

Business & Human Rights Resource Centre

COVID-19 pandemic

QDVC/VINCI's response

22 March 2020

Introduction

VINCI has a stake in QDVC, a Qatari Shareholding Company incorporated under the Law of Qatar since April 2007. The percentages held by each shareholder of the company are as follows: **51%** by Qatari Diar Real Estate Investment Company, incorporated in Qatar and acting as the Qatari partner; and **49%** by VINCI Construction Grands Projets, incorporated in France and acting as the non-Qatari Partner.

QDVC specializes in large Design and Build projects in construction, civil engineering and contracting. Current workforce of QDVC comprises of **1,062 employees** (578 staff and 484 workers).

In the recent context of the COVID-19 outbreak in Qatar, daily meetings are held with the QDVC's top management to assess and include adequate measures to prevent and safeguard its employees. Additionally, Executive Committee meetings are held once per week. The Health, Safety and Environment department, Human Resources department and the Corporate Social Responsibility department work closely to stay abreast regarding the situation and convey information to the workers.

QDVC has been closely following guidelines and recommendations issued by the Government of Qatar, Ministry of Public Health (MoPH), World Health Organization (WHO), VINCI and relevant embassies to best adapt it to its practices and functioning. Please refer to items 1, 2 and 3 in the appendix attached with this document.

As of today, presented here are some of the measures taken to date. These may rapidly evolve according to the fast-changing environment and instructions provided by authorities.

1. Please detail what steps and protocols you have put in place to prevent the spread of the coronavirus in labour camps that house your workers (Have you provided any masks, hand sanitiser? Are you funding/ensuring access to testing for workers?)

QDVC workers are currently housed in building B-36 of Naas Group of Real Estate Management at Asian City, zone 56, street 1100 Mesameer.

Among the measures put in place, as of today are:

- Roll out of an awareness campaign and instructions to workers:
 - Display of posters (from the Ministry of Public Health, World Health Organization and QDVC) at key locations such as entrances, toilets, dining halls and rooms containing information about COVID-19 (please see item 4 in the appendix); informative videos from the MoPH (item 1 of the appendix, educational videos), Qatar Red Crescent and Hamad Medical Corporation about awareness and preventive measures in various languages are being screened on a daily basis at the workers' community.
 - Frequent toolbox talks, awareness forums and information session carried out on site, at the workers' community and buses carrying workers to educate workers on the realities of the disease, create awareness and break social stigmas/panic associated with precautionary

measures (social-distancing, quarantining, etc.) taken to limit and combat the spread of the virus. Content also include emergency response protocol. Refer to item 6 of the appendix. Workers are encouraged to approach a qualified healthcare professional (within or outside the community) should they need further clarification.

- Focus on hand wash techniques/procedures imparted to workers (refer to item 4 in the appendix). Instructions given to workers to keep away from public/ crowded areas/ going to gatherings. The gym, TV hall & internet café have been closed during prevailing conditions of COVID-19.

- Implementation of specific sanitary measures such as:

- Daily recording of body temperature for all workers. Please refer to item 5 in the appendix.
- All workers are advised to immediately report if they experience symptoms like cough, shortness of breath/respiratory difficulties and fever.
- Additional sanitizer dispensers have been installed. Refer to item 5 in the appendix.
- QDVC has a stock of disposable face masks. These are provided to persons with symptoms (fever, cough, flu, etc.,) and to those who are visiting the workers' health center.
- Service staff (cleaners, food handlers and guards) are also provided with daily disposable masks and gloves while performing tasks.

Newrest Gulf is assigned to provide catering and housekeeping for QDVC workers residing in Asian City Workers' Community (ACWC). They carry out daily disinfection of door handles as well as additional disinfection and deep cleaning of rooms and common areas. Besides this, other specific measures taken entail: daily briefings conducted for each shift (day/night) reiterating the guidelines to be adopted (PPE and cleaning hands every 30 minutes); daily staff health checks which include detection of potential COVID-19 symptoms; checkup of suppliers upon receiving stock at the kitchen store; internal protocol among staff residences such as provision and use of alcohol-based gels, round-the-clock cleaning, and social-distancing. At the service areas, a minimum distance of 3 meters between staff and customers has been established and service staff is provided with single-use masks, apron and gloves.

- Strengthening of healthcare facilities:

ACWC provides its workers with a fully equipped hospital located at close proximity to QDVC's accommodation. QDVC has additionally engaged the services of a nurse practitioner dedicated for its workers. The nurse has been specially trained by QDVC's doctor and has received specific instructions on how to treat workers. The nurse is also key in conveying to workers latest information relating to the outbreak. Doctors and nurses are provided with a checklist to check for COVID-19 (please see item 7 in the appendix).

QDVC also provides free psychological support and counseling services to all QDVC workers during this time. This service is provided by an external provider called Eutelmed. Eutelmed provides services to prevent and manage mental health issues linked to expats. They specialize in providing solutions through a secure video-consultation platform or by phone. Contents from sessions remain confidential except for cases with tendencies of self-harm (in these cases, the management is notified).

- 2. Please detail what steps you are or will be taking to assist workers that have become infected with the coronavirus (Do you have an emergency response protocol if a case is confirmed (if so please share this)? Are you providing or funding free medical assistance?)**

As of today, no worker has been presented with symptoms that need COVID-19 testing.

QDVC has implemented daily recording of body temperature of workers. The workers' residence is equipped with 6 quarantine/isolation rooms for workers suspected of COVID-19. Each quarantine/isolation room will have one worker. Additional rooms may be requested from Naaas Group.

In case of workers who experience symptoms of COVID-19, QDVC has put in place the following measures:

- Staying at home in case of suspected symptoms such as a fever, cough, difficulty breathing or shortness of breath and notifying QDVC HR of such symptoms.
- Consulting the community doctor/nurse.
- Calling the hotline (16000) provided by the MoPH in case of queries/further information/suspected cases.

In case an employee is confirmed, QDVC will follow protocols issued by the MoPH.

Workers have medical insurance; costs associated with testing is covered by the Government.

3. Please explain how you will ensure workers do not suffer hardship as the result of the coronavirus outbreak and are not afraid to report symptoms (Will you guarantee wages for sick or quarantined workers and keep jobs open for workers who can't return to the country at this time because of the virus?)

QDVC has put in place extensive measures to minimize discomfort and hardships resulting from the outbreak of COVID-19. At management level, meetings have been carried out with HR and finance managers of various QDVC projects to discuss and communicate QDVC's global policy on employee remuneration and sick leave policy during this period. QDVC has decided that workers who need to be placed in quarantine in relation with COVID-19 will be paid wages in full without affecting their sick leave or jobs. Thus, ensuring employment and wages post quarantine.

In case of workers unable to travel back to Qatar, they will continue to receive their wages. QDVC will re-evaluate and update their response to the situation towards the end of March. Today, we have 34 workers who are unable to return to Qatar under the current travel ban.

Furthermore, in case of future travel bans preventing travel out of Qatar, QDVC has decided that demobilized workers unable to travel will have their demobilizations extended, therefore continuing to receive wages, housing, food and care until they are able to leave the country.

APPENDIX

1. Link to MoPH - <https://www.moph.gov.qa/english/Pages/Coronavirus2019.aspx>
<https://www.moph.gov.qa/english/Pages/covid19videos.aspx>
2. Link to WHO - https://www.who.int/docs/default-source/coronaviruse/getting-workplace-ready-for-covid-19.pdf?sfvrsn=359a81e7_6
3. VINCI Yammer tool – is an interactive chat which allows VINCI employees to receive latest updates regarding COVID-19 from the various branches of the VINCI group.



4. Awareness posters





कोविद-19: अपने आप को और अपने प्रियजनों को बचाने में मदद करने के तरीके



ध्यान रखें कि कोविद-19 के बारे में आप जो कुछ भी सुनते हैं वह सब सच नहीं हो सकता है



खबरों की निगरानी करें और बरोसेमन स्रोतों से जानकारी का उपयोग करें



अपने हाथों को बार बार धोएं और अपने चेहरे को न छुओ



हाथ मिलाना और बहुत नज़दीकी संपर्क से बचें। अपने प्रियजनों को बधाई देने के लिए नए तरीके सोचें।



अपनी खाँसी और छींक को कवर करें (एक टिशू पेपर या अपनी कोहनी का उपयोग करें)



अगर बुखार या खाँसी कि लक्षण हो तो घर पर रहें और आराम करें



बड़ी भीड़ और सार्वजनिक सभा से बचें



कोविद-19 प्रभावित देशों की अनावश्यक यात्रा न करे



यदि आप जुकाम के लक्षण विकसित करते हैं, तो दूसरों के साथ बहुत नज़दीकी संपर्क से बचें और दूसरों को सम्पर्क करने से बचने के लिए फेस मास्क का उपयोग करें।

COVID-19 24x7 हॉटलाइन नंबर 16000



COVID-19: Ways to help protect yourself and your loved ones



Be aware that not everything you hear about COVID may be true



Stay updated and use information from trusted sources



Wash your hands often and avoid touching your face



Avoid handshakes and close contact. Think of new ways to greet your loved ones.



Cover your Coughs and Sneeze (use a tissue paper or your elbow)



Stay home and take rest if you have fever or cough



Avoid large crowds and public gathering






Avoid unnecessary travels to COVID-19 affected countries



If you develop flu symptoms, avoid close contact with others and use a face mask to avoid infecting others


COVID-19 24x7 HOTLINE NUMBER 16000




PROTECT YOURSELF FROM THE CORONAVIRUS DISEASE-2019 (COVID-19)

Always wash your hands:

- After coughing or sneezing
- Before, during and after preparing food
- Before eating
- After using the restroom
- When caring for patients
- When your hands are dirty
- After handling animals







Make sure you wash your hands with soap and water. If soap and water are not available, clean your hands with hand sanitizer

When coughing or sneezing:


- Cover your nose and mouth with a clean napkin and make sure to throw the used napkin in the trash immediately
- If a napkin is not available, make sure you use the top of your sleeve, not your hands






Avoid touching your nose, eyes and mouth with unclean hands


Try to avoid any contact with people who show symptoms of respiratory diseases such as coughing or sneezing







If you have flu symptoms, use a face mask to avoid infecting others



Visit the nearest health-center or hospital if you have any flu symptoms





Avoid traveling to countries that have a wide spread of the disease



www.moph.gov.qa  /MOPHQatar  /MOPHQatar

Handwashing Technique with Soap & Water



- 1  **Wet hands with water**
- 2  **Apply enough soap to cover all surfaces**
- 3  **Rub hands palm to palm**
- 4  **Right palm over left dorsum with interlaced fingers and vice versa**
- 5  **Palm to palm with fingers interlaced**
- 6  **Backs of fingers to opposing palms with fingers interlocked**
- 7  **Rotational rubbing of left thumb clasped in right palm and vice versa**
- 8  **Rotational rubbing, backwards & forwards with clasped fingers of right hand in left palm & vice versa**
- 9  **Rinse hands with water**
- 10  **Dry thoroughly with a single use towel**
- 11  **Use towel or your elbow to turn off faucet / tap**
- 12  **Duration of the entire procedure: 40-60 sec.
...and your hands are safe**



وزارة الصحة العامة
Ministry of Public Health


دولة قطر
State Of Qatar



5. Daily monitoring of temperature and placement of hand sanitizers in common areas.




6. Toolbox talk sheets in English and Hindi (examples).


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|  LUSAIL DEVELOPMENT LUSAIL TRANSIT SYSTEM | TOOLBOX TALK SHEETS | Ref: |
| | | R./E.: |
| | | Date |
| | | Page 1 of 2 |


| | |
|---------------------------------------|-----------------------|
| Date: | Area: |
| Time Started: | Time Duration: |
| Subject: Corona Virus/COVID-19 | |

| SUBJECTS OF THE TOOLBOX TALK |
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| <p>What is Corona/Covid 19?</p> <ul style="list-style-type: none"> ➤ Coronavirus disease 2019 is a novel (new) strain of coronavirus that was first identified in Wuhan, Hebei Province, China found in both animals and humans ➤ Very similar to many coronaviruses that are typically transmitted from animals to humans ➤ Reported to have been transmitted from human to human with a course of illness that ranges from mild to moderate symptoms in the majority of people with the infection ➤ Severe symptoms and complications or even death may occur in people who suffer chronic diseases and lowered immunity. <p>Transmission.</p> <ul style="list-style-type: none"> ➤ Air, by breathing in the droplets carrying the virus. ➤ Close personal contact: Such as touching, kissing, or shaking hands. ➤ Touching one's mouth, nose, or eyes: with hands contaminated with virus. ➤ 36% involved the mouth ➤ 31% involved the nose ➤ 27% involved the eyes ➤ 6% were a combination of these regions. <p>Symptoms of disease.</p> <ul style="list-style-type: none"> ➤ Current estimates of the incubation period range from 1-14 days ➤ Fever ➤ Dry Cough ➤ Difficulty of breathing <p>Treatment:</p> <p>Though there is no specific antiviral treatment and no vaccine available, people infected with the Coronavirus disease 2019 receive medical care to relieve their symptoms.</p> <p>Prevention:</p> <ul style="list-style-type: none"> ✓ Wash your hands frequently with soap and water or use an alcohol-based hand rub. ✓ Avoid touching your mouth, nose or eyes ✓ Maintain social distancing at least 1 meter (3 feet) distance between yourself and other people ✓ Cancel or postpone unnecessary travel to affected places. ✓ Stay home/room and avoid close contact with others until free of symptoms ✓ Cover your mouth and nose when coughing and sneezing with a tissue or flexed elbow, then throw the tissue in the trash and wash your hands. ✓ In case of severe symptoms Call the hot line 16000 |



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|  LUSAIL DEVELOPMENT LUSAIL TRANSIT SYSTEM | TOOLBOX TALK SHEETS | Ref: |
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How to protect yourself & others from Coronavirus (2019-nCoV):

CORONAVIRUS INFECTION


There are currently no vaccines available to protect you against human coronavirus infection. You may be able to protect yourself from the risk of (2019-nCoV) infection by doing the following:




Wash your hands regularly with soap and water or alcohol-based Hand rub



Avoid touching your eyes, nose, or mouth




Keep distance, avoid close contact, and do not shake hands with persons who suffer cold or flu-like symptoms



Cancel or Postpone unnecessary travel to affected places


If you have Flu-like symptoms, you can help protect others by doing the following:



Stay home and avoid close contact with others until free of symptoms




Cover your mouth and nose when coughing and sneezing with a tissue or flexed elbow, then throw the tissue in the trash, and wash your hands



In case of severe symptoms visit the nearest healthcare facility or call hotline: 66740951 - 66740948

Think safe, Act safe, Be safe.....

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| Conductor (Supervisor) | | |
| HSE Staff | | |

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|----------------------------------------------------------|----------------|
| Date: | Area: |
| Time Started: | Time Duration: |
| Subject: Corona Virus/Covid 19- कोरोना / कोविड 19 | |

SUBJECTS OF THE TOOLBOX TALK

कोरोना / कोविड 19 क्या है?

- कोरोनावायरस रोग 2019 कोरोनावायरस का एक उपन्यास (नया) तनाव है जिसे पहली बार वुहान, हेबेई प्रांत, चीन में जानवरों और मनुष्यों दोनों में पाया गया था
- बहुत से कोरोनावायरस के समान है जो आम तौर पर जानवरों से मनुष्यों में प्रेषित होते हैं
- संक्रमण के साथ लोगों के बहुमत में हल्के से मध्यम लक्षणों तक होने वाली बीमारी के साथ मानव से मानव में संचारित होने की सूचना दी गई है
- गंभीर लक्षण और जटिलताएं या यहां तक कि मौत उन लोगों में हो सकती है जो पुरानी बीमारियों और कम प्रतिरक्षा से पीड़ित हैं।

ट्रांसमिशन।

- वायु: - वायरस को हवा में ले जाने वाली बूंदों में श्वास द्वारा.
- बंद व्यक्तिगत संपर्क, छूने, चुंबन या हाथ मिलाने से.
- किसी के मुंह, नाक या आंखों को छूना: वायरस से दूषित हाथों से
- 36% मुंह में शामिल थे
- 31% नाक में शामिल थे
- 27% में आंखें शामिल थीं
- 6% इन क्षेत्रों का एक संयोजन थे।



रोग के लक्षण।


- ऊष्मायन अवधि के वर्तमान अनुमान 1-14 दिनों से होते हैं
- बुखार
- सूखी खांसी
- सांस लेने में कठिनाई

इलाज / उपचार

हालांकि कोई विशिष्ट एंटीवायरल उपचार नहीं है और कोई टीका उपलब्ध नहीं है, कोरोनावायरस रोग 2019 से संक्रमित लोग अपने लक्षणों को राहत देने के लिए चिकित्सा देखभाल प्राप्त करते हैं।

रोकथाम:

- अपने हाथों को बार-बार साबुन और पानी से धोएं या अल्कोहल-आधारित हाथ रगड़ें।
- अपने मुंह, नाक या आंखों को छूने से बचें
- अपने और अन्य लोगों के बीच कम से कम 1 मीटर (3 फीट) की दूरी से सामाजिक दूरी बनाए रखें
- प्रभावित स्थानों पर अनावश्यक यात्रा रद्द करें या स्थगित करें।

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- घर / कमरे में रहें और लक्षणों से मुक्त होने तक दूसरों के साथ निकट संपर्क से बचें
- अपने मुंह और नाक को तब ढकें जब एक ऊतक या फ्लेक्सिबल कोहनी के साथ खाँसते और छींकते हैं, फिर ऊतक को कूड़े में फेंक दें और अपने हाथों को धो लें।
- गंभीर लक्षणों के मामले में हॉट लाइन **16000** पर कॉल करें



How to protect yourself & others from Coronavirus (2019-nCoV): **CORONAVIRUS INFECTION**

There are currently no vaccines available to protect you against human coronavirus infection. You may be able to protect yourself from the risk of (2019-nCoV) infection by doing the following:



Wash your hands regularly with soap and water or alcohol-based Hand rub



Avoid touching your eyes, nose, or mouth



Keep distance, avoid close contact, and do not shake hands with persons who suffer cold or flu-like symptoms



Cancel or Postpone unnecessary travel to affected places

If you have Flu-like symptoms, you can help protect others by doing the following:



Stay home and avoid close contact with others until free of symptoms



Cover your mouth and nose when coughing and sneezing with a tissue or flexed elbow, then throw the tissue in the trash, and wash your hands



In case of severe symptoms visit the nearest healthcare facility or call hotline: 66740951 - 66740948

Think safe, Act safe, Be safe.....

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| Conductor (Supervisor) | | |
| HSE Staff | | |

7. Acute respiratory checklist for COVID-19



VERSION: 9 VISUAL TRIAGE: ACUTE RESPIRATORY ILLNESS CHECKLIST FOR 2019- NOVEL CORONA VIRUS (COVID-19) / MERS CoV

Date: Time: ID/ HC:

Name: Address: Gender: Date of birth

| A. Clinical Features | Choose (X) |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------|
| Does the patient have the following? | |
| Fever and any of the following: | |
| 1) Cough (New or Worsening) | |
| 2) Shortness of Breath (New or worsening) | |
| 3) Sore throat and / or Runny Nose | |
| DM, Chronic kidney diseases, Cardiac/Heart failure ,age 60 &above | |
| B. Epidemiological Risk COVID-19, MERS -CoV) Case definition | |
| <p>COVID-19:</p> <ul style="list-style-type: none"> patient with acute respiratory illness (fever of 37.8C or more and at least one sign/symptom of respiratory disease (eg, cough, shortness of breath), AND with no other etiology that fully explains the clinical presentation AND a history of travel to or residence in a country/area reporting local transmission (See MOPH list of countries) of COVID-19 disease during the 14 days prior to symptom onset. <p style="text-align: center;">OR</p> <ul style="list-style-type: none"> A patient with any acute respiratory illness AND having been in contact with a confirmed COVID19 case in the last 14 days prior to onset of symptoms; <p style="text-align: center;">OR</p> <ul style="list-style-type: none"> An adult patient with severe acute respiratory infection (fever and at least one sign/symptom of respiratory disease (e.g., cough, shortness breath) AND requiring hospitalization (SARI) AND with no other etiology that fully explains the clinical presentation. <p>MERS CoV</p> <p>Camel farm or contact with Camel and camel products during the 14 days prior to symptom onset</p> | |
| Notes | |
| <ul style="list-style-type: none"> If the patient met A and any one of B, offer a surgical mask to the patient and immediately isolate the patient (contact and Airborne precautions). If the patient with acute respiratory illness and doesn't meet any one of B offer surgical mask to patient and isolate in droplet and contact precaution. If the patient stable discharge home. FOR HMC. Facilities ONLY Do Naso/ Oropharyngeal swab for COVID suspected cases Call hotline 16099 for referral to designated hospitals via HMC ambulance If negative pressure room is not available, then isolate the patient in adequately ventilated single room and maintain the door closed and keep Portable HEPA filter in the room. MOPH list of countries: Bangladesh, China, Egypt, India, Iran, MOPH list of countries Iraq, Lebanon, Nepal, Pakistan, Philippines, south Korea, Sri Lanka, Syria, Thailand, Italy, Germany, France. The prevalence of Covid-19 among children is still considered very low if they don't meet the criteria for case definition above, therefore, if a child presents with respiratory symptoms and is tested for Covid-19 at PEC/PHC as part of the laboratory investigation and the child is not sick enough to warrant admission, then the child may be sent home pending the test result. If the result for Covid-19 returns positive, then the family of the child will be called for admission. | |

8. Measures to keep safe distance in the dining halls.

