

As part of its research into the treatment of migrant domestic workers in Qatar, Amnesty international wrote to the Qatar Government on 27 January and 23 July 2020, requesting information and data on this issue. Below are the responses from the Qatar authorities, received on 8 October 2020. This is in relation to the report, "Why do you want to rest?": Ongoing abuse of domestic workers in Qatar, published on 20 October 2020. Available at: <https://www.amnesty.org/en/documents/mde22/3175/2020/en/>



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سفارة دولة قطر / لندن

Mr Stephen Cockburn

Head of Economic & Social Justice

Your Ref: TG MDE 22L2020.001

Dated 27th January 2020

**Response to questions raised by Mr Stephen Cockburn (Amnesty International)
on domestic workers**

1. Providing information on the number of domestic workers in the State of Qatar, classifying them according to gender, nationality, and job (for example; domestic worker, drivers, cooks, agricultural workers ... etc.)
The total number of domestic workers in the State of Qatar was (173,300) workers in the year (2018) of who (109.127) are women and (64,173) are men, as per the Qatar Planning and Statistics Authority's annual statistical group for the year 2017.
2. Providing detailed information on complaints (grievances) filed by domestic workers between January 2018 to December 2019:

Domestic worker's complaints (grievances):

	Status	Number
1	Settled	543
2	Referred to workers dispute settlement commissions.	126
3	Archived (due to complainant 's lack of follow up)	3
Total		672



Complaint Resolution Typical Timeframe:

The Ministry's relevant department would receive such complaints directly from domestic workers, through their respective embassies, or through social media. The complaint would then be registered on the same day and an appointment would be set with the employer on the next day to try to settle the dispute amicably. Should both parties accept the Administration's mediation, the agreement would be recorded on the minute of the meeting enforcing an executive legal document power. This means that the relevant department in the ministry would finalise amicable settlement procedures of any dispute within the first 48 hours in actual practice (the law obligates the administration to try to settle the dispute within a period not exceeding 7 days)

If the two parties fail to conclude a consensual settlement, or in the event that the employer does not respond, the complaint is referred to the Committee to Resolve Labour Dispute, which should settle the dispute in no longer than three weeks. The Committee's decisions are issued with immediate enforcement. The aforementioned legal procedures (stipulated in Law No. (12) of 2015) aim at speeding up the settlement of disputes that arise between domestic employees and employers so the former would be able to have access to their rights before returning to their original home.

3. The most important issues that have been frequently raised to complaints submitted to the Ministry:
 - Delay in wages payment,
 - Travel tickets
 - End of service bonus
 - Personal supplies
 - Desire to return to the country of origin
4. Number of cases of Theft, absconding and criminal cases that have been reported against domestic workers:

Absconding is not a crime in Qatar's law. As for criminal cases against domestic workers, none of these cases were referred to the Ministry, as criminal offenses are not within the jurisdiction of the Ministry of Administrative Development, Labour and Social Affairs.

Work is underway to provide statistics on the cases that were referred to the judiciary through consultations and meetings with the Supreme Judicial Council. These meetings have resulted in agreement on the terms of the Memorandum of Understanding to start the electronic link project on the referred cases and the provisions issued in it. The MoU was signed between the Ministry of Administrative Development, Labour and Social Affairs and the Supreme Judicial Council in this regard.

5. Number of referrals submitted by domestic workers to the grievance committee and exit permit, their results and timeframe:

Gender	2019	Jan-Feb 2020	Decision
Male	24	2	Granted exit permit
Female	15	-	Granted exit permit
Total	39	2	41

6. The number of cases in which legal aid is provided to a migrant domestic worker by (a) Qatari authorities, including the Ministry of Administrative Development, Labour and Social Affairs or the Ministry of Justice, and (b) foreign embassies.

The Ministry of Administrative Development, Labour and Social Affairs provides legal aid to domestic workers by making them aware of their rights and duties, as well as providing free services for their benefit when they submit complaints to the Ministry.

- In the event that a domestic worker submits a complaint to the ministry, a settlement employee provides legal advice for the benefit of the user via a translator in the ministry, which employs a sufficient number of translators of most languages that domestic workers speak. Also, interpreters are available in a section of the Disputes Settlement Committees. There are no fees associated with the process, and government offices are open to workers, including working committees, in the afternoon.
- Should a worker wish to request a legal opinion (at any stage of the complaint), they can meet one of the legal experts at the Labour



Relations Management during official working hours (without the need to book an appointment in advance).

- The Ministry of Administrative Development, Labour and Social Affairs will coordinate with representatives of the embassies on following up on the disputes presented to the committee to enable the embassies to attend these committees on behalf of the domestic worker in the event that they wish to leave the country.
- Awareness campaigns: In addition to direct legal assistance when submitting complaints, the Ministry is making continuous efforts to educate domestic workers of their rights as per Law No. 15 of 2017 regarding domestic workers by providing simplified legal information for the benefit of employees, employers, and recruitment agencies, by holding direct meetings with workers, labour attachés in embassies, or through newspapers, television, and social media sites (Facebook and Twitter). Moreover, several workshops were held in 2018 and 2019 to educate domestic workers, employers and recruitment agencies of their rights and duties as per Law No. 15 For the aforementioned year 2017. The Ministry sent a copy of the Law, along with the contract template that it prepared, to the embassies of the worker's home countries.
- The Ministry also produced a video on the rights of domestic workers and published it through social media, and held a public event for domestic workers on 16 June 2019 to celebrate the International Day of Domestic Workers and launch a public awareness campaign on the rights of domestic workers in cooperation with the International Federation of Domestic Workers and the International Labour Organization. A presentation on "Domestic Worker Leave (holiday)" was given during the event leading to the development of a strategy for the aforementioned public awareness campaign.
- On 16 June 2020 on the occasion of the International Day of Domestic Workers, the Ministry issued two guidebooks for the employer and the domestic worker, with the aim of introducing them to their rights and obligations in accordance with the constitution and national legislation, especially Law No. 15 of 2017 regarding domestic workers. The handbook for users "Know Your Rights" includes educating them about the legal provisions related to legal working hours, rest periods, weekly and annual leave, occupational health and safety, compensation for work

injuries, salary, withholding deduction of recruitment costs, withholding passport reservation, the right to travel tickets, end of service dues ..) The guidebook for employers, “A Guide to Recruiting Foreign Domestic Workers,” includes several tips for employers to educate them about the rights of domestic workers and to establish a fruitful working relationship with them. A short awareness-raising tape was also prepared to shed light on the significance of the role that domestic workers play in caring for families during the Covid 19 crisis, and the need to pay attention to the health and health of domestic workers and protect their rights.

7. Steps and measures taken to ensure the implementation of the Domestic Workers Law, including a number of inspections carried out between January 2012 and December 2018 to monitor conditions for domestic workers.

The Ministry does not inspect inside homes on the working conditions of domestic workers, except upon an order from the Public Prosecution Office with permission to enter the home in the event of complaints or violations.

However, the Ministry undertakes to follow up the recruitment offices of workers and domestic workers from abroad and inspect them periodically and suddenly to monitor the procedures for the recruitment of domestic workers and verify their housing conditions to guarantee not to be exploited and to preserve their rights.

8. Steps and measures taken against abusive employers, including the number of employers who have been sued for failure to comply with legal provisions and the consequences of these cases.

In 2013, a number of convictions and fines were issued against employers of domestic workers, namely:

	Cases	Convictions	Fines	Average sentence duration
Violence against female domestic workers	16	12	2500	A month imprisonment
Rape against female domestic workers	3	3	-	A year – life imprisonment
Abuse against female	1	1	-	A year

domestic workers				
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9. Number of cases of human trafficking and forced labour that have been verified and prosecuted

Law No. (15) of 2011 regarding combating human trafficking was issued, providing for severe penalties for the perpetrator of the crime of human trafficking, ranging from 7 years imprisonment to a fine not exceeding (20 thousand Qatari riyals), 15 years imprisonment and a fine not exceeding (200 thousand Qatari riyals)).

On the other hand, Penal Code No. (11) of 2004 AD stipulates in Article No. (322) thereof that “he / she shall be punished by imprisonment for a period not exceeding 6 months, and by a fine not exceeding three thousand Qatari riyals, or one of these two punishments, whoever mocked or forced a human being to work, whether with or without payment.

The penalty is imprisonment for a period not exceeding three years, and a fine not exceeding ten thousand riyals, or either of the two penalties, if the victim has not reached the age of sixteen.

These penalties are effective and dissuasive in practice for persons imposing forced labour practices.

A search of the court records did not reveal that any case had been registered.

10. Concerning the application of the domestic workers’ law and the unified labour contract, what measures have been taken to enhance the protection of domestic workers?

Article No. (3) of Law No. (15) of 2017 states that it is not permissible to employ a domestic worker without a contract of employment

Written and certified by the Ministry of Administrative Development, Labour and Social Affairs, employers have been obligated to have a basic employment contract, as the Ministry has approved a basic contract for domestic workers that it has published among employers and consultants. This basic contract lines up the most important rights for domestic workers as per Law no 15 for 2017 e.g. business hours. It is a mandatory template for employment contracts, and



the Ministry sent a copy of it, along with the aforementioned law, to the embassies of the countries sending workers.

In order to enhance the rights of domestic workers, the Workers Support and Insurance Fund was established by Law No. (17) of the year 2018 to support and care for workers, secure their rights, and provide a healthy and safe work environment for them. The new fund includes domestic workers and workers in the private sector alike and aims to disburse their dues that are decided by the Labour Dispute Resolution Committees in the event that the employer is unable to pay, in order to avoid procedures that may take time and affect the workers' ability to fulfil their obligations towards their families or towards others, as well as The establishment of the fund guarantees speedy payment of financial end of service dues, and facilitates procedures for the return of the worker or user to his country.

Qatar Visa Centre services also include domestic workers, in order to enable domestic users to read the work contract correctly in their native language and sign it electronically in his country before traveling and to ensure that there is no conflict between employment offers that are announced by recruitment offices in the countries sending domestic users and the legal terms of the contract. Moreover, the Qatar Visa Centre enables domestic workers to complete fingerprint capture and medical examination procedures before their arrival in Qatar. It is worth noting that all the services provided by the centre are free and electronic services whose cost fall on the employer and are paid by bank transfer. The centre has been opened in six labour-sending countries, namely Sri-Lanka, Bangladesh, Pakistan, Nepal, India and the Philippines, with a future plan to open the centre in each of Tunisia, Kenya and Ethiopia.

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11.Measures that are planned to enhance the protection of domestic workers

The Ministry of Administrative Development, Labour and Social Affairs, in cooperation with the International Labour Organization project office has commissioned a study to review employment models for domestic workers around the world. The results of the study will determine the main policy mechanisms for implementing alternative employment models for domestic workers in Qatar, along with analysing the Qatari recruitment company's initiative "Weeza" Current government analysis is accurate.

The Ministry is also working to enable domestic users to submit their complaints and follow them up electronically on the website of the Ministry of Administrative Development, labour and Social Affairs through the application "Amirni", in order to enable users who are not able to personally attend the Ministry to submit their complaints while ensuring that those complaints are kept confidential.

On 16 October 2019, the Council of Ministers approved a draft law regulating the minimum wage that includes domestic workers and is currently in the process of issuance, and the bill requires employers to pay a minimum essential wage for workers and domestic workers, as well as food and decent housing. The project also included the establishment of a minimum wage committee that proposes to amend it on a periodic basis.



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سفارة دولة قطر / لندن

Mr. Stephen Cockburn
Head of Economic & Social Justice
Your Ref: TG MDE 22.2020.010
Dated 23rd July 2020

Response to questions by Mr. Stephan Cockburn (Amnesty International) on domestic workers

Regarding violations of the female domestic workers' law, can you specify the measures that have been taken, including penalties, against abusive employers, to address the violations, including:

- . Passport confiscation
- . long working hours and deprivation of rest time.
- . Unpaid salaries (Please inform us if there are plans to include domestic workers in a protection system wages)?

Response

1. Regarding confiscation of passports: Law No. (21) of 2015 stipulated criminal penalties for seizing and confiscating expatriate workers' passports. The penalty was increased with a fine of twenty-five thousand riyals. The residency permit is now issued in a separate document rather than on the passport itself. Ministerial Resolution No. (18) of 2014 defining the requirements and specifications of suitable housing for expatriate workers obliges the employer to provide housing with facilities and places with lockable stores so that workers can keep their documents and personal belongings.



In practice, there is coordination between the Ministry of Administrative Development, labour and Social Affairs, and the Ministry of Interior, to ensure that workers' passports are not withheld, as passport confiscation complaints are referred to the Public Prosecution, and most of them have been investigated and the violating parties have been forced to return passports. Several decisions were issued to arrest the violators and imprison some of them for failure to pay the imposed fines. Surveys conducted in 2017 and 2018 by the Social and Economic Search Institute at Qatar University (SESRI) showed that passport confiscation has become less common. It is noticeable that the number of complaints related to passport confiscation is constantly decreasing and this indicates the employer's keenness to adhere to the provisions of the law, which imposes penalties against withholding passports. In addition to tightening monitoring by mean of inspecting human trafficking provisions and raising the level of worker awareness of the provisions of the labour law, as there is a wide scope for workers to file complaints, and for this reason, withholding passports is not an effective way for employers to exercise control as it used to be. The Ministry of Administrative Development, labour and Social Affairs organises continuous campaigns to educate workers, including messages about their right to keep their own passports. This is published on social media in ten languages.

2. Concerning long working hours and the denial of rest time: Article (12) of Law No. (15) of 2017 regarding domestic workers states that the maximum working hours shall be ten hours per day, unless otherwise agreed upon, interspersed with periods of worship and rest, eating, and these periods are not included in the calculation of working hours, as Article (7) of the same law stipulates that it is prohibited to employ the employee during their sick leave, during daily rest dates, or during the weekends.

The Ministry of Administrative Development, labour and Social Affairs is working to ensure the effective implementation of these provisions by receiving workers' inquiries via the hotline, text messaging service, and via a smart phone application "Amirni", as well as providing legal advice. The Ministry is keen to complete various transactions and answer worker's inquiries as quickly as possible, especially electronic transactions through the ministry's communication platforms and the "Amirni"



application. The Ministry is also keen to ensure that users have access to the means of complaints that can be submitted directly from the user, or through embassies, to the competent department in the ministry. Workers' complaints can also be submitted via electronic devices, as the department continues to publish electronic devices to receive those complaints and train workers on them that are available in (11) languages. In addition, the Ministry is working to enable workers and domestic workers to submit their complaints and follow them up electronically on the website of the Ministry of Administrative Development, labour and Social Affairs through the application of "Amirni" in order to enable users who are not able to personally attend the Ministry to submit their complaints with a guarantee Keep these complaints confidential.

The Ministry of Administrative Development, labour and Social Affairs is making constant efforts to educate domestic workers about their basic rights stipulated by the law through recruitment agencies, and also by holding direct meetings with workers and labour attachés in embassies, or through newspapers and television. On 16 June 2020 on the occasion of the International Day of Domestic Workers, the Ministry issued two guidebooks for both employers and domestic workers. The first guidebook for domestic workers "Know your Rights" educating the workers and making them aware of the rights including their legal working hours, rest times, yearly and weekly holidays. The second guidebook, which targets employers of domestic workers, "A guidebook to employing foreign domestic workers" includes advice to employers to educate them and make them aware of domestic workers' rights and to establish a fruitful working relationship with them. A short video was also prepared to raise awareness of the importance of the role that domestic workers play in caring for families during the Covid-17 crisis, and the need to take care of them and protect their rights.

3. Unpaid salaries (are there any plans to include domestic workers in the wages protection system): Article (8) of Law No. (15) of 2017 regarding domestic worker's states that "the employer shall pay the agreed monthly wage to the employee in the Qatari currency at the end every calendar month, and not later than the third day of the following month. The employer is not discharged from the employee's wages unless it is proven that they have deposited in the domestic worker's bank account or



delivered cash to the later according to a clearance signed by him indicating that the employee received the full wage.

Accordingly, it is possible to recover the wages of the domestic worker either by transferring to their respective bank account, or by handing them their wages in cash proved by a written clearance (a written statement signed by the domestic worker stating the sums paid to them, noting that the payment of the domestic worker's wage in cash complies with the provisions of Article (15) of the recommendation (201) To the International labour Organization related to decent work for domestic workers, taking into account the privacy of domestic work.

The State of Qatar is making efforts to enable domestic workers to open bank accounts and encourage employers to deposit employees' wages into their bank account at the end of the month by means of bank transfers. The Ministry worked in coordination with Qatar Central Bank during the Covid-19 crisis to enable domestic workers to open a bank account remotely and transfer money electronically to their families in the countries of origin through a mobile application, without leaving the house. Female domestic workers have been having all necessary facilities to open bank accounts and have been exempt from the minimum threshold for opening a bank account. This is in order to facilitate the conduct of bank transfers to their countries and families in light of these difficult circumstances. The process is carried out remotely through the electronic applications of the banks, as the business owner undertakes the transfer of the salary is sent electronically directly to the domestic worker's account, who is able to transfer money to their family in their country of origin via a mobile application (without the need to leave the house). These positive measures are considered an important step to enable all domestic workers to open bank accounts and transfer their wages by means of bank transfers, in order to monitor the commitment of employers to pay full wages on time by means of bank statements.

2. On absconding charges, can you provide us with information that includes:

- Number of female domestic workers who have been deported on absconding charges since January 2018



- Any measures introduced to ensure that an abusive employer does not use absconding charges to retaliate against female domestic workers.
- Detail the legal basis for the crime of absconding and the penalties resulting from it

Respond:

There is no national legislation for a crime called absconding. The employee may also, in accordance with the provisions of Law No. 21 of 2015, change the employer in the event that it is proven that the employer is abusive against him or there are lawsuits between him and the employer, and an electronic notification system has been established to change the worker's entity from one employer to another on the website of the Ministry of Administrative Development, Labour and Social Affairs or through the "Amirni" application to consider these requests and respond to inquiries in accordance with the standards stipulated in the law. Cases of abuse are dealt with as a matter of urgency. As well as direct legal assistance when submitting complaints.

If the worker believes that they have been subjected to retaliation, through a criminal procedure by the employer, the employee in charge of labour complaints advises them to resort to the competent authorities of the Ministry of Interior (where the Human Rights Department at the Ministry of Interior undertakes to change the direction of any worker immediately and without the consent of the employer in the event that the latter's abuse is proven against them in any form of abuse).

The state also works to provide shelter centres to protect migrant workers from falling victim to forced labour or human trafficking and to provide them with assistance in accordance with the provisions of the Anti-Human Trafficking Law No. (15) for the year 2011. In this regard, the "Comprehensive Safety House" was opened, which represents an integrated shelter and environment providing comprehensive social and health protection and rehabilitation services for target groups, including victims of human trafficking (especially female domestic workers). In addition, a "Human Care House" was recently launched with the aim of providing protection and social care to the category of workers who need it. It specialises in providing the required assistance and



protection to victims of human trafficking, working on their rehabilitation and reintegration into society, as well as temporary housing for workers to take care of them until their departure from the State is secured.

An appropriate mechanism has been set up in coordination with the concerned authorities in the State to receive the worker in the event that they submit a complaint, how to accommodate them and the procedures that will be taken in that respect from the time they arrive at the shelter until the end of their problem, and the worker can submit the complaint through the website of the National Committee to Combat Human Trafficking, or through the security department that they submit the regular criminal complaints. There is also coordination with the security departments to present any case that amounts to the crime of human trafficking to the National Committee so that legal measures are taken about it immediately. The house has a capacity of approximately 800 affected cases, and those affected will be received according to the assessments of their situation from several authorities in the country, the most important of which are: the Ministry of Interior, the Public Prosecution, the National Committee to Combat Human Trafficking, and the Ministry of Administrative Development, Labour and Social Affairs.

3. With regard to the ability of female domestic workers to change jobs, can you provide us with information that includes:
 - The number of female domestic workers who have requested to change jobs since January 2018
 - The number of approved applications and the number of rejected applications.
 - Any measures you have taken or are planning to take to facilitate female domestic workers' freedom to change jobs.

Law No. (21) of 2015 regulating the entry, exit and residency of expatriates guarantees greater flexibility, freedom and protection for a migrant worker in the State of Qatar and guarantees their right to change the employer and the freedom to leave the country. Complete the period specified for the employment contract or upon the termination of the contract by mutual consent between the two parties, and the law also sets clear and objective standards regarding the foundations and reasons for termination of work,



whereby the domestic worker may, in accordance with the provisions of the aforementioned law, change the employer in case the employer's abuse is proven or in the case or the existence of lawsuits between them and the employer. An electronic notification system was established to change the worker's side from one employer to the other on the website of the Ministry of Administrative Development, Labour and Social Affairs or through the "Amirni" application to consider these requests and respond to inquiries according to the standards stipulated by law and cases of abuse are dealt with urgently. In addition to direct legal assistance when submitting complaints, the Human Rights Department at the Ministry of Interior undertakes to change the direction of any worker immediately and without the consent of the employer in the event that the latter is proven to be abusive in any form of abuse.

The Ministry of Administrative Development, Labour and Social Affairs continues its efforts aiming at implementing the provisions of Law No. 21 of 2015 and facilitating the procedures for migrant workers' transfer from one employer to another through the electronic notification system for changing the employer on the ministry's website and through the Amrani application for smart phones. Cases of employer changing individually by the workers have increased highly in recent years.

On 16 October 2019 the Council of Ministers approved a draft resolution to lay down controls to facilitate the workers' movement to another employer during the contract period, in a way that preserves the rights of both parties. The new system will be more flexible, allowing expatriate workers subject to the provisions of the Labour Law to move in the labour market with controls consistent with international labour standards.

4. With regard to Qatar Manpower Company (WISA), can you provide us with more details, including:
 - Number of female domestic workers working through (WISA)
 - Working and living conditions for workers through (WISA), such as working hours and salaries
 - ADLSA's assessment of this initiative in relation to improving working conditions



The Qatari Recruitment Company "Wiza" undertakes the recruitment of professional and trained domestic workers and their employment with others in domestic work services that include cleaning, driving, childcare, care for the elderly and care for people with special needs."

Unlike the majority of domestic workers, the workers of " Wiza "company do not reside with families at home, but the company provides them with adequate housing and means of transportation to work part-time or full-time with householders, for a period ranging from four hours to eight hours a day, which can be extended to ten hours a day, so that they can spend breaks freely outside working hours in addition to the weekly holiday / leave that they can spend outside their residence.

The company provides its workers with prepaid phone lines to enable them to report any ill-treatment or abuse by employers. Also, employees' wages are transferred monthly to their bank accounts in accordance with the requirements of the wage protection system. The company also undertakes to train and develop their skills continuously in the field of the referred domestic work services, and also it organises training courses to develop the general culture of workers and facilitate their integration into society in the State of Qatar.

As for the Ministry of Administrative Development, Labour and Social Affairs' evaluation of this initiative, the Ministry, in cooperation with the International Labour Organization Project Office, commissioned a study to review employment models for domestic workers. The results of the study will determine the main policy mechanisms for implementing alternative employment models for domestic workers in Qatar. It will also analyse the current initiative by the Qatari Recruitment Company "Wiza" precisely.

What are the specific measures taken by the Ministry in relation to COVID-19 to ensure that female domestic workers are protected from infection?

And their ability to receive adequate health care?

Respond:

Since the beginning of the Coronavirus (Covid 19) pandemic in the world, the Ministry of Administrative Development, Labour and Social Affairs, in cooperation with the competent authorities, has taken the necessary precautionary measures to protect all expatriate workers without discrimination, including domestic workers, and assist employers in responding to and implementing these measures, which particularly included:

1. Awareness and dissemination

- Publishing an awareness leaflet for workers in several languages entitled "Your Health and Work" that includes domestic workers and contains basic information for them in light of the crisis and answers most frequently asked questions. That were published through newspapers, audio and visual media and social media (Facebook and twitter)
- Producing awareness-raising films inspired by the document "Your Health and Work" on methods of prevention for workers and domestic workers from the Coronavirus in the languages approved for workers, in cooperation with the Qatar Media Foundation.
- Coordination with the Governmental Contact Centre at the Ministry of Transportation and Communications to add workers' languages to the hotline of 16000.
- Forming a working group to cooperate with the Ministry of Interior at the National Command Centre to respond to labour inquiries and complaints.
- Sending text messages to employers, including home employers, and instructing them on the need to educate their employees to adhere to the precautionary measures to prevent the Coronavirus epidemic in accordance with the guidelines of the Ministry of Health.
- Sending text messages to domestic workers in ten different languages to educate them about all ways to prevent the Coronavirus epidemic and the most important rights and duties during the epidemic period, in coordination with Oredoo and Vodafone companies,
- Conducting meetings with broadcasters speaking the languages of expatriate workers and the press directed at foreign workers in order to inform them of the developments and means of protection provided by the government for workers, free medical support and an emphasis on its role in awareness-raising to limit the spread of the disease.



The Ministry of Administrative Development, labour and Social Affairs was keen on continuous communication with the labour attachés and heads of workers' communities in the country to inform them of the latest developments, exchange information, cooperation and coordination to provide support and assistance to the expatriate workers in the country.

2. Providing free health care to workers:

The Ministry of Public Health conducts daily checks on a large scale Covid 19 infection including hundreds of thousands of people (review the daily bulletins on the Ministry of Public Health website and the Ministry of Administrative Development, labour and Social Affairs was keen to educate workers about the symptoms and causes of the epidemic within the aforementioned "Your Health and Work" basic information document that has been published and distributed to them.

Workers who test positive for COVID-19 are quarantined in specific centres and they are provided with the necessary medical care, food and housing free of charge, and a specialized medical team of the Ministry of Public Health, working under the supervision of the Supreme Council committee for Crisis Management, is responsible for arranging the treatment of workers in isolation and quarantine, and the employer is not responsible for arranging the issue of isolation or quarantine of workers.

To enable workers who are subjected to isolation to communicate with their relatives in their countries, the Ministry of Administrative Development, Labour and Social Affairs has supplied computers to Mkenis worker's city in two batches of up to 112 devices, through the "Better Communication" initiative, in cooperation with the Ministry of Transportation and Communications, Qatar Red Crescent Society.

It should also be emphasized that all workers and domestic workers receive the necessary treatment free of charge, regardless of their status and during the current crisis, and the health card or residence card is not necessary to undergo testing or receive treatment as these services are provided by the State of Qatar are free of charge.

3. In the field of providing support, assistance and conflict resolution:

- Providing a hotline service 24 hours a day to receive complaints and notes from employers on the number 40280660, and employees at 40280661



- Provide an SMS service on the number 92727 (press number 5, then the personal card number or the visa number)
- Communication via e-mail to the Ministry: info@adlsa.gov.qa
- Appointing a specialized team from the ministry to work within 24 hours to receive calls and messages in the following languages (Arabic - English - Hindi - Urdu - Filipino - Nepalese - Malayalam - Tamil - French - Sinhala) the Ministry is keen to complete various transactions as quickly as possible, especially electronic transactions through Communication platforms affiliated with the ministry and the application of Amirni.

Take the necessary measures in coordination with the competent authorities to enable all workers to continue transferring money to their families in their countries, by easy means (via their smartphones), without the need to go to bank headquarters,

- domestic workers have also been enabled to open a bank account remotely and transfer money electronically to their families in their countries of origin and their families under these difficult circumstances. The process is carried out remotely through a mobile application of the banks, as the employer transfers the salary electronically directly to the domestic worker's account, who is able to transfer money to their family.
- Continuing to decide on urgent labour cases and requests (remotely). The Supreme Judicial Council began cooperating with the Ministry of Administrative Development, Labour and Social Affairs holding sessions of the Committee for Settlement of labour Disputes "remotely" to decide on urgent labour cases and requests that also include female domestic workers, through the use of visual communication technology in holding court sessions. The Ministry covers for comprehensive technical support for the workers and female domestic workers who have not got the appropriate means of communication. The first sessions were held on Thursday 23 April 2020. This approach comes within the framework of keenness to decide on labour issues to achieve the required justice between workers and employers and to legally fair both parties, in all circumstances and situations arising from the Coronavirus crisis.