

## **Al Jaber (2016) Company response**

Al Jaber responded to the survey following publication of our briefing paper - [\*A Wall of Silence: The Construction Sector's Response to Migrant Rights in Qatar and the UAE.\*](#)

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

Al Jaber Group Corporate Social Responsibility is embedded in our values which support the role we play in society and the communities that we operate in.

The Group extends its support through a number of initiatives in the education, sports, science, arts and environmental sectors, as well a diverse range of industry related conferences, exhibitions, summits and seminars.

Al Jaber Group is fully committed to its role as a corporate citizen in the markets that it operates in.

<http://aljaber.com/about-us/social-responsibility/>

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

Al Jaber Group (AJC) is a privately owned multi-faceted group of companies, based in Abu Dhabi. AJC provides its professional services in the sectors of Construction, Heavy Lifting & Logistics, Industrial and Trading.

#### **Current Projects:**

- Construction of Petroleum Research Centre at Sas Al Nakhl
- Construction of PI Staff Accommodation at Al Maqta Bridge Area, Project No. 5998, Abu Dhabi, UAE
- HIDD Al Saadiyat Villas Development
- Construction of ENEC Apartment Complex
- Saadiyat Beach Villas Phase 2- SB17.2
- Ruwais Housing Expansion Complex - Phase 4- Construction of Buildings Accommodation - Package 4 - Project no. 7010 - Agreement no. 147010C6
- Ruwais Housing Expansion Complex - Phase 3- Married Flats - Package 11 (Remaining Works) - Project no. 6033 - Agreement no. 116033C3
- SB65 Jawaher Saadiyat Beach Villas, Plot No. SDN1-C8, Saadiyat Island, Abu Dhabi, UAE
- MAFRAQ TO GHWAIFAT 3A
- MAFRAQ TO GHWAIFAT 3B
- SHAH GAS DEV PACKAGE 10
- ADGAS-Civil Maint&Earth Works
- Shah MEP Works

- Facilities MGT-ICAD 2 & 3
- Const. Services at Masdar City
- Infra. Sec:Z17,19,20&26 MBZ BU-643
- Const of Shah New Acc. Complex
- INT'L RDS & INFRA. SEC ME3-ME7
- Const. of CICPA Complex (AJES)
- Inst.&Sup. Elec. Work WR Mirfa
- Inst.&Sup. Elec Work WR Ruwais
- Construction of New 33/11KV MZ
- D-103638 CONS.SHAHAMA4,33/11KV
- Leighton Piling Division
- UZ750 EPC 2 – Surface Facilities Project - Civil, Buildings, Structural (PEB's), Underground Piping, Piling & Seawater Intake Works
- Construction of Shah New Accommodation Complex
- Construction Of CICPA Project at Shah
- UZ750 Production Build up Program (EPC - 1) / Construction of Initial Production and Water Injection Facilities on West Island
- Taweelah Gas Compression Station Project - General Construction Works

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

Most of AJC workforce consists of full-time employees. AJC only hires sub-contracted workers in case of urgent operational requirements.

**4. In direct operations and in contracts with business partners, what is your company's approach to ensuring workers' health & safety?**

The Al Jaber Group and its companies consider health & safety as a core business function promoting safe working conditions without risk or harm to our employees or others, at all areas of operation. The leadership commitment and objectives are stated within the attached policy statements;

1. AJC HSE Policy Statement
2. AJES HSE Policy Statement

Review of HSE performance is conducted regularly at all levels within the organization. We have assigned HSE resources throughout the business to monitor and assist in the implementation of our HSEMS'. Each HSE function has direct line of reporting to the leaders of our organization.

**5. In direct operations and in contracts with business partners, have you established occupational health and safety committees, and if so, do these have worker participation?**

The Al Jaber Group and its companies have regular health & safety committee meetings in accordance to their approved HSEMS procedures. The frequency of each meeting is relative

to the level in the organization, standards & legal requirements, client or as regularly as needed. For example, kindly refer to attached MoM's;

1. CSNAC Project MoM

2. CICPA MoM

In addition, we have welfare committee meetings with inclusion of worker involvement.

**6. In direct operations and in contracts with business partners, how many accidents and fatalities have taken place on site in the last two years?**

|                    | 2014       | 2015        |
|--------------------|------------|-------------|
| Man-hours          | 91,325,456 | 112,812,527 |
| First Aid Cases    | 2001       | 1403        |
| Medical Treatment  | 327        | 96          |
| Lost Time Injuries | 63         | 24          |
| Fatalities         | 0          | 3           |

All our incidents/accidents are reported formally internally and externally to the authorities and/or our clients in accordance to our HSEMS procedures.

**7. In direct operations and in contracts with business partners, 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 Al Jaber Group and its companies have prepared and are implementing Safety in the Heat procedures. This is in accordance to legislation, Standards and best practices. We partner with various authorities on information sharing and roll out our annual Beat the Heat campaign. Kindly refer attached examples that supports this;

1. Summer Heat Prevention Policy statement
2. UAE ministerial decision Mid-Day Summer Break

3. Safety in the Heat procedure - with roles & responsibilities & Thermal Work Limit (TWL) within
4. Beat the Heat campaign program
5. Heat exhaustion evacuation drill report
6. Heat stress preparation and status checklist
7. Heat stress safety day report

At all levels of the organization, constant communication with all employees is conducted thru various and regular Tool Box Talks (TBT's)

**8. Please describe your company's policies and practice on: Contracts - ensuring they are in a language the worker understands and are not modified upon the worker's arrival in the country.**

All contracts are in English and Arabic language.

**9. Please describe your company's policies and practice on: Full and timely payment of wages, including issuing of bank cards for workers.**

All wages are paid through Wage Protection system by the UAE Central Bank (WPS) for full transparency and as per UAE Labour Law.

**10. Please describe your company's policies and practice on: Issuing ID and health cards for workers.**

All employees have an employee number and are provided with health insurance including cards.

**11. Please describe your company's policies and practice on: Ensuring adequate worker accommodation.**

AJC operates one of the leading Housing facilities in the UAE which is not only used to accommodate AJC employees but also rented out to 3<sup>rd</sup> Parties. The Al Jaber Accommodation Complex is in close contact with the municipality on health and safety aspects and regularly provides information sessions.

**12. Please describe your company's policies and practice on: Passport retention - ensuring workers can store passports in a safe place and have access.**

All passports can be saved in a safe location upon the employee's request and passports can be obtained any time /24hours.

**13. Please describe your company's policies and practice on : Allowing workers to transfer employers within the country.**

AJC does not stop any employee from resignations and changing jobs.

**14. Please describe your company's policies and practice on: Issuing of exit permits for workers who wish to leave the country.**

*This question is not included on the UAE survey.*

**15. What process does your company employ to recruit migrant workers?**

AJC involves 3<sup>rd</sup> Party Local agencies to recruit its talent and closely monitors the performance of those agencies.

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

**17. 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?**

AJC does not condone of any agency asking workers for charge placement fees.

**18. Does your company require business partners to comply with the above recruitment procedures?**

AJC requires all subcontractors and clients to work on ethical principles and industry best practices.

**19. 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?**

AJC HR policies outlines a detailed grievance process with various channels of grievances supported by multi-lingual HR staff.

**20. How do you ensure that workers are aware of its existence?**

AJC Group HR & BU HR conducts Inductions and Policy Workshops at sites and the camps to inform about HR policies, including the grievance process.

**21. How do you ensure that workers do not face retaliation from supervisors or others for raising grievances?**

AJC covers all business units with HR staff that directly report to the Group HR function to monitor any violations without any reporting line to the project.

**22. What processes do you have in place to address and remedy grievances?**

Detailed Policy, procedures and process maps for grievance process.

**23. Does your company have organizational-level policies and procedures in place on freedom of association for workers?**

No. Strikes are not allowed as per UAE Labour Law. However, AJC has detailed HR policies in place to address employees' welfare and operates a Welfare Committee with representatives of all nationalities to address concerns.

**24. How does your company implement a freedom of association policy in a context where local law restricts the ability of migrant workers to form or join trade unions?**

AJC operates a Welfare Committee to ensure the welfare of employees. In addition, AJC implemented a strict grievance policy.

**25. Who in your leadership is responsible for ensuring compliance with policies and procedures related to human rights in the country?**

AJC leadership is committed to human rights and employee welfare. This commitment is lived by AJC leadership Corporate Social Responsibility activities.

**26. Who should be contacted if workers or civil society groups have questions or concerns about your company's in-country operations? Please provide contact information.**

Group HR Director.

**27. How does the company work with the country of operation's government to improve enforcement of the labour law in areas such as passport and fee retention?**

AJC conducts "labour law awareness sessions" in different languages, with representatives of the Ministry of Labour and Justice and UAE Police at the Al Jaber Accommodation Complex.

**28. Has your company engaged with the country of operation's government about elements of the "kafala" sponsorship system that restrict workers' ability to change jobs or leave the country?**

Workers are not restricted in moving jobs.

**29. Please describe any challenges your company is encountering in the areas described above.**