



LABOUR RIGHTS IN QATAR

Due Diligence Starter Kit for
National Football Associations



Centre for Sport
& Human Rights



LABOUR RIGHTS IN QATAR: DUE DILIGENCE STARTER KIT

Football Associations can play an important role in advancing good practice and through their actions contribute to the implementation of reformed labour laws in Qatar. This involves scrutinising those they do business with, including in the hospitality, security, transport and other service sectors. This starter kit highlights the types of questions that federations can ask of their business partners concerning labour rights protections in Qatar. It has been developed to support making responsible decisions on the goods and services used in Qatar and to ensure federations are taking proactive steps to avoid contributing to or benefitting from human rights violations. These types of questions should also be considered as part of a responsible risk management process for partnering with suppliers in any country.

CONTEXT

Human rights concerns are frequently connected to sport and mega-sporting events. The 2022 FIFA World Cup in Qatar has been particularly in the spotlight regarding labour rights abuses and the reform measures taken to address them. The spotlight has extended beyond project delivering the World Cup, and has brought greater scrutiny to the entire labour system of Qatar. Widely reported allegations have been made around the exploitation of migrant workers, including links to forced labour and human trafficking, poor living and working conditions, the payment of recruitment fees by workers to secure jobs, and a common occurrence of delayed (and in some cases unpaid) wages. In addition, over the years some workers in Qatar have been denied access to their identity papers, including passports, and have also been unable to receive medical care. In extreme cases, poor working conditions in the country have resulted in worker deaths. Several campaigns have associated these broader issues directly with the delivery of the World Cup.

At the same time, significant improvements have been made in policy and practice. In 2018, the International Labour Organization (ILO), the UN agency responsible for labour rights, established a technical office in Doha to support the implementation of a comprehensive joint programme of work with the Government of Qatar's Ministry of Administrative Development, Labour and Social Affairs (ADLSA). Together with partners, such as the International Trade Union Confederation (ITUC) and others, this has led to positive developments on issues including workplace representation, the introduction of a minimum wage, accelerated resolution of workplace disputes, and much greater labour mobility. Further, the entity responsible for delivering the World Cup infrastructure, the Supreme Committee for Delivery and Legacy, has established comprehensive Worker Welfare Standards which set minimum standards on responsible recruitment practices, worker accommodation, and workplace health and safety. Performance against these standards is independently audited, and joint health and safety inspections have been carried out in conjunction with the global trade union for the construction sector, Building and Woodworkers International (BWI). While progress has been significant, gaps in implementation nonetheless remain, with some entities following national and international standards more proactively than others.

ASKING THE RIGHT QUESTIONS

Asking questions like those set out below supports the implementation of the new laws and standards now in place in Qatar. These questions may also be useful for sponsors, broadcasters and other corporate partners of football federations looking to conduct their own due diligence on the organisations they do business with in Qatar.

These questions are not comprehensive and are provided as examples of the types of due diligence that may be conducted of different private sector service providers, including hotels, security firms and other logistical support services (e.g. transportation, translation etc.). Such due diligence is expected in any national context where labour rights risks are material, which is frequently the case especially when engaging service providers that normally subcontract to employment and placement agencies. These example questions have been developed based on the publication *Promoting fair recruitment and*



employment: A guidance tool for hotels in Qatar developed by the Institute for Human Rights and Business (IHRB), the ILO Project Office in Qatar, ADLSA and the Qatar Chamber of Commerce. A more detailed tool will be launched later in 2021, which will set out a series of recommended due diligence steps and practical examples of how to verify compliance.

EXAMPLE QUESTIONS

In relation to workers' wages and living conditions:

1. Are your staff paid at least the national minimum wage? How do you verify this?
2. Does your company have a policy on enforcing the national minimum wage amongst your suppliers? Do you review records of payment?
3. If your company provides accommodation for your staff, is your provision of accommodation in line with with national law and Supreme Committee requirements? How do you verify that this the case?

In relation to decent working conditions:

4. Does your company have a workplace health and safety policy and if so, is it in line with national legislation and the national occupational health and safety policy?
5. Are your staff provided with written employment contracts, with comprehensive terms and conditions of employment in a language they understand?
6. Do you ensure that all workers (including temporary and part-time staff) have full access to their passports and other personal documents, including residency permits and bank cards and have valid Qatar IDs and health cards?
7. Do you ensure that legal limits on working hours are enforced, that workers have at least 24 consecutive hours of rest per week, and can your staff easily take annual leave to return home in cases of family emergencies? What is your process to ensure this is the case?

In relation to responsible recruitment:

8. Does your company have a policy on recruitment fees and related costs? Do you contractually require your business partners / contractors to pay recruitment costs? Does this include reimbursing workers for any recruitment costs they may have paid? How is this verified?
9. Does your company use employment or placement agencies to source staff (including any temporary or part-time staff) that may be brought in for the World Cup? Do you verify that these agencies act responsibly?

In relation to complaints / grievances:

10. Does your company have a mechanism to raise complaints? Are all workers informed of these mechanisms and are they in a language they can understand? Can temporary or agency workers also access the complaints process?

In relation to other workplace matters:

11. How does your company promote worker voice through structured dialogue, for example through joint worker-employer committees?
12. Does your company have a policy on anti-discrimination and the prevention of sexual harassment and abuse? Does it extend to business partners / contractors? Is this in the scope of your company's complaints mechanism?



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