



International
Labour
Organization

EXECUTIVE SUMMARY

ASSESSMENT OF THE QATAR LABOUR INSPECTION SYSTEM

The Ministry of Administrative Development,
Labour and Social Affairs (ADLSA)
International Labour Organization (ILO)

ILO Project Office
for the State of Qatar

Doha
June 2019





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Preface

The International Labour Organization (ILO) inaugurated its project office in Qatar in April 2018 to support the implementation of a comprehensive programme on working conditions and labour rights. The Technical Cooperation Programme reflects the common commitment of 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.

ADLSA and the ILO have conducted a series of innovative studies and reviews of international good practices to support the adoption and enhancement

of laws, policies and systems. ADLSA and ILO officials, as well as independent researchers have met with relevant stakeholders and were provided access to raw data and information in order to put forward detailed recommendations that were suited to the context in Qatar. The reports have been presented and discussed in various meetings, and many of the proposals have been incorporated into the plans and activities of the Technical Cooperation Programme.

This report aims to provide deeper insight into the functioning of the Labour Inspection Department in Qatar. It contributed to a joint reflection at the national level on the progress needed to improve the efficiency, quality and impact of labour inspection services.

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The responsibility for information and opinions expressed in this report rests solely with the authors, and publication does not constitute an endorsement by the ILO nor ADLSA.

Introduction

The Ministry of Administrative Development, Labour and Social Affairs (ADLSA) and the International Labour Organization (ILO) reviewed the current situation and progress still needed for improved efficiency, quality and impact of labour inspection services. The Assessment of the Labour Inspection System is a standardized review widely undertaken by the ILO, with assessments of more than 25 countries publicly available on the ILO website.

The Assessment was conducted as part of the Technical Cooperation Project between the State of Qatar and the ILO, and took place from the end of 2018 to mid-2019. This report is based on a desk review of reports and policies, stakeholder meetings during three visits to Qatar by senior labour inspection specialists from ILO headquarters, and frequent interactions with ADLSA officials. Information has also been drawn from the comments of the ILO Committee of Experts on the Application of Conventions and Recommendations (CEACR).¹

The Assessment covers four main issues: (1) the system of labour inspection, as mandated by law: its remit and planning frameworks; (2) human resource management; (3) inspection workflow, from preparation of visits to reporting; and (4) broader institutional cooperation beyond ADLSA, including internationally.

On the basis of these findings, the report provides several recommendations at the departmental, ministerial and national levels. The implementation of these recommendations has already started, and will continue as part of the ongoing technical cooperation project.

¹ The Convention on Labour Inspection (No. 81) is one of the six ILO conventions that the Government of the State of Qatar has ratified.

1. The labour inspection system

1.1. Mandate and functions of the Labour Inspection Department

The Labour Inspection Department (LID) of ADLSA is mandated to monitor the implementation of the Labour Law, and additional laws and ministerial decisions that complement it, including those on occupational safety and health (OSH). More specifically, the role of LID is to:

- a. Monitor the implementation of labour legislation;
- b. Guide employers on how to remedy violations;
- c. Issue warnings in case of violations and submit reports to the competent authorities for appropriate action;
- d. Monitor and follow up on OSH, including assessing the risks arising from the use of hazardous substances at work; and
- e. Monitor the payment of wages.

One additional specific function of the labour inspection system could be “to bring to the notice of the competent authority shortcomings or abuses not specifically covered by existing legal provisions” (Article 3.1.c of Convention No. 81). LID should regularly assess the legal framework to identify areas for improvement and advocate legislative changes accordingly.

1.2. Labour Inspection Policy

Until 2019, ADLSA lacked a clearly articulated labour inspection policy. Following a process of consultation, including a review of international good practice, a policy was adopted that reflects the central role played by labour inspection in the implementation of labour legislation, particularly in the context of the legal reform agenda underway in Qatar.

The key elements of that policy are the:

- Strategic role of labour inspection as a core government service;
- Strategic deployment of LID resources to collect data according to agreed indicators and make evidence-based strategic inspections;
- Distribution to labour inspectors of clear guidelines on appropriate action, such as the imposition of immediate sanctions when serious violations are detected, as well as common enforcement criteria to frame the use of discretion by inspectors and supervisors;
- Learning and development framework for LID staff, as well as adequate technical support;
- Awareness raising and information campaigns needed to reinforce public confidence and participation; and
- Transparency and accountability of inspection.

The policy will underpin the training provided to all labour inspectors to ensure wide appreciation of its objectives. The policy is also available on the LID website [here](#).

1.3. Strategic Planning

a) Establishment of a Strategic Office

As a result of the preliminary findings of the assessment presented to ADLSA at the end of 2018, a Strategic Office was established within LID to regularly engage in strategic compliance planning. It comprises ADLSA officials with a mix of competencies, including LID team leaders and experts, the OSH Unit, the Working Conditions Unit, the Wage Protection System Unit, the IT/Statistics Department, the Planning Department and the Institute of Public Administration.

The functions of the Strategic Office are to:

- Develop, monitor and report on strategic plans;
- Promote the use of IT and data analytics to increase efficiency and impact;

- Conduct continuous training needs assessments, develop and manage training programmes;
- Develop guidance materials, technical tools and standard operating procedures; and
- Develop visibility strategies and communication materials.

This Office met frequently in 2019. In the first half of the year it developed the Labour Inspection Policy, and the training plan for 2019-2020. Its members undertook study tours to learn from the experience of the strategic units serving inspectorates in the Netherlands and Portugal. In addition, the Office is in the process of developing a strategic plan for labour inspection action in 2020.

b) Strategic compliance plan

The Labour Inspection Department adopted a plan for 2018 that was designed to increase compliance with the Labour Law through:

- Visits to as many establishments as possible;
- Meticulous inspection;
- Direct communication with employers and workers.

The plan set out the following principal objectives:

- Increased compliance, including timely payment of wages and satisfactory working conditions;
- Fewer labour complaints;
- Fewer occupational accidents in the construction and manufacturing sectors, including within accommodation facilities;
- Improved relations between employers and workers;
- Improved visibility of the commitment of the State of Qatar to improve workers' rights.

In view of its size, the construction sector in Qatar has quite predictably become the predominant target of labour inspection activities. The plan for 2018 highlighted OSH as an area of focus for inspections of large projects and workers' housing.

In January 2019, ILO specialists facilitated a workshop with senior LID officials to explore modern strategic compliance planning, and the various interventions most likely to eradicate the root causes of compliance problems. One issue that emerged was that the planning of labour inspection visits in Qatar is based on the principle that all establishments should be visited once a year (Decree No. 13 of 2015). It was proposed that this ambition be replaced with a more strategic selection of targets. This is in line with Article 16 of Convention No. 81, which states that workplaces should be inspected as often and thoroughly as necessary to ensure effective application of the relevant legal provisions.

The Labour Inspection Department should pursue its commitment to embrace a modern labour inspection format and develop a strategic plan aligned with the general strategic objectives of ADLSA. The plan should define priorities selected according to available evidence and in consultation with relevant stakeholders. Risk mapping should be enhanced to focus on priority topics and sectors. Ministerial Decree No. 13 of 2015 requiring annual visits to all workplaces should therefore be revised, allowing for more sophisticated and effective labour inspection practices.

Labour inspection planning in 2020 should allow for a quantifiable evaluation of impact and efficiency. The labour inspection plan should adopt key performance indicators based on the outcome of activities (such as violations successfully corrected following an inspection visit), rather than the number of actions undertaken (such as the monthly tally of reports filed). The ILO's key performance indicators for labour inspection compliance could serve as a reference.

LID has access to a wide range of data sources, including complaints received by the Labour Relations Department and wage-related violations detected by the Wage Protection System (WPS) Unit. LID can also directly access information on enterprises and their workers. However, this

wealth of data is not being properly harnessed for analysis or planning purposes. The Information Management Systems (IMS) Department can and does extract information upon request, but this is on an ad hoc basis.²

An evidence-based strategy will necessitate revision of the IT database as a matter of urgency. In this respect, IT solutions should be developed to enable communication with other databases and for the regular exchange of information with other public administration bodies (such as the police, Public Prosecutor's Office, the Courts, and the Ministry of Public Health). LID should recruit a dedicated IT/Statistics officer to work with the Strategic Office of LID and liaise with the IMS Department of ADLSA.

² Pursuant to Article 12, Amiri Decree No. 6 of 2016, the IMS department of ADLSA is responsible for: development of IT policies; the design, operation and management of internal databases; the provision and maintenance of hardware and software; and the design and update of the website.

2. Human resources

2.1. Composition of the labour inspection staff

In Qatar there are currently 270 labour inspectors, including 58 women – all of them Qatari nationals. There are inspectors dedicated to monitoring working conditions, and others monitor compliance with OSH standards, including in workers' accommodation. These inspectors are also appointed to specialized units that monitor: (a) the payment of wages; and (b) occupational accidents. There are additional inspectors who oversee the activity of recruitment agencies, but they are part of the ADLSA Recruitment Department rather than LID.

The Labour Inspection Department has four offices across the country. The inspectors are also

divided into ten teams, each under a team leader. Three non-Qatari OSH experts supervise and assist the work of inspectors, while 12 interpreters are on hand to facilitate communication in multiple languages with migrant workers as required. Approximately 100 of the inspectors are able to speak both Arabic and English.

The number of inspectors is deemed adequate in relation to the geography of the country. However, because the inspectorate was significantly expanded over a short period of time, there are gaps in capacity and experience.

Rather than hiring additional inspectors, attention should focus on building the capacity of the existing inspectors (see below). A national cadre of OSH experts should be developed, by investing in senior inspectors and fast-tracking high-performing graduates.

Site inspections are sometimes assisted by interpreters. The 12 interpreters currently

assigned to LID have not received specific training for this.

The number of interpreters working with ADLSA should be increased. They should receive technical training on labour inspection and interview techniques. ADLSA might see fit to sign a long-term agreement with a linguistic services company able to offer interpretation on demand at any time, day or night.

2.2. Status, prerogatives and obligations of labour inspectors

Labour inspectors have the status of law enforcement officers. They investigate violations of the Labour Law and collect evidence to enable the competent authorities (the police and Public Prosecutor's Office) to intervene and initiate criminal proceedings. Labour inspectors have the authority to:³

- a. Enter freely and without prior notice any workplace during working hours, at any hour of the day or night, to verify conformity with the regulations currently in force and to prove any infringements;
- b. Examine records, papers, books, files or any other documents related to the workers;

³ Article 138, Labour Law (a to e); Articles 11 and 12, Ministerial Decree No. 13 of 2005 (f to h).

- c. Take or remove, for purposes of analysis, samples of materials and substances used or handled at an undertaking, and examine the machines and different installations to verify that there are sufficient and effective means to protect workers from any health risks and occupational hazards (subject to the employer or his representative being notified of any samples or substances taken or removed for such purpose);
- d. Inspect workers' accommodation to check suitability and conformity with health requirements;
- e. Interrogate, alone or in the presence of witnesses, the employer or his representative, or any of the workers, with respect to any matters concerning the application of the law;
- f. Discuss with employers and workers, individually or in combination, the application of legal provisions so as to overcome difficulties, especially those arising from ignorance of these provisions;
- g. Issue notices requiring remedial action to correct breaches within prescribed time periods (usually from two weeks to one month); and
- h. Issue reports on any breaches so that remedial action may be ordered.

Further to the abovementioned points on OSH, LID is also responsible for analysing statistics on occupational injuries every six months (January and June), and monitoring employers' provision of the medical services required by law.

Labour inspectors are obliged to treat as confidential the source of any complaint and must give no intimation to the employer or his representative that a visit of inspection was made in consequence of the receipt of such a complaint.⁴ In addition, as public servants, labour inspectors may be prosecuted for the crimes of bribery⁵ and abuse of power.⁶

2.3. Training

Newly-recruited labour inspectors receive general induction training, which is the same for all civil servants. To learn their duties and procedures, they then shadow senior inspectors for approximately two weeks. Their technical competence derives from ad hoc training courses, often delivered by the OSH experts at the Department.

A comprehensive Training Plan for 2019-2020 will enhance the capacity of all inspectors.⁷ This Plan was prepared by the LID Strategic Office, in consultation with senior management, inspectors themselves, the Institute of Public Administration and the ILO. Its constituent modules will cover: labour law; labour inspection skills; reporting; OSH and accommodation; investigation of accidents; forced labour; recruitment; and wages.

The Strategic Office and the Institute of Public Administration should continuously assess training needs in light of strategic priorities, needs assessments and legislative reforms. Training materials should also be regularly reviewed, and improved using case studies based on recent local experience. LID could consider requiring all newly recruited inspectors to complete an induction course within their probation period.

⁴ Section 10, Ministerial Order No. 13 of 2005.

⁵ Article 140, Penal Code. Article 3 of the Penal Code, (Law No.11 of 2004) defines public servants as those entrusted with public authority, including the employees of ministries, government departments, and other public organisations and institutions.

⁶ Article 159, Penal Code.

⁷ This was initiated following the presentation of the preliminary results of this Assessment, and led by the Strategic Office of the Labour Inspection Department.

2.4. Performance appraisal

At present, the performance appraisal of labour inspectors is centred on the number of reports they submit to supervisors. However, this does not take into account the wide variety of challenges inspectors face in different workplaces, or their achievement whenever they flag up a violation and thereby contribute to increased compliance. In that sense, there is no linkage

between the appraisal and the overall objectives of LID. As ADLSA staff, inspectors also undergo an annual ministerial in-house evaluation that takes into account days and hours worked, and communication with colleagues. Those deemed to have performed well receive a bonus.

Modern public administration is ruled by principles of accountability that measure to what extent institutions make good use of available resources and accomplish their mission. For this reason, organizational and individual indicators at all institutional levels should be brought into alignment, so that the achievement of personal goals is directly reflected in the achievement of institutional objectives. For example, the performance appraisal of the labour inspectors could be linked to the detection of violations, rather than to the mere number of inspection visits conducted.

3. Inspection visits

The Labour Inspection Department categorizes inspections as follows:

1. *Periodic and regular visit*
2. *Follow-up visit*
3. *Complaint-based visit*
4. *Visit to investigate an occupational accident*
5. *Special visits*
6. *Campaign visits*

The selection of specific targets is based on internal information gathered by each unit and is largely at the discretion of team leaders. Violations detected by the WPS could be an indication of other labour related abuses at an enterprise, but there is no data available on how often specific employers are referred for labour inspection by the WPS Unit.

Standard operating procedures (SOPs) for the preparation, conduct and follow-up of labour inspection visits should be reviewed and revised. This would streamline the workflow and ease the administrative burden on supervisors. The SOPs and relevant documents should be readily available for use by labour inspectors in electronic and hard copy form. All inspectors should be trained on the workflow and be required to follow it. In addition, appropriate software systems should be deployed extensively to compile and analyse data (including predictive analytics) within a sophisticated, user-friendly system, as further detailed below.

3.1. Preparation

Inspectors are expected to prepare for each visit by assessing the relevant data already submitted by the employer, including:

- A declaration submitted to ADLSA before commencing operations;⁸
- A list of employees, updated every six months, disaggregated by sex, age, nationality, functions, wages, and particulars of work permits;⁹
- Timetables specifying working hours and rest periods;¹⁰ and

- The details of wages paid to each employee (forwarded by the WPS).¹¹

In addition, ADLSA potentially has access to additional information on the workplace, including attested employment contracts,¹² information on the organization of work at establishments employing ten or more workers¹³, and details of accidents at work.

⁸ Article 7, Labour Law. The declaration should contain the name of the establishment, location, type of activities, address and telephone number, nature of work carried out, number of workers employed, their professions and nationalities, and the name of the manager.

⁹ Article 19, Labour Law.

¹⁰ Article 77, Labour Law.

¹¹ All companies covered by the Labour Law are required to pay salaries through the WPS. The company registers with the WPS by opening a WPS account with any of the 17 approved banks in Qatar.

¹² Article 23, Labour Law.

¹³ Article 46, Labour Law.

Information should be consolidated on a single database to support the selection of targets and provide all essential background data. This database should thus offer a reliable overview of the current state of play at any given undertaking.

At present, employers are sometimes given prior notice, either because the inspectors require more information on the location of the worksite, or to allow employers

time to gather relevant documentation. Regular announced visits may engender a sceptical view of the impartiality of labour inspectors.

The practice of informing employers of imminent visits must cease, as the effectiveness of an investigation frequently depends on the unpredictability of the visit.

3.2. Site inspections

The size of the enterprise, both physically and in terms of number of employees, will determine the number of inspectors, and time allotted. Upon arrival at the premises, inspectors display their ID badges and explain the purpose of their visit, unless they consider that such notification would prejudice the success of the investigation.¹⁴

The LID has checklists to help inspectors ensure that a visit is structured and that all information collected is reported systematically. There is however a risk that

rigorous adherence to a checklist will merely give rise to ‘tick-the-box’ interventions that sidestep any analysis of possible root causes or defective management. In any case, ADLSA officials have indicated that the use of checklists is not systematic. Ultimately, the quality of inspection depends on the insight of an inspector who can bring a bigger picture into focus by identifying significant compliance problems that may well lie behind sporadic and seemingly unconnected events reported or observed.

It is recommended that the checklists are reviewed, and that less experienced inspectors use them methodically until they reach the level of senior inspector. In the longer term, LID should concentrate on the qualifications and skills of labour inspectors, and the availability of technical guidance, rather than relying on checklists, which should be regarded as auxiliary tools.

3.3. Identification of violations and follow-up

When violations present a serious threat to workers’ safety, the worksite will be shut down. The immediate suspension of a specific dangerous activity can be ordered by inspectors on the spot, but an order

to halt all activity at the workplace must first be approved by the Minister.¹⁵ The approval process usually takes two to three days.

¹⁴ Article 7, Decree No 13 of 2005.

¹⁵ Article 100 of the Labour Law establishes that LID will report the case to the minister, who will order the partial or total closure of the workplace, or the stoppage of one or more machines, if the employer failed to take precautions or in the case of imminent danger to the health or safety of workers.

For less serious violations identified on site, a written warning is delivered on the spot to the site manager or responsible officer, who signs it. The deadline for remediation typically ranges from one week to one month (but there are no guidelines governing its duration). If the company then fails to act, the inspector can issue a revised deadline for

compliance with the earlier warning. Alternatively, the inspector can refer the infringement to their line manager, for subsequent referral to the police, who will forward the case, if appropriate, to the Public Prosecutor's Office, with a view to court proceedings and sanctions against the company. Sometimes, inspectors are called to hearings as witnesses.

Article 13 of ILO Convention No. 81 states that labour inspectors should be empowered to take measures with immediate executory force in the event of imminent danger to the health or safety of workers. Decree No. 13 of 2005 should be amended accordingly, and the guidelines for immediate work stoppages should be clarified and disseminated amongst all labour inspectors.

SOPs for issuance of infringement notices should be made available to all inspectors, further to urgent review of the remediation period. At present, the warning notices merely weaken the threat and intended deterrence of sanctions.

Similarly, SOPs for the investigation of occupational accidents should be reviewed and the conclusions of all investigations should be made available to all inspectors for learning purposes.

3.4. Reporting

After the visit, inspectors prepare a report that is uploaded to the case management system after being signed off by team leaders and OSH supervisors. Labour inspectors felt that the reporting platform could be made more user-friendly and accessible from outside

the office. Following each inspection, on their return to the office, inspectors have to upload the information collected. They reported that the uploading of photographs is particularly burdensome.

The current reporting system should be reviewed and modernized. Cross tabulation of data should be made available to labour inspectors prior to, as well as after the visits. All systems used by labour inspectors should have a single interface with appropriate levels of access for different users. It must cater for data migration needs outside the office.

3.5. Labour inspection results and reporting

Article 5, paragraph 7, of Decree 13 of 2005 establishes the obligation to develop an annual report. Moreover, having ratified ILO Convention No. 81 on labour inspection, the Government has committed to publish an annual labour inspection report.¹⁶

There is already a wealth of crucial data potentially to hand, but it is not yet systematically collated or analysed. The result is still an incomplete patchwork of data that neither faithfully represents the status quo,

¹⁶ Article 21 of Convention No. 81 requires a Member State to publish a general annual labour inspection report. Recommendation No. 81 (paragraph 9) suggests additional information to be contained in the report.

nor does justice to the substantial efforts already made to improve inspection services.

Collection, compilation and analysis of data should be considered a top priority for the Labour Inspection Department. ADLSA should prepare and publish online an annual report, beginning in 2020, so as to enhance public familiarity with inspection, and support for it. The annual report should include the following among other relevant subjects:

- a. laws and regulations relevant to the work of the inspection service;***
- b. staff of the labour inspection service;***
- c. statistics of workplaces liable to inspection and the number of workers employed therein;***
- d. statistics of inspection visits;***
- e. statistics of violations and penalties imposed;***
- f. statistics of industrial accidents;***
- g. statistics of occupational diseases.***

4. Institutional and international cooperation

Establishing inter-institutional cooperation and multilateral collaboration is inherent to the concept of an integrated administration system. There is scope for improvement on the regular exchange of information and collaboration with other units and departments of ADLSA, as well as with other

Government bodies, including the police, the Public Prosecutor's Office, the Supreme Judiciary Council, and all stakeholders receiving workers' complaints and collecting data on occupational accidents and diseases.

4.1. Occupational accidents and diseases

Various legal provisions oblige employers to record and report occupational accidents and diseases. Employers are required to keep an updated register of work injuries to be submitted to labour inspectors upon request. In addition, they have to provide ADLSA with statistics on occupational accidents every six months. This can be submitted electronically. If a worker dies or is severely injured as a direct or indirect consequence of work, the employer must immediately notify the police, as well as ADLSA and the competent medical authority. Nevertheless, significant

underreporting of occupational accidents has been acknowledged.

The institutions involved in the reporting and recording process include ADLSA, the Ministry of Interior (MoI), the police, the Ministry of Public Health (MoPH), Hamad Medical Corporation, the four Workers' Health Centres administered by Qatar Red Crescent, and the Primary Health Care Corporation (PHCC). A joint taskforce led by ADLSA and the MoPH is seeking to increase coordination and align the recording of occupational accidents and diseases.

Arrangements should be improved for the effective collection and sharing of the most critically important OSH data among the principal agencies involved. Memoranda of Understanding should be developed to agree, formalize and clearly define respective roles and responsibilities in the collection and sharing of OSH data.

A review of the Government's OSH-related data strategy for the whole of Qatar should be undertaken, fully involving all relevant stakeholders, to ensure that the most useful and relevant data is collected, and that it is put to effective use to help determine and support the development of a national OSH strategy. In this respect, in line with the recommendation above, the collection, compilation and analysis of data should be considered a top priority for LID and for the joint taskforce.

In order to derive clear and valid statistics, essential for comparison and/or benchmarking, indicators need to be precisely defined to ensure consistency

and accuracy. For example, an injury or illness should be correctly categorized as either work-related or not.

Where possible, definitions should be harmonized with international standards, such as the ILO Code of Practice for the reporting of occupational injuries and ill health.

4.2. Cooperation with the judiciary

The LID does not have readily available information on penalties, fines or imprisonment imposed by the judiciary.¹⁷ This difficulty persists despite several initiatives to promote collaboration between labour inspectors and the judicial authorities. Inspectors interviewed expressed frustration with the judiciary's failure to inform them of the outcome after their referral of a company for court

proceedings. This undermines their authority, especially if they subsequently interact with the same company, not knowing whether or not a sanction had been imposed further to their earlier efforts. This lack of information or communication with the judiciary also prevents supervisors from receiving feedback on the adequacy or otherwise of evidence submitted by the inspectors.

Measures should be taken to promote effective cooperation with the judicial system, including communication on the outcome of relevant court cases through the use of technology and modern systems.

4.3. Awareness raising and assistance to workers and employers

Inspectors are also expected to provide employers and workers with information and guidance on the law and their respective obligations, especially in small enterprises. This occurs during inspection visits. In this context, ADLSA also conducts awareness raising seminars and events, and uses social media and traditional media. By way of example, prior to and during the summer in 2019, ADLSA conducted a campaign to distribute advice on exposure to heat stress, including LID guidance materials (available [here](#)), and videos, in multiple languages, addressed to employers and workers, and viewed more than 800,000 times. In April 2019, ADLSA and MoPH co-organized the first “OSH Month” with the participation of enterprises, governmental and semi-governmental

organizations, and civil society. During the month, more than 15,000 workers participated in OSH-related activities offered by 21 companies and institutions.

The Strategic Office of LID formulated an awareness raising plan for 2019-2022. The basic aims of this plan are to reinforce general awareness of the role of LID and the rights and obligations of workers in various contexts. It will also seek to increase more detailed awareness of the activities and achievements of LID in terms of actions taken and results achieved. This will involve an overhaul of the LID website, and the dissemination of information materials during inspection visits and through other public channels, such as social media.

Currently, the LID website carries only limited information on labour rights and obligations. It should therefore be improved to provide better assistance to both employers and workers. It should offer user-friendly information (such as frequently asked questions) on how to comply with labour law, how to file complaints or requests for assistance, and include technical information on the topics covered by labour inspection, especially OSH.

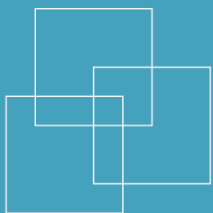
¹⁷ Article 18 of Convention No. 81 on Labour Inspection establishes that “adequate penalties for violations of the legal provisions enforceable by labour inspectors and for obstructing labour inspectors in the performance of their duties shall be provided for by national laws or regulations and effectively enforced.”

4.4. International cooperation

LID is keen to engage with counterparts in other countries, to exchange information and good practices. In 2018, ADLSA signed a memorandum of understanding (MoU) with the United Kingdom's Health and Safety Executive (HSE). The HSE was subsequently engaged to contribute to the development of an OSH Profile in Qatar. The MoU signed between ADLSA and the United States

Department of Labour in 2019 also covers the issue of labour inspection, and will lead to training programmes in this area. In February and March 2019, two missions were organized to exchange best practice with the labour inspectorates of the Netherlands and Portugal. A number of other countries have expressed an interest in sharing their experiences with ADLSA.

Labour inspection staff at all levels should participate in relevant international events, workshops and seminars to enhance their familiarity and engagement with comparative practice. Training in Qatar should likewise draw upon the practical expertise of experts from the labour inspectorates of various countries.



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