



Ref: QMC/HR-04/2020/0687

Date: 12<sup>th</sup> April 2020

**Steve Cockburn**  
Deputy Director, Global Issues  
Amnesty International

**Subject: Payment of salaries to Qatar Meta Coats workers**

Dear Sir,

We, at Qatar Meta Coats take the welfare and rights of our workers very seriously. When it comes to the issue you refer to, let me assure you that we are in the process of solving the financial issues of the company while some of your allegations are completely baseless.

Qatar Meta Coats W.L.L has been in operation for 18 years now and prides itself on the goodwill we have garnered in this time. We have employed over 1500 employees in this duration and 1386 have completed their tenure and left the company with mutual respect and good wishes. As you have been made aware, we have never defaulted on salaries up until this time. Every company faces its ups and downs and we, at the moment are going through a tough phase which we believe we will overcome in due course of time.

Having said this, let me address the questions posed by you.

1. We have faced difficulty with salary payment due to changes in specification and design in all our undertaken projects which caused a delay in submittal of invoices. These delays, which in some cases is around a year or more from the completion time. Due to this, we have been unable to renew legal documentation. We have never refused any employee to change jobs.
2. The workers have raised concerns on delay of payment of salaries, which Qatar Meta Coats has addressed by explaining the situation of the company. We have assured the workers that the company is doing everything it can to resolve the situation at hand. Despite some of the workers going on a protest and refusing to work, we have understood their frustrations and tried to alleviate the situation by arranging two months of pending salaries despite the company facing severe financial issues.
3. In order to secure payment of employees' wages and provide employees with valid residency permits we are working on obtaining our receivables from the market. The Qatar Government has put some initiatives in place to help struggling companies, which we hope to secure. We also have new projects in hand which will help us garner the required funds.
4. The allegation of refusal to grant NOC's is completely baseless. We have been more than willing to grant NOC's to employees who have requested for it.
5. Middle East Galvanizing is a sister concern company of Qatar Meta Coats which is still in the process of completion. There are no employees specifically employed by Middle East Galvanizing at this stage.



6. Qatar Meta Coats was awarded the job of supply and installation of aluminum glazing works, cladding works and tent façade steel works. At peak time we have deployed 115 workers and 18 staff. During this time, we have also subcontracted heavy steel structure jobs to another company. At this point, I would like to bring to your attention that despite our workers mishandling and damaging material on site, such as glass, we have incurred heavy losses. But despite this, they were never held responsible for the same financially nor suspended from their job.
7. Qatar Meta Coats adheres to the Qatar Labour Law which offers a body of laws outlining legal rights, restrictions and obligations of employees and employers in all spoken languages. All the information regarding the labour laws is displayed on the company notice board as well as on the notice board of the company provided accommodation. The workers have never been discouraged to report their grievances to the HR Department. All grievances have been dealt with in a mutually understandable way.
8. Qatar Meta Coats doesn't encourage or support human rights abuse or labour exploitation of any form. We do not charge our employees any recruitment fees and no formal complaint on these lines has been filed with the company by any employee.
9. The Ministry of Administrative Development and Labour Affairs(MADLSA) is aware of the situation of the company after salary delay complaints were filed by the workers. After having met them and explained our situation, we were granted time till end of April to sort our issues. We have been working on every possible avenue to ensure that we redeem the company from its current situation.
10. GSIC-JV, our main contractor is aware of our problems and has been accommodating and supportive of these tough situations.
11. In light of COVID-19, Qatar Meta Coats has suspended work, despite the tough situation, keeping in mind only the safety and health of our employees. The workers have been asked to be in self quarantine in the provided accommodation while all basic amenities are taken care of by the company. We are in the process of renewing expired health cards. In light of the current situation, the Qatar Government is providing medical aid to workers without active health cards. The Qatar Government has also put in place stringent measures to prevent the spread of COVID-19 and Qatar Meta Coats is following all the protocols and measures as dictated by the Government.

In conclusion, we agree that our company is experiencing some difficult times due to which we haven't been able to give the workers their salaries on time. But all the other accusations leveled at us are baseless.

We reassure you that we are in the process of acquiring the funds to pay off the salaries.

Sincerely,  
**Felix Lobo**  
Managing Director