	2 642	184 886	2 577	2 499	242 916
11–50 workers	19 772	427 175	18 002	16 497	473 525
10 workers or less	41 536	175 985	26 709	22 615	149 517
Grand total	66 074	1 821 463	49 389	43 673	2 477 944

Source: Ministry of Administrative Development, Labour and Social Affairs.

14. The Government indicates that the above table illustrates the total number of targeted undertakings (66,074). This is a variable number in the labour market in view of the entry of new companies and the closure of a few. The total number of targeted workers amounts to 1,821,463. This is a number which changes in the labour market based on completion of some projects and the closure and inauguration of other companies. The overall number of workers benefitting from the WPS since its launch amounts to 2,477,944, representing an increasing number of beneficiaries which includes current workers and those who have left the country to date.

15. With regard to the legal procedures adopted by the Ministry against undertakings found in violation of the WPS, the Government indicates that the Ministry stops any transactions with the owner of an undertaking and the recruitment of workers when there is an infringement of the WPS. In this case, it prepares an infringement report and refers it to the security bodies, and consequently, to public prosecution for the initiation of legal proceedings against an employer found in breach. The Ministry coordinates with the Ministry of Interior to transfer the workers of the company which is in violation of the WPS to a new employer.

Statistics on transactions put on hold with companies
in violation during the first semester of 2017

Table 6. Transactions put on hold

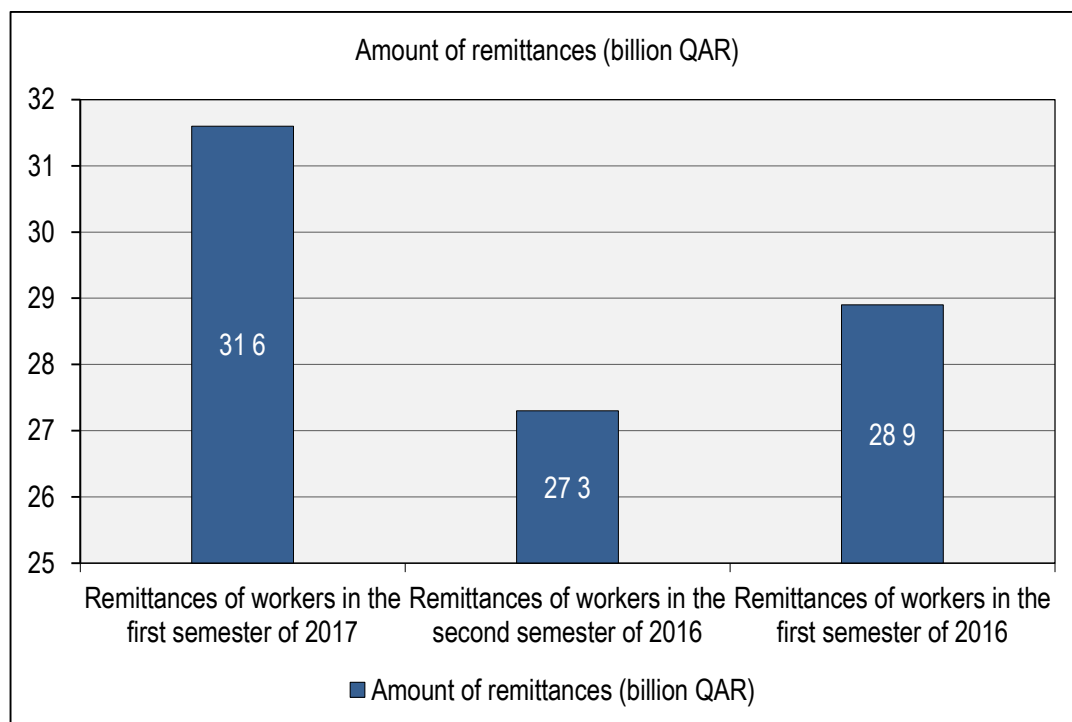
Title	Number of companies
Number of transactions put on hold with companies found in violation of the WPS, carried out by the Ministry	18 997
Source: Ministry of Administrative Development, Labour and Social Affairs.	

Workers' remittances

Table 7. Workers' remittances according to time period

Item	Value of remittances	
	QAR (billions)	Equivalent in USD (billions)
Remittances of workers in the first semester of 2016	28.9	7.9
Remittances of workers in the second semester of 2016	27.3	7.5
Remittances of workers in the first semester of 2017	31.6	8.6
Source: Qatar Central Bank.		

Figure 3. Value of remittances



B. Domestic workers

16. In response to the assessment of the tripartite delegation on the need for prompt and effective action to protect domestic workers in law and in practice, the Government refers to the promulgation of Law No. 15 on domestic workers and recalls that it entered into force as of the date of its publication in the *Official Gazette* on 12 September 2017. This Law regulates the minimum age for employment, the maximum number of hours of work, the right of a worker to one paid day of weekly rest, sick leave, annual holidays, and an end-of-service bonus in addition to effective mechanisms for dispute resolution.
17. Moreover, the State of Qatar has national institutions with mechanisms to address violence imposed on domestic workers and undertakings, which are as follows: the Department of Human Rights at the Ministry of Interior, the National Committee for Human Rights, and the National Committee to Combat Human Trafficking. With respect to providing mechanisms and services of protection and assistance and to ensuring access to justice, an Memorandum of Understanding (MoU) was signed between the National Committee for Human Rights and the Ministry of Communications and Information Technology at that time (currently it is the Ministry of Transport and Communications) in the State of Qatar. The aim of this MoU is to ensure the participation of the National Committee for Human Rights in the Best Communications Programme in order to raise the level of access of migrant workers to the means of communications and to information technology in Qatar. The National Committee for Human Rights is also engaged in bilateral cooperation partnerships at the regional and international levels which are as follows:
 - an MoU between the National Committee for Human Rights and the National Committee for Human Rights in Nepal;
 - an MoU between the National Committee for Human Rights and the National Institution for Human Rights in Indonesia;
 - the inauguration of a Regional Office of the Asia Pacific Forum (APF) at the site of the National Committee for Human Rights in Doha. One of the objectives of this partnership is to ensure joint cooperation with respect to protecting and strengthening

the rights of migrant workers including female domestic workers in Qatar. Qatari legislators have also adopted a policy on combating violence against women, whereby the judicial bodies, which include courts, public prosecution and other bodies, receive notifications submitted by complainants. They are provided with legal and interpretation services in order to remove restrictions which prevent them from submitting such notifications. The help of technical bodies, for example forensic medicine and criminal evidence, was solicited to participate in detecting crimes. As a result of the efforts deployed by the State of Qatar, cases of violence committed against female workers have decreased.

18. The Government provides the following table which includes statistical information on crimes committed against female domestic workers during 2015 and 2016. Such statistical information on the crimes committed against female domestic workers illustrate that such crimes are on the decrease. Thus, in 2015, there were 78 crimes compared to 56 crimes in 2016.

Table 8. Statistical information on crimes committed against female domestic workers, 2015–16

Item	Type of case	2015	2016
1	Physical or verbal aggression	43	29
2	Crimes of manslaughter, suicide and physical aggression against a third party	2	1
3	Brawl	1	1
4	Kidnapping, detention or arrest of persons without any right	1	–
5	Theft	2	2
6	Detention of persons by persons	3	1
7	Threat	4	–
8	Mistreatment by persons	1	–
9	Passport confiscation by an employer	1	–
10	Squandering the funds of others	–	1
11	Acts which violate public order	–	2
12	Sexual exploitation of the female worker	5	1
13	Sexual harassment	9	11
14	Indecent acts	1	2
15	Verbal aggression	–	1
16	Rape	5	4
Total		78	56

Source: Statistics and Information Unit at the Department for Legal Affairs/Department of Human Rights at the Ministry of Interior.

19. The Ministry of Administrative Development, Labour and Social Affairs certifies the employment contracts of domestic workers in spite of their exclusion from the provisions of Qatar's Labour Code, in order to safeguard their rights specified in such contracts. The number of certified contracts in 2016 reached the following figure:

Table 9. Number of certified contracts in 2016 and 2017

Item	2016	First semester 2017
Number of certified foreign labour recruitment contracts	42 905	17 991

Source: Ministry of Administrative Development, Labour and Social Affairs.

Statistics on foreign labour recruitment agencies
in the first semester of 2017

Table 10. Data – permits

Title	Number
New permits	31
Agencies whose permits were annulled	9
Agencies whose permits were withdrawn	1
Total number of operating agencies on 31 August 2017	338

Table 11. Data – inspection visits of foreign labour recruitment agencies

Outcome of inspection	Number
Accepted	371
Infringement report	6
Warning	50
Under examination	–
Total number of inspection visits	427

C. Labour inspection

20. The Government refers to the assessment of the tripartite delegation that many challenges remain related to the capacities of labour inspectors to identify a number of infringements. Furthermore, the tripartite delegation was of the view that the ongoing measures taken by the Government should be supported by a robust training programme of labour inspectors and the development of an inspection strategy targeting, as a priority, the protection of the most vulnerable migrant workers working for small companies which are subcontracted by larger companies, as well as workers of manpower companies. The Government provides the following information on measures taken or envisaged in this regard.

(i) **Strategy for the development of the labour inspectorate**

21. The Government refers to the information provided in its report submitted to the ILO Governing Body at its 328th Session with respect to cooperation with the ILO and other relevant bodies for the formulation of a national strategy on inspection, and the adoption of a strategic approach based on protection from risks and improved communications with workers. Pending the implementation of the technical cooperation programme with the ILO, the inspection department seeks to achieve the following strategic objectives:

- increase the observance of the provisions of the Labour Code by targeted undertakings;
- reduce the number of cases of infringements of workers' rights;
- reduce the rates of occupational accidents and injuries;
- ensure direct contact with workers through interviews and questions;
- focus on undertakings which have many violations of the Labour Code, especially small undertakings which are not labour intensive;
- oblige all undertakings to transfer workers' wages through financial institutions in the country;

- undertake inspections of undertakings with hazardous activities as well as labour-intensive undertakings to verify the implementation of occupational safety and health conditions inside the workplace and in workers' accommodations;
 - allocate inspection teams to carry out inspection visits of large projects in the country and on projects which are being implemented within the 2022 World Cup preparations. Furthermore, training sessions are being organized to strengthen the capacities of inspectors who are able to speak in different workers' languages, which are as follows:
 - 96 inspectors able to speak in Arabic and English (employed as inspectors and not as interpreters);
 - four interpreters able to speak other languages (employed as interpreters), in addition to Arabic and English;
 - total number amounts to 100.
22. The Ministry also continues to organize training sessions for trainers to reinforce their linguistic capacities, in order to facilitate communications between them and the workers. An inspection plan was developed and distributed to police units in the Security Department, which covers the regions in which undertakings liable to inspection are situated. Two inspectors affiliated to the court were also recruited to assist workers. Furthermore, the Ministry of Administrative Development, Labour and Social Affairs continues to develop the capacities of the officials of the Labour Inspection Department by helping them acquire new skills which will enable them to fulfil their duties effectively and efficiently. This plan includes administrative and specialized courses which benefitted 146 employees, which represents 49 per cent of the employees of the Labour Inspection Department. Thus, the total number of inspectors amounted to 397, 61 of whom were female inspectors.

Table 12. The number of employees of the Labour Inspection Department who were trained in the first semester of 2017

Post	Gender		Total
	Men	Women	
Administrative	58	26	84
Specialized	19	18	37
Private	38	11	49
Number of trainees	115	55	170

Source: Ministry of Administrative Development, Labour and Social Affairs.

Table 13. Training programmes for the employees of the Labour Inspection Department

Name of programme	Gender		Total
	Men	Women	
Communication skills	15	5	20
Provisions of the Labour Code	20	–	20
Occupational safety and health	3	11	14
Development of basic administrative skills	8	5	13
Legal enforcement	11	–	11
Collective work skills	8	2	10
Formulating and implementing detailed plans	6	3	9
Organizing and developing work programmes	3	2	5

(ii) Statistics of the Labour Inspection Department during the first semester of 2017

23. The Ministry of Administrative Development, Labour and Social Affairs, through the competent departments, undertakes unannounced and periodic inspection visits of undertakings operating in the country, which are prescribed by Labour Code No. 14 of 2004 to verify the extent of observance by such undertakings of the provisions of the law and the implementing ministerial decisions, in addition to following up on the implementation of the WPS. The inspection visits carried out in the first semester of 2017 are as follows:

- 19,463 inspection visits were carried out, 11,329 of which were labour inspection visits, targeting 10,014 undertakings; 8,134 inspection visits were made to inspect occupational safety and health targeting 3,324 undertakings;
- 6,080 field survey operations were completed.

Table 14. Inspection visits according to inspection outcome in the first semester of 2017

Outcome of inspection	Labour inspection	OSH	Total
Acceptable	9 376	4 009	13 385
Warning to remedy a violation	999	2 606	3 605
Infringement report	643	44	687
Discontinued	294	229	523
Occupational safety guidance and advice	–	1 263	1 263
Total number of visits	11 312	8 151	19 463
Number of companies	10 014	3 324	13 338
Number of field survey operations	6 080	–	6 080

Figure 4. Fluctuation in the numbers of inspection visits (time series)

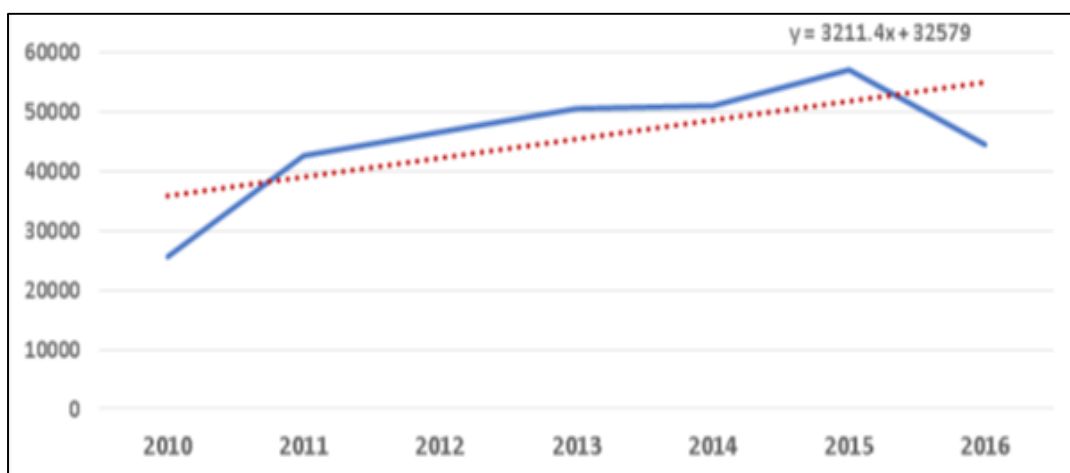


Table 15. Inspection visits according to inspection site in the first semester of 2017

Inspection site	Labour inspection	OSH	Total
Undertaking	11 312	594	11 906
Workplace	–	5 873	5 873
Accommodation	–	1 684	1 684
Total number of visits	11 312	8 151	19 463

Source: Ministry of Administrative Development, Labour and Social Affairs.

Table 16. Companies which were visited by labour inspectors according to size of company

Type of company according to number of workers	Number of companies which were visited (labour inspection)	Per cent
Small companies (less than 20 workers)	8 363	83.5
Medium companies (20–49 workers)	1 186	11.8
Large companies (50–99 workers)	283	2.8
Very large companies (more than 100 workers)	182	1.8
Total number of companies	10 014	

Table 17. Companies which were inspected by OSH inspectors according to their size

Type of company according to number of workers	Number of companies which were visited (OSH inspection)	Per cent
Small companies (less than 20 workers)	1 578	47.5
Medium companies (20–49 workers)	649	19.5
Large companies (50–99 workers)	395	11.9
Very large companies (more than 100 workers)	702	21.1
Total number of companies	3 324	100

Source: Ministry of Administrative Development, Labour and Social Affairs.

(iii) Statistics on transactions put on hold with companies found in violation

24. The Ministry has stopped its transactions with 26,083 companies which were in violation of the provisions of the Labour Code, 22,460 of which were automatic prohibitions of companies which violated the WPS. The number of prohibited companies reached 18,997.

Table 18. Sanctioning companies found in violation during the first semester of 2017

Title	Number of actions	Number of companies
Number of transactions stopped with companies in violation of the WPS	22 460	18 997
Number of transactions stopped with companies for other violations of the Labour Code	3 623	3 402
Total number of stopped transactions carried out by the Ministry	26 083	22 399

Source: Ministry of Administrative Development, Labour and Social Affairs.

Table 19. Companies whose sanctions were lifted during the first semester of 2017

Title	Number of actions	Number of companies
Number of stopped transactions which were lifted	21 681	21 268
Note: The sanction of stopped transactions was lifted when the companies remedied their infringements.		

Serious and moderate occupational injuries which were registered at the Accidents Division – Hamad Hospital, in the first semester of 2017

Table 20. Total number of serious and moderate occupational injuries, first semester of 2017, disaggregated by nationality

Nationality	Number of injured workers	Nationality	Number of injured workers
Bangladeshi	52	Turkish	2
Indian	49	Vietnamese	1
Nepalese	41	Cameroonian	1
Egyptian	21	Kenyan	1
Sri Lankan	16	British Virgin Islander	1
Pakistani	13	Spanish	1
Ethiopian	11	Moroccan	1
Syrian	7	Iranian	1
Filipino	6	Afghan	1
North Korean	4	Other nationalities	5
Chinese	3	Unidentified	5
Yemeni	2		
Total			245

Table 21. Total number of injured workers disaggregated by sex

Gender	Number of injured workers
Men	244
Women	1
Total	245

Table 22. Total number of workers according to the consequence of injury

Consequence of injury	Number
Injuries	233
Deaths due to accident	12
Total	245

Table 23. Total number of injured workers according to cause of injury

Cause of injury	Number of injured workers
Fall	110
Car collision	37
Fall of heavy objects	30
Road traffic accident	17
Machines	16
Explosion	10
Burns	7
Motorcycle collision	4
Aggression	4
Collision	1
Sports injury	1
Stabbing	1
Other	7
Total	245

Table 24. Total number of injured workers according to part of body affected

Part of body affected	Number of injured workers
Head	66
Chest	87
Stomach	30
Spinal chord	66
Hands and wrists	61
Feet and legs	84
Multiple injuries	195

Note: The outcome of an injury may affect more than one limb.

Source: Injuries Registration Office – Medical Hamad Corporation.

Table 25. Occupational deaths according to nationality

Nationality of the deceased worker	Number
Bangladeshi	16
Indian	12
Egyptian	6
Nepalese	5
Sri Lankan	5
Pakistani	3
Other	17
Total number of deaths	64

Table 26. Occupational deaths according to gender

Gender of the deceased worker	Number
Men	59
Women	5
Total number of deaths	64

Table 27. Occupational deaths according to cause

Cause of death	Number
Fall	12
Heavy objects	9
Electric shock	7
Explosion	5
Burns	4
Suffocation	2
Various other causes	25
Total number of deaths	64

Source: the Births and Deaths Division – Public Health Department – Ministry of Health.

- (iv) Agreement between the Supreme Committee for Delivery and Legacy and the College of Medicine (Weill Cornell Medicine) to improve workers' health

25. The Supreme Committee for Delivery and Legacy, which is the body responsible for the implementation of the necessary infrastructure projects to host the 2022 FIFA World Cup concluded a partnership agreement with Weill Cornell Medicine in Qatar to evaluate the health conditions of workers employed in FIFA-related construction projects. The phases of the programme are divided into an experimental programme which targets a haphazard sample selection at the beginning, composed of 1,000 workers employed in the Supreme Committee's projects. The phases are composed of the following:

- Phase one – Carry out check-ups and health reports to identify workers' health problems.

- Phase two – Carry out an awareness-raising and training campaign for workers, contractors, and food suppliers on the benefits of a healthy lifestyle and balanced diets.
- Phase three – Promote catering services and prepare reports related to such services.

26. This programme was launched following a number of other important measures which have been adopted by the Supreme Committee in the last 12 months to improve the level of workers' care in the construction projects of the Supreme Committee. These measures contained, inter alia, the signing of an MoU with Building and Wood Workers' International (BWI) to carry out joint inspection campaigns related to OSH at specific worksites which include construction sites and workers' accommodation, and the launching of programmes on innovative cooling techniques which include providing safety cooling helmets and safety vests for distribution to workers at workplaces which are affiliated to the Supreme Committee.

(v) **Welfare programme for workers employed in companies operating in the FIFA 2022 installations**

27. The Supreme Committee adopted specific standards for workers' welfare. Tenders which are initiated include specific requirements related to workers' welfare. Thus, contractors are obliged to review their policies related to workers' welfare before responding to the tenders of the Supreme Committee. The initiators of tenders are also requested to provide a specific suggestion on workers' housing when they submit their tenders for such projects. These housing complexes are verified to identify the capacity of the body which submits the tender to comply with the strict standards of the Supreme Committee. Bodies or persons submitting the tenders would be excluded if they are unable to meet the conditions required for workers' welfare with respect to their housing. The conditions of compliance with the standards of workers' welfare are implemented through a comprehensive auditing system.

28. Contractors shall ensure compliance with the Supreme Committee's standards on workers' welfare, by third parties participating in the projects such as subsidiary contractors, foreign labour recruitment agencies, and employment agents. All companies participating in the Supreme Committee's projects shall be subject to auditing and accountability at all times to ensure the compliance of all contracting parties with the Committee's standards.

(vi) **Impactt Ltd as an external compliance monitor**

29. The Supreme Committee for Delivery and Legacy contracted Impactt Ltd as an external compliance monitor, which is an independent body whose task is to apply the standards for workers' welfare. Impactt Ltd has published its first annual report which revised the standards of the Supreme Committee and evaluated the extent of compliance by the main and subsidiary contractors with such standards. The results of the auditing operation carried out by Impactt Ltd reveal the progress made in the main areas related to workers' OSH and the quality of their lives. They also revealed that the majority of contractors who were monitored had largely complied with the standards of workers' welfare.

30. The company also appreciated the transparent approach adopted by the Supreme Committee towards enhancing workers' welfare, in addition to the MoU concluded with the BWI. According to the report, the contractors have demonstrated a great capacity to develop. Thus, 81 per cent of the contractors made progress on compliance while 72 per cent responded to the comments made by the company to apply workers' welfare standards during the monitoring period which lasted five months after the first examination. The Workers' Welfare Unit is also committed to addressing issues which were raised in the company's report in addition to the strengthening of efforts to stop contract substitution and the payment of recruitment fees.

(vii) Strategy on workers' accommodation

31. A Specialized Committee was set up to examine a strategy on workers' accommodation and projects in April 2015. The aim of such a Committee is to improve workers' standard of living through the establishment of high-quality integrated housing projects.
32. The mandate of the Committee is as follows:
 - examine current and future supply and demand;
 - plan to provide workers' housing and allocate land;
 - formulate a strategy for contracts, coordination, rental prices and implementation;
 - examine the risks, main issues and opportunities; and
 - facilitate the realization of Qatar's National Vision 2030, the aims of the National Development Strategy, and the 2030 National Framework for the Development of Qatar.
33. Since 2015, the Government has established the following workers' cities:
 - Workers' city in the region of Mesaimeer – In 2015, a workers' city was inaugurated, with a surface area of 1.1 million m². It accommodates 100,000 workers. The housing complexes were designed in accordance with the highest OSH standards with respect to its regulations. The city consists of recreational areas, a cricket stadium, and a theatre which can accommodate up to 17,000 persons, in addition to a commercial area which includes a commercial centre, and a market composed of 200 different shops and four cinema halls.
 - Workers' city in Barwa Al Baraha – In 2016, the workers' city in Barwa Al Baraha was inaugurated. This workers' city is set within the framework of the country's plan for the establishment of development projects aimed at meeting the real needs of the working population in Qatar in order to increase their standard of living. The project is extended over a surface area of 1.8 million m², which includes 9,872 rooms for the residence of 53,000 workers. It includes all the main services and recreational facilities, such as a hospital which provides medical care and a mosque which accommodates 6,500 worshippers. It also contains a commercial complex, a cinema, a cricket stadium, a cultural centre, a computer centre and a security centre. The workers' city project is situated in the southwest of the city of Doha, near the industrial region and is 14 kilometres away from the city centre and 13 km away from the airport.
 - Workers' complex in the Al Khor region – The complex was built on a surface area of 183,000 m². The project provides 300 flats (each flat consists of three rooms, a kitchen and two bathrooms). The project also contains 50 villas consisting of a ground and first floor. The complex includes the necessary services for workers which include a kindergarten, a health club, a place of worship and a garage, in addition to a children's playground, parks and green areas as well as several sports playgrounds.
 - Future plans – The Ministry is coordinating with the competent bodies to identify sites to house workers in the north and south of the country in order to meet their needs.

(viii) A recovery centre for migrant workers' care

34. The Hamad Medical Corporation, which is affiliated to the Ministry of Health, inaugurated a recovery centre to provide care services to migrant workers. This is a health utility centre specialized in caring for workers in the last healing stages, and whose health conditions do not require medical supervision, which is provided by the lengthy care and rehabilitation units at the Hamad Medical Hospital. This centre provides a safe and healthy environment which helps workers recover after their medical treatment, while waiting for their return to their countries of origin.

(ix) Occupational Safety and Health Conference

35. As a testimony to the Government's commitment to the effective application of OSH procedures by all operating companies in the country, especially in the field of construction, with a view to reducing the number of occupational injuries and deaths, an Occupational Safety and Health Conference was held on 29 April 2017, on the occasion of the World Day for Safety and Health at Work. The conference aimed to benefit from international experience in OSH in the construction sector and from the most recent procedures in the area of hazard prevention. The bodies which participated in the abovementioned conference were the Ministry of Administrative Development, Labour and Social Affairs, the Ministry of Health, the Ministry of Interior, the General Directorate of Civil Defence, Hamad Medical Hospital, representatives of expatriate communities, representatives of embassies based in Qatar, workers employed by companies, and the Arab Labour Organization.

D. Access to the complaints mechanisms

(i) Role of the Ministry of Administrative Development, Labour and Social Affairs

36. The Government refers to the assessment of the tripartite delegation that large numbers of migrant workers, especially those working in small companies who are subcontracted by larger companies, as well as workers of manpower companies, do not in practice access the complaints mechanisms and some are not even aware of their existence. It also noted its view with respect to the need for such initiatives to be complemented by a range of actions, including awareness-raising measures developed and implemented in collaboration with representatives of migrant communities.

37. In this regard, the Government indicates that the Ministry continues to organize of workshops and information symposia intended for workers at their workplaces and in their houses, to raise their awareness with respect to their rights and duties, in addition to receiving any complaints or observations. It also continues to distribute newsletters, produce awareness-raising films and print booklets.

38. The Government underlines that it took the following concrete measures to ensure that contact was maintained with migrant workers and that their complaints were received:

- established Workers' Dispute Resolution Committees;
- established a hotline to receive notifications of workers' complaints;
- launched online tools for the submission of complaints directly by workers, which would be available in the most prevalent languages among workers, in order to facilitate submission of workers' complaints;
- established an office at the court to follow-up on workers' lawsuits to help and guide workers in such lawsuits free of charge;
- established eight subsidiary labour offices in different parts of the country to examine workers' complaints, resolve conflicts and certify contracts;
- published a manual for migrant workers, which was translated into different languages;
- distributed leaflets and publications to workers on different occasions, especially on Labour Day and during the field visits which are carried out by the Ministry's representatives to the undertakings prescribed by the Labour Code;
- launched a programme to stop transactions with companies which are found in violation, in coordination with the Ministry of Interior;
- set up a committee to coordinate between the Ministry, and the Ministry of Interior to follow-up on workers' rights;

- prepared a system for the classification of companies according to the extent of compliance with the provisions of the Labour Code and its implementing decisions;
- set up a guidance and counselling team for workers and employers to inform them of their rights and obligations.

(ii) **Statistics on the examination of complaints at the Ministry of Administrative Development, Labour and Social Affairs**

39. Some 4,230 workers' complaints were examined from January to June 2017, pursuant to which the parties to the complaints were interviewed; 3,465 workers' complaints were settled, which was 81.9 per cent out of the total number of workers who submitted complaints. A further 763 workers' complaints were referred to the judiciary (18 per cent) and two complaints were the subject of follow-up and further examination. Furthermore, 5,783 tickets were distributed by the Search and Follow-Up Department at the Ministry of Interior during 2017.

Table 28. Statistics on the complaints according to the outcome of their examination in the first semester of 2017

Outcome of the examination of the complaint	Number of complainants	Percentage
Settled ¹	2 720	64.3
Shelved ²	745	17.6
Referred to the judiciary ³	763	18
Follow-up and examination	2	0
Total number of complainants	4 230	100

¹ Settled: a complaint was settled by conciliation between a worker and an employer. ² Shelved: a complainant did not follow-up on the complaint with the department. ³ Referred to the judiciary: a complaint is referred to the judiciary in the absence of an amicable solution.

Table 29. Statistics on the complaints according to the complainant's request in the first semester of 2017

Complainant's request (more than 4)	Number of complainants	Percentage
Tickets	3 663	86.6
Wages in arrears	3 422	80.9
End-of-service bonus	3 260	77.1
Holiday allowance	3 255	77

Note: A worker has the right to give more than one reason in his/her complaint.
Source: Ministry of Administrative Development, Labour and Social Affairs.

(iii) **Best Communication Programme**

40. The Ministry of Administrative Development, Labour and Social Affairs is continuing the Best Communication Programme, in collaboration with the Ministry of Transport and Communications as previously mentioned in our report in November 2016, in order to enable employers to provide tools of information technology, communications and the Internet at workers' temporary accommodation to help their integration into digital society and reinforce their access to information and services. The Programme aims to include

1.5 million workers; inaugurate 1,500 halls equipped with information technology and communications; provide 15,000 computers, in addition to providing communications through the Internet for all equipment with the participation of 3,000 volunteers for the training of workers.

41. A working team was set up, headed by the Ministry of Administrative Development, Labour and Social Affairs, and included the membership of relevant bodies, to prepare and update computer program systems on computers which are available at workers' accommodation. The aim is to make them especially aware of the application of Law No. 21 of 2015, of the complaints mechanisms, in addition to explaining the WPS and enabling them to access social media programmes.

E. Payment of recruitment fees

(i) Measures taken to protect workers before their recruitment abroad

42. The tripartite delegation heard on several occasions that migrant workers had, prior to their arrival, been subject to high recruitment fees by recruitment agencies in their country of origin, which in turn contributes to the vulnerability of these workers. Several government representatives with whom the tripartite delegation met indicated that this practice presented a significant challenge, as it was outside the Government's jurisdiction. In this regard, the tripartite delegation wished to emphasize the importance of enhancing cooperation between the Government of Qatar and labour-sending countries to address this issue. The tripartite delegation was also informed of several specific initiatives by para-public entities aimed at addressing recruitment fees, such as the subsequent repayment by the employer of any fees paid by the worker, and assisting labour-sending countries with the development of improved regulations on the activities of recruitment agencies. The tripartite delegation considered that such initiatives should be expanded in order to ensure that all migrant workers, including the most vulnerable, are protected against these abusive practices which still prevail.
43. The Government indicates that it has signed 36 bilateral agreements and five MoUs with labour-sending countries to provide legal protection to migrant workers before their recruitment from abroad. The country obliges employers and companies to employ workers through recruitment agencies which are certified in the country and requests labour-sending countries to send their list of certified agencies. It also provides them with a list of certified agencies in Qatar in order to verify the soundness of recruitment procedures. Moreover, as reported to the Governing Body in March 2016, the Ministry has launched an electronic link project by contracting VFS Global with a number of labour-sending countries. This project aims to provide further protection to workers before their recruitment and strengthen monitoring of recruitment practices in labour-sending countries.

Table 30. Countries which have signed an agreement on workers' recruitment with Qatar

Name of country	No.	Name	No.	Name	No.
India	1	Pakistan	2	Bangladesh	3
Viet Nam	4	Indonesia	5	China	6
Philippines	7	Sri Lanka	8	Iran, Islamic Republic of	9
Cambodia	10	Afghanistan	11	Nepal	12
Kenya	13	Mauritania	14	Gambia	15
Swaziland	16	Eritrea	17	Senegal	18
Tanzania, United Republic of	19	Ethiopia	20	The former Yugoslav Republic of Macedonia	21

Name of country	No.	Name	No.	Name	No.
Bosnia and Herzegovina	22	Albania	23	Egypt	24
Syria Arab Republic	25	Jordan	26	Sudan	27
Yemen	28	Tunisia	29	Morocco	30
Lebanon	31	Turkey	32	Somalia	33
Thailand	34	Mauritius	35	Djibouti	36

Source: Ministry of Administrative Development, Labour and Social Affairs.

(ii) **Legislative measures to protect workers from paying fees to recruitment agencies**

44. No entry visa will be granted to a migrant worker for the purpose of work, except under a contract signed directly between the recruiting party and the expatriate worker, in accordance with the provisions set out in section 4 of Law No. 21 of 2015. This will help to combat trafficking carried out by a few recruitment offices in labour-sending countries. Furthermore, section 33 of the Labour Code and section 19 of Ministerial Order No. 8 of 2005 categorically prohibit an employer or recruitment agency from receiving any fees or commissions from workers for their recruitment in Qatar.

(iii) **Follow-up on the work of recruitment agencies**

45. With regard to statistics on labour recruitment agencies in the first semester of 2017, the overall number of operating agencies reached 338. Ten new permits were granted and six permits were revoked. The Ministry of Administrative Development, Labour and Social Affairs follows-up on the work of recruitment agencies and inspects them through unannounced or periodic visits to verify the non-exploitation of migrant workers and to safeguard their rights.

Table 31. Inspection visits to foreign labour recruitment agencies

Outcome of inspection	Number
Acceptable	143
Infringement report	1
Warning	26
Examination	0
Total number of visits	170

Source: Ministry of Administrative Development, Labour and Social Affairs.

F. Passport confiscation and non-renewal of ID cards

(i) **Legislation and penalties for passport confiscation**

46. The Government refers to the assessment of the tripartite delegation which, while acknowledging the legislative measures taken by the Government to protect migrant workers against passport confiscation, was of the view that efforts to enforce these legislative prohibitions needed to be considerably stepped up to guarantee effective protection to migrant workers against these abusive practices. The Government reiterates that Law No. 21 of 2015 prohibits passport confiscation and includes criminal penalties against this practice.

The penalty was made stiffer on passport confiscation through the payment of a fine of 25,000 Qatari riyal (QAR). In addition, Ministerial Order No. 18 of 2014 which relates to determining the requirements of suitable accommodation for migrant workers, specifies the allocation of safe places which include storage facilities which can be locked, which can be accessed by workers in all freedom, and in which they can keep their personal belongings and documents including their passports.

Statistics on passport confiscation

47. In practice, the Ministry of Administrative Development, Labour and Social Affairs coordinates with the Ministry of Interior to ensure the non-confiscation of workers' passports. In 2015, the Human Rights Department at the Ministry of Interior received 168 complaints of passport confiscation which were all referred to the Public Prosecution. The latter investigated most of the complaints and obliged the bodies found in violation to return the passports. Furthermore, several sentences were handed down to arrest those who were in violation, and a few were arrested for failing to pay the fines imposed. In 2016, 232 lawsuits on illegal passport confiscation were also referred to Public Prosecution to take the necessary measures in this regard. In 2017, 169 lawsuits on illegal passport confiscation were referred to the Public Prosecution. Thirty notifications were shelved for various reasons, including incorrect information or the reconciliation of a worker with his employer.

Table 32. Number of cases of passport confiscation during the first semester of 2017

Title	Number
Number of cases of a worker's passport confiscation by an employer	184

Source: Strategic Planning Department – Ministry of Interior.

G. Contract substitution

(i) Practices of exploitation and fictitious contracts

48. The Government points out that the practice of imposing on workers high fees for their recruitment from abroad and for tampering with their contracts starts mainly in the labour-sending countries. Despite this, the Government has taken several measures to limit contract substitution including its contract with a Swiss company to protect workers from fictitious contracts. Moreover, the Government has also encouraged labour-sending and receiving countries to use the services of certified recruitment agencies, through meetings of the joint committees set out in the bilateral agreements and MoUs which regulate the recruitment process of workers from the labour-sending countries. Such agreements have also specified the need for employment contracts to include the type of qualifications, expertise and required specializations, as well as the duration of employment. Such employment contracts shall also include a detailed statement on the conditions of work, especially wages, end-of-service bonus, probationary period, working conditions and facilities related to mobility and accommodation, in addition to all necessary data to assist workers in the conclusion of their contracts. In this connection, the Government has encouraged such countries to be guided by the model employment contracts attached to bilateral agreements, which are prepared in conformity with the provisions of the Labour Code in Qatar, and which observe the human rights of migrant workers and their protection. The Labour Code obliges the competent body at the Ministry of Administrative Development, Labour and Social Affairs to certify employment contracts. It is worth noting that the number of employment contracts which were certified by the Ministry has reached 273,988 contracts in 2017.

Table 33. Statistical data related to the certification of contracts in the first semester of 2017

Employment contracts certified in the first semester of 2017	Total number
Number of certified employment contracts	251 078
Number of certified foreign employment contracts	17 991
Number of certified employment contracts for the purpose of changing occupation	2 926
Total number of certified contracts	271 998
Other certifications by the department	1 990
Overall total number of certifications	273 988

Source: Ministry of Administrative Development, Labour and Social Affairs.

(ii) **Protecting workers from fictitious contracts through national legislation**

49. Section 4 of Law No. 21 of 2015 which regulates the entry, exit and residence of migrant workers, specifies that no entry visa shall be granted to a migrant worker for the purpose of work unless there is a contract concluded with the recruiter certified and approved by the competent authorities in the country, in accordance with the specified rules and procedures. This would help in combating trafficking which is carried out by several recruitment agencies in the labour-sending countries. Furthermore, the Labour Code No. 14 of 2004 and its implementing Ministerial Orders categorically prohibit an employer or recruitment agency from receiving any fees or commissions from workers for their recruitment in Qatar, by virtue of section 33 of the Labour Code which specifies that the licensee shall be prohibited from the recruitment of workers from abroad for a third party and shall prohibit the licensee from receiving any fees or expenses for a worker's recruitment from abroad or any other expense.
50. Section 14 of Ministerial Order No. 8 of 2005 specifies that the Minister, by virtue of a decision, shall annul the permit in the following cases: if the licensee obtains any sums of money from a foreign worker in return for his/her recruitment. Section 19 of the same Ministerial Order also specifies that the licensee shall be prohibited from obtaining any fees, expenses or any other cost from the migrant worker.

H. Effective application of dissuasive penalties

Table 34.

Title	Number to date
Number of companies referred to Public Prosecution	1 105

Source: Ministry of Administrative Development, Labour and Social Affairs.

Table 35.

Number	Title	Total
4	Number of persons who gave themselves in for investigation and follow-up	4 606
5	Number of cases in which a prohibition was imposed (person)	536
6	Number of cases in which a prohibition was imposed (undertaking)	1 874

Source: Ministry of Interior.

Table 36. Statistics of the Ministry's office in the courts in the first semester of 2017

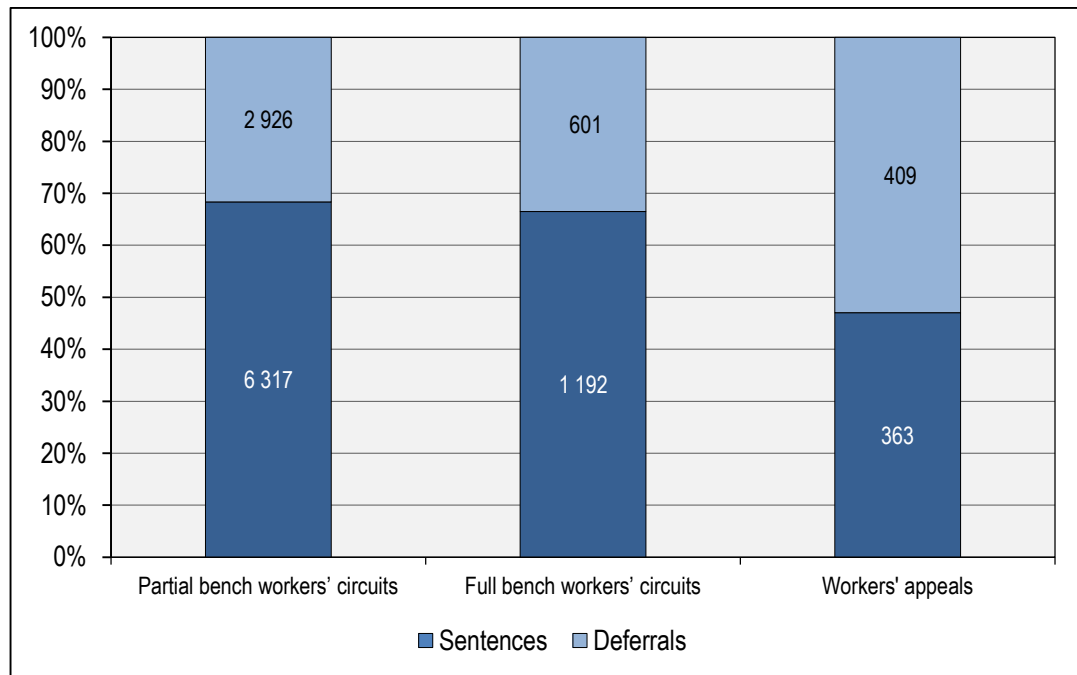
Title	Total
Sentences handed down by partial bench workers' circuits	1 436
Complaints which were resolved amicably through the office	5
Number of lawsuits referred by the Ministry to the courts	700
Number of verifiers whose queries were responded to	1 352
Source: The Ministry's office at the court.	

Table 37. Statistics on prohibiting companies which violated the provisions of the Labour Code at the Ministry

Companies which were prohibited in the first semester of 2017	
Title	Total
Number of prohibition actions carried out by the Ministry during this period	26 083
Number of prohibition actions lifted off companies during this period	21 681
Source: Ministry of Administrative Development, Labour and Social Affairs.	

Table 38. Statistical information on workers' lawsuits in 2016

Circuit	Sentences	Deferred	Overall number examined
Workers' appeal	363	409	772
Full bench workers' circuits	1 192	601	1 793
Partial bench workers' circuits	6 317	2 926	9 243
Total	7 872	3 936	11 808
Percentage	66.7	33.3	100
Source: Supreme Judiciary Council.			

Figure 5. Workers' lawsuits in 2016 (sentences and deferrals) (per cent)**Table 39. Statistical information on workers' lawsuits before workers' courts in the first semester of 2017**

Legal status	Number of lawsuits	Percentage
Sentences handed down	2 575	12.1
Appeals	82	0.4
Stopped	30	0.1
Deleted	2 417	11.3
Referral and merging	98	0.5
Deferred	16 141	75.6
Total number	21 343	100

Source: Supreme Judiciary Council.

IV. Technical cooperation with the ILO

51. The Ministry of Administrative Development, Labour and Social Affairs invited ILO officials to continue discussions on the formulation of a technical cooperation programme, in response to the Governing Body decisions which invited the Government of Qatar to continue its engagement with the ILO through a technical cooperation programme, and based on its belief in the importance of such a programme in supporting its efforts to promote the formulation of a comprehensive framework for the protection of migrant workers' rights. Detailed information on this programme of technical cooperation is provided below.

Technical cooperation between Qatar and the ILO (2018–20)

The project's objectives

The Project lies within the Government of Qatar's efforts to implement numerous reforms related to laws and regulations on employment, as well as to provide additional guarantees that promote and protect workers' rights. It was developed as a result of consultations conducted between the ILO and Qatar.

This Technical Cooperation Project in Qatar reflects the common commitment of both the Government of Qatar and the ILO to cooperate on ensuring compliance with ratified international labour Conventions, as well as achieving fundamental principles and rights at work in the State of Qatar in a gradual manner during the period 2018–20. This will be done through: improvement in payment of wages, enhanced labour inspection and OSH systems, refinement of the contractual system that replaced the *kafala* system and to improve labour recruitment procedures, increased prevention, protection and prosecution against forced labour, and promotion of the workers' voice. During the life of the project, the ILO Senior Technical Advisor in charge of this project will submit an annual progress report on the project to the ILO Governing Body at its November session.

Strategic and immediate objectives

Area for action	Immediate objectives to be achieved
1. Wage protection	<ul style="list-style-type: none"> ■ The WPS is enhanced and sanctions for non-payment of wages are enforced. ■ A wage guarantee fund is established. ■ A non-discriminatory minimum wage is adopted. ■ The effective coverage of the WPS is expanded to cover SMEs, sub-contractors and eventually domestic workers.
2. Labour inspection and occupational safety and health	<ul style="list-style-type: none"> ■ A labour inspection policy is implemented with a clear strategy and a related training plan for labour inspectors. ■ The enforcement powers of labour inspectors are effective. ■ Communication with migrant workers is improved through adequate interpretation facilities. ■ An OSH policy is implemented with a clear strategy, including with respect to heat related risks and is supported with an awareness raising campaign. ■ A system for registering work injuries and occupational diseases is operational.
3. An employment contractual system replacing the <i>kafala</i> system	<ul style="list-style-type: none"> ■ Law No. 21 and other relevant laws regulating recruitment and employment terms and conditions of migrant workers is implemented, reviewed, and revised in line with the comments of the ILO Committee of Experts. ■ Relevant stakeholders are fully trained on the law and its subsequent revision. ■ The domestic worker law is implemented and reviewed by the ILO. ■ The recruitment practices are improved through better monitoring and regulation and the implementation of the Fair Recruitment guidelines in three migration corridors. ■ Restrictions on migrant workers' ability to change employer and exit the country are removed.
4. Forced labour	<ul style="list-style-type: none"> ■ Effective policies on human trafficking are developed based on a clear definition and forced labour indicators. ■ A National Action Plan on forced labour which includes measures to address passport confiscation, contract substitution, and impediments to accessing justice for victims, is implemented. ■ Assistance is provided for the development of the national strategy on human trafficking.

Area for action	Immediate objectives to be achieved
5. Promotion of the workers' voice	<ul style="list-style-type: none"> ■ In collaboration with the Qatar national committee on human trafficking, support is provided to improve coordination among relevant international bodies on forced labour and human trafficking. ■ Training plans are developed and implemented to build the capacity of national enforcement authorities (police, public prosecutors, judges, and labour inspectors). ■ Technical assistance is provided for the consideration of the ratification of the 2014 Protocol to the Forced Labour Convention, 1930 (No.29). ■ Awareness-raising activities on forced labour and the ILO general principles and operational guidelines for fair recruitment are carried out in collaboration with the Qatar Chamber of Commerce. ■ The national complaint mechanisms are strengthened through the establishment of monitoring systems aimed at improving performance. ■ ILO support to workers in submitting complaints through Ministry of Administrative Development, Labour and Social Affairs to the national complaints mechanism improved the performance of the national system in ensuring fair and speedy process and absence of retaliation. ■ Expatriate workers are aware of their rights and obligations, especially with regards to the submission of complaints, the documents required and various other procedural matters. ■ Representative joint committees are established. ■ The functioning and regulation of workers' committees is improved. ■ A national awareness-raising campaign on rights at work is carried out to support capacity building for all workers, employers and relevant government officials in Qatar.

Appendix II

Law No. 1 of 4 January 2017 which amends several provisions of Law No. 21 of 2015, which regulates the entrance, exit and residence of expatriates

We, Tamim bin Hamad Al Thani, Emir of the State of Qatar,
 After perusal of the Constitution, and
 The Labour Law promulgated by Law No. 14 of 2004, and its amending laws,
 Law No. 21 of 2015 which regulates the entrance, exit and residence of expatriates;
 The Proposal of the Minister of Interior,
 The draft Law submitted by the Council of Ministers, and
 After having taken the opinion of the Shoura Council (Consultative Assembly),
 Have decreed the following law:

ARTICLE 1

This article of the abovementioned Law No. 21 of 2015 shall be replaced by the following text:

Article 7

An expatriate worker shall have the right to leave the country for holidays, for an emergency, or for any other purpose, after notifying the foreign labour recruiter, based on the labour contract.

An expatriate worker who entered the country for employment shall have the right to final departure before the end of the contract, after notifying the foreign labour recruiter, based on the labour contract.

If the foreign labour recruiter or the competent body objects to the exit or departure of the expatriate worker who entered for employment in the cases specified in the previous paragraphs, the expatriate worker shall have the right to resort to the Expatriates' Exit Appeals Committee whose composition, mandate, procedures, and mode of operation shall be regulated by virtue of a ministerial decision.

The Committee shall conclude the appeal within three working days.

ARTICLE 2

All competent bodies, each within its mandate, shall put to effect this law which shall be published in the *Official Gazette*.

Tamim bin Hamad Al Thani
 Emir of the State of Qatar
 Issued at the Emir's Diwan on 4 January 2017

Appendix III

Law establishing Workers' Dispute Resolution Committees of 16 August 2017

We, Tamim bin Hamad Al Thani, Emir of the State of Qatar,

After perusal of the Constitution, and

Law No. 13 of 1990 which promulgates the Civil and Commercial Proceedings Law and amendments made thereto,

The Labour Law promulgated by Law No. 14 of 2004, and its amending laws,

The Proposal of the Minister of Administrative Development, Labour and Social Affairs, The draft Law submitted by the Council of Ministers, and

After having taken the opinion of the Shoura Council (Consultative Assembly),

We have decreed the following law:

ARTICLE 1

Article 2 of the abovementioned Law No. 14 of 2004 shall be replaced by the following:

The Minister of Administrative Development, Labour and Social Affairs, in coordination with the competent authorities, shall issue the necessary decisions for the implementation of the provisions of the attached Law, and pending the issuing of such decisions, they shall continue to be applied, provided they do not conflict with its provisions
...

ARTICLE 2

This article shall be replaced by Articles 1 (1, 2 and 21) and 64 of the abovementioned Labour Law, by the following:

Article 1 (1, 2 and 21)

1. Ministry: It is the Ministry of Administrative Development, Labour and Social Affairs;
2. Minister: He is the Minister of Administrative Development, Labour and Social Affairs;
3. Competent medical body: It is the body which is identified by the Ministry of Public Health.

Article 64

Before his/her appeal against the penalty imposed on him/her before the workers' dispute settlement committee, a worker shall appeal to his/her employer against the penalty inflicted on him/her within seven days of his/her cognizance of such a penalty. The appeal shall be concluded within seven days as of the day on which it was submitted. The appeal is considered to have been rejected if the period has expired, if there is no decision which has been handed down.

In the event of a rejected appeal or if it has not been decided within the above period, a worker may appeal to the department against the penalty inflicted on him/her within seven days as of the date of rejection.

The department shall decide on a worker's appeal within seven days as of the date of the submission of the appeal. The department's decision shall be final. The appeal is

considered to have been rejected if the period has expired, in the absence of a decision thereon.

As an exception therefrom, a worker may appeal against the penalty of dismissal from work before the workers' dispute settlement committee.

If the above committee is convinced that a worker's dismissal was arbitrary or in violation of the provisions of this law, it shall either annul the dismissal penalty, and reinstate the worker in his/her work and pay his/her entitlements during the period for which he/she was not allowed to work, in order to implement such a penalty or pay a worker an adequate compensation therefor. An estimation of the compensation shall include the wage, and other benefits denied to the worker, as a result of this dismissal.

ARTICLE 3

A new chapter shall be added to the abovementioned Labour Law, under the name of "Chapter 11bis 'Settlement of individual workers' disputes'" whose provisions shall read as follows:

Article 115bis

If a dispute arises between a worker and an employer related to the application of the provisions of this law or the labour contract, each party shall refer the dispute to the Labour Relations Department or to the Human Resources Department at the Ministry, as the case may be, to settle the dispute amicably.

The competent department shall take the necessary measures to settle the dispute amicably within a maximum period of seven days as of the day on which it was referred. The outcome of the settlement shall be referred to both parties within seven consecutive days. If both parties accept it, this agreement shall be drafted in a report signed by both, and certified by the competent department. It shall have executory force.

If the dispute is not settled within the period mentioned in the previous paragraph, or if either party to the dispute refuses the settlement of the competent department, or that the period has expired, without either party having expressed its view on acceptance or rejection, the competent department shall be required to refer the dispute within three consecutive days to the workers' dispute settlement committee. A memorandum which includes a summary of the dispute, the arguments of both parties, pertinent documents and the observations of the competent department shall be attached to this referral. The secretariat of the workers' dispute settlement committee, shall fix a session for the examination of the dispute within a maximum of seven days as of the date of referral. Both the worker and the employer shall be notified of the date of the session at least three days before its convening.

The submission of the dispute settlement request to the competent department shall put a halt to the legally prescribed period set down for dropping the action for such rights, until the deadlines indicated in this article have passed.

Article 115bis/1

One or more "workers' dispute settlement committees" shall be set up at the Ministry. It will be headed by a first instance court judge, selected by the Supreme Council of the Judiciary, and two members nominated by the Minister, provided that one of them is experienced in accountancy.

The composition of the committee, its rules and procedures which are to be followed, the mechanism for the implementation of its decisions, and the allowances of its members shall be determined by virtue of a decision by the Council of Ministers.

The Minister shall issue a decision which determines the headquarters of the committee.

One or more of the Ministry's employees shall be responsible for the committee's secretariat. The Minister shall issue a decision which shall determine their secondment, competence and bonuses.

Article 115bis/2

The committee shall be competent, on its own, to take a final decision on all individual disputes resulting from the application of the provisions of this law or a labour contract.

The committee shall decide on the dispute which is before it within three weeks as of the date on which the first session for its examination was held.

The committee's members shall be independent, and their decisions shall be final other than by law. No person or body may interfere in the disputes which are examined by the committee.

Article 115bis/3

The committee's secretariat shall notify both parties to the dispute of the procedures and its decisions at their address, or workplace by registered mail, or by any other means with an acknowledgment receipt.

The notification shall have legal consequences as of the date on which it was notified or handed to concerned parties.

Article 115bis/4

The committee's decision on the dispute shall specify the reasons therefor, and shall include the names of the committee's president and its members, date and place of its issue, names of litigants, their capacities, presence or absence, a comprehensive exposé of the events of the dispute, claims of the litigants and their rebuttal. It shall be signed by the president and the secretary. It will have executory force as specified in article 362 of the abovementioned Civil and Commercial Proceedings Law. The draft decision shall include the reasons for the dispute, signed by the committee's president and its members when pronouncing the decision; otherwise, it shall be null and void.

The provisions of the abovementioned Civil and Commercial Proceedings Law shall apply to the procedures before the workers' dispute settlement committee, and the decisions issued, unless there is another specific text in that law.

Article 115bis/5

The committee's decisions which are issued shall have executory force.

Article 115bis/6

Concerned parties shall have the right to appeal against the decision issued by the workers' dispute settlement committee before the competent circuit at the Appellate Court within 15 days as of the day on which the committee's decision was rendered if it was in the presence of the parties, or on the day which follows the announcement of the decision if it was in the absence of the parties. The appeal shall not result in stopping the implementation of the decision unless the competent circuit decides otherwise.

The competent circuit at the Appellate Court shall examine the appeal without delay, and shall decide thereon within 30 days as of the date of the first session held before it.

The competent circuit at the Appellate Court is the only body which can stop the implementation of the committee's decisions.

Article 115bis/7

The lawsuits which are the competence of the workers' dispute settlement committee before the courts shall not be accepted before a final decision has been handed down by this committee.

The courts shall continue to decide on the lawsuits which were referred to them before the date of the law's entry into force. They shall examine the lawsuits which are referred

after the law's entry into force, until the committee starts its specific mandate which is specified therein.

ARTICLE 4

Article 6 of the abovementioned Law No. 13 of 1990 and article 126/7 of the abovementioned Labour Law shall be revoked as well as any judgment which violates the provisions of this law.

ARTICLE 5

All competent bodies, each within its mandate, shall put to effect this law which shall be published in the *Official Gazette*.

Tamim bin Hamad Al Thani
Emir of the State of Qatar
Issued at the Emir's Diwan on 16 August 2017

Appendix IV

Qatar Law No. 15 of 22 August 2017 which relates to domestic workers

We, Tamim bin Hamad Al Thani, Emir of the State of Qatar,

After perusal of the Constitution, and

Law No. 13 of 1990 which promulgates the Civil and Commercial Proceedings Law and amendments made thereto,

The Labour Law promulgated by Law No. 14 of 2004, and its amending laws,

Law No. 21 of 2015 which regulates the entrance, exit and residence of expatriates as amended by Law No. 1 of 2017;

The Proposal of the Minister of Administrative Development, Labour and Social Affairs, The draft Law submitted by the Council of Ministers, and

After having taken the opinion of the Shoura Council (Consultative Assembly),

Have decreed the following law:

SECTION 1

In applying the provisions of this law, the following words and phrases shall mean the following unless the context requires another meaning:

- Ministry: It is the Ministry of Administrative Development, Labour and Social Affairs.
- Minister: Minister of Administrative Development, Labour and Social Affairs.
- Department: It is the competent administrative department at the Ministry.
- Employer: A natural person who employs the domestic worker.
- Domestic worker: A natural person who carries out domestic work, under the employer's management and supervision, in return for a wage such as a driver, governess, cook, gardener and workers in a similar occupation.
- Domestic work: It is work which is carried out by a domestic worker in the service of an employer or a person who resides with him/her.
- Labour contract: It is an agreement between an employer and a worker by virtue of which he/she shall be committed to carry out all the domestic tasks entrusted to him/her by an employer in return for a wage.
- Wage: Monetary wage paid by an employer to a worker in return for his/her work.

SECTION 2

The provisions which apply to expatriate workers shall apply to the recruitment of domestic workers, their medical examination and residence permits, provided they do not conflict with the provisions of this law.

SECTION 3

A domestic worker may not be employed other than by virtue of a labour contract, which is written and certified by the department, in three copies. One copy shall be handed to each party, and the third copy shall be deposited at the department.

The labour contract shall be written in Arabic. A translation thereof in another language may be annexed. If there is a difference in both texts, the text drafted in Arabic shall be considered to be the authentic text.

The labour contract shall include provisions relating to the employment relationship between both parties. It shall include in particular the following data:

1. Name of employer, nationality and place of residence.
2. Name of domestic worker, nationality and place of residence.
3. Date of the contract's conclusion.
4. Type and nature of work entrusted to a domestic worker.
5. Date on which work started, and the probationary period.
6. The contract's duration, conditions of renewal, and end.
7. Wage agreed upon, and manner and date of its payment.
8. Any provisions or data specified in this law.

SECTION 4

The recruitment of domestic workers from abroad shall be undertaken by one of the recruitment offices certified in accordance with the abovementioned provisions of the Labour Law. As an exception thereof, an employer or the person mandated by him/her may recruit from abroad domestic workers for their own account after the department's approval.

SECTION 5

Recruitment from abroad of domestic workers of both sexes, under the age of 18 or over the age of 60, shall be prohibited.

The Minister or person mandated by him/her, shall have the authority to exempt the maximum age limit from recruitment.

SECTION 6

A domestic worker shall be entitled to a paid probationary period. Its duration and rules shall be decided upon by virtue of a ministerial decision.

SECTION 7

An employer shall be responsible for the following:

1. Provide suitable housing and food to a domestic worker, appropriate medical care, medicine, and medical equipment in the case of sickness, or injury during the performance of his/her duties, or as a result thereof, without incurring any financial burdens on the domestic worker.
2. Treat domestic workers well, in a manner which will safeguard their dignity and well-being.

3. Avoid exposing a domestic worker's health or life to danger, or harm him/her physically or morally in any manner whatsoever.
4. A domestic worker shall not work during his/her sick leave.
5. A domestic worker shall not work during his/her rest periods, or during his/her weekly rest, unless there is a prior agreement between both parties to the contrary.

SECTION 8

An employer shall be responsible for paying the monthly wage in Qatari Riyals agreed upon with the domestic worker at the end of the month, or at the latest on the third day of the consecutive month.

An employer shall not be considered as having met his/her duties unless he/she proves that he/she had deposited the worker's wage in his/her bank account, or handed him/her the wage in cash, by virtue of a receipt signed by the worker, which confirms his/her receipt of the wage in full.

An employer shall be prohibited from deducting any fees, expenses or commissions from a worker's wage in return for the procedures of recruitment from abroad.

SECTION 9

An employer shall be prohibited from employing a domestic worker outside the country, without the worker's approval. If this is confirmed, a domestic worker may end his/her labour contract before the end of its duration, while safeguarding his/her full right to the end-of-service bonus. He/she shall also have the right to return to his/her country of origin or place of residence at the employer's expense.

SECTION 10

If a domestic worker dies, the employer shall bear the transfer expenses of his/her coffin to the country of origin or place of residence, upon the request of the worker's family.

If an employer does not send the worker's coffin after his/her death, the department shall do so at the employer's cost, and shall ask for reimbursement therefrom through administrative means.

An employer shall deposit all of a domestic worker's entitlements in the department's treasury, within a maximum period of 15 days as of the day on which he was cognizant of the worker's death. This shall be on the condition that the deposit receipt include a detailed report which indicates the manner in which the abovementioned sums were calculated.

The competent court shall distribute the sums deposited to the survivors of the deceased worker in accordance with the provisions of the Muslim Sharia or the Personal Status Law which is in force in the country of the deceased worker. If three years have elapsed after the day of deposit without identifying the person to whom the entitlements shall be paid, the court shall have to refer the sums to the country's public treasury.

SECTION 11

A domestic worker shall undertake the following:

1. Abide by the country's laws, social customs and traditions, as well as religious and moral values.

2. Carry out the work agreed upon, and any other tasks which are required to be done on his/her own, in honesty and precision.
3. Safeguard an employer's privacy, money and property, and those residing with him/her, his/her visitors, avoid any harm to an employer's interests, and pay particular attention to all of the above.
4. Follow an employer's instructions and orders, and those residing with him/her in an optimum manner, unless they are in violation of the law or the labour contract, or expose his/her life, money, or the life or money of third parties to danger.
5. Safeguard the objects which were handed to the worker for his/her work, and handle such objects in accordance with the nature of their use, and their return to the employer upon finishing his/her service.
6. Avoid any work with others, be it remunerated or not, contrary to the provisions of the law or regulations which are in force in the State.
7. Treat well an employer, his/her family, and persons residing with him/her, and refrain from harming them, especially children and the elderly.

SECTION 12

The maximum hours of work shall not exceed ten hours a day, unless there is an agreement to the contrary, interrupted by periods for worship, rest and food. Such periods shall not be included in the calculation of the hours of work.

SECTION 13

A domestic worker shall be entitled to a paid weekly rest holiday, which is not less than 24 consecutive hours. The timing of the weekly rest shall be determined based on the agreement between both parties as indicated in the labour contract.

ARTICLE 14

A domestic worker shall be entitled for every year spent in service, to paid annual holidays, whose duration is three weeks. A worker can divide such holidays, select its timing and the place where it shall be taken, unless there is an agreement to the contrary, and provided that this is not in conflict with the worker's interests.

A domestic worker shall also be entitled, for every two years in service, to a return air ticket to his/her country of origin or place of residence to go on holidays or the remaining holidays.

A worker shall only be entitled to a one-way ticket back to the country of origin or place of residence if the return trip is final.

SECTION 15

An employer shall be responsible for paying the end of serve bonus to a domestic worker who spent at least one year in service as of the date on which the law entered in force, at the end-of-service, in addition to any other entitlements. This bonus shall be determined in agreement between both parties provided it shall be at least a three-week wage for each year spent in service. A domestic worker shall be entitled to fractions of the year multiplied by the period spent in service.

An employer shall be entitled to deduct from the bonus the sums which are owed to him/her by the worker.

SECTION 16

An employer may dismiss a domestic worker without warning, and without granting him/her an end-of-service bonus for the year in which he/she was dismissed, if a worker has not fulfilled the duties specified in the provisions of this law or the labour contract.

SECTION 17

A worker may end the labour contract before the end of its duration while safeguarding his/her full right to the end-of-service bonus in any of the following cases:

1. If an employer has not met his/her obligations specified in the provisions of this law or in the labour contract.
2. If an employer, or a person mandated by him/her, has cheated at the time of concluding a contract with a worker, with respect to the terms of employment.
3. If an employer or a member of his/her family aggresses a worker, which harms the worker physically or his/her life.
4. In the event of a serious danger which threatens a worker's safety or health, provided that an employer was cognizant of the danger, and had not sought to remove it.

SECTION 18

Disputes which arise between an employer and a worker, related to the application of the provisions of this law or the labour contract are provided for in chapter 11bis of the abovementioned Labour Law.

SECTION 19

Compensation shall be paid to a worker for any accident at work in accordance with the provisions of the abovementioned Labour Law.

SECTION 20

The lawsuit which claims any rights resulting from the provisions of this law, or from the terms of the labour contract shall be no longer valid after the lapse of one year as of the date on which the contract ends, or is terminated for any reason or because of leaving work.

SECTION 21

Without violating any harsher penalty which is specified in another law, the following shall be imposed:

1. A maximum fine of QAR5,000 shall be imposed on any person who violates any of sections Nos 3(1), 4, 7, 9, 12, 13, 14 and 15 of this law.
2. A maximum fine of QAR10,000 shall be imposed on any person who violates any of sections Nos 5 and 8 of this law.

SECTION 22

All persons who are prescribed by this law shall be required to regularize their situation in accordance with its provisions within six months as of the date of the law's entry into force.

The Minister may extend this timeline for a similar period.

SECTION 23

The Minister shall issue the necessary decisions in order to implement the provisions of this law.

SECTION 24

All competent bodies, each within its mandate, shall put into effect this law which shall be published in the *Official Gazette*.

Tamim bin Hamad Al Thani
Emir of the State of Qatar
Issued at the Emir's Diwan on 22 August 2017

Appendix V

Model employment contract of a domestic worker

First party:	Mr/Ms	Nationality:
Place of residence:	City:	District:
Telephone number:	Number of house:
Second party:	Mr/Ms	Nationality:
Passport number:	Occupation:
Place of residence:	City:	District:
House number:	Telephone number:

Both parties have confirmed their status to be a contracting party and agreed on the following:

- | | |
|---|---|
| 1. Type and nature of work: | By virtue of this contract, a worker shall be committed to work with an employer in Qatar, in the occupation of throughout the contract's duration. |
| 2. Probationary period: | A worker shall undergo a probationary period whose duration is months. An employer may end the contract during the probationary period if he believes that the worker lacks the occupational competence, due to his/her personal misbehaviour or due to an act committed by the worker which affects an employer's trust. |
| 3. The contract's duration and extension procedures: | The duration of this contract shall start from .../.../..... If either party wishes to extend the labour relationship for another period, the concerned party shall notify the other party before the end of the contract by at least two months. |
| 4. Normal hours of work and periods of rest: | A worker shall carry out the work agreed upon for ten hours a day, interrupted by periods for worship, rest and food, which will not be calculated within the hours of work. A worker shall be granted a weekly paid holiday which is not less than 24 uninterrupted hours. A worker may request to work on the weekly rest day and take alternative days for the overall number of weekly rest days in which he/she had worked to be added to his/her annual holidays. |
| 5. Wages: | A worker shall earn a monthly wage of QAR An employer shall be committed to paying a worker's entitlements at the end of each month, provided it does not exceed the third day of the consequent month. An employer shall be considered to have paid such entitlements once he had deposited the wage at the worker's bank account or had given the wage in cash to a worker by virtue of a signed receipt. |
| 6. Annual holidays: | A worker shall be entitled to paid annual holidays whose duration is three weeks, and whose date shall be decided upon an agreement between both parties. A worker may divide his/her annual holidays, select its date and place. He/she may also carry over his/her annual leave to the subsequent year. |
| 7. Providing suitable housing and food: | An employer shall be obliged to provide free and decent accommodation (for a single person) to a worker and shall also provide electricity, water, beds, and appropriate toilet facilities in accordance with health standards. An employer shall also be committed to providing decent food to a worker. |
| 8. Medical and social care: | An employer shall provide, at his expense, the necessary medical care, medicine and medical tools to a worker in the event of his/her sickness or injury during work or as a result thereof in accordance with the regulations and systems which are currently in force in Qatar. An employer shall also give appropriate compensation to a worker or his/her survivors for an occupational injury, disability, or death which arises from his/her performance of work or as a result thereof in accordance with the regulations and systems currently in force in Qatar. |
| 9. Travel expenses: | A worker shall be entitled to a return air ticket from Qatar to the State of for every two years of service, in order to spend the holidays specified in this contract. If a worker's trip is final, he/she shall be entitled to a one-way ticket. An employer shall not assume the cost of a worker's return to his/her country of origin if a worker resigns from work before the end of the contract's duration. |

-
- 10. End-of-service bonus:** A worker shall be entitled (if he/she spends more than one year in the employer's service) to an end-of-service bonus which amounts to three weeks' wages for every year spent in service.
- 11. Termination of the employment contract before the expiry of its duration:** An employer may terminate a worker's contract on his own if a worker has violated any of his/her obligations specified in section 11 of the Law on domestic workers or any other obligations specified in this contract. A worker may also end this contract willingly and before the end of the contract's expiry, while keeping his/her full right to the end-of-service bonus, in any of the cases specified in section 17 of the law on domestic workers. An employment contract may be terminated in this case by virtue of a notification addressed to the other party at least one month before the end of the contractual relationship and leaving work.
- 12. A worker's return to his/her country of origin:** Immediately after the end of the contract's duration, without a request from either party to renew such a contract, a worker shall be obliged to return to his/her country and an employer shall provide him/her with a return ticket on the date of travel to be decided. An employer shall also be required to pay all of a worker's entitlements together with the last month's wage in a worker's contract.
- 13. General provisions:**
- A worker shall observe the laws of Qatar, its customs, social traditions, and ethical and religious values.
 - A worker shall not work for other persons, either with or without a wage.
 - A notification addressed to either party shall be made to the place of residence mentioned in this contract.
 - The provisions of Law No. 15 of 2017 on domestic workers shall apply unless there is another provision specified in this contract.
 - This contract shall be enforced after certification by the competent department at the Ministry of Administrative Development, Labour and Social Affairs in Qatar.
-

This contract shall be drafted in three original copies in both Arabic and English. Each party shall keep an original copy to be used. A third copy shall be deposited with the competent department at the Ministry of Administrative Development, Labour and Social Affairs in Qatar. In case of conflict between both texts, the Arabic text shall be considered to be the authentic text.

Parties signed this contract on: .../.../.....

First party (employer):

Second party (worker):

Name:

Name:

Signature:

Signature:
