

Construction companies in Qatar: Questions on working conditions

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.**

Salini Impregilo is firmly committed to conduct its business activities in line with the principles of sustainable development. The company adopted a formal Sustainability Policy, composed of 10 principles including the protection of human rights, health and safety of the entire workforce employed on its projects around the world.

Moreover, in October 2014 Salini Impregilo and the Italian and International Construction Unions (Feneal Uil, Filca Cisl, Fillea Cgil, Building and Wood Workers International - BWI) signed an International Agreement to promote and respect worldwide the fundamental human rights principles, as defined by the key international declarations of the United Nations, the International Labour Organisation and the OECD.

In late October 2014, BWI and ILO held an international conference in Geneva, Switzerland, on working conditions of migrant workers in Qatar, inviting some construction companies to present their best practices on these issues. Salini Impregilo presented its actions undertaken to offer safe and decent accommodations for all migrant workers employed in Qatar in accordance with international guidelines and safety standards. Following this event, a delegation of unions' representatives from BWI visited our worker camps in Qatar, founding it as a positive example to be followed by other construction companies in the GCC area.

Following the links to the relevant documents cited above:

Sustainability Policy: <http://www.salini-impregilo.com/static/upload/sus/sustainability-policy.pdf>

International Agreement with unions: http://www.bwint.org/pdfs/IFA_SaliniImpregilo_EN.pdf

Press release of BWI meeting in Geneva: <http://www.bwint.org/default.asp?index=5813>

2. **Scope of operations: Please describe the nature and scope of your company's operations in Qatar.**

Salini Impregilo is currently executing the following contracts awarded in the State of Qatar:

1. **RED LINE PROJECT: Design and Build of the "Red Line North Underground" in Doha (Contract n° RTC/038/2012, with contract title "Design & Build Package 1 – Red Line North Underground), started on 13 June 2013, awarded by Qatar Railways Company (Qatar Rail).**

The Contractor is an unincorporated Joint Venture formed by the following Companies:

- the Leader Salini Impregilo S.p.A.
- SK Engineering & Construction Co. Ltd.
- Galfar Al Misnad W.L.L.

Salini Impregilo S.p.A. is the Leader of the Joint Venture. The Red Line North Underground will extend over a distance of approximately 13km northward from Mushaireb Station, with the construction of seven new underground stations. Specifically, two parallel tunnels are under excavation, for the two directions of travel,

for a length of about 11.6km and an internal diameter of 6.17m. This project, together with three other underground lines, is a part of a wide ranging plan to realize a new transportation infrastructure promoted by the State of Qatar within the framework of the National Development Plan for 2030 ("Qatar National Vision 2030"), which foresees significant investments to enable sustainable economic growth internally and abroad.

II. **ABU HAMOUR PROJECT: Design and Construction of the Abu Hamour (Musaimmer) Surface and Ground Water Drainage Tunnel Phase 1, started on 12 January 2013, awarded by Public Works Authority (ASHGHAL).**

The purpose of this project is to control Doha's storm water and water table by transporting it to the sea and is of critical importance for the entire city. The project sites are mainly located within the reservation of Doha Expressway Package 12 (F Ring Road) starting from Waqood R/A to the downfall at the New Doha International Airport area. The Project consists in the construction of approximately 9,530 metres of 3.7m nominal internal diameter tunnel and 32 shafts ranging from 6.40m to 16.6m in diameter and spaced along the tunnel alignment at interval of approximately 500 metres. The tunnel is being excavated with two Tunnel Boring Machines ("TBMs"), while the shafts are being excavated from top-down by means of mechanical excavation. Micro-tunnels ranging from 0.8m to 2.4m in diameter are also being excavated by means of pipe-jacking technique for a total length of approximately 1,400m.

III. **AL BAYT STADIUM PROJECT: Design and Construction of the Al Bayt football Stadium and Energy Centre in Al Khor City for the 2022 FIFA World Cup. Started on 1 September 2015, awarded by Aspire Zone Foundation on behalf of the Government of Qatar**

The Aspire Zone Foundation, a stakeholder of the Supreme Committee for Delivery & Legacy (SC) assigned to a Joint Venture made by

- Salini Impregilo S.p.A.
- Galfar Al Misnad W.L.L
- Cimolai S.p.A

The construction of Al Bayt Stadium – Al Khor City and the surrounding precinct.

The construction supervision consultant, KEO International Consultants, will oversee work on Al Bayt Stadium – Al Khor City and the surrounding precinct. Dar Al-Handasah served as design consultant and Projacs as project manager during the stadium and precinct's design stage.

To achieve Qatar's goal of hosting an environmentally friendly 2022 FIFA World Cup™, the stadium and precinct will incorporate green building materials that minimise embedded carbon and incorporate energy usage best practices. Employing the latest construction techniques and materials, the stadium will target Global Sustainability Assessment System (GSAS) certifications.

The purpose of this project is to seat 66,000 spectators for the FIFA World cup tournament with provision for future Legacy functions. The upper tier of the stadium is designed to be removed and transported to Africa for use as a complete stadium in its own right. The remaining stadium will be a multi-purpose sport venue incorporating a hotel, cinema and shopping complex.

The design is representative of a Bedouin tent, and the stadium, will be built using the precast concrete method, and has a continuous bowl split into 3 primary tiers (Lower I, Middle and Upper bowl). The stadium building is designed with 8 Floor Levels.

Any further info, available at www.sc.qa/en/stadiums/al-bayt-stadium-al-khor-city

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

On June 2016, the workforce of Salini Impregilo in Qatar is the following:

	total			Branch	Red Line			Abu Hamour			Al Bayt		
	staff	workers	total	Staff	staff	workers	total	staff	workers	total	staff	workers	total
TOTAL	859	4413	5272	8	640	3521	4161	72	298	370	139	594	733
Expat SalIGL	100	0	100	4	70		70	7	0	7	19	0	19
SalIGL Visa	601	2160	2761	4	439	1565	2004	65	235	300	93	360	453
TOTAL SALIGL	701	2160	2861	8	509	1565	2074	72	235	307	112	360	472
Partners	158	518	676		131	518	649	0	0	0	27	0	27
Sub Contractors	0	1735	1735			1438	1438	0	63	63	0	234	234

As of today, the vast majority of Salini Impregilo personnel is employed on Red Line Project. In the next future, it is forecasted

- a) Progressive reduction of Abu Hamour personnel in line with project schedule (final delivery by Jan 17). Currently, existing personnel is mobilized either within other projects in Qatar or in other Salini Impregilo projects (e.g.: Saudi Arabia)
- b) Smooth increase of Red Line Personnel whose figures are supposed to remain stable for the next 12-18 months, according with project schedule.
- c) Increase of Al Bayt project personnel in line with construction activities ramp-up. In 9 months, the overall number of personnel is expected to almost double.

4. Health and safety: In direct operations and in contracts with sub-contractors:

a) What is the company’s approach to ensuring workers’ health & safety in Qatar?

Health & Safety Policy and Management System

Health & Safety is one of the top priorities for Salini Impregilo. In all projects, we have a well-established, up to date Health & Safety Policy clearly depicting the commitment of the Management towards Health & Safety. The Company has implemented a Health and Safety Management System in compliance with OHSAS 18001 standard, certified by an independent external body.

Target “Zero Harm”

At “Red Line North Underground”, and in Al Bayt Stadium, in conjunction with our client Qatar Rail and Aspire Foundation, we are firmly committed to achieve “Zero Harm”, namely zero fatalities, zero disabling injuries, zero injuries to the members of the public, zero long term harm to health, zero harm to stakeholders, zero accident frequency rate and zero harm to the environment. To achieve “Zero Harm” all employees and staff, including subcontractors that join the project, receive an induction course on the legal requirements for working safely in construction sites as per QCS 2010, client’s requirements and Salini Impregilo’s site rules. We have also established a practical training centre at our employees’ accommodation, where the new joiners receive training on the practical aspects of the construction activities, such as safe use of mobile

scaffoldings, accesses scaffolding, use of ladders, experience of falling from height, electrical safety firefighting, use of personal protective equipment (PPE), suspension trauma and mechanical lifting.

Skills Training Workshop

We are implementing a series of training workshops for skilled employees on carpentry, steel fixing, hot work, scaffolding erection / dismantling and masonry, in order to ensure high quality of the work while protecting the health and safety of the workforce.

External Training

To meet the legal requirements, client's requirements and Salini Impregilo's targets, we provide training to all our site employees and staff. We have trained 15 employees for each worksite in order to form the Emergency Rescue Teams. Moreover, our line managers receive training in e-CITEB Level-2 & CIEH Level-3, in order to allow them to acquire the knowledge and skills useful for contributing to the continuous improvement of our safety performance.

Third Party Trainings & Certification

We train and certify by an independent third party all of our appointed persons, lifting supervisors and riggers to ensure that lifting activities are carried out safely. We also provide specific training to scaffolders, scaffolding inspectors and supervisors to ensure that the scaffoldings are erected safely and meet the legal requirements for safe working at height. We even train our heavy-duty drivers on the defensive driving aspects to ensure safe driving on the Qatar roads and in our site premises. All construction plant operators are trained and certified for safe operations, including MEWP'S. All lifting accessories are subjected to proof load test as per QCS 2010 every six months to ensure legal compliance and safe lifts.

Hotline Service

We have established an emergency Hotline service, toll free, where the site employees, staff and members of the public can report unsafe acts, conditions, accidents or incidents, as well as can activate the Civil Defence by necessity. Hot Line service is active 24/7 to coordinate any eventuality in sites and accommodations, both for internal management and for the involvement of public authorities, such as Qatar Police, Ambulance, Fire Brigade through 999. The entire project team is trained to activate 999 & Hotline service. We also carry out periodical mock-up drills for fire, flood, collapse etc. to provide refresh training to all the workforce and to ensure that the team is aware of what to do in case on any adverse conditions.

Planning & Implementation

High-risk activities like working at height, lifting activities, excavations, hot works and confined space entries are carried out with well-established work permit systems. All construction activities are carried out with detailed method statements and corresponding risk assessments duly approved by the Project Management Consultant (Jacobs). Tool Box Talks and task briefings are disseminated to the construction teams by their respective foremen or supervisor engineers at the beginning of each shift, where hazards involved, risk ratings and control measures to mitigate the risk are communicated to the workforce. The site management is committed to ensure that the risk control measures are effectively in place and that construction sequences mentioned in the method statements are strictly followed.

Recognition for the workers

We have a system of awarding & rewarding the site employees working safely. Every month we select 50 workers based on predetermined criteria and award them with a certificate of appreciation and monetary rewards. The awarding & rewarding system encourages workers to be conscious and work safely at all times. Workers that report accidents, incidents, near misses, breach of rules on mandatory PPE receive in-kind rewards, e.g. telephone calling cards.

Medical Facilities & Health Education

We carry out the health surveillance for all the newly hired through our clinic, approved from Qatar Supreme Council of Health and operated by licensed doctor and nurses. We have established a first aid centre with male & female nurses, emergency vehicles with drivers available round the clock to meet any medical emergencies in our sites. In addition to this, a permanent Hamad Ambulance service is also available at our main office located in AL Qassar Metro Station premises. We have also trained first aiders as per QCS 2010 for each site. Moreover, we provide health education to all of our direct workers and subcontractors on the first day of joining the project. Education includes heat stress, heat stroke, leptospirosis, skin cancer, hepatitis-A, B, C, D & E, tetanus, personal hygiene and importance of healthy lifestyle.

Periodical inspections

A well-established system for periodical inspections is in place for electrical distribution boards, main switches, electrical power tools, construction plants and equipment. Workers are also trained to carry out daily visual inspections to ensure that the equipment and plants are safe to use.

Monitoring / Review / Audit

A multi-level monitoring system, comprising both internal and external controls, is in place at our sites. Our site management, safety officers and inspectors carry out regular worksite inspections, while the Salini Impregilo's headquarters performs periodic audits, also through external agencies. In addition, the Project Management Consultant (Jacobs) carries out daily, weekly and monthly inspections, while periodically other inspections are carried out by the Occupational Health & Safety experts of the Qatar Labour Ministry.

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

We are in the process of starting occupational health and safety committees at our Migrant Workers Camp, where workers, residents' representative and the heads of all Camp Departments already meet once a month to examine and discuss issues of mutual concern.

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

As per June 2016, the data related to the employees involved in our projects are reported below.

"Red Line North Underground" project:

- Fatalities: 0

- Major + >3 days: **14**
- Minor < 3 days: **21**

“Abu Hamour” project:

- Fatalities: **0**
- Major + >3 days: **0**
- Minor < 3 days: **2**

“Al Bayt” project:

- Fatalities: **0**
- Major + >3 days: **0**
- Minor < 3 days: **0**

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?

As all the construction companies working in Qatar, Salini Impregilo strictly adheres to local laws on summer working months and adopted and communicated a specific procedure to minimize potential detrimental health effects for employees / sub-contractors resulting from excessive heat that may result from working outdoors or within indoor environments with elevated temperatures.

Local law strictly prohibits working during hot daily hours: from June 15th till August 31st, it is forbidden to work outdoor from 11:30 a.m. till 3:00 p.m.

Besides following the Law and reshaping daily working hours accordingly, Salini Impregilo has adopted a procedure that prescribes specific behaviours and activities to be carried out during summer months.

- It defines work and rest schedule with reference to thermal work limit (TWL). TWL gives measures of the maximum safe work rate for the weather conditions;
- It identifies heat injuries and illness symptoms and treatments.

There are designated areas with refrigerated (A/C) cooling, available for rest/meals/breaks as per the numbers of workers present each site with seating facility 1.5 m² per worker in line with Welfare Standard for Migrant Workers

All stations ensure a provision of work face cooling and ventilation system near the work areas including surface and station box.

Proper communication is ensured through the health and safety induction all workers (direct and subcontracted) must undertake before starting the activities.

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

Salini Impregilo S.p.A. Qatar Branch hires workers through recruiting agencies located in the country of origin of the worker and, in some cases, also based in Qatar. The agencies are in charge of explaining the terms and condition of the offer letter we provide

in the local language of the workers as per contract obligation. The offer letter is duly signed by the management and by the candidate itself who will sign the employment contract upon the arrival in the Country stating the same terms and conditions of the offer letter.

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

Wages are paid within the seventh working day of the following month with a transfer into the bank account we open to each worker. We also provide them with a personal debit card linked to their bank account. Since last November, the Wages Protection System (WPS) is an electronic system initiated by Ministry of Labour and QCB to monitor and document the process of worker wage payment at the establishments subject to the Labour Law No. (14) of 2004. This is to ensure that employers are committed to the wage payment process systematically and in a timely manner pursuant to the Rules and Conditions provided for in the Labour Law. The general objectives of the system are:

- Protecting labour group from manipulation of their financial entitlements.
- Promoting security and stability in the State by establishing a safe work environment.
- Strengthening the Human Rights principle in Qatar.
- Saving workers and employers from keeping cash in their workplaces which may be exposed to loss or theft.
- Enabling the Ministry of Labour to continuously access and be informed of the workers' information and compare them to the data in its possession in order to ensure compliance with the provisions of the Labour Law.
- Reducing legal disputes between parties as well as effort and time wasting.
- Assisting the judiciary in issuance of rulings and settlement of disputes related to the workers' entitlements.

c) Issuing ID and health cards for workers

Once the worker is in Qatar, we immediately start the procedure to obtain the Residence Permit with the issuance of the ID and Health card. If any medical expenses occur in between the period of the request of the health card and its issuance, we reimburse the expense to the worker.

d) Ensuring adequate worker accommodation

It is a Salini Impregilo tradition and top of its priorities to ensure that each and every worker regardless of nationality, level, education, etc. is provided with food, accommodation and transportation according to the host country regulations.

e.g.: local labour, and in the case of Qatar, according with Qatar Foundation, FIFA Standards 2022, Supreme Committee 2022 requirements, in line and in respect with International Labour and Human Rights Requirements, International quality standards.

Red Line Project

Workers are accommodated in a Migrant Workers Camp, named "MLPA Camp". The facility is fully compliant with the International Human Rights Standards, the Qatar Labour Law, and the Qatar Foundation's standards.

More in detail, the camp consists of several modern accommodation buildings composed of six apartments per building, with three bedrooms accommodating four people each. The camp is designed in full respect of health and safety standards and is

provided with smoke detectors and fire-alarm systems throughout. This camp provides workers with all the basic services and much more: a clinic, canteens, dining halls, mini-market, barber shop, laundry, a multipurpose area with gym, TV areas, internet workstations, cafeteria, in addition to a mosque and prayer area, as well as a football/hand-ball playground area.

Moreover, the camp is equipped with a Safety Training Centre, where each new enrolled worker is trained through a full induction held with theoretical and practical lessons.

From an environmental point of view, the entire camp will be totally carbon-neutral, thanks to the use of solar panels. In fact, it will be equipped with a photovoltaic system capable of satisfying the energy needs of the entire population housed.

In November 2014 a delegation from BWI (Building and Wood Workers' International) visited the residential camp, expressing satisfaction for the work done. The mission followed an international conference held in Geneva, Switzerland, focused on the living conditions of migrant workers in Qatar. On that occasion, Salini Impregilo was invited to present its approach towards the workforce, and explain the initiatives in force.

The camp was officially opened on 4 December 2014 with a ceremony attended by foreign diplomatic delegations, especially from countries whose workers are employed. Qatar Foundation awarded us with an official letter of appreciation, while an increasing number of delegations from other companies and organisations have been visiting the camp to witness how Salini Impregilo takes care of its people.

Al Bayt Stadium

Salini Impregilo, with its partners in JV, has built high level Migrant Workers Camp Accommodation, which can easily be considered one of the best in the State of Qatar. The Camp has been built at walking distance from the area where the Al Bayt Stadium for the 2022 world cup venue will be built; the location is in the outskirts of the town Al Khor located North East of Doha city.

The Camp is in full respect and compliance with the Supreme Committee requirements; starting from the size of the accommodation to the room furniture, which reflects and obeys Salini Impregilo's tradition towards Migrant Workers and Migrant Staff. Al Bayt Camp has been built to accommodate two different categories of workers

- Migrant Workers and
- Migrant Staff.

Salini Impregilo Migrant Workers and Staff Camp Named as Al Bayt GSIC-JV Camp.

The accommodation building and facilities are constructed and equipped also in full respect and accordingly HSE Policies and Qatar Civil Defense Requirements and strictly adhere to Worker' Welfare Standards.

Al Bayt GSIC-JV Migrant Workers Camp, comprises:

- 10 buildings and 3 stores: each floor has 20 rooms, connected with large corridor. Each floor has 4 ablution areas, each comprises 3 toilets / 4 showers / 4 washing basins
- Each room accommodates 4 persons. Each bed is surrounded by thick fire proof fabric curtain to provide a privacy to each room occupant. Needless to highlight that accommodations are all smoke free, same as rest of all Compound premises and facilities.
- Each room is roughly 24 sqm, and is fully air conditioned.

- Each bed space (6sqm) contain one double door locker (with safe to keep personal values i.e passport), bed mattress / pillow reading lamp, shelf, (Company will provide bed and bath linen).
- Sufficient numbers of water cooler dispensers are kept on each floor
- Full capacity of Migrant Worker Camp will be 2400 beds
- Cooking and dining facilities, one centralized kitchen for preparation of 4 tailored menus to be served 2 dining halls of total capacity max 900 dinners.
- Well-equipped Licensed Medical clinic facilities in agreement with Hamad Gen. Hospital and other external private Clinics to provide assistance to urgent cases, as well as cases that need special attention. All workers are provided with Health Cards
- 4 en suite insulation rooms (for quarantine cases)
- Barber shop, reasonable prices
- Laundry shop
- Mini Market, controlled prices
- Recreation area, with equipment for social games
- Internet center
- TV (4) mega A/C rooms for different nationalities with main languages
- Full equipped Gym
- Mosque which can accommodate 350 persons
- Football /Basket Ball / Volley ball pitches is planned
- Welfare office with multilingual assistance 24/7
- Security post, 24/7
- Daily Bus services are provided to transport workers staying in the Camp to shopping malls: Doha and Al Khor, etc.
- Al Bayt GSIC Camp is provided with sufficient reservoir of drinking water regularly monitored , as well a lab analysis of the purity is taken on a regular basis
- Each building , corridors, rooms, toilet, any Camp premises/facilities is equipped with smoke detectors, and fire extinguishers, accordingly Supreme Committee Aspire 2022 and Civil Defense policy / mandatory
- Landscaping plan is already prepared will be implemented once all ground works roads have been Completed , around Al Bayt GSIC Migrant Workers Camp

Al Bayt GSIC-JV Migrant Staff Camp, comprises:

- 3 buildings and 2 stores; each floor has 24 rooms, with en suite toilets connected with a large corridor. Each floor has 2 recreation areas
- Each ground floor room accommodates 2 persons. Each First Floor Room accommodates one 1 person bed, which is surrounded by a thick fire proof fabric curtain to provide a privacy to each room occupant. Needless to highlight that accommodations are all smoke free, same as rest of all Compound premises and facilities.
- Each room is roughly 20 sqm, and it is fully air conditioned.
- Each room contains one double door locker (with safe to keep personal values i.e passport), bed mattress / pillow reading lamp, shelf, (company will provide bed and bath linen
- Sufficient numbers of water cooler dispensers are kept on each floor
- Full capacity of Migrant Staff Camp will be 360 beds

- Dining facility will serve food produced by centralized kitchen at Migrant Workers Kitchen Building
- Well-equipped Licensed Medical clinic facilities Shared with Migrant workers in agreement with Hamad Gen. Hospital and other external private Clinics to provide assistance to urgent cases, as well as, cases that need special attention. All workers are provided with Health Cards
- 4 en suite insulation rooms (for quarantine cases), shared with Migrant Workers
- Barber shop, reasonable prices (shared with Migrant Workers)
- Laundry shop (shared with Migrant Workers)
- Mini Market, controlled prices (shared With Migrant Workers)
- Recreation area, with equipment for social games
- Internet center
- TV 4 mega screens A/C rooms for different nationalities with main languages
- Fully equipped Gym
- Mosque which can accommodate 350 persons (shared With Migrant Workers)
- Football /Basket Ball / Volley ball pitches is planned (shared with Migrant Workers)
- Welfare office with multilingual assistance 24/7 Shared with Migrant Workers
- Security post, 24/7
- Daily Bus services are provided to transport workers staying in the Camp to shopping malls: Doha and Al Khor etc.

With regards to Welfare practices:

GSIC Migrant Workers/Staff Camp, through Welfare Office and its representatives, will provide all the Common Camp Areas with Comment Boxes, which collect all the Workers' suggestions, grievances or any other comment. Their comments are collected once a week, and then catalogued, and recorded. Workers are often called upon their written comment

Once a month a committee made by workers, residents representative, and head of Camp Department: meet to evaluate

- a) Accommodation, house keeping
- b) Catering
- c) Medical

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

Salini Impregilo S.p.A. Qatar Branch has best practices in place concerning this issue. It does not retain any passport and gives to workers the possibility to safely store their passports after the issuance of the ID card, having access to them anytime upon their request.

f) Allowing workers to transfer employers within the country

Salini Impregilo S.p.A. Qatar Branch has best practices in place concerning this issue. It provides the No Objection Certificate (N.O.C.) to all employees allowing them the transfer of employers within the Country

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

Salini Impregilo S.p.A. Qatar Branch has best practices in place concerning this issue. Exit permits are issued once the leave is approved by the Head of the Department to which the worker belongs and by the HR Manager, when the workers need to repatriate or in case of resignation/termination of the contract.

6. Recruitment agencies:

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

Salini Impregilo S.p.A. Qatar Branch recruits migrant workers through recruiting agencies located mainly in Asia-Pacific area. The relationships with these agencies are regulated by specific contract agreements that contain a number of human rights related clauses (i.e. Recruiting Agency may not retain passports or ask recruitment fees to workers; Recruiting Agency must inform workers about their human rights, etc.).

The steps followed are:

- Request of personnel to the agencies;
- Interview between the HR Staff and the Head of department in needs of personnel with the candidate himself (in case of professional or senior personnel only) through landline or Skype. In case of unskilled workers there will not be any kind of interview, the recruiting agencies will look for the suitable candidates for the position required;
- If the feedback is positive, we proceed with the Visa application and issuance of the air ticket to Qatar.

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

Salini Impregilo is currently dealing with the below reported agency to mobilize workers in Qatar.

- Prerna Consultancy
Contact Person: Prakash Bodke
e-mail: prakashbodke717@gmail.com
ADDRESS:
203/207 MANOVI CITY CENTER
R.P.ROAD, NEAR GURUDEV HOTEL
KALYAN - 421301
India
- Asiapower Overseas Employment Services
Contact Person: Seema Tirodkar
Senior Manager - Projects
E-mail: recruit@asiapower.co
Tel:+91 22 4225 0032
Mob: +91 9821685880
ADDRESS:
204, 2nd Floor, Bezzola Commercial Complex, opp. Suman Nagar,
Sion Trombay Road, Chembur, Mumbai - 400 071. INDIA

- Euro Asia Philippines, Inc.
Contact Person: Leilani N. Ellana
Administrative Officer
e-mail: leilani.ellana@euroasia.com.ph
Tel: +632 934.62.62 to 65
Mob: +63 998 974.3609
Website: www.euroasia.com.ph
ADDRESS:
Unit 201, 2nd Floor Paragon Plaza Bldg.
162 EDSA corner Reliance Street
Mandaluyong City 1550, Philippines

- Reaz Farah Manpower Services
Contact Person: Mario John William Da Silva
Director of Sales and Operations
Tel: + 974 4417-3689
Mob: +974 5519 8423
e-mail: hr@reazfarah.com.qa
Website: www.farahconsultancy.net
ADDRESS
P.O. Box 10985, Doha - Qatar

- c) Does your company take steps to ensure that 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?**

Salini Impregilo S.p.A. Qatar Branch works with recruiting agencies approved by the government of the hosting Country and directly pays any fees for the hired workers. The Company does not work with agencies that ask recruitment or placement fees to the workers and clearly prohibits this practice in the agreements with them.

On top of this, each worker is requested on his arrival in Qatar whether he has paid any fee to the agency. If proven, the relevant amount is deducted from the invoice and the agency warned. On the second proven payment of fees, the agency is blacklisted.

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

Salini Impregilo requires all those working on its sites to comply with its standards. For this reason, sub-contractors' personnel are considered in the same way as direct employees. They are hired in full compliance with Qatar Labour Law rules, with accommodation, food, transportation and yearly tickets directly paid by Salini Impregilo. This personnel is also subject to the same health and safety's rules, training and controls as per direct workforce.

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 entire workforce can submit any grievances through the Comment Boxes available at all the Common Camp Areas.

Moreover, Salini Impregilo established an IT platform and an e-mail address for whistleblowing, allowing the workforce to send confidential reports of unconformable or unlawful behaviours against the Code of Ethic and the Company values, policies and procedures. These tools ensure maximum confidentiality and discretion of the whistleblower, of the object of the report and of those who are accused or alleged of wrongdoing.

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

Employees are informed on the grievance mechanisms in place during the induction course they attend at hiring. Only after the induction test is successfully passed they receive from the Company the Badge that allows them to work on site and in the office. In addition, Multilanguage Comment Cards clearly explaining how to submit grievances, are placed near the Comment Boxes.

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

Monthly committee's meetings held at our Migrant Workers Camp are set up as open and constructive forums, with the aim of hearing and understanding the raised concerns, discuss them and find viable solutions to improve the quality of life and wellbeing of the workforce.

Any form of retaliation is firmly forbidden; supervisors are clearly informed about this and measures such as warnings or terminations can be applied in case of violence, harassment or abuse.

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

During the committee's meetings, participants explain their issues and grievances, discussing them with the representatives of the various departments in order to find possible solutions. Following the meeting, the agreed solutions are implemented and feedbacks are asked during the following committee's meeting.

Evidence that proper actions has been taken to solve the grievances comes mainly from the comment cards received through the Comment Boxes.

8. Freedom of association:

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

Salini Impregilo has in place a Group-level Sustainability Policy that include the commitment to respect human rights. Moreover, the Group signed with the Italian and International Construction Unions (Feneal Uil, Filca Cisl, Fillea Cgil, Building and Wood

Workers International - BWI) a specific International Agreement on human rights and working conditions. concerning the freedom of association, Salini Impregilo is committed to adopt a positive approach to union activities and an open attitude towards union organizing.

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?

In countries such as Qatar, where local law restricts the ability of workers to form or join trade unions, Salini Impregilo seeks to give employees alternative means of expression.

As already stated, at our Migrant Workers Camp a committee, formed by workers, residents' representative and the heads of all Camp Departments, is in place to examine and discuss once a month issues of mutual concern.

Input for discussion comes from the suggestions, grievances or any other comments submitted by the workers through the Comment Boxes available at all the Common Camp Areas. The Welfare Office weekly collects, catalogues and records all the received messages, in order to be examined during the monthly meeting.

9. Public engagement:

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

The Branch Manager is the ultimate responsible for these issues in Qatar, even if compliance on human rights is a transversal topic that involves several departments, both at local and at headquarters level (HR, HSE, Legal, Compliance, etc.).

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

Carlo Colomba is the Salini Impregilo HR Business Partner for Middle & Far East. He is based at Salini Impregilo S.p.A.- Qatar Branch in Al Sadd Street, Al Sadd Area, Building 55, Street 343, Zone 39, P.O.Box: 30637, Doha – State of Qatar

- Tel: (+974) 40 190 803
- Mob: (+974) 30 985 335
- e-mail: c.colomba@salini-impregilo.com
- Skype: carlo_colomba

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?

Salini Impregilo is committed to engage with national and international, public and private organizations to improve working conditions, health and safety, quality and

environmental protection standards at its own sites, as well as contributing to raise the bar for the whole construction industry.

In this context,

- in October 2014, Salini Impregilo signed, , an International Frame Agreement with Italian Unions and BWI, an international trade union of workers of the construction, building, wood and forestry industries and of the allied trades and industries. BWI represents 320 affiliates in 125 countries around the world.
This agreement acknowledges the adoption by Salini Impregilo of actions and behaviours for workers sustainable employment. In general:
 - o Free Choice of Employment
 - o No Discrimination
 - o Child Labour
 - o Freedom of Association and Collective Bargaining
 - o Living Wages
 - o Working Hours
 - o Working Conditions
 - o Environmental Issues
 - o Specialized Vocational Training
 - o Workers' Welfare
 - o Employment relations
 - o Implementation Assessment
- the Group participates in events, such as the international conference organised by BWI and ILO in Geneva in October 2014 and the EU round table on labour in Qatar held in Doha in May 2016, to present the company's actions undertaken to offer safe and decent accommodations for all migrant workers employed in Qatar in accordance with international guidelines and safety standards.

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?

Salini Impregilo is committed to respect internationally recognised human rights wherever it operates. In conducting its operations in Qatar, the Group gives No Objection Certificates (N.O.C) to any employee who intends to leave the Company for any reasons.

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

Within this scenario, the main challenge Salini Impregilo is facing in Qatar is to assure its partners/sub-contractors adopt the same terms and conditions in their workers' employment.

It is no longer a recommendation but a specific requirement of the Supreme Committee for all the Companies operating on WC 2022 sites.

We are blocking any cooperation with sub-contractors not complying with those regulations. It is a long-term action aiming at improving Company and workers' condition.

For further info please check: www.sc.qa/en/delivery-and-legacy/workers-welfare