



الجنة الوطنية لحقوق الإنسان
National Human Rights Committee

National Human Rights Committee
DOHA, QATAR



Workers Rights Book

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In The Name Of Allah,
The Most Merciful,
The Most Compassionate

Workers

Rights Book

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Index

CHAPTER ONE	11
Before leaving for Qatar	13
CHAPTER TWO	19
After your arrival in Qatar	21 - 40
1st. Employment Contract	21
2nd. Renewal of contract	26
3rd. Working Hours	28
4th. Vacations and Holidays	29
5th. Termination of Work Contract	32
6th. Women Workers	35
7th. Employing Juveniles	36
8th. Injury at work	37
9th. Workers Organizations	39
CHAPTER THREE	41
Rights and Obligations of Establishment Workers	43 - 54
1. Lodging Conditions	42
2. Matters Related to place of Work	44
3. Obligations of Workers	50
CHAPTER FOUR	55
provisions related to sponsorship	57 - 67
CHAPTER FIVE	69
Relevant Forums/ Department	71 - 75
CHAPTER SIX	77
Important Addresses & Numbers	78 - 80

Dear Worker

The National Human Rights Committee of Qatar believes that promoting and protecting human rights is a key to the advancement of society. As part of its mission, this booklet has been designed especially for you to be your guide in understanding your rights and duties during your work tenure in Qatar.

At the national human rights committee, we aim at spreading awareness about human rights in a society characterised by the presence of a huge number of foreign workers in Qatar. We are sure about the success of our efforts in improving all conditions related to your work.

You will find answers to most of your legal queries presented in a simple language in this booklet. If you are one of those who find legal text difficult to grasp, you will find all necessary information in this booklet before you leave home to work in Qatar.

The National Human Rights Committee hopes that the booklet will fulfill a felt need for workers to be aware of, and help them understand Qatar's basic laws so as to get full protection under the laws of the land. The Committee hopes this booklet will be a companion to reach, in your pocket, whenever you need.

Dr. Ali Bin Smaikh Al Marri

NHRC President

Thanks and Appreciation

This work enabled me to pay attention to the importance of providing interesting, easy and reliable information to explain the laws that might be difficult to understand for some people. This booklet took two years to be issued in this form, away from cold terms and clichés. Comments of Advisor Mohammad Al Balidi, a veteran legal expert at the National Human Rights Committee, has increased my ability to enhance the accuracy and legal honesty through simple expressions. All my thanks and appreciation to him.

Ms Hala Al Ali

Legal Consultant

About US:

- The National Human Rights Committee is one of the statutory organisations that work for the promotion and protection of the rights and freedoms of all under the jurisdiction of Qatari laws.
- The committee works towards achieving goals set by international accords and covenants related to human rights that were signed by the State of Qatar.
- The Committee monitors human rights in Qatar and receives complaints.
- The Committee provides human rights recommendations and suggestions to concerned bodies on a consultative basis.
- The Committee aspires to cooperate with all similar committees, societies, and organisations in projects aimed at spreading the human rights culture.
- The committee receives complaints and petitions within the scope of its mandate and works with relevant authorities in finding amicable and just solutions.

Chapter One

Before leaving for Qatar

Chapter One

Before leaving for Qatar

Q1: How do you come to Qatar?

Government-hired: Either by a representative sent by the state for recruiting workers, or by way of an agreement between Qatar and the government of the worker's home country, so as to join the Qatari government sector.

Hired by the Private Sector: Recruited by contractors, or directly by an employer, to join the private sector or shareholding company.

Q2: For who is this pocketbook intended?

"Worker" is any male or female or Qatari or non-Qatari worker.

For workers in private businesses, workers in companies where Qatari capital comprises not less than 51% of the total, and whose main office is in Qatar.

Rules mentioned in this booklet do not apply to workers in the government sector and state-owned companies and

government institutions, companies or agencies established by Qatar Petroleum, and those employed in accordance with special laws and officers and privates of the armed forces and personnel or offshore workers.

Rules in this booklet do not apply to workers on temporary assignments, or family members who work in an establishment but reside with the owner/employer and who fully bears the cost of their living, also workers who work as farmers and herders, except those who work in companies processing and marketing farm products, as well as workers who run farm machinery.

Rules mentioned in this booklet do not apply to household workers such as drivers, nannies, cooks, gardeners etc.

Sponsorship Law provision shall apply to all expatriates referred to.

Q3: What must you beware of before coming to Qatar?

Be careful of false promises presented to you by “visa traders” like high salaries, good living conditions and great transfers to your family. Those people are interested only in taking the price of the visa and achieving quick profits.

Buying a visa to work in the state of Qatar may enable you to enter the country legally but it does not necessarily mean that job or accommodations are guaranteed in accordance with what could have been a result of a swindling process.

Make sure that “workers contracting office” or” anybody who advised you of working in Qatar” at your country, has “license from the Ministry of Labour in Qatar permitting him to bring you to work for others.

Make sure that you’re well aware of the nature of the job, salary and residence through signing and initial contract with the contractor or seek registration details about the company or work place you are joining.

Any verbal agreements you make with the employer before coming to Qatar will have no legal binding whatsoever and can be easily violated after your arrival, therefore you must insist on acquiring your own work contract directly before you start work, on the previously mentioned conditions. This will protect you from facing one of the following:

Exploitation by employer, making you perform duties not agreed on.

Giving you salary less than what has been agreed on, or keeping you working for many months without paying your salary.

Not providing the appropriate accommodation agreed on with the employer, or providing an accommodation not according to what has been agreed on.

You must be sure of having required vocational qualifications to work in Qatar, and inform the employment agent in your country of any courses you have taken to enhance your performance.

Q4: Is it legal for recruitment agencies in the State of Qatar to charge you the expenses for bringing you to Qatar?

It is Not Legal for Qatari contractors to charge you any amount as fees or expenses for bringing you for working in Qatar.

Q5: What are the procedures your employer must undertake as soon as you arrive in the State of Qatar?

If you have signed a contract in advance, he must initiate residency permit procedures.

If you have not signed a contract, you must ask your employer to make you a contract, authenticate it by the Labour Department, and then start residency procedures.

Q6: Is it legal to work in Qatar without a contract?

It is illegal to work in Qatar without a written and signed contract between you and your employer; this can bring you many troubles. However if the employer refuses to sign a contract, you can prove your employment status by all kinds of proof.

Q7: What are the required documents to complete work and residency procedures in Qatar?

Good conduct certificate from your country of origin, attested by authorised agencies. Also the certificate must be endorsed by the embassy of your country in Qatar as well as by Qatar's Foreign Ministry.

Medical examination to ensure that you are fit for work, this examination is repeated in Qatar by the authorised bodies. You will be expelled by Qatari authorities if the medical examination finds you unfit.

Q8: Is it legal for the employer to keep your passport with them?

It is not legal; employer should give you your passport upon completion of residence or residence renewal procedures. Residence should be renewed within maximum period of ninety days from its expiry date.

Chapter Two

After your arrival in Qatar

Chapter Two

After your arrival in Qatar

First: Employment Contract

Q1: What should the work contract primarily include?

- The name of the employer and the place of work
- The name and qualifications of the worker, his nationality, occupation, his address, and ID
- Date in which the contract is signed
- Kind of work, its nature, and the place the contract is made
- Date when the employee starts to work
- Duration of contract, if any
- Amount of salary, and time and method of payment

Provisions of accommodation and transportation or allowances covering both of them are among the things that are advisable to be included in the contract.

Q2: In case of a dispute with your employer about payment, is payment due from the date contract is signed or from actual date of starting work?

The actual start of work is applicable, not the date of contract, provided that the contract does not indicate otherwise.

For example, if your contract was signed on 1/3/2008, and you started work on 1/1/2008, the start of work on 1/1/2008 is the applicable date and your payment is calculated accordingly.

Q3: Is it permissible to keep an original copy of your contract?

Yes and not getting a copy is considered a violation of the law.

Q4: What is the contract duration?

There are two kinds of contracts: fixed-term contract and open-ended (unlimited by time) contract

Q5: What is a fixed-term contract?

A fixed-term contract obliges you to work for your employer, under his supervision for duration of time specified in the contract that should not exceed five years, renewable for a similar duration one of more than one. It is illegal for any of the contracting parties to separately decide to end the contract after the probation period indicated in the contract has ended end to do so would render the termination of contract illegal granting the wronged party to sue for damages.

Q6: What is an open-ended contract?

To agree to work for an employer under his supervision for a non-specified duration of time, in return for salary. It is permissible under the law for any of the parties in this case to terminate contract at any time and without giving any reason after the agreed notification period.

Q7: What is the notification period for open-ended contracts?

If the contract is open-ended, it is legal for either party to end it without giving reason, and in such case the party ending the contract should notify the other party in writing as following:

- For workers paid annually or monthly, the notification document should be given for ending the contract not less than one month in advance if the service period is five years or less; in case the service period is more than five years, the notification document should be delivered at least two months in advance.
- In other cases where workers are paid on a day-to-day basis, or whose payment is estimated in accordance with a production-evaluation, the notification document should be delivered in accordance with the following:
 - If the service period is less than a year the notification document should be delivered at least one week in advance.
 - If the service period is more than a year and less than five

years, the notification-document should be delivered two weeks ahead.

- If the service period is more than five years, the notification document should be delivered at least one month in advance.

Q8: What happens when a contract is terminated without abiding by the notification-document rule?

The party terminating contract without abiding by the notification-document rule is liable to pay compensation to the wronged party equal to a worker's salary due for the notification period.

Q9: What is basic salary?

It is the salary paid to you in return for the work done for a specific period of time or on the basis of number or quantity of items produced, including annual increments and nothing else.

Q10: What is salary?

It is basic salary plus all bonuses and allowances you receive for the work you do, irrespective of designation or how it is calculated.

Q11: What is the probation period in contract?

It means the period that a worker is under observation to prove that he is competent to continue in the job. It must not exceed six months which is the maximum limit, from the date of joining work. The employer can cancel your contract during this period. He must, however, give you notice of his intention three days ahead of termination of contract.

Q12: Is it permissible for your employer to make you work on a job other than the one agreed on?

It is legal if the intention is to prevent accidents, or if it is for repairing damage caused by those accidents, without harming any of your legal rights because of the change in the nature of work.

It is also legal if the work is of temporary nature; not greatly different from your original work; does not imply injustice and as long as your salary is the same.

Q13: If there was no contract between you and your employer, how do you prove that you have worked for him?

By your salary transfer to the bank

Your signature on salary receipt

Testimony by your colleagues and other legal methods

Q14: **What is vocational training contract?**

Qatari labour laws require an employer who is hiring fifty or more workers to provide technical training to Qatari nationals equivalent to 5% of his workforce. The trainees are nominated by the Department of Labour, according to the training programmes adopted by the ministry.

The vocational training contract is recorded in writing, with the profession or craft indicated. It also specifies training stages, period, and amount to be paid to the trainees.

It is legal for either party to terminate a training contract any time for valid reasons, and a written notice seven days ahead of the date of termination.

Secondly: **Renewal of Contract**

Q1: **What is a fixed-term contract?**

It is a contract that implies finishing a job within specified period or dealing with a specific job and ends with the completion of that job. These are such contracts as made by an employer with workers for services to be concluded within a specific period, such as ceremonies and conferences, or for specific job such as renovation, or painting of a house.

Temporary contract ends as the work agreed upon in the contract is completed and if the employer did not express his wish to renew your contract or legally transfer you (secondment), or give you sponsorship transfer to another

company or business, you must leave the country as the termination makes your stay illegal.

Q2: Is a “fixed-term” contract considered to be spontaneously renewed if you continue to work (with employer’s consent) following expiry of the contract?

If the contract is fixed-term and the two parties adhere to it after its expiry date without a formal agreement, the contract is considered automatically renewed as per conditions mentioned in it for a similar period and is considered as extension of the previous period. Your employment is counted from the start of service for the employer.

Q3: If the “work stated in contract” is finished but you continue to work for your employer, will that be considered renewal of contract?

If the subject of the contract is the execution of a specific work which is finished with the expiry of the contract, but the work by its nature is renewable, while adherence to the contract continues after the work agreed on is finished, then the contract is considered as renewed for another similar period through the agreement of both parties- it remains a fixed-term contract.

For example, if the agreement in the contract was to

manufacture and install specific number of doors for the employer, and the work is done, then the contract ends with the completion of the work.

Example: if the contract by nature is renewable, for example the agreement is for installing 10 A/C units in a building with 100 flats and the contract reads: install 10 A/C units in 10 flats. If these units are installed and the work continues after that, the contract is considered automatically renewed for a similar period, with same conditions- the contract will remain a fixed-term contract.

Thirdly: **Working Hours:**

Q1: Is there any time-limit on working hours?

Eight hours daily is the standard, with one hour rest period in between for prayer, lunch etc. The rest period is not included as part of actual work hours.

In Ramadan, it is six hours with rest period in between, not included as part of actual working hours.

Q2: Is it legal to make you work extra hours?

It is legal to work extra hours, provided the total hours do not exceed 10 hours, unless there is a necessity that calls for continuous work to prevent huge loss, or to repair or lessen the effects of an accident.

Q3: Is payment for extra hours mandatory?

You receive payment for any overtime you work equivalent to not less than the basic salary earned for usual work hours plus not less than 25% of the basic salary. That is if your usual work hour basic salary is QR20, you are entitled to QR25 for every extra hour you work.

Q4: Are there jobs where continuous work without a break is permitted?

This is permissible in certain jobs of a particular nature. Such jobs are notified by the minister, such as guarding duties.

Fourthly: Vacations and Holidays:**Q1: Is it legal to make you work on your weekly holiday?**

Friday is your usual weekly holiday, except for shift workers.

It is legal to make you work on a Friday if work conditions necessitate that, on condition that you are paid for it equivalent to your basic salary and compensated for your day off with another day, or you are paid the basic salary plus 150% of it. For example: If your basic salary is QR 100, you must receive QR 250 if you work on your holiday.

It is illegal to make you work on more than two consecutive holidays.

If your duties are from 9pm to 3am, your employer must pay you your basic salary, plus an extra 50%. That is if your basic salary is QR 50, you must receive QR 75 if you work between nine in the evening and three in the morning. Shift workers are excluded.

Q2: What are the usual official holidays and do you deserve any payment if you are called to work on those days?

Annually, you are entitled to following holidays with full payment:

- Three days for Eid Al Fitr
- Three days for Eid Al Adha
- One day on the National Day (the 18th of December every year)
- Three days decided by employer
- If there is a necessity for you to work on any of these holidays, you should be paid a compensation

Q3: What is the period of annual vacation?

Your annual paid vacation is as follows:

- Three weeks if your service period is less than five years
- Four weeks if your service period is five years or more

- Your vacation in relation to the annual fraction is counted according to the period you have spent in service, e.g. if it is six months up to your vacation date, you can take half of the vacation beforehand if you wish.

Q4: **Is it possible to postpone your vacation to next year?**

Your employer will decide your annual vacation date according to the work situation; he can also split your vacation (with your consent) provided the split section of the vacation would not exceed two weeks.

According to your written request, your employer can postpone *half* of your vacation to next year, and transfer it to your next entitlement for a vacation.

Relinquishment of your right to annual leave is invalid.

You may be paid leave allowance equal to you wages during a vacation you didn't have for reason or another.

If your contract is terminated before your annual vacation is due, you you're entitled to a payment equal to your wages for that vacation.

Q5: **When should your annual leave pay be paid?**

Your employer is obliged to pay you before commencement of your vacation.

Q6: What are the rules for sick leave?

You're only entitled to a sick leave three months after date of employment.

You need to provide a medical certificate from a doctor approved by your employer to obtain the right to a sick leave.

You receive full payment if sick leave is not more than two weeks

If your sick leave is more than two weeks, you receive half of your salary for another four weeks

If the sick leave is more than the period stated above, the leave will be without payment until you report back to work, resign, or terminate your service for medical reasons.

Fifthly: Termination of Work Contract**Q1: When is it permissible for you to terminate the work contract?**

You can terminate your work contract whether it is fixed-term or open-ended without losing your right to the end of service benefits in the following situations:

- If your employer does not adhere to the terms of the contract, or violates the labour law

- If you or one of your family members are assaulted or subjected to un-dignified treatment by your employer
- If the employer has been dishonest with you in relation to the provisions of the contract
- If there is an extreme danger that might risk your safety or health, provided that your employer is aware of this danger and does nothing to rectify it

Q2: Is it lawful for an employer to discharge you of duty and terminate your contract without warning and without paying end of service benefits?

This is legal in the following situations:

- Impersonation (when you assume a false identity or nationality) or present forged documents, certificates, and records.
- Violation of workers and establishment's safety regulations more than once, in spite of being warned in writing, provided those regulations are written and prominently displayed.
- If you violate terms of the work contract more than once, or violate labour law even after being warned in writing
- If you are found drunk or narcotised while at work
- If you assault your employer or manager or one of your superiors during work

- In spite of a written warning, you continue assaulting your colleagues
- If you fail to report for duty without good reason for more than seven continuous days or fifteen interrupted days within a year
- If you are convicted of a crime related to dishonesty or morality

Q3: Is it legal to terminate you during your vacation?

It is illegal to terminate your contract, or serve a notice of termination while you are on vacation.

Q4: When are you required to pay for your travel ticket?

Your employer is obliged to pay for your travel ticket when on first arrival and when you leave after the end of your contract. He is also obliged to pay for your travel ticket when you go on annual vacation if your contract so states.

You will have to pay for your own travel ticket if you decide to leave work abruptly, or if you resign before the end of contract without any legal reason.

In case of open-ended contracts, your employer is obliged to pay for your travel ticket at the end of service.

Q5: How is the end of service benefits calculated?

You are entitled to end of service benefit, if you have been on the job for one year or more and for every year of service there on. The benefits can be negotiated by the two parties, provided it is not less than the salary of three weeks for every year of service.

If there is a dispute about your years in service of your employer, you may file a lawsuit

Sixthly: Women Workers:**Q1: Do you get equal pay as men for equal work?**

You receive same wages as men when you do the same kind of work and you and you have the same opportunities for training and advancement. It is prohibited to make you work in hazardous and strenuous situations or in jobs that can harm your health or dignity and any other job as defined in ministerial decisions issued by the minister of labour.

Q2: How is a maternity leave calculated?

Fifty days with full payment, provided you have worked for one full year before applying for maternity leave.

Q3: Is it legal to end your contract if your health condition prevents you from reporting back to work after your maternity leave ends?

No, it is illegal. You would then be considered on leave without pay, provided the duration is not longer than sixty days (continuous or interrupted). You should also provide a medical certificate describing your condition from specialist recognised by your employer.

Maternity leave does not affect your right to other holidays.

Q4: How is breastfeeding break calculated?

Yes, you are entitled to break for one hour a day (to be decided by you) for one full year after the maternity leave.

Seventhly: Employing Juveniles:

Q1: What is the minimum legal age of employment?

Sixteen years, with father or guardian's consent. Also the person must get a special permission from the Labour Dept.

If the person be a Qatari student, the Minister of Education's permission is needed.

Q2: What are the positions works prohibited to juveniles?

All positions that can harm them in their safety, health, and morals

Eighth: Injury at work:**Q1: What is injury at work?**

Injuries caused by an accident during your duty or because of it. It can also happen on your way to or back from work, provided that your trip to or from work is not interrupted or diverted from your normal, daily route to the place of work. Death can also result from work injuries, and legal heirs are entitled to compensation in such cases.

In case of such injuries, your treatment expenses must be borne by your employer as may be decided by the concerned medical authority.

You receive full salary during your treatment up to six months. If treatment takes more than six months, you receive half of your salary until you are fully recovered or proven permanently disabled.

Total and permanent disability is considered same as death in terms of compensation

You can review work related injuries in chart No 1 and 2 of labour law No. 14 of 2004 to familiarise yourself about degrees of disabilities

Q2: Is it legal to deny injury or death compensation in some cases?

Yes, this is legal if you are found to have intentionally injured yourself or found under the influence of narcotics or alcohol at the time of injury or death and this is established as the reason for injury or death. It is also legal if you if you refuse to undergo medical check-up without good reason or refuse to follow treatment prescribed for you by the medical body, or intentionally defy your employer's directions regarding safety measures or be grossly negligent in that regard.

Q3: What is the period for paying compensation?

The employer should pay disability compensation within fifteen days from the date a worker is proven to be disabled, or the conclusion of investigations supporting disability because of work.

Employer should pay death compensation to court treasurer, within fifteen days of death or the date of conclusion of investigations supporting the cause of death as related to work.

Q4: Is it possible for you to lose your right to disability compensation or your heirs to their right to death compensation?

You lose your right to compensation for disability or death at work after one year of the final medical report stating the occurrence of disability, or one year from the date of death.

Ninth: Workers Organizations

Q1: What are workers organizations?

It is legal for any establishment with a Qatari workforce of not less than 100 workers to organize a committee called “Workers Committee”.

It is legal for workers of the same profession to establish a general committee called “the general committee for workers of the profession or industry”.

Membership in both committees is confined to Qatari workers only; the minister of labour decides the conditions and procedures for establishment of workers organizations as well as membership, and related procedural rules.

It is prohibited for workers’ organization to practice any political or religious activities or undertake to print, prepare and distribute leaflets harmful to status quo there in or

engage in speculation or accept financial contributions and donations without the permission of the labour ministry.

Q2: Is it legal to go on strike?

It is possible to resort to strike if three-quarters of the general committee of the workers of the profession agree on that, and after giving the employer a notice of not less than two weeks before going on strike. In addition, the organizers must receive approval from the Ministry of Labour, which will coordinate with the Ministry of Interior to decide the time and place of strike, provided no state-owned or private possessions are sabotaged or their safety affected.

It is prohibited to strike in general or essential installations such as Gas, Petroleum and industries related to them, Power, Water, Ports, Airports, Hospitals, and Transportation services.

It is prohibited to resort to strikes exhausting all possibilities for compromise or arbitration between the workers and the employer in accordance with the rules of law.

Chapter Three

Rights and Obligations of Establishment Workers

Chapter Three

Rights and Obligations of Establishment Workers

First: **Lodging Conditions:**

Q1: What are the necessary provisions of appropriate lodging?

In shared rooms, area provided for each worker should not be less than 4 meters.

In each room, no more than four workers should be housed in normal housing camps, and eight workers in temporary dwellings.

Entrances, corridors, roofs and cellars should not be used as lodging areas for workers.

Windows must have wire mesh so that no insects or dust may enter the lodging.

Rooms must be well-ventilated and have natural lighting and adequate provision of electrical light.

Employers must provide lodging with the following basic furniture and appliances:

- Beds with mattresses and appropriate covers and cupboards to keep clothes. No double beds allowed.
- The provision of enough air-conditioners and ventilation fans.
- One water cooler for every 20 workers provided with three candle ceramic filter; no fiber or threads filters allowed.
- Refrigerator for storing food, size depending on number of workers.
- Trash bin with lid, and strong trash bags.
- Employer should assign a worker for cleaning the lodging, and a supervisor to inform the employer of maintenance requirements.
- First Aid box, with enough antiseptics and bandages.
- One toilet, well-ventilated, with sufficient light and water heater for every 8 workers.
- Employer must properly maintain the lodging, and no deductions should be made for maintenance or provisions from the workers' wages.

Temporary dwellings must include the following:

Dining hall with adequate furniture for the number of workers staying at the temporary lodging provided with mesh screen on doors, windows, together with insects' catchers.

If there are more than 100 workers in the lodging, a special first aid room must be maintained by a qualified nurse. They must have proper systems for disposal of sewage and garbage regularly, with manholes and garbage collection units.

It is illegal to use workers lodgings for other purposes. Employer is bound to provide fire alarm and extinguishers according to fire department regulations.

Lodging should be provided with first aid boxes with enough bandages and antiseptics.

Secondly: **Matters Related to Place of Work**

Q1: How do you get acquainted with the regulations of the establishment you are working for?

An employer who is hiring ten workers or more must show the regulations of the establishment on a display board within the establishment. The board must be hanged in a prominent and easily noticeable place. Such regulations are a complementary part of the contract between the worker and the establishment.

Q2: What would you do in case of danger to your safety at work?

You must and it is legal to inform your employer of this

danger, if there is no response from him, you should call the labour department inspectors and inform them of the situation.

Q3: Is it legal for the employer to ask you to do personal work in the establishment?

It is prohibited for managers and directors to make you do personal work, and they cannot insult or mistreat you.

Q4: What are vocational safety conditions?

Labour law and ministerial decrees in this regard oblige employers to take all necessary precautions for safety at the work place. Most important of these include the following:

- The employer should inform you of all work-related risks and dangers and you must be made aware of all precautionary measures to guard you against such dangers in a language that you understand.
- The employer should provide you with protective garments and gear.
- In case there are openings or excavations in the work area that people may fall into or which may prove hazardous, such openings must be lined with protective fence.
- In case of work platforms, they should be erected as per technical specifications, must be fenced and provided with safe method for climbing to it.

- Permanent stairs should be made with anti-slip materials, and provided with safety precautions.
- Scaffolds must be made of strong materials, have enough room with fencing and safety equipment to prevent workers from falling.
- Precautions should be taken during the use of equipment with high level of noise and vibration, like providing ear protectors to workers, making sure that noise is not over permitted levels and for very long periods.
- Closed areas must have exhaust fans for operating equipment that produce dust, smoke or harmful gases.
- Electrical equipment must have circuit breakers.

Q5: What precautionary measures should be taken when using or storing work tools and equipment?

Labour law and ministerial decrees issued in this regard oblige employers to take precautionary measures, most important being:

- Provision of appropriate mechanical lifting equipment, ensuring the safety and usability of chains and hooks and their periodic inspection.
- Lifting equipment must display a notice indicating maximum lifting capacity.
 - Provide lifting equipment operator's cabins with a communication device.

- Operator's cabins in lifting cranes must be provided with mains of communications.
- It is illegal for non-qualified and unauthorised people to operate lifting, hauling, and transportation equipment.

Q6: What electrical safety precautions are necessary?

Labour laws and ministerial decrees issued in this regard oblige employers to take many precautionary measures, most important being:

- Electrical distribution panels must be placed in safe and easy to use locations, switches must be of non-sparking type.
- Conducting regular check on cables, wirings, and connections.

Q7: What fire protection precautions are mandatory?

Employer must take precautionary measures to prevent fire, in accordance with the direction of authorities, and according to the nature of activities in the work place and the nature of production materials. Care must be taken as following:

- Providing enough emergency exits, installing alarms with necessary training on use.
- Abiding by necessary technical standards in constructing ovens, boilers and other sources of heat, insulating hot gas

pipes and internal combustion engines exhausts.

- Prohibiting smoking in work areas and punishing anyone who does not abide by the prohibition.
- Leaving enough space between work units to prevent the occurrence of fire, especially in areas containing flammable material and not leaving any fire source in these areas.
- Educating workers on fire sources and methods of fire prevention and training them on how to use fire extinguishers.

Q8: What precautions must be taken against natural hazards?

Employers must take necessary precautionary measures against natural hazards, the most important being the following:

- Stopping work at noon time in open areas during summer - from 15th of July to 31st of August - so that morning working hours do not exceed five hours a day and do not extend beyond 11:30 am. In the afternoon, work must not start before 3:00 pm, and employer must keep a schedule directing this in an obvious place so that it can be read and seen by labour inspectors during their inspection visits.
- Workers must be provided with protective gloves, socks, shoes, and heavy clothes in winter.
- They must be provided with protective coats during the rainy seasons

- They must provide you with head cover and cold drinking water during work in open areas.

Q9: **What are the conditions for working in remote areas?**

The following areas are considered remote areas:

- Dukhan, Um Bab, Messsaied, Northern area, Halul island and any other area which is 15 kilometer away from the borders of any city or village.
- Employers having workers in remote areas must provide the following:
 - Appropriate transportation or accommodation, or both
 - Drinking water
 - Appropriate provision of food or means for providing this
 - First Aid supplies
 - Except food, all above must be paid for by employer. Worker should not bear any cost for them.

Q10: **How is medical care organised in establishments?**

Medical examination for establishment workers

Laboratory tests, and X-ray

Providing necessary medicine for treatment out of hospitals

Immunisation of workers against common ailments, according to directions issued by the National Health Authority in this regard

Installing First Aid Box and providing it with necessary medicines and appliances

In establishments with more than 100 workers, the employer is bound to appoint a nurse, and if there are more than 500 workers, he must establish a clinic with one doctor and at least two nurses, with all necessary medical supplies and a room for first aid treatment.

Third: **Obligations of Workers**

Q1: What are your obligations to your employer?

Employers have the right to transfer you from one place of work to another or from one type of work to another, provided that the new work does not differ substantially from the one agreed on and do not imply abuse, difference in wages or breach of contract clauses

You must be present at your work site on the set time for beginning of work and not leave before the time decided

You must not stop working or leave work area during working hours without permission from your supervisor

You are not allowed to enter the work site any time other

than working hours, unless you have written permission and submit it to the person in charge at the entrance

You must obey your superior's directions in regard to work and execute them precisely at all times

Your relation with your colleagues at work must be good and based on understanding and compassion

It is prohibited for you to accept gifts or reward from others in return for doing something that is part of your duties

It is prohibited for you to seek support or distribute papers for any purpose without written permission from the establishment administration

It is prohibited for you to work for another employer even at your leisure hours and you must do your work carefully and take care of equipment and tools

If there is a malfunction in equipment or tools, do not try to repair or even fix it, rather you must inform your supervisor about the faulty machine

You must not pay any fees or make any other payments to anybody unless it is a decision made by the establishment

You must not reveal industrial or work secrets or any matter related to the work and activity of the establishment

It is prohibited for you to do anything that may undermine the safety or vocational health precautions

Q2: What is disciplinary punishment?

Warning notice by way of a written letter sent to you, indicating the mistake (or violation of rules) you have made and warning you not to repeat it or stronger punishment will be undertaken

Reprimand for workdays not exceeding five days for every violation

Cessation from work, and deprivation of wages for period not exceeding five work days for every violation

Cessation of work and deprivation of wages, or with lowered wages until determination of your criminal charge, if you proved innocent, or the charge was filed, the cessation will be considered as never been, all your wages for the cessation period paid

Discharge from work, with the right in end of service reward

Discharge from work, without end of service reward)))

The worker must be told of the punishment in writing, if he refuses to accept the notice, it can be published in an easy to see place in the work area

Q3: Are you obliged to compensate the employer for any damage you cause?

It is legal to make you pay for damage you cause after due investigation of the incident

Deducing the amount of compensation from your salary, provided that it does not exceed a seven-days payment per month

You can place a complaint with the labour department within seven days after receiving the compensation estimate notice.

Chapter Four

Provisions related to sponsorship

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Provisions related to sponsorship

Q1: What is sponsorship system?

Every expatriate wanting to reside and work in Qatar must be sponsored by an establishment or a Qatari national. The sponsor must be Qatari national, or a foreign resident, or an establishment provided it's main office is in Qatar or have a branch for it in Qatar.

The sponsor must be will provided to withstand sponsorship responsibilities enforced by law, and must observe that the worker he brought works for him and under his supervision. This implies observation of doing work only for your sponsor, not any body else, it is illegal to perform any duty whatsoever for any other party, unless you were granted, "seconding".

Q2: What is Seconding?

The specialized section in the ministry of interior may permit your sponsor to allow you to work for other party for period not exceeding six months – renewable for similar period.

The specialized section in the ministry of interior is allowed to grant you permission to work for some period for other

party in a period other than your basic work, provided you get written permission on that from your sponsor.

In all cases indicated there must be a permission from the ministry of labor for the groups pliant to labor law clauses.

Q3: What is the penalty for the employer who allows you to work for others without permission from the special body or who employs you while you are under others' sponsorship?

Allowing workers to work for others without prior permission from the specialized body, or employing a worker whom others sponsor is illegal and the perpetrator is punished for a period not exceeding three years, and a fine that does not exceed QR50,000 or one of these two penalties, which can be increased if repeated.

Q4: If an employer trades in recruitment visas or surrenders it to others, does he become liable for punishment?

The confinement period for this crime is not exceeding three years, and a fine not exceeding QR50,000 or one of these penalties. This will be more severe upon repetition.

Q5: What is the period for you to leave the country?

Ninety days after the end of purpose of your recruitment or

from the expiry date of your contract without renewal, not transferring you to other sponsor or to other employer, or if your residency is cancelled for any reason.

Q6: Is it legal to apply for transfer to some other sponsor?

It is possible to apply to the ministry of interior for temporary sponsor transfer, if there are legal issues between you and your sponsor, or if a case of sponsor abuse is proved, or if general public interest called for transferring you sponsorship.

Q7: What is meant by abuse?

Abuse means the presence of a clear case of injustice (implying violation of work law, or violation of contract clauses) by your sponsor or employer. Also, if your sponsor denied you "No Objection" to work for other party.

Q8: What are the cases that indicate there is abuse by the sponsor, according to which you can apply for sponsor transfer?

`In case a clause in the contract you signed requires your sponsor transfer, and he denied you this.

If your employer delayed paying you benefits for two consecutive months or more.

If the employer did not adhere to providing appropriate lodging for a worker, in spite of a condition affirming this in the contract.

If the employer mistreated employee.

If employer ended work relation with employee before the decided period of contract, in a clear violation of law.

Unjust discharge from duties, affirmed by court ruling from the specialized court.

If a worker is used illegally by party other than the one who brought him.

It is up to the specialized party to decide condition indicated above, deciding if there is a case of injustice or not.

Q9: What are the cases under which you are not able to apply for sponsorship transfer?

End of contract period without renewal means end of work you have come for, you must therefore leave Qatar, unless you are able to get consent from sponsor to renew your contract or transfer it to other work party. If you could not acquire this consent, you must leave the country so that you are not considered a violator of Qatari laws, and you may expose yourself to detention in “deportation centre”, as well as paying fines.

Escape from work or accommodation and working for others, (other than the sponsor), resulting in court ruling for your

deportation from Qatar, or exposing you to administrative decision for deportation if this consisted a disturbance of general order.

Resignation by your own will or refraining from doing work without legal reason.

Q10: Is it possible to transfer your sponsorship by agreement between your employer and other employer?

It is possible for the party decided by the interior minister to transfer your sponsorship, when there is written agreement between new employer, and previous one. After consent from the specialized party in labor ministry, provided you belong to the categories subject to work law. SPONSORSHIP TRANSFER RESULTING NEW SPONSOR TAKE PLACE OF PREVIOUS SPONSOR WITH IN ALL HIS COMMITMENTS, AND THE EXPIRATION OF SPONSORSHIP FOR THE PREVIOUS SPONSOR AND CLEARANCE FROM ANY COMMITMENTS ADHERING.

Q11: Is it possible to acquire work permit without sponsor?

This is possible if you are one of the following categories:

- Investors subject to law No. (13) of 2000, concerning non-Qatari capital investments in economical activities.
- The owners and benefactors of real estates and residence

units according to law No. (17) of 2004 concerning the organization and benefit of non-Qataris from real-estates and residence units.

- Any other categories decided by a ruling from council of ministers. To have more information regarding laws for acquiring residence permit without sponsor for indicated categories you must refer to law No. (4) for 2004 concerning organization of entry and departure of foreigners.

Q12: Is it legal to bring your family to live with you during your stay in Qatar? What are the conditions for that?

It is possible for you as worker after acquiring a residency permit to apply for bringing your spouse and underage children, male children who did not finish their college up to 25 years, and non-married daughters for staying with you in Qatar on your sponsorship. If you have appropriate accommodation and your salary is enough to support them during their stay in Qatar - minimum wages decided by the permanent immigration committee in labor ministry.

It is possible for working woman to apply to interior minister to bring her spouse, the minister may consent her application if he finds this justifiable.

Q13: To whom should I apply for bringing my family?

An application must be submitted to the Permanent Committee for Immigration Affairs in the Ministry of Labour & Social Affairs. Your request must include a salary certificate from your employer indicating the amount you receive, together with documents to prove you are staying in an appropriate dwelling, your marriage certificate, the birth certificates of your minor children, and an account statement from the bank your salary is transferred to. The application is reviewed by a special committee to determine the merit of your request.

Q14: If your wife starts working after she joins you in Qatar, does that require her to transfer her sponsorship?

A foreign woman who comes to stay with her husband and starts to work after coming here, stays on her husband's sponsorship

Q15: Can you sponsor your parents (the father and mother)?

This is possible through consent from interior minister or his deputy giving you permission for your parents to stay with you if this is justifiable.

Q16: Can any of your parents and family members visit you during your stay in Qatar, what is the procedure?

-You can apply with a request to the general department for outlets passports and immigration affairs to receive visit visa for them. The period of their stay in Qatar shall not exceed six months after paying fees.

Q17: What is meant by exit permit?

This means you must acquire a permit if you temporarily or permanently leave the country.

Q18: Who gives this permit?

Your sponsor or his representative towards the specialized party must sign the permit, if the departure sponsor (who generally undertakes to fulfill all the sponsored commitments) other than the residency sponsor who must sign on the exit permit against the specialized party to accept his sponsorship.

Q19: What other alternatives are available if it is not possible to acquire exit permit from your sponsor?

The following replaces the permit if it is not possible to acquire one, or if your sponsor denied you permit, or in case he/she died or absence without assigning a deputy:

- applying an exit sponsor, (the exit sponsor undertakes to fulfill all your obligations that may arise before leaving the country without fulfilling; his responsibility is cleared when you return to the country)
- A certificate indicating that there is no ruling under the provisions of implementation, or claims against you.
- The said certificate is issued by the specialized courts after 15 days from placing a declaration in two daily newspapers about your departure.

Q20: When is your sponsor responsible for the costs of your return to your original country?

The sponsor undertakes payment for all your travel expenses after your residence permit expires, or is cancelled, or if there is a ruling for deporting you. Your sponsor must inform the authorities of deportation with the payment of deportation expenses.

The sponsor does not undertake payment of deportation expenses for those who do not apply to labour law (driver - baby sitter) in case of their escape (the escape generally occurs when the worker leaves work and dwelling, and the sponsor has no information about him/her) the passing of thirty days from the date of escape by the worker.

Q21: When can you return for work in Qatar, in case you leave the country?

If you reside in Qatar for work, you cannot come back again unless two years have expired since the date of leave.

The interior minister or his deputy can waive this period, also the specialized party may exclude some cases from this period based on a letter from the previous sponsor.

If you were discharged from work on the basis of clause (61) of labor law, or any other law, without appeal against the specialized court, or appealed over and refused, you cannot return to the country for work except after the expiry of four years from the date of leaving Qatar.

Q22: What do deportation and the ruling of exit and deportation mean?

The interior minister can issue deportation order for any foreigner if it is proved that his stay in the country can threaten its security and safety inside or outside, or may damage the national economy or the general health or generally accepted manners of behavior.

The interior minister may if necessary detain any foreigner who received a deportation court ruling for thirty days renewable for a similar period.

THE INTERIOR MINISTER MAY IMPOSE UPON THE FOREIGNER WHO RECEIVED A DEPORTATION RULING, WITHOUT THE POSSIBILITY OF

EXECUTION TO STAY FOR TWO WEEKS RENEWABLE AT ANY PARTY RATHER THEN DETENTION FOR SIMILAR PERIOD

Q23: Can you come back to Qatar after a deportation ruling against you?

It is not possible to come back to Qatar after deportation court ruling except through a decree by the interior minister.

Q24: Can you stay in Qatar after receiving a deportation ruling?

The interior minister or his deputy can give you extra time to settle your business in the country, the period not exceeding ninety days renewable, in condition of providing accepted sponsorship.

Chapter Five

Relevant Forums/Department

Chapter Five

Relevant Forums/Department

Q1: **Where should you go in case of dispute with your employer?**

1. Labor Department (Ministry of Labor):

- The specialty body in all cases of disputes concerning due money payments, dwelling conditions, or any other violation of labor law.
- Labor department will peacefully settle disputes, or transfer the worker file to the court if required.
- Requests for family visas presented to the immigration permanent committee at the ministry of labor.
- Help from the NHRC can be asked for when there are complications in the said requests.

2. The Court:

- You can resort to a court of law for redressal of grievances and file a suit about any matter and the court has jurisdiction to deal with any matter related to your wages either before or after the end of your contract, and as soon as a disagreement arises with your employer.

- For example: You can file a suit to claim delayed wages, end of service benefits, holidays payments, overtime dues...etc

3. The National Human Rights Committee

- The committee provides free legal advice, helps you understand your legal rights in general, and may provide a lawyer to represent you if it finds it necessary.
- The committee looks into complaints in most cases of disagreements arising between the sponsor and the sponsored and tries to work out a peaceful resolution to the satisfaction of the two parties.
- In case an attempt at a peaceful resolution fails and the committee is convinced of your rightful claim, it will correspond with authorities concerned on your behalf and seek their intervention to help you.
- The committee monitors the violations and breach of workers' rights, especially what is termed "Trafficking in human beings". It strives to correct the legal status for worker's illegal stay by presenting his case to the specialized body in interior ministry.
- The committee corresponds with the specialty department in interior ministry to reconsider the administrative deportations decisions, if it proved necessary.

4. Human Rights Department in the Ministry of Interior.

- The department receives complaints and reports all matters related to the Ministry of Interior such as requests

for sponsor transfer, review petition against deportation order ...etc

- After looking into your case and assessing your humanitarian condition, the department will follow your case through the proper department and inform you of your legal status and what procedures you must follow to get your rights.

5. The National Bureau for Prevention of Human Trafficking

- The bureau monitors violations and breaches made by some companies, employment bureaus and fictitious companies operating either in Qatar or outside in bringing workers into the country which may involve cases of abuse such as forced labour, sexual abuse...etc
- (Qatar House for accommodation and human care – which follows the bureau) – provides care and protection to women and children who fall victim to human trafficking and help those who wish to go back to their home countries and provide temporary shelter and medical and psychological care to them.

Q2: Is it possible to leave Qatar and authorize someone to follow your lawsuit in a court?

It is possible to leave Qatar after authorising anybody to follow your lawsuit after making the authorization document and getting it authenticated by court.

Q3: When are you prohibited from leaving Qatar?

You will be prohibited to leave the country if you are accused of a crime (issuing fraudulent cheques, breach of trust...etc) and prosecution or court decides to prohibit you from leaving the country on the basis of that case.

If there is a civil lawsuit against you (such as claims for non-payment of debt like bank loans) and a ruling is issued – at the request of the claimant – prohibiting you from travel, unless an order of deportation is issued in public interest .

It is possible to seek waiver of the travel ban in a civil lawsuit against you if you deposit the amount of debt or present enough guarantee.

Q4: Does Qatari law prosecute those involved in trafficking in visas for bringing workers to Qatar?

Every person who forces work on a human being either for wages or without is punished by imprisonment for six months, and a fine of not more than QR3000 or one of these two penalties.

The confinement punishment will not exceed three years, if the victim is less than sixteen years old. You can refer to NHRC or directly to the police department or to the attorney general if you face forced labor.

Important Notice

- All rules mentioned in this workers handbook are taken from labour code No. 14 of 2004, together with relevant ministry resolutions issued for execution of the rules of this code and the code No. 4 of 2009 to organize the entry and residence of foreigners, their sponsorship and residence.
- Penal code No.11 of 2004 and law No 23 of 2004 issuing criminal procedures, civil and trade codes No. 13 of 1990
- The workers handbook deals with basic codes in labor law, and the relative ministry rulings, for more information refer to the said law.
- You must follow any updates, corrections, or cancellation in codes and rulings referred to in the first paragraph that may be issued after the date of print of this workers handbook.

Chapter Six

Important Addresses & Numbers Some Important Locations and Embassies

Some Important Locations

National Human Rights Committee

Souq al Rawdah, Salwa Road
Tel: 4444 012 Fax: 4444 013
E: nhrc@qatar.net.qa

Human Rights Department

Ministry of the Interior
Al Markhiya Street
Tel: 4866 322 Fax: 4866 311

Labour Department

C Ring Road
Tel: 4406 554, 4406 406
(Building and Construction)
Fax: 4406 556
E: labour_camp@mcsah.gov.qa

Labour Department

Street No. 13, Industrial Area
Tel: 4508111

Criminal Evidence and Information Department (C.E.I.D)

Tel: 4471 444
Department of Criminal Investigation
Al Azizya, Salwa Road

Appeals and Civil Court

Near General Post Office,
(Dafna) Tel: 4859 111

Intermediate Court

Al Sadd Next to C.E.I.D
Opposite Intl. Bank of Qatar
Tel: 447 1747

Intermediate Court

Rayyan Road
Tel: 445 2222

EMBASSIES

Egyptian Embassy

Tel: 4832555
FAX: 4832196
PO Box: 2899

Jordanian Embassy

Tel: 4832204
FAX: 4832173
PO Box: 4192
E: gordand@qatar.net

Syrian Embassy

Tel: 4831844
FAX: 4832139
PO Box: 1257
E: doha@mofa.gov.sy

Sudanese Embassy

Tel: 4831473
FAX: 4833031
PO Box: 2999
E: suemdoha@yahoo.com

Lebanese Embassy

Tel: 4933330
FAX: 4933331
PO Box: 2411
E: lebanondoha@hotmail.com

Moroccan Embassy

Tel: 4831884
FAX: 4833416
PO Box: 3242
E: morocco@yahoo.com

Indian Embassy

Tel: 4672067 – 4672716
FAX: 4670448
Po Box: 2788
E: consular@qatar.net.qa

Embassy of China

Tel: 4880365 – 4884200
FAX: 4873959
E: chinashi@qatar.net.qa

Embassy of Afghanistan

Tel: 4930821 – 4930822
FAX: 4930819
PO Box: 22104
E: afgembqatar@hotmail.com

Embassy of Bangladesh

Tel: 4671927 – 4673471
FAX: 2080
PO Box: 2080

Indonesian Embassy

Tel: 4657945 – 4664981

FAX: 4657610

E: inemb@qatar.net.qa

Philippine Embassy

Tel: 4831585 – 4836871

FAX: 4831595

E: dohape@qatar.net.qa

Nepal Embassy

Doha – Qatar

Tel.: 4675681 – 4675683

PO Box: 23002

FAX: 4675680

E: rnedoha@qatar.net.qa

Sri Lankan Embassy

Tel: 4677627

PO Box: 19075

FAX: 4674788

E: lankaemb@qatar.net.qa



The National Human Rights Committee aims at raising the awareness of all workers – from the low-wage workers to directors who are at the top of the hierarchy.

This booklet contains rich information in a simplified form on the laws of the State of Qatar for the benefit of people wishing to work in the State as well as for citizens and residents who are subject to the Labour Law No. (14) of 2004.

Together for promotion and protection of Human Rights

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