

## 2018 Questions for Construction Companies in Qatar *Migrant Worker Rights*

Name of company: Larsen & Toubro Ltd.

Headquarters address: L&T House, Manapakkam, Chennai - India

Website: <http://www.Intecc.com/>

1)

- a) Please describe the scope of your company's operations in Qatar, including reference to the company's current projects and any labour rights standards governing these projects.
- b) List your company's business relationships on its current projects, including with business partners<sup>1</sup> and entities in its contracting chain.<sup>2</sup> If your company maintains this information publicly, please provide a link or attachment to it.

### **Answer for a) & b):**

L&T is an Indian multinational engaged in technology, engineering, construction, manufacturing and financial services with USD 18 billion in revenue. It operates in over 30 countries worldwide. A strong, customer-focused approach and the constant quest for top-class quality have enabled L&T to attain and sustain leadership in its major lines of business for over seven decades.

In Qatar, L&T is involved in several prestigious infrastructure projects including the Gold Line Metro for Qatar Rail, the Expressway Programme, Local Road & Drainage project and Sewage treatment plants for Ashghal, Power Distribution projects for Kahramaa and FIFA Stadium for Supreme Committee for Legacy & Delivery at Al-Rayyan. L&T has partnered various local contractors like Al-Sraiya, Al-Jaber, Al-Balagh and International Contractors like Aktor, Yapi Merkezi and STFA.

### Labour Rights Standards at Projects:

The client for the Al Rayyan Stadium is the **Supreme Committee for Legacy & Deliver**. Please refer to link below for details of Supreme Committee Worker Welfare Standards (SCWS) at Al Rayyan Stadium:

<https://origin.q22-qwm.com/Vault/VaultOutput?ID=10353&ts=1489601739>

The client for the Gold Line Metro is the Qatar Rail. Please refer to link below on QF Mandatory Standards (QFMS) of Migrant Worker Welfare which are applied at Qatar Rail:

<https://www.qf.org.qa/app/media/2379>

At the Wakrah Bye Pass Project, the Client Asghal applies its "Expressway Programme - Mandatory Standards and Guidance for Worker Accommodation and Welfare"

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<sup>1</sup> i.e. joint venture partners, State and non-State clients, and State and non-State project financiers

<sup>2</sup> i.e. subcontractors, recruitment agencies, and labour supply companies in countries of origin and destination

- 2) Does your company maintain public workforce data? If yes, please provide a link or attachment with the data.

If not, please provide the information on the number of:

- a) Directly employed<sup>3</sup> workers on your current projects, and their countries of origin

**Answer:** Total workers on L&T visa with us as on 1<sup>st</sup> July are: 4774

- b) Workers employed by subcontractors on your current projects

**Answer:** Total workers employed by sub-contractors at L&T and its Joint Venture sites are: 8219

- c) Workers employed by labour supply companies on your current projects

**Answer:** Total workers supplied by labor supply companies on L&T and its Joint Venture projects are: 6416

### Human rights policy & due diligence

- 3) Does your company have a publicly-available written policy to respect human rights in its operations that addresses a) the rights of workers employed by the company and b) the rights of workers employed by subcontractors, labour supply companies and other entities in the company's subcontracting chain? Please provide links or attachments to the company's relevant policies.

**Answer:** Larsen & Toubro Limited (L&T) is committed to social responsibility and the human rights of its employees. The same is publicly available in the link below:

<http://www.larsentoubro.com/corporate/sustainability/corporate-policies>

- 4) Does your company require subcontractors and other entities in your contracting chain in Qatar to comply with your human rights and other rights-related policies and procedures? If yes:

- a) How do you hold them accountable to these requirements (e.g. through contract clauses) and ensure their compliance (e.g. through training, monitoring, penalties etc.)?

We follow client specified welfare standards.

- b) Do you enforce compliance beyond the first-tier of your contracting chain? What challenges does the company face in ensuring subcontractor compliance, both in the first and subsequent tiers?

### Recruitment

- 5) Please describe your company's process for recruiting migrant workers to be part of your directly employed workforce in Qatar.

**Answer:**

Based on the requirement of workmen from a project team, registered/empanelled recruitment agencies are informed to source workers.

A recruitment panel from the project team visits the countries from where the workers are to be recruited who are assessed through a selection process comprising

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<sup>3</sup> A directly employed worker is a worker with whom you have a contract of employment and to whom you pay wages

Interview and skill test, wherever required. Selected candidates are informed about their salary, benefits, etc. in their local language and salary acceptance is obtained.

Selected candidates are sent for pre-employment medical tests in the source country. Documents of medically fit candidates are received and visas are applied for. On receipt of visas, they are shared with the candidates who are then informed about their visas and travel date based on which, tickets are booked for the candidates.

The candidates are received at the airport and dropped off at their accommodation. An orientation programme covering Health and Safety, sensitisation to local culture, Company Policies and Procedures, Working Conditions, leave rules etc., is conducted.

- 6) Does your company have a publicly-available written policy to respect migrant workers' rights that addresses the specific risks migrant workers face during recruitment? Please provide links or attachments to the company's relevant policies.

**Answer:** <http://www.larsentoubro.com/corporate/sustainability/corporate-policies>

- a) How does your company prevent the practice of contract substitution? Does your company have a policy of honoring the terms of contract signed in workers' home countries?

**Answer:** Please refer answer in para 2 for question 5.

- b) If your company has a policy of no-fee recruitment, what steps does it take to ensure workers do not pay recruitment fees and related costs?

**Answer:** L&T does not charge any recruitment fee. This is made clear to all candidates during their selection. We comply with the respective client's welfare standards.

- c) If your company has a policy of reimbursing fees, please describe the company's process for identifying incidences of worker-paid fees and reimbursing fees to workers.

**Answer:** In case such an incident is reported, after investigation, if found true, the agency is asked to reimburse.

- d) How do these policies apply to the recruitment agents you engage and to labour suppliers and subcontractors who have workers on your projects?

**Answer:** We follow with the Qatar Labor Law provisions and Welfare standards of the client.

## **Payment & wages**

- 7) What is your company's process for determining the wages of its workers in Qatar, and what external benchmarks does it use to set wage levels? Does your company consider a living wage in setting its wage amounts? Please explain.

**Answer:** The minimum wage that L&T pays to workers is QAR 750 per month with all other benefits of accommodation, food and annual passage. This has been established by the Ministry of Labor.

- 8) Does your company operate on a contractual "pay when paid" basis in relation to:

- a) Subcontractors? **Answer:** No
  - b) Employee wages? **Answer:** No
  - c) Other creditors? Please specify. **Answer:** No
- 9) What mechanisms does your company have in place to detect unpaid wages to workers on your projects? Does your company maintain reserves to ensure salary commitments can be met, and has the company ever intervened to pay workers' wages when the direct employer has defaulted or gone into liquidation? Please describe.

**Answer:** We ensure that all our workers are paid monthly. We do not require any reserves for this as we have a healthy balance sheet and practice to pay wages regularly.

### **Freedom of movement**

- 10) How does your company ensure that all workers on its project sites have free and secure access to their passports and identity documents, including workers employed by subcontractors and labour-supply companies?

**Answer:**

- a) Passport retention – We ensure that workers can store passports in a safe place with ready access:  
Our workers retain their passports with them in the locker provided to them at their accommodation.
  - b) Allowing workers to transfer employers within the country:  
We allow workers to transfer employers within the country in line with the Qatar Labour Law.
  - c) Issuing of exit permits for workers who wish to leave the country:  
On receipt of request from worker, we issue the Exit Permit.
- 11) How does your company ensure that all workers on its project sites have valid work permits and other documents required for employment, including workers employed by subcontractors and labour-supply companies? Please include information on who pays for work permits and what steps the company takes when employers on its projects fail to issue or renew workers' permits.

**Answer:** No worker is allowed to work unless he has a valid work permit to work. At the time of joining, the worker undergoes the mandatory statutory QID registration. All contractor workers QIDs are checked at the time of entry and exit. We pay for our workers work permits.

Where the nature of work requires certification; we ensure that only certified workers carry out such work.

- 12) How does your company ensure all workers on its projects are free to change jobs and/or leave Qatar at will?

**Answer:** We comply with the provisions of the Qatar Labor Law and the terms of the local employment contract of the worker as certified by the Ministry of Labor

### **Living conditions**

13) How does your company ensure safe and decent accommodation for all workers on its project sites, including workers employed by subcontractors and labour-supply companies? Please include information on what steps the company takes when employers on its projects fail to house workers in adequate living conditions.

**Answer:** Adequate Worker Accommodation is provided as per specification of our clients, QCS and Qatar Labor Law standards.

14) Please describe how your company makes provision for workers to have access to:

a) safe and adequate nutrition

**Answer:** We ensure that the catering agency that is engaged has the approval of government agencies like Baladiya and Ministry of Labor and they are ISO 22000 certified. The nutrient menu prepared for the workers is in consultation with the dietician specialist of the agency

b) healthcare

**Answer:** We ensure that the Qatar Labor Law provisions are complied with in terms of every worker having Hamad Health Card, PHCC approved health clinic with a licensed doctor at site where the number of workers are more than 500 and a certified nurse at the camps

c) banking and remittance services

**Answer:** We ensure all workers are provided with bank accounts and debit cards. All wages are paid through WPS system into the bank

d) transportation

**Answer:** All workers are provided with transport as per the transport authority standards in terms of safety and as per ministry of labor standards in terms of welfare

e) leisure activities

**Answer:** All camps are provided with 1. Wi-Fi 2. Computers 3. Sports Area 4. Gym 5. TV Lounge

### **Health and safety**

15) Please describe your company's health & safety policy and procedures, including what steps the company takes to ensure that they are applied to directly employed and subcontracted workers on your projects.

**Answer:**

In operations and in contracts with business partners:

- Roles & responsibilities are communicated to all levels within the project so all are aware of what is expected of them within the organisation
- Awareness training for site management is provided so that their decision making has H&S influence
- Improving knowledge base and awareness of supervisory staff so that they are fully aware of the potential hazards and risks of their tasks / duties
- Worker participation – pre-start talks, toolbox talks, suggestion notices, training

L&T activities in Qatar are governed by the following laws, standards and internal policies:

- Qatar Labor Law
- Qatar Construction Standards (QCS) 2014
- OHSAS 18001 Occupational Health and Safety
- L&T Sustainability Report
- Site specific policies and operating procedures

Through L&T's Quality Assurance, the activities are continually monitored for compliance and, if necessary corrective measures taken for any non-conformities. L&T Qatar ensure the following:

- That the company's operations comply with legal and regulatory standards
- Assess subcontractor, supplier and partner compliance
- Track any change that may occur in the applicable Health & Safety legislation, in order to adjust company activities

16) What is your company's policy and procedures on overtime? Please include in your answer:

- What the maximum/limit is on the amount of overtime  
**Answer:** As per Qatar Labor Law
- Whether overtime work is voluntary  
**Answer:** Yes
- What the premium is for overtime work:  
**Answer:** Payment is made as per Qatar Labor Law
- How the company prevents all workers on its projects from exceeding overtime limits during peaks in construction activity

**Answer:** The time office at each site monitors the hours of overtime of each worker and updates the site team daily so that the overtime hours put in by the workers are within statutory limits

17) What steps does the company take to protect all workers on its projects from high temperatures, humidity and sunlight throughout the year? Please include information on how you monitor heat risk and how you communicate protective measures to all workers.

**Answer:**

- A site specific Summer Working Plan is developed and implemented onsite
- Cool rooms are set up at various locations
- Toolbox topics are regularly given on heat stress, re-hydration
- Rehydration fluid / powder is provided to all workers
- Water stations are established throughout the site
- Cooling products for head wear is provided to all workers
- Regular temperature and humidity readings are taken between 8am-5pm [15min intervals]
- Flag warning system is established with all senior management linked by WhatsApp to give regular temperature and humidity reading updates and actions to take

All projects develop a site specific Summer Working Plan that includes the points enumerated above and is approved by the concerned client. The plan is reviewed annually prior to summer and forms part of the site communication program that also includes induction, pre-start talks, toolbox topics, awareness training, etc.

18) Does your company maintain public data on fatalities and injuries to workers on its projects?

**Answer:** All data is sent directly to the Ministry of Labor on a monthly basis and loaded onto their website as per prescribed format

If yes, please provide a link or attachment with the data. If not, please provide information for 2016 and 2017 on the total number and the causes of:

- a) Work-place fatalities in your direct and subcontracted workforce **Answer: Zero**
- b) Permanent disabilities in your direct and subcontracted workforce **Answer: Nil**
- c) Lost-time injuries in your direct and subcontracted workforce <sup>4</sup> **Answer: 9**

**Representation and remedy**

19) Given legal restrictions on freedom of association and membership of trade unions in Qatar, how does your company ensure workers' voices are represented and heard by the company, e.g. through worker-representative committees? Please describe the mechanism in place.

**Answer:** Larsen & Toubro Limited (L&T) is committed to social responsibility and the human rights of its employees

20) In accordance with the UN Guiding Principle on Business and Human Rights, does your company have an operational level grievance mechanism in place for direct and subcontracted workers on your projects to raise concerns, in their own language, and in a way that ensures grievances can be reported safely, without intimidation or retaliation? Please provide a description of the company's grievance mechanism.

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<sup>4</sup> Lost time-injuries calculated on the basis of injuries resulting in incapacity for work of at least three consecutive days (excluding the day of the accident)

**Answer:** Each camp has a grievance register where grievances are recorded. The Administration Manager cum Welfare Officer has oversight of it. He ensures that such grievances are understood and addressed timely

21) How many grievances were raised in 2017 by directly employed and/or subcontracted workers on your projects? Please provide a summary of the grievances and the remedial actions that were taken by the company and its subcontractors.

**Answer:** Summary for 2018 till date is attached

**Other information**

22) Is there anything else that you would like to tell us about how your company takes a responsible approach to managing its operations in Qatar, including any challenges it faces in doing so?