

Questions for construction companies regarding working conditions in Qatar

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

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

- 1. Social responsibility or human rights policy: Does your company have a publicly-available commitment to human rights or to social responsibility? If so please share the link.**

As a business Multiplex are committed to our employees, contractors and suppliers by treating everyone with dignity and respect, providing an ethical and safe working environment and recognising worker rights and benefits. Multiplex's ultimate objective is to improve the social and environmental outcomes associated with the development, design, construction and operation of our projects/buildings, together with the wellness and safety of our employees, end-users and the community at large.

As a socially responsible business and proactive market leader, Multiplex has actively focussed on improving workers' rights and welfare in the Qatar construction industry. In September 2016 the Multiplex Middle East Executive Board ratified our new Multiplex Welfare Policy Statement & Welfare Principles. The formal signing of our Welfare Policy Statement occurred during Multiplex Safety Week on the 23rd of October 2016.

Our Welfare Policy can be located here: <http://www.multiplex.global/know-more-about-multiplex-middle-east-welfare-policy-statement/>

Our Welfare Principles are available upon request.

In order to meet the commitments outlined within our Multiplex Welfare Policy Statement & Welfare Principles, Multiplex has collaborated with a reputable and internationally recognised consultant to develop a Welfare Management System. Our Welfare Management System has been designed to address legal obligations mandated within Dubai, Abu Dhabi, Qatar, UK Modern Slavery Act (2015) and where possible align with various standards and guidance documents including, but not limited to:

- OECD Guidelines for Multinational Enterprises;
- UN Guiding Principles on Business and Human Rights;
- Institute of Human Rights and Business' Dhaka Principles;
- International Finance Corporation (IFC) Performance Standards; and
- Relevant ILO Conventions.

As an advocate and market leader of workers' rights and welfare we believe that the socially responsible business practices adopted by Multiplex have been a contributing factor to improving migrant workers' rights and welfare in the Qatar Construction Industry. Multiplex will continue to support the efforts and endeavours by all parties, both globally and domestically, who support the improvement of workers' rights or working conditions.

2. **Scope of operations:** Please describe the nature and scope of your company's operations in Qatar, including reference to current projects and business partners (herein 'business partners' inclusive of sub-contractors, suppliers, and joint ventures).

Multiplex is a leading global contractor with a focus on sustainable growth, safety and innovation. We have been shaping skylines and delivering vital infrastructure assets across the Middle East for 19 years and globally for over 50.

The company has a long history of success in the Middle East with the construction of many iconic and landmark projects in Dubai, Abu Dhabi and Qatar. We take immense pride in being part of the incredible growth and development of this ever-evolving region. All our projects are for leading owners and developers in the region who play an integral role in shaping their communities, with vision, innovation and a focus on sustainability.

We have the expertise and resources to operate and deliver in all aspects of the property cycle, providing clients with a complete end-to-end solution. Leveraging off a broad range of experience, skilled staff and a strong reputation, Multiplex is ideally placed in the current competitive market to address client cost-saving needs by continuing to deliver quality, cost-effective property solutions across a range of sectors.

Over the last ten years, Multiplex Medgulf have established a very successful business in Qatar, a partnership which initially brought together ENSRV's 30 years' experience in Qatar with Multiplex's 50 years' global experience.

3. **Sub-contracting:** How many workers do you hire directly and how many are hired by sub-contractors?

Multiplex Medgulf currently employs approximately 500 workers directly in Qatar and a further approximately 2534 are employed through our sub-contractors.

4. **Health and safety:**

In direct operations and in contracts with business partners:

- a) What is your company's approach to ensuring workers' health & safety in Qatar?

At Multiplex, we believe our success lies in our people. Therefore, their health and well-being is our number one priority. The Board accepts it has a collective role in providing Health and Safety leadership in its organisation. Similarly, all Directors and Managers are expected to show high standards in Health and Safety leadership.

Multiplex is on a continuous journey to enhance safety culture and standards across the business and broader industry with over 50 years of health and safety expertise. We work with our clients to design and integrate safety controls during the planning phase of our projects, with the aim of minimising or completely eliminating risk on our sites. We embrace the Safer by Design approach and recognise that through early planning, we stand to have a much greater impact on project outcomes. As a business focused on the long term, we concentrate our efforts on controlling critical or high-consequence risks. We do this by looking for ways to move controls upstream to significantly reduce or eliminate risk, and we reward smart solutions through our internal Global Innovation Awards.

Multiplex have been externally recognised for our Health & Safety performance and initiatives, receiving awards from the British Safety Council and Construction Week Awards, as well as being represented on the IOSH Council, IOSH Committees, IIRSM Committees and the MENA Construction Safety Executives Group.

Multiplex's Occupational Health & Safety (OH&S) Management System is third party certified to OHSAS 18001 the internationally acclaimed management standard for Occupational Health and Safety Management Systems by Det Norske Veritas (DNV). The Multiplex OH&S Management System is based on the Plan Do Check Act Model prescribed within OHSAS 18001 and is designed to exceed all legislative requirements within Qatar. The OH&S Management System contains an OH&S Policy which outlines top management commitment to provide a healthy and safe environment for all employees, subcontractors, suppliers, clients and the community.

b) Have you established occupational health and safety committees, and if so, do these have worker participation?

Within our Welfare Management System, Multiplex Principle 2 – Working Conditions mandates that employees be provided with:

- working conditions that are safe and clean;
- training and equipment to conduct their work in a safe manner; and
- a workplace that is subject to a health and safety management system.

A Multiplex Middle East Safety Committee is in place to build and develop a successful organisational safety culture within the Multiplex business. Reporting to the Executive Board, the Safety Committee is governed by a Terms of Reference with the following strategic objectives designed to address all levels of the organisation (Director, Manager, and Operative etc.) and all stages of the project lifecycle as follows:

- explore, develop, distribute, oversee and review Safety activities and programmes;
- facilitate active consultation and collaboration on Safety matters throughout the business;
- promote a robust and resilient culture that incorporates innovative best practices;
- produce industry-leading Safety performance.

The Multiplex Middle East Safety Committee is comprised of the following key members:

- Core team of OH&S Practitioners;
- Executive Director;
- Project Director;
- Representative from Plant and Equipment subsidiary; and
- Representative from internal Labour Supply department.

Within our Welfare Management System, Multiplex Welfare Principle 8 – Grievances and Labour Disputes requires that employees will be provided access to Workers Representative Committees in a language that they understand, on both project site(s) and within their accommodation facility. The Workers Representative Committees have been established for the workers to oversee and review all welfare activities and programmes being implemented by subcontractors as well as raise any on-going worker grievances for the broader worker population. By meeting on a monthly basis, Workers Representative Committees discuss topics including:

- Health, safety and security;
- House rules;
- Drugs and alcohol awareness;
- Education programs;
- Recreation activities; and
- Transport within, to and from the housing facilities outside working hours.

In addition to the Multiplex Middle East Safety Committee & Workers Representative Committees, each individual project holds regular OH&S meetings, task-specific toolbox talks, dedicated and tailored training programmes. Training is a key component of our corporate OH&S Strategy. We have comprehensive training programs in place for our teams, some of which include:

- Since August 2014, we have delivered IOSH certified Working Safely & Managing Safely training courses in seven languages to over 3300 site personnel across our Middle East business. Three in-house IOSH-approved trainers have conducted the workshops, ensuring a greater understanding of Health & Safety specifically related to our projects.
- Since December 2014 we introduced our Safety Staff Leadership Programme to further develop our Directors, Safety officers' and Managers' safety, leadership and communication skills across our Middle East business. The programme was delivered to 55 staff, through in-house workshops and on-going reviews. This initiative has led to demonstrated improvements in health and safety for our workers.

c) How many accidents and fatalities have taken place on site in the last two years?

Multiplex Medgulf have had zero (0) fatalities and five (5) Lost Time Injuries in the previous two (2) years.

Year	Fatality	Lost Time Injuries (LTI)	Lost Time Injury Frequency Rate (LTIFR)
2015	0	5	0.02
2016 (YTD)	0	0	0.00

d) What measures do you have in place to protect workers from high temperatures during the summer months? How do you communicate these measures to the workers?

The Multiplex OH&S Management System has a dedicated operational control procedure addressing working in extreme temperatures, inclusive of workers exposed to high temperatures during the summer months in Qatar. Each project is required to develop and implement a summer work plan in accordance with legislative requirements and which addresses the following minimum requirements:

- Exposure assessment;
- Heat stress factors;
- Heat stress evaluation;
- Heat stress prevention;
- Heat stress monitoring;
- Engineering controls;
- Administrative controls;

- PPE;
- Monitoring Programmes; and
- Training.

Each project provides rehydration drinks, drinking stations, increased frequency of rest periods in cool rooms. Education and training programmes, including regular tool-box-talks, posters and the like are provided to the workers in a language that they understand.

5. Conditions of employment: Please describe your company's policies and practice on each of the items listed below.

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

- a) Contracts - ensuring they are in a language the worker understands and are not modified upon the worker's arrival in Qatar

Where Multiplex employs direct labour, only legal, reputable and ethical recruitment agencies are used. Multiplex works directly with recruitment agencies in each country of hire where the terms and conditions are communicated to the employees in the local language via an induction and a letter. Multiplex management staff are always present during these inductions to attend to any queries that may arise.

Within our Welfare Management System, Multiplex Welfare Principle 1 – Employment Standards mandates that employees receive valid and legally compliant employment contracts in a language that they understand. This is reinforced further by Multiplex Welfare Principle 4 – Recruitment Practices, which mandates that employees should have the means to formally agree their role and salary prior to joining a company in a language that they understand as confirmed in the recruitment process by Multiplex management; and by Multiplex Welfare Principle 6 – Education and Training to ensure that employees are educated about their rights and entitlements.

To provide assurance that the Multiplex Welfare Policy and Principles are being adhered to, an auditing regime of subcontractors and recruitment agents has been incorporated into the Operational Monitoring component of our Welfare Management System. The frequency of audits on subcontractors and/or recruitment agents is dependent on the risk rating determined during the procurement due diligence process and/or at the discretion of Senior Management in the event that a grievance has been raised.

- b) Full and timely payment of wages, including issuing of bank cards for workers

Our workers have been paid on time, every time since our inception in Qatar, however we acknowledge that there have been reported incidences (by other operators) that some workers do not receive their pay in the correct amount or on time. Multiplex Medgulf has intervened in the past to ensure workers are adequately compensated when a subcontractor has failed to pay wages. Most recently in the last 12 months, Multiplex Medgulf has been required to fund the payment of subcontractor's wages and subcontractor's Residency Permit renewals.

Recent legislative developments such as the Wage Protection System (WPS), initiated by the Ministry of Labour and Social Affairs and managed by the Central Bank of Qatar, has provided a formal mechanism to monitor and document the process of wage payments systematically and in accordance with law.

The WPS, in addition to other relevant legal obligations, is captured by Multiplex Welfare Principle 1 – Employment Standards, which requires that employees be paid their wages in a timely manner as stated in their employment contract and by law. To provide assurance that the Multiplex Welfare Policy and Principles are being adhered to, an auditing regime of subcontractors has been incorporated into the Operational Monitoring component of our Welfare Management System. The frequency of audits on subcontractors and/or recruitment agents is dependent on the risk rating determined during the procurement due diligence process and/or at the discretion of Senior Management in the event that a grievance has been raised.

c) Issuing ID and health cards for workers

All our workers receive their ID cards upon arrival, allowing them full national mobility. Each worker receives a medical card covered by medical insurance, enabling them to benefit from zero-cost healthcare available from public hospitals in Qatar. In addition to medical insurance coverage, our workers have access to a free registered clinic established in the worker accommodation. There is also a full time nurse appointed in the worker accommodation and on project sites, ensuring prompt medical attention.

Within our Welfare Management System, Multiplex Welfare Principle 5 – Access to Information and Documents mandates that employees be in voluntary possession of their ID and health insurance cards at all times. To provide assurance that the Multiplex Welfare Policy and Principles are being adhered to, an auditing regime of subcontractors and recruitment agents has been incorporated into the Operational Monitoring component of our Welfare Management System. The frequency of audits on subcontractors and/or recruitment agents is dependent on the risk rating determined during the procurement due diligence process and/or at the discretion of Senior Management in the event that a grievance has been raised.

d) Ensuring adequate worker accommodation

Within our Welfare Management System, Multiplex Welfare Principle 3 – Living Conditions mandates that employees are provided with safe and clean living conditions which are subject to regular inspections and audits to monitor compliance with applicable laws. Our employee accommodation is above the average standard of accommodation in Qatar and provides many additional comforts over and above minimal regulations, such as:

- Full time nurse appointed in the worker accommodation;
- Full time worker accommodation management team appointed;
- Registered clinic established in the worker accommodation;
- Different kitchens set up for each nationality living in the worker accommodation to cater for different cultures, religious beliefs and health requirements (Diabetics)
- Separate eating hall/areas, again to cater for the different cultures and religious beliefs;
- Gym facilities;
- Free WiFi in the worker accommodation;
- The worker accommodation management team arranges for fresh food to be available, with the workers providing input to the menus being set in each kitchen; and
- All workers are provided with transportation (where applicable) that is safe and clean in accordance with applicable laws and regulations. Shuttle services are available at the weekends and outside of working hours within, to and from the accommodation.

Multiplex implements a multi-faceted worker social and education programme at the worker accommodation and is engrained within the culture of the organisation. Some previous and on-going successful initiatives include:

- Workers Education Fund – Winner of the Construction Week Awards 2015 for CSR Initiative of the Year
 - o This fund was set up to provide financial assistance for education purposes to children whose parents work (both employees and workers) for Multiplex, and who may not have the means to pay for a tertiary education. All children of our employees and workers are entitled to apply. Each application is then carefully reviewed and if found to be true and honest, the cost for their education is covered by this fund. 28 students have since graduated with a 100% pass rate, with 4 students joining the Multiplex business. Once funding is in place, Multiplex monitors the students' progress and achievements. The programme currently supports 59 students with the majority taking up Civil, Mechanical, Electrical and Structural Engineering courses. This year, 34 new applicants have been approved.

- Pearson English
 - o Global English is an engaging online learning program, designed to enhance the Business English skills of employees whose native language is not English. The Global English programme has been very successful and highly sought-out by workers and employees. As stated on the Pearson English website (http://www.globalenglish.com/customers/success/case_studies), the “...talent development program is changing lives and transforming business at a large multinational construction company”.

- Health Screening
 - o Health screening and awareness talks are arranged with workers to screen for any potential health concerns relating to Blood Glucose levels, Cholesterol, Blood Pressure and Body Mass Index. In the event that anomalies were identified a separate briefing is arranged to ensure the worker is provided with the knowledge on how to improve their health condition.

- Christmas Gift Giving Initiative
 - o Each year during the Christmas period Multiplex employees pack Christmas Gift boxes and provide them to workers. In 2015 over 1800 gifts were provided to workers.

To provide assurance that the Multiplex Welfare Policy and Principles are being adhered to, an auditing regime of accommodation facilities has been incorporated into the Operational Monitoring component of our Welfare Management System. The frequency of audits on accommodation facilities is dependent on the risk rating determined during the procurement due diligence process and/or at the discretion of Senior Management in the event that a grievance has been raised. In addition to the audits performed by Multiplex, regular authority, consultant and client audits are also performed on accommodation facilities.

e) Passport retention - ensuring workers can store passports in a safe place and have access

All Multiplex Medgulf workers are in voluntary possession of their passports, which can be stored within their own individual storage lockers. Should employees wish for their passports to be kept for safekeeping by the business, we provide a secure room and a fire-proof safe. Passports will only be kept for safekeeping by the business on behalf of the employee should a consent letter be signed by the employee. Access to the passports is available at all times.

Within our Welfare Management System, Multiplex Welfare Principle 5 – Access to Information and Documents mandates that employees be in voluntary possession of their identity documents at all times. To provide assurance that the Multiplex Welfare Policy and Principles are being adhered to, an auditing regime of subcontractors has been incorporated into the Operational Monitoring component of our Welfare Management System. The frequency of audits on subcontractors is dependent on the risk rating determined during the procurement due diligence process and/or at the discretion of Senior Management in the event that a grievance has been raised.

f) Allowing workers to transfer employers within the country

We acknowledge that there have been reported incidences (by other operators) that some workers do not receive No Objection Certificates or Exit Permits should they wish to transfer employers or depart Qatar. Based on current legislative bounds, should our workers wish to transfer employers or depart Qatar, a request is made to Human Resources whom then process and issue a No Objection Certificate in accordance with local legislative requirements. Multiplex Medgulf supports the recent legislative developments on the Entry, Exit and Residency of Foreign Nationals, which will promote a reformation of the employee-employer relationship.

Within our Welfare Management System, Multiplex Welfare Principle 7 – Fairness and Integrity mandates that employees be treated with fairness, integrity and respect and not be subject to harassment, discrimination or other unethical treatment. To provide assurance that the Multiplex Welfare Policy and Principles are being adhered to, an auditing regime of subcontractors has been incorporated into the Operational Monitoring component of our Welfare Management System. The frequency of audits on subcontractors is dependent on the risk rating determined during the procurement due diligence process and/or at the discretion of Senior Management in the event that a grievance has been raised.

g) Issuing of exit permits for workers who wish to leave the country

Please kindly refer to the response for question 5f.

6. Recruitment agencies:

a) What process does your company employ to recruit migrant workers?

Multiplex Medgulf only uses reputable and ethical recruitment agents who are legally registered and/or certified by the relevant legal entity within their country (i.e. Ministry of External Affairs, Government of India). This mandatory requirement is captured within the prequalification process, requiring that recruitment agents meet the requirements of Multiplex Welfare Principle 4 – Recruitment Practices, and that employees not be subject to unethical, illegal or discriminatory recruitment practices. Ethical recruitment practices are clearly defined in Multiplex Welfare

Management System Auditing protocols, where mandatory tests are utilised to determine whether recruitment practices can be deemed ethical.

Upon contractual engagement with the legally registered recruitment agency by Multiplex, a management team visits the selected destination to:

- monitor the recruitment agent;
- provide a formal induction to the potential recruits providing information on the company, role description, salary, rights, entitlements and benefits; and
- perform a trade assessment of the potential recruit.

If the employee is successful they will receive an employment contract in a language that they understand and which meets local legislative requirements. Should the employee formally accept the offer of employment, they will then be expatriated to Qatar or the UAE. Should the employee provide evidence that they have paid legal recruitment fees to the recruitment agent, they will be reimbursed.

- b) Which recruitment agencies does your company regularly work with to hire workers? Please list names and contact details of the recruitment agencies.

Multiplex Medgulf only uses reputable and ethical recruitment agents who are legally registered and/or certified by the relevant legal entity within their country (I.e. Ministry of External Affairs, Government of India). This mandatory requirement is captured within the prequalification process, requiring that recruitment agents meet the requirements of Multiplex Welfare Principle 4 – Recruitment Practices, and that employees not be subject to unethical, illegal or discriminatory recruitment practices. Ethical recruitment practices are clearly defined in Multiplex Welfare Management System Auditing protocols, where mandatory tests are utilised to determine whether recruitment practices can be deemed ethical.

- c) Does your company take steps to ensure that the recruiting agencies it deals with do not charge recruiting or placement fees? If workers have been charged fees, does the company compensate them for this expense on arrival in their position?

Multiplex maintains that all fees are covered by the employer, where no worker should bear the costs of recruitment. Should a Multiplex worker provide evidence that they have paid legal recruitment fees to the recruitment agent, they will be reimbursed by Multiplex. To ensure that no fees are incurred by subcontractor's workers, an auditing regime of subcontractors has been incorporated into the Operational Monitoring component of our Welfare Management System. The frequency of audits on subcontractors is dependent on the risk rating determined during the procurement due diligence process and/or at the discretion of Senior Management in the event that a grievance has been raised.

- d) Does your company require business partners to comply with the above recruitment procedures?

The Multiplex Welfare Management System is applicable to all of Multiplex's subcontractors, inclusive of the Multiplex Welfare Principle 4 – Recruitment Practices which requires that employees not be subject to unethical, illegal or discriminatory recruitment practices.

7. Grievance/remedy:

- a) Does your company have a grievance mechanism that is accessible to workers employed by you or working indirectly for you via business partners, in their own language?

The Multiplex Welfare Management System is applicable to all of Multiplex's subcontractors, inclusive of the Multiplex Welfare Principle 8 – Grievances and Labour Disputes, which mandates that employees will have the means to formally report grievances and will be supported in resolving labour disputes. This means that employees will be provided with facilities on site and within accommodation facilities to report grievances in a language that they can understand, including but not limited to, a Workers Representative Committee, ethics hotline and drop-boxes.

The Workers' Representative Committees have been established to oversee and review all welfare activities and programmes being implemented by subcontractors as well as raise any on-going worker grievances for the broader worker population. Key topics discussed at Workers Representative Committees include:

- Health, safety and security;
- House rules;
- Drugs and alcohol awareness;
- Education programs;
- Recreation activities;
- Transport within, to and from the housing facilities outside working hours.

Our ethics hotline is managed by an independent third party, and allows anyone to call anonymously to report suspected unethical, illegal or unsafe behaviour in English and other languages. The ethics hotline is available toll-free, 24 hours a day, 7 days a week.

Drop-boxes are available at project sites and accommodation facilities. All complaints are assessed, categorized, recorded and reported to the Multiplex Welfare Team for further investigation.

To provide assurance that the Multiplex Welfare Policy and Principles are being adhered to, an auditing regime of subcontractors has been incorporated into the Operational Monitoring component of our Welfare Management System. The frequency of audits on subcontractors is dependent on the risk rating determined during the procurement due diligence process and/or at the discretion of Senior Management in the event that a grievance has been raised.

- b) How do you ensure that workers are aware of its existence?

Multiplex Welfare Principle 6 – Education and Training augments Multiplex Welfare Principle 8 – Grievances and Labour Disputes by mandating that workers and employees in management roles receive training in the Multiplex Welfare Principles appropriate to their roles and responsibilities.

In addition to the above all employees are required to attend Welfare Inductions, providing an informative platform to notify them of the formal grievance mechanisms available as described above via Multiplex Welfare Principle 8 – Grievances and Labour Disputes. Welfare Inductions are provided in a language that employees understand. This is also supplemented with the Workers Representative Committee and posters.

c) How do you ensure that workers do not face retaliation from supervisors or others for raising grievances?

Multiplex Welfare Principle 8 – Grievances and Labour Disputes requires that employees not be subject to retaliation for reporting a grievance or seeking to resolve a labour dispute. This is supported via two (2) anonymous formal grievance mechanisms, the ethics hotline and drop-boxes. Grievances are reported directly to the Welfare Team, who are an independent functional department and are removed from the operational delivery team members such as Supervisors etc.

Multiplex Welfare Principle 6 – Education and Training augments Multiplex Welfare Principle 8 – Grievances and Labour Disputes by mandating that employees and employees in management roles receive training in the Multiplex Welfare Principles appropriate to their roles and responsibilities.

d) What processes do you have in place to address and remedy grievances?

With our Welfare Management System, Multiplex Welfare Principle 8 – Grievances and Labour Disputes, a formal Investigation and Remediation Protocol prescribes how the Welfare Team and the Operations Staff process, address and remedy a grievance. Upon receipt of a grievance, the Welfare Team will perform an assessment against a set of pre-determined risk factors to determine whether the grievance should be categorised as 1, 2 or 3. The resultant grievance categorisation then determines which parties the grievance is escalated to and timescales for response. To reinforce this formal Investigation and Remediation Protocol Multiplex Welfare Principle 8 – Grievances and Labour Disputes has mandated that employees must receive information about what has been done to remediate a grievance.

8. Freedom of association:

a) Does your company have organizational-level policies and procedures in place on freedom of association for workers?

Multiplex recognises the challenges of enacting freedom of association policies in Qatar due to current legislative bounds. As such, Multiplex respects the right to freedom of association in conjunction with the law.

b) How does your company implement such policies in a context where local law restricts the ability of migrant workers to form or join trade unions, such as in Qatar?

Within our Welfare Management System, Multiplex Welfare Principle 8 – Grievances and Labour Disputes requires that employees will be provided access to Workers Representative Committees in a language that they understand, on both project site(s) and within their accommodation facility. The Workers Representative Committees have been established to oversee and review all welfare activities and programmes being implemented by subcontractors as well as raise any on-going worker grievances for the broader worker population. Key topics discussed at Workers Representative Committees include:

- Health, safety and security;
- House rules;
- Drugs and alcohol awareness;
- Education programs;
- Recreation activities; and
- Transport within, to and from the housing facilities outside working hours.

9. Public engagement:

- a) Who in your leadership is responsible for ensuring compliance with policies and procedures related to human rights in Qatar?

Renier Breitenbach, Director and General Manager of Multiplex Medgulf

- b) Who should be contacted if workers or civil society groups have questions or concerns about your company's Qatar operations? Please provide contact information.

Renier Breitenbach, Director and General Manager of Multiplex Medgulf

Renier.Breitenbach@multiplex.global

10. Engagement with Qatari government:

- a) How does the company work with the Qatari government to improve enforcement of the labour law in areas such as passport and fee retention?

Multiplex is willing to collaborate with any interested party to improve the social and environmental outcomes associated with the development, design, construction and operation of our projects/buildings.

- b) Has your company engaged with the Qatari government about elements of the "kafala" sponsorship system that restrict workers' ability to change jobs or leave the country?

Multiplex is willing to collaborate with any interested party to improve the social and environmental outcomes associated with the development, design, construction and operation of our projects/buildings. Further to this Multiplex Medgulf welcomes the recent legislative developments on the Entry, Exit and Residency of Foreign Nationals as it will promote the reformation the employee-employer relationship.

- 11. Challenges:** Please describe any challenges your company is encountering in the areas described above.

Further information and guidance:

[OECD Guidelines for Multinational Enterprises](#)

[UN Guiding Principles on Business and Human Rights](#)